



Ontario College of
Social Workers and
Social Service Workers

ANNUAL REPORT **moving forward** with change
2007



“We look forward to both the challenges and achievements that lie ahead.”

Joint Message from the President and Registrar

The theme for the 2007 Annual Report, *Moving Forward With Change*, reflects a year in which the College faced a number of challenges and reached a number of milestones. It was a busy year for our government relations efforts as well as our work on the revised Standards of Practice. Despite the challenges we faced, our response was efficient and effective and we saw many positive goals achieved this year.

Continuing in its duty to protect the public interest while promoting professional excellence, the College reviewed and responded to several pieces of legislation. The *Health System Improvements Act, 2007* (Bill 171), the *Access to Justice Act, 2006* and the *Fair Access to Regulated Professions Act, 2006* brought about considerable changes that will impact the College, its members and the public they serve. The most significant piece of legislation in this regard was the initial exclusion of social workers from the *Psychotherapy Act* of Bill 171. This presented a considerable challenge to the College and fortunately, due to the combined efforts of our members, the Ontario Association of Social Workers and the College, a positive outcome was achieved. As members now know, Bill 171 amended the *Regulated Health Professions Act* authorizing members of the College to perform the controlled act of psychotherapy, in compliance with the *Social Work and Social Service Work Act*, regulations made under the Act and by-laws approved by Council.

December 2007 saw a major landmark in the history of the College with the approval of the revised Standards of Practice for members. This project involved a comprehensive and collaborative consultation process with a cross-section of members and stakeholder groups. The revised standards not only ensure applicability to all areas of practice, but are also more user-friendly. We would like to thank the Standards of Practice Committee and those who participated in the consultation for their dedication and commitment to this important venture.

As you will see further in this annual report, these projects reflect only a snapshot of the work that was done by staff and Council in 2007. There were many other accomplishments realized this year and we are eager to continue these and other endeavours in 2008 and beyond. We would like to welcome two new social service work Council members Danny Gillard and Jack Donegani, and as always, thank the Council and staff for their enthusiasm and hard work. We look forward to both the challenges and achievements that lie ahead.

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

Rachel Birnbaum, Ph.D., RSW
President





Executive Committee

Rachel Birnbaum, RSW, President

- The Executive Committee meets monthly, provides leadership to Council and facilitates its efficient and effective functioning. As such, the majority of matters considered by the Executive Committee have been reported on elsewhere in this Annual Report
- The 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 mandate also includes the approval of the Registrar's appointment of investigators
- In 2007, Zita Devan, Public Member decided not to stand for election to the Executive Committee and Susan Clark, Public Member, was elected to the Committee in September 2007

Mandatory Report Statistics To December 31, 2007:

- Total reports received — 59 reports, with eight reports received in 2007
- 36 reports completed, including four referrals to the Discipline Committee and one referral to the Complaints Committee

Fitness to Practise Committee

Lisa Barazzutti, Public Member, Chair

- To December 31, 2007, there have been no referrals to the Fitness to Practise Committee

Discipline Committee

Lisa Barazzutti, Public Member, Chair

- To December 31, 2007, the Committee received nine referrals of professional misconduct on the part of eight members of the College, completed six pre-hearing conferences and seven 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

Complaints Committee

Joe Fecht, RSW, Chair

- To December 31, 2007, the College received 303 complaints, 48 of which were received in 2007; and the Committee disposed of 240 complaints

Registration Appeals Committee

Mary Ciotti, *RSSW, Chair*

- 20 decisions were issued:
 - 16 directed the Registrar to refuse to issue a general certificate of registration for social work
 - Two directed the Registrar to issue a provisional certificate of registration for social work
 - One directed the Registrar to issue a general certificate of registration for social service work
 - One directed the Registrar to refuse to issue a general certificate of registration for social service work
- Five decisions were approved in principle
- Six requests for review were received
- To December 31, 2007, 10 requests waiting for review

Election Committee

Mukesh Kowlessar, *RSSW, Chair*

- The Committee reviewed election documents, questionable nominations and participated in a training program with scrutineers
- The Committee recommended that by-law 36 be amended to authorize the Executive Committee to change election dates in the event of postal disruptions
- The 2007 election was held on May 24, 2007 in Districts 1, 2, and 5 with a total of 15 candidates competing for five positions
- Michael Kopot, Geneviève Côté, John Pretti, and Mukesh Kowlessar were re-elected in their districts; and Jack Donegani and Danny Gillard were successful in their candidacies

Standards of Practice Committee

Geneviève Côté, *RSSW, Chair*

- The Committee collaborated with Cathexis Consulting Inc. on Phase 2 of the consultation regarding the revised standards of practice and practice guidelines
- The Committee reviewed stakeholder and member feedback from the consultation
- Final changes were implemented to the standards of practice, prior to Council approval in December
- The Committee determined next steps for revising the practice guidelines

Finance Committee

Anita Gupta, *Public Member, Chair*

- The Committee met with the College's long-term investment portfolio manager to review and recommend revisions to incorporate a minimum risk growth element into the long-term investment policy. The Committee continues to consider revisions to this policy
- The Committee reviewed the draft budget for 2008 which was approved by Council on December 11, 2007
- The Committee recommended changes to the policy on reimbursement of Council member expenses
- The Committee recommended that an annual review of fees occur in conjunction with the College's budget preparation for the subsequent fiscal year. Thus, the 2008 Budget contained a recommendation respecting the 2009 member fees

Nominating Committee

Michael Kopot, *RSSW, Chair*

- The Committee, under former Chair Patricia Spindel, considered the matter of succession planning for the Committees to address issues of continuity and opportunity
- The Committee met after the election of the Executive Committee and made recommendations for Committee appointments which were submitted to Council for approval

Governance Committee

Sue-Ellen Merritt, *RSSW, Chair*

- The Governance Committee continued its review of Governance Policies and made recommendations regarding retention, revision or retirement of these policies



Response to Legislation

- Engaged a government relations firm to develop a strategic approach to deal with the implications associated with Bill 171, the *Health System Improvements Act, 2007*
- Successfully pressed for an amendment to the *Psychotherapy Act* under Bill 171, which now authorizes College members to perform the controlled act of psychotherapy
- Reviewed and initiated changes to our registration practices and processes to comply with the *Fair Access to Regulated Professions Act, 2006*
- Monitored the implementation of the *Access to Justice Act, 2006* and met with the Law Society of Upper Canada regarding implications the Act may have on our members and the clients they serve

Professional Practice and Education

- Initiated and concluded phase two of the standards of practice consultation with members and stakeholders
- Approved the revised standards of practice in December 2007
- Welcomed over 400 members and guests at the 2007 Annual Meeting and Education Day held at the Old Mill Inn in Toronto
- Took part in stakeholder consultations and attended a workshop held by the Health Professions Regulatory Advisory Council regarding interprofessional collaboration
- Recruited a Professional Practice Associate to support the work of the Director of Professional Practice and Education
- Responded to numerous inquiries about the impact of Bill 171 as well as other practice issues
- Met with representatives from the health regulatory colleges whose members are authorized to perform the controlled act of psychotherapy to discuss Bill 171 and the processes by which the Colleges propose to regulate members who perform the controlled act of psychotherapy

Communications and Marketing

- Distributed two issues of *Perspective* to members and stakeholders in May and October 2007
- Updated the College's website on a regular basis and distributed nine eBulletins between issues of the newsletter
- Conducted information sessions to members and students across the province in cities such as Hamilton, London, Sudbury and Kitchener
- Approved platinum sponsorship for the Canadian Association of Social Workers conference taking place in Toronto on May 22-25, 2008

Membership and Registration

- Registered 1,019 new social work and social service work members
- Attained a 96% rate of renewal of College members
- Approved the social work Mutual Recognition Agreement in February 2007 which establishes the conditions under which a social worker who is registered or licensed in one Canadian jurisdiction will have his/her qualifications recognized in another jurisdiction
- Continued the equivalency project in order to expedite the back-log of applications for those applying for registration with a combination of education and practical experience
- Approved the social work diploma at Grant MacEwan College in Alberta as equivalent to a social service worker program offered at an Ontario College of Applied Arts and Technology

Stakeholder Relations

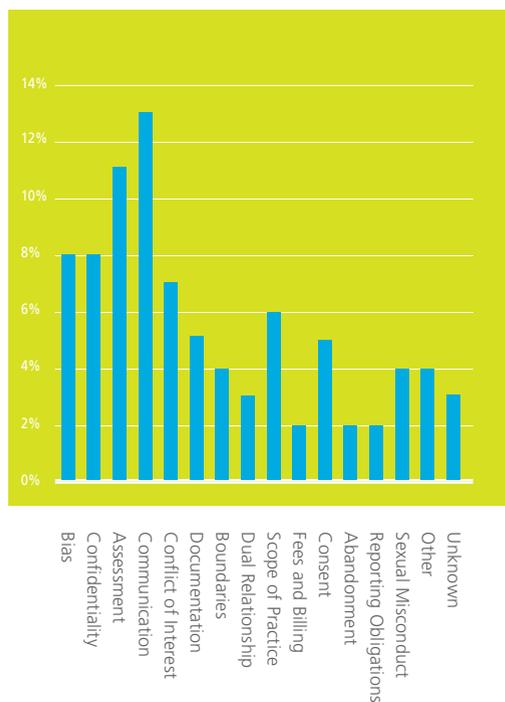
- Met with social work and social service work educators, human resource directors of Children's Aid Societies and the Ontario Association of Social Workers regarding issues of mutual interest
- Engaged in meetings with representatives from the Ministry of Community and Social Services, the Ministry of Health and Long-Term Care, the Office of the Children's Lawyer and the Office of the Fairness Commissioner
- Provided consultation to staff and transitional Council of the College of Early Childhood Educators
- Worked with the Local Health Integration Network (LHINs) to disseminate information to our members regarding volunteer opportunities with the Health Professions Advisory Committee

Complaints and Discipline

- Received 48 new complaints and eight new mandatory reports
- Considered 40 complaints
- Issued 28 complaints decisions and reasons
- Considered and issued decisions in four mandatory reports
- Completed two pre-hearing conferences, two discipline hearings and one reinstatement hearing
- Hired a Case Manager/Investigator to support the work of the Director of Complaints and Discipline

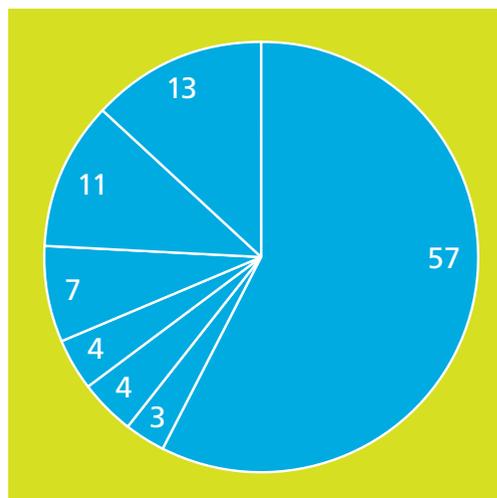
Issues Raised by Complaint

Social Work / Social Service Work Issues



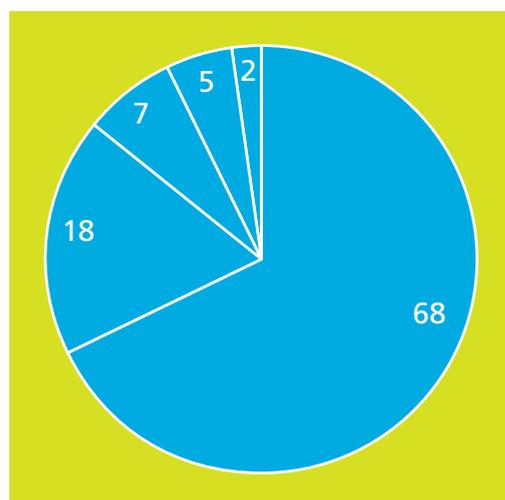
Disposition of Complaint

NB: The percentages below represent those matters that have been disposed of at the time of writing.



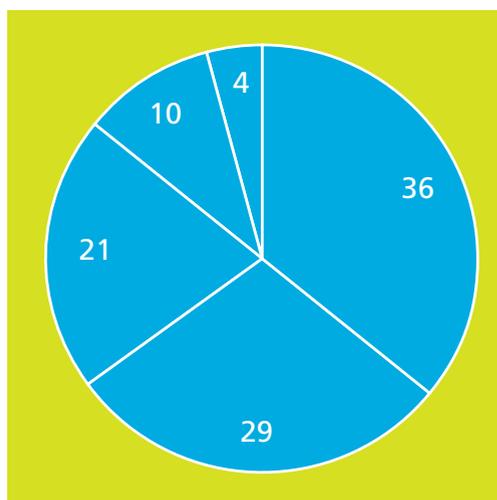
No Referral to Discipline or Fitness to Practise Committee	57%
Invalid Form of Complaint	13%
No Jurisdiction	11%
Appearance to be Cautioned	7%
Remedial Advice	4%
Complaint Withdrawn	4%
Referral to Discipline	3%

Primary Employment Function Registered Social Workers



Clinical Practice	68%
Management/Administration, Policy Planning/Analysis, Program Design/Evaluation and Consultation	18%
Community Organization/Development	7%
Research, Education/Training	5%
Unemployed	2%

Primary Employment Function Registered Social Service Workers



Clinical Practice	36%
Community Organization/Development	29%
Management/Administration, Policy Planning/Analysis, Program Design/Evaluation and Consultation	21%
Research, Education/Training	10%
Unemployed	4%

auditor's report

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, 2007 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, 2007 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 6, 2008

Statement of Financial Position

At December 31	2007	2006
ASSETS		
Current		
Cash	\$ 4,191,385	\$ 1,750,662
Short-term investments (Cost-\$796,386)	788,366	1,731,802
Prepaid expenses and sundry	31,034	28,991
	5,010,785	3,511,455
Long-term investments	4,815,670	5,504,906
Equipment and leaseholds	500,821	638,114
	\$ 10,327,276	\$ 9,654,475
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 45,509	\$ 120,431
Deferred revenue	1,801,512	1,872,514
	1,847,021	1,992,945
Commitments		
NET ASSETS		
Net assets invested in capital assets	500,821	638,114
Unrestricted net assets	7,979,434	7,023,416
	8,480,255	7,661,530
	\$ 10,327,276	\$ 9,654,475

Statement of Operations

Year ended December 31	2007	2006
Registration and application fees	\$ 3,985,951	\$ 4,197,980
Expenses		
Salaries and benefits	1,825,098	1,484,375
Legal	318,565	469,667
Premises rent	271,708	285,348
Advertising and promotion	154,823	117,073
Consulting	149,938	110,370
Council and committee meetings	149,818	179,979
Bank charges	80,971	76,670
Postage and courier	68,961	68,808
Election	44,629	20,534
Leasing and maintenance	44,474	57,353
Office supplies	37,346	45,176
Professional development	35,371	45,338
Printing and stationery	28,321	37,874
Insurance	28,283	27,848
Audit and accounting	20,681	14,251
Telephone	19,240	19,990
Translation	9,290	5,474
Drafting regulations and by-laws	3,214	10,603
Travel	2,056	8,037
Website	541	3,710
Amortization	167,094	226,929
	3,460,422	3,315,407
Excess of revenue over expenses before other income	525,529	884,556
Other income (expenses)		
Interest	407,486	301,583
Other	-	1,983
Loss on disposal of equipment	-	(1,517)
	407,486	302,049
Excess of revenue over expenses	\$ 933,015	\$ 1,184,622

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



College Council

FRONT ROW:

Lisa Barazzutti, *Public Member*
 Rachel Birnbaum, *RSSW*
 Geneviève Côté, *RSSW*
 Anita Gupta, *Public Member*

MIDDLE ROW:

Sylvia Pusey, *Public Member*
 Patricia Spindel, *Public Member*
 Susan Clark, *Public Member*
 Colleen Zakoor, *RSSW*
 Mary Ciotti, *RSSW*
 Zita Devan, *Public Member*
 Sue-Ellen Merritt, *RSSW*

BACK ROW:

Kevin Kennedy, *RSSW*
 Danny Gillard, *RSSW*
 Jack Donegani, *RSSW*
 John Pretti, *RSSW*
 Mukesh Kowlessar, *RSSW*
 Roman Delicart, *RSSW*
 Michael Kopot, *RSSW*

ABSENT:

Joe Fecht, *RSSW*
 Norman MacLeod, *Public Member*
 Joanne Turner, *RSSW*

ALSO ABSENT ARE THE FOLLOWING
 COUNCIL MEMBERS WITH TERMS
 ENDING IN 2007:

Shelley Hale, *RSSW*
 Judy Shanks, *RSSW*

Non-Council Committee Members

THE FOLLOWING
 INDIVIDUALS ARE
 CURRENTLY ACTIVE AS
 NON-COUNCIL COMMITTEE
 MEMBERS OR COMPLETED
 THEIR TERMS IN 2007:

Linda Chodos, *RSSW*
Standards of Practice Committee
 Gary Cockman, *RSSW*
Registration Appeals Committee
& Standards of Practice Committee
 Kenneth Gordon, *RSSW*
Standards of Practice Committee
 Suzanne Hainer, *RSSW*
Standards of Practice Committee

Shelley Hale, *RSSW*
Standards of Practice Committee
 Paula Klein, *RSSW*
Discipline Committee
& Fitness to Practise Committee
 Beth McCarthy, *RSSW*
Complaints Committee

John Newman, *RSSW*
Standards of Practice Committee
 Elaine Sauriol, *RSSW*
Standards of Practice Committee
 Glenn Thompson, *RSSW*
Finance Committee



College Staff

FRONT ROW:

- Eva Yueh
- Catherine Painter
- Angella Rose
- Pat Lieberman
- Susanne Pacheco
- Glenda McDonald

MIDDLE ROW:

- Frances Ma
- Marlene Zagdanski
- Pamela Blake
- Mindy Coplevitch
- Anastasia Kokolakis
- Ema Sevdina
- Yvonne Armstrong
- Carolyn Daniels

BACK ROW:

- Anne Vezina
- Nancy Martin
- Cristian Sandu
- Lynda Belouin
- Lisa Loiselle
- Nadira Singh
- Trudy Langas

ABSENT:

- Elaine Hall



Executive Committee

Rachel Birnbaum, *RSSW*
President

Mukesh Kowlessar, *RSSW*

Susan Clark, *Public Member*

Sue-Ellen Merritt, *RSSW*
First Vice-President

ABSENT:

Norman MacLeod, *Public Member*
Second Vice-President

Joe Fecht, *RSW*

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

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