



Statement – Alliance for Safe Online Pharmacies Canada
Regarding: Safe Online Purchase of Cold and Flu Products for Children

With the high demand for cold and flu products for children and the intermittent lack of availability of these products, we strongly recommend that parents and caregivers exercise caution when seeking out cold and flu products on internet sites. Increasingly, there are websites that operate outside the legitimate pharmacy supply chain that try to take advantage of people who are concerned about the availability of cold and flu products. Often, they sell products that could be fake (falsified/counterfeit), substandard or unapproved.

Here are some tips to help you determine if the website is legitimate:

- *Websites with .pharmacy in the web address are licensed and safe (ex. www.storename.pharmacy). If the website doesn't have a .pharmacy domain name, you can check to see if the pharmacy is licensed and legitimate through your provincial pharmacy regulatory authority. A list of provincial pharmacy regulatory authorities can be found here: <https://www.napra.ca/pharmacy-regulatory-authorities>.*
- *Is the size sold in a bulk order or in large quantities? Bulk purchases are not common in Canada, and bulk sales are more likely to have an unsafe product.*
- *Make sure the product has a Drug Identification Number (DIN), Natural Product Number (NPN) or Homeopathic Medicine Number (DIN-HM) listed on the label and instructions in English and French to make sure the product is approved to be sold in Canada*
- *Does the business operate from a "post office box" with no specific location? Avoid these sites.*
- *If you are not certain if a site or product is legitimate, contact the Health Canada office for your province/region. You can find an email or phone number for your Health Canada region here: <https://www.canada.ca/en/health-canada/corporate/contact-us/regions-branches-offices.html#bc>*
- *If you find a site that appears to be illegal, fraudulent, or selling products from other countries, report the site to the Canadian Anti-Fraud Centre at 1-888-495-8501.*