

Interactions with the Public and the Registrants

Policy Section: Executive Expectations	Policy Number: EE-7	Approved By: Council
Regular Council Policy Review Frequency: Every five years	Date Approved: December 7, 2001	Date Reviewed/Revised: September 16, 2021

Purpose:

To outline the Council's expectations and the risk boundaries for the CEO/Registrar regarding interactions with registrants and the public.

Policy:

- 1) With respect to interactions with the public or the registrants, the CEO/Registrar shall ensure that organizational conditions, procedures, and decisions are safe, respectful, and provide appropriate confidentiality and privacy.
- 2) Accordingly, the CEO/Registrar shall:
 - a) Engage with the public and the registrants in a manner that:
 - i) Reflects the value the organization places on the public and the registrants, and
 - ii) Uses an open and transparent process for registrant and public involvement.
 - b) Provide a professional environment that supports participation in College business.
 - c) Establish a clear understanding of what may be expected from the services offered by the College.
 - d) Inform registrants about their professional responsibilities and the consequences of non-compliance.