

CSHP BC Branch – Programs Committee

Terms of Reference

Purpose

- To plan 3 education events each year:
 - Spring Therapeutics Update (STU)
 - Clinical Symposium (CS)
 - Annual General Meeting (AGM)

Committee Meetings

- Programs chair must hold a minimum of 5 meetings annually
- Frequency, day of week, time, and format (virtual vs in person) is to be determined by the Programs Chair in consultation with committee members (e.g. usually 5:30-7:00pm on first Tuesday of each month with a break during summer months)

Committee Membership

- Programs committee members must have an active CSHP membership
- Programs committee members must attend at least 4 Programs Committee meetings yearly (in person or via teleconference) or help with at least 1 educational event
- There will be a maximum of 40 volunteers on the programs committee
 - A wait list will be established for CSHP members interested in joining the committee on a first come first served basis once the committee membership exceeds 40 members

Committee Members

- Programs Chair
- Programs Chair-Elect
- Past Programs Chair
- Committee Members
 - Secretary (1-2)
 - Event Team Leaders (2-3/event)
 - Marketing (4)
 - Registration (5)
 - Education including Speaker Liaisons (7-9)
 - Canadian Council on Continuing Education in Pharmacy (CCCEP) Liaison (-3)
 - Evaluation (3)
 - Audio-Visual (4)
 - Social (3)
- Other members:
 - CSHP-BC Presidential Executive Officer (with Internal Portfolio)
 - CSHP-BC Fundraising Committee Chair
 - CSHP-BC Technician Representative
 - Event photographer

Responsibilities

Term of Office

- Programs Chair Elect – 3 months (November to January)
- Programs Chair – 12 months (February to January)
- Past Programs Chair - 8 months (February to September)
- Programs committee members – 1 year (January to December)

Programs Chair

- Lead Programs Committee
 - Confirm each current committee member has an active CSHP membership
 - Recruit committee members for the following year

- Assume responsibility for terms of reference (TOR) during term of office, update the TOR annually and provide each committee member with a copy, provide committee members with a detailed description of activities and time frame necessary to carry out the TOR
- Show gratitude to committee members at the end of the year by hosting end of the year event for members
- Assume responsibility and oversee the 3 educational events, with major roles including:
 - Determining event date and venue
 - Promoting events via a variety of methods: CSHP-BC website, member e-mails, Branchlet newsletter and designated social media pages; pharmacy coordinators; College of Pharmacists of BC Bulletin; UBC Faculty of Pharmaceutical Sciences Continuing Pharmacy Professional Development; Pharmacy Technician Society of BC
 - Providing guidance and oversight of sessions to ensure educational content reflects best available evidence and/or best practices
 - Overseeing continuing education accreditation (help ensure CCCEP requirements are met and support assigned Programs members in reviewing educational material)
 - Collaborating with Programs Committee to summarize, reflect, and improve future events based on event evaluation feedback
 - Liaising with Fundraising Chair who will be facilitating event sponsorship and sponsor exhibit booths (as per Fundraising TOR)
 - To be Master of Ceremonies at STU, CS and AGM
 - To be one of the event leads at AGM
 - Provide CSHP-BC Branch Communications Officer with necessary event information (dates, locations, speaker handouts, registration information) to update CSHP-BC website, and facilitate distribution of at least 2 e-announcements prior to the education events (6 weeks and 1 week prior to registration deadlines)
- Review recommendations from Past Programs Chair and report on how recommendations were carried out or disposed of
- During CSHP-BC Branch Council Meetings
 - Attend meetings from the December of the year elected until the January of incumbent year
 - Provide Council with verbal or written progress reports
- Act in advisory role to:
 - CSHP-BC Chapter Chairs
 - CSHP-National Educational Services Committee (corresponding member)
 - CSHP-Western Branches Banff Seminar (BC Branch Junior Representative)
 - Attend the Banff Seminar Planning Committee meetings via teleconference
 - Assist the Past Programs Chair with the Friday night social
 - Cost of registration, travel, accommodation to be covered by Banff Seminar Planning Committee and is subject to annual review and approval.
 - Remain on Programs Committee:
 - For at least a duration of 8 months (February to September) after the incumbent term to provide training and guidance to Programs Chair-Elect
 - Upon completion of term, summarize recommendations or improvements that may be considered in the following years (to be discussed at the January Programs Meeting)

Programs Chair-Elect

- Announced at AGM in November
- Receive training from Programs Chair from November until February
- Attend CSHP-BC Council Meetings as of December

Past Programs Chair

- Act in advisory role
 - Remain on Programs Committee for at least a duration of 8 months (February to September) after term (to provide training and guidance to incoming Programs Chair)
 - Act in advisory role for the CSHP-Western Branches Banff Seminar (BC Branch Representative)
 - Attend the Banff Seminar Planning Committee meetings via teleconference

- Plan Friday night social (i.e. designate theme and general schedule, coordinate catering, venue decorations, games, etc.)
- Attend CSHP-BC Western Branches Banff Seminar as BC Branch Representative
 - Costs of registration to be covered by Banff seminar Planning Committee. Travel and accommodation costs to be covered by CSHP-BC and are subject to annual review and approval by Council.
- Provide handover to Programs Chair for the Friday Night event the following year

Committee Members

- Within the committee, the specific roles are responsible for:
 - Secretary:
 - Recording meeting minutes
 - Event Team Leaders:
 - Leading and coordinating each designated event
 - Booking venue and external audio-visual company (if applicable), determining catering company and menu, overseeing on event day
 - Marketing Subcommittee :
 - Creating event brochures and sending brochures to Programs Chair for review
 - Registration Subcommittee:
 - Creating and sending registration link to Programs Chair for review
 - Managing online registration page and checking registrants' CSHP membership status
 - Organizing name tags pre-event, setting up and running event registration station, checking in registrants
 - Reviewing registrants' livestream attendance post-event
 - Education Subcommittee (including Speaker Liaisons):
 - Selecting relevant and appropriate topics and speakers for CSHP-BC events (based on potential speaker survey, registrant requests, best practice, new evidence, etc.)
 - Keeping track of completed and potential future topics
 - Liaising with potential speakers to finalize speakers and topics.
 - Be familiar with CCCEP standards.
 - Sending out speaker invitation letters with forms to sign, and ensure speakers adhere to deadlines.
 - Review presentation drafts and maintain record of correspondence with speakers using speaker liaison checklist document.
 - Identify and address any potential accreditation issues prior to the conference.
 - Ensure speakers' presentation draft and final version are posted on programs Google drive
 - CCCEP Liaison
 - Provide oversight of CSHP-BC's compliance as a CCCEP Accredited Provider.
 - Ensuring that accredited continuing education activities of CSHP-BC are conducted in accordance with CCCEP standards and are registered on the CCCEP website prior to delivery.
 - Conduct an audit of each accredited event within 2 months of delivery, follow-up on any reports of potential bias and complaints, and submit the required report to CCCEP.
 - Review the processes CSHP-BC has in place for developing continuing education on an annual basis.
 - Prepare, submit and follow-up on an annual progress report to CCCEP, reviewing CSHP-BC's continuing education and accredited provider activities from the previous year.
 - Serve as a liaison between CCCEP and CSHP-BC.
 - Serve as a resource for Programs Committee members for CCCEP- and accreditation-related questions.
 - Evaluations Subcommittee:
 - Communications officer will help draft Event Evaluation Form
 - Compiling and presenting anonymized event evaluation feedback during Programs Committee meetings
 - Compiling list of future topic and presenter suggestions by the audience after each conference
 - Audio-Visual Subcommittee:
 - Organizing and coordinating on-site and virtual AV operations prior to and during each of the 3 events
 - Editing the recorded presentations post-event
 - Submitting recorded presentations to CSHP-BC Communications Officer (to upload to CSHP-BC website for member viewing post-event)
 - Facilitating the interactive portion of all presentation using applications such as Slido

- Social Subcommittee:
 - Planning social activities at events (if applicable) such as AGM after party and programs end of year dinner

Mandates for Educational Events

- CSHP BC Branch is committed to providing quality learning experiences for its members. The goal of the educational events is to improve the knowledge of attendees on various areas of pharmacy practice, and to provide updates on changes in practice or clinical guidelines. Events are targeted for pharmacists, technicians/assistants, and pharmacy learners. Educational activities may take the form of, but are not limited to, a presentation, symposium, debate, and/or workshop.
- Three events (Spring Therapeutics Update, Clinical Symposium, and Annual General Meeting) must be in the Lower Mainland during the specified months. Venue and date is flexible depending on availability and budget.
- CEUs will be provided only to accredited events' registrants who have completed Event Evaluation Form and proof of attendance

Spring Therapeutics Update

- Should be scheduled in April (usually 2nd or 3rd week)
 - Note: avoid scheduling event the day before and after Easter Long Weekend
- Should provide 2 hours of accredited learning via 3 different presentations

Clinical Symposium

- Should be scheduled in September (usually 2nd or 3rd week)
 - Note: avoid scheduling the event the week of Labour Day and week of Residency Certificate Night
- Should provide 2 hours of accredited learning via 3 different presentations

Annual General Meeting

- Should be scheduled in November (usually 2nd or 3rd Friday and Saturday)
 - Programs Chair should liaise with CSHP-Ontario branch to ensure their AGM is not on the same weekend
 - Note: avoid scheduling event near a statutory holiday
- Should provide at least 4.75 hours of accredited learning via at least 6 education sessions (1.25 hours [2 presentations] on Friday, 3.5 hours [4 presentations] on Saturday)
- Programs Chair will notify CSHP-BC Council when the date and location is tentatively confirmed
- Programs Chair shall be co-event lead and Master of Ceremonies for the AGM

Selection Process for Continuing Education Presentations

- Below is the process by which the Programs Committee and BC Branch Chapter Chairs shall select the topics and presenters for their learning activities:
 - The BC Branch Programs Committee and its Education Subcommittee will be responsible for determining and organizing the topics and presenters for annual Spring Therapeutics Update, Clinical Symposium, and Annual General Meeting.
 - BC Branch Chapter Chairs will be responsible for determining and organizing the topics and presenters for their various learning activities of the year.
- The following will be taken into consideration when choosing topics and presenters for a learning activity:
 - The learning activity will be based on the educational needs of the targeted participants. A working list of topics and presenters will be maintained, suggested by event attendees through post-event surveys or by Programs Committee members or BC Chapter Chairs.
 - The objectives and content of all learning activities will be relevant to pharmacy practice.
 - The learning activities will present opportunities to apply, or to see the application of new knowledge, skills, and behaviors.
 - The content and delivery of a learning activity will be balanced, evidence-based and objective, in order to minimize actual or perceived biases.
 - The learning activities shall meet the standards for Canadian Council on Continuing Education in Pharmacy (CCCEP) accreditation by ensuring independent control of the learning activity content with clear and transparent sponsorship agreements.
 - Learning activities will be educational and will not promote products or companies or contain promotional materials.

- When possible, presenters with expertise in the chosen topic area will be shortlisted and selected with consideration of their training/education background, overall years of experience, and the committee members' knowledge of feedback about the presenter from previous presentations.
- When possible, preference will be given to selection of topics and presenters that were not already chosen for the specific Programs or Chapter learning activity in the 2 years prior.

Resources and Budget

Registration Fees for Educational Events

- The CHSP-BC Branch Council, including Programs Chair and Chapter Chairs, review the CSHP-BC pricing Table annually. Previous update was in June 2022.
 - Non-members shall have a higher fee for each event than members.
 - A reduced fee shall be provided to CSHP members who are pharmacy students, pharmacy technicians and pharmacy residents, and retired pharmacists members.
 - Changes to registration fees must be approved by the Branch Council on the recommendation of the Programs Committee.
 - A full refund may be given if registration is canceled before Early Bird Deadline
 - Refund requests received after Early Bird Deadline will be determined at the Program Chair's discretion
- ASHP and PTSBC members are entitled to the CSHP member rate
- Company Representatives /Sponsors
 - See CSHP-BC Fundraising Terms of Reference
- Complimentary registration is available to:
 - CSHP-BC Programs Chair – for each event he/she has been the primary organizer of
 - CSHP Fundraising Chair (STU and AGM only)
 - Special guests and dignitaries identified by the President
 - President or Registrar of College of Pharmacists of BC
 - Dean of UBC Faculty of Pharmaceutical Sciences
 - President or CEO of BC Pharmacy Association
 - Honorary Life Members
 - Speakers
 - Major Benefactor Sponsors (see CSHP-BC Fundraising Terms of Reference)
 - Distinguished Service Award Recipients since 2012 who opt for lifetime complimentary registration to local CSHP-BC events
 - AGM Award Recipients:
 - Past President Award (1)
 - Distinguished Service Award (1)
 - Meritorious Service Award (1)
 - Mentorship Award (1)
 - Maria Machado Award (1)
 - New Hospital Pharmacy Practitioner Award (1)
 - Future Professional Pharmacy Student Award (1)
 - Pharmacy Awareness Month Award (1)
 - Publication Award (Original Research) [select one author] (1)
 - Publication Award (Review) [select one author] (1)
 - Pharmacy Practice Residency Awards (4)
 - Student Award (2)
 - Recruitment Award (1)
 - Student Recruitment Award (1)
 - Hospital Participation Award (3)

Honoraria

- The following guidelines are to be followed at all CSHP-BC Branch Programs' and Chapters' events. Deviations require approval from CSHP-BC Council
- Speaker will receive honoraria based on the approved CSHP-BC Accredited event Speaker's Honorarium Table (last updated March 2022):

Table: CSHP BC Branch - Guideline for Accredited Event Speaker's Honorarium			
Presentation Duration	1 speaker	2 speakers per presentation	3 speakers per presentation
25-29 minutes	\$125	-	-
30-34 minutes	\$150	-	-
35-39 minutes	\$175	-	-
40-44 minutes	\$200	-	-
45-59 minutes	\$225	\$125/speaker	\$75/speaker
60-74 minutes	\$250	\$150/speaker	\$100/speaker
75-89 minutes	\$300	\$175/speaker	\$125/speaker
90-104 minutes	\$350	\$200/speaker	\$150/speaker
105-119 minutes	\$400	\$225/speaker	\$175/speaker
120 minutes	\$450	\$250/speaker	\$200/speaker

- The presentation duration listed above includes speaker's presentation and question period.
- If the speaker is giving more than 1 presentation, the total honorarium shall be based on the sum of the honorarium set for each presentation (not total speaking time).
- If there is more than 1 speaker per presentation – follow guide above.
- If the speaker declines honorarium at STU or CS, may offer speaker complimentary registration to AGM (2 days).
- Local speakers receive complimentary registration and honorarium (see table above)
 - STU and CS – 1-day registration
 - AGM – 2-day registration
- Out-of-town speakers receive complimentary registration, honorarium (see table above), and reimbursement of travel/accommodation costs as outlined by the CSHP Expense Claim Guidelines on the CSHP Expense Claim Form.
- Speakers shall not be sponsored by a drug company directly.
- CSHP-BC Branch will not provide honorarium to Satellite Symposium speakers either directly or on behalf of a drug company.
- Speaker expenses should be submitted and approved based on CSHP-BC Branch "Speaker Expense Claim Form" (see Treasurer for most up-to-date form).

Additional Funds/Sponsors

- Responsibility of the Fundraising Chair (refer to Fundraising Chair TOR for more information)
 - To provide a list of company representatives attending CSHP-BC event to Programs Chair no later than 3 days after early bird deadline of each event
 - To provide and forward a contact list of company representatives' most current addresses
- To be used as unrestricted educational grant (i.e. held independently of sponsors)
- Cheques will be sent to Treasurer for deposit who will maintain an accurate financial statement of committee revenues and expenses.
- Corporate sponsors will be acknowledged in promotional brochures or introductory slides for each event.
- Attendees will be asked if bias is detected in the program.

Complaints and Grievances

- All grievances and complaints including, but not limited to, perception of bias in content, tuition and fee refunds, will be documented and reported to the Programs Chairperson.
- If the resolution is not satisfactory to the client, it will be directed to the Presidential Executive Officer (Internal Portfolio), who also sits on the Programs Committee. The President and the CSHP-BC Council can be consulted for disputes.

Informal Resolution

- Any Programs or CSHP member receiving information regarding a grievance or complaint will attempt to obtain and document the following information: name of individual, contact information, nature of complaint, expected resolution. This information will be reported to the Programs Chairperson.
- The Programs Chairperson will document the resolution in the program file.
- Level 1

- If the Programs Chairperson is unable to reach satisfactory resolution, the information will be forwarded to the Presidential Executive Officer (Internal Portfolio)
- All cases of perceived bias must be reviewed by the Programs Chairperson. The complainant will be asked to submit a detailed written complaint. The Programs Chairperson will seek input from other Programs committee members. In the event that bias is found to exist, the expert and panel review process will be re-assessed to determine improvements to identify bias.
- Level 2
 - If the Programs Chairperson and Presidential Executive Officer (Internal Portfolio) is unable to reach satisfactory resolution with the client, the information will be discussed at a CSHP-BC Council meeting to see input from other council members.

Records of Complaints

- Clients unsatisfied with proposed resolution are encouraged to document their concern, in the case of verbal communications.
- Complaints are filed for record keeping.
- In the case of a refund, the client is required to return the original receipt for tuition.
- Refunds are filed in the financial records.

Prevention of Fraudulent Activity

- The CSHP-BC Programs Committee will follow the following procedure to minimize the fraudulent claims for CEUs granted by CSHP-BC
 - Record of attendance will only be issued to confirmed conference registrants who have attended the program and completed all program requirements
 - Record of attendance for live workshops will be distributed only at the end of the program.
 - A record of attendance will be filed for three years
 - Requests for duplicate certificates will be granted only after confirming attendance and/or completion of all program requirements in the CSHP-BC records.

Record Retention and Privacy Policy

- This policy refers to the retention of participant and program records generated by the CSHP-BC Programs Committee.
- 1. CSHP-BC will adhere to the privacy and non-disclosure policy established by CSHP. None of the following is intended to supersede CSHP policies and procedures.
- 2. CSHP-BC shall maintain and assure the availability of records adequate to serve the needs of the participants and others requiring such information.
- 3. Records of participation and credit awarded shall be kept for a minimum period of two years beyond expiry of CCCEP accreditation, and for the duration of the applicable CCCEP Accredited Provider accreditation window, whichever is longest.
- 4. Full documentation of program-related materials and information, adequate to providing evidence of compliance with the quality criteria and guidelines, should be retained and be fully accessible to the Accredited Provider.
- 5. Registration lists of participants will not be given to any program sponsor.
- 6. Confidential information, including participant contact information, will be stored securely in password-protected or encrypted digital files, or in web-based services protected by a password or encryption.
- 7. The amount of confidential information collected and stored should be the minimum required for program planning, program delivery, program evaluation and to record participant attendance.

Learner Support and Remediation Policy

Learner support for non-conference activities

1. The learning activity will have a clear description of the educational objectives and program content.
2. The learning activity will have a clear description of the equipment/technology, time and background knowledge required to successfully complete the program.

3. Learners will be provided sufficient time and opportunity to complete the program, including an option to save progress and continue at a later time where possible.
4. Learners will have the contact information of the speaker/presenter or a qualified proxy if they have questions about the learning activity.

Remediation for non-conference activities

1. Learners must attain a score of at least 70% on their learner knowledge assessment to be successful and attain credit for a non-conference learning activity.
2. Learners who are unsuccessful with their first attempt will have the opportunity to review their answers against an answer key/rubric with written rationale for why the correct answer is correct and/or why the incorrect answers are incorrect.
3. Learners who are unsuccessful with their first attempt will be given an opportunity to repeat the activity for credit, as long as the program accreditation has not expired.
4. Learners will have the contact information of the speaker/presenter or a qualified proxy if they have questions about the learning activity.
5. If more than 50% of the first 20 learners are unsuccessful with their first attempt, the program and learner knowledge assessment will be reviewed by the author/presenter and the CCCEP Liaison for appropriateness of content, delivery, assessment method and learning objectives.

Remediation for conference activities

1. Participants with verified attendance at a conference activity and who complete the learner evaluation will be given credit for attending accredited learning activities.
2. Participants who signed up but failed to attend a conference activity will not be given credit. No opportunity to attain this credit will be provided; however, participants will be given access to program materials (and a recording, if available) for their own learning.
3. Participants who attended a conference activity but failed to complete the learner evaluation on time will be given the opportunity to complete the learner evaluation within 6 months and still attain credit.

Frequency of Review

- Annually

Date of CSHP-BC Council Approval:
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- December 12, 2023