

BRIEFING REPORT

REPORT TOPIC: Relationship with the Public and COO Beneficiaries (OB 2-35)

REPORT TO: COO Council

REPORT FROM: COO Governance Committee

DATE: December 3rd, 2018

REPORT PURPOSE:

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| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Decision-Making - Policy Development/ Enhancement/Regular Review/Approval <ul style="list-style-type: none"> <input type="checkbox"/> Ends Policy <input checked="" type="checkbox"/> Operational Boundaries Policy <ul style="list-style-type: none"> <input type="checkbox"/> Council-Staff Relationship Policy <input type="checkbox"/> Governance Process Policy <input type="checkbox"/> Council Implementation of Policy <ul style="list-style-type: none"> <input type="checkbox"/> Council-Staff Relationship Policy <input type="checkbox"/> Governance Process Policy | <ul style="list-style-type: none"> <input type="checkbox"/> Monitoring of Registrar, CEO Report <ul style="list-style-type: none"> <input type="checkbox"/> Ends (critical outcomes) Achievement <input type="checkbox"/> Operational Boundaries Compliance <input type="checkbox"/> Council Linkage Report <input type="checkbox"/> Incidental Report <ul style="list-style-type: none"> <input type="checkbox"/> Registrar, CEO <input type="checkbox"/> Council President <input type="checkbox"/> Other: Briefing Report |
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BACKGROUND

The new policy topic "Relationship with the Public and COO Beneficiaries" (OB 2-35) falls under the Operational Boundaries policy quadrant. This policy is designed to provide the operational boundaries and risk tolerances for the Registrar, CEO regarding interaction with the public (COO's primary beneficiaries) and other COO secondary beneficiaries.

The general public are the primary beneficiaries, or people, who benefit from COO's existence and services; other organizations also benefit such as employers.

RECOMMENDED MOTION

That the COO Governance Committee recommends to the Council that they approve this new revised draft of the Operational Boundaries policy (OB 2-35) on Relationship with the Public and COO Beneficiaries to be current and relevant.

**FIGURE 1
PROPOSED NEW POLICY DRAFT FOR DISCUSSION**

POLICY TITLE: RELATIONSHIP WITH THE PUBLIC AND COO BENEFICIARIES	POLICY SECTION: OPERATIONAL BOUNDARIES	POLICY NO: 2-35	
APPROVED BY: COUNCIL	REGULAR COUNCIL POLICY REVIEW FREQUENCY: EVERY 3 YEARS	MONITORING OF REGISTRAR, CEO FREQUENCY: EVERY 2 YEARS	MONITORING METHOD: INTERNAL REPORT
DATE APPROVED: <ul style="list-style-type: none"> • Reviewed by Governance Committee on Nov 7, 2018 • Ready for Council review in Dec 2018 	PRESIDENT'S SIGNATURE:		
DATE REVIEWED / REVISED:			

Purpose:

To outline the Council'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 College Regulations, and that:
 - 1.1. Reflects the value the organization places on the public, and
 - 1.2. 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. Clearly communicate to the Public what may be expected from the services offered by the College.
6. Making best efforts to meet the diverse needs of the public.
7. Ensuring a person's confidentiality, except where otherwise required by law.
8. Ensuring a process exists to encourage persons who believe they have not been accorded a reasonable interpretation of their protections under this policy to express their concerns.