



City of Vancouver *Land Use and Development Policies and Guidelines*

Planning, Urban Design and Sustainability Department

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SMALL-SCALE PHARMACY - LOCATION AND OPERATION GUIDELINES

*Adopted by City Council on September 20, 2005
Amended July 20, 2022*

1 Location Considerations

- (a) A small-scale pharmacy should not be located within 400 metres of the property line of an existing pharmacy or small-scale pharmacy.
- (b) Should a small-scale pharmacy be located in a building containing residential development, there will be an Advisory Committee with the residents of the building that will meet to address any impacts in a timely way on an as needed basis.
- (c) The Directory of Planning may, upon advice of the Drug Policy Coordinator, consider an application that does not meet the guideline in (a) above:
 - when it is deemed to be an essential health service; or
 - when it is a relocation of an existing small-scale pharmacy.

2 Patient Consultation Area

- (a) A small-scale pharmacy should have a consultation area, as defined by the College of Pharmacists of British Columbia, which is distinct and separate from the required 25 square metres of publicly accessible space.
- (b) The Director of Planning may, upon advice of the Drug Policy Coordinator, consider an application that does not meet the guideline in (a) above when it is deemed to be an essential health service.

3 Good Neighbour Conditions

The applicant should sign and agree to “good neighbour conditions” that addresses specific neighbourhood concerns, generally that may include but is not limited to:

- (a) the site should be maintained in a neat and tidy condition;
- (b) site operations and procedures to ensure safety inside and outside the facility should be implemented and maintained in accordance with a prescribed policy manual;
- (c) procedures should be implemented at the facility to address any nuisance issues arising as a result of the operations of the facility, including loitering outside, line-ups, litter, and congregations of people. Specific strategies include minimizing any potential for service line-ups by offering scheduled appointments and targeting clean-up crews first thing in the morning and at repeated intervals throughout the day. Any and all issues should be dealt with quickly and thoroughly;
- (d) garbage storage area should be designed to minimize nuisances, hazardous waste and litter in the area surrounding the facility;
- (e) the owner/operator should work with the Vancouver Police Department, City staff, and other stakeholders to develop and implement a strategy to minimize the amount of visible drug dealing in the vicinity of the facility;
- (f) the owner/operator will agree not to offer incentives - monetary or otherwise - to attract new clients;
- (g) there should be clearly defined hours of operation approved by the Director of Planning;
- (h) an identified contact person that should be during hours of operation; and
- (i) other conditions as deemed necessary through neighbourhood consultation.