



Treatment of Members

Executive Limitations

sPolicy Number: EL-3

Date of Approval	Responsible Authority	Last Revised
January 18, 2012	CMLTM Council	December 11, 2024

Policy

With respect to interactions with members or those applying to be members, the Registrar/CEO shall ensure that all interactions, procedures or decisions are handled in a safe, timely, dignified, non-intrusive manner.

Further, without limiting the scope of the foregoing by this enumeration, the Registrar/CEO shall:

1. Only elicit information for which there is a clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing member information that protect against improper access to the material elicited.
3. Operate facilities with appropriate accessibility and privacy.
4. Establish with members a clear understanding of what may be expected and what may not be expected from the service offered in a respectful manner.
5. Inform members of this policy or provide a way to be heard for persons who believe they have not been accorded a reasonable interpretation of their protections under this policy.

Revision History

- January 18, 2012 – Date of Approval
- June 2, 2016
- September 14, 2016
- October 19, 2018
- September 25, 2020
- September 23, 2022
- December 11, 2024 – Last Date of Revision