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**SUBMISSION TO**

**THE MINISTRY OF COMMUNITY AND SOCIAL SERVICES**

**REVIEW OF THE**

***SOCIAL WORK AND SOCIAL SERVICE WORK ACT, 1998***

**MADE BY:**

**ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE  
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## **EXECUTIVE SUMMARY**

The following is an Executive Summary of the Ontario College of Social Workers and Social Service Workers' submission on the two review questions of the Ministry of Community and Social Services in connection with the five-year review of the *Social Work and Social Service Work Act, 1998*.

### **Review Questions of the Ministry of Community and Social Services**

- 1. Are the provisions in the Act adequate for achieving the objectives of the Act (i.e. public protection, quality social work and social service work services and accountability)?*

The College believes that the Act provides an effective legislative framework to achieve the objectives of public protection, quality social work and social service work services and accountability. The College's submission describes the legislative framework of the Act and the manner in which the College has implemented the legislative framework through its governance structure, registration process, complaints and mandatory reports process, discipline proceedings, standards of practice, continuing competence program, the public register and reporting to the Minister and College members. All processes required by the Act and the related policies and operational procedures have been developed, approved and implemented by the College.

**2. *What changes to the Act, if any, should be considered by the government to improve the operations of the College in carrying out its roles and responsibilities?***

The 5-year review of the Act offers an opportunity to enhance or maximize the achievement of the objectives of public protection, quality social work and social service work services and accountability.

The College's most important comment regarding changes to the Act relates to the effectiveness of the title protection provisions and the absence of a scope of practice for social work and social service work. For the reasons set out in the submission, the College is concerned about the effectiveness of the title protection provisions in the Act. The submission considers other comparable regulatory regimes, such as the *Regulated Health Professions Act* and the *Alberta Health Professions Act*, which include a scope of practice for the relevant profession, activities restricted to members of the profession and provisions that regulate the practices of employers.

The College recommends:

(1) That a scope of practice for social work and social service work be included in the Act and that consideration be given to whether any restricted activities should be authorized to social workers and social service workers.

(2) That the Act should be strengthened in the areas of (i) accountability of individuals who meet the qualifications to be registered and practise within the scope of practice of social work and social service work, and (ii) accountability of employers that employ persons who meet the qualifications to be registered and practise within the scope of practice. In this regard, the Alberta model appears to address these areas in an effective manner.

The balance of the College's submission makes recommendations in the following areas:

- College governance – to address vacancies on Council and provide more flexibility in the composition of statutory committees and panels.
- registration – to address the implications of the registration requirements being set out in the Act.
- complaints and fitness to practise – to facilitate the alternative dispute resolution process for complaints and the investigation of fitness to practise concerns.
- quality assurance – to consider additional measures that may be needed for quality assurance initiatives.
- title of "doctor" – to permit members of the College who hold a doctorate degree to use the title "doctor".

The College's submission also makes technical comments on specific provisions of the Act.

**REVIEW OF THE**  
**SOCIAL WORK AND SOCIAL SERVICE WORK ACT, 1998 (ACT)**

**BACKGROUND**

The Ontario College of Social Workers and Social Service Workers (the “College”) is the self-regulatory body, in Ontario, for the professions of social work and social service work. The College was established on March 1, 1999, by the *Social Work and Social Service Work Act, 1998*, as amended (the “Act”). By August 15, 2000, all of the provisions of the Act were brought into force.

Despite the College’s relatively early stage of development, and in just over five years, the College has registered approximately 11,000 members in the social work and social service work professions. The College believes that the number of College members is indicative of social workers’ and social service workers’ general support for professional self-regulation, and specific support for the College.

All statutorily required processes and the related policies and operational procedures have been developed, approved and implemented. The College Council and all statutory committees are actively engaged in performance of their required duties and responsibilities.

**Practice of Social Workers and Social Service Workers**

Social workers and social service workers are employed in a broad range of settings in which health care and social services are delivered. Though some are employed as

administrators and educators, most provide direct health care and social services to individuals, families and groups.

While many social workers and social service workers are employed in hospitals, schools, group homes, shelters, correctional facilities, Children's Aid Societies, the Office of the Children's Lawyer, family service centres, income support programs, and home health services, to name but a few, many social workers and social service workers are self-employed in private practice.

Social workers help and empower individuals, families and communities to resolve problems that affect their day-to-day lives. People consult social workers when they are going through a difficult period in their personal, family and work lives. Social workers help identify the source of stress or difficulty, make assessments, mediate between conflicts, offer various forms of counselling and therapy, and help people to develop coping skills and find effective solutions to their problems.<sup>1</sup>

The social work function also includes helping clients/patients and their families deal with emotional needs and problems that may accompany or predate illness and disability.<sup>2</sup> This function involves counselling of clients/patients and their families to address emotional needs and problems associated with a health condition and, in appropriate cases, involves psychotherapy.

Social service workers work with a wide range of clients and, in doing so, use assessment, evaluation and referral skills. Furthermore, social service workers develop an appropriate treatment and/or action plan for the particular client group with whom they are

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<sup>1</sup> Social Workers and You, Ontario Association of Social Workers, 2001

<sup>2</sup> Social Work Practice in Health Care, C.B. Germain, 1984, page 85.

working.<sup>3</sup> Social service workers intervene in crisis situations and depending on specific job requirements, social service workers may provide counselling to individuals, families or groups regarding emotional problems.

## **ARE THE PROVISIONS IN THE ACT ADEQUATE FOR ACHIEVING THE OBJECTIVES OF THE ACT?**

### **College Duties and Objects**

The Act directs that the primary duty of the College, in carrying out its legislated objects, is to serve and protect the public interest. This primary duty is clearly reflected in the various prescribed College duties and procedures, the effective prescribed proportional/equitable composition of the Council of the College and in the following College objects:

1. To regulate the practice of social work and the practice of social service work and to govern its members.
2. To develop, establish and maintain qualifications for membership in the College.
3. To approve professional education programs offered by educational institutions for the purpose of applications for membership in the College.
4. To approve ongoing education programs for the purpose of continuing education for members of the College.
5. To provide for the ongoing education of members of the College.
6. To issue certificates of registration to members of the College and to renew, amend, suspend, cancel, revoke and reinstate those certificates.

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<sup>3</sup> Social Service Worker Program Standards, College Standards and Accreditation Council, 1996

7. To establish and enforce professional standards and ethical standards applicable to members of the College.
8. To receive and investigate complaints against members of the College and to deal with issues of discipline, professional misconduct, incompetency and incapacity.
9. To promote high standards and quality assurance with respect to social work and social service work and to communicate with the public on behalf of the members.
10. To perform the additional functions prescribed by the regulations.<sup>4</sup>

### **Title Protection**

The Act prohibits persons who are not registered with the College from calling themselves a “social worker”, “social service worker”, “registered social worker”, “registered social service worker”, or an abbreviation of any of these titles. Additionally, persons who are not registered with the College are prohibited from representing themselves to the public in any manner so as to lead members of the public to conclude that they are social workers, registered social workers, social service workers or registered social service workers.

### **Scope of Practice**

As the Act does not include scopes of practice for the professions of social work and social service work, the College has adopted and published scopes of practice for each of the professions. The scope of practice of the profession of social work means the assessment, diagnosis, treatment and evaluation of individual, interpersonal and societal problems. This is accomplished through the use of social work knowledge, skills, interventions and strategies, to

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<sup>4</sup> Act, s. 3(1), (2).

assist individuals, dyads, families, groups, organizations and communities to achieve optimum psychosocial and social functioning. This includes the following:

- (i) The provision of assessment, diagnostic, treatment and evaluation services within a relationship between a social worker and client;
- (ii) The development, promotion, management, administration, delivery and evaluation of human service programs, including that done in collaboration with other professionals;
- (iii) The provision of professional supervision to a social worker, social work student or other supervisee;
- (iv) The provision of consultation services to other social workers or professionals in relation to the activities described in paragraph (i) above;
- (v) The development, promotion, implementation and evaluation of social policies aimed at improving social conditions and equality;
- (vi) The conduct of research or provision of education regarding the practice of social work, as defined in paragraphs (i) to (v) above and (vii) below; and
- (vii) Any other activities recognized by the College.

The scope of practice of the profession of social service work means the assessment, treatment and evaluation of individual, interpersonal and societal problems. This is accomplished through the use of social service work knowledge, skills, interventions and strategies, to assist individuals, dyads, families, groups, organizations and communities to achieve optimum social functioning. This includes the following:

- (a) The provision of assessment, treatment and evaluation services within a relationship between a social service worker and client;
- (b) The development, promotion, management, administration, delivery and evaluation of human service programs, including that done in collaboration with other professionals;
- (c) The provision of professional supervision to a social service worker, social service work student or other supervisee;
- (d) The provision of consultation services to other social service workers or professionals in relation to the activities described in paragraph (a) above;
- (e) The development, promotion, implementation and evaluation of social policies aimed at improving social conditions and equality;
- (f) The conduct of research or provision of education regarding the practice of social service work, as defined in paragraphs (a) to (e) above and (g) below; and
- (g) Any other activities recognized by the College.

## **College Governance Structure**

In accordance with the Act, the College is governed by a 21-member Council, that manages and administers the College's affairs. The Council is comprised of seven social work and seven social service work College members, elected to the Council by the College's membership, and seven members of the public appointed to the Council by the Lieutenant Governor in Council (public members). This proportional Council composition is a fundamental element of the Act, which helps to achieve the College's primary duty to serve and protect the public interest. The Council's composition also achieves both balance between the two professions of social work and social service work and representation of the public interest through the appointment of seven public members.

Each year, the College holds an election for Council members to be elected by each of the professions, in one or more of five electoral districts, on a rotational basis, as required by the College's by-laws.<sup>5</sup> Although the term of an elected Council member cannot exceed three years, Council members may serve for more than one term, but no more than 10 consecutive years. The full Council meets four to six times a year. Generally, Council meetings are open to the public.

The College has established five statutory committees, as prescribed by the Act – the Executive, Registration Appeals, Complaints, Discipline and Fitness to Practise Committees. The Act prescribes the composition of these committees. In accordance with the statutory requirements and College by-law<sup>6</sup>, Council appoints an equal proportion of social work members, social service work members, and public members of Council to these committees, including one non-Council College member to each Committee.

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<sup>5</sup> College by-law No. 36 as amended.

<sup>6</sup> College by-law No. 21 as amended.

The Council has also established other non-statutory, standing committees – the Standards of Practice, Nominating, Election, Finance, Corporations and Governance Committees. From time to time, the Council has established, and will continue to establish task groups to examine and make recommendations to Council concerning emerging issues, seen to be of a non-permanent nature, including the Registration Policy, Entry to Practise and Social Service Work Outreach Task Groups. Most of these standing committees and task groups are comprised of Council members and non-Council College members.

The Council has appointed a Registrar who, pursuant to the Act, is a College employee and who serves as secretary to the Council. The College has sixteen additional employees who, together with the Registrar, support the work of the College, Council, committees and task groups.

### **Registration**

The Act creates a framework for self-regulation of the two professions of social work and social service work. There are registration and registration appeal processes for determining whether an applicant meets the qualifications for entry to professional practice and, therefore, College membership. The requirements for the issuing of a certificate of registration with the College are prescribed in the Act and in Ontario Regulation 383/00 (Registration), made under the Act. College policies contain detailed criteria for application of the registration requirements. The Council of the College has recently determined that it will, in future, administer entry to practise examinations to applicants for a certificate of registration in either profession.

To date, the College has received and processed well over 11,500 applications for a certificate of registration. While the College has registered approximately 10,000 social

workers and 1,000 social service workers, there is ample room for the College's membership to grow, particularly with social service workers, though the number of social service work members does exceed the entire membership of some of the health regulatory colleges. The disproportionate number of social work members to social service work members may be attributed to Ontario social workers' greater familiarity with professional self-regulation, long-established vehicles for communication, including a history of organizational association and "voluntary regulation", and the more typical employer requirement that social workers be registered with the College and use the statutorily protected titles of "social worker" or "registered social worker". The College expects continued steady growth in membership for both professions and, in particular, has taken and will continue to take steps to reach out to potential social service work members.

The College received over 900 applications for a provisional certificate of registration during the two-year period for grandparenting those persons who had experience performing the role of a social worker or social service worker, but who did not have the academic qualifications typically associated with the profession. To date, 429 social workers and 93 social service workers have been issued a provisional certificate of registration.

As with all self-regulated professions, the cost of establishing and operating a regulatory College is borne by the members of the College through membership fees. Pursuant to the Act and the College's by-laws,<sup>7</sup> the College has an application fee (\$75.00), a registration fee (\$370.00) and thereafter an annual fee (\$370.00). The application fee is a requirement to apply for a certificate of registration, and relates to the cost of the Registrar's consideration of an application for a certificate of registration as a social worker or social service worker. The registration fee is only paid in the year in which an applicant is registered as a social worker or

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<sup>7</sup> College by-law No. 2 as amended.

social service worker, and is pro-rated on a quarterly basis. Thereafter, payment of the annual fee is due from all College members by December 31 of the previous year. A College member who fails to pay an annual fee is obliged to pay a penalty of \$50.00, in addition to the outstanding annual fee. A College member whose certificate of registration is suspended for non-payment of an annual fee must pay a reinstatement fee of \$150.00, a penalty of \$50.00 and the annual fee for the removal of the suspension.

The College Council established the fees after a thorough review of estimated revenues and expenses and the development of a detailed business plan. The plan took into account the experiences of regulatory Colleges of similar membership size. The College's fees are consistent with the fees of similarly sized regulatory Colleges in Ontario. When compared with the fees of the 21 Colleges which regulate health professions, the fees paid by members of this College are lower than the fees paid by all but four of the regulated health professions. The Council also determined that it was critical to ensure that members, in both professions, are treated equally in all respects, including fees. There has been no increase in fees since the College's inception.

### **Complaints, Mandatory Reports and Discipline Proceedings**

There are complaints and mandatory reporting processes. The College's Complaints Committee investigates and considers complaints about the conduct or actions of College members. The College's Executive Committee considers mandatory reports concerning the termination of a College member's employment for reasons of professional misconduct, incompetence or incapacity (as defined in the Act), about a College member's sexual abuse of a client (as defined in the Act), and about a College member's conviction of an offence under the *Criminal Code* (Canada) involving sexual conduct. Either Committee may, among other

dispositions, refer matters to the College's Discipline Committee for a hearing to determine allegations of a College member's professional misconduct or incompetence, or to the College's Fitness to Practise Committee for a hearing to determine allegations of a College member's incapacity.

Since August 15, 2000, the College has, to date, received 179 complaints and 28 mandatory reports - a total of 207 matters. The College has, to date, disposed of 140 complaints and 19 mandatory reports. The complaints and mandatory reports received by the College are comprised of allegations concerning many professional practice areas and issues, the most recurrent being sexual abuse of a client<sup>8</sup>, dual relationships with clients, conflict of interest and boundary violations, child custody and access investigations, assessments and reports, child welfare practices and interventions, and breach of client confidentiality.

There have been four referrals to the Discipline Committee of the College, concerning three members. The Committee has completed two discipline hearings. Summaries of the Discipline Committee's Decisions and Reasons for Decision can be accessed via the College's website, at [www.ocswssw.org](http://www.ocswssw.org).

Approximately 28% of the total number of complaints and mandatory reports related to individuals whom the complainants or the persons filing the report believed were social workers or social service workers, but who were not registered with the College, and over whose conduct or actions the College was, consequently, found to have no jurisdiction.

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<sup>8</sup> For the definition of "sexual abuse" see subsection 43(4) of the Act.

### **Standards of Practice and Continuing Competence Program**

Ontario Regulation 384/00, made under the Act, defines acts of professional misconduct. The College's Code of Ethics and Standards of Practice<sup>9</sup> for College members are prescribed in by-law, in accordance with the Act. The Code of Ethics and Standards of Practice provide professional standards and ethical standards to which College members must adhere. The College is in the final stages of an extensive Standards of Practice consultation which will result in revised and up-dated Standards of Practice and the development of four sets of professional practice guidelines on specific professional practice areas. Additionally, following completion of a pilot project, the College is finalizing its Continuing Competence Program, which will soon be implemented.

### **Public Register**

The College maintains the required public register, providing information to the public about members, their professional status, any terms, conditions and limitations imposed on a certificate of registration, any notations of revocation, cancellation or suspension of a member's certificate of registration, and information directed to be added to the register by College committees, such as the findings and/or order of the Discipline Committee.

### **Reporting and Communication**

The Council is obliged to report annually to the Minister of Community and Social Services on the activities and financial affairs of the College and the report must include an audited financial statement. The College must also hold an annual meeting of College members. To date the College has made four annual reports to the Minister, and has held three annual meetings. The College's fourth annual meeting is scheduled for June 2005.

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<sup>9</sup> College by-law No. 19 as amended.

In 2004, the College held its first, very successful, Annual Education Day for College members, in conjunction with its annual meeting. More than 300 College members attended and College members at 17 different sites, in 11 cities and towns, also participated via teleconference. The College's Annual Meeting and Education Day will be an annual event. The College also maintains a website and publishes a semi-annual newsmagazine, *Perspective*, for College members, College stakeholders and the public. With its website and newsmagazine, the College provides factual information on issues facing the College, its members and stakeholders, addresses professional practice issues, and provides venues for dialogue on a variety of issues related to regulation of the two professions.

In summary, while the College believes that the Act provides an effective legislative framework to achieve the objectives of public protection, quality social work and social service work services and accountability, this review offers an opportunity to enhance or maximize the achievement of those objectives. To this end, the balance of this College's submission addresses both substantive and technical comments that support recommendations to strengthen and/or clarify the College's ability to, among the other objectives, serve and protect the public interest, to establish and enforce professional standards, and to promote high standards and quality assurance with respect to social work and social service work.

**WHAT CHANGES TO THE ACT SHOULD BE CONSIDERED BY THE  
GOVERNMENT TO IMPROVE THE OPERATIONS OF THE COLLEGE  
IN CARRYING OUT ITS ROLES AND RESPONSIBILITIES?**

**Scope of Practice and Title Protection**

The College's most important comment regarding changes to the Act relates to the effectiveness of the title protection provisions and the absence of a scope of practice for social work and social service work.

In carrying out its objects, the duty of the College is to serve and protect the public interest. While there may be some debate about the meaning of "public interest", certainly the protection of the public from harm and the advancement of the public's health, safety and welfare are paramount considerations. It is evident from the foregoing description of the practice of social workers and social service workers that social workers and social service workers provide professional services to vulnerable people. It is also evident that the type of services that social workers and social service workers provide may pose a serious risk of emotional, mental and sexual harm to clients/patients if performed by unqualified, incompetent, unfit or unethical practitioners. A key element of regulating in the public interest and protecting the public from harm is to protect the public, to the extent possible, from unqualified, incompetent, unfit and unethical practitioners.

Part of this public protection mandate is accomplished by the College's regulation of its members through complaints investigations, investigations of mandatory reports and proceedings of the Discipline and Fitness to Practise Committees with respect to issues concerning allegations of professional misconduct, incompetence and incapacity. These processes provide members of the public who have concerns regarding the conduct or actions of

social workers or social service workers with an opportunity for an external and arms' length body to review such conduct or actions. Members of the public who make a complaint to the College do not need to be concerned about there being an impact on delivery of services to them. The College's public protection mandate, however, can only be accomplished if those individuals who provide social work and social service work services are required to be registered as members of the College.

The Act does include a title protection provision and a holding out provision which are described above. The enforcement mechanism for the title protection provision and the holding out provision is either a provincial offences prosecution or an application for a compliance order which requests a judge to direct a person to comply with the Act. The Act does not, however, include a provision that describes the scope of practice for social work or social service work and does not contain any activities that are restricted to social workers or social service workers. The Act also does not include any provisions that impact on the activities of employers in connection with hiring an individual who is not registered as a member of the College or permitting an individual who is not registered as a member of the College to perform the duties of a social worker or social service worker.

The College's observations are that many employers in the health and social service sectors have supported the registration of their employees as members of the College. However, the College has also observed and been advised of a number of circumstances where employers, including government agencies and organizations that are funded by the government, advertise a position as requiring the academic qualifications of a social worker or social service worker but use a title for the position other than "social worker" or "social service worker", thereby appearing to avoid being in breach of the title protection provisions of the Act. Some

employers have simply changed the job titles of their employees or reclassified positions as a method of avoiding their employees being required to be registered with the College.

Furthermore, the College has received a number of complaints about individuals who are not registered as members of the College but who the complainants believed were providing social work or social service work services. The complainants include members of the public and other members of the College. The College has also received mandatory reports where the person filing the mandatory report believed that the individual was a social worker or social service worker. As well, there is the opportunity for former members of the College who may have had their certificate revoked for professional misconduct, incompetence or incapacity to provide social work or social service work services and simply avoid using the protected title.

In a legislative framework without a scope of practice for social work and social service work, without any restricted activities which only members of the College may perform and without any regulation of the hiring and employment practices of employers, the title protection and holding out provisions on their own may be insufficient to ensure that those who should be registered and subject to the regulatory authority of the College are in fact registered.

In this regard, it is significant to analyze other comparable regulatory regimes. Under the *Regulated Health Professions Act* (RHPA), the model for protecting the public from harm is through a scope of practice model which is comprised of the following elements:

1. Scope of Practice Statement;
2. Controlled/Authorized Acts;
3. Harm Clause; and
4. Title Protection.

The scope of practice statement is a brief description which generally provides three types of information about a given profession: what the profession does, the methods used and the purpose for which it does it. Under the RHPA, there are thirteen controlled acts which only members of a regulated health profession may perform under the authority of their respective health profession-specific Acts, subject to certain exceptions. These controlled acts are potentially hazardous health care activities which are to be performed only by health professionals who are properly trained and accountable for their performance. The harm clause aims to protect individuals from unqualified practitioners or non-regulated individuals who cause serious physical harm without actually performing any of the controlled acts. The title protection provision under the health profession-specific Acts is similar to the title protection provision under the Act.

While not all of the regulated health professions are authorized to perform a controlled act, all of them have a scope of practice statement. In addition, there is a provision that makes it an offence for an employer to permit a person, while acting within the scope of his or her employment, to contravene the controlled acts provision of the RHPA. The RHPA also creates an offence for a person to procure the employment of an individual where the person knows the individual cannot perform the duties of the position without contravening the controlled acts provision of the RHPA.

When the Health Professions Regulatory Advisory Council (HPRAC) conducted its five-year review of the RHPA, HPRAC had the following comments regarding title protection:

"Protecting the titles of regulated health professionals is an important aspect of the regulatory system. The purpose is to allow people to identify and differentiate between regulated health professionals and unregulated providers. It is one of several things

that aid in describing a regulated health profession. Others that aid public understanding are:

- scope of practice, which describes what a profession can do;
- authorized acts, which describe the controlled acts a particular profession can perform;
- governance, by a specific regulatory college.<sup>10</sup> (emphasis added)

In connection with the five-year review of the RHPA, the Federation of Health Regulatory Colleges recommended that "in the representation of qualifications section of each profession-specific Act, reference be made to the membership of the profession *and* the practice of the profession." It further recommended that "practitioners who are not regulated health professionals should be prohibited from representing their services as being those of a regulated health professional through the use of words, abbreviations, descriptions or equivalents in another language".<sup>11</sup>

In addition to comments by HPRAC on each specific component of the scope of practice model under the RHPA, there was also consideration of whether the RHPA itself was being effectively enforced in the area of breaches of the RHPA by unregulated health care providers. HPRAC commented that, unless enforcement activities extend to unregulated providers, the public is at risk of harm. HPRAC appeared to conclude that enforcement in this area would not be effective where the only concrete mechanism for enforcement is a judicial proceeding where a college, the ministry or another person is successful in obtaining a court order that forces someone to cease doing something or levies a fine as provided for in the

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<sup>10</sup> Adjusting the Balance: A Review of the *Regulated Health Professions Act*, Report to the Minister of Health and Long-Term Care, Health Regulatory Advisory Council, March 2001, page 35

<sup>11</sup> Adjusting the Balance: A Review of the *Regulated Health Professions Act*, Report to the Minister of Health and Long-Term Care, Health Regulatory Advisory Council, March 2001, page 37

RHPA.<sup>12</sup> Its recommendations included a need to identify in legislation, the responsibility of the Minister of Health and Long-Term Care for enforcement related to unregulated health care providers and at a minimum to create a mechanism that would enable responses to reports about suspected breaches of the RHPA by providers who are not members of a regulated health profession.

The College would also like to draw attention to the model being utilized in Alberta with respect to social work. The Alberta *Health Professions Act* defines the scope of practice of social work and requires a person to be registered if the person qualifies for registration as a social worker and intends to provide services within the scope of social work practice directly to the public, or to supervise regulated members who provide services to the public, or to teach in a social work education program. Furthermore, an employer cannot knowingly employ an unregistered person, who meets the qualifications to become registered as a social worker, to provide the services described above.

The Alberta *Health Professions Act* defines the scope of practice of social work by including a description of what social workers do in their practice and authorizing, under certain circumstances, a registered member to perform the restricted activity of "psychosocial intervention".

The Alberta *Health Professions Act* provides as follows:

- "3. In their practice, social workers do one or more of the following:
  - (a) enhance or restore the social functioning of individuals, families, groups, organizations and communities by improving developmental, problem-solving and coping capacities of people and systems,

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<sup>12</sup> Adjusting the Balance: A Review of the *Regulated Health Professions Act*, Report to the Minister of Health and Long-Term Care, Health Regulatory Advisory Council, March 2001, page 114

- (b) promote effective and humane systems that provide resources, opportunities and services to people and link people to those systems,
- (c) contribute to the development and improvement of social policy, and
- (d) provide restricted activities authorized by the regulations."<sup>13</sup>

The restricted activity of psychosocial intervention which is authorized to social workers, under certain circumstances, is defined as follows:

- "(p) to perform a psychosocial intervention with an expectation of treating a substantial disorder of thought, mood, perception, orientation or memory that grossly impairs
  - (i) judgment,
  - (ii) behaviour,
  - (iii) capacity to recognize reality, or
  - (iv) ability to meet the ordinary demands of life;"<sup>14</sup>

As is evident from the foregoing, the regulatory model for social workers in Alberta under the *Health Professions Act* goes well beyond simply having a title protection provision.

The College appreciates that the regulatory model of the RHPA or the Alberta *Health Professions Act* cannot simply be transposed to the regulation of social workers and social service workers in Ontario. But an analysis of the RHPA and the five-year review of the RHPA conducted by HPRAC and of the Alberta *Health Professions Act*, all support the importance of including a scope of practice statement or a description of what a profession does in the governing legislation and of considering whether any restricted activities should be

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<sup>13</sup> Alberta *Health Professions Act*, Schedule 27, section 3

<sup>14</sup> Alberta *Government Organization Act*, Schedule 7.1, section 2(1)

authorized to members of the profession. The five-year review of the RHPA conducted by HPRAC also points to the need to consider an effective enforcement mechanism for unregulated practitioners.

The *Alberta Health Professions Act* provides a different approach to the enforcement mechanism for unregulated practitioners by requiring persons who have the qualifications for registration and provide social work services directly to the public and in certain other circumstances to be registered and by prohibiting an employer from knowingly employing a person who meets the qualifications for registration as a social worker to provide social work services directly to the public and in certain other circumstances unless the person is a regulated member.

Attached as Appendix 1 for your consideration regarding this issue are the scopes of practice for social work and social service work adopted by the College as part of the standards of practice of the College.

**Recommendations:**

**(1) That a scope of practice for social work and social service work be included in the Act and that consideration be given to whether any restricted activities should be authorized to social workers and social service workers.**

**(2) That the Act should be strengthened in the areas of (i) accountability of individuals who meet the qualifications to be registered and practise within the scope of practice of social work and social service work, and (ii) accountability of employers that employ persons who meet the qualifications to be registered and practise within the scope of practice. In this regard, the Alberta model appears to address these areas in an effective manner.**

**College Governance – Council and Statutory Committees**

**(a) Council**

In carrying out its objects, the College's primary duty is to serve and protect the public interest. One of the fundamental elements of the Act which helps to achieve this objective is the current composition of Council which requires that Council be composed of seven social workers who are members of the College and elected to Council, seven social service workers who are members of the College and elected to Council and seven persons who are appointed by the Lieutenant Governor in Council ("public members"). The composition of Council achieves both balance between the two professions of social work and social service work and representation of the public interest through the appointment of seven public members.

The Act provides that a majority of the members of Council constitute a quorum; however, there is no provision in the Act that addresses the impact of a vacancy on the composition of Council. Where the Council is not constituted in accordance with the requirements of section 4(2) of the Act, the Council is not properly constituted.

Since the first duly elected and appointed Council took office (November 21, 2000), there have been a number of occasions when there has been a vacancy on Council. Since a vacancy on Council results in the Council not being properly constituted, the Council has not held any meetings when there has been a vacancy on Council. The aggregate period of time during which Council has been unable to meet as a result of a vacancy on Council is significant (approximately eleven months) in comparison to the period of time since the first elected and appointed Council took office. Although in some cases the vacancy has been in the office of an elected Council member, in the majority of circumstances, the vacancy on Council has resulted from the appointment of a public member or members not having been made prior to the expiry of the term of office of a public member or members.

The impact of Council not being able to hold a meeting and transact business when there is a vacancy on Council can be summarized as follows. Since only the Council is authorized to make, amend or revoke a regulation or a by-law, the College is not able to make or change a regulation or by-law while there is a Council vacancy. The consideration of important policy decisions are delayed in keeping with the principle that such decisions should be made by the Council rather than the Executive Committee of the College (a relatively small committee compared to Council). Where the vacancy occurs after the election of Council members that is held in May of each year, there is also delay in the election and appointment of the members of statutory committees of the College (the committees which carry out the regulatory activities of the College), a process which is conducted annually at a Council meeting after the election of Council members that is held in May. A vacancy on Council may also have an impact on the activities of statutory committees or panels. To sum up, the interruption to Council business caused by vacancies on Council has had a significant impact on College operations and thereby the ability of the College to protect the public interest.

The College appreciates that the appointment of public members is a complex and time consuming process and that there may continue to be circumstances under which a vacancy or vacancies will occur because the appointment of a public member or members may not be able to be made prior to the expiry of a member's term. However, the impact of a vacancy on Council can be mitigated by adding a provision to the Act that permits the members remaining in office to constitute the Council so long as their number is not fewer than a quorum.

**Recommendation: That the Act be amended to add a provision that where one or more vacancies occur in the membership of the Council, the members remaining in office constitute the Council so long as their number is not fewer than a quorum.**

**(b) Statutory Committees**

Section 14(1) of the Act requires that the Council establish the following committees: Executive Committee, Registration Appeals Committee, Complaints Committee, Discipline Committee and Fitness to Practise Committee (the "Statutory Committees"). Section 14(2) requires Council to ensure the composition of the Statutory Committees as follows:

"14(2) In appointing persons to each committee, the Council shall ensure that,

- (a) each committee has at least one member who was elected to the Council as a social worker, at least one member who was elected to the Council as a social service worker and at least one member who was appointed to the Council;
- (b) at least one-half of the members of each committee are persons elected to the Council;
- (c) at least one-third of the members of each committee are persons appointed to the Council; ..."

While the Council is authorized by by-law to determine the number of members to be appointed to each Statutory Committee, the requirement that at least one-half of the members of each Statutory Committee be persons elected to the Council and that at least one-third of the members of each Committee be public members restricts the ability of the Council to appoint non-Council members of the College to the Statutory Committees. In addition, the requirement that at least one-third of the members of each Statutory Committee be public members has, in practical terms, required the College to keep its Statutory Committees at a relatively small size, taking into account that there is a limited number of committees on which seven public members are able to sit. As a result, the College has been unable to enable its members to participate in an effective way in its own Statutory Committees. The professions of social work and social service work encourage members of the two professions to participate in organizations. It must also be recognized that one of the important principles of self-regulation

is that a member be judged by his or her peers with respect to issues of professional misconduct, incompetency and incapacity. Taking into account conflict of interest issues that arise and the desire to ensure that members of each profession will be judged by a panel that includes members of that profession, it is highly desirable, from the College's point of view, for it to be able to expand the size of its Statutory Committees, without increasing the burden on Council members, and to involve the participation of non-Council members on the Statutory Committees.

**Recommendation: That the Act be amended to provide more flexibility with respect to the composition of the Statutory Committees by providing that the composition of the Statutory Committees be determined in the by-laws of the College.**

**(c) Panels**

Section 14(5) requires that at least one-third of the members of each panel be public members. The College suggests that section 14(5) be changed to require that at least one member of each panel be a public member. This change would provide more flexibility with respect to the composition of panels without sacrificing the important role of public members on panels, and would take into account the principle of self-regulation that the members of a profession are to be judged by their peers.

**Recommendation: That the Act be amended to provide more flexibility with respect to the composition of panels by providing that at least one member of each panel be a public member.**

**Registration of Members**

**(a) Registration Requirements of Section 18 of the Act**

Section 18 provides that an applicant shall be issued a certificate of registration for social work if, among other matters, the applicant meets the academic requirements of a

degree in social work or has a combination of academic qualifications and practical experience that is substantially equivalent to the qualifications required for a degree in social work, as prescribed by the regulations. There is a parallel provision for an applicant to be issued a certificate of registration for social service work if, among other matters, the applicant meets the academic requirements of a diploma in social service work or has a combination of academic qualifications and practical experience that is substantially equivalent to the qualifications required for a diploma in social service work, as prescribed by the regulations.

The College notes that, for many regulatory bodies, the requirements for registration are not set out in the statute governing that body but are set out in regulations. In the case of this College, academic qualifications for an applicant to be issued a certificate of registration are set out in the Act and additional requirements are set out in the regulations. This structure has certain disadvantages. For example, it does not take into account a method for providing for additional classes of certificate of registration, such as inactive, retired, academic or student classes. If all of the requirements for registration were authorized to be set out in regulation, the requirements and standards would undergo government review through the regulation-making process but there would be an added flexibility with respect to the registration requirements. This added flexibility could facilitate the College addressing such matters as additional classes of certificate of registration, the establishment of which may be impeded by the academic qualifications being included in the Act, and considering lower fees for such additional classes of certificate of registration.

With respect to the provision of the Act that relates to a combination of academic qualifications and practical experience substantially equivalent to a degree in social work, the regulations provide the standard for satisfying the combination of academic qualifications and

practical experience as substantial equivalence to a degree in social work from a social work program accredited by the Canadian Association of Schools of Social Work. With respect to the provision of the Act that relates to a combination of academic qualifications and practical experience substantially equivalent to a diploma in social service work, the regulations provide the standard as substantial equivalence to a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology.

Based on the experience of the College to date with respect to this avenue for registration, the College believes that these provisions of the Act have created an expectation that an applicant with an educational background significantly different from a degree in social work or a diploma in social service work would be eligible for registration. While the threshold for substantial equivalency may be high from a legal perspective, the College believes that the inclusion of provisions in the Act that relate to a combination of academic qualifications and practical experience will continue to encourage this expectation.

Part of what defines a profession is that it has a distinctive, systematic body of knowledge. While the College appreciates that there are applicants from other countries whose academic qualifications must be assessed as to their equivalency to the qualifications required for a degree in social work or a diploma in social service work, the College believes that the provisions in the Act relating to a combination of academic qualifications and practical experience are perceived generally by applicants as providing an avenue for becoming registered as a social worker or social service worker without first acquiring professional education in social work or social service work, as the case may be.

**Recommendation: To review the registration requirements set out in section 18 of the Act, to remove all requirements for registration from the Act and to consider these requirements as a matter for regulation-making authority.**

**Complaints and Fitness to Practise**

**(a) Complaints**

Section 24(5) of the Act provides the possible dispositions that a Complaints Committee may make after it has conducted its investigation of a written complaint regarding the conduct or actions of a member of the College. One of the possible dispositions is a referral of the matter for alternative dispute resolution if the Complaints Committee considers it appropriate to do so and the complainant and the member agree. The College supports there being authority for alternative dispute resolution; however, to include this authority as part of the dispositions that a Complaints Committee may make, may leave the Complaints Committee without jurisdiction to take further steps if a matter is referred for alternative dispute resolution but is not resolved through that process. Accordingly, the College suggests that the referral of the matter for alternative dispute resolution be treated as an intermediate step that a Complaints Committee may take if the committee considers it appropriate to do so and the complainant and the member agree, separate and apart from the dispositive powers that are set out in section 24(5).

**Recommendation: To treat the referral of a matter for alternative dispute resolution as a possible intermediate step before the final disposition by the Complaints Committee, separate and apart from the possible dispositions set out in section 24(5).**

**(b) Fitness to Practise**

The determination of whether a member is suffering from a physical or mental condition or disorder depends on the College being able to provide evidence to the Fitness to

Practise Committee regarding the member's physical or mental condition or disorder. A member who is suffering from a physical or mental condition or disorder may not recognize the problems from which he or she is suffering and thus may not be willing to submit to an independent physical or mental examination when concerns about the member's capacity have been raised. Under the RHPA, there is authority for a Board of Inquiry, the body that investigates whether a member is incapacitated, to require the member to submit to physical or mental examinations conducted or ordered by a health professional specified by the Board and if the member does not submit to such examinations to make an order directing the Registrar to suspend the member's certificate of registration until the member submits to the examinations. Providing authority to require a member to submit to physical or mental examinations will not only be essential for any Fitness to Practise hearing, it may also avoid referrals to the Fitness to Practise Committee for a hearing where a referral may not be warranted. In the interests of protection of the public, the College recommends that a provision be added where the Registrar would have authority to compel a member to undergo physical or mental examinations where there are reasonable and probable grounds that the member may be incapacitated and the power to suspend the member's certificate of registration if the member does not submit to such examinations.

**Recommendation: That a provision be added which provides the Registrar authority to compel a member to undergo physical or mental examinations conducted or ordered by a health professional specified by the Registrar where there are reasonable and probable grounds that a member may be incapacitated and the power to suspend the member's certificate of registration if the member does not submit to such examinations.**

**Quality Assurance with Respect to Social Work and Social Service Work**

One of the objects of the College is to promote high standards and quality assurance with respect to social work and social service work. The objects of the College also include to approve ongoing education programs for the purpose of continuing education for members of the College and to provide for the ongoing education of members of the College. Related to these objects is the regulation-making authority to prescribe ongoing education requirements for members of the College.

Under the registration regulation, one of the conditions of a certificate of registration of any class is that the member provide evidence satisfactory to the College of the member's continuing competence to practise social work or social service work, as the case may be, in accordance with the guidelines approved by Council from time to time and published and distributed by the College to the members of the College.

Over the past period of time, the College has been developing a continuing competence program. Prior to implementing the continuing competence program, the College carried out a pilot project to test and strengthen the program. The continuing competence program is based on an adult education model which would require each member to carry out an annual self-assessment based on the standards of practice. The self-assessment would then help members identify learning goals, either to enhance competence in a particular area or to identify areas for new learning. Members then would identify strategies for reaching these goals. The College will require members to provide evidence of continuing competence according to the guidelines set by the College. Although it is not currently anticipated that the College will prescribe specific on-going education requirements for members of the College, the College notes that the Act does not include regulation-making authority to establish processes and criteria for imposing terms, conditions or limitations or for suspending certificates of members who fail

to meet on-going education requirements or to establish processes and criteria for removing the terms, conditions, or limitations or the suspension of certificates where the terms, conditions or limitations or suspension was as a result of a failure to meet ongoing education requirements.

While the continuing competence program has not yet been implemented and it does not currently prescribe specific ongoing education requirements for members of the College, the College believes that the regulation-making authority should contemplate the possibility that there may be a need in the future to have the authority to prescribe processes and criteria for imposing terms, conditions or limitations or suspending certificates of members who fail to meet ongoing education requirements and for the removal of such terms, conditions or limitations or suspensions.

In addition, the College would like the opportunity to discuss with the Ministry what additional regulation-making powers may be advisable to provide authority for the College to implement further quality assurance initiatives. The College is aware, for example, that the regulated health Colleges have authority, as part of their quality assurance programs, to conduct practice assessments and to require their members to engage in remedial activities. Since the College has not yet had an opportunity to turn its mind to further quality assurance initiatives, the College believes that further discussion regarding what would be appropriate additional regulation-making powers in this area is warranted.

**Recommendations: (1) That consideration be given, in support of the objects of the College to provide for the ongoing education of members of the College and to promote high standards and quality assurance with respect to social work and social service work, to supplement the regulation-making authority related to prescribing**

ongoing education requirements for members of the College in the manner described above.

**(2) That there be further discussion regarding additional regulation-making powers related to the implementation of further quality assurance initiatives.**

**Title of "Doctor"**

A number of members of the College hold a doctorate degree, primarily a Doctorate in Social Work or a PhD. in social work. This means that such members have at least 8 years of post-secondary education. The use of the title "doctor", however, in situations where individuals are providing or offering to provide health care to individuals is restricted to five professions under the provisions of the RHPA (chiropractors, optometrists, physicians, psychologists and dentists).

The concept of health care is not defined under the RHPA and definitions of health care may vary under different pieces of legislation. For example, under the *Personal Health Information Protection Act, 2004*, "health care" means any observation, examination, assessment, care, service or procedure that is done for a health-related purpose and that:

- (a) is carried out or provided to diagnose, treat or maintain an individual's physical or mental condition,
- (b) is carried out or provided to prevent disease or injury or to promote health,  
or
- (c) is carried out or provided as part of palliative care,  
and includes,

- (d) the compounding, dispensing or selling of a drug, a device, equipment or any other item to an individual, or for the use of an individual, pursuant to a prescription, and
- (e) a community service that is described in subsection 2 (3) of the Long-Term Care Act, 1994 and provided by a service provider within the meaning of that Act.

As is evident from the description of the practice of social workers and social service workers set out above, social workers and social service workers do practise in health care settings, including in private practice.

One of the objectives of legislation that regulates professions in the public interest is that individuals have access to services provided by the professions of their choice. In the view of the College, the lack of authority for a member who holds a doctorate degree to be able to use the title "doctor" in the course of providing or offering to provide health care limits individuals' access to full information to inform their choice of professional when they are making decisions about access to the services that they need. As a result, the College recommends that members of the College who hold a doctorate degree be permitted to use the title "doctor", notwithstanding the restrictions set out in the RHPA.

**Recommendation: That a provision be added to the Act that would permit members of the College who hold a doctorate degree to use the title "doctor" in the course of practising the profession of social work or social service work.**

## **Technical Comments**

### **(a) Executive Committee**

Section 14(4) authorizes the chair of a Statutory Committee to appoint panels and authorize the panels to conduct reviews, to consider and investigate written complaints and to hold hearings. Under the Act, the Executive Committee may perform a function similar to the Complaints Committee in conjunction with an investigation into the conduct or actions of a member where, for example, the Registrar receives a mandatory report about a member. In addition, the Executive Committee may consider whether to make an interim order under section 25(3) of the Act. It is unclear whether a panel of the Executive Committee may be appointed with respect to the consideration of the foregoing matters. Taking into account the possibility of conflict of interest situations, it would be helpful to clarify this issue.

**Recommendation: That the language of section 14(4) be broadened to make clear that the Executive Committee may function as a panel for the functions referred to above.**

### **(b) Expiry of Term of Office of Committee Members**

As described above, the College has experienced a number of occasions when a public member's term of office has expired. Since almost every member of each Statutory Committee is a Council member, the expiry of a Council member's term of office also has an impact on the Statutory Committees and panels. The term of office of a Council member who is a member of the Registration Appeals or Complaints Committees may expire after a decision has been reached but before the decision has been written and approved. The term of office of a Council member who is a member of the Executive Committee may expire after a notice of intention to make an interim order has been given but before the final decision regarding the

interim order has been made. A member of the Discipline or Fitness to Practise Committees may have participated in a hearing but the term of office of a Council member who is a member of the committee may expire before the decision is given. It would be helpful if a provision were added to the Act so that where the term of office of a member of a Statutory Committee or panel who has participated in a hearing or in a decision expires before a final decision with reasons (if required) is given, the term shall be deemed to continue, but only for the purpose of participating in the decision and for no other purpose.

**Recommendation: That a provision be added so that where the term of office of a member of a Statutory Committee or panel who has participated in a hearing or in a decision expires before a final decision with reasons (if required) is given, the term is deemed to continue, but only for the purpose of participating in the decision and for no other purpose.**

**(c) Incapacity of a Member of a Statutory Committee or Panel**

It is also possible for a member of a Statutory Committee or a panel who has participated in a hearing or in a decision to become incapacitated and unable to complete the hearing or participate in the decision, before a final decision with reasons (if required) is given. It would be helpful for there to be a provision added to the Act to permit the remaining member or members to complete the hearing and give a decision, or to give a decision.

**Recommendation: That a provision be added so that where a member of a Statutory Committee or panel who has participated in a hearing or in a decision becomes unable to complete the hearing or participate in the decision, the remaining member or members may complete the hearing and give a decision, or give a decision.**

**(d) Powers of the Registrar and Registration Appeals Committee**

The Registrar's powers with respect to registration are to issue a certificate of registration, to propose to refuse to issue a certificate of registration or to propose to impose terms, conditions or limitations on a certificate of registration. The Registration Appeals Committee has the authority to direct the Registrar to issue the appropriate certificate of registration, direct the Registrar to issue the appropriate certificate of registration with specified terms, conditions or limitations or to direct the Registrar to refuse to issue a certificate of registration. The Registrar does not have the authority to propose that the applicant successfully complete examinations or additional training prior to a certificate of registration being issued. Similarly, the Registration Appeals Committee does not have the authority to order that the applicant successfully complete examinations or additional training prior to a certificate of registration being issued. The authority to require an applicant to successfully complete examinations or additional training prior to a certificate of registration being issued is a power that would add flexibility to the proposals of the Registrar and the orders of the Registration Appeals Committee.

**Recommendation: That consideration be given to adding authority for the Registrar to propose to issue a certificate of registration if the applicant successfully completes examinations or additional training and authority for the Registration Appeals Committee to order an applicant to successfully complete examinations or additional training prior to the issuance of a certificate of registration.**

**(e) Suspended member**

The Act is silent with respect to the status of a person whose certificate of registration has been suspended either for failure to pay fees or for professional misconduct,

incompetence or incapacity matters. From the perspective of the protection of the public, clarity with respect to this matter would be helpful. By way of example, the RHPA provides that a person whose certificate of registration is suspended is not a member. The RHPA also provides that a person whose certificate of registration is suspended continues to be subject to the jurisdiction of the College for professional misconduct, incompetence or incapacity referable to the time when the person was a member or to the period of suspension.

**Recommendation: That the status of a person whose certificate of registration has been suspended be clarified.**

**(f) Reinstatement after Administrative Suspension**

Section 23 of the Act provides authority for the Registrar to suspend a member of the College for failure to pay a fee or provide information after notice of default and intention to suspend. A person is entitled to be reinstated on payment of the fees and penalties or on provision of the information. The Act is silent on whether the Registrar may cancel or revoke a certificate where the administrative suspension has been in effect for a significant period of time. It seems reasonable that if a person has not exercised his or her right to be reinstated after a two-year period of suspension, the Registrar should have the discretion to revoke or cancel the certificate of registration.

**Recommendation: That discretion for the Registrar to revoke or cancel a certificate of registration after an administrative suspension has been in effect for two years be added.**

**(g) Discipline**

The orders that may be made by a Discipline Committee where the committee finds a member guilty of professional misconduct include directing that the finding and the order

of the committee be published, in detail or in summary, with or without the name of the member, in the official publication of the College and in any other manner or medium that the committee considers appropriate in the particular case. The College believes that this provision permits the Discipline Committee to order that the decision of the committee be published, in detail or in summary, with or without the name of the member, in the official publication of the College. The College also believes that consideration should be given to making reporting and publication of decisions of committees a matter under the Council's by-law making authority, as is the case with the Ontario College of Teachers under its governing legislation.

**Recommendation: That the language related to the Discipline Committee's power to order publication of decisions of the committee be clarified and that consideration be given to having the reporting and publication of decisions as a matter under the Council's by-law making authority.**

**(h) Resignation of Members**

Under section 13(2), a member of the College may resign his or her membership by filing a resignation in writing with the Registrar and when the member does so, the certificate of registration is cancelled. If a member resigns in the midst of complaint or discipline proceedings, the College retains jurisdiction to continue with the proceedings as provided in section 13(3); however, the types of penalties that may be imposed as a result of the discipline proceedings and the process for reinstatement are affected by the resignation. The College suggests that the provision respecting resignation be amended to make the resignation effective upon its acceptance by the Registrar in accordance with the by-laws, rather than the resignation being effective immediately. This would create the possibility of limiting the ability of a member against whom a complaint or discipline proceeding is pending to resign immediately.

**Recommendation: That the resignation provision be changed so that a member's resignation is effective upon its acceptance by the Registrar.**

### **CONCLUSION**

Thank you for this opportunity to provide written submissions on the review questions posed by the Ministry of Community and Social Services. The College would be pleased to provide such further information as might assist the Ministry in conducting the review and preparing a report.

## **APPENDIX 1**

### **SCOPES OF PRACTICE FOR SOCIAL WORK**

#### **AND SOCIAL SERVICE WORK**

The scope of practice of the profession of social work means the assessment, diagnosis, treatment and evaluation of individual, interpersonal and societal problems through the use of social work knowledge, skills, interventions and strategies, to assist individuals, dyads, families, groups, organizations and communities to achieve optimum psychosocial and social functioning and includes, without limiting the generality of the foregoing, the following:

- (i) The provision of assessment, diagnostic, treatment and evaluation services within a relationship between a social worker and client;
- (ii) The development, promotion, management, administration, delivery and evaluation of human service programs, including that done in collaboration with other professionals;
- (iii) The provision of professional supervision to a social worker, social work student or other supervisee;
- (iv) The provision of consultation services to other social workers or professionals in relation to the activities described in paragraph (i) above;

- (v) The development, promotion, implementation and evaluation of social policies aimed at improving social conditions and equality;
- (vi) The conduct of research or provision of education regarding the practice of social work, as defined in paragraphs (i) to (v) above and (vii) below; and
- (vii) Any other activities recognized by the College.

The scope of practice of the profession of social service work means the assessment, treatment and evaluation of individual, interpersonal and societal problems through the use of social service work knowledge, skills, interventions and strategies, to assist individuals, dyads, families, groups, organizations and communities to achieve optimum social functioning and includes, without limiting the generality of the foregoing, the following:

- (a) The provision of assessment, treatment and evaluation services within a relationship between a social service worker and client;
- (b) The development, promotion, management, administration, delivery and evaluation of human service programs, including that done in collaboration with other professionals;
- (c) The provision of professional supervision to a social service worker, social service work student or other supervisee;
- (d) The provision of consultation services to other social service workers or professionals in relation to the activities described in paragraph (a) above;

- (e) The development, promotion, implementation and evaluation of social policies aimed at improving social conditions and equality;
- (f) The conduct of research or provision of education regarding the practice of social service work, as defined in paragraphs (a) to (e) above and (g) below; and
- (g) Any other activities recognized by the College.