

BETTER TOGETHER:



ESSENTIAL PIECES IN PHARMACY
2025 ALBERTA PHARMACY TECHNICIAN CONFERENCE



About the Conference

Featuring exciting education sessions and networking opportunities, the Alberta Pharmacy Technician Conference is one of the premier events for pharmacy technicians from all practice settings within Canada. The 2025 conference will be held at the Best Western Premier Plaza Hotel in Calgary, AB. Check out the conference program for schedule details.

The theme this year is:

Better Together: Essential Pieces in Pharmacy Practice

Fees & Registration Information

Early Bird 2-day Rate

Member: \$225

Non-Member: \$300

Early Bird 1-day Rate

(Friday OR Saturday):

Member: \$175

Non-Member: \$250

Regular Registration 1-Day Rate

(Friday OR Saturday):

Member: \$225

Non-Member: \$300

Student Member: \$125

Student Non-Member: \$175

Regular Registration 2-Day Rate

Member: \$275

Non-Member: \$350

Student Member: \$175

Student Non-Member: \$225

Early bird registration is open
from July 1st to July 8th!

Regular registration is open
from July 9th to September 5th!





Conference Objective

Our overall conference objective for 2025 is:

To build awareness of the diverse skills and responsibilities within pharmacy teams, affirming that each piece is vital to the big picture.

Available CEUs

This conference is being assessed by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for 10 continuing education units (CEUs) for Pharmacy Technicians.

A Statement of Attendance will be available upon completion of the conference and will be provided to those in attendance, on either Friday, September 12th, Saturday, September 13th, or both days.





ACM & Townhall

Awards Announcements

The PTSA Annual General Meeting, Town Hall and presentation of awards will be held on Friday, September 12th after lunch.

We look forward to discussing the work completed over the past year and celebrating the accomplishments of pharmacy technicians!





Silent Auction

This year's Silent Auction will run all day on Friday, September 12th and Saturday, September 13th.

Highest bidders for all Silent Auction items will be announced on Saturday, September 13th at 2:45 pm!

Prizes & Swag Bags

Thank you to the following sponsors for their donations to our prizes and swag bags!



Entertainment

Join us Friday evening for Musical Bingo, hosted by:



VEGAS ENTERTAINMENT INC.

We will have lots of awesome prizes for our winners!





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Technician Conference using**

#PTSAConference2025 #PTSABetterTogether

Find us on these social media platforms @thePTSA





Conference Schedule

Friday, September 12th

7:00 am - 8:00 am - Registration & Breakfast; Opening Remarks

8:00 am - 9:00 am - **Navigating in Troubled Waters: How to Survive in Unknown Territory** - *Irene Pfeiffer*

9:00 am - 9:15 am - Break

9:15 am - 10:15 am - **The Mix Masters: Behind the Scenes of the Compounding & Repackaging Team** - *Nikki Cornell*

10:20 am - 11:20 am - **Hazardous Compounding: Come Over to the SAFE Side!** - *Lauren Adduono*

11:20 am - 11:30 am - Break - Sponsored by Formative Pharma

11:30 am - 12:30 pm - **A Dose of Ambition: Breaking Barriers for Pharmacy Technicians** - *Fiona Lowe*

12:30 pm - 2:45 pm - Lunch; AGM, Townhall, and Awards

2:45 pm - 3:45 pm - **Future of ACP** - *Brad Willsey*

5:00 pm - 5:30 pm - Break and Hotel Check In

5:30 pm - 9:00 pm - Vendor Tradeshow; Dinner; Entertainment

Join us Friday evening for some friendly competition with Musical Bingo, hosted by:



VEGAS ENTERTAINMENT INC.

Conference Schedule

Saturday, September 13th

7:00 am - 8:00 am - Registration & Breakfast

8:00 am - 9:00 am - **Special Access Program and the Role of the Outpatient Contract Team** - *Rilla Sakamaki*

9:00 am - 9:15 am - Break

9:15 am - 10:15 am - **Inspiring Growth Mindset** - *Kirsten George-Phillips*

10:15 am - 10:45 am - Hotel Check Out; Break

10:45 am - 11:45 am - **Robberies & Burglaries** - *James Krempien*

11:45 am - 12:30 pm - Lunch

12:30 pm - 1:30 pm - **Beyond the Counter: From Burnout to Balance** - *Stephanie Feldman*

1:30 pm - 1:45 pm - Break

1:45 pm - 2:45 pm - **HPT - Helping You Heal at Home** - *Lindsay Gilbert*

2:45 pm - 3:15 pm - Silent Auction Winners; Closing Remarks



Irene Pfeiffer

Navigating in Troubled Waters - How to Survive in Unknown Territory

Irene Pfeiffer was appointed to the College of Licensed Practical Nurses by the Government of Alberta in October 2024. She is also past President of the Alberta College of Pharmacy, as well as past President of the Calgary and Alberta Chamber of Commerce, the Alberta College of Physicians and Surgeons, a past co-chair of the Health Quality Council of Alberta, and past chair of the Human Resources Committee of STARS Air Ambulance as well as a member of the board.



Presentation Description

Irene will be speaking on her history as a public member as past President of the Alberta College of Pharmacy, and her experience regarding pharmacy technicians in general

Learning Objectives

1. Determine how to start our day on a positive note
2. Learn to challenge our attitudes towards change
3. Leave with a better understanding of how we can affect change

Nikki Cornell

The Mix Masters: Behind the Scenes of the Compounding & Repackaging Team



Nikki has spent 18 years working in pharmacy, starting in retail pharmacy before moving to the University of Alberta hospital where she stayed for 10 years. She has a diverse knowledge of pharmacy practice, including sterile, non-sterile, high risk and chemotherapy compounding, procurement & inventory, parenteral nutrition, and clinical practice. In 2021, Nikki moved to the AHS Compounding & Repackaging Team where she was involved in provincial pharmacy projects and optimization and has recently made a temporary transition to the Technical Practice team. Nikki currently sits as the Health Sciences Association of Alberta young worker representative for the National Union of Public and General Employees and is passionate about fostering a positive work environment and growing the profession of pharmacy technicians.

Presentation Description

Nikki will be doing a presentation on the AHS Compounding & Repackaging team, doing a deep dive into who the team is and what they do, how the work began, and what continues to be on the horizon. She will describe the process of creating standardization of recipes amongst all AHS sites in the province, and the challenges and successes that the team has experienced.

Learning Objectives

1. By the end of this presentation, PTSA members will be able to identify 3 databases that the Compounding and Repackaging Team are responsible for maintaining.
2. By the end of this presentation, PTSA members will understand how Beyond Use Dates (BUDs) are decided and applied to recipes.
3. By the end of this presentation, PTSA members will be able to identify the role the Compounding and Repackaging Team plays in provincial pharmacy projects.

Lauren Adduono

Hazardous Compounding: Come Over to the SAFE Side!

Lauren attended Red Deer College from 2009-2010, after taking the first ever PEBC exam in 2011 she became a Regulated Pharmacy technician. Lauren has worked in a variety of retail and hospital pharmacies, both in rural and urban.

Lauren began her career with Alberta Health Services in 2011 as a relief technician in the Rural Calgary zone, gaining valuable experience across seven different sites over the course of six years. She then transitioned to a permanent full-time position at High River Hospital, where she earned certifications in Sterile Compounding, Chemotherapy, and Hazardous Compounding.

This expertise led to her role as the zone's Aseptic Certifier. Lauren further expanded her skills during an 18-month tenure at Central Production in Calgary, where she honed her IV skills and broadened her knowledge in Total Parenteral Nutrition (TPN).

Outside of work, Lauren enjoys snowboarding, swimming, camping, traveling, and embarking on new adventures with her loved ones.



Presentation Description

In this presentation I want to clearly define the differences between Sterile Compounding vs Chemotherapy IV compounding. I will spend a small portion of the time going over basic rules and regulations technicians are required to follow while sterile compounding hazardous medications such as chemotherapy. Exemplifying the safety measures that are taken to feel confident and comfortable handling these medications.

Learning Objectives

1. Introduction to Hazardous Sterile Compounding – Clearly define the differences between Sterile Compounding and Hazardous Sterile Compounding; Understand basic rules and regulations technicians are required to follow while sterile compounding hazardous medications.
2. Handling Hazardous Medications and Preparations - Understand the safety measures that are taken to feel confident and comfortable handling these medications.
3. Chemo-Lock Device System – Understand the system and all devices; defining each device's purpose with a general idea of how to use these together as a system, and how they keep staff and patients safe.

Fiona Lowe

A Dose of Ambition: Breaking Barriers for Pharmacy Technicians



Fiona Lowe is an accomplished Pharmacy Technician with a diverse and extensive career spanning multiple sectors within the pharmacy field.

Her career began in retail and long-term care pharmacy, where she gained foundational experience before transitioning to hospital pharmacy. Fiona spent 13 years in the hospital setting before moving to a Group Purchasing Organization, where she coordinated contracts and managed accounts. This role solidified her ability to navigate complex healthcare environments and build strong professional relationships.

Fiona's career took a new direction when she joined GS1 Canada, where she contributed to the development of barcoding safety guidance. This role allowed her to merge her pharmaceutical expertise with the world of technology, creating systems that enhanced safety and efficiency in the industry. After her time at GS1, Fiona transitioned into the pharmaceutical industry as a Hospital Account Manager. Her strategic vision and deep knowledge of the pharmacy sector led her to her current position as Head of Commercial for Hikma Canada. In this leadership role, Fiona continues to shape the future of the pharmaceutical industry, driving growth and innovation at Hikma.

Presentation Description

This presentation is focused on the outside of the box career paths for a technician. There is a focus on mentorship (having it, and becoming a mentor), imposter syndrome, and working hard to show your worth.

Learning Objectives

1. Attendees will be able to explain the importance of networking and building relationships, and how this can lead to new opportunities
2. Attendees will discuss the importance of a growth mindset and its impact on personal success, and describe the benefits of embracing change and adapting to new situations
3. Attendees will be inspired to pursue their professional goals and contribute to the advancement of the pharmacy profession in "outside of the box" roles with passion and dedication

Brad Willsey

Future of ACP

Brad Willsey became registrar for the Alberta College of Pharmacy (ACP) on January 1, 2025. Previously, Brad served a total of 12 years on the Councils of ACP and its predecessor, the Alberta Pharmaceutical Association, including terms as president for each organization. Brad also has experience working with the college as an assessor for additional prescribing authorization (APA) applications, a member of the Hearing Tribunal pool, and as a contract investigator for the complaints team, just to name three.

Brad graduated from the University of Alberta (U of A) with a BSc Pharm and has a master's degree in business administration from Queen's University. He practised as a pharmacist at Grande Prairie Regional, Royal Alexandra, and University of Alberta hospitals for a total of 10 years before moving to community practice. He and a partner owned a pharmacy that provided innovative services to seniors.

Brad also has experience as an adjunct professor at the U of A Faculty of Pharmacy from 2003 to 2010.



Presentation Description

ACP's registrar, Brad Willsey, will review recent trends in pharmacy practice and consider how pharmacy technicians, as regulated health professionals, can excel in today's modern pharmacy landscape. We will review recent changes to ACP's standards and how pharmacy technicians are empowered to practise to their full scope. Together, we will consider how pharmacy technicians can practise to succeed and get the most out of their roles.

Learning Objectives

1. Provide attendees with an overview of current trends in pharmacy practice and how they relate specifically to the role and scope of practice of pharmacy technicians. The services being provided in pharmacy have led to a change in public expectations. Build awareness and understanding among attendees about what is possible for pharmacy technicians within their scope of practice and provide tips on how to fully incorporate their scope to support the practice of pharmacists and the operation of the pharmacy.
2. Review and discuss key changes to ACP's Standards of Practice for Pharmacists and Pharmacy Technicians and the Standards for the Operation of Licensed Pharmacies, which were launched on February 1, 2025. Discuss how the new standards apply specifically to pharmacy technicians. This will provide awareness and understanding among attendees about these changes, including updates to how unregulated employees are supervised within the pharmacy and the opportunity for pharmacy technicians to assume the Operations Supervisor role within the pharmacy.
3. Discuss real-life examples of how pharmacy technicians are contributing to pharmacy in different ways, as leaders in their practice. Provide inspiration to attendees as they learn what their colleagues are achieving across Alberta. Encourage pharmacy technicians to understand their full scope, practise to their full scope, and explore leadership opportunities.

Rilla Sakamaki

Special Access Program and the Role of the Outpatient Contract Team



Rilla Sakamaki has been a dedicated pharmacy technician for nearly a decade, gaining diverse experience across community pharmacies, small-town hospitals, compounding labs, and inventory management. In her current role with Alberta Health Services, she serves as a liaison between outpatient pharmacy and AHS in a unique role as part of the contract team. She also mentors and teaches the new upcoming pharmacy technicians in the world of non-sterile compounding.

Presentation Description

This session will explore the pivotal contributions of pharmacy technicians in delivering patient care through on-site hospital pharmacies for individuals under Alberta Health Services' care. The unique role of a pharmacy technician as a liaison between Alberta Health Services and outpatient contract Rexall pharmacies will be highlighted and discussed. By showcasing real data, the session will highlight the range of services provided, including Special Access Program drugs, through outpatient pharmacies, and demonstrate how these services have evolved over the years.

Learning Objectives

1. By the end of the session, pharmacy technician attendees will be able to describe at least three core functions of the liaison role between Alberta Health Services and Rexall outpatient pharmacies, emphasizing how these functions support patient care.
2. Attendees will be able to interpret real-world data presented during the session to identify how pharmacy technicians contribute to the distribution and management of Special Access Program (SAP) drugs within outpatient settings.
3. Participants will compare two significant developments in outpatient pharmacy services over the past five years and explain how these changes have expanded the pharmacy technician's scope of practice in the outpatient setting.
4. By the end of the session, participants will be able to identify at least one non-traditional or emerging pharmacy technician role discussed and reflect on how their own skills could be applied to pursue similar opportunities, fostering the understanding that diverse career paths are possible within the profession.

Kirsten George-Phillips

Inspiring Growth Mindset

Kirsten George-Phillips has focused her career on advancing hospital and ambulatory pharmacy practice. Through her experience on the Clinical Practice Leader and now as manager of the AHS Pharmacy Informatics Team, she has learned the many benefits of growth-mindset thinking. Although she has always been a proponent of getting out of her comfort zone, it has taken a few decades of experience to realize the potential of learning and growing from setbacks as well as the importance of sharing experiences around challenges and perceived failures. Kirsten would like to welcome anyone looking to foster positive and forward thinking in themselves and in their team members to join her in Inspiring Growth Mindset.



Presentation Description

Adopting a growth mindset allow us to recognize skills and abilities are not fixed and can be developed through openness to the ideas of others, selecting good strategies and hard work. This mindset allows us to learn from our experiences, viewing setbacks as an opportunity for growth. Leaders with strongly developed growth mindsets may also inspire team members to further develop this way of thinking. When a whole team embraces this mindset, members are empowered to be collaborative, innovative in their thinking and are likely to be more dedicated to their work. Cultivation of growth mindset can grow strong and more productive teams with potential to continue to learn and grow.

Learning Objectives

1. Be able to identify differences between fixed and growth mindset
2. Understand the benefits to their team of creating a growth mindset culture
3. 3. Be aware of steps to take towards creating and/or encouraging a growth mindset culture on their team

James Krempien

Robberies & Burglaries



James Krempien has been the Complaints Director at the Alberta College of Pharmacy since 2008. James reviews all complaints received by ACP and sets in motion any action needed to resolve them. He coordinates investigations, alternative complaint resolution, and dismissals of complaints. Prior to his current role, James was a practising pharmacist for 18 years. James understands the complexities of the profession as well as the importance of maintaining its integrity.

Presentation Description

In 2020, the Alberta College of Pharmacy began receiving reports of increases in pharmacy robberies across Alberta. These incidents became more and more violent, putting pharmacy team members and patients in danger. Pharmacy robberies also present significant risk to the general public as narcotics and other at-risk substances were becoming available on the street.

In 2022, ACP made it mandatory for licensed pharmacies to keep all narcotics and other at-risk substances locked in time-delayed safes to increase security and safety. As a result of this initiative, pharmacy robberies have dropped significantly across Alberta. Still, pharmacy teams must remain vigilant to keep their pharmacies safe and secure.

ACP Complaints Director James Krempien will review ACP's requirements and recommendations for pharmacy teams to prevent robberies and make pharmacies safer for team members and communities.

Learning Objectives

1. Provide attendees with historical context about the need for heightened awareness and prevention of pharmacy robberies and burglaries in Alberta.
2. Review and discuss requirements in the Alberta College of Pharmacy's Standards for the Operation of Licensed Pharmacies regarding drug storage.
3. Review and discuss the resources available on ACP's website for regulated members about preventing pharmacy robberies and burglaries.

Stephanie Feldman

Beyond the Counter: From Burnout to Balance

Stephanie (MSW, RSW) is a Licensed Therapist, content creator and private therapy practice owner in Calgary, Alberta. Stephanie has worked in the social services field for over 12 years in settings that range from non-profit (Calgary Distress Centre, Hull Services, Between Friends, Cerebral Palsy Kids and Families, Christine Meikle School, PACEkids) to private practice. Her degree in Community Rehabilitation and Disability Studies and background working with the most vulnerable populations fostered her belief that mental health care should be accessible and that everyone's unique experience and identity deserves to be understood.

Stephanie began creating mental health content on Instagram and TikTok in 2021 as a means to increase accessibility of mental health education and normalize the human experience. Her growth on social media, (78K+ across platforms), coupled with the growing gap in the mental health field inspired her to create a space where individuals could feel seen, heard, and supported on their unique journeys. The Healing Hive Therapy Co. was born out of Stephanie's vision to offer relatable, trauma-informed care tailored to those who, like her, long for a safe and laid-back environment to heal and thrive. She has grown her team of relatable, compassionate, down-to-earth therapists and created the community she always needed.



Presentation Description

Pharmacy work is fast-paced, high-pressure, and emotionally demanding—which can make it difficult to reconnect with yourself after a long day, especially when life outside of work is also heavy. In this session, we'll explore what burnout really looks like in helping professions, how chronic stress impacts your nervous system, and self-care tools to help you decompress, reset, and show up with both professionalism and compassion. You'll walk away with a greater understanding of what it means to care for yourself, both during and after work, so you can continue doing your job without losing yourself in the process.

Learning Objectives

Still to come!

Lindsay Gilbert

HPT - Helping You Heal at Home



Lindsay has been a Pharmacy Technician at the Red Deer Regional Hospital for over 12 years. Lindsay has been involved in many different roles including Home Parenteral Therapy, Med Rec, Connect Care Implementation Lead, as well as front line work in the dispensary. She enjoys being involved in all aspects of pharmacy and believe we all have a role to play.

Presentation Description

In this presentation, we will go over what Home Parenteral Therapy is. We will discuss the steps it takes to arrange HPT and what the benefits are. I'll take you through the process from being in the hospital to finishing your therapy.

Learning Objectives

1. Identify the steps needed to arrange home parenteral therapy.
2. Explain the benefits of home parenteral therapy.
3. Recognize the difference between IV therapy in hospital vs. at home



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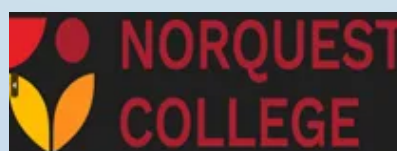
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Special Thanks

**This year's conference would not have been possible
without the efforts of the
2025 Alberta Pharmacy Technician Conference Planning
Committee!**

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