

INNOVATION

ADVANCING

INNOVATION

INNOVATION

INNOVATION

AND PUBLIC

INNOVATION

PROTECTION

INNOVATION

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LAND ACKNOWLEDGEMENT

The Ontario College of Social Workers and Social Service Workers operates on the original land of a vast diversity of Indigenous Peoples, much of which has been and still is occupied by settlers. We are privileged to have the College's office located in Toronto, on the "Dish With One Spoon Wampum Territory" – a treaty between the Anishinaabe and the Haudenosaunee peoples that binds them to share the area and protect the land in the spirit of community.

Today, the province of Ontario continues to be home to a vast diversity of First Nations, Inuit and Métis peoples. Each nation is unique in its world views, language, histories, current position and future accomplishments. We encourage all registrants to know and seek to understand the local First Nations communities on whose lands they practise.

Today's society is built upon colonialism and the genocide of Indigenous Peoples. The social work and social service work professions have played a shameful role in perpetuating harm against Indigenous Peoples, including the residential school system, Sixties Scoop and ongoing overrepresentation in the child welfare system. We also recognize that Indigenous registrants did not contribute to perpetuating this harm and are actively working to help heal their communities from the impacts of systemic oppression and intergenerational trauma.

A land acknowledgement is a first step, not an end point. The College is actively working on building meaningful relationships with Indigenous communities and individuals, in the spirit of partnership, collaboration, truth and reconciliation. We all share in the healing journey.

COLLEGE'S ROLE OF PUBLIC PROTECTION

The Ontario College of Social Workers and Social Service Workers (the College) is the regulatory body for social workers and social service workers in Ontario. Accountable to the Ministry of Children, Community and Social Services, the role of the College and its authority is set out in the [*Social Work and Social Service Work Act, 1998*](#).

The College's mandate is to protect the public from unqualified, incompetent and unfit practitioners. It fulfills this mandate by:

- Setting entry-to-practice requirements to ensure that only those with specific educational qualifications are eligible for registration.
- Setting, maintaining and ensuring that all registrants follow the [*Code of Ethics and Standards of Practice*](#).
- Maintaining a public [*Online Register*](#) of registered social workers and registered social service workers in Ontario.
- Requiring registrants to engage in ongoing learning through the [*Continuing Competence Program*](#).
- Maintaining rigorous [*complaints and discipline*](#) processes.

VISION STATEMENT: Confidence that the professions provide safe, ethical and high-quality service for the well-being of the public.

MISSION STATEMENT: Committed to regulating Ontario's social workers and social service workers by upholding ethical and professional practice.

VALUES: We believe that our Mission and Vision statements are realized when the goals and outcomes of the College and the Council reflect the following:

- **Ethical:** Behaving in a manner that is equitable, inclusive, respectful, kind and upholds the dignity of all individuals.
- **Accountable:** Serving and protecting the public by remaining responsible, responsive and transparent.
- **Effective:** Conducting and providing service in a timely, efficient and impactful manner.
- **Community-centred:** Collaborating with diverse perspectives, interests and identities to ensure voices are heard, valued, included and respected.

JOINT MESSAGE FROM THE COUNCIL CHAIR AND THE REGISTRAR & CEO



SANJAY GOVINDARAJ, MSW, RSW
COUNCIL CHAIR



DENITHA BREAU, RN, MSN, MBA
REGISTRAR & CEO

At the Ontario College of Social Workers and Social Service Workers, our priority is to safeguard the public through innovative and effective regulatory leadership. This past year has been one of intentional evolution, driving meaningful progress as we step into a new era of regulation and public protection.

A key milestone in this evolution was the publication of our [2024-2029 Strategic Plan](#), which serves as our guiding framework for the next five years. This Strategic Plan reflects our unwavering commitment to advancing regulatory excellence and public safety. It is a testament to the collective effort of our dedicated staff, engaged registrants, diligent Council members and the public, who are at the heart of our mission and work.

The strategic planning process involved numerous and detailed engagement points. Our priority was to ensure that the strategic plan development was informed by the diverse perspectives and lived experiences of all our engagement groups and partners.

This new Strategic Plan is more than just our roadmap for the years to come; it also serves as a call to action. It reinforces our [commitment to First Nations, Inuit and Métis Peoples](#), [our commitment to equity, diversity and inclusion](#) and ultimately our commitment to the public. It also marks the beginning of a new era of regulatory leadership – one that is proactive, responsive and continuously evolving to meet the changing needs of the professions we regulate and the communities we serve.

In 2024, we also marked another significant step forward with changes to our governing legislation, the [Social Work and Social Service Work Act, 1998](#) (SWSSWA), which came into force last year. These amendments relate to confidentiality and build on the College's mandate of strong oversight to provide the best possible and safe environments for Ontario's most vulnerable populations.

The amendments to the SWSSWA align the College with health regulators in the province, by incorporating the same confidentiality provisions as the *Regulated Health Professions Act*. This update modernizes the College's legislation, ensuring that our regulatory framework remains both current and effective.

Our commitment to innovation is evident in our [Equity and Inclusion Data Initiative](#), launched last year. We are thrilled that in its inaugural year, approximately 66% of registrants chose to share their demographic information, reflecting strong engagement with our equity efforts.

The data received through this initiative will be instrumental in shaping evidence-based decisions and providing insight into the degree to which the diversity of the Ontario public is reflected in College registration. We hope that you will take some time to explore the identified trends from the first year of the initiative, which can be found on [page 13](#) of the Annual Report. As we move forward with the initiative, we will be in a position to use the data collected to address systemic barriers and inform equity initiatives to better serve the Ontario public. We look forward to sharing more information with you in future years.

Throughout 2024 the College's primary goal remained unchanged: to protect the public through effective regulation of social work and social service work. This Annual Report highlights just some of the ways we showcased our commitment to public protection in 2024. For more information about the activities of the College Council and committees last year, please visit the [College website](#).

This Strategic Plan reflects our unwavering commitment to advancing regulatory excellence and public safety.

We also take this opportunity to thank the College Council for its ongoing leadership and dedication. In 2024, we welcomed newly elected Council members Lori Monroe, RSSW and Dana Herriot, RSSW; and newly appointed public members Dr. Alan Shepard and Nicole Bonnie. We extend our sincere gratitude to outgoing elected members Sue-Ellen Merritt, RSSW and Amanda Bettencourt, RSSW, as well as public members Vera Mercier and Alexia Polillo for their contributions.

Our dedication to meaningful engagement ensures that we make informed decisions that protect clients and communities while embracing new and innovative approaches. With the Council's guidance, the College is poised to drive progress with integrity and innovation in 2025 and beyond. We strive to lead a new era of regulatory excellence and public protection that exceeds the expectations of those we serve, the Ontario public.

SNAPSHOT OF COLLEGE REGISTRANTS

TOTAL NUMBER OF COLLEGE REGISTRANTS
AS OF DECEMBER 31, 2024:

31,937

SOCIAL WORKERS:

26,799

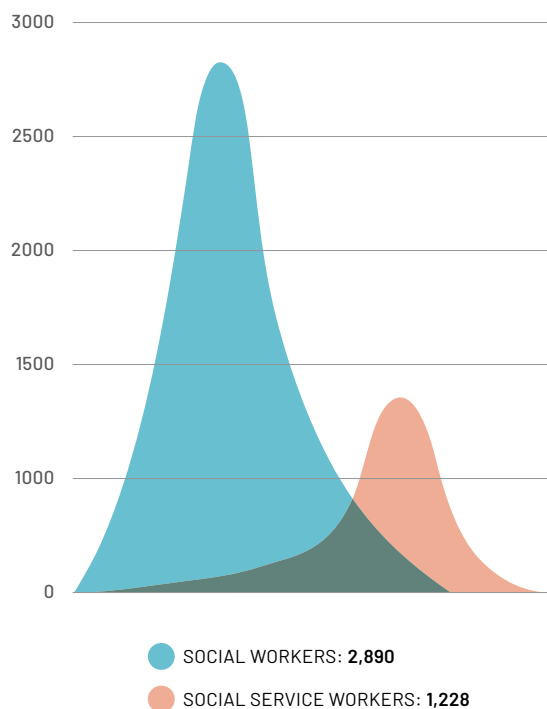
SOCIAL SERVICE WORKERS:

4,583

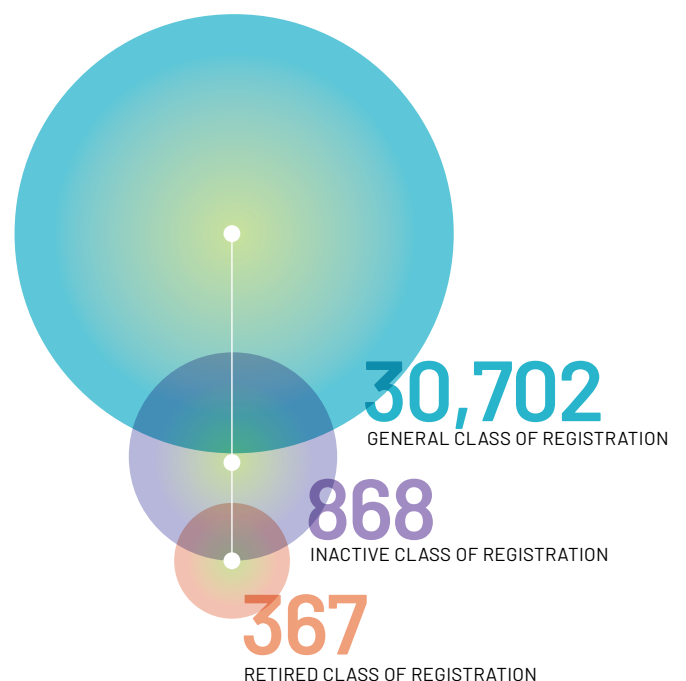
DUAL REGISTRANTS:

555

APPLICANTS REGISTERED IN 2024:
4,118 TOTAL



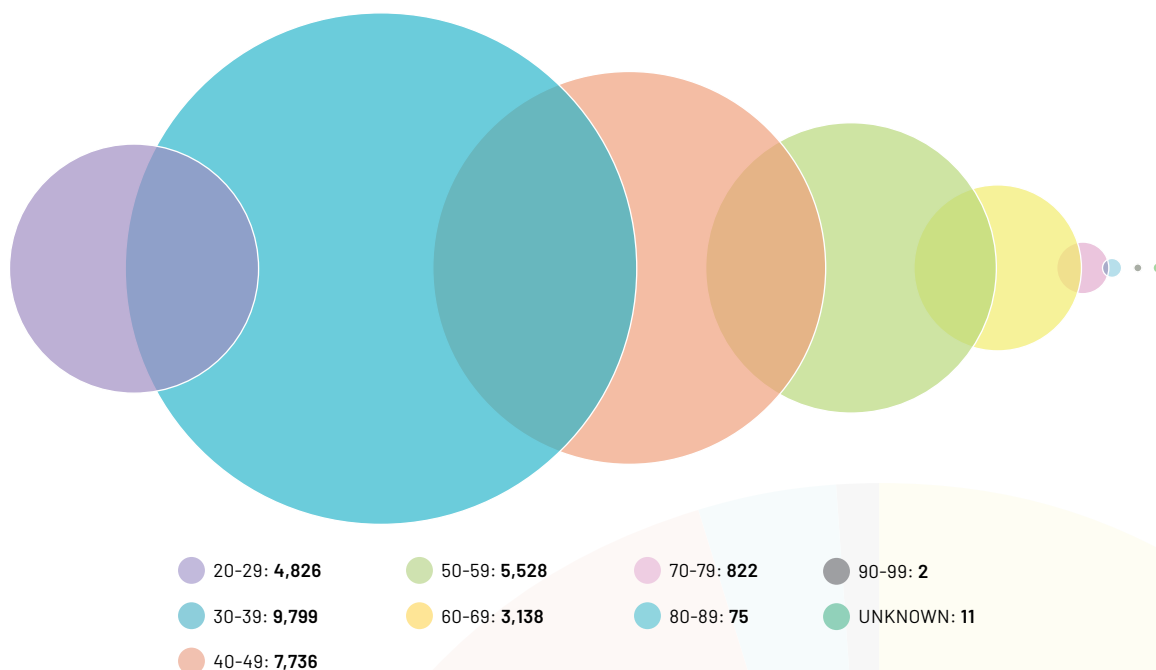
CLASSES OF REGISTRATION IN 2024



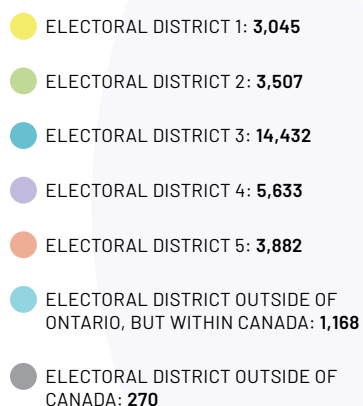
619 REGISTRANTS

PRACTISED ELECTRONICALLY
(ELECTRONIC PRACTISE) IN 2024

AGE RANGE OF REGISTRANTS



NUMBER OF REGISTRANTS WORKING IN EACH [ELECTORAL DISTRICT](#)



BUILDING TRUST IN REGULATION: A COMMITMENT TO CORE VALUES

As the provincial regulatory body for social workers and social service workers, our commitment to public protection is unwavering. Central to this commitment is our dedication to acting as a trusted resource for registrants, providing the guidance and support necessary to uphold our core values: ethical, accountable, effective and community-centred practice.

Public protection relies on a strong, engaged and well-supported registrant base. Beyond oversight, the College serves as a conduit for vital information, supporting registrants to navigate the evolving landscape of professional practice. We provide registrants with opportunities to access guidance, share feedback and identify emerging trends. By fostering open dialogue and embracing innovation, we strengthen our regulatory efforts and remain relevant with the realities of the professions and the communities they serve.

ETHICAL: UPHOLDING INTEGRITY AND PROFESSIONALISM



Enhancing Regulatory Guidance and Resources

- [Online Booking System for Professional Practice Consultations:](#) To improve accessibility, we introduced an online booking system that allowed **621** registrants to schedule consultations **online** with our Professional Practice team in 2024.
- [‘Coffee with the College’ Series:](#) This direct engagement initiative enables registrants to interact with College staff, ask questions and gain insights into professional and ethical practice.
- **New Professional Practice Resources on Digital and Artificial Intelligence-Related Topics:** As technology reshapes practice, we developed new guidance to help registrants navigate ethical and regulatory considerations.

621

REGISTRANTS

SCHEDULED CONSULTATIONS ONLINE

Strengthening Standards and Regulatory Frameworks

- **New Practice Notes:**
 - [Practice Notes: What Clients are Sharing with the College](#) - Insights into client expectations to help registrants align their practice with ethical and professional standards are outlined.
 - [Practice Notes: The Current, Accurate and Relevant Client Record](#) - This resource reinforces the importance of maintaining precise and ethical documentation as part of responsible practice.
- **Updated Practice Guidelines for Parenting Plans:** Updates to support registrants in the development of ethical and well-informed parenting plans that prioritize the needs of families and children.

ACCOUNTABILITY: ENSURING TRANSPARENCY AND OVERSIGHT



Strengthening Public Understanding and Government Relations

- **Ongoing Public Awareness Campaign:** Educating Ontarians about the role of regulation in supporting ethical and professional social work and social service work practice.
- **Strengthening Government Relations:** We continued to collaborate with policymakers to ensure that regulatory frameworks support both public protection and professional integrity.
- **Governance Attributes and Competencies for College Council:** Enhancing governance by implementing a Council member profile to ensure that Council members bring the expertise necessary to uphold regulatory excellence.
- **New Database and Ongoing Enhancements:** Improving transparency and operational efficiency is performed through the continuous development of a new database.
This enhances the ability to track, manage and report on regulatory activities and registrant engagement.

Our ongoing Public Awareness Campaign educates Ontarians about the role of regulation in supporting ethical and professional social work and social service work practice.

EFFECTIVENESS: ADVANCING PROFESSIONAL STANDARDS AND PUBLIC PROTECTION



Enhancing Professional Practice Resources

- **Development of New and Updated Resources:** Providing up-to-date practice resources that reflect the evolving landscapes of social work and social service work contributes to effective practice.
- **Improving Access to Regulatory Support:** Streamlining consultation and education initiatives ensures that registrants receive timely and relevant guidance.

Promoting Excellence in Regulatory Practice

- **Evaluation of Regulatory Approaches:** Regulatory processes are continually assessed and refined to maintain effectiveness and relevance.
- **Commitment to Evidence-Informed Decision Making:** Using data and professional feedback guides our improvements in regulatory oversight.

Providing up-to-date practice resources that reflect the evolving landscapes of social work and social service work contributes to effective practice.

COMMUNITY-CENTRED: ENGAGING WITH AND REFLECTING DIVERSE NEEDS



Strengthening Community Collaboration

- **Community consultation on the revised Practice Guidelines for Parenting Plans:** This collaborative process ensured regulatory standards remain practical, relevant and responsive to community needs.
- **[New Joint Application Pathway with the Indigenous Advanced Education and Skills Council \(IAESC\)](#):** Strengthening accessibility and inclusivity, we introduced a joint application pathway for social service worker diploma programs in collaboration with the IAESC.

- **Revised Land Acknowledgement:** In alignment with our commitment to truth and reconciliation, we engaged with Indigenous communities to update our land acknowledgment. This process ensured that our land acknowledgment reflects Indigenous perspectives and is rooted in meaningful dialogue rather than tokenism. It also informs broader commitments within the College's equity, diversity and inclusion initiatives, reinforcing our dedication to community-centred regulation.

Community consultation on the revised Practice Guidelines for Parenting Plans is a collaborative process that ensured that regulatory standards remain practical, relevant and responsive to community needs.

LOOKING AHEAD: A COMMITMENT TO INNOVATIVE EXCELLENCE

As we embrace this new era of innovation and public protection, our commitment to professional and ethical practice remains central to our work. By equipping registrants with relevant resources, strengthening practice standards and cultivating ongoing engagement, we uphold the integrity of social work and social service work professions in Ontario.

Guided by our core values, we are strengthening the regulatory landscape to better serve both the professions and the public. Our dedication to continuous improvement and innovation ensures that we remain a trusted, adaptive regulatory body, prepared to meet the evolving needs of our communities.

2024-2025 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. For more information about the activities of the College Council in 2024, including the work of the Council committees, please visit [our website](#).

COLLEGE COUNCIL (as of December 31, 2024)



Daniel Afram,
RSW



Nicole Bonnie,
Public Member



Chisanga Chekwe,
Public Member



Charlene Crews,
RSSW



John Fleming,
Public Member



Dana Herriot,
RSSW



Woyengi (Gigi) Goary,
RSW



Sanjay Govindaraj,
RSW



Sana Imran,
RSW



Mukesh Kowlessar,
RSSW



Molly Luu,
Public Member



Carrie McEachran,
Public Member



Lori Monroe,
RSSW



Mandi Olson,
RSSW



Marinna Read,
RSW



Candice Snake,
RSW



Elayne Tanner,
RSW



Madimba Tshibuabua,
RSSW



Sandie Sidsworth,
RSSW

NON-COUNCIL MEMBERS (as of December 31, 2024)

Amanda Bettencourt, RSW, RSSW

Derek Chechak, RSW

Providence Diomedi, RSW

Michelle Gbuga, RSW, RSSW

Shelley Hale, RSSW

Sabrina Lepage, RSW

Chun Kit Leung, RSSW

Robert Nettleton, RSW

Tatiana Portelli-Graham, RSW

Rita Silverthorn, RSW

Arun Thankachan, RSW

Sasha Waters, RSW

COMMUNITY APPOINTEES (as of December 31, 2024)

Natalie Dalcourt

Caitlin Ferguson

Melanie Jones-Drost

Adrita Shah-Noor

Kimberly Westfall-Connor

PUBLIC PROTECTION STATISTICS

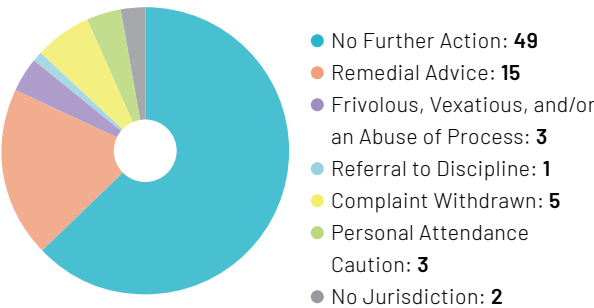
COMPLAINTS

A [complaint](#) is submitted by a person, usually the recipient of services, and both the complainant and registrant are parties to the complaint.

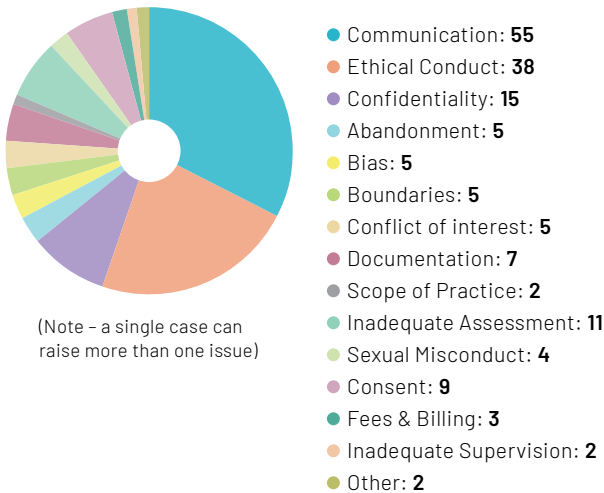
78 TOTAL NEW CASES
REVIEWED BY THE
COMPLAINTS
COMMITTEE

78 TOTAL DECISIONS
ISSUED BY THE
COMPLAINTS
COMMITTEE

DECISIONS BREAKDOWN



ISSUES BREAKDOWN



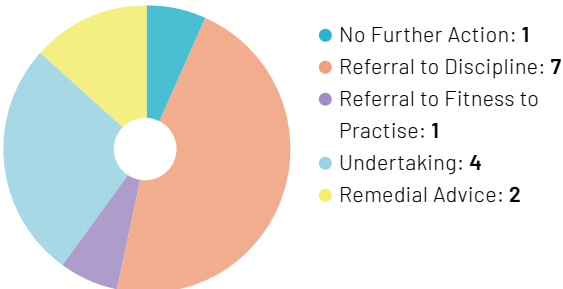
REPORTS

A [report](#) is information about a College registrant that a person or organization wishes or is required to bring to the College's attention.

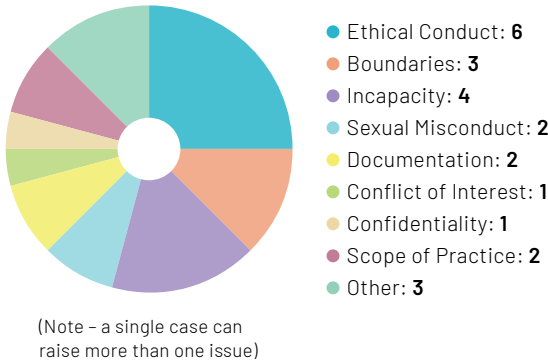
14 TOTAL NEW CASES
REVIEWED BY
THE EXECUTIVE
COMMITTEE

7 TOTAL DECISIONS
ON REPORTS MADE
BY THE EXECUTIVE
COMMITTEE

DECISIONS BREAKDOWN



ISSUES BREAKDOWN



INTAKE

395

The Complaints and Discipline Department received **395** new intake matters in 2024. **56%** were complaints and **44%** were reports.

COMMITTEES

22

The **Discipline Committee** held **TWENTY-TWO** hearings.

The top three discipline issues were:

- Sexual misconduct
- Boundary violations
- Privacy

The **Fitness to Practise Committee** held **TWO** hearings.

2

233

The College investigated **233 matters** relating to the misuse of the protected titles "social worker," "registered social worker," "social service worker" and "registered social service worker."

PROFESSIONAL PRACTICE

97.8%

Achieved a **97.8%** compliance rate in the CCP.

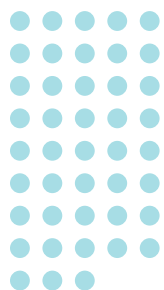
3,200

The Professional Practice Department responded to over **3,200** consultations.

The top three inquiry topics were:

- Consent/confidentiality/duty to warn or protect
- Private practice
- Scope of practice

Gave **47** presentations:



TWENTY TWO

22 presentations for social work programs



THIRTEEN

13 presentations for social service work programs

THIRTEEN



13 workplace presentations

DATA INSIGHTS: FIRST FINDINGS FROM THE EQUITY AND INCLUSION DATA INITIATIVE

The College recognizes that advancing equity, diversity and inclusion and addressing discrimination are important parts of its public protection mandate. To make meaningful progress, we must first better understand the current landscape, including possible barriers and diversity of representation within the professions. We want to ensure we are making decisions that are guided by lived experiences and authentic representation.

Launched during the 2024 renewal period, the [Equity and Inclusion Data Initiative](#) invites registrants to share demographic information on a voluntary basis. The initiative is based on the fundamental principle that only what is measured can be effectively understood and improved.

We were extremely pleased with the participation rate in the initiative's inaugural year and are happy to share that approximately **66.5%** of registrants chose to take part in the initiative.

66.5%

66.5% of registrants chose to take part in the Equity and Inclusion Data Initiative's inaugural year.

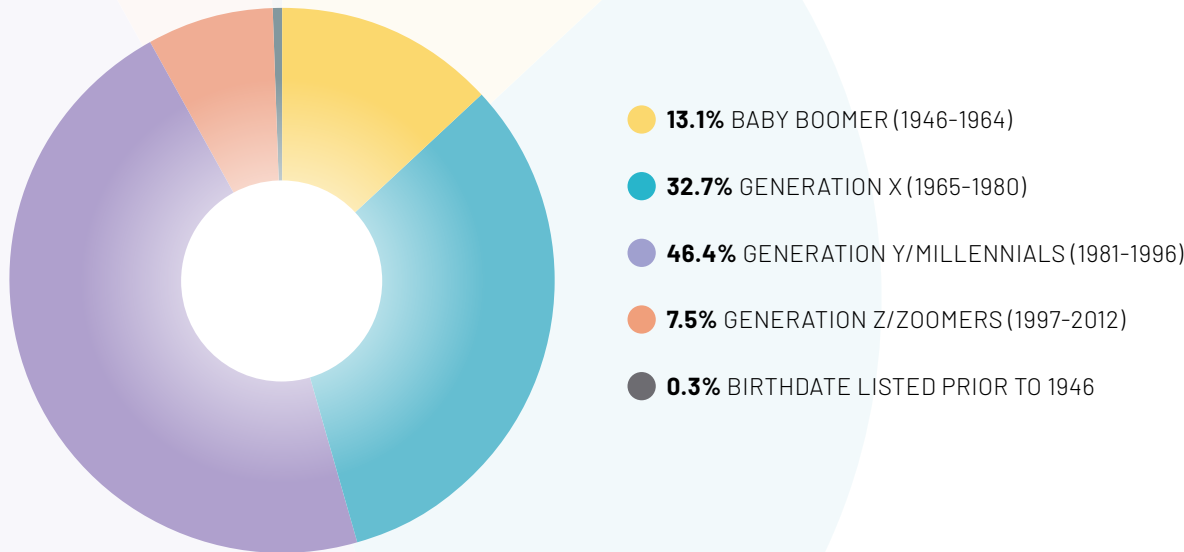
The following insights highlight the key findings and trends from collected data. We acknowledge that these insights do not provide a complete or perfect picture of the demographics of all social workers and social service workers, since participation is voluntary. They serve as an important starting point in understanding the diversity within the professions.

OUR FIRST YEAR IN NUMBERS: WHAT THE DATA REVEALS

18,551

The number of registrants who consented to share their data with the Equity and Inclusion Data Initiative is **18,551**.

AGE OF REGISTRANTS BY GENERATION



INDIGENOUS IDENTITY: ONTARIO COMPARISON

4.4%

2.9%

4.4% of participants identify as First Nations, Métis and/or Inuit

In comparison to the **2.9%** Indigenous population of Ontario (based on the 2021 Canadian Census).

RACIAL IDENTITY

11,560	WHITE (e.g. European descent, British, French, German)
1,235	BLACK (e.g. African, African-Canadian, Afro-Caribbean)
1,159	SOUTH ASIAN (e.g. Bangladeshi, Indian, Pakistani, Sri Lankan)
722	EAST ASIAN (e.g. Chinese, Korean, Japanese, Taiwanese)
551	CARIBBEAN (e.g. Afro-Caribbean, Guyanese, Indo-Caribbean, Jamaican)
358	MIDDLE EASTERN (e.g. Afghan, Arab, Egyptian, Iranian, Israeli, Kurdish, Lebanese)
308	MULTIRACIAL (Please indicate how you self-identify)
284	LATINX (e.g. Hispanic, Latin American)
257	SOUTHEAST ASIAN (e.g. Cambodian, Filipino, Indonesian, Thai, Vietnamese)

RACIAL IDENTITY: ONTARIO COMPARISON

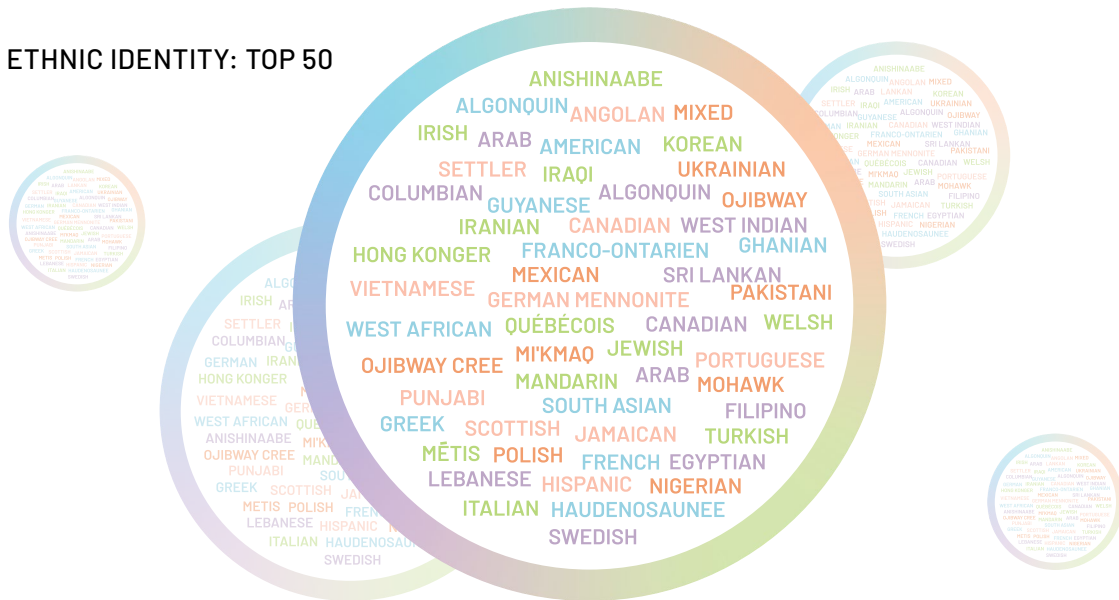
34.4%

26.5%

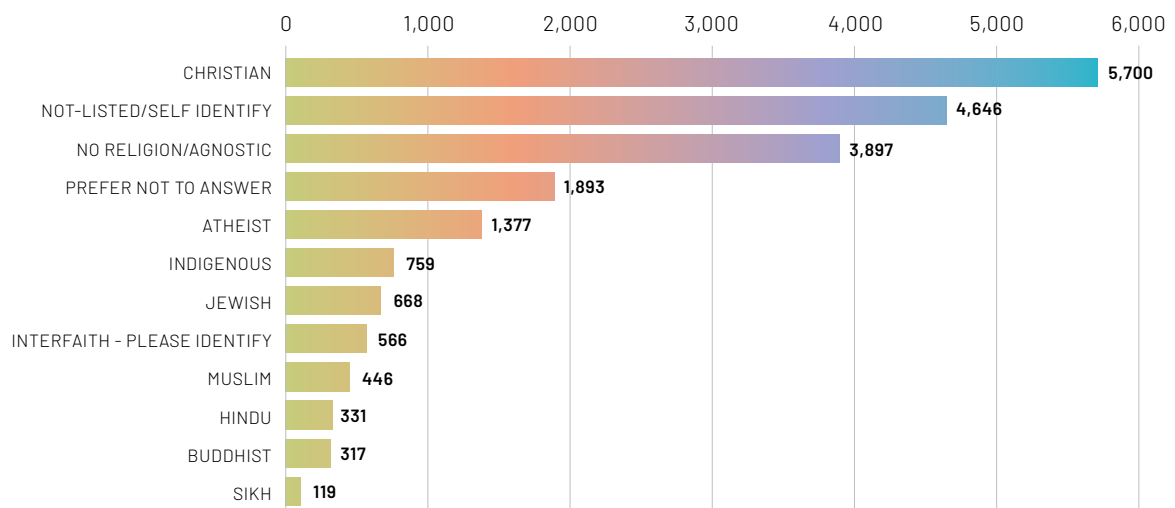
34.4% of participants identify as racialized.

In comparison to the **26.5%** of Ontarians who identify as racialized (based on the 2021 Canadian Census).

ETHNIC IDENTITY: TOP 50



RELIGIOUS AND SPIRITUAL AFFILIATION



LANGUAGES SPOKEN, OTHER THAN ENGLISH OR FRENCH

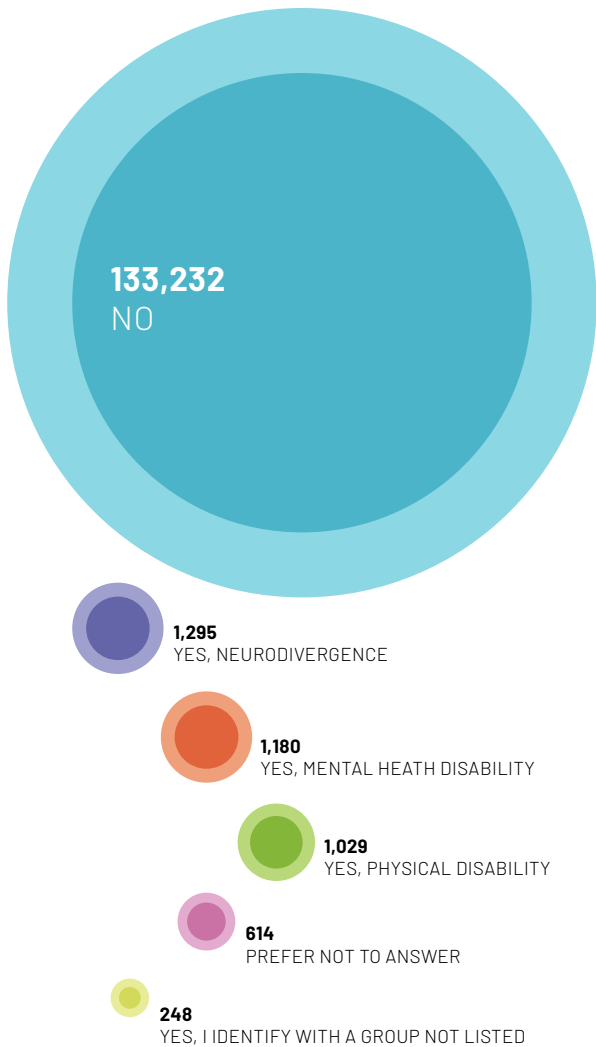
4,281 respondents shared that they could conduct a conversation in a language outside of English or French.

Over 80 languages spoken were listed by participants. The most common languages spoken are:

Spanish	582
Hindi	472
Cantonese	345
Mandarin	285
Malayalam	261
Urdu	218
Italian	214
Punjabi	210
Tamil	202
Portuguese	184
Arabic	147
German	126
Hebrew	121
Farsi/Persian	106

PERSONS WITH A DISABILITY

Participants provided the following information about their disability identity.



DISABILITY TYPES: ONTARIO COMPARISON

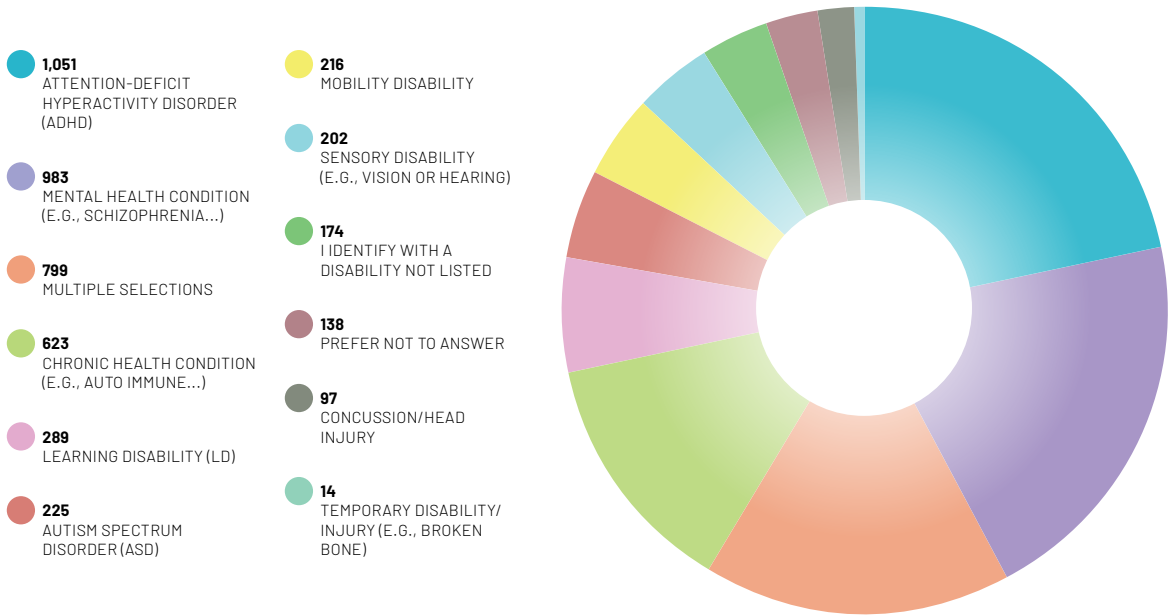


28% of participants identify as living with a disability.

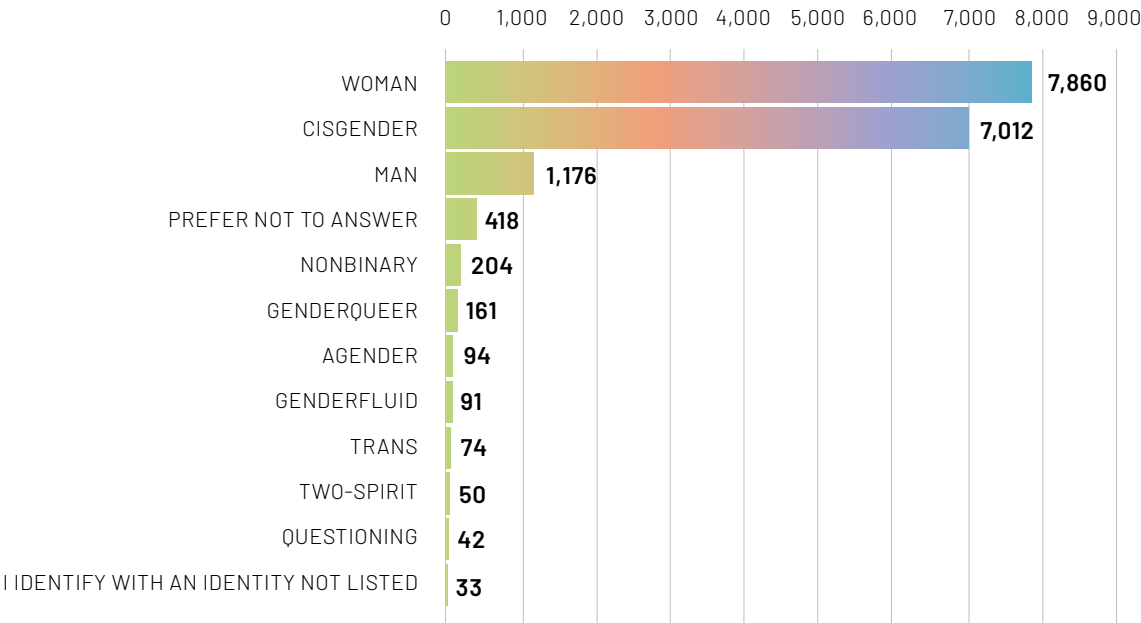
In comparison to the 21% of Ontarians who identify as living with a disability (based on the 2022 Canadian Survey of Disabilities).

TYPES OF DISABILITIES

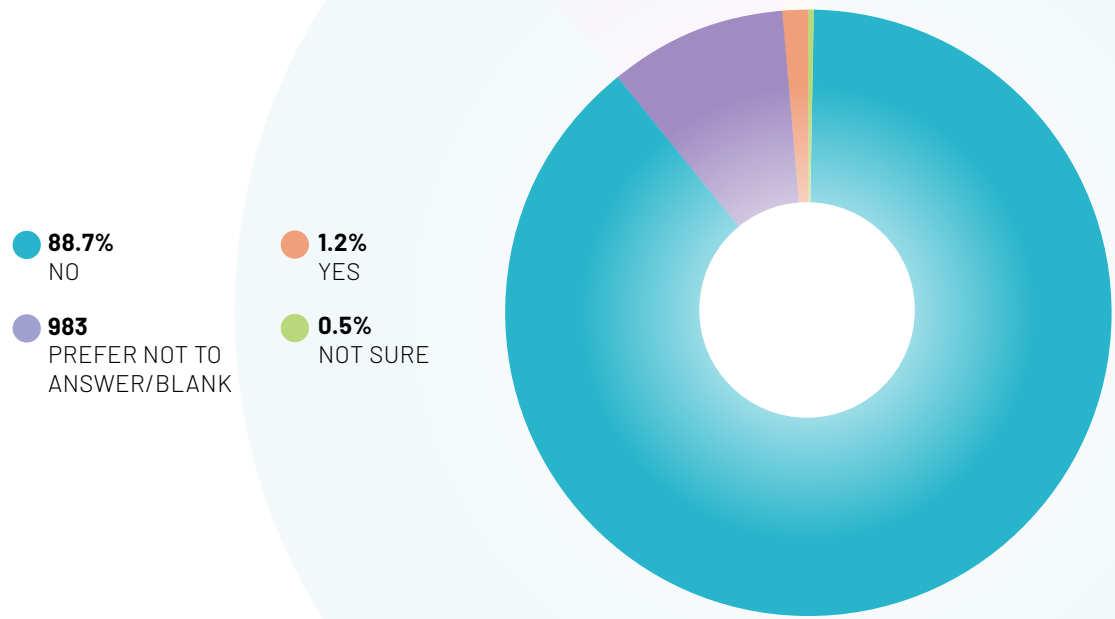
Registrants who participated identified with the following types of disabilities:



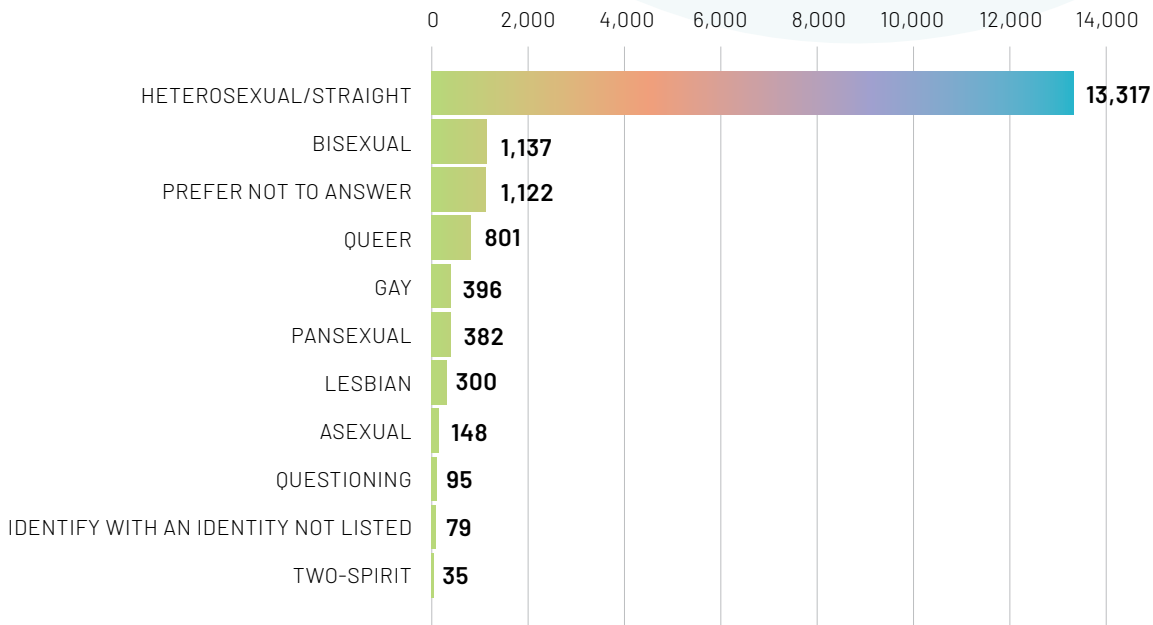
GENDER IDENTITY



TRANSGENDER IDENTITY



SEXUAL ORIENTATION



FROM INSIGHTS TO IMPACT: WHAT'S NEXT FOR THE INITIATIVE

With this initial data, we can begin to collaborate with our engagement groups to address systemic barriers and inform equity initiatives to better serve the Ontario public. Moving forward, the College will:

- Present findings to social work and social service work educators for potential trend analysis between the College's registrant base and their student population;
- Share key findings with our government partners;
- Collaborate with the professional associations, who can advocate for more diverse representation within the professions;
- Seek feedback from registrants as part of our commitment to continuous improvement; and
- Continue to collaborate with Council and the Equity, Diversity and Inclusion Committee to advance meaningful action.

We express our sincere gratitude to all registrants who chose to take part in the Equity and Inclusion Data Initiative. Your data will support the College in evidence-based decision-making and will provide valuable insights into the degree to which the diversity of the Ontario public is reflected in College registration. As we continue this journey, we remain committed to meaningful engagement and collaboration, using this data to better serve the Ontario public.

FINANCIALS

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

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