



PERSPECTIVE

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Revised Standards of Practice Approved by Council

On December 12, 2007 Council approved the revised standards of practice for College members. As you know, the process of revising the standards has been ongoing for a number of years and involved a multi-phase consultation process with college members and stakeholders. The final phase of the project was completed by the end of summer 2007 and the standards were then submitted for approval at the December Council meeting.

This project was comprehensive and collaborative and involved input from many members and stakeholder groups. The College Council would like to take this opportunity to thank those members and stakeholders who participated in the consultations and provided feedback to the Standards of Practice Committee. Their contribution to the process was invaluable.

In late April of this year, all members were sent the revised handbook, including new features such as a glossary, index and tabs for easier navigation. Accompanying the handbook, each member received a resource binder. The binder should be used to consolidate materials you receive from the College,

such as the *Perspective* newsletter, the PHIPA Toolkit and the upcoming continuing competence program.

During the recent consultation, it was determined that further work is needed on the practice guidelines pertaining to Capacity Assessments, Consent and Confidentiality with Children and Youth, Custody and Access and Medication Practices. Once this work is complete, members will be sent the guidelines to include in their resource binder.

As members will know, they are obliged to practise according to the standards of practice. It is hoped that the new features of the standards handbook and resource binder will make it easier for members to access information when they need it. The Standards of Practice Handbook, 2000 will remain in effect until July 1, 2008 when the second edition will come into effect.

If you have any questions regarding the standards of practice, please contact Pamela Blake M.S.W., RSW, Director, Professional Practice and Education at 416-972-9882 or 1-877-828-9380 ext. 205 or e-mail pblake@ocsussw.org

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At its December 2007 meeting, Council approved a motion that the College apply to become a member of the Association of Social Work Boards (ASWB). ASWB is an organization whose mission is to support social work regulatory bodies both in Canada and the United States. The Association's goal is to enhance the public and professional understanding of the value, competency, and accountability of regulated social workers. The ASWB is the only North American organization that brings the social work regulatory bodies under a common umbrella.

At the present time, all the other Canadian provinces, except for Newfoundland and Labrador, belong to the ASWB. Our provincial counterparts speak highly of the opportunities for networking, organizational development, and education and training offered by ASWB. Having Ontario join the ASWB is welcome, in part, because it increases the strength of Canadian representation and participation at the North American level.

The fact that the College regulates both social workers and social service workers will bring a valuable and unique perspective to ASWB. A few of the member States have a social work associate category of membership which appears to be similar to Ontario's social service worker designation. Increasing representation from this sector adds an important dimension to the field.

To learn more about this organization, visit www.ASWB.org.

Corrections and Updates to Council Bios

In the last issue of *Perspective*, Fall 2007, a portion of the biography of Council member John Pretti was incorrect. John no longer works as a social worker at St. Joseph's Health Care London. We apologize for any confusion this may have caused.

Also, the following is an updated biography for Lisa Barazzutti, Public Member: Lisa is a lawyer with a general law practice in Timmins, Ontario. She primarily practises in the area of family law including child protection law. She is also a board member for the Timmins and District Humane Society, Timmins Family Counselling and for Victim Crisis Assistance and Referral Services. Lisa was appointed to the OCSWSSW Council as a public member in 2001.

2008 Annual Meeting and Education Day: Principles of Professionalism

On June 18, 2008 the College will once again hold its Annual Meeting and Education Day at the Metro Toronto Convention Centre. The theme for this year's event, *Principles of Professionalism*, was carefully chosen as it is consistent with the current developmental stage of the College. The development and implementation of our fundamental statutory responsibilities are well in hand and we are now able to shift our focus to the promotion of professional identity and excellence. The theme further reflects the need for the professions to share information, explore new knowledge and get involved in activities and initiatives that enhance our roles as social workers and social service workers.

The event will follow the same format as previous years beginning with the Annual Meeting followed by the keynote address, lunch and afternoon breakout sessions. Delegates will choose two breakouts which will focus on the characteristics of a profession, including advocacy, innovation and accountability.

While it is gratifying that each year the event is growing in popularity, it is regrettable that last year not every member who wished to attend was able to do so. This year, we have increased our capacity to allow for up to 500 members to attend. We hope this increase will accommodate all those members who wish to come. The College is pleased to be able to provide this event free-of-charge, however, perhaps because of this lack of financial commitment from members, last year, over 60 members who registered for the event failed to attend. This was an unfortunate situation, not only due to the budgetary impact of paying for unused lunches but more importantly, there were members on a waiting list that could have taken their place. Accordingly, this year the College will be tracking individuals who fail to attend without providing adequate notice. Failure to cancel registration if you are unable to attend may impact your registration for the 2009 event. We ask that if you are unable to attend, please let us know no later than 72 hours prior to the event so that other members can register and we can continue to offer this free-of-charge as a benefit of membership.



As always, the Annual Meeting and keynote portion of the day will be available via webcast for those members who are unable to attend in person. Following the event, the presentations from the afternoon speakers will be available to download from the College website. You will receive a detailed brochure shortly, so please register as soon as possible to avoid disappointment. Event details and online registration will be available on the College's website at www.ocswssw.org. We look forward to welcoming you on June 18th!

If you have any questions regarding the event, please contact Yvonne Armstrong at 416-972-9882 or 1-877-828-9380 ext. 220 or e-mail yarmstrong@ocswssw.org.

Bill 14, *Access to Justice Act*: Does it Apply to You?

As you may recall from previous issues of *Perspective*, Bill 14, the *Access to Justice Act*, was introduced in the legislature in October 2005. It was an omnibus Bill which contained, among other things, amendments to the *Law Society Act* for the purpose of regulating paralegals under the Law Society of Upper Canada. In February 2006, the College wrote to the Honourable Michael Bryant, Attorney General for Ontario, in order to express concern regarding the broad definition of legal services contained within the proposed legislation. The College identified the many types of functions performed by members of the College which would appear to fall within the proposed definition of “providing legal services.” Some of the examples identified by the College included: social workers who work with children in a number of settings including family counselling, child welfare proceedings and custody and access or investigations on behalf of the Office of the Children’s Lawyer. The letter also identified social workers who provide mediation services or alternative dispute resolution (ADR), as well as social workers who act as evaluators under the *Health Care Consent Act* and assessors under the *Substitute Decisions Act*. The College noted that this list was not intended to be exhaustive but rather illustrative of some examples where the roles of social workers and social service workers could intersect with the proposed definition of “providing legal services”.

The College was very pleased when the final draft of Bill 14 included a further amendment to the *Law Society Act*, s. 1 (8), which deems “a person who is acting in the normal course of carrying on a profession...governed by another Act of the Legislature...that regulates specifically the activities of persons engaged in that profession...” **not to be practising law or providing legal services**. Bill 14 received Royal Assent on October 19, 2006 and the amendments to the *Law Society Act* were proclaimed on May 1, 2007.

Recently, the College has learned from some members that they have been advised that the Law Society takes the position that representing clients before tribunals (s. 1 (6)

3) ... does not fall within the “normal course” of the social work (or social service work) professions. However, it is these OCSWSSW members’ contention that they are practising within the “normal course” of carrying out the social work profession as they are providing “social work advocacy services” to the clients they are representing.

College representatives met with the Law Society of Upper Canada to clarify this matter. The Law Society of Upper Canada takes the position that **the following falls within the definition of providing legal services and does not fall within the normal course of carrying on the social work or social service work professions**:

- Representing a client¹ before a court, tribunal, board or other adjudicative body that makes a decision that directly affects the client’s rights.
- Representation would include one or more of the following: marshalling of evidence; provision of legal advice; presentation of evidence; preparation of witnesses for testifying before the court/tribunal/board/adjudicative body; cross examination of witnesses; and advancing legal arguments.

The Law Society of Upper Canada takes the position that the following **does not fall within the definition of practising law or providing legal services** as defined in the *Law Society Act*:

- Mediation services: the Law Society of Upper Canada is of the opinion that mediation is not practising law or providing legal services because a mediator is acting as a neutral third party who is not representing the interests of any of the parties to the mediation.
- “A person who is acting in the normal course of carrying on a profession...governed by another Act of the Legislature...that regulates specifically the activities of

1. Note: A social worker who, for example, appears before the Ontario Consent and Capacity Board because a person has applied to that Board for a review of that social worker’s finding (made as an evaluator under the *Health Care Consent Act*), that the person is incapable with respect to his or her admission to a care facility, would not be considered to be representing a client before that Board. The social worker appears before that Board as a party to the proceeding, and on his or her own behalf and would not, therefore, be considered to be practising law or providing legal services.

Bill 14, Access to Justice Act: Does it Apply to You?

persons engaged in that profession..." (*Law Society Act* s. 1 (8))

The Law Society of Upper Canada has provided the following **exemption**, among others, to the requirement for a person to obtain a licence to provide legal services as defined in the *Law Society Act*:

- An individual who, i. is employed by a single employer that is not a licensee or a licensee firm, ii. provides the legal services only for and on behalf of the employer, and iii. does not provide any legal services to any person other than the employer. (By-Law 4, S.30(1)1.)
- This exemption is intended to cover those individuals who may be providing legal services on behalf of their employer (e.g. Children's Aid Societies). The rationale for

this exemption is that the "client" whom the individual is representing is essentially the individual's employer and not a potentially vulnerable client. The individual is accountable to the employer for the legal services provided and any vulnerable party involved has recourse against the employer.

The College is now attempting to gauge the impact of this matter on College members and the clients they serve. Therefore if you represent clients before a court, tribunal, board or other adjudicative body that makes a decision that directly affects the client's rights, please contact the College so that we can gather further information.



Council Highlights – December 11 and 12, 2007

- The Registrar informed Council that College staff met with representatives from the other regulatory colleges whose members are authorized to perform psychotherapy to discuss Bill 171 and how the Colleges will regulate members who perform the controlled act.
- The Registrar also informed Council that meetings have taken place with staff from the Ministry of Community and Social Services and that a meeting is scheduled with Minister Madeleine Meilleur in the near future.
- The Deputy Registrar updated Council on the developments surrounding the *Fair Access to Regulated Professions Act*. Meetings are scheduled with the College and representatives from the Office of the Fairness Commissioner in the coming weeks. The College is also submitting a report to the Fairness Commissioner regarding our membership statistics and information on our internationally educated members.
- The Registrar informed Council that legal counsel has completed an analysis on the regulations and policies required in order to comply with the Mutual Recognition Agreement. These policies will be ready for Council approval in February 2008.
- The Registrar updated Council on the 2008 Annual Meeting and Education Day which will take place on June 18th at the Metro Toronto Convention Centre. The event will focus on professionalism and will accommodate up to 500 members.
- Council reviewed and approved the draft 2008 budget and directed that the Finance Committee consider options for a further fee reduction for members in 2009.
- Donna DeAngelis, Executive Director of the Association of Social Work Boards (ASWB), presented to Council on



the benefits of membership in ASWB. She also provided information on the role of ASWB in the development and maintenance of social work licensing examinations used in the United States and in some Canadian jurisdictions. ASWB is the association of boards that regulate the profession of social work in the majority of states in the US as well as eight of the provincial social work regulatory organizations in Canada. After careful consideration of Ms. DeAngelis' presentation and feedback from other Canadian provinces respecting membership in ASWB, Council approved a motion to apply for membership in ASWB.

- Council reviewed and approved in principle the revised Code of Ethics and Standards of Practice for College members.
- The Registrar informed Council that a meeting took place between the College and the Law Society of Upper Canada regarding the amended *Law Society Act*, in order to clarify the Law Society's position regarding the representation of clients before tribunals. The College will be communicating with members in the New Year to determine how many of our members carry out these duties in the course of their practice.
- Council directed that the College become a platinum sponsor for the Canadian Association of Social Workers' conference taking place in Toronto on May 22-25, 2008.
- The Deputy Registrar reported on membership and renewal statistics.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election, and Finance.

Council Highlights – February 12 and 13, 2008

- Council passed by-law 66, approving the revised Code of Ethics and Standards of Practice for members of the College. The revised standards are effective July 1, 2008. The new standards will be distributed to members in April 2008.
- Council reviewed and approved new policies in order to implement three of the terms of recognition contained in the Social Work Mutual Recognition Agreement, previously approved by Council.
- The Registrar updated Council on the developments surrounding Bill 171, the *Health System Improvements Act*. The College continues to work with Counsel Public Affairs to monitor the legislative environment, particularly surrounding the implementation of the *Psychotherapy Act*.
- The Deputy Registrar informed Council that College representatives have attended several meetings and workshops hosted by the Office of the Fairness Commissioner (OFC). The meetings enabled the OFC to consult with regulatory bodies throughout Ontario regarding their current registration practices and inform regulators about the reporting and auditing provisions under the *Fair Access to Regulated Professions Act*.
- The Registrar updated Council on the 2008 Annual Meeting and Education Day which will take place on June 18th at the Metro Toronto Convention Centre. The theme of the event is *Principles of Professionalism* and will accommodate up to 500 members.
- The Deputy Registrar informed Council that the application to become a member of the Association of Social Work Boards (ASWB) has been submitted and will be reviewed at the May ASWB Board meeting.
- The Registrar informed Council that it has been confirmed that the College will be a platinum sponsor for the Canadian Association of Social Workers' conference to be held in Toronto in May 2008.
- The Registrar provided Council with an update surrounding Bill 14, the *Access to Justice Act* and the potential impact it may have on our members. The College will seek information from members in order to determine the impact on members and their clients.
- Council approved in principle a motion to reduce member fees by 20% effective January 1, 2009. If the by-law is approved at the May Council meeting, effective January 1, 2009, the annual fee for members will be \$270 and \$170 for new graduates.
- The Registrar reported:
 - that the revised Standards of Practice are currently being printed and will be sent to all members along with a member resource binder;
 - that further consultation is being done with various stakeholders regarding the Scope of Practice Paper;
 - that meetings have been held with the Minister of Community and Social Services and Ministry staff;
 - that the College is conducting forums around the province in April in order to introduce the revised Standards of Practice and to enable members and potential members to learn more about the College's strategic priorities;
 - that the Annual Report 2007 and the *Perspective* newsletter are currently being developed and will be distributed by the end of May 2008.
- The Deputy Registrar reported on the current renewal and registration statistics and the progress to date on the equivalency applications project.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election, and Finance.

Discipline Decision Summary

These summaries of the Discipline Committee's Decisions and Reasons for Decision are published either pursuant to the Discipline Committee's penalty order or with the agreement of the College member who is the subject of the Decisions.

By publishing such summaries, the College endeavours to:

- illustrate for social workers, social service workers and members of the public, what does or does not constitute professional misconduct;
- provide social workers and social service workers with direction about the College's standards of practice and professional behaviour, to be applied in future, should they find themselves in similar circumstances;
- implement the Discipline Committee's decision; and
- provide social workers, social service workers and members of the public with an understanding of the College's discipline process.

DISHONOURABLE AND UNPROFESSIONAL CONDUCT

NORYNE GLENDA BENNETT-RILLING, RSW
– Member #321214

ALLEGATIONS AND PLEA

Neither the member nor her legal counsel was present. The member was therefore deemed to have denied the following College allegations of professional misconduct:

1. Abusing a client physically, sexually, verbally, psychologically or emotionally, when she established a personal and/or sexual relationship with the client.
2. Engaging in behaviour of a sexual nature with the client or former client when she established a personal and/or sexual relationship with the client.
3. Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional when she established a personal and/or sexual relationship with the client to whom she provided counselling and/or psychotherapy services.
4. Failing to regard the well-being of her client, as her primary professional obligation when she established and pursued a personal and/or sexual relationship with the client and, by doing so, failed to distinguish her own needs from those of her client, failed to appreciate how her needs might impact on her professional relationship with the client, placed her own needs before those of the client and failed to ensure that the client's interests were paramount.
5. Failing to maintain clear and appropriate boundaries in her professional relationship with the client when she established a personal and/or sexual relationship with the client, to whom the member provided counselling services and/or psychotherapy services. In doing so, she misused and abused her professional position of authority and engaged in conduct which could reasonably be perceived as reflecting negatively on the profession of social work.
6. Failing to ensure that professional services were provided responsibly to the client when she established a personal and/or sexual relationship with the client, a client to whom she provided counselling services and/or psychotherapy services. In doing so she placed herself in a conflict of interest situation and/or established a dual relationship with the client or former client which may have impaired her professional judgment or increased the risk of exploitation or harm to the client.
7. Engaging in the practice of social work while under the influence of any substance (namely, alcohol).
8. Including in the client's social work record statements that she knew or ought reasonably to have known, were false, misleading, inaccurate or otherwise improper; removing the contents of the client's social work record from her employer's premises (contrary to the policies of her employer) and failing to take necessary steps to protect the confidentiality and security of that record.
9. Contravening a federal law (namely, s.153(a) of the *Criminal Code*), the contravention of which is relevant to her suitability to practise the profession of social work.

THE EVIDENCE

The College provided the Discipline Committee with evidence that,

- The member is a social worker who, at all times relevant

Discipline Decision Summary

to the allegations, was employed by an Ontario regional hospital (the "Hospital") as a Child and Adolescent Crisis Worker.

- For a period of approximately 7 ½ months, during her Hospital employment, the member provided counselling and psychotherapy services to an adolescent client of the Hospital, with respect to issues of anger management, substance dependence and abuse, and difficulties regarding the client's relationship with the client's parents.
- During this period of time, the member met and had counselling sessions with the client outside of her office and outside of regular office hours. She also admits that the client lived in her home for a period of time when the client was released into her care after the client's court appearance.
- One night, during the last month in which the member provided social work services to the client, while parked in her own personal vehicle, the member:
 - a) Consumed alcohol with the client;
 - b) Provided counselling services to the client and discussed with the client what had occurred earlier that day with her, the client and the client's father;
 - c) Engaged in physical sexual relations with the client (kissing of a sexual nature); and
 - d) Failed a roadside breath demand by a police officer who had attended at that location.
- The member also took the client's file from her office and left only an intake report, a discharge report, and a case note of her last-referred to meeting with the client and the client's father in the file. Additionally, three days later, she inserted a note in the client's file which indicated that the "notes" had gone missing.
- The member was subsequently charged and found guilty of touching a young person towards whom she was in a position of authority (namely, the client) for a sexual purpose, contrary to s.153(a) of the *Criminal Code of Canada*.

FINDING

The Discipline Committee found that the evidence supports a finding of professional misconduct, and in particular, found that Ms. Bennett-Rilling committed the acts of professional misconduct alleged in the above paragraphs 1, 3, 4, 5, 7, 8 and 9.

The Discipline Committee found that Ms. Bennett-Rilling "acted in a manner that showed patent disregard for the College's Code of Ethics and Standards of Practice which are critical for Members to abide by and are, more importantly, critical for protection of the public."

PENALTY ORDER

The Discipline Committee made an order in accordance with the submissions of the College that,

- The member's certificate of registration with the College be revoked; and
- The Discipline Committee's finding and Order (or a summary thereof) be published (with identifying information relating to the client removed), in the College's official publication, and the results of the hearing be recorded on the College Register.

The panel's reasons for imposing these penalties were that they meet the objectives of,

- General deterrence, and send a clear message to the profession to deter College members from engaging in similar professional misconduct; and
- Specific deterrence to the member.

The Discipline Committee also found that there were no mitigating circumstances to warrant an alternate penalty.

Equivalency Project

As has been reported in previous issues of *Perspective*, the *Social Work and Social Service Work Act* (S. 18.(1)(b)(ii) and S.18.(2)(ii)) and the Registration Regulation made under the Act (O.Reg. 383/00) require that the College consider applicants for registration in the College who have a combination of academic qualifications and practical experience that is substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the Canadian Association for Social Work Education (CASWE), (formerly the Canadian Association of Schools of Social Work (CASSW)) or that is substantially equivalent to the qualifications required for a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology.

Since inception the College has received several hundred such applications. The rigorous and extensive review process required for these applications has resulted in a significant backlog. In 2007, the College undertook a special project to ensure a more timely response for applicants awaiting the status of their application. A team of evaluators was hired and following an extensive orientation and training program, the team began to review each of the applications in preparation for the review and decision of the Registrar or Deputy Registrar. Because the applications are lengthy and complex, they require a detailed and time-consuming analysis before a

determination about registration can be made. It is estimated that each application takes in excess of 10 hours to review. Over the past year the team of evaluators, under the direction of the Deputy Registrar, has completed approximately 90 files. While we are pleased with this progress, it is estimated that it will be another year before we are up-to-date on these applications.

The majority of applications that the College receives are from individuals who wish to register as social workers. The “bar” of substantial equivalence is a high one, in consideration of the standards set out in the Act and the regulation and in keeping with the College’s primary duty to serve and protect the public interest. For example, equal weight is not given to academic qualifications versus practical experience. In addition to having a four year degree, the applicant must have some combination of education and training that is determined to be substantially equivalent to that which is normally covered in a social work degree program. While practical experience is considered, the opportunity for substitution of practical experience for university level courses is limited.

Another requirement that must be met is that applicants must have practised in a situation where they performed the role of a social worker, as defined in the regulation, for one year, and within this year, have been supervised by a social worker for at least 700 hours. The supervising social worker must

provide supporting documentation to the College confirming the length of practice and that the applicant performed the role of a social worker.

The “Combination of Academic Qualifications and Practical Experience” requirements are not intended as an alternative option to having a social work education. Rather, it is intended for individuals who have a combination of education and experience that is substantially equivalent to what would be acquired in a university social work program accredited by CASWE.

In order to help both members and interested individuals gain a better understanding of the requirements that must be met, detailed information is available either on the College website at www.ocswws.org or by contacting the College.

For more information regarding the equivalency project, please contact Mindy Coplevitch, M.S.W., RSW, Director of Registration at 416-972-9882 or 1-877-828-9380 ext. 203 or e-mail mcoplevitch@ocswws.org.

Bill 171 Update

Now that Bill 171, the *Health System Improvements Act, 2007* has received Royal Assent, it is important that the College monitor the developments relating to the implementation of the *Psychotherapy Act* and its provisions. Although the bulk of the Act is not currently in force, the College is working on identifying competencies, setting standards regarding the practice of psychotherapy and determining processes necessary to regulate members who practise psychotherapy.

The College has received numerous calls from members asking whether they can still call themselves a psychotherapist since only some provisions of the *Psychotherapy Act* are in force. Until the title protection provision (S. 8) of the Act is in force, members who practise psychotherapy may still refer to themselves as a psychotherapist. Once the Act is proclaimed, only those social work members who are authorized, will be able to perform the controlled act of psychotherapy and refer to themselves as social workers who provide psychotherapy services.

In October 2007, College staff met with representatives from the other regulatory Colleges whose members are authorized to perform psychotherapy to discuss Bill 171 and its impact on the various professions. The meeting enabled the Colleges to share information and ideas in order to achieve some measure of consistency regarding the implementation of this new controlled act.

The College continues to engage Counsel Public Affairs to assist us in developing a strategic approach with relevant government ministries and departments involved in the implementation of the *Psychotherapy Act*.

This project remains a major priority for the College. We will keep members informed of any developments relating to the implementation of the Act in future issues of *Perspective* and via eBulletins.

If you have any questions regarding the regulation of psychotherapy, please contact Pamela Blake, Director of Professional Practice and Education, at 416-972-9882 or 1-877-828-9380 ext. 205 or e-mail pblake@ocswssw.org.

Election to Council in District 3

- MAY 29, 2008

All College members who practise in electoral district three were eligible to stand for election on May 29, 2008. There are two social work member positions and two social service work member positions available in this district. District three is composed of the geographic area within the territorial boundaries of the Counties of Haliburton, Victoria, Peterborough, Northumberland and Simcoe, the Regional Municipalities of Durham, York and Peel and the City of Toronto.

All members in district three are encouraged to participate in this important process. The Council is responsible for governing and managing the affairs of the College and for developing policies that regulate the professions of social work and social service work. Council members play a leadership role in the regulation of members in these professions, reflecting the College's primary duty to serve and protect the public interest while promoting high standards of practice for the profession. If you have any questions, please contact Pat Lieberman at 416-972-9882 or 1-877-828-9380 ext. 207 or e-mail plieberman@ocswssw.org.

HPRAC CONSULTATION ON INTERPROFESSIONAL COLLABORATION

On June 28, 2007, the Minister of Health and Long-Term Care asked the Health Professions Regulatory Advisory Council (HPRAC) to “recommend mechanisms to facilitate and support interprofessional collaboration between health Colleges beginning with the development of standards of practice and professional practice guidelines where regulated health professions share the same or similar controlled acts, acknowledging that individual health Colleges independently govern their professions and establish the competencies for their profession”. The Minister also asked that HPRAC “take into account, when controlled acts are shared, of public expectations for high quality services no matter which health profession is responsible for delivering care or treatment”.

It is hoped that by facilitating and supporting interprofessional collaboration, the overall legislative, regulatory and policy framework will better reflect the changing needs of the healthcare system and the evolving models of delivery of care. As a result, schedule M of the *Health System Improvements Act* sets out new objects for the health Colleges: To promote and enhance relations between the Colleges and its members, other health profession colleges, key stakeholders and the public; to promote interprofessional collaboration with other health Colleges; and to develop, establish and maintain standards to promote the ability of members to respond to changes in practice environments, advances in technology and other emerging issues.

On October 18, 2007, OCSWSSW staff and Council representatives were invited to participate in a workshop hosted by HPRAC to facilitate the framing of relevant issues contained in the discussion guide which was released in February 2008. The College will respond to the questions contained in the discussion guide and the response will be available to download from the College’s website at www.ocswssw.org in the near future.

It is expected that the final report to the Minister will be submitted in early 2009 once all responses from stakeholders have been analyzed.

The College will continue to keep members informed regarding the status of this project in future issues of *Perspective*.

COUNSEL PUBLIC AFFAIRS

The College first retained government relations firm Counsel Public Affairs to assist us in pressing for an amendment to the *Psychotherapy Act* under Bill 171. Since then, the firm has become an important liaison between the College and the various government ministries with whom we work. We are continuing to engage their services in order to monitor the legislative environment that is rapidly evolving in Ontario. With recent developments surrounding the *Health System Improvements Act*, the *Fair Access to Regulated Professions Act* and the *Access to Justice Act*, it is becoming increasingly important that the College maximize its relationship with government in order to have the opportunity to respond to any current or proposed legislation that may affect our ability to regulate our members in the public interest.

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

In recent months, the College has had the opportunity to meet with several key staff from the Ministry of Community and Social Services to discuss issues such as the implementation of the recommendations contained in the Minister’s review of the *Social Work and Social Service Work Act*, our registration regulation and public member appointments to the College Council.

College President, Rachel Birnbaum and Registrar, Glenda McDonald also met with Minister Madeleine Meilleur and some of her staff to further discuss matters of mutual interest and to commit to continue to work collaboratively with the Ministry.

Practice Notes:

The Importance of Professional Judgement

PAMELA BLAKE M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE AND EDUCATION

Practice Notes is designed as an educational tool to help Ontario social workers, social service workers, employers and members of the public gain a better understanding of recurring issues dealt with by the professional practice department and the Complaints Committee that may affect everyday practice. The notes offer general guidance only and members with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.

THE STANDARDS OF PRACTICE

As members will know, the Standards of Practice Handbook sets out the minimum standards of professional practice and conduct for members of the Ontario College of Social Workers and Social Service Workers, in accordance with one of the objects of the College as stated in the *Social Work and Social Service Work Act, 1998*: “to establish and enforce professional standards and ethical standards applicable to members of the College.” The Standards of Practice Handbook applies to the breadth and scope of social work practice and social service work practice. It is recognized that throughout the scope of practice for each profession, there are variations in approaches and that members vary their methods in response to the demands of a particular situation. The principles and interpretations contained within the Standards of Practice Handbook prescribe the basis on which professional practice is conducted in a sound and ethical manner.

While the eight principles contain some interpretations that are clear cut and prescriptive, other interpretations require application using the member’s professional judgement. Members at times lament that “the standards of practice are grey”. Some feel frustrated when the standards of practice do not provide them with specific direction about how to handle a practice dilemma. Others erroneously conclude that if the standards of practice pertaining to a situation are “grey”, then any course of action they take is acceptable or appropriate. In fact, social workers and social service workers frequently encounter situations that are enigmatic and perplexing. In these situations, when there may be not just one, but a number of appropriate courses of action, it becomes even more critical to use professional judgement in applying the standards of practice, in order to ensure that the steps the member takes are appropriate to the situation. While this may at times be stressful, the use of professional judgement is a vital component of a profession and adds to its richness.

PRACTICE DILEMMAS

Members frequently contact the College to discuss thorny issues. Consider the following scenarios:

Scenario # 1

A social worker, employed by a child welfare agency, lives and works in a community with a population of 7000 people. When she seeks renovation services for her home, she purposely goes outside her community, in an effort to avoid encountering a client or former client. To her dismay, some days after contracting for the home renovation services, she ascertains that the owner of the home renovation company has been assigned to her case load, to investigate allegations of abuse of his 7-year-old daughter. She immediately speaks with her supervisor and requests that the case be referred to another worker in her agency, but remains concerned about other issues and situations that could arise. For example, should she advise the client that she is aware that he has been referred to her employing agency? In addition, she, along with her colleagues, are on-call on a rotating basis. What would she do if this client or family contacted the agency when she was on-call?

Practice Notes:

The Importance of Professional Judgement

PAMELA BLAKE M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE AND EDUCATION

Scenario # 2

In the course of marital therapy, it comes to light that one member of the couple is verbally, emotionally and physically abusive to his partner. This behaviour is aggravated by his alcohol abuse. When the original contract of eight sessions is completed, with virtually no progress in achieving the couple's stated goal of improving their relationship, the social worker advises the couple that she has gone as far as she can with treatment. She recommends that the abusive partner seek help for his alcohol abuse and anger management problems. Some weeks later she receives a hostile phone message from him, stating that his partner has left him, and accusing the social worker of destroying his marriage due to her biased and unprofessional conduct. He subsequently leaves several other phone messages and begins sending her emails, with similar content, as well as threats to complain to the College. Shaken by this, the member contemplates informing him that she will take legal action against him if he continues to harass her.

Scenario # 3

A social service worker, employed by a family services agency, notices that a significant number of clients who are referred for individual counselling, are victims of sexual abuse. Aware that there is a lengthy waiting list for individual counselling, she decides that it would be helpful to start a group for victims of sexual abuse. While she has no experience in this area, she has spoken to a colleague who has some experience and would be interested in co-facilitating this group with her. When she proposes the idea to the administrator of the agency in a weekly team meeting, she feels he is dismissive. Feeling strongly that she should advocate on behalf of clients to receive services in a timely way, she plans to outline her concerns and proposal in a letter to the administrator, with a copy to the agency's Board Chair.

Though very different, these three scenarios have a number of commonalities: There are relevant standards of practice that pertain to each situation. All three scenarios raise ethical issues. However, for each situation there is not a sole clear cut course of action. How does one deal with a dual relationship or conflict of interest? How does one deal with the abusive behaviour of a client or former client? When and how should a member advocate on behalf of a client or clients? To address these, it is necessary to **apply** the standards of practice using professional judgement. How would you address these scenarios? The following suggestions about the elements of professional judgement may help.

WHAT IS PROFESSIONAL JUDGEMENT?

How do we operationalize professional judgement? What is the process that a member goes through to reach a sound practice decision? While there may be some progression through the following elements, the process does not follow a straightforward linear sequence. Likewise the list is not exhaustive – there may be other elements that are important in grappling with a practice dilemma.

Appraise

Assessment skills, and for social workers, diagnostic skills also, are of utmost importance for information-gathering and

Practice Notes: The Importance of Professional Judgement

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synthesis. What are the relevant facts of the situation? How can they be understood? Are there competing ethical issues or interests and if so, what are they?

Seek information

What additional information is needed to address the situation? For example, which standards of practice can provide guidance? Is there any applicable legislation that dictates what the member may or must do? Are there organizational policies that relate to the situation?

Reflect

Contemplate all of the information. Generate ideas about alternative courses of action. Consider how each of these would play out. What are possible consequences for each of the players in the situation, including the client or clients, the member, the employer, collateral. Consider short term as well as longer range implications.

Consult

Situations that are complex are also stressful and warrant consultation. This could take place with a manager, supervisor or consultant, a trusted colleague or a member of the team. Some organizations have an ethicist available and at times a legal opinion would be prudent. Members may also contact the College for a practice consultation. The process of “thinking out loud” and of hearing the perspectives of others can help clarify your thinking in order to reach a decision for which you will be responsible. It may also provide some support to you. You must, however, be mindful of client confidentiality and not breach this when consulting.

Articulate your rationale

Ultimately you must make a decision about what next steps to take. It is useful to articulate what factors and alternatives you considered, and ultimately why you went down one path as opposed to another. This will be a useful exercise for the present as well as for the future, in the event that your decision and actions are called into question.

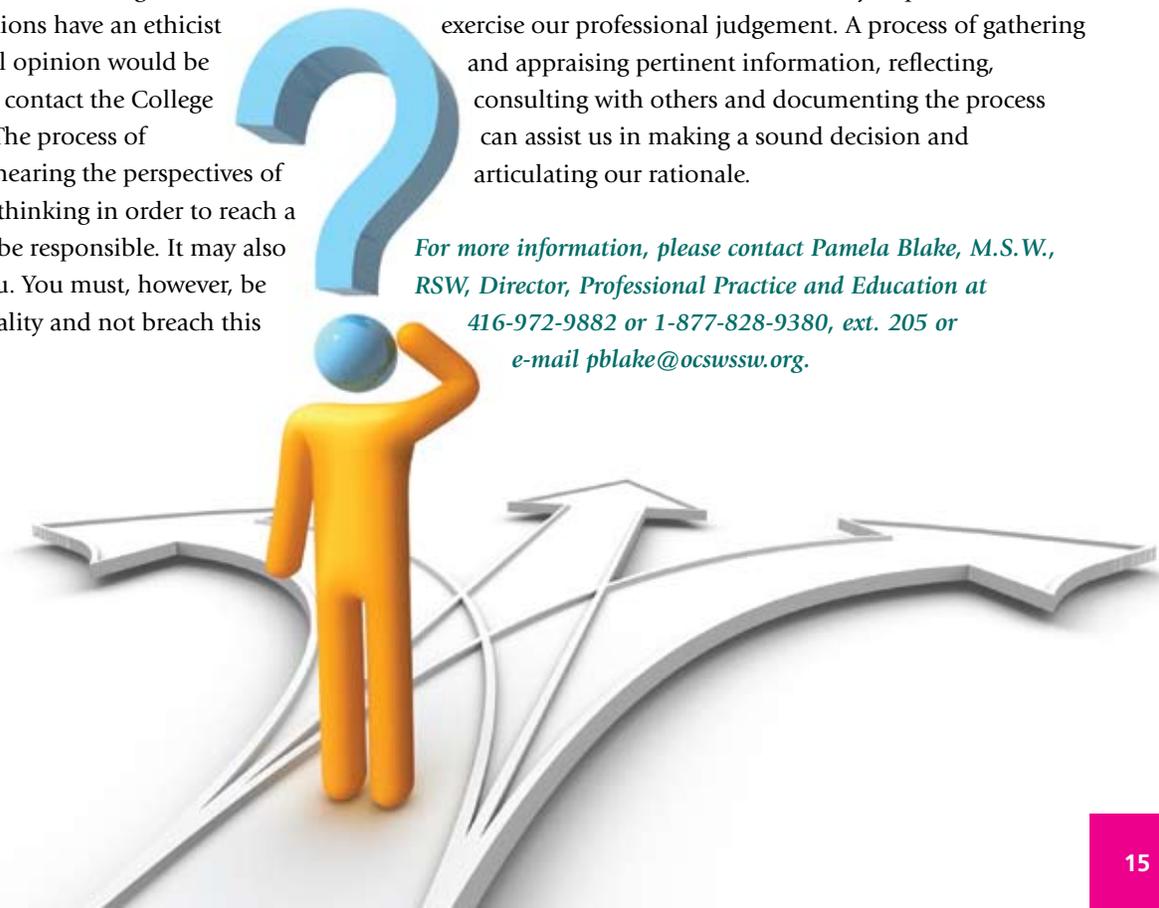
Document

It is useful to document the process that you employed in reaching a decision to demonstrate your awareness of the critical issues and your efforts to arrive at a sound and ethical decision. This may be helpful for a number of reasons, for example: to establish your accountability, to assist other service providers in seeing what options have been considered and either rejected or adopted, and why, and to illustrate for yourself that you have made your best effort to deal with a complex and challenging situation.

FINAL WORDS

As social workers and social service workers, we frequently encounter complex situations requiring us to make decisions that are not clear cut, in other words, they require us to exercise our professional judgement. A process of gathering and appraising pertinent information, reflecting, consulting with others and documenting the process can assist us in making a sound decision and articulating our rationale.

For more information, please contact Pamela Blake, M.S.W., RSW, Director, Professional Practice and Education at 416-972-9882 or 1-877-828-9380, ext. 205 or e-mail pblake@ocsww.org.



Titles and Designations

GLEND A MCDONALD, M.S.W., RSW, REGISTRAR



From time to time the College receives inquiries regarding the titles and designations that must be used by members of the College. Common issues identified by members include the fact that their position title does not include the words “social worker” or “social service worker”. In these instances members report that although their job responsibilities would be considered consistent with the scope of practice of social work or social service work, responsibilities of the position may also be compatible with other professional designations thus leading to somewhat generic position titles such as “intake worker”, “crisis worker” and “case manager”, to name a few.

Members have also queried when and what type of professional designation they should use when writing letters associated with their position. Similarly, members have asked if they must have “social worker” or “social service worker”, in addition to RSW or RSSW after their name on business cards.

Before directly addressing these questions, the relevant Regulations will be reviewed as will the rationale for the legislative framework relating to the regulation of the social work and social service work professions.

The Registration Regulation (O. Reg. 383/00) made under the *Social Work and Social Service Work Act, 1998* (the “Act”) requires that members of the College use one of the following titles in connection with the practice of social work:

1. Social Worker
2. Registered Social Worker
3. Travailleur social
4. Travailleur social inscrit.

The Regulation further requires that a social work member of the College use the designation RSW or TSI in documentation used in connection with the practice of social work.

Similarly, the Regulation requires that members use at least one of the following titles in connection with the practice of social service work:

1. Social Service Worker.
2. Registered Social Service Worker.
3. Technicien en travail social.
4. Technicien en travail social inscrit.

Social service work members of the College must use the designation RSSW or TTSI in documentation used in connection with the practice of social service work.

Titles and Designations

GLEND A MCDONALD, M.S.W., RSW, REGISTRAR

Additionally, according to the Professional Misconduct Regulation (O. Reg. 384/00) made under the Act, it is an act of professional misconduct for a member of the College to fail to identify oneself as a social worker or social service worker to a client when providing social work or social service work services.

The rationale behind these provisions in the regulations relates to the primary duty of the College to protect and serve the public interest. The requirements for the use of titles and designations are directly related to the title restriction provisions contained in the Act. As members know, the Act restricts the use of the titles “social worker”, “registered social worker”, “social service worker”, “registered social service worker” and their French equivalents to members of the College. The purpose of these restrictions, from the perspective of the public interest, is to enable clients and consumers of social work and social service work services to identify the regulated professional from whom they are receiving service. To the extent that consumers are knowledgeable about professional titles and qualifications, they are able to make informed choices regarding their service providers. Additionally, when clients are able to identify the regulated professional from whom they are receiving service, they are able to obtain information regarding the professional in particular or the profession in general. As members know, the Act requires that certain member information be contained in the Register of the College and is information that is available to the public. Any person can contact the College and request this information about a specific member. The College receives many requests from members of the public who wish to confirm that the person from whom they are receiving service is indeed a member of the College. Additionally, members of the public are able to receive general information respecting the registration requirements for members of the College, as well as the Code of Ethics and Standards of Practice to which the members of the College will be held accountable.

Title restrictions can also be valuable to the professionals themselves as it enables one service provider to be distinguished from another. Indeed the exclusive use of a title is a key component of professional self-regulation.

It has been noted in previous articles in *Perspective* that professional regulation increases the public’s confidence in both professions. Individuals and organizations receiving services from social workers and social service workers feel reassured that they are receiving services from professionals who abide by a code of ethics and standards of practice and who are competent in their field. Consumers also have the added assurance that these professionals are accountable to their regulatory body to act in accordance with the Code of Ethics and Standards of Practice and that they have access to the College’s complaints process, should this be necessary.

To return to the initial questions posed by our members, the Regulations are clear that members must use the designations RSW or TSI, in the case of social work members, or RSSW or TTSI, in the case of social service work members, in all documentation used in connection with their practice. For example, it is expected that a member’s business card will include the applicable designation. With respect to position titles, it must be noted that the College does not have jurisdiction over employers and cannot direct an employer to use or not to use certain position titles. However, if a member’s position title does not identify the member as a “social worker” or “social service worker”, it is then incumbent upon a member of the College to identify themselves to clients as registered social workers or registered social service workers in addition to their position title. By clearly identifying themselves as members of their professional regulatory body, members are demonstrating their commitment to professional regulation in the public interest.

Registration Update

MINDY COPLEVITCH M.S.W., RSW, DIRECTOR OF REGISTRATION

THE FAIR ACCESS TO REGULATED PROFESSIONS ACT, 2006

The purpose of this provincial legislation is to ensure the registration practices of regulated professions are fair, transparent, objective and impartial. The primary focus of the Act is to remove barriers and help internationally trained professionals enter and practise their respective professions.

Prior to the Act receiving Royal Assent on December 20, 2006 and its proclamation on March 1, 2007, the College began reviewing its registration process in order to be compliant with the specific duties required.

The College also participated in a number of activities related to the implementation of the Act. These include:

- Meeting with representatives from the Canadian Association of Social Workers (CASW) in March 2007. The Act sets out that any third party who assesses qualifications for the College must take reasonable measures to ensure that their own processes are fair, transparent, objective and impartial. Applicants who obtained social work credentials from an international social work program (excluding the USA) must have them evaluated by the CASW. The CASW assesses whether an applicant's credentials are equivalent to at least a Canadian Bachelor of Social Work degree from a Canadian social work program accredited by the Canadian Association for Social Work Education (formerly the Canadian Association of Schools of Social Work).
- Meeting with the CASW and other third party assessors in February 2008.
- Redesigning the registration section of the College website to simplify information regarding the entry to practice requirements, timelines, fees for registration, and the process for requesting a review by the Registration Appeals Committee.
- Making changes to the College's database to enable us

to provide the Fairness Commissioner with required information.

- Meetings with the Office of the Fairness Commissioner (OFC) which included:
 - Attending the official opening of the OFC in December 2007 and meeting the Honourable Jean Augustine, Fairness Commissioner, Nuzhat Jafri, Executive Director, as well as policy advisors and policy analysts who will assist us in meeting our legislated requirements;
 - Attending a meeting with the Fairness Commissioner and her staff to share information about our respective organizations and mandates;
 - Attending a meeting with senior staff of the OFC to respond to a survey regarding the registration practices of regulated professions;
 - Participating in a day-long consultation workshop with other provincial regulatory bodies to give the OFC feedback regarding the proposed audits and registration reports. The College also submitted comprehensive comments in writing.

CAREER MAP

The Ontario Ministry of Citizenship and Immigration's Labour Market Integration Unit has set out to develop Career Maps for many regulated professions. The intent is to provide internationally educated individuals with information in plain language that will help them navigate the Ontario/Canadian employment system and facilitate entry into their professions once they arrive in Canada.

The College, in conjunction with the Ministry, is developing a Career Map for the professions of social work and social service work. The document will be made available on the College website and is available on the Ministry's website. Hard copies of the document will also be made available in many locations across the province, specifically through the Access and Resource Centres for the Internationally Trained (Global Experience Ontario).

Registration Update

MINDY COPLEVITCH M.S.W., RSW, DIRECTOR OF REGISTRATION



SOCIAL WORK MUTUAL RECOGNITION AGREEMENT (MRA)

In February 2008, Council of the College approved registration policies for the implementation of three terms of recognition contained in the MRA. Two of the three policies will require changes to the Registration Regulation. The College will now begin developing an application process for applicants who are, at the time of their application for registration in the College, a member of the social work regulating organization in their home province.

For more information about the application process of the College, or your provisional certificate of registration, please contact Mindy Coplevitch, M.S.W., RSW, Director of Registration at 416-972-9882 or 1-877-828-9380 ext. 203 or e-mail registration@ocswww.org.

If you are a member of the College and have questions regarding your membership please contact Lynda Belouin, Office Manager at ext. 212 or e-mail lbelouin@ocswww.org

Veterans Affairs Canada Announces Rate Increase for Social Workers

The College has recently been informed that effective July 1, 2007, the rate for social work services paid by Veterans Affairs Canada is \$75.00 per half hour. This applies to the Veterans Affairs Canada Program of Choice 12 / Health Related Services benefit grid for the provinces of New Brunswick, Prince Edward Island, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, Yukon, Northwest Territory and Nunavut.

Benefit Code: 244980 - Clinical Care Manager - Social Worker - \$75.00 per half hour

Members may direct their inquiries to the regional Blue Cross office at 1-888-261-4033.

Q & A



Q & A is a feature appearing in *Perspective* that answers members' questions on various topics relating to the College and the practice of social work and social service work. If you have any questions you would like answered, please send them via e-mail to Yvonne Armstrong, Communications Coordinator at yarmstrong@ocswssw.org. Although not all questions will be published in subsequent issues of *Perspective*, all will be answered.

PUBLICATION OF DISCIPLINE COMMITTEE DECISION SUMMARIES

MARLENE ZAGDANSKI, BFA, LL.B.,
DIRECTOR OF COMPLAINTS AND DISCIPLINE

From time to time, the College receives communications from members about the Discipline Committee Decision Summaries published in *Perspective*, or posted on the College's website. Below are excerpts from two e-mail messages received from members concerning the Discipline Decision Summary¹ published in the Fall 2007 issue of *Perspective*:

"I have concerns about how and why disciplinary decisions are published. I understand that it teaches us about practice gone astray. However, it feels puritanical in its use of public shame. What if this report was published without the person's name but simply the circumstances?"

"I note that the Discipline Committee decided to revoke the member's certificate of registration and to publish the findings and order. I agree that both of these decisions are warranted. However, I am astonished and outraged that this former member is restricted from re-applying to the College for four years only and that should she re-apply the Registrar and the Discipline Committee are only required to "consider this situation" in deciding whether or not to reinstate this person. I feel that the nature and severity of this member's actions, and her attitude towards the situation as expressed in her behaviour, are not

recognized in a decision that allows for the possibility of reinstatement."

As these excerpts illustrate, Discipline Decision Summaries can evoke strong reactions and differing perspectives, and raise questions about the disciplinary process. The following information is intended to assist readers of Discipline Decision Summaries, by outlining the statutory decision-making authority of the College's Discipline Committee and clarifying the commonly accepted rationale for the range of decisions available to the Discipline Committee.

THE COLLEGE'S DISCIPLINE FUNCTION

The College was established by the *Social Work and Social Service Work Act* (the "Act"). As such, all of its duties and responsibilities stem from the Act. The Act directs that "in carrying out its objects, the College's primary duty is to serve and protect the public interest".² One of the ways in which the Act directs that the College achieve this duty is to require the College to establish and carry out the disciplinary process.

The College must comply with the disciplinary process set out in some detail in Part III of the Act, and with other legal requirements. The Act requires that the College establish a Discipline Committee.³ The Discipline Committee's statutorily prescribed duties⁴ are to hear and determine allegations of professional misconduct or incompetence on the part of a member directed or referred to it by the Complaints Committee, the Council, or the Executive Committee of the College.

1. This Discipline Decision Summary may be accessed on the College's website at http://www.ocswssw.org/sections/pdf/Discipline_Decision_Summary%20_Knight.pdf

2. Act, Subsection 3(1).

3. Act, Subsection 14(1).

4. Act, Subsection 26(1).

Discipline Committee proceedings (i.e., pre-hearing conferences and hearings concerning allegations of a member’s professional misconduct or incompetence) usually include the participation of three lawyers – one who prosecutes the case on behalf of the College, one who represents or defends the member, and one who provides independent legal advice to the Discipline Committee.

POSSIBLE DISCIPLINE COMMITTEE ORDERS IN CASES OF PROFESSIONAL MISCONDUCT

After a hearing, should the Discipline Committee find a member “guilty of professional misconduct” it must impose one or more of the orders listed in the Act⁵. Among the listed orders are:

- **Revocation** – Revocation of a member’s certificate of registration is removal of a member from the profession. Revocation is a measure meant to protect the public by removing a person who is unfit to remain a member, or who is incapable of understanding his or her professional obligations. Revocation is usually reserved for very serious cases of misconduct, such as exploitation of a vulnerable person, premeditated or repeated misconduct, lack of integrity or when the member is otherwise unsuitable to remain a member of the profession.⁶

Once a certificate of registration has been revoked, it is the responsibility of the former member to satisfy the College that he or she ought to be permitted back into the profession⁷. The former member may not, however, apply for a new certificate of registration before the period fixed for that purpose by the Discipline Committee⁸, or, if no period was set by the Discipline Committee, before one year from the date of the Discipline Committee’s order.⁹

If the member applies for reinstatement after his or her certificate of registration has been revoked in a disciplinary

proceeding, the application will be referred to the Discipline Committee for determination. The Discipline Committee must decide whether or not to reinstate the member, based on both the history of the matter and the circumstances as they exist at the date of the reinstatement application. It is not permissible for the original Discipline Committee decision (ie: the decision which orders revocation) to dictate how a future reinstatement application should be dealt with, since any reinstatement decision must take into account (among other things) the circumstances which arise after the date of revocation.

- **Suspension** – Suspension is a temporary removal of a member from the profession, for a “specified period, not exceeding 24 months.”
- **Terms, conditions and limitations** – The Discipline Committee may impose terms, conditions or limitations on a member’s certificate of registration. Such terms, conditions or limitations may restrict a member’s practice until some required action is completed, may require the member to satisfy a requirement before returning to practice, and/or may require a member to avoid certain actions. For example, in the past, the Discipline Committee has ordered that a member is prohibited from providing social work services to female clients for a period of two years; that a member must engage in intensive insight-oriented psychotherapy for a period of two years, and provide the College with periodic progress reports; that a member must successfully complete boundary prescriptive and/or social work ethics training acceptable to the College; and/or, that a member must not provide psychotherapy or counselling services for a specified time and until certain other conditions are met.¹⁰

A member whose certificate of registration is subject to terms, conditions or limitations, may apply to the College

5. Act, Subsections 26(4) and (5).

6. Steinecke, Richard, A Complete Guide to the Regulated Health Professions Act, paragraph 6.2030.

7. Act, Subsection 29(1).

8. Act, Subsection 29(3).

9. Act, Subsection 29(4).

10. Summaries of Discipline Decisions may be accessed on the College’s website at http://www.ocswssw.org/sections/council_info/disciplinedecisions.html



for the removal or modification of the terms, conditions or limitations.¹¹

- **Reprimand** – The Discipline Committee may require that the member be reprimanded by the Committee or its delegate (for example, the College Registrar), and may also direct that “the fact of the reprimand be recorded” on the College’s register for a specified or an unlimited period. A reprimand informs the member of the Discipline Committee’s views of the member’s conduct and of how the member might avoid similar problems in the future.
- **Publication** – Upon finding a member guilty of professional misconduct, the Discipline Committee may direct that its finding of guilt and its order “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.” Publication of, and public access to, Discipline Committee Decisions is considered to be of assistance in educating the profession and the public about the types of conduct the College considers to be unacceptable. Generally, in deciding whether to publish the name of a member, the Discipline Committee considers all relevant factors including whether in order to protect the public it is necessary to publish this information, and the impact of publication on the member and the member’s family.

This article is not intended to be an exhaustive review of the College’s disciplinary process, or of the *Social Work and Social Service Work Act*¹², nor should this article serve as a substitute for review of the relevant statutory provisions.

11. Act, Subsection 29(2).

12. The *Social Work and Social Service Work Act* may be accessed via the Internet at www.e-laws.gov.on.ca.

Bulletin Board

CHANGE OF INFORMATION NOTIFICATION

If you change employers or move, please advise the College in writing within 30 days. The College is required to have the current business address of its members available to the public. Notification of change of address can be done through the website at www.ocswssw.org, emailed to info@ocswssw.org, faxed to 416-972-1512 or mailed to the College office address. In addition to providing your new address, please also provide your old address and College registration number. If you change your name, please advise the College of both your former name(s) and your new name(s) in writing and include a copy of the change of name certificate or marriage certificate for our records. The information may be sent by fax to 416-972-1512 or by mail to the College office address.

PARTICIPATION IN THE WORK OF THE COLLEGE

If you are interested in volunteering for one of the College's committees or task groups, please e-mail Trudy Langas at tlangas@ocswssw.org to receive an application form.

The College welcomes all applications, however, the number of available positions for non-Council members is limited by the statutory committee requirements in the *Social Work and Social Service Work Act* as well as the by-laws and policies of the College.

COUNCIL MEETINGS

College Council meetings are open to the public and are held at the College office in Toronto. Visitors attend as observers only. Seating at Council meetings is limited. To reserve a seat, please fax your request to the College at 416-972-1512 or e-mail Trudy Langas at tlangas@ocswssw.org. Please visit the College's website for the dates and times of upcoming meetings.





Ontario College of
Social Workers and
Social Service Workers

Mission Statement:

The Ontario College of Social Workers and Social Service Workers protects the interest of the public by regulating the practice of Social Workers and Social Service Workers and promoting excellence in practice.

Vision Statement:

The Ontario College of Social Workers and Social Service Workers strives for organizational excellence in its mandate in order to:
Serve the public interest;
regulate its members; and be accountable and accessible to the community.

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Contact Lynda for information and inquiries about professional incorporation.

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REMINDER:

If you change employers or move, advise the College in writing within 30 days. We are required to have the current business address of our members available to the public. Address change information can be e-mailed to info@ocswssw.org, faxed to 416-972-1512 or mailed to our office address. Changes of address must be made in writing and include your registration reference number, your old address and your new address information.