
POLICY TYPE: GOVERNANCE PROCESS – Registrar Directives

Policy No: RD 9

POLICY TITLE: Treatment of the Public

Approval Date: January 14, 2012

Revision Date: Reviewed on June 10, 2023

The Registrar shall treat the public in accordance with the provisions of *the Regulated Health Professions Act* (“RHPA”), College regulations, by-laws, and policies, and other relevant legislation, and with courtesy and respect.

Accordingly, the Registrar shall:

1. Ensure reasonable access to CASLPM by the public, and in particular people with special physical, emotional, language, financial, or other needs.
2. Provide for a reasonable level of privacy, both aural and visual, for the public to conduct their business with the College.
3. Provide appropriate support to the public in the complaints and discipline process.
4. Ensure that the process to deal with complaints relating to sexual abuse is sensitive to the complainant’s emotional needs.
5. Ensure the College takes reasonable measures to inform the public about the services and professional responsibilities of the professions and the duties of the College and the public’s rights under the RHPA.
6. Develop, establish, and maintain programs to assist individuals to exercise their rights under the RHPA.