

## POLICY TYPE: OPERATIONAL BOUNDARIES

### 2-10 Registrant Relations Policy

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#### **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.