

## BRIEFING REPORT

**REPORT TOPIC:** Member Relations Policy (OB 2-40)

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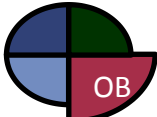
### BACKGROUND

This draft of the new Operational Boundaries policy called Member Relations (OB 2-40) lays out the operational boundaries and risk tolerances for the Registrar, CEO regarding interaction with the COO members.

This policy was discussed and fine-tuned at the June Governance Committee meeting. The draft new policy is outlined in Figure 1 below and is provided for the Council's review, discussion, and approval in December 2018.

**Recommended Motion:** That the COO Governance Committee recommends to the Council that they approve this new draft Operational Boundaries policy, OB2-40, on Member Relations as current and relevant.

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

<b>POLICY TITLE:</b> MEMBER RELATIONS POLICY	<b>POLICY SECTION:</b> OPERATIONAL BOUNDARIES	<b>POLICY NO:</b> 2-40	
<b>APPROVED BY:</b> COUNCIL	<b>REGULAR COUNCIL POLICY REVIEW FREQUENCY:</b> EVERY 3 YEARS	<b>MONITORING OF REGISTRAR, CEO FREQUENCY:</b> EVERY 2 YEARS	<b>MONITORING METHOD:</b> INTERNAL REPORT
<b>DATE APPROVED:</b> Ready for Council review, discussion, and approval Dec 2018	<b>PRESIDENT'S SIGNATURE:</b>		
<b>DATE REVIEWED / REVISED:</b>			

#### **PURPOSE**

The purpose of this policy is to outline the Council's expectations and the risk boundaries for the Registrar, CEO regarding interactions with the members.

#### **POLICY**

With respect to interactions with the members, the Registrar, CEO shall ensure that organizational conditions, procedures, and decisions are safe, respectful, and provide appropriate confidentiality and privacy.

Accordingly, the Registrar, CEO shall not operate without:

1. Using methods of collecting, reviewing, or storing member (registrant) information that:
  - a. Protects privacy and confidentiality; and
  - b. Restricts improper access.
2. Informing members about their professional responsibilities and the consequences of non-compliance.
3. Enacting policies and procedures that comply with statutory requirements and principles of procedural fairness.
4. Taking reasonable steps to ensure that policies and procedures are communicated to members in a manner that is clear and timely.
5. Informing members of significant COO policy updates or changes that affect COO members.
6. Complying with the *Human Rights Code* and the *Access for Ontarians with Disabilities Act* and their regulations.
7. Taking reasonable steps to respond to members' requests and concerns in a timely manner.