



Pharmacist on the Front Lines of a Pandemic - Q&A with Jason Chan Remillard

Jason Chan Remillard is the owner and operator of the Pharmasave on Northmount in Calgary. He opened his pharmacy in August 2019 and has since become very involved in the community he serves. Patient care was, is and always will be his main focus and the reason why he opened his pharmacy in the first place.

Q: How did you find yourself needing to prepare for an unexpected pandemic?

A: During this Pandemic, I am looking at the needs of the community and trying to fill in gaps that exist. I genuinely believe that we need to look out for each other, and I am optimistic that this is something we can ALL incorporate into our daily routines. In the sea of negativity that COVID has inflicted upon us, I truly see some positive changes occurring. I know the community will be different when this is all over, but it's these positive changes that will help us to rebuild.

Q: How are you addressing the safety of your staff and patients during this time?

A: When people are inquiring about masks, I will often say, "These are on the house; we have to look out for each other." On one such occasion, an elderly gentleman had called the MLA's office to ask them where he and his wife could get masks. They referred the gentleman to my store, and when he showed up, I didn't think twice about giving him some for free. I was honoured to receive a heartfelt thank you from the MLA's office after the gentleman informed him that I had given him masks at no charge.

Another initiative that I am doing is to donate \$5 from the sale of each bottle of hand sanitizer I sell. The money will go to the Calgary food bank, which I am sure will require all the help they can get to feed those who may not have the means to provide food for their families. From my store alone, I will soon have raised almost \$1500; I know this isn't a large sum, but it is a great start and will spark other fundraising efforts.

Q: How are you finding ways to overcome communication and patient care barriers?

A: I have worked hard to ensure I have items such as sanitizers, gloves and masks etc., not only for my staff and myself but also for the community members. I recognize the importance of these items, especially when dealing with those that are more vulnerable.