

## **VALUES and GUIDING PRINCIPLES**

**INTEGRITY** – The Board selected integrity as its over-arching value. It is defined through the following guiding principles:

### **Trust**

Treating all parties served in ways that will demonstrate that the Board of Pharmacy is honest, impartial, professionally competent, consistent and ethical; that all of the Board's actions and judgments are legal and appropriately serves customers and stakeholders.

The Board respects and appropriately maintains the confidentiality of the individuals and groups that it represents and regulates.

### **Quality Service**

The Board offers accurate, timely and appropriate services to customers and stakeholders by being responsive, accessible, respectful, attentive, consistent and tactful in accordance with its unified vision.

### **Responsibility**

The Board carries out disciplinary and licensing activities in an impartial, comprehensive and appropriate manner.

The Board addresses issues in accordance with established written guidelines, policies, and procedures.

Decisions are made after gathering and analyzing all pertinent information available from all parties involved.