

# BRIEFING NOTE

**TO:** Board of Directors

**FROM:** Fazal Khan, Registrar

**DATE:** December 5 and 6, 2022

**SUBJECT:** Registrant Relations (2-40) Monitoring Report

☐ For Decision

☐ For Information

☒ Monitoring Report

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## Purpose:

To provide the Board with a monitoring report on the Registrant Relations Policy, in accordance with the monitoring report schedule approved by the Board.

## CEO Interpretation and Evidence:

The Registrant Relations Policy (2-40) was approved by the board in December 2018.

The information contained in this monitoring report represents compliance with a reasonable interpretation of the policy. The monitoring report covers the period December 2020 to December 2022. The next Reserves Policy Monitoring Report is due in December 2004.

Policy Requirement	Interpretation and Evidence
Collects, reviews and stores registrant information in a manner that protects privacy and confidentiality and restricts improper access.	Registrant information is stored in the College database which is secured with multiple firewall protections and is held on a Canadian cloud-based server with redundant back up.  Staff access is segregated by department and user access levels are granted by the Registrar's office.
Informs registrants about their professional responsibilities and the consequences of non-compliance.	The College regularly communicates with registrants about their ongoing professional responsibilities, including eblasts, blogs, FAQs, website updates and CE presentations/practice advice sessions on topics such as patient privacy, storage and access to patient personal health information, safety and infection control in the practice environment, mandatory reporting obligations and ethical billing practices. During the current reporting period, the following communications took place: <ul style="list-style-type: none"><li>- 31 # eblasts</li><li>- 176# social media posts</li><li>- 5 blog posts</li><li>- 6 presentations</li></ul>
Enacts policies and procedures that comply with statutory requirements and principles of procedural fairness.	All internal policies and processes are implemented with a view to ensuring fairness and compliance with statutory requirements. Each department has implemented a customer service standard to guide communications with registrants and the public and establish a benchmark for timely and transparent communication. Registrants

	are provided with notice of their statutory rights with respect to quality assurance matters and complaint/report investigations and provided with opportunities to make submissions where available.
Takes reasonable steps to ensure that policies and procedures are communicated to registrants in a manner that is clear and timely.	Multiple channels are used to inform registrants of pending policy changes including posting on the College website through the use of Blogs and FAQs, direct email communication, social media channels and leveraging relationships with the Association and other CE providers.
Informs registrants of significant COO policy updates or changes that affect COO registrants.	Regardless of statutory requirements, the College subscribes to an informal policy of seeking input on the majority of policy updates impacting registrants. Similarly, policy changes that impact registrants are often communicated well in advance via email broadcasts and CE presentations. To allow ample time, major policy changes such as refinements to the Quality Assurance program, are enacted with a window of 3 to 6 months.
Complies with the Human Rights Code and the Access for Ontarians with Disabilities Act and their regulations.	The COO has a policy in place to address accommodations in its operations and services. The physical premises were built in compliance with the Accessibility for Ontarians with Disabilities Act. Requests for accommodation relating to compliance with the Quality Assurance program are reviewed by the Quality Assurance Committee. Requests for accommodation made during the complaint/report investigations process are reviewed by staff and/or the ICRC where appropriate.
Takes reasonable steps to respond to registrants' requests and concerns in a timely manner.	<p>Each department in the College has created a Service Standards commitment that is communicated in email signatures and voice mail messages that sets out expected times to receive a response.</p> <p>The COO administrative team also monitors peak period activity and pro-actively seeks to bring on seasonal help to assist registrants in peak period such as renewal season.</p>

#### **Recommendations/Action Required:**

The Board is asked to provide comments and feedback on the following questions:

1. Was the Registrar, CEO's interpretation of the policy reasonable?
2. Did the Registrar, CEO comply with this policy, as reasonably interpreted?

## 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.