

THE APOTHECARY

NEWSLETTER
SUMMER 2021 - nlpb.ca



The official newsletter of the Newfoundland & Labrador Pharmacy Board.

Registrants are responsible for reviewing all information within this publication.

IN THIS ISSUE:

- **MESSAGE FROM THE REGISTRAR** Back to Business
- **2021 BOARD ELECTION** Results
- **AGM & BOARD MEETING** Highlights
- **POINT OF CARE TESTING IN COMMUNITY PHARMACY**
What You Need to Know
- **NON-STERILE COMPOUNDING STANDARDS** Implementation
- **REGISTRATION AND LICENCING RENEWAL** A Guide for Registrants

*Welcome to the Summer 2021 edition of The Apothecary!
Please read all of the content in this issue. If you have any
questions or comments please email inforx@nlpb.ca.*

MESSAGE FROM THE REGISTRAR

Back to Business

With more than 85% of the eligible population of Newfoundland and Labrador having received a first dose of an approved COVID-19 vaccine, and more than 70% having received two doses, the province has begun to see the light at the end of the tunnel regarding the pandemic that began nearly a year and a half ago. As public health restrictions ease, NLPB, like many organizations and businesses, is able to shift focus back to business, advancing pharmacy practice for the future rather than wholly focusing on mitigating present circumstances. In doing so, we must also consider the insights and opportunities that have emerged during the pandemic.

At the onset of the pandemic in March 2020, Health Canada issued an exemption for certain provisions of the Controlled Drugs and Substances Act to enable pharmacists to prescribe controlled substances for continuing therapy to patients. The exemption was extended to September 30, 2021, and recently Health Canada announced a further five-year extension to September 30, 2026, which allows this expanded role for pharmacists to continue independent of the pandemic.

The need for an expanded role for pharmacy professionals became even more evident during the 2020 seasonal influenza vaccine campaign, which saw nearly 40% of all influenza vaccine administered in the province performed in pharmacies. This trend continues with the COVID-19 immunization roll-out, with over 50,000 doses of COVID-19 vaccines administered in pharmacies in the province.

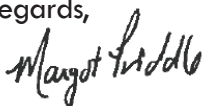
These circumstances serve to highlight the importance of pharmacy professionals practicing to top-of-scope to ensure the public have ease of access to the healthcare services they need. NLPB identified supporting pharmacy professionals in optimizing full scope of practice as a goal in our 2020-2022 Strategic Plan.

Since many shifts have taken place in public health since developing that plan, we have decided to go back to the table to re-evaluate the plan to ensure it is still relevant within this new landscape. The Board of Directors will participate in a strategic planning session in Spring 2022, which may result in a revision of the goals and objectives and the implementation of a new timeline for the strategic plan. Prior to this session, NLPB will be engaging registrants to identify practice needs that align with NLPB's vision of advancing pharmacy care for a safe and healthy community and that reflect the core values of accountability, collaboration, integrity, respect, and transparency. We at NLPB recognize the vital importance of giving pharmacy professionals a voice in the development of a strategic plan that will guide the profession forward in the best interest of the public it serves. So please keep an eye out near the end of 2021 or beginning of 2022 for more details and an invitation to participate.

The first meeting of the 2021-2022 Board of Directors took place on August 6, 2021, following the Annual General Meeting in which new Board Chair, Taggart Norris, was inaugurated. I would like to extend congratulations to Taggart, who returns as chair, having previously held the position in 2017-2018. I would also like to thank Gerri Thompson, as she moves into the Past Chair role, for her guidance during her tenure as Board Chair. Finally, I would like to welcome new and returning board members who were elected in the 2021 election; Amy Randell as Zone 1 Pharmacist and Henry White as Zone 4 Pharmacist, who will each serve three-year terms with the Board of Directors.

I look forward to the growth and opportunities that await the pharmacy profession in our province as we begin to make our way out of the COVID-19 pandemic and the important role NLPB will play in ensuring advancements are made in the best interests of public health and safety.

Kind regards,




BOARD MEMBERS

BOARD UPDATES

The NLPB Board of Directors met on August 6, 2021, following the 2021 NLPB Annual General Meeting. The meeting was chaired by newly inaugurated Board Chair, Taggart Norris. The meeting marked the beginning of a three-year term for those members elected in the 2021 election; Zone 1 Pharmacist Amy Randell and returning Zone 4 Pharmacist Henry White. NLPB extends our thanks to outgoing board member Keith Bailey for his many years of service to the Board. The meeting also included the establishment of a new Executive Committee with the election of a new Executive Member, Jason Ryan.

EXECUTIVE COMMITTEE

CHAIR

Taggart Norris

VICE CHAIR

Henry White

EXECUTIVE MEMBER

Jason Ryan

PAST CHAIR

Gerri Thompson

PUBLIC REPRESENTATIVES

BOARD-APPOINTED

Shirlene Murphy

Mark Sheppard

GOVERNMENT-APPOINTED

Gerri Thompson

ELECTED MEMBERS

ZONE 1 PHARMACIST

Amy Randell

ZONE 2 PHARMACIST

Jason Ryan

ZONE 3 PHARMACIST

Jennifer Godsell

ZONE 4 PHARMACIST

Henry White

ZONE 5 HOSPITAL PHARMACIST

Nicole MacDonald

ZONE 6 PHARMACY TECHNICIAN

Jillian Thorne

ZONE 7 AT-LARGE PHARMACISTS

Timothy Buchanan

Taggart Norris

DEAN, MEMORIAL UNIVERSITY SCHOOL OF PHARMACY

Shawn Bugden



2021 BOARD ELECTION RESULTS

In the spring of 2021, a board member election took place for representatives of Zones 1 and 4, resulting in a registrant Amy Randell being elected to the board for the first time. NLPB also welcomed back long-serving board member, Henry White. Learn more about the experience of these members and their goals for their board service.



Amy Randell ZONE 1 PHARMACIST

Amy Randell was born and raised in St. John's, NL, where she graduated from Memorial University's School of Pharmacy in 2010. Following graduation, Amy moved to St. Bernard's, NL, where she worked as pharmacist-in-charge at a small independent pharmacy. In January 2013, Amy moved back to her hometown to complete a Master of Pharmacy at Memorial University. Her thesis project focused on cerebrovascular dysfunction in the setting of chronic inflammation in an animal model, the findings of which were published in *Life Sciences*, *PeerJ*, and *Journal of the American Society of Hypertension*. Upon completing her Master's degree, she returned to St. Bernard's, before relocating to work at the Catalina Pharmacy in Catalina, NL for several years. Amy moved back to St.

John's in 2020 to work for her current employer, Costco Pharmacy. She recently convocated from the University of Toronto PharmD for Pharmacists program and hopes to eventually get involved in clinical research and teaching. Amy is excited to take on this new role with NLPB and help shape the pharmacy profession.



Henry White ZONE 4 PHARMACIST

Henry White graduated from Memorial University's School of Pharmacy in 1994 and began practicing in Walmart Pharmacy in Stephenville, where he continues to practice to this day. In 2004, Henry became the Pharmacy Manager at that location. Henry is now serving his third consecutive three-year term as Zone 4 Pharmacist on the NLPB Board of Directors. He has served as Executive Member on the Board's Executive Committee since 2018 and has now moved into the role of Vice-Chair.



www.linkedin.com/company/newfoundland-labrador-pharmacy-board-nlpb

NLPB's LinkedIn page is dedicated to providing support and up-to-date information to registrants. Follow our page for updates on the pharmacy profession and resources relevant to pharmacy professionals in NL.



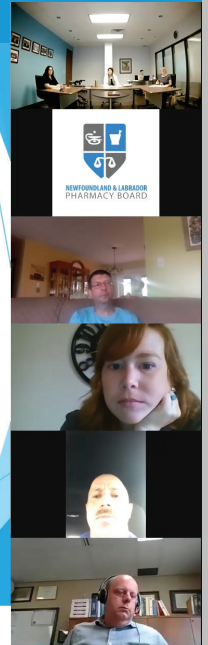
AGM & BOARD MEETING HIGHLIGHTS

2021

ANNUAL GENERAL MEETING



NEWFOUNDLAND & LABRADOR
PHARMACY BOARD



Annual General Meeting

Thank you to the registrants, Board members, and NLPB staff who logged on to the NLPB Annual General Meeting on August 6 via Zoom conferencing. Registrar, Margot Priddle, presented the 2020 Annual Report, including highlights of NLPB's achievements and the challenges overcome during the unprecedented year, as well as updates on registration and licensing, quality assurance, professional practice, and complaints and discipline. If you missed the AGM, be sure to check out the [2020 Annual Report](#), available online at nlpb.ca.

During the AGM, Taggart Norris was inaugurated as the new Board Chair by outgoing Chair, Gerri Thompson. As outgoing Chair, Gerri was presented with the Canadian Foundation for Pharmacy Past Chair Award in recognition of the leadership and time commitments of holding the Board Chair position.

The AGM closed with an acknowledgment of this year's recipients of the Emerald Achievement Award, which recognizes registrants who have been registered with NLPB and practicing pharmacy for 35 years. To be a recipient of the award, these registrants must be currently registered and in good standing with NLPB and have never been found guilty of professional misconduct. Recipients will receive their certificates by mail.

2021 Emerald Achievement Recipients

Marilyn Brazil	86-570
Evelyn Bursey	86-553
Constance Burt	86-554
Paula Caraccio	86-555
Paul Colbert	86-557
Sharon Crummey	86-560
Cynthia Griffiths	86-578
Michele Hedd	86-573
Norman Lace	86-566
Brenda Lambert	86-558
Darrell Lambert	86-567
Jacqueline Pennell	86-564
Rowena Skinner-Doyle	86-559
Pamela Smith	86-575
Karen Winsor	86-580

New Executive Committee

The most recent board meeting took place via Zoom conferencing following the AGM on August 6, 2021. As Taggart Norris was inaugurated the new Board Chair at the AGM, a new Executive Committee was established. Henry White, who previously served as the Executive Member, moved into the role of Vice Chair. Jason Ryan was elected by acclamation as the new Executive Member. Outgoing Board Chair, Gerri Thompson will now serve as Past Chair.



POINT OF CARE TESTING IN COMMUNITY PHARMACY – WHAT YOU NEED TO KNOW

In recent months, NLPB has experienced an increase in requests for information pertaining to the delivery of point of care testing (POCT) in community pharmacies. NLPB has not yet developed specific standards or guidelines pertaining to the delivery of this service. In the absence of this specific guidance, pharmacists-in-charge and pharmacists should consider the following before offering POCT services from their pharmacy.

PHARMACISTS-IN-CHARGE

Knowledge & Training

- Be knowledgeable of the types of POCT to be offered, their purpose, and conditions for appropriate use, including verifying that planned tests are approved by Health Canada.
- Be sufficiently knowledgeable on POCT in general as well as the particulars of each individual test offered to be able to make decisions, problem-solve, and support staff performing POCT.
- Ensure staff performing POCT have appropriate initial and ongoing orientation and training, as well as ongoing competency/performance assessment.

Resources

- Ensure suitable and sufficient staffing is in place to ensure that offering the service does not compromise patient care.
- Ensure the physical space is appropriate for performing POCT safely for both staff and the patient, and will result in reliable testing, including being clean and hygienic, having the ability to maintain necessary temperature and humidity levels, and offering privacy.

Policies & Procedures

- Ensure policies and procedures are established, including those that support follow-up care as well as necessary communication with patients and relevant members of the circle of care.

Quality Assurance

- Ensure there is a quality assurance program in place that includes regular testing of equipment and consumable, systematic monitoring and evaluation of POCT processes, and documentation, review and follow-up of identified problems.

PHARMACISTS

Knowledge & Training

- Have requisite knowledge and skills to perform POCT, including being knowledgeable on best practices for POCT, the overall POCT offerings of the pharmacy, as well as the particulars of each individual test.

Resources

- Perform POCT in a physical space that is appropriate and safe for both pharmacist and patient and will result in reliable testing, including being clean and hygienic, having the ability to maintain necessary temperature and humidity levels, and offering privacy.

Policies & Procedures

- Ensure each POCT performed is done so in compliance with POCT manufacturer's instructions and procedures.
- Ensure each POCT performed is appropriate for the individual being tested, taking into consideration patient-specific factors such as signs of present illness, current drug therapy, need for the test, and clinical and testing guidelines for condition being tested.
- Ensure the result of each POCT is appropriately documented, interpreted, communicated, and acted upon as necessary, including engaging the patient, adapting prescriptions, referring for follow-up testing, communicating with other healthcare providers, and reporting to public health agencies.

Quality Assurance

- Actively participate in the pharmacy's POCT quality assurance program.



POINT OF CARE TESTING IN COMMUNITY PHARMACY – WHAT YOU NEED TO KNOW

PHARMACISTS-IN-CHARGE (cont'd)

Legislation, Standards, & Guidelines

- Ensure the service complies with all relevant occupational health and safety legislation and best practices, including that pertaining to the handling of biological products, sharps, and hazardous waste.
- Ensure the service complies with all relevant privacy legislation and best practices, including that pertaining to the collection, documentation, retention, and disclosure of patient-specific information.
- Ensure the service complies with pharmacy legislation, the NLPB Code of Ethics, Standards of Pharmacy Operation, and all relevant standards of practice.

PHARMACISTS (cont'd)

Legislation, Standards, & Guidelines

- Practice in compliance with relevant occupational health and safety legislation, privacy legislation, pharmacy legislation, the NLPB Code of Ethics, Standards of Pharmacy Operation, and all relevant standards of practice.

VIRTUAL SITE ASSESSMENTS PILOT PROGRAM

NLPB conducts various types of practice site assessments to support registrants in meeting operational and practice standards. The goal of these assessments is to help pharmacists-in-charge (PICs) identify and address any standards that are not being met and to share information about best practices to promote quality assurance. With over 200 pharmacies located throughout Newfoundland and Labrador, arranging on-site visits can be challenging; a challenge which was exacerbated by the restrictions in place due to the COVID-19 pandemic. As such, NLPB has developed a virtual site assessment program, which will be piloted this fall, to address these challenges. A virtual site assessment will consist of the following components:



PHONE OR VIRTUAL ASSESSMENT MEETING

PICs will be contacted by NLPB staff to schedule an assessment meeting. Meetings will take place through video conferencing or by phone. PICs should allot a minimum of 2 hours for the meeting.



DOCUMENTATION, FORMS, AND PHOTOS

PICs will receive a list of requested materials which must be submitted prior to the scheduled assessment meeting. Materials include sample documentation, a community pharmacy self-assessment, and photographs of key areas of the pharmacy. The assessor may request an updated floor-plan if deemed necessary.

This streamlined process will offer flexibility to both NLPB staff and PICs, as the assessment call can be taken off-site and documents can be submitted electronically. In addition, prior review of documentation, will allow staff and PICs to make best use of the scheduled assessment time by allowing for a more focused discussion.



NON-STERILE COMPOUNDING STANDARDS IMPLEMENTATION

ARE YOU ON TRACK?

PHASE 1 COMPLETED

December 31, 2019

PHASE 2 IN PROGRESS

December 31, 2021

PHASE 3 UPCOMING

December 31, 2022

Since adopting the [Implementation Schedule for Non-Sterile Compounding Standards](#) in early 2019, NLPB has been supporting registrants in staying on track to reach full implementation by December 31, 2022. As we pass the halfway point in implementing the [Standards for Pharmacy Compounding of Non-Sterile Preparations](#), there is no better time for pharmacists-in-charge and registrants to review the standards and assess where they are and where they should be in the implementation process.

PHASE 1

Deadline: December 31, 2019

In Phase 1, pharmacists-in-charge are expected to review the Standards and Guidance documents in order to complete a gap analysis and action plan for the pharmacy. Including:

- **Assess Risk for Compounding Non-Sterile Preparations and Product and Preparation Requirements:**
 - Conduct and document risk assessments for each non-sterile preparation being prepared by the pharmacy before it is compounded;
 - Begin work on master formulation records; and
 - Ensure ingredients used for compounding, compounding records, conduct of personnel, and verification of compounds meet the standards.
- **Assess Compounding Personnel and Determining Training and Skills Assessment Requirements:**
 - Ensure all personnel understand and perform their roles and responsibilities in accordance with the standards;
 - Assign a compounding supervisor to facilitate implementation planning; and
 - Identify all personnel, including cleaning personnel, who will require training and ongoing skills assessment.
- **Begin Work on Policies and Procedures**
- **Evaluate Facilities and Equipment to Ensure they Meet the Applicable Levels of Requirements:**
 - Determine what levels of compounding will be performed at the site; and
 - Identify any equipment upgrades and renovations necessary to meet the requirements associated with those levels.



NON-STERILE COMPOUNDING STANDARDS IMPLEMENTATION

PHASE 2

Deadline: December 31, 2021

Phase 2 is focused on finalizing outstanding items from Phase 1, personnel training and the development of a quality assurance program. All requirements for Level A compounding must be met by the end of this phase. Particular attention should be paid to the following:

- **Product and Preparation Requirements:**
 - Meet all requirements for Level A; and
 - Complete master formulation records.
- **Compounding Personnel/Training and Skills Assessment:**
 - Ensure all personnel, including cleaning personnel, are appropriately trained; and
 - Develop an appropriate skills assessment program that considers the type and complexity of compounding or cleaning.
- **Policies and Procedures:**
 - Complete policies and procedures for Level A compounding activities; continue working on those related to Levels B and C compounding; and
 - Establish policies and procedures related to the quality assurance program; carry forward to phase three, as required.
- **Facilities and Equipment/Levels of Requirements:**
 - Meet all requirements for Level A; and
 - Continue work on renovations required for Levels B and C compounding.
- **Quality Assurance:**
 - Complete development and implementation of quality assurance processes related to Level A compounding; and
 - Continue work on processes related to Levels B and C compounding.

PHASE 3

Deadline: December 31, 2022

Phase 3 is focused on finalizing outstanding policies and procedures as well as full implementation of the quality assurance program, especially as they relate to Levels B and C compounding. Particular attention should be paid to the following:

- **Product and Preparation Requirements:**
 - Meet all requirements for Level B and C.
- **Policies and Procedures:**
 - Finalize all policies and procedures.
- **Facilities and Equipment/Levels of Requirements:**
 - Meet all requirements for Level B and C, including completion of any necessary renovations.
- **Quality Assurance:**
 - Complete development and implementation of quality assurance processes related to Levels B and C compounding.



REGISTRATION AND LICENSING ANNUAL RENEWAL – A GUIDE FOR REGISTRANTS

NLPB's annual renewal period will begin on October 25, 2021, at which time all registrants will be notified by email that the Member Portal is open for renewals. The deadline to renew both registrations and pharmacy licences is November 30, 2021. All continuing education units (CEUs) must be entered and all fees paid by that date.

Annual renewals must be completed through the NLPB Member Portal. If you have forgotten your username or password, click "Forgot your password? Click Here to restore it" and enter your email to retrieve it.

Preparing to renew your registration

All registrants are required to complete 15 CEUs between December 1, 2020 and November 30, 2021 to be eligible to renew their annual registration. A minimum of 7.5 CEUs must be accredited and the remaining may be either accredited or self-assigned. Once 15 CEUs are entered into your Member Portal account, the *Renew Now* button will appear on your member homepage.

HOW TO ENTER CEUs

1. Log in to the Member Portal using your username and password.
2. Under the *My Professional Development* section, click *Record a New Learning Activity*.
3. On the first *Learning Portfolio Record* page, select the current *Professional Development Log (PD) Year*, "Dec 1, 2020 – Nov 30, 2021", from the drop-down box.
4. Indicate if the PD is accredited by selecting the appropriate response to *Is this activity accredited?*
5. Click *Next*.
6. Input the requested information regarding the learning activity and click *Next*.
7. Review the information you have entered, and if all information is correct, click *Save*.
8. Repeat this process until all learning activities have been recorded.

Before beginning the renewal process online, ensure you have an electronic copy of your professional liability insurance certificate available to upload.

PROOF OF INSURANCE

Your professional liability insurance certificate must include the following information:

- Insurance provider's name
- Policy number
- Amount and type of coverage
- Expiry Date

You can obtain a copy of your certificate from your insurance provider.

Please note, a receipt of payment to your insurer is not sufficient.

Additionally, Pharmacists who are authorized to administer injections must upload proof of current CPR/First Aid certifications.

Renewing your registration online

Click the *Renew Now* button on your member homepage to begin the online renewal process.

Please note, once the renewal is started, it cannot be saved and resumed at a later time. The system will automatically log you out after two hours.

Carefully review the information on your file, ensuring it is complete and accurate and making changes as necessary. All items marked with an asterisk (*) are required fields. To navigate the renewal, scroll to the bottom of the page and click *Next*.

If your category of registration has changed (i.e. changing from relief pharmacist to staff pharmacist), please contact Registration to have it updated.

Read and click to check that you agree to the declarations. Please note, by typing your name into the renewal, you are agreeing these declarations are true. Making false declarations or providing false or incomplete information on the renewal may be cause for revocation of registration and/or an allegation of conduct deserving of sanction.

Click *Save* to complete the application.



REGISTRATION AND LICENSING ANNUAL RENEWAL – A GUIDE FOR REGISTRANTS

Paying Fees

Once the renewal form is complete, you must pay your fees in order to complete registration. **The deadline for receipt of payment is November 30, 2021. Any payment received after this date will be subject to an automatically applied 50% late fee.**

REGISTRATION RENEWAL FEES

As per NLPB's Schedule of Fees Policy, annual fees are adjusted for inflation using the annual increase in the Consumer Price Index (CPI) for the prior year.

This policy was suspended for a period in recognition of hardships faced during the COVID-19 pandemic. The policy will be re-enacted for the 2022 Schedule of Fees, which will be posted to the NLPB website prior to the opening of the annual renewal period.

Choose *Pay Now* to pay by credit card (Visa or MasterCard) or *Invoice Me* to pay by cheque or cash, or if your employer will be submitting payment. A copy of your invoice must be included with payments made by cheque or money order.

Please note, a processing fee will be charged for a declined credit card or an NSF cheque.

After registration renewal

A copy of your invoice will be emailed to you as proof of payment. You can also view or print invoices from your profile at any time by clicking *Renewal/Other Invoices* under the *My Profile* section of the Member Portal homepage and selecting the print icon for the appropriate invoice.

Your 2021 registration certificate will be emailed to your primary email address in December. **It is your responsibility to ensure your registration is complete, including payment of fees, prior to working in 2022.**

Renewing a pharmacy licence

Pharmacists-in-charge (PICs) must renew their own pharmacist registration before they are able to renew the pharmacy licence.

PICs have two usernames, one for their personal profile and one for the pharmacy profile. If you are having trouble logging in; try clicking "I'm not <NAME>" to enter a new username.

Once logged in to the pharmacy profile, click *Renew Your Pharmacy Licence*. Answer all questions in the renewal form carefully and click *Next* to advance to the next screen. Review your pharmacy's information, ensuring it is complete and accurate and making changes as necessary. Please fill in any missing information and ensure the names of dispensary staff, pharmacy hours, and ownership information are up to date. Ensure you include non-registered staff members, including pharmacy assistants and clerks, but not temporary staff such as students or interns. Continue navigating through the renewal form, clicking *Next* at the bottom of the page to advance forward.

Read and click to check that you agree to the declarations. Please note, by typing your name into the renewal, you are agreeing these declarations are true. Making false declarations or providing false or incomplete information on the renewal may be cause for revocation of registration and/or an allegation of conduct deserving of sanction.

The pharmacy licence will be emailed to the PIC before the end of December. It must be displayed in a conspicuous place in the pharmacy, in full public view.

Pharmacy licence renewal is not complete until payment has been received by NLPB. The PIC is responsible for ensuring the licence has been renewed for 2022 and all regulated staff are registered to practice in 2022 before the end of year.

DO I NEED TO RENEW? A QUICK GUIDE TO GOING ON LEAVE OR RETIRING

If you are not planning to practice pharmacy in 2022, you can choose to let your registration lapse and are not required to maintain professional liability insurance or PANL membership (if applicable).

Please notify the board in writing indicating that you will not be registering for 2022, including the reason.

If you are going on leave for part of 2022, please contact NLPB to reactivate your profile and renew your registration, 2-3 weeks prior to your return. The annual fee is prorated 50% for registration on or after July 1.



NLPB OFFICE CONTACT INFORMATION

<u>Address</u>	<u>Phone/Fax</u>
Suite 201 145 Kelsey Drive St. John's, NL A1B 0L2	Phone: 709-753-5877 Toll-Free: 877-453-5877 Fax: 709-753-8615
General Information	inforx@nlpb.ca
Sonya Doran Licensing Administrator	sdoran@nlpb.ca
Meghan Handrigan Office Administrator	mhandrigan@nlpb.ca
Melanie Healey Associate Registrar – Professional Practice	mhealey@nlpb.ca
Gayle Johnson Complaints and Quality Assurance Coordinator	gjohnson@nlpb.ca
Aileen O’Keefe Registration and Licensing Administrator	aokeefe@nlpb.ca
Noelle Patten (<i>on Leave</i>) Associate Registrar – Quality Assurance	npatten@nlpb.ca
Natalie Payne Legal Counsel	npayne@nlpb.ca
Margot Priddle Registrar	mpriddle@nlpb.ca
Julie Reddy Communications Specialist	jreddy@nlpb.ca
Russell White Practice Consultant/Practice Site Assessor	rwhite@nlpb.ca