



<p>POLICY:</p> <p style="text-align: center;"><b>Pharmacy Technician Program Student Code of Conduct</b></p>		<p>POLICY NUMBER:</p> <p style="text-align: center;"><b>AC-1-9</b></p>
		<p>PREVIOUS/REPLACES:</p> <p style="text-align: center;"><b>Pharmacy Technician Program Student Code of Conduct</b></p>
<p>APPROVED BY:</p> <p style="text-align: center;"><b>Academic Council</b></p>	<p>EFFECTIVE DATE AS OF:</p> <p style="text-align: center;"><b>May 4, 2021</b></p>	<p>PRIOR VERSIONS:</p> <p style="text-align: center;"><b>November 25, 2020</b></p>

## 1. Policy Statement

The Manitoba Institute of Trades and Technology (to be referred to as MITT) is committed to producing graduates with the highest standard of professional conduct and places a strong emphasis on employability skills in all academic programs. The pharmacy technician profession is bound by a framework of ethical standards that are integral to quality healthcare and patient safety.

Further, the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) requires post-secondary institutions to provide students in an accredited Pharmacy Technician Program<sup>1</sup> with a Code of Conduct that aligns with professional practice standards.

This policy outlines the standard of conduct expected of students enrolled in and faculty teaching in the Pharmacy Technician Program.

## 2. Scope of Policy

This policy applies to all students enrolled in the MITT Pharmacy Technician Program. It should be used in conjunction with and is subject to all MITT policies and regulations, as well as all relevant legislative, regulatory, and accreditation provisions.

The Code extends to on-campus and off-campus conduct including all MITT premises and affiliated campuses, as well as:

- Off-campus conduct during affiliated learning activities including, but not limited to, field trips, shadow days, Work Practicum, etc.
- Digital learning platforms.
- Off-campus digital media use that infringes on MITT policy or the rights of MITT staff and learners.

MITT reserves the right to impose disciplinary action to Code of Conduct infringements. MITT recognizes that students are ultimately responsible for managing themselves in accordance with this policy and for accepting any consequences as a result of their actions.

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<sup>1</sup> Accreditation is the public recognition accorded to a Pharmacy Technician Program that meets the established professional qualifications, educational standards, and continuous improvement criteria of The Canadian Council for Accreditation of Pharmacy Programs (CCAPP).



### 3. Procedure

#### **General Standards of Conduct Expectations**

To ensure MITT graduates meet the recognized standards of professional conduct, this Code of Conduct promotes the following expectations:

- I. Apply patient-centered care and engagement practices
- II. Safeguard patient safety, health, and well-being
- III. Respect and protect patient rights
- IV. Maintain confidentiality
- V. Demonstrate honesty, integrity, and accountability
- VI. Maintain professional relationships
- VII. Demonstrate civility and active citizenship
- VIII. Exercise professional judgment
- IX. Expand professional knowledge and competence through continuous learning

These standards have been embedded in the curriculum and reinforced through evaluation practices. Using progressive structured evaluation approaches that promote reflective practice, MITT is committed to strengthening the professional growth and development of its students.

### 4. MITT Pharmacy Technician Values and Ethical Responsibilities

Students have a responsibility to conduct themselves according to the ethical responsibilities outlined in this document and in pharmacy technician practice standards. MITT Pharmacy Technician students are expected to demonstrate the following standards on and off campus and in their online presence.

#### **I. Apply Patient-Centered Care and Engagement Practices**

- Respect the individual worth, autonomy, values and dignity of every patient.
- Collaborate with patients, pharmacists and other health professionals to achieve optimal health outcomes.
- Communicate effectively and respectfully with patients and the pharmacy team in the interest of patient care and professionalism.

#### **II. Safeguard Patient Safety, Health, and Well-Being**

- Practice within the limits of one's own competence.
- Follow proper safety precautions and take the appropriate routine precautions to prevent the spread of infectious disease.
- Respect patient health and well-being, as well as their right to dignity, security and responsible care.
- Keep accurate patient records and check the accuracy of electronic data.
- Ensure the safety and accuracy of prepared products and identify real or potential medication discrepancies and incidents to a supervising pharmacist.
- Support health promotion in collaboration with the pharmacist.
- Uphold the legal and ethical responsibility to practice unimpaired.

#### **III. Respect and Protect Patient Rights**

- Recognize and overcome potential biases including social, cultural, generational, economic, political, and other influences.
- Demonstrate professionalism and uphold professional standards of practice.



**IV. Maintain Confidentiality**

- Respect and protect patient rights to privacy and confidentiality as per the *Personal Health Information Act (PHIA)* and *Freedom of Information and Protection of Privacy Act (FIPPA)* legislative requirements.

**V. Demonstrate Honesty, Integrity, and Accountability**

- Understand and comply with the ethical standards and legal requirements of the pharmacy technician profession.
- Question, address, and report unsafe, unethical or incompetent pharmacy practice or pharmacy practice conditions.
- Respect MITT academic integrity, privacy, and copyright regulations.
- Act with honesty and integrity in all academic endeavours including assignments, examinations, research, and pharmacy practice experiences.
- Identify and declare potential conflicts of interest as required and avoid actions or situations creating conflicts of interest.
- Acknowledge mistakes and take responsible action to address, resolve and learn from mistakes.
- Respect the property of others, including the Institute's and Work Practicum site buildings and facilities.
- Meet the fitness to practice requirements (including the skills, knowledge, mental and physical capacity) necessary to work safely, effectively and professionally as defined by the regulatory bodies, recognized pharmacy practice standards and ethical codes of conduct for this profession.

**VI. Maintain Professional Relationships**

- Exercise self-control and maintain a high standard of professionalism.
- Establish and manage appropriate boundaries in all relations.
- Be considerate and respectful towards the patient's family members and caregivers and their concerns.
- Recognize and respect the cognitive, physical, or social-emotional limitations of others and oneself and act accordingly.
- Address and resolve issues or concerns at the appropriate level.
- Comply with the policies of any employer or host organization.

**VII. Demonstrate Civility and Active Citizenship**

- Uphold the principles of justice including human rights, equity and fairness, as well as the public good.
- Maintain civil, collegial, and respectful relationships with MITT staff and instructors, classmates, and Work Practicum colleagues.
- Respect and be sensitive to individual differences.
- Communicate with tact, diplomacy and sensitivity.
- Hear and respect the opinions of others.
- Address stress, frustration, and negative thinking appropriately and proactively.
- Contribute a fair share to team work.
- Reflect thoughtfully and use respectful language on student feedback mechanisms.



**VIII. Exercise Professional Judgment**

- Respond appropriately to unethical and unprofessional behaviours in others.
- Take steps to act on constructive feedback and corrections.
- Raise concerns appropriately and directly with individuals involved.
- Refrain from posting, distributing, or responding to any disparaging or confidential electronic content.
- Access, retrieve and apply relevant information to make evidence informed decisions.
- Refrain from all pharmacy practice work (including patient and research activities) when the ability to act responsibly and professionally is impaired as a result of the use of a drug, alcohol, or cannabis product.

**IX. Expand Professional Knowledge and Competence Through Continuous Learning**

- Apply reflective practices to learn from errors to prevent future adverse situations, as well as establish well-defined goals to overcome any deficiencies.
- Utilize the Institute's resources to support academic progression and development as required.

**5. Administration**

The Dean, Skilled Trades, Services and Applied Technologies is responsible for ensuring this policy is implemented.

**6. Review**

This policy will be reviewed every five years by Academic Council.

**7. Compliance with Other Policies**

- Students are required to follow the Student Attendance Policy. Students are responsible for any classwork or assignments missed during their absence.
- This Code of Conduct is subject to the Academic Integrity Policy. Violation of the Academic Integrity Policy may result in a delay or end to student progression in their program of studies.
- Students who have a work placement (i.e., practicum, internship, etc.) as a requirement of their program of study are required to follow the Work Practicum and Work Co-op Policy.

**8. Policy References**

Academic Standards  
Academic Integrity  
Drug and Alcohol (Students)  
MITT Computer and Telecommunications Usage  
Respectful Workplace, Harassment Prevention and Non-Discrimination  
Student and MITT Expectations  
Student Behaviour  
Student Appeals  
Student Attendance  
Student Discipline

**9. Definitions**

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