

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

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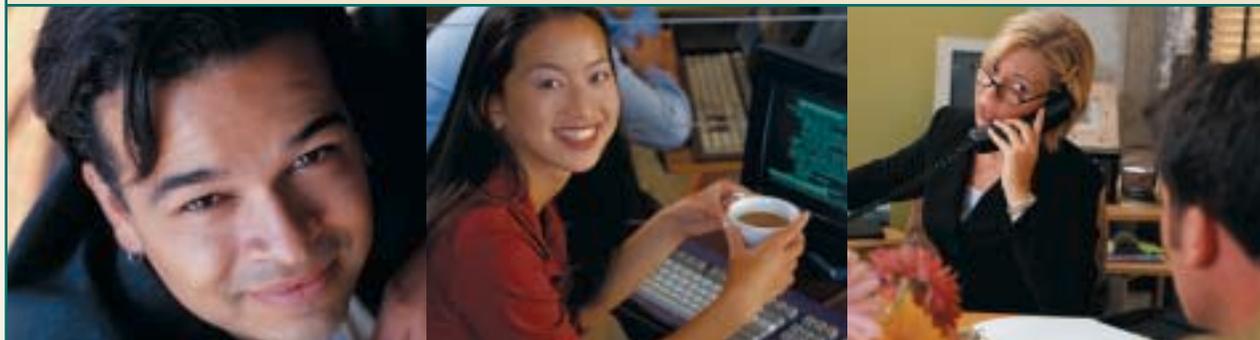
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# The Ontario College of Social Workers and Social Service Workers



## Progress on Priorities



Annual Report 2002



Ontario College of  
Social Workers and  
Social Service Workers

# Mission Statement

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

# Vision Statement

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



# 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:

## Respect

- Every individual has the right to be treated with dignity and respect.
- Diversity of perspectives and cultures are recognized and valued.
- Social workers, social service workers and public members are equally represented on Council and their contributions to the College are valued.

## Fairness and Transparency

- The College strives to provide services that are accessible and available within Ontario.
- The College's communication with stakeholders is clear.
- Policies and processes are transparent and reflect openness, quality and consistency.

## Efficiency and Effectiveness

- Issues are addressed and activities are conducted in an effective, timely and efficient manner.

## Leadership and Accountability

- The College offers responsible and responsive leadership.
- The College is guided by a strategic plan and is fiscally responsible in its operations.
- Policies and services are evaluated regularly.
- Council and staff are credible, knowledgeable and consistent in implementing policies that demonstrate accountability to the public.

## Ethical Conduct

- Council and staff follow an established code of conduct that is consistent with the ethical values of the professions.

## Caring Communities

- The College contributes to creating caring communities through its accountability to the public.



# Auditor's Report

We have audited the statement of financial position of The Ontario College of Social Workers and Social Service Workers as at December 31, 2002 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the entity'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 entity as at December 31, 2002 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

*Soberman Isenbaum & Colomby LLP*

SOBERMAN ISENBAUM & COLOMBY LLP  
Chartered Accountants

Toronto, Canada  
January 29, 2003

## Statement of Financial Position

At December 31	2002	2001
<b>Assets</b>		
<b>Current</b>		
Cash	\$1,107,869	\$1,726,555
Short-term investment	2,000,000	-
Interest receivable	24,825	-
Prepaid expenses and sundry	10,628	12,428
	3,143,322	1,738,983
<b>Capital assets</b>		
	604,518	698,041
	\$3,747,840	\$2,437,024
<b>Liabilities</b>		
<b>Current</b>		
Accounts payable and accrued charges	\$46,851	\$79,914
Deferred revenue	1,671,213	1,195,105
	1,718,064	1,275,019
<b>Commitments</b>		
<b>Net Assets</b>		
Net assets invested in capital assets	604,518	698,041
Unrestricted net assets	1,425,258	463,964
	2,029,776	1,162,005
	\$3,747,840	\$2,437,024

## Statement of Operations

Year ended December 31	2002	2001
Registration and application fees	\$3,310,215	\$3,003,557
<b>Expenses</b>		
Salaries and benefits	1,063,828	892,889
Legal	318,728	267,169
Council and committee meetings	154,514	102,602
Premises rent	140,239	149,406
Printing and stationery	120,838	57,139
Postage and courier	86,860	47,237
Election	48,019	6,705
Consulting	46,842	51,886
Advertising and promotion	44,810	9,559
Bank charges	38,373	26,493
Standards consultation	36,364	-
Leasing and maintenance	32,899	38,797
Drafting regulations and bylaws	31,368	5,290
Web site	28,975	4,088
Office supplies	28,353	23,307
Newsletter	24,177	1,547
Insurance	18,671	13,691
Audit and accounting	18,414	14,794
Professional development	16,827	4,176
Telephone	14,098	16,450
Travel	11,907	12,540
Develop registration process	11,383	44,510
Communications to establish the College	3,371	-
Translation	1,653	10,972
Mediation	-	307
Amortization of tangible assets	142,118	89,767
	2,483,629	1,891,321
Excess of revenue over expenses before other income	826,586	1,112,236
<b>Other income</b>		
Interest	32,861	-
Other	8,324	600
	41,185	600
Excess of revenue over expenses	\$867,771	\$1,112,836

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



**Diane  
Thompson**  
President

## President's Message

I am very pleased to report to you on the activities of the College for the year 2002 and the progress of the College in fulfilling its primary mandate of serving and protecting the public interest. The mandate is achieved through the regulation of the practice of social workers and social service workers by developing registration requirements and standards of practice against which members of the College are held accountable through a complaints and discipline process. The Council of the College determines strategic directions and priorities through an annual strategic planning process. I am pleased to comment on the College's Progress on Priorities.

Council identified the following strategic priority categories: Registration, Communication/Promotion, Governance/Infrastructure, Standards of Practice & Education, Regulation & Legislation and Mandate & Operations. Task groups were struck to undertake specific tasks required in each of these categories. The Communication/Promotion priority was identified for immediate attention resulting in the hiring of a Communication Manager. Council also approved a communication policy and plan, the development and distribution of the first issue of the College newsletter, *Perspective*, and the re-design of the College Web site. We feel that effective communication not only reflects core values of transparency, accountability and inclusiveness, but also that it is a primary and necessary function in serving and protecting the public interest.

The Governance and Infrastructure task group continued with its work of developing foundational policies to guide and direct the operations of the College. In addition to the communications policy, other policies approved by Council included a Delegation policy, Budget policy, Council/Staff relations policy and Human Resources policy, as well as role descriptions for Council members, Committee chairs, non-Council Committee members, Committees/Task Groups, Registrar/CEO and the Executive Committee. Legislation considerations occupied the attention of the College and Council throughout 2002. The College continues to monitor the HPRAC (Health Professions Regulatory Advisory

Council) report *Adjusting the Balance: A Review of the Regulated Health Professions Act*. A submission was also made concerning the draft Privacy of Personal Information Act, 2002 (PPIA) about content that might impact members. Draft bylaws and a work plan were developed relating to members practising through professional corporations as a result of amendments to the Ontario Business Corporations Act. In addition, a task group was struck and a work plan developed to address the compliance requirements under the Agreement on Internal Trade (AIT).



Council Members: (back row, from left) Marco Ventola, Beverlee McIntosh, Silvana Henneman, Marianne M. Park, Sue-Ellen Merritt, John Vanderhoeven, Roman Delicart, Shelley Hale, Kevin Kennedy, Mary Ciotti (front row, from left): Muriel C. Hill, Zita Devan, Diane Thompson, John Pretti, Lisa Barazzutti. Absent: Rachel Birnbaum, Michael Kopot, Mukesh Kowlessar, Jai Mills, Judy Shanks, Joanne Turner.

The Registrar and I met with Minister Brenda Elliott to discuss issues of common interest to the Ministry and the College. The College held an election in four districts in May resulting in the election of five social work members and the acclamation of five social service work members. The new Council took office in August.

When I became your President, I identified specific areas in which I wished to see improvement, and I am pleased with the progress we have made in those areas. I would like to thank all members of Council, and all non-Council members who serve on committees, for their work and commitment to our priorities. I would also like to thank the Registrar and College staff for their assistance and support to Council in pursuit of our common goal of serving and protecting the public interest.



**Glenda  
McDonald**  
RSW  
Registrar

## Registrar's Message

In 2002, the College shifted its focus beyond matters of set-up and coordination to those of structure and cohesion. Many of the College's initial strategic priorities came to fruition this year. Although this is our third annual report, it was a year of many "firsts": our first annual meeting; our first member cards and receipts; our first newsletter; our first 'in-house managed' Web site; our first review of the standards of practice and the first changes to the original elected and appointed Council. I am pleased to report on the progress the College has made on the priorities for the year 2002 by highlighting some of our activities over the past 12 months.

Improving communication with College members and stakeholders was identified as one of the primary priorities for 2002. The College hired a Communication Manager with a mandate to develop a comprehensive communication plan including the completion of the corporate identity, the creation of a newsletter and the re-design of the College Web site. In the interest of improving response time to member inquiries and to provide French language service to our Francophone members, a bilingual Membership Administrator also joined the staff.

The corporate identity of the College was introduced in January 2002. The new logo depicts two symbolic figures meeting and communicating. The figures are intended to symbolize the essence of the two professions governed by the College as well as to reflect the many relationships the College has with the public, members and other stakeholders. The colours were chosen to represent health, growth and integrity. The standardized use of the logo is intended to bring a unified look to future College communication materials. Accordingly, updated certificates and member cards were issued reflecting the new corporate identity.

The first issue of *Perspective*, the College newsletter, was published and widely distributed in December while an updated version of the Web site was launched at the end of the year. Both of these initiatives were

major communication priorities and the College was pleased with the enthusiastic response. Both the newsletter and Web site will increase the visibility of the College as they keep members and the public up-to-date on College activities.

The Registration department saw a dramatic increase in applications due in part to the November 21, 2002 deadline to apply to the College for a provisional certificate of registration. Additionally, the applicant/member database was upgraded to improve the efficiency of the application process. The College currently has 9,200 members.

The consultation on the standards of practice began in the fall after Zorzi and Associates, a consulting firm with extensive experience in this area, was hired to carry out the work. Meetings with focus groups laid the groundwork for the questionnaire that has since been sent to all members asking for feedback in this critical area of self-regulation.

It is my hope that the members of the College and public alike share the pride in the accomplishments of the past year. Despite the pressures inherent in the rapid growth of the College, I look forward with enthusiasm to the opportunity to build on these accomplishments in the coming year.



College Staff: (back row, from left): Lynda Belouin, Frances Ma, Ema Sevdina, Pamela Blake, Mindy Coplevitch, Gail Vormaworh, Catherine Painter, Tracey Richards, Marlene Zagdanski, Elaine Hall, Eva Yueh (front row, from left): Angella Rose, Pat Lieberman, Glenda McDonald, Susanne Pacheco, Amanda Cullen.



## Standards of Practice Committee

Shelley Hale RSSW (Chair)	<i>Elected Member</i>	John Newman RSSW	<i>Non-Council Member</i>
Suzanne Hainer RSSW	<i>Non-Council Member</i>	Marianne M. Park	<i>Public Member</i>
Elaine Heckbert RSW	<i>Non-Council Member</i>	Joanne Turner RSW	<i>Elected Member</i>
Silvana Henneman	<i>Public Member</i>	John Vanderhoeven RSW	<i>Elected Member</i>
Beverlee McIntosh RSW	<i>Elected Member</i>	*Bernard Smith RSW	<i>Non-Council Member</i>
Sue-Ellen Merritt RSW	<i>Elected Member</i>		

## Mandate

The mandate of the Standards of Practice Committee is to:

- Consider and review the standards of practice of the College and guidelines that relate to the standards of practice of the College;
- Recommend to Council a process for consulting the members of the College in connection with the standards of practice of the College and guidelines that relate to the standards of practice of the College;
- Implement, or cause to be implemented, in accordance with Council's direction, a consultation process in connection with the standards of practice of the College and guidelines that relate to the standards of practice of the College;
- Recommend, for the approval of Council, changes to the standards of practice of the College and adoption of guidelines that relate to the standards of practice of the College;
- Recommend, for the approval of the Registrar or Council, printed and other material which they consider appropriate in order to communicate standards of practice and guidelines to members of the College; and
- Perform such other duties as may from time-to-time be determined by Council.

## Activity

The committee met nine times. Issues discussed include:

Standards of Practice Consultation: The Committee developed a proposal for the consultation process, which was approved by Council. The Committee:

- Sent out request for proposals
- Interviewed a number of consultants and recommended to Council the consultant to whom the contract was awarded;
- Struck a steering committee to work closely with the consultant;
- Reviewed and revised the stakeholder list;
- Reviewed and revised the questionnaire for members;
- Oversaw the questionnaire pre-test with Council members and other OCSWSSW members;
- Oversaw focus groups held with members and identified stakeholders across Ontario.

Development of the Continuing Competency Program: The Committee has:

- Reviewed information about the continuing competency programs of social work regulatory bodies in Canada and the U.S.;
- Carried out a detailed review of the quality assurance programs of selected Regulated Health Professions Colleges in Ontario;
- Developed guiding principles for a continuing competency program;
- Begun to conceptualize a continuing competency program for the College.



## Committee Reports

### Registration Appeals Committee

John Pretti RSW (Chair)	<i>Elected Member</i>	Marco Ventola	<i>Public Member</i>
Roman Delicart RSSW	<i>Elected Member</i>	*Zita Devan	<i>Public Member</i>
Kevin Kennedy RSSW	<i>Elected Member</i>	*Shelley Hale RSSW	<i>Elected Member</i>
Marianne M. Park	<i>Public Member</i>	*Paul McKinnon RSSW	<i>Non-Council Member</i>
Judith Tremblay RSW	<i>Non-Council Member</i>		

### Mandate

The Registration Appeals Committee reviews matters related to the registration of members in the College. Part of the registration process requires that if the Registrar proposes to refuse a certificate of registration to an applicant or proposes to place a term, condition or limitation on a member's certificate of registration, the member/applicant must be given notice of the Registrar's proposal. If the member/applicant requests a review, the Registration Appeals Committee shall conduct the review. The Registration Appeals Committee is not required to hold a hearing before making a decision or giving direction to the Registrar.

### Activity

The Committee met seven times in 2002 including an orientation session for new members. The Committee dealt with a total of 33 reviews and reached a decision and gave direction to the Registrar on 27 of these. Three reviews were not considered as the applicants were registered under Regulation 383/00 and another three reviews were adjourned until 2003.

### Election Committee

Michael Kopot RSW (Chair)	<i>Elected Member</i>	John Pretti RSW	<i>Elected Member</i>
Silvana Henneman	<i>Public Member</i>	*Roman Delicart RSSW	<i>Elected Member</i>
Kevin Kennedy RSSW	<i>Elected Member</i>	*Claudia Newman RSW	<i>Elected Member</i>
Mukesh Kowlessar RSSW	<i>Elected Member</i>		



### Mandate

- To set the date for each election.
- To determine the procedures to be followed in carrying out an election and a recount which are not specified in the bylaws.
- To determine disputes as to whether a member is eligible to stand for election or to vote.
- To carry out the functions set out in the bylaws.

### Activity

The committee met twelve times and participated in four teleconferences to discuss policy development, review election documents and develop a training program for scrutineers. On May 31 and June 1 the committee supervised the election procedures to ensure that it was conducted in accordance with Bylaw No. 36 and in compliance with the election procedures passed by the committee. Five social work candidates were elected and five social service work members were acclaimed to serve on Council.



# Committee Reports

## Executive Committee

Diane Thompson	<i>Public Member</i>	<i>President</i>
Sue-Ellen Merritt RSW	<i>Elected Member</i>	<i>First Vice-President</i>
Rachel Birnbaum RSW	<i>Elected Member</i>	<i>Second Vice-President</i>
Judy Shanks RSW	<i>Elected Member</i>	
Marianne M. Park	<i>Public Member</i>	
Joanne Turner RSW	<i>Elected Member</i>	
*Claudia Newman RSW	<i>Elected Member</i>	
*Kevin Kennedy RSW	<i>Elected Member</i>	
*Joachim (Joe) Fecht RSW	<i>Elected Member</i>	

As a result of the election in 2002, the membership of the statutory committees changed in August when newly elected members joined the Council. Members who served on a committee until August are noted with an asterisk (\*).

## Mandate

The Council delegates to the Executive Committee the authority to exercise any power or perform any duty of the Council other than the power to make, amend or revoke a regulation or bylaw. In those instances, a full report is made to Council at its next regular meeting. In fulfilling its administrative responsibilities, the Executive Committee reviewed legislation and policy submissions and made recommendations to Council for their consideration. In managing the approved strategic plan of the College, the Committee also struck additional task groups to assist in accomplishing the strategic priorities identified in the plan and monitors their progress against projected timelines.

The Committee's mandate includes approval of the Registrar's appointment of investigators, receipt and review of reports from the investigation of mandatory reports concerning the conduct or actions of College members, and referrals to the Complaints, Discipline and Fitness to Practise Committees of the College.

## Mandatory Reports

2000 – 3 reports  
 2001 – 4 reports  
 2002 – 3 reports  
 Total to the end of 2002 – 10 reports

## Disposition

Referrals to Discipline Committee – 2  
 Interim Orders<sup>†</sup> – Suspension – 1  
 No Action – 6, including 2 non-member reports  
 Ongoing investigations – 2

<sup>†</sup>A referral to the Discipline Committee is a statutory prerequisite for an Interim Order.



(back row, from left): Marianne M. Park, Sue-Ellen Merritt, Joanne Turner, Judy Shanks (front row, from left): Diane Thompson, Rachel Birnbaum.



# Committee Reports

## Complaints Committee

Silvana Henneman (Chair)	<i>Public Member</i>	John Vanderhoeven RSW	<i>Elected Member</i>
Joachim (Joe) Fecht RSW	<i>Non-Council Member</i>	*Diane Thompson	<i>Public Member</i>
Muriel Hill	<i>Public Member</i>	*Rachel Birnbaum RSW	<i>Elected Member</i>
Mukesh Kowlessar RSSW	<i>Elected Member</i>	*Gilda Katz RSW	<i>Elected Member</i>
Judy Shanks RSSW	<i>Elected Member</i>		

## Mandate

As part of its duty to serve and protect the public interest, the College is required to have a formal complaints process, which gives anyone the ability to have their complaint about a College member's conduct or actions submitted to the College's Complaints Committee. This complaints process is designed to identify and address concerns about professional misconduct, incompetence or incapacity of College members. The process is also designed to ensure fairness to both the individual making the complaint and the member who is the subject of the complaint. The Committee met 11 times in 2002.

## Complaints reviewed

The number of complaints received to date is as follows:

In 2000 – 14 complaints

In 2001 – 27 complaints

In 2002 – 37 complaints

Total – 78 complaints

## Complaints disposed of

The decisions issued to date are as follows:

38 procedural/jurisdictional decisions and reasons

18 final decisions and reasons

Total – 56 issued decisions, including one referral to the Discipline Committee of the College, and three decisions requiring the member to appear before the Complaints Committee to be cautioned.



## Discipline Committee

Mary Ciotti RSW (Chair)	<i>Elected Member</i>	Paula Klein RSW	<i>Non-Council Member</i>
Lisa Barazzutti	<i>Public Member</i>	Jai Mills RSSW	<i>Elected Member</i>
Zita Devan	<i>Public Member</i>	*Roman Delicart RSSW	<i>Elected Member</i>
Shelley Hale RSSW	<i>Elected Member</i>	*Marianne M. Park	<i>Public Member</i>

### Mandate

The duties of the Discipline Committee are to: 1) hear and determine allegations of professional misconduct or incompetence on the part of a member of the College directed or referred to it by the Complaints Committee, the Council, or the Executive Committee; and, 2) perform any other duties assigned to it by the Council. Hearings of the Discipline Committee are usually open to the public.

### Activity

In 2002 the committee received extensive training and orientation. The committee held one pre-hearing conference in November.

## Fitness To Practise Committee

Jai Mills RSSW (Chair)	<i>Elected Member</i>	Beverlee McIntosh RSW	<i>Elected Member</i>
Lisa Barazzutti	<i>Public Member</i>	*Mary Ciotti RSW	<i>Elected Member</i>
Zita Devan	<i>Public Member</i>	*Muriel Hill	<i>Public Member</i>
Suzanne Hainer RSSW	<i>Non-Council Member</i>	*Joanne Turner RSW	<i>Elected Member</i>
Michael Kopot RSW	<i>Elected Member</i>		



### Mandate

The mandate of the Fitness to Practise Committee is to hear and determine allegations of incapacity on the part of a College member and to perform other duties as assigned by Council. Hearings of this committee are usually closed to the public due to their confidential nature.

### Activity

There were no referrals to the Fitness to Practise Committee in 2002.