
POLICY TYPE: GOVERNANCE PROCESS – Registrar Directives

Policy No: RD 8

POLICY TITLE: Treatment of Members

Approval Date: January 14, 2012

Revision Date: Reviewed on June 10, 2023

The Registrar shall treat members in accordance with the provisions of the *Regulated Health Professions Act* (“RHPA”) and College regulations, and with a level of courtesy and respect which is reasonably expected in common business practice.

Accordingly, the Registrar shall:

1. Use application forms that elicit only information which is clearly necessary.
2. Use methods of collecting, reviewing, transmitting, or storing information that protect against improper access to the information elicited.
3. Maintain facilities that provide a reasonable level of privacy, both aural and visual.
4. Ensure reasonable access to CASLPM by people with special physical, language, financial, emotional, or other needs.
5. Provide a mechanism for the regular communication of Council and College business to registrants.
6. Take reasonable steps to communicate individual rights under the RHPA and College regulations to potential, current, and past registrants.
7. Inform members about their professional responsibilities and the consequences of non-compliance.