



Ontario College of  
Social Workers and  
Social Service Workers



looking back

moving forward

**Annual Report 2003**

The Ontario College of  
Social Workers and  
Social Service Workers

# The 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.

## P R E S I D E N T ' S M E S S A G E



**Diane Thompson**  
President

As one year ends and another begins, it is natural to look forward to future goals and challenges; but the theme of this annual report *Looking Back – Moving Forward* reminds us that in order to move forward, we need to look back. As I begin my second term as President, I am happy to report that 2003 was a year of significant achievement for the College.

The Standards of Practice Committee successfully completed Phase 1 of its consultation with important feedback from members and stakeholders; Council approved the recommendations of the Registration Policy Task Group relating to registration requirements that are substantially equivalent to a social service work diploma received at a College of Applied Arts & Technology; Governance/Infrastructure Task Group recommendations on a Conflict of Interest by-law and policy were approved by Council; the Ontario Disability Support Program Task Group report was approved by Council and forwarded to the Minister of Community, Family and Children's Services; Council approved a by-law relating to the establishment of professional corporations and work continued to address compliance requirements under the Agreement on Internal Trade. Council also examined the implications of the *Personal Information Protection and Electronic Documents Act* for the College.

A Council Planning Session was held in February 2003, establishing strategic priorities, directions and outcomes for a three-year period in the areas of Registration, Governance and Infrastructure; Standards and Education; Regulations and Legislation; and Government and Stakeholder Relationships. I am very pleased to report that the action plans in each strategic priority area for 2003 have been completed or are nearing completion.

Council carefully reviewed the fee structure for members and concluded that it was premature in 2003 to make any changes. Waiting until the end of the initial five-year business plan established by the transitional Council was felt to be more prudent as costs relating to hearings could not yet be predicted with any certainty. However, in response to members' requests, preliminary work commenced to examine the implications of an inactive class of registration and resulting change in the fees for this class of registration.

Communication with members, applicants and stakeholders remained an important focus of College activity. Approximately 120 members attended the Annual Meeting on June 23, 2003, with some members joining via teleconference. I look forward to this capacity increasing for the 2004 Annual Meeting and to the addition of the new education component to the day. Selected members of Council and staff also participated in the Annual Conference of CLEAR (Council on Licensure, Enforcement and Regulation) held in Toronto in 2003.

Elections were held in District Four with four Council members returning to Council. Some turnover of Council occurred with the resignation of one public member and one social service work member in District Five. Members of Council and the staff of the College were saddened by the untimely death of Council member, John Vanderhoeven, M.S.W., RSW, in December. John's presence and thoughtful contributions to Council will be greatly missed.

We look back with a sense of pride and accomplishment on goals achieved in 2003 and look forward to achieving our objectives in 2004. I would like to thank all Council members and College staff for their generous service and commitment — their combined skills, wisdom and experience enable us to achieve our goals in fulfilling our primary mandate, which is to serve and protect the public interest.



**Council:** *Top row, left – right:* Roman Delicart, Joe Fecht, Marco Ventola, Gary Cockman, Zita Devan, Lisa Barazzutti, Jai Mills, Beverlee McIntosh, Rachel Birnbaum, Judy Shanks, John Pretti *Bottom row, left – right:* Kevin Kennedy, Sue-Ellen Merritt, Diane Thompson, Mary Ciotti, Marianne Park  
Absent: Anita Gupta, Shelley Hale, Muriel Hill, Michael Kopot, Joanne Turner

# REGISTRAR'S MESSAGE



**Glenda McDonald, RSW**  
Registrar

As I reflect on the theme for this year's Annual Report, *Looking Back – Moving Forward*, I am reminded that, traditionally, an annual report is a time to look back and reflect on the accomplishments of the past year. However, while it is important to be able to see where you have been and what you have accomplished, at this stage in the development of the College, it is equally

important to keep focused on the future and what remains to be accomplished. The following highlights of College operations in 2003 are quite clearly linked to our vision for the future:

- Completed Phase I of the consultation on the Standards of Practice and began the process of implementing many of the members' recommendations that resulted from the consultation.
- Continued the development of a continuing competence program for members, which will be presented to Council in the spring of 2004.
- Continued research and deliberation of the entry to practise examination, which will be considered by Council in 2004.

- Registered 1,479 new members in 2003, bringing the total number of College members to 10,440 as of December 31, 2003, which represents growth of 61 per cent since 2000. Please refer to the accompanying charts and graphs for additional College membership statistics as of December 31, 2003.

- Revised the annual renewal of registration form to include important information regarding members' education, practice functions, as well as field of practice and practice setting. This information will be invaluable as the College moves into Phase II of the Standards of Practice consultation.

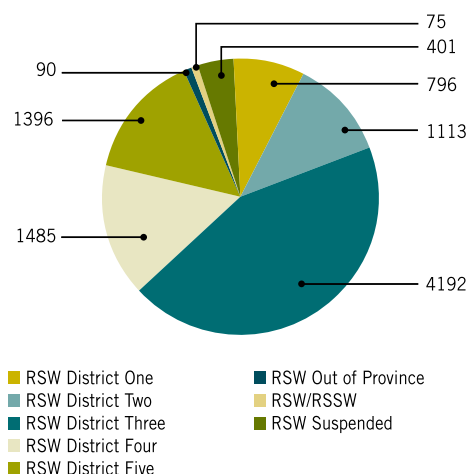
- Developed three new application forms and guides, further to the by-laws and registration policies approved by Council respecting professional incorporation; the combination of academic qualifications and practical experience that is substantially equivalent to a diploma in social service work offered in Ontario at a College of Applied Arts and Technology (CAAT); and the requirements for programs offered at a CAAT, that, for the purposes of registration with the College, wish to be approved by Council as equivalent to a social service worker program offered in Ontario at a CAAT.

- Conducted the first Discipline Committee hearing of the College in March 2003. In accordance with the direction of

## Membership Statistics (December 31, 2003)

Current Status of Member	Year Of Registration				TOTAL
	2000	2001	2002	2003	
Registered SW	5377	1409	1061	1225	9072
Suspended SW	270	105	22	0	397
Resigned SW	275	73	17	0	365
Deceased SW	12	4	0	0	16
Registered SSW	273	136	103	247	759
Suspended SSW	100	33	0	0	133
Resigned SSW	56	23	3	0	82
Deceased SSW	3	0	0	0	3
Registered SW/SSW	52	7	9	7	75
Suspended SW/SSW	4	0	0	0	4
Resigned SW/SSW	3	0	0	0	3
Deceased SW/SSW	1	0	0	0	1
<b>Total Registered Members</b>	<b>5702</b>	<b>1552</b>	<b>1173</b>	<b>1479</b>	<b>9906</b>
<b>Total Suspended Members</b>	<b>374</b>	<b>138</b>	<b>22</b>	<b>0</b>	<b>534</b>

## Registered Social Workers (9548)



# REGISTRAR'S MESSAGE

the Committee, a media release of the decision was issued to specific community publications coinciding to the case's geography, the Committee's decision was published on the College website and in fall/winter 2003/2004 issue of *Perspective*, the College's newsletter.

It is the combination of entry to practise requirements; membership endorsed standards of practice; a credible continuing competence program and a fair complaints and discipline process that forms a critical component of the self-regulatory framework for any profession. It is these elements that assure the public that members are held accountable to meet definable academic, practice and continuing competence requirements in order to deliver competent and ethical services in a manner consistent with the mandate of the College.

Increasing the visibility of the College continued to be an important priority for College operations, demonstrated by College staff giving approximately 50 presentations to a variety of audiences in 2003. The College also hosted the annual meeting of social work registrars of the 10 Canadian social work regulatory organizations in September 2003.

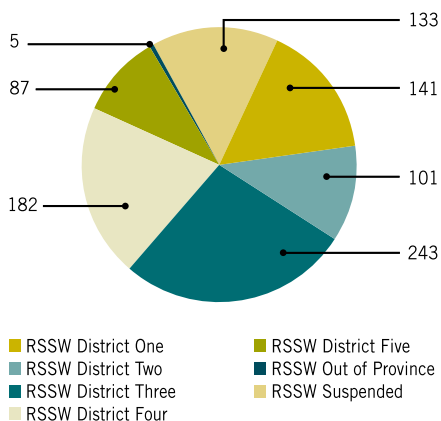
I would be remiss if I did not take this opportunity to acknowledge the exemplary work of College staff over the past year. It continues to be my privilege to lead a dedicated

group of people who demonstrate a commitment to professionalism clearly focused on the vision of the ongoing development and maintenance of a high quality regulatory organization for the professions of social work and social service work in Ontario.

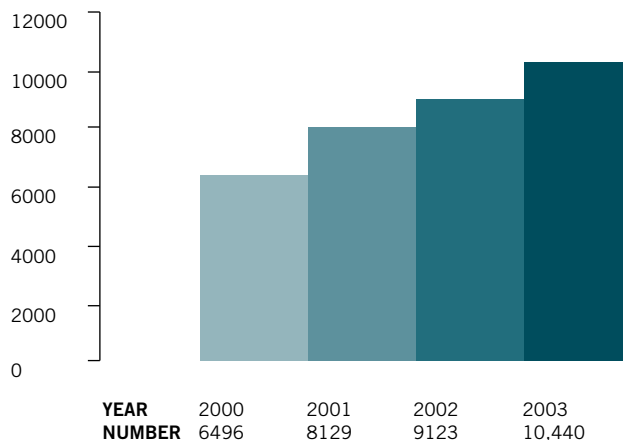


**College Staff:** Top row, left – right: Lynda Belouin, Gail Vormaworh, Desa Zarac, Marlene Zagdanski, Frances Ma, Tracey Richards, Susanne Pacheco, Pamela Blake, Ema Sevdina, Mindy Coplevitch, Catherine Painter  
Bottom row, left – right: Elaine Hall, Eva Yueh, Angella Rose, Glenda McDonald, Pat Lieberman, Sam Title  
Absent: Nadira Singh

## Registered Social Service Workers (892)



## Members Registered 2000 - 2003



# COMITTEE REPORTS

In accordance with the by-laws of the College, at the first Council meeting following each election of Council Members, Council Members elect the Executive Committee and appoint Council Members and non-Council Members to the statutory committees and non-statutory committees established in the by-laws. Members who served on a committee for a portion of 2003 are noted with an asterisk (\*) and the dates of appointments, election and/or resignation.



**Executive Committee:**

*Bottom row, left – right:*

Diane Thompson,  
Sue-Ellen Merritt

*Top row, left – right:*

Mary Ciotti, Marianne Park,  
Kevin Kennedy,

*Absent:* Joanne Turner

## Executive Committee

Diane Thompson	Public Member	President	
Sue-Ellen Merritt, RSSW	Elected Member	First Vice-President	
*Mary Ciotti, RSW	Elected Member	Second Vice-President	Elected October 27, 2003
*Rachel Birnbaum, RSW	Elected Member		August 27, 2002 – October 27, 2003
*Kevin Kennedy, RSSW	Elected Member		Elected October 27, 2003
*Judy Shanks, RSSW	Elected Member		August 27, 2002 – October 27, 2003
Marianne Park	Public Member		
Joanne Turner, RSW	Elected Member		

## 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  
 2003 – 9 reports  
 Total to the end of 2003 – 19 reports

## Disposition

Referrals to Discipline Committee - 2  
 Interim Orders - Suspension - 1<sup>1</sup>  
 Other Action - 6<sup>2</sup>  
 No Action - 8, including 3 non-member reports  
 Ongoing Investigations - 3

<sup>1</sup> A referral to the Discipline Committee is a statutory prerequisite for an Interim Order.

<sup>2</sup> i.e., remedial advice, undertaking, etc.

## COMMITTEE REPORTS



**Judy Shanks, RSSW**  
Chair, Complaints  
Committee

### Complaints Committee

Judy Shanks, RSSW (Chair)	Elected Member	
*Gary Cockman, RSSW	Elected Member	Appointed October 28, 2003
Joe Fecht, RSW	Non-Council Member	
*Anita Gupta	Public Member	Appointed October 28, 2003
*Silvana Henneman	Public Member	Resigned April 1, 2003
Muriel Hill	Public Member	
*Mukesh Kowlessar, RSSW	Elected Member	Resigned August 1, 2003
*Diane Thompson	Public Member	April 28, 2003 – October 28, 2003
*John Vanderhoeven, RSW	Elected Member	Deceased December 13, 2003

### 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 (clients, colleagues, other regulated professionals, etc.) 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 10 times in 2003.

### Mandate

Complaints Received

The number of complaints received to date is as follows:

In 2000 – 14 complaints

In 2001 – 27 complaints

In 2002 – 37 complaints

In 2003 – 30 complaints

Total – 108 complaints

### Complaints Disposed of

The decisions issued to date are as follows:

52 procedural/jurisdictional decisions and reasons

43 final decisions and reasons

Total – 95 issued decisions, including two referrals to the Discipline Committee of the College, and six decisions requiring the member to appear before the Complaints Committee to be cautioned.

### In Memoriam: John Vanderhoeven, M.S.W., RSW

*The staff and members of the Council of the College were deeply saddened by the untimely death of Council member John Vanderhoeven. John lost his battle with cancer on December 13, 2003. A member of the College since its inception and a member of Council since 2002, John was an extremely conscientious and capable member of the Complaints Committee and Standards of Practice Committee, right up until his death. His determination to continue his participation in the activities of the College, in spite of his illness, was remarkable and inspiring. His thoughtful contributions and dry wit and sense of humour, as well as his willingness to listen to all points of view before arriving at his decision, will be missed by all of his colleagues at the College.*

# COMITTEE REPORTS



**Zita Devan**  
Chair, Discipline  
Committee

## Discipline Committee

Zita Devan (Chair)	Public Member	
Lisa Barazzutti	Public Member	
*Rachel Birnbaum, RSW	Elected Member	Appointed October 28, 2003
*Mary Ciotti, RSW	Elected Member	August 28, 2002 – October 28, 2003
Shelley Hale, RSSW	Elected Member	
Paula Klein, RSW	Non-Council Member	
Jai Mills, RSSW	Elected Member	

## Mandate

The duties of the Discipline Committee are to 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 perform any other duties assigned to it by the Council. Hearings of the Discipline Committee are usually open to the public.

## Activity

In 2003, the Committee received training and orientation. The Committee held one hearing in March.



**John Pretti, RSW**  
Chair, Registration  
Appeals Committee

## Registration Appeals Committee

John Pretti, RSW (Chair)	Elected Member
Roman Delicart, RSSW	Elected Member
Kevin Kennedy, RSSW	Elected Member
Marianne Park	Public Member
Judith Tremblay, RSW	Non-Council Member
Marco Ventola	Public Member

## Mandate

The Registration Appeals Committee reviews matters related to the registration of members in the College. If the Registrar proposes to refuse to issue a certificate of registration to an applicant or proposes to place a term, condition or limitation to which the applicant has not consented on a certificate of registration, the applicant must be given notice of the Registrar's proposal. If the applicant requests a review of the Registrar's proposal 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 Registration Appeals Committee held five meetings in 2003 including three teleconferences and an orientation session for committee members. During the year the committee developed specific procedures and protocols for conducting reviews under Ontario Regulation 383/00. In 2003, 22 requests for reviews were received for both the general certificate of registration class and the provisional certificate of registration class. The Registration Appeals Committee anticipates an equally large workload in the year 2004.



# COMITTEE REPORTS



**Jai Mills, RSSW**  
Chair, Fitness to Practise Committee

## Fitness to Practise Committee

Jai Mills, RSSW (Chair)	Elected Member	
*Lisa Barazzutti	Public Member	August 28, 2002 – October 28, 2003
Zita Devan	Public Member	
Suzanne Hainer, RSSW	Non-Council Member	
Michael Kopot, RSW	Elected Member	
Beverlee McIntosh, RSW	Elected Member	
*Marco Ventola	Public Member	Appointed October 28, 2003

## 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 2003.



**Kevin Kennedy, RSSW**  
Chair, Election Committee

## Election Committee

Kevin Kennedy, RSSW (Chair)	Elected Member	
*Rachel Birnbaum, RSW	Elected Member	Appointed October 28, 2003
Mary Ciotti, RSW	Elected Member	
*Zita Devan	Public Member	Appointed April 1, 2003
*Silvana Henneman	Public Member	Resigned April 1, 2003
*Michael Kopot, RSW	Elected Member	August 28, 2002 – October 28, 2003
*Mukesh Kowlessar, RSSW	Elected Member	Resigned August 1, 2003
*Jai Mills, RSSW	Elected Member	Appointed October 28, 2003
*John Pretti, RSW	Elected Member	August 28, 2002 – October 28, 2003

## Mandate

The mandate of the Election Committee is to:

- set the date for each election
- determine the procedures to be followed in carrying out an election of the elected members to Council
- determine disputes as to whether a member is eligible to stand for election or to vote; and
- carry out the functions set out in the by-laws.

## Activity

In 2003 the committee met three times and participated in seven teleconferences. Meetings included policy development, review of election documents and development and implementation of a training program for scrutineers. On May 30, 2003, the committee supervised the election procedures to ensure that the election was conducted in accordance with By-Law 36 and in compliance with the election procedures passed by the Election Committee.

Of the six candidates nominated to serve in social work and social service work categories on Council, four candidates were elected. Two social work candidates were elected in Electoral District Four and two social service work candidates were acclaimed in Electoral District Four.

One-thousand, four-hundred and seventy-one voting packages were mailed to members eligible to vote on May 29, 2003. Two-hundred and ninety-one ballots were received prior to 5 p.m. on May 29, 2003.

The committee selected May 27, 2004, for next year's election. The committee reviewed the recommendations made after the 2003 election and has begun the planning process for the 2004 election.

# COMITTEE REPORTS

## Standards of Practice Committee

Shelley Hale, RSSW (Chair)	Elected Member	
Lisa Barazzutti	Public Member	Appointed April 28, 2003
Rachel Birnbaum, RSW	Elected Member	Appointed October 28, 2003
Suzanne Hainer, RSSW	Non-Council Member	
Elaine Heckbert, RSW	Non-Council Member	
*Silvana Henneman	Public Member	Resigned April 1, 2003
Beverlee McIntosh, RSW	Elected Member	
Sue-Ellen Merritt, RSSW	Elected Member	
John Newman, RSSW	Non-Council Member	
Marianne Park	Public Member	
*Joanne Turner, RSW	Elected Member	August 28, 2002 – October 28, 2003
*John Vanderhoeven, RSW	Elected Member	Deceased December 13, 2003

## 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 10 times and continued its work on the standards of practice consultation and the development of the continuing competence program.

The committee received the final report from the standards of practice consultation, which was based on member and stakeholder focus groups and a questionnaire sent to all members. The committee identified processes for addressing the recommendations and is overseeing the work on revisions to the standards and the development of practice guidelines to augment the standards.

The committee researched the continuing competence programs of other regulatory bodies, and using this information, developed components for the College's continuing competence program. These include frequently asked questions, a self-assessment tool, learning opportunities and a guide to the continuing competence program. Next steps include a review by the Executive Committee and approval by Council.

# A U D I T O R ' S R E P O R T

We have audited the statement of financial position of The Ontario College of Social Workers and Social Service Workers as at December 31, 2003 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 general 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, 2003 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

*Soberman LLP.*

SOBERMAN LLP  
Chartered Accountants  
Toronto, Canada  
February 11, 2004

## Statement of Financial Position

At December 31	2003	2002
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$1,256,415	\$1,107,869
Short-term investment	4,001,960	2,000,000
Interest receivable	2,107	24,825
Prepaid expenses and sundry	10,628	10,628
	5,271,110	3,143,322
Capital Assets	547,961	604,518
	\$5,819,071	\$3,747,840
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued charges	\$40,411	\$46,851
Deferred revenue	2,310,754	1,671,213
	2,351,165	1,718,064
<b>COMMITMENTS</b>		
<b>NET ASSETS</b>		
Net assets invested in capital assets	547,961	604,518
Unrestricted net assets	2,919,945	1,425,258
	3,467,906	2,029,776
	\$5,819,071	\$3,747,840

## Statement of Operations

Year ended December 31	2003	2002
<b>Registration and application fees</b>	\$3,620,780	\$3,310,215
<b>Expenses</b>		
Salaries and benefits	1,167,182	1,063,828
Legal	212,445	318,728
Premises rent	154,921	140,239
Council and committee meetings	126,711	154,514
Postage and courier	53,869	86,860
Printing and stationery	53,271	120,838
Leasing and maintenance	48,285	32,899
Standards consultation	42,233	36,364
Advertising and promotion	41,992	44,810
Bank charges	40,018	38,373
Office supplies	30,535	28,353
Professional development	26,013	16,827
Insurance	22,960	18,671
Consulting	18,632	46,842
Audit and accounting	17,174	18,414
Election	16,488	48,019
Web site	13,129	28,975
Telephone	12,578	14,098
Drafting regulations and by-laws	8,598	31,368
Communications to establish the College	7,168	3,371
Develop registration process	6,878	11,383
Travel	4,294	11,907
Translation	3,636	1,653
Newsletter	2,646	24,177
Amortization of tangible assets	153,247	142,118
	2,284,903	2,483,629
<b>Excess of revenue over expenses before other income</b>	1,335,877	826,586
<b>Other income</b>		
Interest	98,690	32,861
Other	3,563	8,324
	102,253	41,185
<b>Excess of revenue over expenses</b>	\$1,438,130	\$867,771

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



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

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