



Ontario College of  
Social Workers and  
Social Service Workers

annual report 2009

promoting  
professionalism



The Continuing Competence Program is intended to be feasible, accessible and meaningful for all College members.



We continue to look at new and effective ways in which to make our membership services easily accessible and to communicate with you in a timely and effective way.



The comments and suggestions received from our members, as well as input from our stakeholders, provided a basis upon which the strategic plan was formulated.

## joint message from the president and registrar

Having celebrated the 10th anniversary of the passing of the *Social Work and Social Service Work Act* in 2008, 2009 was a year in which the College took a change of direction. With a strong internal foundation having been established, it was time for us to look outward and develop new objectives for the College over the next three years.

The year began with Council taking part in a facilitated strategic planning session which laid out the direction of the College from 2009-2011. Four strategic priorities were developed: member education, stakeholder and public engagement, sustainable membership and effective governance.

Member education clearly identifies the need for the College to promote excellence in practice for our members and in April 2009, the Continuing Competence Program (CCP) was introduced. The CCP was the result of several years of consultation with members and stakeholders and we are extremely proud of this accomplishment. The format of the program ensures it is attainable and accessible to all members.

Throughout 2009, several other initiatives were introduced, including Practice Guidelines and online member services. These projects, along with the introduction of the CCP, provide members with the tools they need to enhance their practice.

We were also pleased to be part of the newly formed Canadian Council of Social Work Regulators, the first-ever national association of provincial social work regulatory authorities.

September 2009 brought about changes to the College Council with the election of Mukesh Kowlessar, RSSW as President. Council members Sue-Ellen Merritt, RSSW, Mary Ciotti, RSW and Joanne Turner, RSW reached their 10-year maximum term and we would like to thank them for their hard work and dedication over the years.

As the year came to a close, we engaged the services of a leading public relations agency to assist us in developing a public awareness campaign to increase awareness of the College and promote a better understanding of what our members do. We look forward to reporting on this initiative in next year's report.

As you can see, 2009 was yet another busy year for both Council and staff and we thank them for their time and commitment. With a solid strategic plan to guide us along, we are now entering a new phase in the College's development — and it's one we hope to carry out with support and input from you, our members.

**Mukesh Kowlessar**, RSSW  
President

**Glenda McDonald**, M.S.W., RSW  
Registrar and Chief Executive Officer



## Executive Committee

**Mukesh Kowlessar**, RSSW, President

- The Executive Committee meets monthly and provides leadership to Council and facilitates its efficient and effective functioning.
- In addition to acting on behalf of Council, the Executive Committee receives and reviews reports from the investigation of mandatory reports concerning the conduct or actions of College members and makes referrals to the Discipline and Fitness to Practise Committees of the College.
- The Committee's statutory mandate also includes the approval of the Registrar's appointment of investigators.
- In 2009, the Executive Committee met on a monthly basis and led Council through its fifth strategic planning process. The majority of other matters considered by the Executive Committee have been reported elsewhere in this Annual Report.

## Mandatory Report Statistics

To December 31, 2009

- Total Reports Received — 85 reports received, with 10 reports received in 2009.
- 65 completed, including five referrals to the Discipline Committee.

## Discipline Committee

**Greg Clarke**, RSSW, Chair

- To December 31, 2009, the Committee received 18 referrals of professional misconduct on the part of 17 members of the College, completed 11 pre-hearing conferences, and 12 hearings, including one hearing to remove terms, conditions and limitations previously imposed on a member's certificate of registration.
- As ordered by the Committee, summaries of the Committee's issued decisions have been published in the College's newsletter, *Perspective*, and on the College's website.



# college council

**John Pretti**  
RSW

**Geneviève Côté**  
RSW

**Zita Devan**  
Public Member

**Greg Clarke**  
RSSW

**Lisa Barazzutti**  
Public Member

**Irene Comfort**  
RSSW

**Mukesh Kowlessar**  
RSSW

## Fitness to Practise Committee

**Greg Clarke**, RSSW, Chair

- To December 31, 2009, there have been no referrals to the Fitness to Practise Committee.

## Complaints Committee

**Zita Devan**, Public Member, Chair

- To December 31, 2009, the College has received 425 complaints, 59 of which were received in 2009, and the Committee has disposed of 352 complaints.

## Registration Appeals Committee

**Mary Ciotti**, RSW, Chair

- 14 files were reviewed and 10 decisions were issued.
- Four decisions were approved in principle.
- 20 requests for review were received in 2009.
- To December 31, 2009, 13 requests were waiting for review.
- The Committee completed an Orientation and Procedure Manual and conducted an orientation session for new committee members.



## college council

**Danny Gillard**  
RSSW

**Beatrice Traub-Werner**  
RSW

**Rachel Birnbaum**  
RSW

**Henk Van Dooren**  
RSW

**Lily Oddie**  
Public Member

**Roman Delicart**  
RSSW

## committee reports

### Election Committee

**Sylvia Pusey**, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and participated in a training program with scrutineers.
- Election bylaw No. 36 was amended to specify that Council members who will reach the ten-year maximum during their three-year term will not be eligible to seek re-election to Council.
- The 2009 election was held on May 28, 2009 in district four with a total of 10 candidates competing for four positions.
- Henk Van Dooren and Angela Yenssen were elected as social workers and Roman Delicart and Irene Comfort were elected as social service workers.

### Standards of Practice Committee

**John Pretti**, RSW, Chair

- The Committee launched the Continuing Competence Program in April 2009.
- Practice Guidelines for Medication Practices, Custody and Access Assessments, and Consent and Confidentiality with Children and Youth were finalized following consultation with members and stakeholders and were approved by Council in May 2009. They took effect on September 1, 2009.

### Finance Committee

**Anita Gupta**, Public Member, Chair

- The Committee met with the College's long-term investment portfolio manager to review the College's current financial portfolio and to determine if the College should revisit the recommended revisions to the long-term investment policy.
- The Committee reviewed the draft budget for 2010 which was approved by Council on November 27, 2009.



## college council

**Norman MacLeod**  
Public Member

**Kim Lewis**  
RSSW

**Susan Clark**  
Public Member

**Jack Donegani**  
RSSW

**Angela Yenssen**  
RSW

**Sylvia Pusey**  
Public Member

**Michael Kopot**  
RSW

Absent:  
**Anita Gupta**  
Public Member

Also absent are the following  
Council members with terms  
ending in 2009:

**Mary Ciotti**  
RSW

**Sue-Ellen Merritt**  
RSSW

**Joanne Turner**  
RSW

- The Committee initiated preliminary discussions regarding developing a new business plan for the College since the current plan ends December 31, 2010.
- The Committee discussed the possibility of establishing an external Audit Committee and will explore this further in 2010.

## Nominating Committee

**Rachel Birnbaum, RSW, Chair**

- The Committee held an orientation in August 2009 to review the statutory requirements regarding membership on the statutory committees and the requirements of membership for those non-statutory committees set out in by-law. The Committee also reviewed the process by which it makes decisions regarding the recommendations made to Council.
- At the September 2009 Council meeting, the Committee made recommendations to Council on the appointment of members and chairs to each of the statutory and non-statutory committees.

## Governance Committee

**Danny Gillard, RSW, Chair**

- No matters were referred to the Governance Committee in 2009.

## non-council committee members

The following individuals are currently active as non-Council committee members or completed their terms in 2009:

**Kathleen Al-Zand, RSW**  
Standards of Practice Committee

**Linda Chodos, RSW**  
Standards of Practice Committee

**Mary Ciotti, RSW**  
Registration Appeals Committee

**Gary Cockman, RSW**  
Discipline & Fitness to Practise  
Committees

**Kenneth Gordon, RSW**  
Standards of Practice Committee

**Suzanne Hainer, RSW**  
Standards of Practice Committee

**Shelley Hale, RSW**  
Standards of Practice Committee

**Paula Klein, RSW**  
Discipline & Fitness to Practise  
Committees

**Beth McCarthy, RSW**  
Complaints Committee

**Sue-Ellen Merritt, RSW**  
Complaints Committee

**John Newman, RSW**  
Standards of Practice Committee

**Glenn Thompson, RSW**  
Finance Committee



## executive committee

**Jack Donegani**  
RSSW

**Rachel Birnbaum**  
RSW  
First Vice-President

**Mukesh Kowlessar**  
RSSW  
President

**Lisa Barazzutti**  
Public Member

**Susan Clark**  
Public Member  
Second Vice-President

**John Pretti**  
RSW

# 2009 accomplishments

## Response to Legislation

- Attended consultation meetings with the Ministry of Health and Long-Term Care regarding changes to the role of Community Care Access Centres under the *Long-Term Care Act, 1994*.
- Submitted a response to the first set of draft regulations under the *Long-Term Care Homes Act, 2007*.
- Attended an *Accessibility for Ontarians with Disabilities Act* public consultation meeting in October 2009.
- Made an oral and written presentation to the Standing Committee on Social Policy regarding the *Regulated Health Professions Statute Law Amendment Act, 2009*.

## Professional Practice and Education

- Introduced the Continuing Competence Program (CCP) for members in April 2009.
- Created an on-demand webcast that provides an overview of the CCP.
- Conducted six educational sessions across the province regarding the CCP.

- Hosted over 500 members at the 2009 Annual Meeting and Education Day.
- Introduced the following practice guidelines which came into effect on September 1, 2009: Custody and Access Assessments, Medication Practices and Consent and Confidentiality with Children and Youth.
- Created a Pandemic Plan for College members and staff along with an article "*Pandemic Planning: What Are My Obligations?*"

## Communications and Marketing

- Held forums in four cities around the province to introduce the Continuing Competence Program and update members on the strategic priorities of the College.
- Distributed an online communications survey to members to gauge the effectiveness of the College's communications.
- Began work on re-designing the College's website.
- Distributed *Perspective* newsletter to members and stakeholders in May and November.
- Distributed nine eBulletins between issues of the newsletter.



## college staff

Bob MacWhirter

Trudy Langas

Lisa Loiselle

Phil Walsh

Lynda Belouin

Barbara Feller

Frances Ma

Anne Vezina

Mindy Coplevitch

Pamela Blake

Anastasia Kokolakis

Angella Rose

- Conducted information sessions to members and students across the province in cities such as Ottawa, London, Belleville and Hamilton.
- Engaged a public relations agency to implement a multi-faceted public awareness campaign beginning in 2010.

## Membership and Registration

- Registered 1,040 social work members and 263 social service work members, including 633 new graduates.
- Attained a 95% rate of renewal of College members.
- Introduced an online renewal system in the fall of 2009.
- Completed our first annual Fair Registration Practices Reports for submission to the Office of the Fairness Commissioner.
- Began the first registration practices audit required under the *Fair Access to Regulated Professions Act, 2006*.
- Worked closely with the Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities regarding the implementation of the *Ontario Labour Mobility Act*.

## Stakeholder Relations

- Joined the newly formed Canadian Council of Social Work Regulators, the first national association of provincial social work regulatory authorities.
- Attended new board member training offered by the Association of Social Work Boards (ASWB).
- Participated in the social work practice analysis task group of ASWB.
- Held meetings with representatives from the Ministry of Community and Social Services, Ministry of Training, Colleges and Universities and the Office of the Fairness Commissioner.
- Met with representatives from other regulatory bodies regarding the regulation of psychotherapy.

## Complaints and Discipline

- Received 59 new complaints and 10 new mandatory reports.
- Considered 81 complaints.
- Issued 55 complaints decisions and reasons.
- Considered and issued decisions in eight mandatory reports, and two reports.
- Completed three pre-hearing conferences and four discipline hearings.



## college staff

Tracy Raso

Lise Betteridge

Nadira Singh

Eva Yueh

Cristian Sandu

Ema Sevdina

Susanne Pacheco

Yvonne Armstrong

Pat Lieberman

Marlene Zagdanski

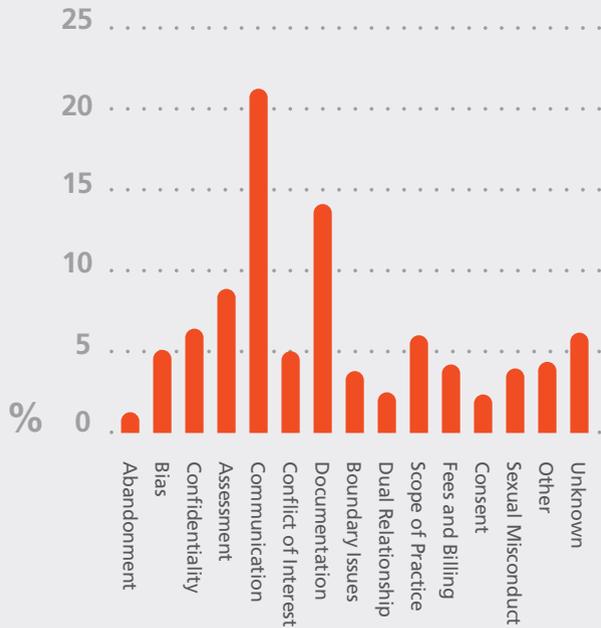
Glenda McDonald

Absent: Elaine Hall, Catherine Painter

## Issues Raised by Complaints

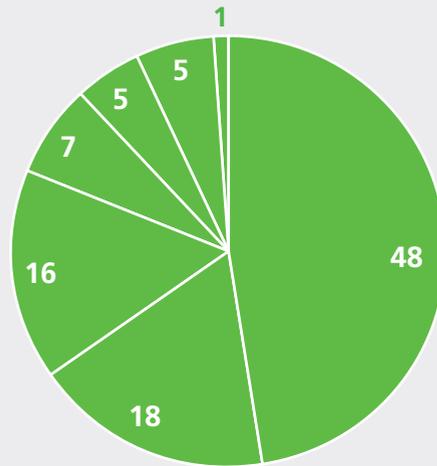
NB: Complaints often raise several social work/ social service work issues

● Social Work / Social Service Work Issue



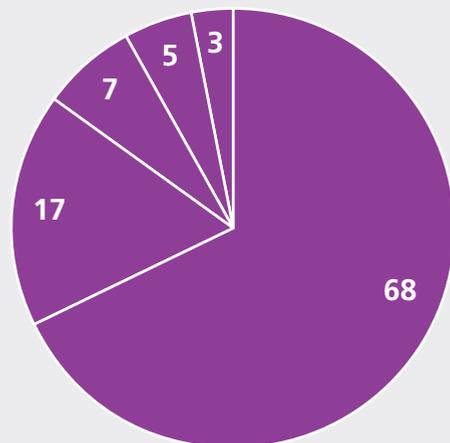
## Disposition of Complaints

NB: The numbers below represent those matters that have been disposed of at the end of 2009.



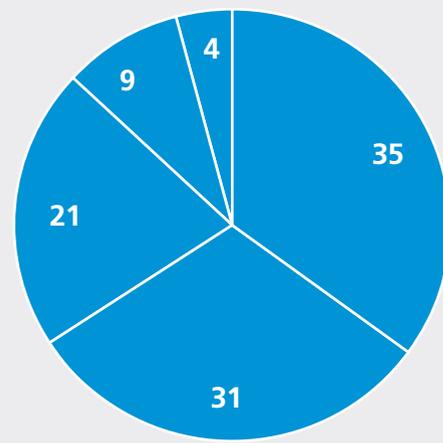
No Referral to Discipline or Fitness to Practise Committee	48%
No Jurisdiction	18%
Remedial Advice	16%
Complaint Withdrawn	7%
Appearance to be Cautioned	5%
Referral to Discipline Committee	5%
Frivolous, Vexatious or an Abuse of Process	1%

## Primary Employment Function Registered Social Workers



Clinical Practice	68%
Management/Administration, Policy Planning/Analysis, Program Design/ Evaluation and Consultation	17%
Community Organization/Development	7%
Research, Education/Training	5%
Unemployed	3%

## Primary Employment Function Registered Social Service Workers



Clinical Practice	35%
Community Organization/Development	31%
Management/Administration, Policy Planning/Analysis, Program Design/ Evaluation and Consultation	21%
Research, Education/Training	9%
Unemployed	4%

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

We have audited the statement of financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2009 and the statements of operations, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at December 31, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



Chartered Accountants • Licensed Public Accountants  
Toronto, Canada • March 10, 2010

### Statement of Financial Position

At December 31	2009	2008
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$ 1,701,636	\$ 1,669,701
Short-term investments (Cost—\$4,356,004; 2008 \$3,745,067)	4,442,416	3,842,761
Prepaid expenses and sundry	29,451	31,139
	<b>6,173,503</b>	<b>5,543,601</b>
<b>Long-term investments</b>	<b>4,446,160</b>	<b>5,213,465</b>
<b>Equipment and leaseholds</b>	<b>381,242</b>	<b>510,086</b>
	<b>\$ 11,000,905</b>	<b>\$ 11,267,152</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued charges	\$ 50,348	\$ 26,129
Deferred revenue	1,761,026	1,864,253
	<b>1,811,374</b>	<b>1,890,382</b>
<b>Commitments</b>		
<b>NET ASSETS</b>		
<b>Net assets invested in equipment and leaseholds</b>	<b>381,242</b>	<b>510,086</b>
<b>Unrestricted net assets</b>	<b>8,808,289</b>	<b>8,866,684</b>
	<b>9,189,531</b>	<b>9,376,770</b>
	<b>\$ 11,000,905</b>	<b>\$ 11,267,152</b>

### Statement of Operations

Year ended December 31	2009	2008
<b>Registration and application fees</b>	<b>\$ 3,478,740</b>	<b>\$ 4,142,845</b>
<b>Expenses</b>		
Salaries and benefits	2,216,325	2,064,559
Premises rent	271,193	269,356
Legal	185,049	173,733
Council and committee meetings	177,082	190,492
Advertising and promotion	160,746	189,329
Consulting	100,936	478,723
Bank charges	98,210	88,532
Postage and courier	118,099	82,272
Office supplies	58,509	47,226
Printing and stationery	57,886	32,334
Insurance	27,310	28,311
Professional development	44,154	53,710
Leasing and maintenance	40,232	60,885
Election	30,443	97,319
Website	22,659	3,817
Telephone	22,524	20,016
Audit and accounting	16,742	18,365
Translation	13,671	11,280
Drafting regulations and bylaws	4,414	3,720
Amortization	187,588	185,315
	<b>3,853,772</b>	<b>4,099,294</b>
<b>Excess (deficiency) of revenue over expenses before other income</b>	<b>(375,032)</b>	<b>43,551</b>
<b>Other income (expenses)</b>		
Interest	187,793	856,657
Loss on disposal of equipment	—	(3,693)
	<b>187,793</b>	<b>852,964</b>
<b>Excess (deficiency) of revenue over expenses</b>	<b>\$ (187,239)</b>	<b>\$ 896,515</b>

Complete audited statements are available from the office of the Registrar.

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

Ontario College of Social Workers and Social Service Workers

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