



LEARN UNLEARN

LEARNING & UNLEARNING

EMBRACING CHANGE



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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 PRESIDENT AND THE REGISTRAR & CEO

### LEARN, UNLEARN. REPEAT. AND GROW.

The past year has brought momentous change – change which has impacted our province, our country and the world as a whole. This change has also inspired us, as the Ontario College of Social Workers and Social Service Workers, to re-examine our regulatory processes and to change the way we engage with our stakeholders.

We sought – and found – new and more responsive ways to fulfill our public protection mandate in 2021. We successfully shifted many of our processes to online systems, to serve Ontarians better amidst the ongoing COVID-19 pandemic. We continued to support our members in practising ethically and professionally, by developing new resources about electronic and anti-racist practice – two vital issues which continue to be at the forefront for our members as

they navigate many challenges in their work. And we regularly and proactively engaged our stakeholders, to ensure they received important information and updates.

As part of our ongoing efforts to increase diversity, equity and inclusion as set out in the 2020-23 Strategic Plan, the College recognized its role in addressing anti-Black and anti-Indigenous racism and other forms of systemic oppression. College members themselves play an integral role in continuing the dialogue around these important social justice issues. As the regulator, we are committed to providing our members with practice resources addressing these issues, while at the same time examining our own role in perpetuating systemic oppression.

We would like to take this moment to thank the College Council for their leadership and dedication. In 2021, we welcomed newly appointed public members of Council Chisanga Chekwe, Carrie McEachran and

# LEARN, UNLEARN

## We sought – and found – new and more responsive ways to fulfill our public protection mandate in 2021.

Alexia Polillo; and newly elected members Christopher McIntosh, RSW, Elayne Tanner, RSW, and Beatrice Traub-Werner, RSW. We say goodbye and thank you to public members Karen Fromm, Faiza Khalid-Khan, RSW, Lisa Kostakis, RSW, and Andy Kusi-Appiah; and elected members Kenta Asakura, RSW, Toulia Kourgiantakis, RSW, and Donald Panton, RSW.

For more information about the activities of the College Council and committees in 2021, please visit the [College website](#).

The learning and unlearning process can be tough, but it is necessary. With Council's oversight, the College is ready for the challenges ahead, and we are grateful to our members and College staff who continue to work diligently to serve and protect Ontarians in often difficult circumstances.

We will continue to learn and unlearn with our stakeholders. And as we do so, we look to the future with determination and hope.



**Mukesh Kowlessar**, RSSW  
President



**Lise Betteridge**, MSW, RSSW  
Registrar & CEO

# REPEAT AND GROW



## AT A GLANCE

### SOCIAL WORKERS AND SOCIAL SERVICE WORKERS IN ONTARIO

**22,314**

SOCIAL WORKERS

**3,471**

SOCIAL SERVICE WORKERS

**26,117**

TOTAL COLLEGE MEMBERS

#### APPLICANTS REGISTERED IN 2021

**2,432** Social Work Applicants Registered (1,160 New Graduates)

**863** Social Service Work Applicants Registered (309 New Graduates)

**3,295** Total Applicants Registered (1,469 New Graduates)

**332**

DUAL MEMBERS

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

# PROTECTING THE PUBLIC

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

**EIGHTEEN**  
REPORTS INVESTIGATIONS WERE CLOSED

**SEVENTEEN**  
NEW INVESTIGATIONS WERE CONSIDERED

**SEVEN**  
SEVEN WRITTEN MANDATORY REPORT DECISIONS AND REASONS WERE ISSUED

**THREE**  
REFERRALS WERE MADE TO THE EXECUTIVE COMMITTEE BY THE FITNESS TO PRACTISE COMMITTEE

**SIX**  
REFERRALS WERE MADE TO THE DISCIPLINE COMMITTEE BY THE EXECUTIVE COMMITTEE

## MANDATORY REPORTS



### Disposition of Reports and Mandatory Reports

- Referral to Discipline Committee: 33%
- Remedial Advice: 28%
- Referral to Fitness to Practise Committee: 17%
- No Further Action: 22%



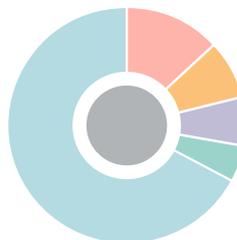
### Issues Raised by Reports and Mandatory Reports

- Documentation: 5
- Incapacity: 5
- Abandonment: 2
- Inadequate Assessment: 2
- Bias: 1
- Fees and Billing: 1
- Confidentiality: 1
- Misrepresentation of Qualifications: 1

- Communication: 6
- Boundaries: 6
- Sexual Misconduct: 6
- Ethical Conduct: 5

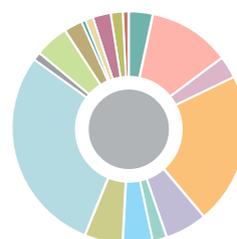
Note: Reports and mandatory reports often raise several social work/social service work issues.

## COMPLAINTS



### Disposition of Complaints

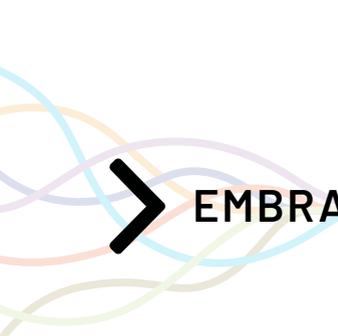
- Remedial Advice: 13%
- Referral to Discipline Committee: 8%
- Complaint Withdrawn: 7%
- Personal Attendance Caution: 5%
- No Further Action: 67%



### Issues Raised by Complaints

- Conflict of Interest: 7
- Documentation: 9
- Ethical Conduct: 48
- Employment Issues: 2
- Fees and Billing: 8
- Inadequate Assessment: 4
- Incompetence: 1
- Misrepresentation of Qualifications: 2
- Scope of Practice: 4
- Sexual Misconduct: 3
- Other: 1

Note: Complaints often raise several social work/social service work issues.



## EMBRACING CHANGE

**Our society faced many challenges in 2021, as we continued to adapt to the ongoing impact of the COVID-19 pandemic and uncovered the painful legacy of Canada’s residential “school” system and other forms of systemic oppression. At the College, the events of the past year have also provided impetus and inspiration to revise our regulatory processes and to re-examine our role as a regulator in light of these ongoing systemic changes.**

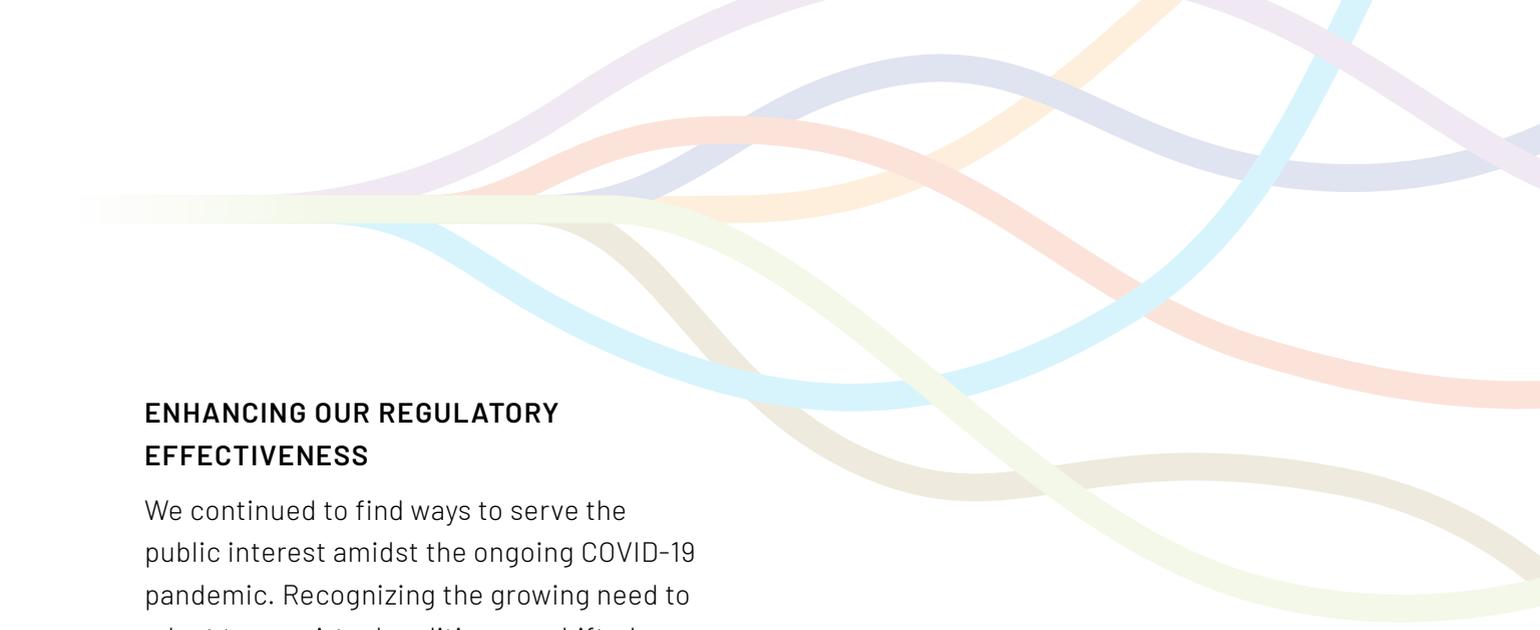
Here are some of the ways we embraced change in 2021:

### **PROTECTING THE PUBLIC INTEREST**

The College is committed to its core mandate of public protection. We continued our successful public awareness campaigns, which direct stakeholders to check our Online Register to ensure the practitioners they are working with are registered members of the College. The campaigns featured online ads as well as advertising on CP24 and in medical offices across Ontario, which helped generate more than 75,000 visits to the Online Register – an increase of 14% over the previous year. As a result of our outreach, we estimate that more than two million Ontario adults are now aware of the College.

Ensuring strong complaints and discipline processes is vital for public protection. As part of our efforts to protect the public against unqualified, incompetent and unfit practitioners, we published seven Discipline Committee decisions and reasons on the College website and member publication *Perspective*, and on the legal database CanLII. One hundred and sixty-four matters were also investigated regarding the illegal use of the protected titles “social worker” and “social service worker,” and the names of five additional unregulated practitioners were posted on our website.

Read more about the composition and work of the College’s Complaints, Discipline, and Fitness to Practise Committees on the [College website](#).



## **ENHANCING OUR REGULATORY EFFECTIVENESS**

We continued to find ways to serve the public interest amidst the ongoing COVID-19 pandemic. Recognizing the growing need to adapt to our virtual realities, we shifted many of our functions to online platforms.

In 2021, we launched an online applicant portal which has made the College's registration process much more accessible for applicants. We also successfully streamlined our complaints process through the introduction of an online complaint form. In December 2021, we redesigned our website – [ocswssw.org](http://ocswssw.org) – to be more user-friendly and accessible to stakeholders. The redesigned website is WCAG 2.0-compliant and includes new features, such as a Resource Room and digital tools so that our stakeholders – the public, members and applicants – find the information and support they need.

The initiatives listed above are 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**

We continued to engage our stakeholders proactively, which included disseminating timely information related to the pandemic. We are always learning from our stakeholders and continue to adapt to their needs and to the broader regulatory landscape. When members reached out with questions about health and safety measures, cross-jurisdictional practice and the provision of virtual services, we strove to support them in their practice by providing practice resources on these issues.

Our communication priorities included reasserting our values, especially as they relate to our commitment to increase diversity, equity and inclusion. We recognized the tragic events of the past year, such as the uncovering of gravesites of Indigenous children on the grounds of former residential "schools," and we condemned all forms of racism and bigotry. These statements reflected our acknowledgement of our responsibility to engage in difficult discussions and to examine how issues of diversity, equity and inclusion fit within the regulatory context.

In 2021, we also continued our strong engagement with the Government of Ontario, which included ongoing discussions around the regulation of Children's Aid Society (CAS) workers.

### **UPHOLDING ETHICAL AND PROFESSIONAL PRACTICE**

The College ensured its members received the professional supports they needed to practise ethically and professionally. In 2021, we provided 3,322 practice consultations to the public, members and employers, on subjects ranging from electronic practice to consent and confidentiality to private practice and more. We also delivered 25 virtual presentations to social work programs, social service work programs and workplaces.

We provided new and updated resources to reflect these changing times. We created practice resources related to anti-racism, electronic practice and members' mandatory reporting obligations. To meet the needs of our members, we updated our resource on medical assistance in dying (MAID) and added an appendix to our *Practice Guidelines for*

*Medication Practices on the Administration of Naloxone*. We also hosted a very successful two-day Annual Meeting and Education Day via livestream that was viewed by more than 2,000 attendees and featured an impactful presentation by Dr. Keith Adamson, RSW, on anti-Black racism in Canada.

We are currently in the midst of a comprehensive review of our Standards of Practice to ensure that the professional standards which guide members' practice are inclusive, relevant and responsive to the current context.

### **DIVERSITY, EQUITY AND INCLUSION**

As part of its 2020-2023 Strategic Plan, the College remains committed to increasing diversity, equity and inclusion as they relate to the materials we develop and to our organizational practices and processes.

To assist us in moving forward on this strategic priority, the College established a Diversity, Equity and Inclusion (DEI) Task Group. The DEI Task Group has already made

# U N L E A R N

some important decisions, including the development of a draft Equity Tool to review the College's bylaws, policies and materials, consideration of an action plan to increase engagement with Indigenous communities and recommendations for the collection of race-based and other demographic data from members on a voluntary basis as part of the renewal process.

In 2021, we prioritized the creation of resources related to diversity, equity and inclusion for our members. These new resources included a video conversation with Cheryl McPherson, RSW, on ethical and competent responses to anti-Indigenous racism, discussing the intersection of social work and social service work practice and Indigenous worldviews. This seven-part interview covers relevant subjects such as police involvement in mental wellness checks, and land acknowledgements.

We are also working on improving ourselves. Over the past year, we hosted educational sessions for staff and are currently conducting work with experts to enhance diversity, equity and inclusion within the College, including the development of an organizational statement.

Learn more about the [DEI Task Group](#).

## **HOLDING MEMBERS ACCOUNTABLE**

As part of our public protection mandate, we ensure that members are qualified and current in their practice, and that they continue to learn on an ongoing basis.

The College's Continuing Competence Program (CCP) is mandatory for all members of the College, except those holding a retired class of certificate of registration. Its primary purpose is to promote quality assurance with respect to the practice of the professions of social work and social service work, and to encourage members to enhance their practice in an ongoing way. As part of the 2021 CCP, members were required to review resources related to anti-Black racism, accountability and electronic practice. The CCP had a 97% completion rate.

# STRATEGIC PLAN

As part of its commitment to protect the public interest, the College established the following four priorities in its 2020-2023 Strategic Plan:

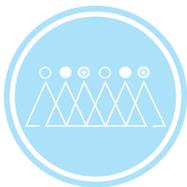


Learn more about the College's 2020-2023 Strategic Plan by visiting [our website](#).

## > DEI TASK GROUP

The Diversity, Equity and Inclusion (DEI) Task Group was established in June 2021 to assist the College in moving forward on its commitment to increase diversity, equity and inclusion – a key priority in the College’s 2020-2023 Strategic Plan.

**112** EXPRESSIONS OF INTEREST  
RECEIVED TO JOIN THE  
DEI TASK GROUP



PROVIDED INPUT AS A FOCUS GROUP AS PART OF THE STAKEHOLDER CONSULTATION ON THE REVIEW THE STANDARDS OF PRACTICE

CREATED AN ACTION PLAN TO INCREASE ENGAGEMENT WITH **INDIGENOUS** COMMUNITIES



PROVIDED ADVICE TO MAKE THE LAND ACKNOWLEDGEMENT AT COUNCIL MEETINGS PERSONAL AND MEANINGFUL

PRODUCED RECOMMENDATIONS FOR A **MEMBER CENSUS** DATA COLLECTION POLICY

**5**

MEETINGS HELD IN 2021

DEVELOPED A **DRAFT EQUITY TOOL** TO REVIEW BYLAWS, POLICIES AND MATERIALS

Learn more about the DEI Task Group by visiting our [website](#).



## 2020-21 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 2021, please visit [our website](#).

### COLLEGE COUNCIL (AS OF DECEMBER 31, 2021)



**Amanda Bettencourt,**  
RSSW



**Chisanga Chekwe,**  
Public Member



**Charlene Crews,**  
RSSW



**Angèle Desormeau,**  
RSSW



**John Fleming,**  
Public Member



**Judy Gardner,**  
RSSW



**Sanjay Govindaraj,**  
RSW



**Shelley Hale,**  
RSSW



**Frances Keogh,**  
RSW



**Mukesh Kowlessar,**  
RSSW



**Carrie McEachran,**  
Public Member



**Christopher McIntosh,**  
RSW



**Pamela Murphy,**  
Public Member



**Alexia Polillo,**  
Public Member



**Lisa Seburn,**  
RSW



**Déirdre Smith,**  
Public Member



**Elayne Tanner,**  
RSW



**Beatrice Traub-Werner,**  
RSW



**Durel Williams,**  
RSW

**Absent: Sue-Ellen Merritt,**  
RSSW

### NON-COUNCIL MEMBERS

**Greg Clarke,** RSSW

**Dave McWilliams,** RSSW

**Aleem Punja,** RSW

**Rita Silverthorn,** RSW

**Delia Sinclair Frigault,** RSW

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and Social Service Workers

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Fax: 416.972.1512

**[ocswssw.org](http://ocswssw.org)**



**FINANCIALS**

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

**SUMMARY FINANCIAL STATEMENTS**

**DECEMBER 31, 2021**

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

## **SUMMARY FINANCIAL STATEMENTS**

**DECEMBER 31, 2021**

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## **REPORT OF THE INDEPENDENT AUDITORS ON THE SUMMARY FINANCIAL STATEMENTS**

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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, 2021, the summary statement of operations, and the summary statement of 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 for the year ended December 31, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria disclosed in Note 2 to the summary financial statements.

### ***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 14, 2022.

### ***Management's Responsibility for the Summary Financial Statements***

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in Note 2 to the summary financial statements.

### ***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  
May 10, 2022

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

**SUMMARY STATEMENT OF FINANCIAL POSITION**

**At December 31**

**2021**

**2020**

**ASSETS**

**Current**

Cash	\$ 4,285,480	\$ 4,584,285
Short-term investments	6,042,689	4,695,658
Interest receivable	10,231	12,927
Prepaid expenses and sundry	190,829	158,066
Government funding receivable	-	82,542

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**10,529,229**      **9,533,478**

<b>Long-term investments</b>	<b>2,537,621</b>	<b>2,501,941</b>
<b>Equipment and leasehold improvements</b>	<b>433,307</b>	<b>423,393</b>
<b>Computer software</b>	<b>419,267</b>	<b>493,081</b>

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**\$ 13,919,424**      **\$ 12,951,893**

**LIABILITIES**

**Current**

Accounts payable and accrued liabilities	\$ 686,912	\$ 484,495
Deferred revenue	5,689,645	5,789,584

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**6,376,557**      **6,274,079**

**Commitments and contingencies**

**NET ASSETS**

<b>Net assets invested in equipment, leasehold improvements and computer software</b>	<b>852,574</b>	<b>916,474</b>
<b>Unrestricted net assets</b>	<b>6,690,293</b>	<b>5,761,340</b>

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**7,542,867**      **6,677,814**

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**\$ 13,919,424**      **\$ 12,951,893**

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**

		Net assets invested in equipment, leasehold improvements and computer software	Unrestricted		<b>2021</b>		2020
Balance, beginning of year	\$	916,474	\$ 5,761,340	\$	<b>6,677,814</b>	\$	5,369,292
Excess (deficiency) of revenue over expenses		(338,185)	1,203,238		<b>865,053</b>		1,308,522
Inter fund transfer - invested in equipment, leasehold improvements and computer software		274,285	(274,285)		-		-
Balance, end of year	\$	852,574	\$ 6,690,293	\$	<b>7,542,867</b>	\$	6,677,814

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

**SUMMARY STATEMENT OF OPERATIONS**

**Year ended December 31**

**2021**

**2020**

**Revenue**

Registration fees	\$	<b>8,583,975</b>	\$	7,924,567
Application fees		<b>348,700</b>		232,700
		<b>8,932,675</b>		8,157,267

**Expenses**

Salaries and benefits		<b>4,651,422</b>		4,146,071
Legal		<b>1,101,998</b>		757,504
Premises rent		<b>784,557</b>		818,717
Leasing and maintenance		<b>399,079</b>		169,968
Advertising and promotion		<b>336,639</b>		232,112
Consulting		<b>239,803</b>		249,670
Bank charges		<b>179,930</b>		180,659
Council and committee meetings		<b>106,246</b>		44,198
Professional development		<b>73,913</b>		64,730
Office supplies		<b>64,067</b>		62,819
Website		<b>52,650</b>		24,820
Audit and accounting		<b>42,155</b>		38,646
Telephone		<b>40,052</b>		38,184
Insurance		<b>33,649</b>		29,967
Translation		<b>28,262</b>		27,150
Printing and stationary		<b>16,941</b>		18,499
Postage and courier		<b>13,997</b>		23,108
Election		<b>9,485</b>		19,446
Amortization of equipment, leasehold improvements, and computer software		<b>338,185</b>		299,272
		<b>8,513,030</b>		7,245,540

<b>Excess of revenue over expenses before other income</b>		<b>419,645</b>		911,727
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**Other income (expenses)**

Gain (loss) on investments		<b>247,563</b>		(8,433)
Investment income		<b>152,818</b>		197,865
Government funding		<b>45,027</b>		207,363
		<b>445,408</b>		396,795

<b>Excess of revenue over expenses</b>	\$	<b>865,053</b>	\$	1,308,522
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**ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL  
SERVICE WORKERS  
NOTES TO SUMMARY FINANCIAL STATEMENTS  
DECEMBER 31, 2021**

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**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. Registration remains valid so long as the College continues to fulfil the requirements of the Act 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 Ontario College of Social Workers and Social Service Workers for the year ended December 31, 2021, 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.