

# Contents

1. Introduction
  2. Objectives
  3. The legal basis of BVC supervision for veterinary pharmacies in Bangladesh
  4. Categorization of veterinary pharmacy
    - 4.1. Super Veterinary Pharmacy (SVP)
    - 4.2. Model Veterinary Pharmacy (MVP)
    - 4.3. Regular Veterinary Pharmacy (RVP)
  5. Professional and management staff
    - 5.1. Professional staff
    - 5.2. Management staff
  6. Display of acquaintance, accreditation, and cognition
  7. Storage and stock control
  8. Keeping and preserving records
  9. Safety in the pharmacy
  10. Continuing Professional Development (CPD) program
  11. Visitation and monitoring
    - 11.1. BVC visitation
    - 11.2. Regular monitoring
  12. Quality assurance
    - 12.1. Responsibility of professional staff
    - 12.2. Responsibility of pharmacy authority
- Appendix 1: Preparation of Self-Evaluation Report (SER)
- Appendix 2: Evaluation tools for accreditation of veterinary pharmacies
- 2.1: Professional staffs satisfaction survey
  - 2.2: Employers Satisfaction Survey

## **1. Introduction**

Veterinary services are aimed at the treatment, breeding and conservation, disease diagnosis, prevention, control, extension services, quality control of animal products and by-products, research, and artificial insemination services to animals. It is also concerned with preventing the transmission of animal diseases to humans and imparting teaching and training in veterinary science or providing veterinary advisory services. One health issue is a vital issue to ensure entire national and global health nowadays. Around 70% of human diseases come from animal origin. So, in all steps of animal health care, we should maintain veterinary public health and animal welfare. It will also assure safe food, antimicrobial resistance(AMR), better public health, and socio-economic development. The animal healthcare sector is rapidly changing in Bangladesh with the advancement of knowledge and technology and public expectations. This document sets out the Bangladesh Veterinary Council's (BVC) criteria for veterinary pharmacy relative to technical and operational competence compatible with appropriate standards and provides an administrative assessment.

According to the parliamentary Act named “Bangladesh Veterinary Council Act-2019” (clauses No. 30, 31, and 37 majorly), it is mandated for the BVC to set up the standard of veterinary pharmacy and to monitor it properly. This standard represents the commitment of animal health sectors to achieving its mission, namely to enhance the abilities of veterinarians and veterinary pharmacists to provide quality health care and medicine to animals; to enable their strength to successfully conduct their practices and maintain their activities with high standards of excellence; and to meet the public's needs as they relate to the delivery of veterinary service.

It should be used as the definitive reference document for veterinary pharmacy services preparing for BVC visitation and evaluation. The BVC will update this guideline from time to time, to keep pace with the national and global developments in veterinary service.

## **2. Objectives**

- i. To provide a guideline for different veterinary pharmacies,
- ii. To encourage the acquisition and maintenance of facilities suitable and adequate to provide quality services with periodically evaluate and modify the process,
- iii. To encourage the hiring of dedicated and innovative veterinary pharmacists and related manpower with appropriate training and experience,
- iv. To keep service holders informed of the impact of legislative mandates and other regulatory actions,
- v. To promote research in veterinary pharmacy practices and in pharmaceutical services in general,
- vi. To promote the rational use of pharmaceuticals and biologicals in the treatment of animal diseases.

## **3. The legal basis of BVC supervision for veterinary pharmacies in Bangladesh**

It is a legal requirement that new veterinary pharmacies or old pharmacies servicing in Bangladesh should follow the rules and regulations regarding regular service. To ensure high quality of veterinary education and profession of service, the government has passed a parliamentary Act named “Bangladesh Veterinary Council Act-2019”. According to the Act, the clauses are

presented below;

**Clause No. 17.** Ban the Veterinary Practice without the Registration and Certificates. —Whatever is laid in any other Acts in force, no persons are allowed to do Veterinary Practice or introduce himself as a veterinarian or a Veterinary Practitioner unless she or he is registered and obtains certificates according to this Act.

**Clause No. 23.** Special Right for the Registered Veterinary Practitioners. — (1) Only the registered Veterinary Practitioners shall be eligible for appointment in any Veterinary related position in the Government, Semi Government, autonomous, private or any other Veterinary Organizations administered by the local authorities, hospitals, pharmaceutical and food organizations or in slaughtering houses.

- (2) The registered Veterinary Practitioners can use the title “doctor” or “Dr.” with their names and can take fees fixed by the Council for their services as specified by them.
- (3) If any Veterinary health certificates or any other certificates under any Act temporarily in force require signatures or attestation, only registered Veterinary Practitioners can sign or attest such certificates.

**Clause No. 30.** Recognizing Private Veterinary Clinic, Diagnostic Centre, etc.— (1) If any person or organization wants to run commercially a Veterinary Clinic, service center, feed industries and pharmaceuticals, slaughter house, breeding related institute, animal rehabilitation centre or diagnostic center, she/he or they shall apply in a specified way to the Council for recognition.

**Clause No. 31.** Repealing Recognition of Private Veterinary Clinics, Diagnostic Centers, etc.—(1) If it appears to the Council that the quality of services provided by any private Veterinary Clinic, service centre, feed industries and pharmaceuticals, slaughter house, breeding institution, animal rehabilitation centre or any diagnostic centre—

- (a) is below the standards prescribed by the Council, or
  - (b) if any orders, instructions or policies given by the Government and by the Council are not properly complied, the Council shall send a notice to the concerned organization seeking explanation within a specific period of time as fixed by the council.
- (2) After receiving explanation of the notice sent under Sub-section (1) from the concerned organization or if the concerned organization fails to explain within a specified period, the Council, after necessary inquiry, can repeal recognition of the concerned organization following the set procedure.

**Clause No. 37.** Punishment for Running a Private Veterinary Clinic, Diagnostic Centre without Recognition of the Council, etc.— (1) If any person or organization runs, without the recognition of the Council under Section 30, any private Veterinary Clinic, service center, feed industries and pharmaceuticals, slaughtering house, breeding institution, animal rehabilitation centre or diagnostic center, shall consider as crime under this Act, and the owner, director, manager, secretary or any other employee of such organization as directly involved in the crime shall consider committing the crime unless the accused shall justify that the crime committed imperceptible and that she/he tried best to prevent it.

- (2) Crime committed under Sub-section (1), shall impose imprisonment for not more than 2 (two) years or a fine of Taka not more than 5 (five) lacs or shall be punishable in both

ways and if that crime continues, a fine of Taka 50 (fifty) thousand per day shall incur as punishable offence.

#### **4. Categorization of Veterinary Pharmacy**

The veterinary pharmacy should be categorized into 3 types according to the conditions below,

4. 1. Super Veterinary Pharmacy (SVP)
4. 2. Model Veterinary Pharmacy (MVP)
4. 3. Regular Veterinary Pharmacy (RVP)

#### **4.1. Super Veterinary Pharmacy**

##### **4.1.1. Area and operating:**

- Total area minimum 1500 sq. ft., height 8-10 ft.
- It must have specific shelves for specific products (Medicine for ruminant animals, pet animals, avian, aquatic, nutritional, surgical instruments or appliances, animal accessories, and others),
- It must be maintained proper thermoregulation for storing medicine,
- Operating hours may be 24 hours regularly,
- If the location of the veterinary pharmacy is changed, it should be immediately informed to BVC with the application and further details,
- Smart dispensing and management services should be arranged.

**4.1.2. Waiting space:** There must be a hygienic and comfortable waiting space for buyers, it should be 150 sq. ft. minimum and having a invigilation register book compulsory.

##### **4.1.3. Professional service area:**

- The super pharmacy will have a designated area for pharmacist work which is only for therapeutic products (drugs) and reserved for service,
- The place of service of the pharmacist will be distinct from the rest of the super pharmacy and pharmacists will be shown their recognition certificate in a visible area,
- The pharmacist's workplace should be easily visible and customer-friendly so that customers can easily access drugs and medicines and can take advice on matters,
- The pharmacist's workplace will be the place of drug dispensing, preparation of required medicine, the place of giving instructions, filing, and collecting prescriptions,
- Location and storage of direct-to-consumer drugs and non-prescription drugs, non-medicinal products, or information may not be placed in such areas
- Any person other than super pharmacy staff in the pharmacist's workplace (behind the counter)/service area shall not enter,
- Medicine dispensing areas must have clean and level counters,
- In this workplace, Veterinary Pharmacists can not give any treatment or can not modify any given prescription.

**4.1.4. Medicine preparation area:** There should be a medicine preparation area and it must be confined, hygienic, and separated from the common area. Only veterinary pharmacists and veterinary diploma pharmacists are allowed to enter here.

**4.1.5. Library and learning resources:** A specific place with proper reading facilities and reading materials. The library must offer a comprehensive and up-to-date range of books and journals. The library must be professionally managed, have good working relationships with other libraries, and provide modern online communication facilities for use by personnel and visitors. Technological facilities should be present for further connection with the world through information and technology. There may be a buy and borrow system also.

**4.1.6. Utility:**

- Super pharmacy with a power backup system (e.g. national power grid/generator/instant power supply (IPS) or solar panels) must have sufficient air conditioning so that the ambient temperature does not exceed 30 degrees Celsius,
- A 'room thermometer' is required to control the temperature inside the pharmacy,
- Proper supply of clean water should be assured,
- There must be an emergency fire-fighting system.

**4.1.7. Door, windows, and openings:**

- It should have a general door and emergency door, windows, and a proper air-passing environment,
- The mesh shall be fixed in the window openings to prevent the intrusion of flying creatures, insects, and rodents.

**4.1.8. Wall, ceiling, and floor:** An authorized pharmacy shall be as follows;

- It should built of concrete, bricks, concrete blocks, or any other building material, excluding metal, which is fire-resistant,
- It should sealed against the intrusion of water and dust,
- The walls shall not be less than 8 ft. in height,
- The walls shall be smooth and painted with oil paint/ plastic paint,
- There shall be no visible pipes on the walls,
- The floor shall be level and tiled with whole and clean tiles.

**4.1.9. Ventilation:**

- An authorized pharmacy shall be ventilated by means of external opening windows or an artificial ventilation system,
- The area of the window openings shall not be less than one-eighth of the area of the place being ventilated by means of them,
- If the area of the window openings is less than the regular structure, the ventilation shall be supplemented by an artificial ventilation system.

**4.1.10. Toilets:** An authorized pharmacy shall have its own toilet facilities which shall have the following installations which shall be in good working order, whole, and clean;

- A toilet cubicle containing a toilet pan with its cover and toilet paper holder,
- An installation for washing hands, adjacent to the toilet cubicle, containing a sink, a water tap, and a soap container or dispenser (herein after - sink),
- Means for drying hands, and if they are disposable paper towels, a receptacle into which they can be thrown after use,

- The room containing the toilet facilities shall not be connected with the authorized dispensary except by means of a connecting room,
- The sink and hand dryer can be in the connecting room.

## **4.2. Model Veterinary Pharmacy (MVP)**

### **4.2.1. Area and operating:**

- Total area minimum 1000 sq. ft., height 8-10 ft.,
- It must have specific shelves for specific products (Medicine for ruminant animals, pet animals, avian, aquatic, nutritional, surgical instruments or appliances, animal accessories, and others),
- It must be maintained proper thermoregulation for storing medicine,
- Operating hours may be 16 hours regularly,
- If the location of the veterinary pharmacy is changed, it should be immediately informed to BVC with the application and further details.

**4.2.2. Waiting space:** There must be a hygienic and comfortable waiting space for buyers, it should be 100 sq. ft. minimum and having an invigilation register book compulsory.

### **4.2.3. Professional service area:**

- The model veterinary pharmacy will have a designated area for pharmacist work which is only for therapeutic products (drugs) and reserved for service,
- The place of service of the pharmacist will be distinct from the rest of the model pharmacy and pharmacists will be shown their recognition certificate in a visible area,
- The pharmacist's workplace should be easily visible and customer-friendly so that customers can easily access drugs and medicines and can take advice on matters,
- The pharmacist's workplace will be the place of drug dispensing, preparation of required medicine, the place of giving instructions, filing, and collecting prescriptions,
- Location and storage of direct-to-consumer drugs and non-prescription drugs, non-medicinal products, or information may not be placed in such areas,
- Any person other than model veterinary pharmacy staff in the pharmacist's workplace (behind the counter)/service area shall not enter,
- Medicine dispensing areas must have clean and level counters,
- In this workplace, Veterinary Pharmacists can not give any treatment or can not modify any given prescription.

**4.2.4. Utility:** An authorized model pharmacy will contain as follows;

- Model veterinary pharmacy with a power backup system (e.g. national power grid/generator/instant power supply (IPS) or solar panels) must have sufficient air conditioning so that the ambient temperature does not exceed 30 degrees Celsius,
- A 'room thermometer' is required to control the temperature inside the pharmacy,
- Proper supply of clean water should be assured,
- There must be an emergency fire-fighting system.

### **4.2.5. Door, windows, and openings:**

- It should have a general door and emergency door, windows, and a proper air-passing environment,

- The mesh shall be fixed in the window openings to prevent the intrusion of flying creatures, insects, and rodents.

**4.2.6. Wall, ceiling, and floor:** An authorized pharmacy shall be as follows;

- It should built of concrete, bricks, concrete blocks, or any other building material, excluding metal, which is fire-resistant,
- It should sealed against the intrusion of water and dust,
- The walls shall not be less than 8 ft. in height,
- The walls shall be smooth and painted with oil paint/ plastic paint,
- There shall be no visible pipes on the walls,
- The floor shall be level and tiled with whole and clean tiles.

**4.2.7. Ventilation:**

- An authorized pharmacy shall be ventilated by means of external opening windows or an artificial ventilation system,
- The area of the window openings shall not be less than one-eighth of the area of the place being ventilated by means of them,
- If the area of the window openings is less than the regular structure, the ventilation shall be supplemented by an artificial ventilation system.

**4.2.8. Toilets:** An authorized pharmacy shall have its own toilet facilities which shall have the following installations which shall be in good working order, whole, and clean;

- A toilet cubicle containing a toilet pan with its cover and toilet paper holder,
- An installation for washing hands, adjacent to the toilet cubicle, containing a sink, a water tap, and a soap container or dispenser (herein after - sink),
- Means for drying hands, and if they are disposable paper towels, a receptacle into which they can be thrown after use,
- The room containing the toilet facilities shall not be connected with the authorized dispensary except by means of a connecting room,
- The sink and hand dryer can be in the connecting room.

**4. 3. Regular Veterinary Pharmacy (RVP)**

**4.3.1. Area and operating:**

- Less than 1000sq. ft., height 8-10 ft.,
- Operating hours may be 8 hours regularly,
- It must be maintained proper thermoregulation for storing medicine,
- If the location of the veterinary pharmacy is changed, it should be immediately informed to BVC with the application and further details

**4.3.2. Utility:**

- Proper electric supply should be assured,
- A 'room thermometer' is required to control the temperature inside the pharmacy.

**4.3.3. Door, windows, and openings:**

- It should have a general door and a proper air-passing environment.

- The mesh shall be fixed in the window openings to prevent the intrusion of flying creatures, insects, and rodents,
- The pharmacy shall be ventilated by means of external opening windows or an artificial ventilation system.

**4.3.4. Wall, ceiling, and floor:** The walls shall not be less than 8 ft. in height and they should be sealed against the intrusion of water and dust. The ceiling and floor must be in good condition for storing medicinal and non-medicinal products.

## **5. Professional and Management Staff**

### **5.1. Professional Staff**

#### ***5.1. A. Super Veterinary Pharmacy: All staff must be supervised by the Grade A Pharmacist***

- i. Veterinary Pharmacist (Grade A, at least four)
- ii. Veterinary Diploma Pharmacist (Grade B, at least five)
- iii. Veterinary Pharmacy Technician (Grade C, at least seven)

#### ***5.1. B. Model Veterinary Pharmacy: All staff must be supervised by the Grade A Pharmacist***

- i. Veterinary Pharmacist (Grade A, at least two)
- ii. Veterinary Diploma Pharmacist (Grade B, at least three)
- iii. Veterinary Pharmacy Technician (Grade C, at least five)

#### ***5.1. C. Regular Veterinary Pharmacy***

- i. Veterinary Pharmacist (Grade A, Not mandatory but must be under supervision)
- ii. Veterinary Diploma Pharmacist (Grade B, Not mandatory)
- iii. Veterinary Pharmacy Technician (At least one)

### **5.2. Management Staff**

#### ***5.2. A. Super Veterinary Pharmacy***

- i. Chairman/ Owner
- ii. Director/Chief Executive Officer- Must be an experienced veterinary pharmacist
- iii. Accountant
- iv. Cleaner
- v. Security guard

#### ***5.2. B. Model Veterinary Pharmacy***

- i. Chairman/ Owner
- ii. Director/ Chief Executive Officer- Must be a veterinary pharmacist
- iii. Accountant
- iv. Cleaner

#### ***5.2. C. Regular Veterinary Pharmacy***

- i. Chairman/ Owner

- ii. Director/ Chief Executive Officer- Must be a veterinary pharmacist (Not mandatory for this category)

## **6. Display of acquaintance, accreditation, and cognition**

- On the front of the authorized pharmacy, and in a place clearly visible, there shall be fixed a sign, showing the name and address of the business holder and the name of the business,
- The business accreditation shall be displayed in a clearly visible place,
- The organization must be a smoking-free area and it must be displayed with a special sign,
- The label affixed to the dispensed drug must be clear and legible and, where necessary, local to the label language should be used so that the patient owner can easily recognize/understand the drug.

## **7. Storage and stock control**

- In an authorized pharmacy there shall be installed cupboards and shelves for the orderly storing of the veterinary preparations, at a height not less than 30 centimeters above the level of the floor,
- Specific furniture and facilities for specific services,
- At least a pharmacy-grade refrigerator is a must for storing heat-sensitive medications and pharmaceutical products,
- No food or drink can be kept in the refrigerator except for medicine and pharmaceutical products,
- The vaccine should be stored at the specified temperature in the refrigerator according to the instructions,
- All stocked medicine must be checked regularly, and kept clean, and expired medicine must be removed from stock,
- Prescription-only medicines should be kept in a safe place in the pharmacy where it is public, there will be no access. A safe place or separate room/shelf with sliding glass or lockable,
- The dispensing area should have a separation part to protect the medicine from dust,
- The drugs should be sorted alphabetically or by therapeutic class. Solid medicine (Solid Dosage Forms), liquid medicine, and oral medicine for external use according to the rules of use must be arranged separately,
- Prescription-only all medications are on the shelf behind the dispensing area,
- There must be specific shelves for dangerous drugs with specific symbols or indications,
- Segregation of spoiled and expired medicines, documented, and sealed in specific containers with red ink on top 'Expired and spoiled drug-not for sale' label must be provided.

## **8. Keeping and preserving records**

- All the documents for all kinds of products and services must be maintained and preserved regularly and bound to show for BVC at any time,
- All data of employees must be maintained and preserved regularly and bound to show for BVC at any time,
- Regular monitoring and upgradation of services should be arranged with keeping the documents of every service properly and regularly,
- Regular reporting to BVC must be continued manually or electronically.

## **9. Safety in the pharmacy**

An authorized dispensary shall be maintained and kept in a clean and proper condition such as will not endanger human life or health.

- Risk assessments — identify the hazards and put in place control measures,
- General medicine handling — wear gloves, and use counters or scales to reduce handling,
- Cytotoxic medicines — not to be handled by pregnant or immune-suppressed members of staff or clients. When dispensing chemotherapy medications to clients it is important to discuss procedures with the owner, from handling the tablets to the pet's excrement. Personal protective clothing (PPC) must be offered and information leaflets explaining the care procedures of handling patients on chemotherapy,
- Store chemotherapy medicines separately from other medications,
- Spillage of medicines — veterinary technicians should know how to clean up liquids, powders, etc, and have protocols in place,
- Personal protective equipment (PPE)/PPC must be used or worn when dispensing medications or for cleaning purposes. They should be readily available to all members of staff,
- Health and safety standards must be conscientiously observed,
- Waste disposal — pharmaceutical waste, clinical, and sharps should all go in special bins; have a poster up to make it clear for everyone what goes in which bin,
- Control of Substances hazardous to health regulations,
- Waste management should be sealed strictly with precautions and then disposed of.

## **10. Continuing Professional Development (CPD) program**

- a) For professional staff, a minimum of sixty (60) hours of training on specific working areas in a year.
- b) Regular participation in different professional training.
- c) Active attendance of regularly in seminars, workshops, and other programs for professional enrichment and that will be permitted by pharmacy authority.
- d) Veterinary Pharmacists should preserve their CPD record and inform to BVC.

## **11. Visitation and Monitoring**

### ***11.1. BVC Visitation***

- i. BVC will form a visitation team consisting of three (3) members headed by a Chairman,
- ii. After receiving an application from the veterinary pharmacy authority with the Self Evaluation Report (SER), BVC will send the visitation team,
- iii. The visitation team will visit the veterinary pharmacy on any working day,
- iv. After accreditation of the veterinary pharmacy, it must be renewal after every four years intervals,
- v. In case of any emergency need, BVC has the right and power to visit, evaluate, and cancel the accreditation at any time.

### ***11.2. Regular Monitoring***

- i. All categorized veterinary pharmacies will be controlled by BVC,

- ii. Any person assigned by BVC will monitor the veterinary pharmacy regularly,
- iii. Veterinary pharmacy authority must update their services and employee data to BVC regularly,
- iv. 'Regular veterinary pharmacy' must be kept under the supervision of a BVC enlisted Veterinary pharmacist,
- v. A veterinary pharmacist can not visit a 'Regular veterinary pharmacy' more than fifty(50) in a month and each pharmacy must be visited a minimum of once within 15 days and it must be reported regularly to BVC manually or electronically.

## **12. Quality assurance**

### ***12.1. Responsibility of pharmacist***

- i. Every responsible pharmacist shall undertake the responsibility of dispensing pharmaceutical products and services and other competent and all workers will be under his supervision,
- ii. Consultancy should be careful and responsible, with maintaining the Code of Pharmacy Ethics provided by BVC,
- iii. Must be polite and responsible with the patient owner, visitors, and others in every step of services,
- iv. It must be assured that no spoiled, physician sample, counterfeit, substandard, or expired medicines are dispensed,
- v. It should not dispense prescription-only medicine without a prescription,
- vi. Dispensing full-course medication and advising the patient owner to provide full-course medication to the patient,
- vii. To ensure the safe and proper use of the drug, the necessary information and advice on the drug should be explained to the patient owner.

### ***12.2. Responsibility of pharmacy authority***

- i. Veterinary pharmacy authority must display the accreditation papers of veterinary pharmacy in a visible place and veterinary pharmacists should also keep their recognition certificate exposed which was issued by BVC,
- ii. Pharmacy authorities including all employees, should be careful about giving any information about their own pharmacy or any other competitive hospital, clinic, or pharmacy and it should maintain the proper dignity of other veterinary pharmacies, clinics, institutions, diagnostic centers, or any other competitive service providers,
- iii. Regular monitoring and upgradation of services should be arranged by keeping the documents of every service and employee properly and regularly,
- iv. There must be a standard salary structure (by following national labour rules minimum) for all veterinary pharmacists and employees in the pharmacy with provisions for increments and other facilities (festival allowances, regular weekends, national holidays, maternity leave, sick leaves, yearly holidays, etc.) for regular activities,
- v. Veterinary pharmacists including all employees must be paid an allowance for overtime work if work more than their agreement at appointment time or work more than 8 hours in a day,

- vi. Termination notice shall be notified in writing to the veterinary pharmacists at least 90 days prior to termination and shall be signed by the veterinary pharmacist and the pharmacy authority shall be obligated to pay all dues,
- vii. If the pharmacy authority wants to discharge the veterinary pharmacist immediately, he shall be discharged with pay for the next 90 days,
- viii. Institutional self-assessment, and evaluation by professional staff and management staff, service receivers, visitors, and BVC review should be maintained regularly for quality assurance.

## **Appendix 1: Preparation of Self Evaluation Report (SER)**

### **Name of the Veterinary Pharmacy:**

Website:

Contact:

E-mail:

Full Address:

### **Name of the Respondent:**

Designation:

NID No.:

Contact:

E-mail:

Full Address:

### **Introduction:**

1. What are the area and space details of your Veterinary Pharmacy? (in sq. ft.)

2. When your Veterinary Pharmacy is established at? (Only for previously established)

3. Have you known about the Bangladesh Veterinary Council Act, 2019?

Yes  No

4. In the Act, which clauses are related to Veterinary Pharmacy?

5. Do you know and understand all the clauses of the Act said above?

Yes  No

6. Do you make a regular budget for your Veterinary Pharmacy? (add documents)

Yes  No

### 7. Organizational setup:

Set up	Have	How it was managed	Haven't	Remarks
a) Present Address:				
b) Previous Address(If had any):				
c) Proper electricity supply				
d) Proper wall and ceiling height				
e) Air and ventilation system				
f) Waiting space				
g) Professional service area				
h) Toilets				
i) Ventilation system				
j) Clean water supply				

### 8. Waste materials disposal:

a) How does your institution manage or dispel waste materials regularly?

b) Have there been any permission from local authorities?

Yes  No

c) If yes, then from where it was taken? (add documents)

9. Service hours at your organization?

10. Do you have adequate Professional staff in your pharmacy? (add documents)

Yes  No

11. Do you have adequate Management staff in your pharmacy? (add documents)

Yes  No

12. Do you give an opportunity for Continuing Professional Development(CPD) to your professional staff?

Yes  No

13. Do you give permission to your professional staff to attend professional seminars, and workshops regularly?

Yes  No

14. Who bears the financial cost of the Continuing Professional Development(CPD) program?

15. Are you aware of the assurance of the quality of your pharmacy?

Yes  No

16. Do you have any record-keeping activities?

17. How it was managed? Register book / Electronically

18. Provide information on any existing formal mechanism of quality assurance of veterinary pharmacy.

---

Signature with Seal

## **Appendix 2.1: Professional Staffs Satisfaction Survey**

**Name of the Respondent:**

Designation:

NID No.:

Contact:

E-mail:

Full Address:

1. Your pharmacy's responsibility in providing services- (সেবা প্রদানে আপনার ফার্মেসির দায়িত্ব)-

<b>Cordial</b> (সৌহার্দপূর্ণ)	<b>Responsible</b> (দায়িত্বশীল)	<b>Usual</b> (গতানুগতিক)	<b>Irresponsible</b> (দায়িত্বহীন)
----------------------------------	-------------------------------------	-----------------------------	---------------------------------------

2. What do you think about the hygienic environment of your pharmacy? (আপনার ফার্মেসির স্বাস্থ্যকর পরিবেশ সম্পর্কে আপনি কি মনে করেন?)

<b>Excellent</b> (চমৎকার)	<b>Satisfactory</b> (সন্তোষজনক)	<b>Usual</b> (গতানুগতিক)	<b>Not satisfactory</b> (সন্তোষজনক নয়)
------------------------------	------------------------------------	-----------------------------	--

3. What do you think about the work environment of your pharmacy? (আপনার ফার্মেসির কাজের পরিবেশ সম্পর্কে আপনি কী মনে করেন?)

<b>Excellent</b> (চমৎকার)	<b>Satisfactory</b> (সন্তোষজনক)	<b>Usual</b> (গতানুগতিক)	<b>Not satisfactory</b> (সন্তোষজনক নয়)
------------------------------	------------------------------------	-----------------------------	--

4. Are there any written guidelines for hiring and firing in your pharmacy? (আপনার ফার্মেসিতে নিয়োগ এবং বরখাস্ত করার জন্য কোন লিখিত নির্দেশিকা আছে কি? )

<b>Yes (হ্যাঁ)</b>	<b>No (না)</b>
--------------------	----------------

5. Does your pharmacy owner/ Chairman obey and apply those guidelines? (আপনার ফার্মেসির মালিক/চেয়ারম্যান কি সেই নির্দেশিকাগুলি মেনে চলেন এবং প্রয়োগ করেন?)

<b>Yes (হ্যাঁ)</b>	<b>Sometimes</b> (মারো মারো)	<b>No (না)</b>
--------------------	---------------------------------	----------------

6. Have you known about the clauses 17, 23, 30, 31 & 37 of Bangladesh Veterinary Council Act, 2019? (আপনি কি বাংলাদেশ ভেটেরিনারি কাউন্সিল আইন, ২০১৯ এর ১৭, ২৩, ৩০, ৩১ এবং ৩৭ ধারা সম্পর্কে জানেন?)

<b>Yes (হ্যাঁ)</b>	<b>No (না)</b>
--------------------	----------------

7. Do you know and understand the code of veterinary pharmacy ethics and animal welfare standards? ( আপনি কি ভেটেরিনারি ফার্মেসির নৈতিকতা কোড এবং প্রাণিকল্যাণের মান সম্পর্কে জানেন এবং বোঝেন?)

Yes (হ্যাঁ)	No (না)
-------------	---------

8. Do your pharmacy authority force you to do unethical work? (আপনার ফার্মেসি কর্তৃপক্ষ কি আপনাকে অনৈতিক কাজ করতে বাধ্য করে?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
-------------	--------------------------	---------

9. Does your pharmacy authority give you permission to attend Professional training, seminars, and workshops? (আপনার ফার্মেসি কর্তৃপক্ষ কি আপনাকে পেশাদার প্রশিক্ষণ, সেমিনার এবং কর্মশালায় যোগদানের অনুমতি দেয়?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
-------------	--------------------------	---------

10. Does your pharmacy authority give you permission to participate in a Continuing Professional Development(CPD) program regularly? (আপনার ফার্মেসি কর্তৃপক্ষ কি আপনাকে একটি অবিচ্ছিন্ন পেশাগত উন্নয়ন প্রোগ্রামে নিয়মিত অংশগ্রহণ করার অনুমতি দেয়?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
-------------	--------------------------	---------

11. Who bears the cost of attending in program mentioned No. 9, 10? (উল্লিখিত 9) এবং 10 নং প্রোগ্রামে যোগদানের খরচ কে বহন করবে?)

Authority (কর্তৃপক্ষ)	Myself (আমি নিজেই)	Sponsor (স্পন্সর)
-----------------------	--------------------	-------------------

12. Are you satisfied with your pharmacy administration and management? (আপনি কি আপনার ফার্মেসি প্রশাসন এবং ব্যবস্থাপনার সাথে সন্তুষ্ট? )

Satisfied (সন্তুষ্ট)	Usual (গতানুগতিক)	Not Satisfied (সন্তুষ্ট নয়)
----------------------	-------------------	------------------------------

\_\_\_\_\_  
Signature with Seal

## Appendix 2.2: Employers Satisfaction Survey

Owner/ Chairman Name:

NID No.:

Contact:

E-mail:

Full Address:

1. Professional staff of your pharmacy (add extra paper, if needed):

SL. No.	Name	BVC Enlistment No.	Designation	Work Experience and Duration	Remarks

2. Management staff of your pharmacy (add extra paper, if needed):

SL. No.	Name	Designation	Work Experience and Duration	Remarks

3. Have you known about the clauses 17, 23, 30, 31 & 37 of Bangladesh Veterinary Council Act, 2019? (আপনি কি বাংলাদেশ ভেটেরিনারি কাউন্সিল আইন, ২০১৯ এর ১৭, ২৩, ৩০, ৩১ এবং ৩৭ ধারা সম্পর্কে জানেন?)

Yes (হ্যাঁ)      No (না)

4. Do your staff perform their duties with full professionalism in addressing veterinary problems in Bangladesh and global context? (বাংলাদেশে এবং বৈশ্বিক প্রেক্ষাপটে ভেটেরিনারি সমস্যা মোকাবেলায় আপনার কর্মীরা কি সম্পূর্ণ পেশাদারিত্বের সাথে তাদের দায়িত্ব পালন করেন?)

Yes (হ্যাঁ)      Sometimes (মাঝে মাঝে)      No (না)

5. Have their leadership skill with good practices in administration and office management? (প্রশাসন এবং অফিস ব্যবস্থাপনায় ভাল অনুশীলনের সাথে তাদের নেতৃত্বের দক্ষতা আছে?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
--------------------	--------------------------	-------------------	----------------------------------

6. Do they communicate effectively with service receivers, professional colleagues, and responsible authorities? (তারা কি পরিষেবা গ্রহণকারী, পেশাদার সহকর্মী এবং দায়িত্বশীল কর্তৃপক্ষের সাথে কার্যকরভাবে যোগাযোগ করে?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
-----------------------	-----------------------------	----------------------	-------------------------------------

7. Do they know and understand the code of veterinary pharmacy ethics and animal welfare standards? ( তারা কি ভেটেরিনারি ফার্মেসির নৈতিকতা কোড এবং প্রাণিকল্যাণের মান সম্পর্কে জানেন এবং বোঝেন?)

Yes (হ্যাঁ)	No (না)
-------------	---------

8. Do they know and apply veterinary legislation in disease control and animal welfare? (তারা কি রোগ নিয়ন্ত্রণ এবং প্রাণিকল্যাণে ভেটেরিনারি আইন জানেন এবং প্রয়োগ করেন?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
-------------	--------------------------	---------

9. Are there any written guidelines for hiring and firing in your pharmacy? (আপনার ফার্মেসিতে নিয়োগ এবং বরখাস্ত করার জন্য কোন লিখিত নির্দেশিকা আছে কি?)

Yes (হ্যাঁ)	No (না)
-------------	---------

10. Are you satisfied with the behavior of the officers and employees? ( কর্মকর্তা-কর্মচারীদের আচরণে আপনি কি সন্তুষ্ট?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
-----------------------	-----------------------------	----------------------	-------------------------------------

11. What is your opinion on improving the quality of service provided by pharmacists through regular training? (ফার্মাসিস্টদের নিয়মিত প্রশিক্ষণের মাধ্যমে সেবার মান উন্নয়নে আপনার মতামত কি?)

12. What are your plans and suggestions for improving veterinary pharmacy services and quality? (ভেটেরিনারি ফার্মেসি পরিষেবা এবং গুণমান উন্নত করার জন্য আপনার পরিকল্পনা এবং পরামর্শ কী?)

\_\_\_\_\_  
Signature with Seal