

Operational Letter

Development Permit Application

Pillosophy Pharmacy

1502 East Hastings Street, Vancouver, BC, V5L 1S5



Email: info@pillosophypharmacy.ca

Website: pillosophypharmacy.ca (site under development)

1. Executive Summary

Business Name: *Pillosophy Pharmacy*

Motto: *Your Health, Our Philosophy*

Location: 1502 E. Hastings St, Vancouver

Neighborhood: Grandview-Woodland

Operator: Pillosophy Pharmacy Ltd.

Proposed Hours of Operations: 9AM to 7PM (Monday to Sunday)

Mission Statement:

At Pillosophy Pharmacy, we are dedicated to enhancing the health and wellness of our community by providing **personalized, affordable, and high-quality pharmacy care**. We believe that healthcare should be **accessible to all**, that medication management should be **simple and empowering**, and that every patient deserves **respectful, culturally safe service**.

We strive to deliver outstanding health outcomes through **exceptional service, trusted products**, and a commitment to whole-person care—because **your well-being is our philosophy**.

For more on our background and motivation for opening Pillosophy Pharmacy, please see Appendix C

Our Model of Care:

Pillosophy Pharmacy is an **independent, community-based pharmacy** offering **prescription services, over-the-counter medications, health supplements, skincare products, and wellness-focused beverages**. Our **patient-centered approach, modern workflow design, and commitment to culturally safe care** set us apart.

We aim to create a pharmacy experience that goes **beyond dispensing**—a calming, wellness-oriented space that reduces stress and supports the **overall health and well-being** of our community.

Population We Aim to Serve:

Pillosophy Pharmacy is committed to serving a diverse and growing group of individuals who live, work, and seek care in the Grandview-Woodland neighbourhood. This includes:

- Local residents of Grandview-Woodland
- Shoppers from nearby businesses, including No Frills and Dollarama

- Patients seeking culturally safe, respectful, and inclusive pharmacy care
- Individuals managing chronic conditions, such as those visiting LifeLabs
- Young adults and students seeking accessible wellness support
- Commuters and working professionals with limited time for healthcare access
- Health-conscious individuals and employees of nearby organizations

2. Business Description

Pillosophy Pharmacy is a **community-centered pharmacy** offering expert care, personalized wellness solutions, and innovative health services. Located in the high-traffic **Grandview-Woodland** neighbourhood of Vancouver—adjacent to Loblaw’s No Frills, Dollarama, and LifeLabs—our site benefits from consistent foot traffic and outstanding accessibility. More than **30,000 residents** live within a one-mile radius, and the area is easily reached by foot, bike, transit, or car.

Our pharmacy is equipped with **modern hardware and software systems** to support an efficient, secure, and patient-focused workflow—led by an **experienced team of pharmacists and pharmacy assistants**. At a time when British Columbia is facing a province-wide shortage of primary care providers, our team is committed to **addressing healthcare gaps** by offering **timely, accessible, and high-quality care** tailored to the needs of the community.

We will offer a **diverse selection of essential over-the-counter medications**, vitamins, and health supplements at **affordable prices**—readily available to support individuals in urgent need and to promote **public health and wellness** across the community

The pharmacy’s **interior design** has been thoughtfully curated to support **comfort, calm, and wellness**. With a **spacious waiting area**, a **clean and modern layout**, and a **soothing green-and-white colour scheme**, the space is designed to promote a sense of ease and well-being for all who visit.

Rooted in the belief that pharmacy is more than just dispensing medications, Pillosophy Pharmacy is committed to **trust, integrity, and clinical excellence**. Our team is dedicated to building **long-term, meaningful relationships with patients**—serving not just as dispensers, but as **trusted partners in lifelong health and wellness**.

Key Services

- **Prescription Dispensing**
Fast, accurate, and accountable fulfillment of prescriptions with a strong focus on medication adherence, patient safety, and continuity of care. Our team is committed to

delivering accessible and affordable pharmacy services while maintaining the highest standards of clinical excellence.

- **Minor Ailment and Contraceptive Prescribing**

Pharmacist assessment and prescribing for a wide range of common conditions, including allergies, urinary tract infections, cold sores, pink eye, hemorrhoids, GERD, eczema, fungal infections, and more—as authorized by the College of Pharmacists of BC. We also offer prescribing for contraceptives, including emergency contraception, providing timely access to care without the need for a physician visit.

- **Essential OTC & Health Products**

A carefully selected range of essential over-the-counter medications for fever, cold and flu, digestive health, pain relief, and allergies—alongside high-quality vitamins, supplements, and skincare products. These products are readily available to support everyday health needs and promote public wellness.

- **Medication Reviews & Consultations**

Personalized medication reviews, chronic disease management support, and one-on-one clinical consultations to optimize therapy outcomes and improve quality of life.

- **Immunization & Travel Health Services**

Administration of flu and COVID-19 vaccines, travel immunizations, and personalized travel health consultations in accordance with current public health guidelines.

- **Mental Health Support**

Compassionate, judgment-free care for patients managing mental health conditions. We collaborate with physicians, nurses, and mental health counsellors to provide integrated, community-based support and promote long-term stability.

- **Culturally Safe Care**

Inclusive, respectful services designed to meet the diverse cultural needs of the community, with an emphasis on culturally aware communication, equitable access, and building trust with patients from all backgrounds.

- **Delivery Service**

Reliable home delivery for patients with mobility challenges, caregiving needs, or those shopping at nearby locations such as No Frills.

- **Health & Beauty / Food & Beverage Offerings**

A wellness-focused retail section offering carefully selected skincare products—including trusted Korean brands—alongside cold brew, smoothies, juices, and nutritious grab-and-go snacks to support busy commuters, LifeLabs visitors, and health-conscious customers.

- **Healing-Focused Interior Design**

A thoughtfully planned environment with calming green-and-white tones, open ceilings, and modern layout. Our spacious waiting area is designed to reduce stress and support a sense of calm. A sample mood board is attached in Appendix A.

- **Digital Tools for Patient Convenience**

Integrated technology platforms to support online and app-based refill requests, secure

access to patient profiles, text-to-refill functionality, pickup notifications, and automated refill reminders—enhancing convenience, adherence, and flexibility for all patients.

3. Location Consideration

The southern part of Grandview-Woodland is currently underserved by pharmacy services, with no pharmacy located within a one-kilometer radius. Nearby options operate with limited hours, reduced accessibility, or primarily serve closed patient groups—leaving many residents without reliable access to pharmacy care.

Pillosophy Pharmacy distinguishes itself through:

- **Extended and convenient hours**, including evenings and Saturdays to accommodate a range of patient schedules
- A **prime location** with steady daily foot traffic from adjacent businesses such as No Frills, LifeLabs, and Dollarama
- **Comprehensive clinical services**, including minor ailment assessments, contraceptive prescribing, immunizations, and medication reviews
- A **wide selection of essential over-the-counter medications**, as well as high-quality, affordable vitamins and health supplements
- **Culturally inclusive care**, with a focus on supporting urban Indigenous populations and other underserved communities
- A **welcoming, wellness-focused environment** that integrates healthcare, lifestyle retail, and modern design to support whole-person health

In addition, we are committed to working closely with the landlord, fellow tenants, and residents of the building to foster a strong sense of community. We will address any concerns in a timely, transparent, and respectful manner, and work to ensure our presence enhances the neighbourhood for everyone.

By establishing a **full-service, inclusive pharmacy** in this high-need location, we aim to close a critical access gap and contribute meaningfully to the health and well-being of the Grandview-Woodland community.

4. Patient Consultation Area

Pillosophy Pharmacy is designed with patient dignity, comfort, and accessibility in mind. The pharmacy includes **two fully equipped consultation rooms**, providing private and professional spaces for medication reviews, minor ailment assessments, immunizations, and clinical services.

These rooms exceed the College of Pharmacists' expectations for a distinct consultation area and allow for flexibility in scheduling and care delivery.

In addition, our counters and workstations are designed with **patient-friendly heights** to accommodate all individuals, including those using mobility aids. This thoughtful design ensures an inclusive and welcoming environment for everyone, whether they are receiving clinical services, seeking advice, or simply picking up a prescription.

Our goal is to create a pharmacy where every patient feels respected, heard, and supported in a space that prioritizes **accessibility, privacy, and trust**.

5. Good Neighbour Conditions

Pillosophy Pharmacy is committed to maintaining a safe, clean, and respectful environment for patients, staff, neighbouring tenants, and the broader community. In alignment with the City of Vancouver's *Good Neighbour Guidelines for Pharmacies*, we will implement the following measures:

(a) Site cleanliness

We will maintain the exterior and interior of the pharmacy in a clean and orderly state through scheduled cleaning protocols, including daily floor cleaning, dusting, and regular exterior checks. Trash collection and spot cleaning will be performed multiple times daily.

(b) Safety inside and outside the facility

We will operate under a comprehensive safety policy, which includes procedures for medical waste disposal, controlled substance handling, and employee training on dealing with theft, loitering, and undesirable behavior (See **Appendix B**).

(c) Nuisance mitigation (loitering, litter, line-ups)

- Staff will monitor the exterior regularly
- Litter control will be conducted first thing in the morning and at set intervals throughout the day
- We will work with the landlord and fellow tenants to address concerns quickly and collectively

(d) Garbage storage

Our garbage and medical waste storage areas will be secure, organized, and compliant with municipal and health regulations. These areas are designed to prevent pests, odors, and public access to sensitive waste materials.

(e) Stakeholder collaboration

We will maintain open lines of communication with the **Vancouver Police Department, City**

staff, BC College of Pharmacists, Ministry of Health and community stakeholders. Any observed activity involving public safety concerns (e.g., suspected drug dealing) will be reported and addressed promptly in cooperation with authorities.

(f) No incentives for client acquisition

We will not offer monetary or material incentives (e.g., gift cards, rewards) to attract clients. Our growth strategy is built on trust, community engagement, and clinical excellence—not inducements.

(g) Defined hours of operation

Our pharmacy will operate within clearly defined and consistent hours:

- Monday to Sunday: 9:00 AM – 7:00 PM

Any changes to hours will be communicated and approved through appropriate channels.

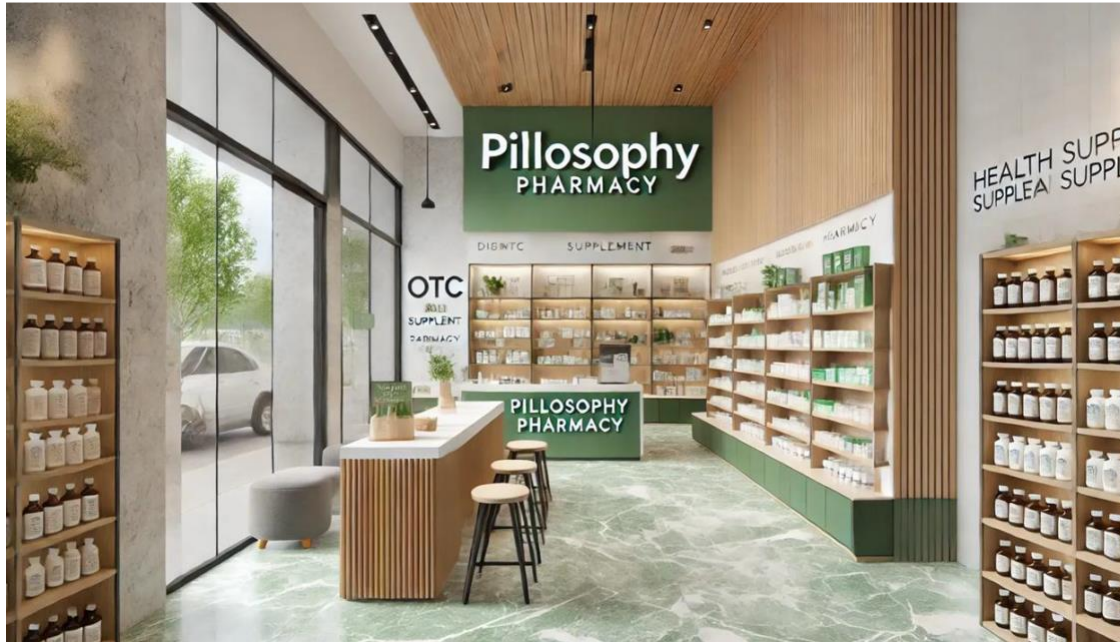
(h) Identified on-site contact person

The pharmacy manager will serve as the primary on-site contact during business hours. When the manager is not present, a designated pharmacist or shift supervisor will be available to respond promptly to any concerns or operational issues..

(i) Responsive to neighbourhood consultation

We are committed to working closely with the **landlord, building residents, other tenants,** and **local community organizations** to address concerns promptly and constructively. We welcome ongoing dialogue and feedback.

Appendix A –Sample Interior Concept



Appendix B – Store Operations Overview

Pillosophy Pharmacy is committed to maintaining a clean, safe, and respectful environment for patients, staff, and the surrounding community. The following are examples of procedures we follow as part of our standard operating practices.

1. Safe Handling of Medical Waste

- Medical waste, including sharps and biohazard materials, is handled and disposed of according to all regulatory standards, including those set by federal and provincial health authorities and the College of Pharmacists of BC.
- Certified service providers are contracted to remove medical waste on a scheduled basis.
- Staff receive ongoing training in proper handling and segregation procedures.

2. Store Cleanliness and Sanitation

- Daily cleaning routines include floor care and the sanitation of high-touch surfaces.
- Mid-day tidying is performed to ensure cleanliness during high-traffic hours.
- Public washrooms (if applicable) are maintained regularly throughout the day.
- All products used are environmentally safe and scent-free when possible.

3. Pest Prevention

- Preventative pest control is conducted routinely by a licensed service provider.
- Inventory is stored in accordance with public health best practices to minimize risk.
- Any concerns are addressed promptly and documented by the management team.

4. Waste and Recycling Practices

- Waste is sorted and disposed of in accordance with City of Vancouver regulations.
- Bins are checked daily to prevent overflow and ensure site cleanliness.
- Team members share responsibility for keeping all areas tidy and organized.

5. Safety and Customer Conduct

- Team members receive training in customer service, de-escalation, and respectful communication.
- Appropriate signage is posted to encourage courteous behavior in the pharmacy.

- Any safety-related concerns are handled with discretion and reported as needed, in accordance with City and privacy guidelines.

6. Emergency Preparedness

- The pharmacy is connected to a professional monitoring and alarm system.
- Staff are trained in emergency procedures, including fire, earthquake, and security protocols.
- Exits and safety equipment are clearly marked and regularly reviewed.

7. Community Feedback and Engagement

- Feedback from customers is welcomed and reviewed by the pharmacy manager.
- We aim to respond to any concerns within 1–2 business days, using a clear and respectful process.
- Online reviews and other input are monitored to support continuous service improvement.

8. Security Measures

- The pharmacy will be equipped with a monitored security alarm system, active during both business and non-business hours.
- Surveillance cameras will be installed in key areas of the premises in compliance with privacy and regulatory standards.
- Security gates will be used after hours to deter unauthorized access and reduce risk of theft or property damage.
- Staff will receive training on security protocols, including proper opening/closing procedures and emergency response.
- All security infrastructure will be regularly reviewed and maintained to ensure effectiveness and compliance.

Appendix C – Cover Letter

Pillosophy Pharmacy Team

Dear Development Permit Board and Vancouver Community Members,

We are a team of pharmacists with deep roots in community care and a shared mission to create a more accessible, inclusive, and patient-centered pharmacy experience. Together, we are working to establish **Pillosophy Pharmacy**, a new community-based pharmacy located at **1502 East Hastings Street** in the Grandview-Woodland neighbourhood.

Collectively, our team has had the privilege of serving patients across a wide range of communities throughout British Columbia, including both urban centres and rural or remote regions. Through these experiences, we have supported individuals from diverse backgrounds—such as older adults, young families, Indigenous populations, newcomers to Canada, and individuals managing chronic conditions, mental health concerns, or complex care needs.

These collective experiences have revealed consistent **gaps in healthcare access**—especially for those without a family doctor or those facing barriers to culturally appropriate care. As pharmacists, we’ve seen first-hand how a **thoughtfully designed pharmacy** can step in to bridge those gaps, particularly as our **scope of practice continues to expand** in British Columbia.

With this in mind, we have come together to open Pillosophy Pharmacy—not simply as a business, but as a **healthcare home** for the Grandview-Woodland community. We are committed to delivering **accountable, affordable, and approachable care** that reflects the unique needs of the neighbourhood. Our pharmacy will integrate **clinical services, wellness offerings, and inclusive design** to promote both health outcomes and a sense of belonging.

We are ready to work alongside **residents, healthcare professionals, local organizations, city officials, and community leaders** to help create a safer, healthier community—one relationship at a time.

Thank you for considering our application. We are committed to upholding the City of Vancouver’s standards for responsible pharmacy operations and look forward to contributing meaningfully to the well-being of this vibrant neighbourhood.

Warm regards,
The Pillosophy Pharmacy Team