

## BRIEFING NOTE

**TO:** Board of Directors

**FROM:** Governance Committee

**DATE:** December 6, 2021

**SUBJECT:** 12.1 Content Review of the Relationship with Public and Beneficiaries Policy 2-09

☒ For Decision

☐ For Information

☐ Monitoring Report

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**Purpose:**

To carry out a scheduled review of the Relationship with Public and Beneficiaries Policy 2-09. 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 Registrar, Relationship with Public and Beneficiaries Policy 2-09 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 with the proposed revisions is redlined in **Appendix A** below and a clean version, **Appendix B**, is also attached. On review, the Governance Committee was of the view that the policy continues to adequately serve the Board's needs and that except for a few minor changes, 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 the changes to the Relationship with Public and Beneficiaries Policy 2-09 as recommended by the Governance Committee.

## POLICY TYPE: OPERATIONAL BOUNDARIES

2-09 Relationship with Public and ~~Beneficiaries~~ Stakeholders Policy**Purpose:**

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

**Policy:**

With respect to interactions with the public and other external ~~beneficiaries~~ stakeholders, 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.

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