



## EL-1: TREATMENT OF MEMBERS

*POLICY TYPE: EXECUTIVE LIMITATIONS POLICIES*

*POLICY TITLE: TREATMENT OF MEMBERS*

*POLICY REFERENCE NUMBER: EL-1*

**Adopted: September 18, 2015**  
**Next Scheduled Revision: July 2018**  
**Previous Revisions**

The Chief Executive Officer shall not cause or allow to be caused conditions, procedures, or decisions that are unsafe, untimely, disrespectful, unnecessarily intrusive to members, or which breach the confidentiality of those members.

The Chief Executive Officer shall not:

1. elicit information for which there is no clear necessity,
2. use methods of collecting, reviewing, transmitting, or storing member information that fail to protect against improper access to that information,
3. operate facilities without reasonable accessibility or privacy,
4. allow members to be unaware of what may be expected from a service rendered,
5. allow members to be unaware of this policy, or
6. operate without a feedback mechanism that allows members to comment on the adherence to this policy.