



Ontario College of
Social Workers and
Social Service Workers

PROFESSIONAL
ETHICAL
QUALIFIED
ACCOUNTABLE
AR2011

DEDICATED TO EXCELLENCE



14,674

PROFESSIONAL

The College has 14,674 members across Ontario. They are part of a professional community.

JOINT MESSAGE FROM THE PRESIDENT AND REGISTRAR

You may have noticed that, over the past year, the College's image has undergone some subtle improvements. Based on feedback from members and other stakeholders, we have added four keywords to our brand promise: *Professional, Ethical, Qualified, Accountable*. These four keywords are the College's promise to our stakeholders; they define the members who make up our professional community; and they will bring cohesion to future College messaging. It seemed appropriate to make them the theme of this year's Annual Report.

In 2011, the College commenced its second decade of operations. The preceding ten years of hard work and dedication provided the stability required to move forward with confidence. Here is a look at what we've accomplished in 2011.

The College was pleased to implement the approved registration regulation amendment which allows for an Inactive Category of Membership. Members who have temporarily or permanently withdrawn from practice can consider the Inactive Category of Membership to maintain valid membership with the College. This option was strongly encouraged by our membership and we were gratified that the changes became effective in February, 2011.

Throughout the year, the College continued with our public awareness campaign, developing new strategies, events and materials to better connect with our stakeholders. The College took on a new look – highlighting members to promote a better understanding of the value of College membership.

In May and October of 2011, the College hosted Educational Forums in Thunder Bay, Windsor, Sudbury and Kitchener. These forums were created to connect with our membership outside of the GTA, and provide an educational event for those who cannot attend the Annual Meeting and Education Day. All four forums were extremely well received, and we hope to continue the forums in 2012.

In June, we celebrated another successful Annual Meeting and Education Day at the Metro Toronto Convention Centre. Entitled *Staying Connected*, our keynote speaker Dr. Marilyn Herie and special guest Stephanie Sliemers gave engaging and touching presentations on the ever changing World Wide Web and how it affects our professions. Thank you to all who participated in this event.

In 2011, Council said goodbye to Rachel Birnbaum, RSW and Lisa Barazzutti, Public Member. Both Rachel and Lisa were very active members of Council for ten years. We would like to thank them for their hard work and dedication. Council welcomed newly elected member from District 3, Rose-Marie Fraser, RSW.

With many projects on the go, we are headed into 2012 with plenty of ambition and enthusiasm. Professional, ethical qualified, accountable – it is what the College promotes and expects from ourselves and our members to continue to meet our primary duty of public protection. All members should be proud to be part of this professional community.



Mukesh Kowlessar
RSSW
President



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

2011 ACCOMPLISHMENTS

RESPONSE TO LEGISLATION

- Reviewed draft regulations made under the Psychotherapy Act, 2007.

PROFESSIONAL PRACTICE AND EDUCATION

- Provided over 2,000 practice consultations to members and the public.

- **98%** compliance rate in the CCP was achieved.

- Enhanced communication with social work and social service work programs through a survey which focused on communication, presentations and distribution of the Code of Ethics and Standards of Practice Handbooks.
- Piloted a CCP workshop designed to enhance compliance and to assist members in getting more out of the program.

- Held Educational Forums in Thunder Bay, Windsor, Sudbury and Kitchener to better connect with our membership outside of the Greater Toronto Area.
- Presented on the role of the College and the benefits of regulation at 17 social work and social service work programs throughout the province.
- Provided an update on psychotherapy at the Ontario Association of Social Workers, Western Branch, AGM in London, Ontario.
- Participated in the Sunnybrook Health Sciences Centre Social Work Education Day.
- Provided input to the College of Early Childhood Educators' Standards of Practice Committee regarding the development, implementation and administration of the CCP.

- **523** members attended the 2011 Annual Meeting and Education Day.

COMMUNICATIONS AND MARKETING

- Updated communications materials, such as the New Member Resource Binder and website, to improve effectiveness.
- Continued progress on the multi-faceted public awareness campaign.



2000

ETHICAL

Over 2,000 practice consultations took place in 2011, assisting members in maintaining ethical practice.

- Distributed *Perspective* newsletter to members and stakeholders in May and October.
- Distributed approximately 9 ebulletins between issues of the newsletter.
- Changed the “face” of the College by highlighting a sample of our membership in promotional and communications materials.
- Commenced the first phase of development of an employer database.
- Conducted public opinion research through an online survey to get a grasp of the public’s perception of the professions.
- Developed and implemented the Social Service Work Student Educational Sponsorship Initiative.
- Met with new Executive Director of Ontario Association of Children’s Aid Societies (OACAS).
- Presented to OACAS Zone Chairs.
- Hosted reception attended by Member of Parliament, Mr. Dean Del Mastro, to announce HRSDC-funded National Social Work Competency Profile project.
- Registrar and Vice-President Rachel Birnbaum continued in their respective roles as Treasurer and Vice President of Canadian Council of Social Work Regulators, in addition to sitting on the Working Committee for the above-named HRSDC Project.
- Participated as a member of several regulatory associations, including the Association of Social Work Boards; the Council on Licensure, Enforcement and Regulation; and the Institute for Credentialing Excellence.
- Sponsored and was a member of the organizing committee for a forum of international social work regulators, which was held in conjunction with the bi-annual Joint Congress of the International Federation of Social Workers and the International Association of Schools of Social Work.
- Worked closely with representatives of the Ministry of Community and Social Services on the amendments to the Registration Regulation.
- Held meetings with representatives from the Office of the Fairness Commissioner.

MEMBERSHIP AND REGISTRATION

• **1526** new members were registered.

- 569 new social work graduates and 194 new social service work graduates were registered.
- Attained 95% rate of renewal of College members.
- Submitted two Registration Practices Reports to the Office of the Fairness Commissioner.
- Amendments to the policy *Combination of Academic Qualifications and Experience Performing the Role of a Social Service Worker Substantially Equivalent to a Diploma in Social Service Work* were approved.
- Social Service Work Combination Application form and supporting documents were revised accordingly.

STAKEHOLDER RELATIONS

- Hosted meeting of RHPA Colleges whose members practise psychotherapy.
- Participated in meeting with Social Work Deans and Directors.
- Attended meeting of Social Service Worker Educators Association.

COMPLAINTS AND DISCIPLINE

- Received 54 new complaints and 15 new mandatory reports.
- Considered 63 complaints.
- Issued 64 complaints decisions and reasons.
- Considered 12 mandatory reports and issued 8 decisions.
- Completed 1 pre-hearing conference and conducted 4 hearings.

2011

COMMITTEE REPORTS

EXECUTIVE COMMITTEE

Mukesh Kowlessar, RSSW, President

Beatrice Traub-Werner, First Vice-President

Lily Oddie, Public Member, Second Vice President
(effective Sept. 12/11)

Greg Clarke, RSSW

Sophia Ruddock, Public Member
(effective Sept. 12/11)

Angela Yenssen, RSW (effective Sept. 12/11)

Rachel Birnbaum, RSW (until Sept. 12/11)

Susan Clark, Public Member (until Sept. 12/11)

Lisa Barazzutti, Public Member (until Sept. 12/11)

- The Executive Committee provides leadership to Council and facilitates its efficient and effective functioning. The Executive Committee is authorized to exercise any power or perform any duty of the Council between meetings of Council, other than the power to make, amend or revoke a regulation or by-law.
- 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.

- The Executive Committee directed the development of a Governance Workshop for Council, which was held in November, 2011.
- The Executive Committee considered and forwarded to Council many matters that are outlined in the Report.

Mandatory Report Statistics To December 31, 2012

- Total Reports Received – 116 reports received, with 15 reports received in 2011.

94

- completed, including 12 referrals to the Discipline Committee.

DISCIPLINE COMMITTEE

Irene Comfort, RSSW, Chair

- To December 31, 2011, the Committee received 23 referrals of professional misconduct on the part of 21 College members, completed 19 pre-hearing conferences, and conducted 21 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.

FITNESS TO PRACTISE COMMITTEE

Irene Comfort, RSSW, Chair

- To December 31, 2011, there have been no referrals to the Committee.

COMPLAINTS COMMITTEE

Norman MacLeod, Public Member, Chair

- To December 31, 2011, the Committee received – 535 complaints, 54 of which were received in 2011.
- 466 decisions were issued including 11 referrals to the Discipline Committee, and 23 decisions requiring a member to appear before the Committee to be cautioned.

REGISTRATION APPEALS COMMITTEE

Kimberley Lewis, RSSW, Chair

- 14 requests for review were received in 2011.
- Committee reviewed 11 requests for review: 9 decisions with reasons were issued and 2 decisions were approved in principle.

ELECTION COMMITTEE

Lily Oddie, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and participated in a training program with scrutineers.

19

- 19 candidates competed for four positions in the 2011 election in district number 3 on May 26, 2011.
- Beatrice Traub-Werner and Rose-Marie Fraser were elected as social workers and Greg Clarke and Kimberley Lewis were elected as social service workers.
- The Committee began exploring the feasibility of online voting.



805

QUALIFIED

805 participants attended the Annual Meeting and Education Day and the Educational Forums, demonstrating their commitment to remaining qualified in their area of practice.

2011

COMMITTEE REPORTS

STANDARDS OF PRACTICE COMMITTEE

Henk Van Dooren, RSW, Chair

- The Committee met to consider the literature in the areas of social media, the use of technology and cybercounselling, and decided that, at this time, Practice Notes would be an appropriate resource.
- The Committee will continue to monitor these topics to determine what other resources may be required.

FINANCE COMMITTEE

Anita Gupta, Public Member, Chair

- The Committee oversaw the development of the 2011 – 2016 Business Plan, which was approved by Council on January 28, 2011.
- The Committee met with the College's investment portfolio manager to review the College's current financial portfolio.
- The Committee reviewed the draft budget for 2012 which was presented and approved by Council on November 25, 2011.

NOMINATING COMMITTEE

Beatrice Traub-Werner, RSW, Chair

- The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the Statutory Committees and non-Statutory Committees established in the by-laws of the College.
- The Committee held an orientation meeting in August 2011 to review the statutory requirements regarding membership on the statutory committees and the requirements of Committee membership for those non-statutory committees set out in by-law. The Committee also reviewed

the process by which the committee makes decisions regarding the recommendation made to Council.

- The Committee met in September 2011 to review Council member and non-Council member expressions of interest respecting membership on the statutory and non-statutory committees and made recommendations to Council on the appointment of members and chairs to each of the Committees at the September 2011 Council meeting.

GOVERNANCE COMMITTEE

Bob Thompson, RSW, Chair

- The mandate of the Governance Committee is to develop, maintain and review governance policies and procedures, make recommendations to Council regarding policies, procedures and changes and perform such duties as may from time to time be determined by Council.
- The Committee reviewed and recommended amendments to several Governance policies.
- The Committee developed a template for Council members to report on their attendance at conferences and other professional development events.
- The Committee initiated a review of the Code of Conduct and Conflict of Interest policies for Council members

2011 COMMITTEE MEMBERS

COLLEGE COUNCIL

Lisa Barazzutti, Public Member
Rachel Birnbaum, RSW
Susan Clark, Public Member
Greg Clarke, RSSW
Irene Comfort, RSSW
Jack Donegani, RSSW
Diane Dumais, RSSW
Rose-Marie Fraser, RSW
Anita Gupta, Public Member
Thamo Hurly, RSSW
Mukesh Kowlessar, RSSW
Kimberley A. Lewis, RSSW
Norman MacLeod, Public Member
Ann-Marie O'Brien, RSW
Lily Oddie, Public Member
Sylvia Pusey, Public Member
Sophia Ruddock, Public Member
Bob Thompson, RSW
Beatrice Traub-Werner, RSW
Henk Van Dooren, RSW
Rita Wiltsie, RSW
Angela Yenssen, RSW

NON-COUNCIL COMMITTEE MEMBERS

Kathleen Al-Zand, RSW
Gary Cockman, RSSW
Danny Gillard, RSSW
Kenneth Gordon, RSW
Suzanne Hainer, RSSW
John Newman, RSSW
Summer Nudel, RSW



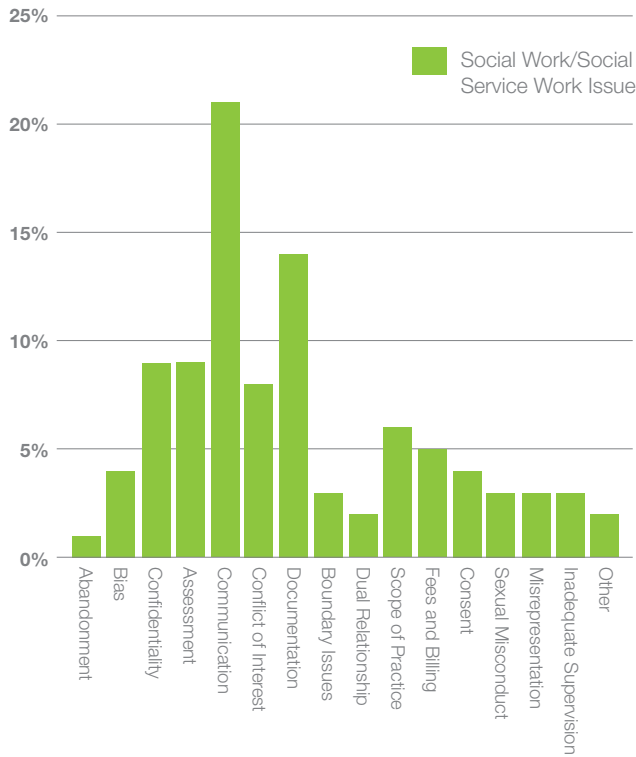
64

ACCOUNTABLE

64 complaints decisions were issued and 12 mandatory reports were considered - members are accountable through a transparent complaints and discipline process.

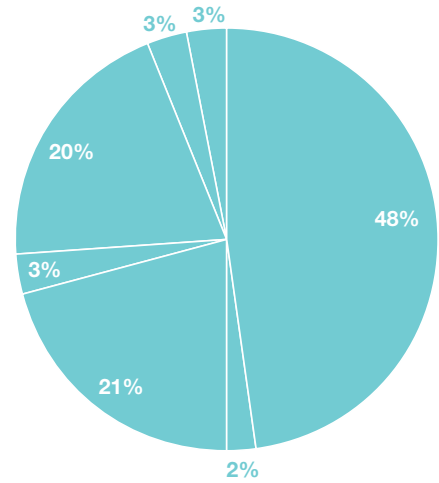
ISSUES RAISED BY COMPLAINT

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



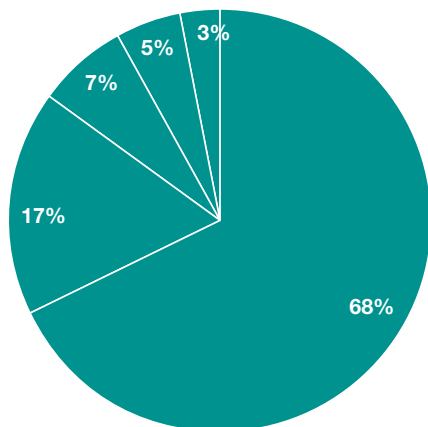
DISPOSITION OF COMPLAINT

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



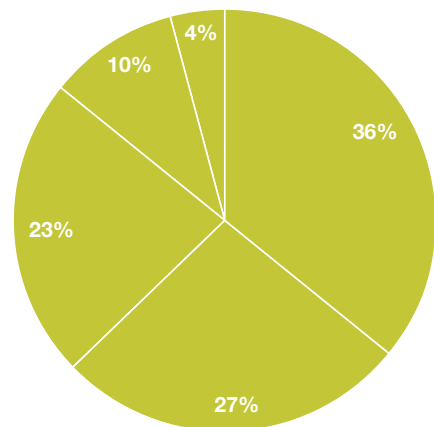
No Referral to Discipline or Fitness to Practise Committee	48%
Appearance to be Cautioned	2%
Remedial Advice	21%
Complaint Withdrawn	3%
No Jurisdiction	20%
Inadequate Form of Complaint	3%
Referral to Discipline Committee	3%

PRIMARY EMPLOYMENT FUNCTIONS 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 FUNCTIONS REGISTERED SOCIAL SERVICE WORKERS



Clinical Practice	36%
Community Organization/Development	27%
Management/Administration, Policy Planning/Analysis, Program Design/Evaluation and Consultation	23%
Research, Education/Training	10%
Unemployed	4%

AUDITOR'S REPORTS

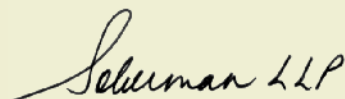
To the Ontario College of Social Workers and Social Service Workers

We have audited the statement of financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2011 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, 2011 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
February 24, 2012

STATEMENT OF FINANCIAL POSITION

At December 31	2011	2010
ASSETS		
Current		
Cash	\$ 1,776,169	\$ 1,695,086
Short term investments (Cost - \$854,828; 2010 - 4,067,309)	858,024	4,136,366
Prepaid expenses and sundry	43,258	30,066
	2,677,451	5,861,518
Long term investments	7,833,454	4,657,959
Equipment and leaseholds	281,987	310,154
	\$ 10,792,892	\$ 10,829,631
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 55,526	\$ 59,785
Deferred revenue	2,168,714	1,989,022
	2,224,240	2,048,807
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	281,987	310,154
Unrestricted net assets	8,286,665	8,470,670
	8,568,652	8,780,824
	\$ 10,792,892	\$ 10,829,631

STATEMENT OF OPERATIONS

Year ended December 31	2011	2010
Registration and application fees	\$ 3,827,136	\$ 3,620,816
Expenses		
Salaries and benefits	2,396,840	2,282,354
Legal	490,028	365,173
Premises rent	324,421	299,130
Advertising and promotion	275,397	251,988
Council and committee meetings	184,926	214,941
Postage and courier	142,102	138,060
Bank charges	123,182	109,512
Consulting	121,701	50,021
Election	97,319	50,356
Printing and stationery	72,619	181,678
Office supplies	60,523	57,676
Professional development	59,325	68,688
Leasing and maintenance	49,916	51,440
Telephone	31,034	26,809
Insurance	23,225	24,811
Audit and accounting	18,645	23,609
Translation	14,058	12,711
Website	3,254	10,007
Amortization	91,504	154,331
	4,580,019	4,373,295
Deficiency of revenue over expenses before other income	(752,883)	(752,479)
Other income		
Investment income	545,885	343,772
Loss on disposal of equipment	(5,174)	
	540,711	343,772
Deficiency of revenue over expenses	\$ (212,172)	\$ (408,707)

www.ocswssw.org

Ontario College of Social Workers and Social Service Workers

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