

## POLICY TYPE: OPERATIONAL BOUNDARIES

### 2-09 Relationship with Public and Beneficiaries Policy

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#### **Purpose:**

To outline the Board's expectations and the risk boundaries for the Registrar, CEO regarding interactions with the public and other external beneficiaries.

#### **Policy:**

With respect to interactions with the public and other external beneficiaries, the Registrar, CEO shall ensure that organizational conditions, processes, and decisions are safe, respectful, provide appropriate confidentiality, and meet people's legitimate needs.

Accordingly, the Registrar, CEO shall not operate without:

1. Engaging with the public in a manner that is consistent with the Regulated Health Professions Act and Regulations, and that:
  - a. Reflects the value the organization places on the public, and
  - b. Uses open and transparent processes for public involvement
2. Providing a professional, safe environment that enables communication and engagement by the public and others with the College.
3. Ensuring a culture that is reflective of a commitment to providing fair, transparent, prompt/timely and courteous service.
4. Ensuring a process for addressing a member of the public's requests, concerns, and complaints in a fair, objective, respectful, and timely manner.
5. Establishing a clear understanding by the public of what may be expected from the services offered by the College.
6. Making all reasonable plans to ensure that persons may use French in dealings with the College.
7. Providing services with appropriate consideration of client differences: cultural, geographic, language, and other differences
8. Ensuring a person's confidentiality, except where otherwise required by law.
9. Ensuring a process exists to encourage persons who believe they have not been protected under this policy to express their concerns.