




Policy Title: REGISTRANT RELATIONS		Policy Section: II Executive Limitations		Policy Number: II-40
Approved By: Board of Directors	Date Approved: Feb 6, 2007	Date Reviewed/Revised:		Board Chair's Signature: 
		Feb 9, 2010 Feb 8, 2013 Feb 5, 2016 May 16, 2016	Feb 28, 2019 Feb 11, 2022 Sept 14, 2023 Feb 21, 2025	

Policy Purpose

This policy has been created by the Board to express the Board's beliefs around the value CMLTO places on registrants and to describe the Board's risk boundaries around the CMLTO relationship with registrants.

Policy

With respect to interactions with registrants or those applying to be registrants, the Registrar & CEO shall not cause or allow conditions, procedures, or decisions which do not provide appropriate confidentiality and privacy or which are unsafe, disrespectful, undignified, discriminatory, or unnecessarily intrusive, particularly in ways that would hinder CMLTO's accomplishment of its Ends (Critical Outcomes) Policies.

Accordingly, the Registrar & CEO may not:

1. Interact with registrants in a manner that does not reflect the value the CMLTO has for registrants.
 - 1.1 Operate without regular communication of CMLTO and Board relevant business to registrants.
 - 1.2 Operate without using an open, transparent, and professional environment that supports registrant involvement and participation in relevant CMLTO affairs.
 - 1.3 Operate by putting registrants' needs and interests ahead of the needs of the public and the public interest.
2. Operate without informing registrants about their professional responsibilities and the consequences of non-compliance.
 - 2.1 Operate without ensuring that reasonable steps are taken to communicate the responsibilities and individual rights of registrants under the *Regulated Health Professions Act, 1991 (RHPA)*, and its Regulations, the *Medical*



Laboratory Technology Act, 1991, the CMLTO By-Law, and this Board policy.

3. Use procedures, processes, or forms that solicit information from registrants for which there is no clear purpose/necessity.
4. Use methods of collecting, reviewing, or storing registrants' information that do not:
 - Meet regulatory requirements,
 - Protect privacy and confidentiality,
 - Restrict improper access.
5. Maintain conditions and processes that do not provide a reasonable and equitable level of professionalism, access, safety, confidentiality, and privacy.
6. Leave registrants without a clear understanding of what may and may not be expected from the services offered by CMLTO.
 - 6.1 Operate without policies and procedures to ensure that all registrants are treated with clear, equitable, and fair due process, including ensuring registrant requests or concerns are responded to in a timely manner.
7. Operate without informing registrants in a timely manner of significant CMLTO policies, policy updates, or significant changes that affect CMLTO or its registrants.
8. Operate without taking all reasonable measures to ensure that registrants and applicants may communicate with the CMLTO, in all dealings, in the French language, in accordance with legislative and regulatory requirements.
9. Operate without using a transparent, ongoing, equitable, and meaningful process for registrant engagement with CMLTO.
10. Operate without ensuring relevant information is shared with registrants about their opportunities to participate in CMLTO governance and voluntary regulatory work (e.g. through participation on Statutory Committees as Non-Board Committee members).