

BRIEFING NOTE

TO: Board of Directors

FROM: Governance Committee

DATE: December 6, 2021

SUBJECT: 12.2 Content Review of the Registrant Relations Policy 2-10

For Decision For Information Monitoring Report

Purpose:

To carry out a scheduled review of the Registrant Relations Policy 2-10 for the purpose of determining whether any amendments are necessary.

Background:

It is the responsibility of the Board to develop, approve, update and evaluate implementation of its governance policies. Appendix 2 to the COO's Policy Governance Manual sets out a review schedule for all policies in the manual. The purpose of reviewing the policies on a regular basis is to ensure that they continue to be relevant and serve the function that they were implemented for.

For Consideration:

The Registrant Relations Policy 2-10 was approved by the Board on December 3, 2018 and is slated for evaluation of its content this year on the Board Policy Review Schedule.

The original policy **Appendix A** is attached below. On review, the Governance Committee was of the view that the policy continues to adequately serve the Board's needs and no amendments were necessary.

Public Interest Consideration:

The Board has recognized the importance of strong governance in order to carry out its object of regulating the profession in the public interest and has invested significant time and resources into updating its governance policies and processes. Reviewing the content of these policies ensures that policies are consistent and effective, and that the College is up to date with regulations, technology, and regulatory best practices.

Diversity, Equity and Inclusion Considerations:

It is incumbent on the Committee to consider whether the proposed action plan is consistent with the COO's organizational values relating to diversity, equity and inclusion.

Recommendation:

To approve that no changes were required to the Registrant Relations Policy 2-10 as recommended by the Governance Committee.

POLICY TYPE: OPERATIONAL BOUNDARIES**2-10 Registrant Relations Policy**

PURPOSE

The purpose of this policy is to outline the Board's expectations and the risk boundaries for the Registrar, CEO regarding interactions with the registrants.

POLICY

With respect to interactions with the registrants, the Registrar, CEO shall ensure that organizational conditions, procedures, and decisions are safe, respectful, and provide appropriate confidentiality and privacy.

Accordingly, the Registrar, CEO shall not operate without:

1. Using methods of collecting, reviewing, or storing registrant information that:
 - a. Protects privacy and confidentiality; and
 - b. Restricts improper access.
2. Informing registrants about their professional responsibilities and the consequences of noncompliance.
3. Enacting policies and procedures that comply with statutory requirements and principles of procedural fairness.
4. Taking reasonable steps to ensure that policies and procedures are communicated to registrants in a manner that is clear and timely.
5. Informing registrants of significant COO policy updates or changes that affect COO registrants.
6. Complying with the Human Rights Code and the Access for Ontarians with Disabilities Act and their regulations.
7. Taking reasonable steps to respond to registrants' requests and concerns in a timely manner.