



California State Board of Pharmacy
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Business, Consumer Services and Housing Agency
Department of Consumer Affairs
Gavin Newsom, Governor



California State Board of Pharmacy
Department of Consumer Affairs
Communication and Public Education Committee Meeting Minutes (DRAFT)

DATE: Thursday, January 8, 2026

LOCATION: OBSERVATION AND PUBLIC COMMENT IN PERSON:
California State Board of Pharmacy
2720 Gateway Oaks Drive, First Floor Hearing Room
Sacramento, CA 95833

Board of Pharmacy staff members were present at the observation and public comment location. All Committee members participated from remote locations via Webex.

PUBLIC PARTICIPATION AND COMMENT FROM REMOTE LOCATIONS VIA WEBEX

COMMITTEE

MEMBERS PRESENT: Nicole Thibeau, PharmD, Licensee Member, Chair
Renee Barker, PharmD, Licensee Member
Claudia Mercado, Public Member
Ricardo Sanchez, Public Member

STAFF PRESENT: Anne Sodergren, Executive Officer
Julie Ansel, Deputy Executive Officer
Lori Martinez, Senior Policy Manager
Julie McFall, Executive Specialist Manager
Sara Jurens, Public Information Officer
Shelley Ganaway, DCA Counsel

I. Call to Order and Establishment of Quorum

Dr. Thibeau called the Communication and Public Education Committee meeting to order at 2:00pm. Dr. Thibeau reminded all present that the Board is a consumer protection agency charged with administering and

enforcing Pharmacy Law. Dr. Thibeau advised the meeting was being conducted in person and through teleconference via Webex and asked the moderator to provide general instructions on providing public comment via Webex. The meeting moderator provided updated Webex instructions for members of the public participating in the meeting. Dr. Thibeau took roll call: Present: Renee Barker, Claudia Mercado, Ricardo Sanchez and Nicole Thibeau. Quorum established.

Dr. Thibeau reminded Committee members to remain visible with cameras on throughout the open session of the meeting. Dr. Thibeau advised if members needed to temporarily turn off their camera due to challenges with internet connectivity, they must announce the reason for their non-appearance when the camera was turned off.

II. Public Comment for Items Not on the Agenda; Matters for Future Meetings

Members of the public participating in Sacramento and via Webex were provided with an opportunity to comment on items not on the agenda; no comment was provided by the public. Dr. Thibeau referred to a written comment that was distributed to committee members regarding a future agenda item. This item was originally discussed during the November 2025 Board meeting regarding consultation translation. It was noted that this item will be placed on the June 2026 meeting agenda. Additionally, Member Barker requested that the committee have a discussion on how to inform the public about the value of a consultation with a pharmacist and increased safety benefits.

III. Discussion and Possible Action to Approve the Draft Minutes of the June 12, 2025, Communication and Public Education Committee Meeting Minutes

Dr. Thibeau referenced the draft minutes from the June 12, 2025, Communication and Public Education Committee meeting.

Members were provided opportunity to comment. No comments were made.

Motion: Approve the June 12, 2025, Communication and Public Education Committee meeting minutes as presented in the meeting materials.

M/S: Renee/Claudia

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex; however, no comments were made.

Approvet: 4 Oppose: 0 Abstain: 0 Not Present: 0

Committee Member	Vote
Barker	Support
Mercado	Support
Sanchez	Support
Thibeau	Support

IV. Discussion and Consideration of Education Materials on Buprenorphine

Dr. Thibeau referenced the educational materials on buprenorphine that were originally discussed at the June 2025 meeting in which committee members provided feedback. Since that meeting, staff have made updates to the materials based on the feedback provided.

Dr. Thibeau noted that the educational material is intended to be provided through the subscriber alert, included in the next newsletter and be posted on the Board's website.

Members were provided with the opportunity to comment and stated they found the link attachments for resources helpful and were satisfied with the updated document.

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex; however, no comments were made.

V. Discussion and Consideration of Public Education Materials Related to the Federal Three-Day Rule

Dr. Thibeau reviewed the education materials developed by the Department of Consumer Affairs (DCA) related to the Federal Three-Day Rule. DCA provided the materials, which were to be distributed by all healing arts Boards by December 31, 2025, to ensure compliance with the legislative mandate.

Dr. Thibeau noted that Board staff posted the material on the Board's website and sent out a subscriber alert to licensees. To stay in compliance, the Three-Day Rule materials will be released every year.

Members were provided with the opportunity to comment. Members spoke in support of the release of information on an annual basis.

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex; however, no comments were made.

VI. Master Calendar of Public Education Campaigns

Dr. Thibeau reviewed the Master Calendar for 2026 public education campaigns.

Members were provided opportunity to comment and requested that the calendar be updated to include the presentations that licensing staff provided to pharmacy schools each year.

Dr. Thibeau requested that staff develop a "one-page" where all the new laws are consolidated into a single document for easy reference and requested that Board staff include a link to the ask inspector program on the materials.

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex; however, no comments were made.

VII. Discussion and Consideration on the Notice on How to File a Complaint

Dr. Thibeau reviewed the sample notice draft on how pharmacy personnel can file a complaint. Dr. Thibeau noted AB 1503 requires that chain community pharmacies post a notice in a prominent place for pharmacy personnel detailing how to file a complaint with the Board. Dr. Thibeau explained that this is not a public facing document, but is for pharmacy employees.

Dr. Thibeau explained that staff developed a sample notice that chain community pharmacies can use, or they can develop their own.

Members were provided with the opportunity to comment and comments included changing the title to say, "How to File" and changing the pharmacy law reference to say compilation of pharmacy laws.

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex; however, no comments were made.

VIII. Update on Communication and Public Education Activities by Staff

A. The Script

The Board released its Fall issue in [November 2025](#). The issue highlighted changes in pharmacy law, provided updates on the reporting of medication errors and provided education on a variety of topics including provisions for pharmacist-initiated immunization, routine inspection outcomes, and the Board's citation and fine program.

B. Staff Outreach

A list of presentations and trainings completed by staff was made available to Committee members.

C. News Media Inquires

Committee members were provided with a list of the news media inquiries the Board received from June 1, 2025 to December 31, 2025.

D. Social Media

Committee members were provided with an update on the Board's social media. Board Staff noted that they met with the DCA communications team and discussed options on how to increase the Board's presence online.

Board staff reviewed possible social media expansion platforms, including Facebook, Instagram, LinkedIn, and the Board's existing but low-activity X (formerly Twitter) account. Facebook and Instagram were noted as free and effective for consumer outreach, while LinkedIn offers professional engagement but with associated costs.

Members were provided with the opportunity to comment and discussed potential establishment of official social media accounts for the Board and identified opportunities as well as significant risks.

Members emphasized that, if implemented, social media use could be limited to one-way communication to avoid risks related to records retention, moderation, and potential liability. Interactive features such as comments, replies, and direct messaging would remain disabled. Operational risks were noted, including the potential for misinformation, inappropriate content, or complaints requiring legal responses. Additionally, concerns about impersonation of board personnel, which could pose risks to public safety were expressed.

Members discussed how social media could enhance outreach to consumers and potentially make the Board more accessible to licensees. The members also noted that a verified social media presence could help ensure accurate board information is available to AI language models used by the public.

The members agreed that additional coordination is needed, including consultation with DCA and other State departments, to develop guidance and a comprehensive framework before moving forward.

There were no public members in the Sacramento location. Members of the public were provided opportunity to comment via Webex. One comment was received, with the commenter noting support for the Board establishing social media as it may help to normalize pharmacy as a profession.

IX. Future Meeting Dates

Dr. Thibeau thanked everyone for their time and noted that the next meeting was scheduled for June 10, 2026.

X. Adjournment

The meeting adjourned at 2:56 pm.