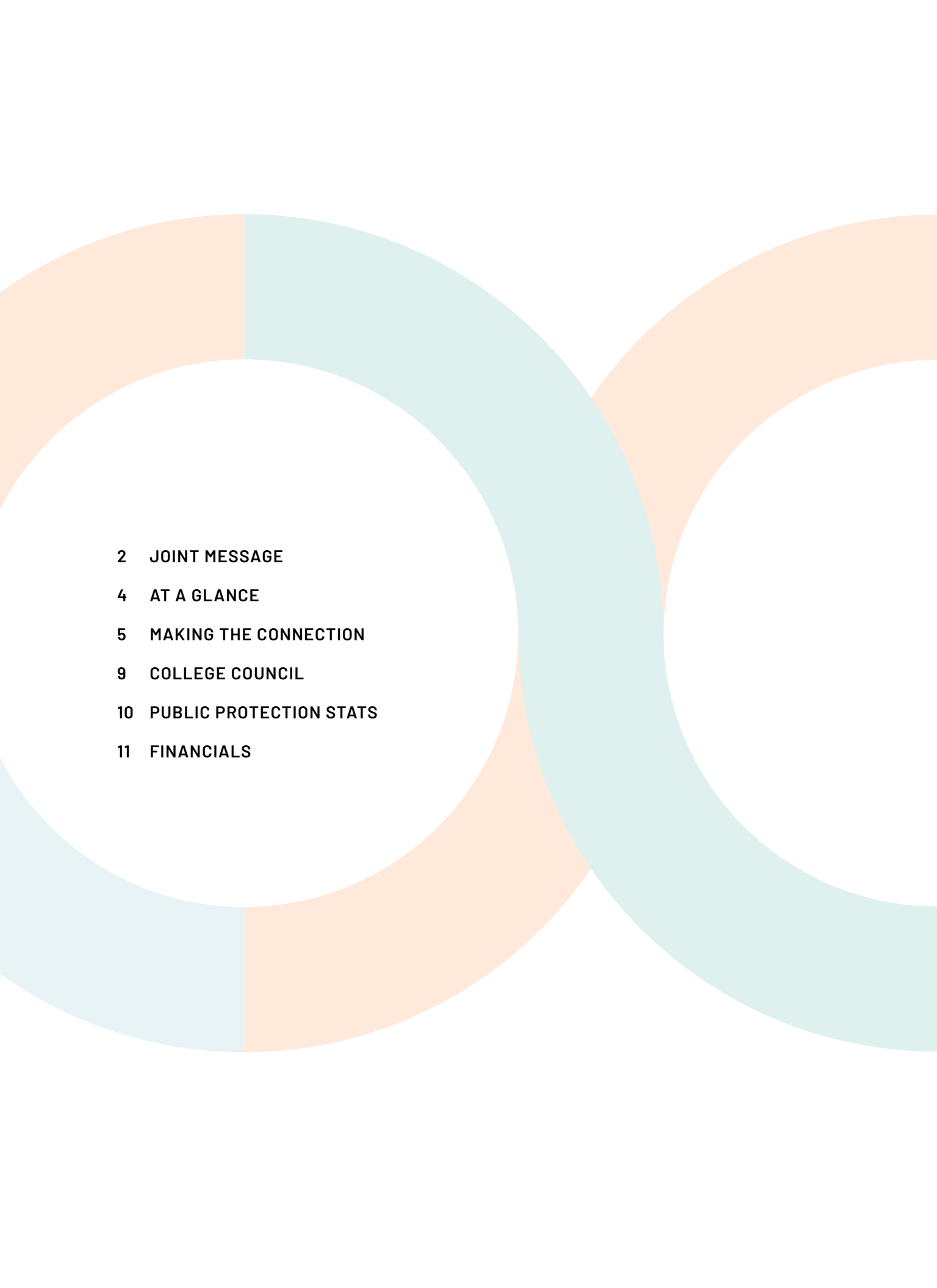




MAKING THE CONNECTION

PROFESSIONALISM
ACCOUNTABILITY
PUBLIC PROTECTION



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OUR VISION 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.

OUR MISSION 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 ethical and professional practice.

JOINT MESSAGE FROM THE COUNCIL CHAIR AND THE REGISTRAR & CEO



John Fleming
Council Chair



Lise Betteridge MSW, RSW
Registrar & CEO

For the Ontario College of Social Workers and Social Service Workers, connecting regulatory excellence with public protection is always top of mind. The past year has brought opportunities to make this connection in a new way, as we engaged in a challenging and rewarding governance review process.

As we strive for continuous improvement in all aspects of our work, we are very proud to have embarked upon the significant journey of [governance review and transformation](#). College Council and senior staff took part in governance training, and our current practices were closely examined. Governance consultants Harry Cayton and Deanna Williams

“We made significant inroads in our efforts to advance diversity, equity and inclusion and truth and reconciliation”

presented their Governance Report and its 21 recommendations to College Council, an action plan was developed, and a number of important decisions were made – some of which have already been implemented.

Two such changes relate to language – switching from “member” to “registrant,” to make clear the College’s role as a regulator rather than an association, and changing from “Council President” to “Council Chair,” to better define the responsibilities of the role. Implementation of the governance recommendations is an important

achievement which lays the groundwork for future regulatory innovation and modernization at the College.

Over the past year, the College has also made great strides in achieving key priorities in its [2020-23 Strategic Plan](#). We made significant inroads in our efforts to advance diversity, equity and inclusion, and truth and reconciliation, which included meaningful progress on the [Equity and Inclusion Data Initiative](#). We engaged with all College stakeholders as part of the ongoing review of the College's Standards of Practice, ensuring that the minimum standards which guide registrants' practice reflect societal changes and current practice in both professions. And we continued to work towards implementation of entry-to-practice exams for all College applicants – a requirement which we anticipate will be fully implemented in 2027. Moving forward, we will be embarking on a multi-faceted campaign to address the disturbing increase in the number of complaints received by the College related to sexual misconduct.

We would like to take a moment to thank the College Council for its leadership and dedication. In 2022, we welcomed newly elected Council members Mandi Olson, RSSW, Marinna Read, RSW, Sandie Sidsworth, RSSW, and Candice Snake, RSW. We said a fond goodbye to elected members Angèle Desormeau, RSSW, Shelley Hale, RSSW, Frances Keogh, RSW, and Lisa Seburn, RSW; and public member Déirdre Smith.

“Everything the College does comes down to ensuring that public protection is at the forefront of all decision-making”

For more information about the activities of the College Council and committees in 2022, please visit the [College website](#).

Everything the College does comes down to ensuring that public protection is at the forefront of all decision-making. As we continue to connect our governance transformation to our public protection mandate, we will embrace the many challenges ahead, learning and discovering as we move forward in our journey.

AT A GLANCE

27,991

TOTAL COLLEGE REGISTRANTS

23,757 SOCIAL WORKERS

3,820 SOCIAL SERVICE WORKERS

414 DUALY REGISTERED

APPLICANTS REGISTERED IN 2022

2,484 SOCIAL WORKERS

(1,167 NEW GRADUATES)

879 SOCIAL SERVICE WORKERS

(350 NEW GRADUATES)

3,363 TOTAL

(1,517 NEW GRADUATES)

Please visit the [College website](#) for more information about social workers and social service workers in Ontario.



MAKING THE CONNECTION

Everything the Ontario College of Social Workers and Social Service Workers does is connected to its public protection mandate. Last year was no different as we embarked on new initiatives, engaged the public, maintained ethical and professional standards, and improved our regulatory processes – all driven by our ongoing mandate to protect Ontarians from harm.

Here are some of the ways we served Ontarians in 2022:

COMPLAINTS AND DISCIPLINE

The College protects the public from unqualified, incompetent and unfit practitioners through its rigorous complaints and discipline processes.

In 2022, the College's Complaints Committee considered 92 new complaint investigations and issued 78 complaints decisions and reasons. We considered 25 mandatory reports and issued five decisions and reasons. The College's Discipline Committee received 17 new referrals, held nine hearings and issued five decisions.

We continued to see an increase in the percentage of complaints related to sexual misconduct last year – from 8% in 2021 to 16% in 2022. This increase is extremely concerning, and we are committed to addressing the issue head on through a multi-faceted campaign in the year ahead.

Read more about the composition and work of the College's Complaints and Discipline Committees on the [College website](#).

TITLE PROTECTION

In Ontario, only College registrants can use the protected titles “social worker/ registered social worker” or “social service worker/ registered social service worker.” Individuals who use these protected titles illegally put the public at risk. The public has a right to assume that when they or their loved one receives services from someone indicating they are a social worker or a social service worker, that person is registered with – and overseen by – the College.

In 2022, the College processed 323 title protection matters regarding individuals misusing the protected titles. We filed cease-and-desist applications through the courts regarding two unregulated practitioners, and one unregulated practitioner was criminally charged.

Read our list of unregulated practitioners in Ontario by visiting the [College website](#).

323

title protection
matters processed

IMPROVING OUR PROCESSES

In 2022, the College's equivalency stream was made available online to applicants. As a result of this work, all applicants to the College can now [apply entirely online](#), further streamlining the application process. This initiative is part of the College's broader efforts to leverage technology to improve our services and make our platforms more accessible to the stakeholders we serve.

ENGAGING OUR STAKEHOLDERS

Public awareness is a crucial component of public protection. For this reason, the College works hard to ensure that its messaging is accessible, inclusive and reaches all corners of the province.

We informed Ontarians of our important public protection tools through our ongoing public awareness campaign, which included advertisements on digital media, in medical offices across Ontario, and on CP24. In 2022, the successful campaign – called "[What's in a name? Protection for you](#)" – led to an 82% increase in visits to the College's Online Register of social workers and social service workers since 2021. It's clear that Ontarians are getting the message that the College is here for their protection.

We continued to engage directly with our stakeholders through various formats to highlight relevant issues. We published two issues of our [Perspective newsletter](#) for registrants and four issues of [Employer Communiqué](#) for employers of social workers and social service workers. We hosted educational sessions for registrants at the

82%

increase in visits to
the College's Online
Register

[2022 Annual Meeting and Education Day \(AMED\)](#) and [Educational Forum](#) and engaged employers at our Employer Roundtable. We continued to work collaboratively with our government and regulatory-sector partners.

DIVERSITY, EQUITY AND INCLUSION

The College recognizes that advancing diversity, equity and inclusion and addressing discrimination are important parts of its public protection mandate. To achieve these goals, we must first improve our understanding of the current landscape, including barriers and diversity of representation. We want to ensure we are making decisions that are guided by lived experiences and authentic representation.

Diversity, Equity and Inclusion (DEI) Committee created in 2022

In September 2022, we began to develop our [Equity and Inclusion Data Initiative](#) to help identify and monitor systemic racism and discrimination within the professions of social work and social service work. Through the collection of this data, we aim to understand, among other objectives, the degree to which the diversity of the Ontario public is reflected within the College's registrant base. Our work on this initiative has included many conversations and consultations, during which we sought guidance and direction from a wide range of communities and organizations. We anticipate that the Equity and Inclusion Data Initiative will launch in the College's next renewal season, which begins in late November 2023.

The Diversity, Equity and Inclusion (DEI) Committee was created in 2022, following the dissolution of the DEI Task Group – a reflection of the important work that remains ahead. While a task group can be disbanded when it achieves its goal, a committee has an ongoing role. [Read](#) the DEI Committee's inaugural report.

TRUTH AND RECONCILIATION

The College is committed to meeting the calls to action set out by the Truth and Reconciliation Commission (TRC) of Canada, which includes ensuring that registrants are well-informed about the issues faced by Indigenous peoples.

Last year, we offered two educational sessions to registrants as part of our commitment to truth and reconciliation: one on [First Nations' mental health rights](#) by Dr. Carol Hopkins at AMED 2022, and the other on [decolonizing child welfare](#) by Sherrie Moore and Elizabeth Sault at our Educational Forum.

In 2022, we further expanded our public awareness campaign to reach First Nations, Inuit and Métis communities in Ontario. We look forward to further developing our relationships with Indigenous communities.

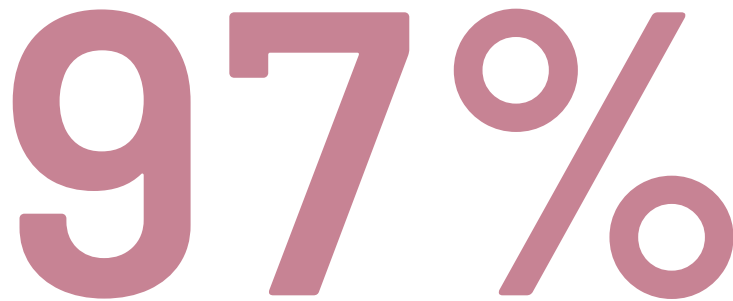
Last year, the College offered new educational sessions as part of our commitment to truth and reconciliation

UPHOLDING ETHICAL AND PROFESSIONAL PRACTICE

The College ensures that Ontario’s social workers and social service workers are qualified and have the practice supports they need to serve their clients and communities.

In 2022, we received thousands of requests for practice consultations from registrants, employers and the public, the most common themes related to consent/confidentiality/ duty to warn, private practice, and technology. We provided 29 presentations to social work and social service work programs and workplaces throughout Ontario. We also created and updated practice resources to help registrants navigate common issues, from [conflicts of interest](#) to [working with clients](#) to the [administration of Naloxone](#).

We continued our comprehensive review of the College’s Standards of Practice to ensure that they reflect societal changes and current practice in the professions. The review is informed by consultations with our stakeholders, who bring different lenses, perspectives and lived experiences. We anticipate that the revised Standards of Practice will be released later in 2023.

A large, stylized graphic of the number '97%' in a dark red color, indicating the CCP completion rate for 2022.

**CCP completion rate
in 2022**

CONTINUING COMPETENCE

As part of its public protection mandate, the College ensures that registrants are qualified and current in their practice, and that they continue to learn on an ongoing basis.

The primary purpose of the College’s [Continuing Competence Program \(CCP\)](#) is to promote quality assurance with respect to the practice of the professions of social work and social service work, and to encourage registrants to enhance their practice in an ongoing way. The CCP, which is mandatory for all College registrants except those holding a retired class of certificate of registration, had a 97% completion rate in 2022.

2022-2023 COLLEGE COUNCIL

The College Council is the 21-member governing body and board of directors that sets the strategic and policy direction for the College. Council members regulate the professions of social work and social service work through our ongoing mandate to protect the public interest.

For more information about the activities of the College Council in 2022, including the work of the Council committees, please visit [our website](#).

COLLEGE COUNCIL (AS OF DECEMBER 31, 2022)



Amanda Bettencourt,
RSSW



Chisanga Chekwe,
Public Member



Charlene Crews,
RSSW



John Fleming,
Public Member



Judy Gardner,
RSSW



Sanjay Govindaraj,
RSSW



Mukesh Kowlessar,
RSSW



Carrie McEachran,
Public Member



Christopher McIntosh,
RSSW



Pamela Murphy,
Public Member



Mandi Olson,
RSSW



Alexia Polillo,
Public Member



Marinna Read,
RSSW



Candice Snake,
RSSW



Elayne Tanner,
RSSW



Beatrice Traub-Werner,
RSSW



Durel Williams,
RSSW

Not Pictured:

Sue-Ellen Merritt, RSSW

Sandie Sidsworth, RSSW

NON-COUNCIL MEMBERS

Derek Chechak, RSW

Yusra Osman, RSW

Delia Sinclair Frigault, RSW

Natasha Young, RSW

Greg Clarke, RSSW

Lisa Seburn, RSW

Rita Silverthorn, RSW

Kit Leung, RSSW

Brian Seng-Low, RSSW

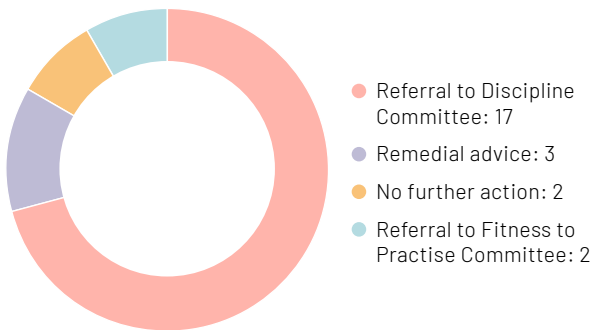
Sandra Southwind, RSW

PUBLIC PROTECTION STATS

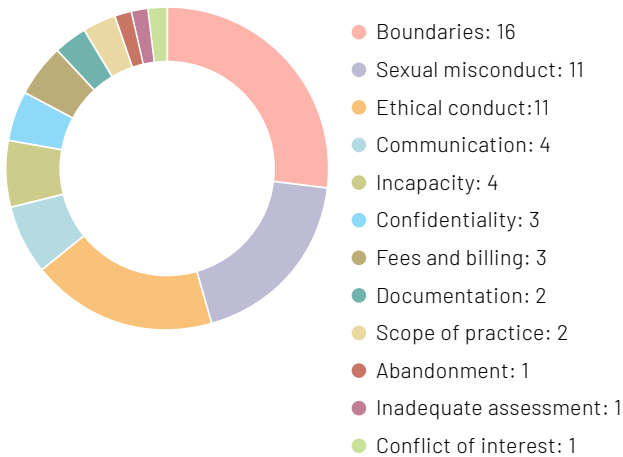
As part of its public protection mandate, the College considers and investigates reports and complaints regarding alleged misconduct of its registrants.

MANDATORY REPORTS

Dispositions



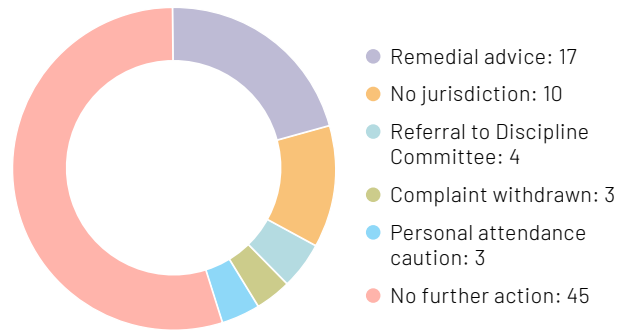
Issues Raised by Reports



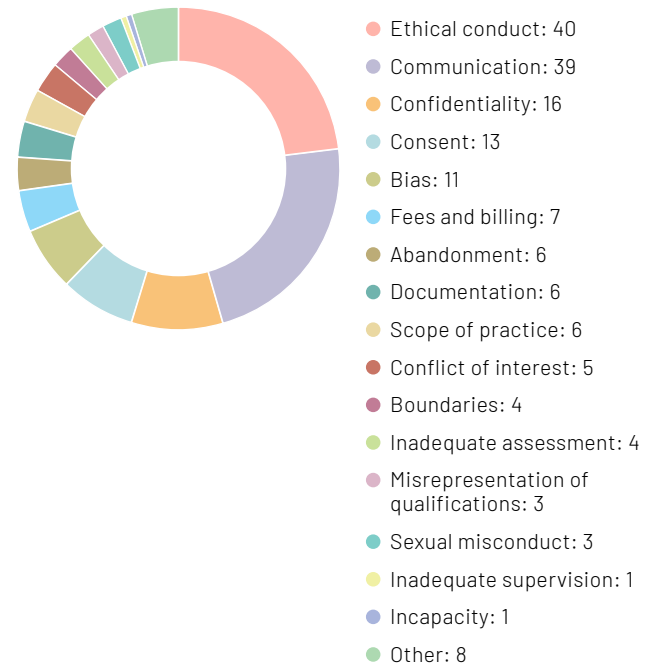
Note: It is common for a single case to raise several SW/SSW issues.

COMPLAINTS

Dispositions



Issues Raised by Complaints



Note: It is common for a single case to raise several SW/SSW issues.



FINANCIALS

**ONTARIO COLLEGE OF SOCIAL WORKERS
AND SOCIAL SERVICE WORKERS**

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2022

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS**

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2022

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Summary Financial Statements	
Summary Statement of Financial Position	2
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Notes to Summary Financial Statements	5



Crowe Soberman | Canada

Crowe Soberman LLP
Member Crowe Global
2 St. Clair Avenue East, Suite 1100
Toronto, ON M4T 2T5
Main 416 964 7633
Fax 416 964 6454
www.crowesoberman.com

REPORT OF THE INDEPENDENT AUDITORS ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Ontario College of Social Workers and Social Service Workers

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2022, the summary statements of operations and changes in net assets for the year then ended, and related notes, are derived from the audited financial statements of Ontario College of Social Workers and Social Service Workers (the "College") for the year ended December 31, 2022.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in Note 2.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated April 12, 2023.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 2.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Crowe Soberman LLP

Chartered Professional Accountants
Licensed Public Accountants

Toronto, Canada

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS
SUMMARY STATEMENT OF FINANCIAL POSITION**

At December 31

2022

2021

ASSETS

Current

Cash	\$ 4,838,423	\$ 4,285,480
Short-term investments	6,636,620	6,042,689
Interest receivable	67,026	10,231
Prepaid expenses and sundry	186,069	190,829

11,728,138 10,529,229

Long-term investments

Equipment and leasehold improvements	2,526,126	2,537,621
Computer software	359,146	433,307
	395,784	419,267

\$ 15,009,194 \$ 13,919,424

LIABILITIES

Current

Accounts payable and accrued liabilities	\$ 1,758,992	\$ 686,912
Deferred revenue	6,062,996	5,689,645

7,821,988 6,376,557

Commitments and contingencies (Note 2)

NET ASSETS

**Invested in equipment, leasehold improvements
and computer software**

754,930 852,574

Unrestricted

6,432,276 6,690,293

7,187,206 7,542,867

\$ 15,009,194 \$ 13,919,424

On behalf of the College

Council Member

Date

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS
SUMMARY STATEMENT OF CHANGES IN NET ASSETS
Year ended December 31**

		Invested in equipment, leasehold improvements and computer software	Unrestricted		2022	2021
Balance, beginning of year	\$	852,574	\$ 6,690,293	\$	7,542,867	\$ 6,677,814
Excess (deficiency) of revenue over expenses		(359,874)	4,213		(355,661)	865,053
Interfund transfer - for acquisition of equipment, leasehold improvements and computer software		262,230	(262,230)		-	-
Balance, end of year	\$	754,930	\$ 6,432,276	\$	7,187,206	\$ 7,542,867

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS
SUMMARY STATEMENT OF OPERATIONS**

Year ended December 31

2022

2021

Revenue

Registration fees	\$	9,234,111	\$	8,583,975
Application fees		375,200		348,700

9,609,311 8,932,675

Expenses

Salaries and benefits	5,149,256	4,651,422
Legal	1,864,273	1,101,998
Premises rent	756,445	784,557
Advertising and promotion	433,398	336,639
Consulting	343,778	239,803
Leasing and maintenance	291,166	399,079
Bank charges	189,139	179,930
Council and committee meetings	181,177	106,246
Professional development	85,276	73,913
Office supplies	81,240	64,067
Audit and accounting	47,206	42,155
Website	41,914	52,650
Insurance	38,466	33,649
Printing and stationary	32,723	16,941
Telephone	27,217	40,052
Translation	21,808	28,262
Postage and courier	11,839	13,997
Election	9,061	9,485
Amortization of computer software	243,852	224,713
Amortization of equipment and leasehold improvements	116,022	113,472

9,965,256 8,513,030

Excess (deficiency) of revenue over expenses before other income **(355,945)** 419,645

Other income (expenses)

Change in fair value of investments	(255,930)	247,563
Investment income	256,214	152,818
Government contributions	-	45,027

284 445,408

Excess (deficiency) of revenue over expenses **\$ (355,661)** **\$ 865,053**

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS
NOTES TO SUMMARY FINANCIAL STATEMENTS
DECEMBER 31, 2022**

1. Organization

Ontario College of Social Workers and Social Service Workers (the "College") was created on March 1, 1999, pursuant to the proclamation of the *Social Work and Social Service Work Act*, 1998. The College is a non-profit organization whose objectives are to regulate the practice of social work and social service work in Ontario, to govern its members and to protect the public interest. The College is exempt from income tax under Section 149(1)(1) of the *Income Tax Act Canada*. Registration remains valid so long as the College continues to fulfil the requirements of the *Income Tax Act Canada* and regulations in respect of non-profit organizations.

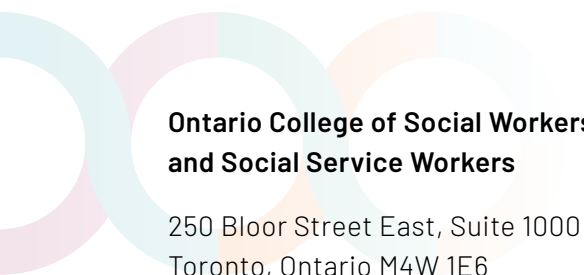
2. Summary financial statements

The summary financial statements are derived from the complete annual audited financial statements of the College for the year ended December 31, 2022, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

A copy of the complete audited financial statements is kept on file at the Ontario College of Social Workers and Social Service Workers and can be provided upon request.

The set of criteria applied by management in preparing these summary financial statements is outlined in the paragraphs below:

- (a) The figures presented in the summary financial statements agree with or can be recalculated from the figures presented in the complete audited financial statements.
- (b) Management believes that the summary financial statements contain the necessary information and are at an appropriate level of aggregation so as not to be misleading to the users.
- (c) Management determined that the statement of cash flows does not provide additional useful information and as such has not included them as part of the summary financial statements.



**Ontario College of Social Workers
and Social Service Workers**

250 Bloor Street East, Suite 1000
Toronto, Ontario M4W 1E6

Phone: 416.972.9882

Toll-Free: 1.877.828.9380

Fax: 416.972.1512

ocswssw.org