



Ontario College of
Social Workers and
Social Service Workers

A N N U A L R E P O R T

2012
2012

2012

2012

EMBRACING **INNOVATION**
MAXIMIZING **EFFECTIVENESS**

STRENGTHEN STAKEHOLDER AND PUBLIC AWARENESS

Strengthen the profile of the College so we can demonstrate our value proposition to members, potential members, the public, employers & government.

EXCELLENCE IN PRACTICE

Promote excellent practice so that our members remain professional, ethical, qualified and accountable.

REGULATORY LEADERSHIP

Contribute to the ongoing development of the regulatory sector so that we can influence direction and enhance confidence in the sector.

MAINTAIN EFFECTIVE GOVERNANCE

Continue to develop and maintain excellence in our governance processes so that we provide transparent, accountable, accessible and responsible leadership.

**STRENGTHEN
EXCELLENCE
LEADERSHIP
GOVERNANCE**

Joint Message from the President and Registrar

Over the past dozen years, the College has established a strong reputation as a credible regulatory authority for social workers and social service workers in Ontario. In 2012, we continued to gain momentum and focused on future goals and challenges. It was a year of planning, of reflection and of monitoring our progress to make sure we remain vigilant in our primary duty to protect the public interest. This year's theme, *Embracing Innovation, Maximizing Effectiveness*, reflects the course we have taken to strengthen our efficiency. New projects were undertaken to utilize technology and its benefits; connect with members and stakeholders; and foster member education. By embracing innovation, technology, communication and change, we will maximize our effectiveness and meet our goals.

A significant accomplishment in 2012 was the development and approval of the Strategic Plan for 2012 - 2015. This document identifies our priorities and ensures that our progress continues. The Strategic Plan is critical to guide Council and College staff in fulfilling our mission and ensure that we meet our strategic objectives: to strengthen stakeholder and public awareness, promote excellence in practice, maintain effective governance and demonstrate regulatory leadership.

Stakeholder relations was a priority in 2012 and the President, Registrar, and many members of the College senior staff met with key individuals in social service work, social work, education and government, including the Hon. John Milloy, Minister of Community and Social Services. Of particular interest to our members were activities pertaining to the regulation of psychotherapy. Proclamation of the *Psychotherapy Act* and changes to the *Regulated Health Professions Act* and the *Social Work and Social Service Work Act* related to psychotherapy are not anticipated until 2014; however we provided numerous informational sessions in 2012 to keep our members up-to-date. We also sought member feedback regarding the draft *Practice Guidelines for Performing the Controlled Act of Psychotherapy*.

Student engagement was also a priority, and several student engagement efforts were completed. The *Social Service Work Student Educational Sponsorship* program was launched to support social service work educators and students in planning educational events. Additionally, the College welcomed our first student intern from the University of Windsor's M.S.W. for Working Professionals program.

In 2012, Council said goodbye to Henk Van Dooren, RSW. We would like to thank Henk for his hard work and dedication to the College Council. Council also welcomed newly elected member Thomas Horn, RSW and recently appointed public member David Hodgson.

In May, the College hosted the Annual Meeting and Education Day entitled *Professional, Ethical, Qualified and Accountable: Committed to Excellence*, with keynote speaker Linda Wright, MHSc, M.S.W., RSW. Approximately 540 members from across the province joined us for the event, with some members participating by webcast. Thank you to all who participated.

With the many changes affecting the College and our members, we remain focused on the challenge to stay current and build on our considerable progress. By embracing innovation and maximizing effectiveness, we are able to set attainable and sustainable goals for the regulation of social work and social service work in the public interest.



Left:
Mukesh Kowlessar
RSSW
President

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

2012 ACCOMPLISHMENTS

RESPONSES TO LEGISLATION

- Reviewed draft regulations from Transitional Council, College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario (CRPRMHTO)
- Reviewed *Entry to Practice Competency Profiles* for CRPRMHTO
- Provided a response to the Ministry of Transportation regarding members of the College being guarantors on the new Photo ID card
- Provided a submission to the Chair of the Health Professions Regulatory Advisory Council regarding the treatment of spouses by members of *Regulatory Health Professions Act* (RHPA) colleges
- Provided our comments to the College of Occupational Therapists of Ontario regarding its new *Standard on Use of Title, Psychotherapist*
- Contributed to discussions with Canada Revenue Agency about including social workers on the list of approved “medical practitioners” whose fees would be eligible for the medical expense tax credit
- Provided comments to the Federation of Health Regulatory Colleges of Ontario’s *Interprofessional Collaboration Project*

PROFESSIONAL PRACTICE AND EDUCATION

- Provided over 2,500 practice consultations to members and the public
- Achieved a 98.85% compliance rate in the 2011 Continuing Competence Program (CCP)
- Held Educational Forums in Kingston and North Bay
- Gave presentations to 16 social work and social service work programs and 10 organizations

- Provided comments to researchers on a study through St. Elizabeth called *The Potential for Personal Support Workers to Bring Stroke Best Practices to Stroke Survivors and their Family Caregivers in their Homes: An exploratory study*
- Distributed approximately 2,000 *Code of Ethics and Standards of Practice Handbooks* to social work and social service work educators, along with student brochures
- Hosted over 500 members at the 2012 Annual Meeting and Education Day (AMED)
- Created two new CCP webcasts, responded to over 400 CCP inquiries, and facilitated five workshops designed to support members in completing the CCP
- Hosted an intern from the University of Windsor’s M.S.W. for Working Professionals program

COMMUNICATIONS AND MARKETING

- Created a new brochure to highlight the value of registered social workers and registered social service workers
- Received the 2012 International Association of Business Communicators’ *Ovation Award of Excellence* for our continued work with Argyle Communications on the multi-faceted public awareness campaign
- Distributed two issues of *Perspective* to members and stakeholders in April and November
- Updated the College’s website regularly and distributed approximately 14 eBulletins between issues of the newsletter
- Planned the logistics and next steps for the Member Resource USB and the Employer Database
- Conducted a member survey to benchmark the progress of communications strategies

TO MAXIMIZE

MEMBERSHIP AND REGISTRATION

- Registered 1,275 social work members and 405 social service work members, including 883 new graduates, for a total of 1,680 new members
- Increased overall membership to 15,605
- Attained 95% rate of renewal of College members
- Increased online renewal rate to 50%
- Continued work on online projects including policy development in regard to the online register and voting
- Gathered information regarding the number of members performing psychotherapy or using the title Psychotherapist
- Submitted two Registration Practices Reports to the Office of the Fairness Commissioner
- Complied with the continuous improvement recommendations from the Office of the Fairness Commissioner
- Received the *Final Assessment Report and Recommendations* from the Office of the Fairness Commissioner and submitted Action Plans in response to the recommendations

STAKEHOLDER RELATIONS

- Initiated the development of a Government Relations strategy
- The President and Registrar met with the Hon. John Milloy, Minister of Community and Social Services
- Attended a series of meetings with the Ontario Association of Children's Aid Societies and made a presentation to their Child Welfare Policy and Legislation Committee
- Attended meetings of the Ontario Deans and Directors of Social Work and the Social Service Worker Educators' Association

- Provided sponsorship for the OASW Conference *Innovation in Social Work Practice, Research and Education*
- The Registrar presented on the regulation of psychotherapy at the OASW's Annual General Meeting and Social Work Provincial Conference
- Sponsored Laurentian University's 8th Annual IMPACT Health Day
- Participated in the accreditation process for the Factor-Inwentash Faculty of Social Work, University of Toronto
- Continued to meet with RHPA colleges regarding the regulation of psychotherapy
- Conducted a broad consultation on the *Draft Practice Guidelines for Performing the Controlled Act of Psychotherapy*
- Continued to play a leadership role in the Canadian Council of Social Work Regulators (CCSWR) and welcomed the release of the report *Entry to Practice Competencies for the Social Work Profession in Canada*

COMPLAINTS AND DISCIPLINE

- Received 50 new complaints and 11 new mandatory reports
- Considered 40 complaints
- Issued 36 complaints and reasons
- Considered 13 mandatory reports and issued 13 decisions
- Completed 3 pre-hearing conferences and conducted 5 hearings

EFFECTIVENESS
WE HAVE SUCCESSFULLY MANAGED OUR FINANCES...

2012 COMMITTEE REPORTS

EXECUTIVE COMMITTEE

Mukesh Kowlessar, RSSW, President

Lily Oddie, Public Member, First Vice-President
(effective Sept. 13/12)

Beatrice Traub-Werner, RSW, Second Vice-President
(effective Sept. 13/12)

Greg Clarke, RSSW

Sophia Ruddock, Public Member

Bob Thompson, RSW (effective Sept. 13/12)

Angela Yenssen, RSW (until Sept. 13/12)

- 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.
- In 2012, the Executive Committee considered and forwarded to Council many matters that are described elsewhere in the Report. They also achieved the following:
 - Directed the Strategic Planning session with Council, which was held in May 2012;
 - Oversaw the development of a new Orientation and Mentorship program for new Council members;

- Reviewed the recommendations contained in the Report by the Honourable Patrick Lesage on the *Review of the Ontario College of Teachers Intake, Investigation and Discipline Procedures*.

MANDATORY REPORT STATISTICS

- 127 reports received since 2000, 11 of which were received in 2012.
- 13 cases completed, including 1 referral to the Discipline Committee.

DISCIPLINE COMMITTEE

Irene Comfort, RSSW, Chair

- To December 31, 2012, the Committee received 31 referrals of professional misconduct on the part of 30 College members, completed 21 pre-hearing conferences, and conducted 26 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*; on the College's website; and in some cases, over the newswire and with notification to other provincial regulators.

FITNESS TO PRACTISE COMMITTEE

Irene Comfort, RSSW, Chair

- To December 31, 2012, there have been no referrals to the Committee.

TO MAXIMIZE

COMPLAINTS COMMITTEE

Norman MacLeod, Public Member, Chair

- To December 31, 2012, the Committee received 585 complaints, 50 of which were received in 2012.
- 504 decisions were issued, including 13 referrals to the Discipline Committee, and 24 decisions requiring a member to appear before the Committee to be cautioned.

REGISTRATION APPEALS COMMITTEE

Kimberley Lewis, RSSW, Chair

- 15 files were reviewed, of these: 11 decisions with reasons were issued, 3 decisions were approved in principle and 1 request was withdrawn.
- 18 requests for review were received (16 social work and 2 social service work).
- The Committee attended an anti-discrimination training session.

ELECTION COMMITTEE

Sylvia Pusey, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and participated in a training program with scrutineers.
- Angela Yenssen and Thomas Horn were elected as social workers in electoral district number 4, and Irene Comfort and Thamo Hurlly were acclaimed as social service workers in electoral district number 4.
- In 2012 the College made candidates' biographical summaries and candidates' statements only available online. This is the first step towards the goal of comprehensive online voting which is scheduled for 2013.

STANDARDS OF PRACTICE COMMITTEE

Rose-Marie Fraser, RSW, Chair

- Council delegated to the Standards of Practice Committee the task of overseeing the development of *Practice Guidelines for Performing the Controlled Act of Psychotherapy*.
- After information-gathering (including focus groups with members practising psychotherapy), the guidelines were drafted and reviewed.
- Cathexis Consulting was engaged to conduct a broad consultation regarding the guidelines. All members of the College, and 23 external stakeholder groups, were invited to participate in an online survey.
- Minor modifications were made to the draft based on feedback from the consultation.
- The guidelines will be released after approval by Council and when changes to the RHPA and the SWSSWA come into force.

TITLES AND DESIGNATIONS COMMITTEE

Sophia Ruddock, Public Member, Chair

- The Titles and Designations Committee's mandate is to consider appeals requested by a member with respect to the Registrar's determination that a member of the College does not hold an earned doctorate in social work, as defined in subsection 47.3(2) of the *Social Work and Social Service Work Act*.
- The Committee received one request to appeal the Registrar's decision that a member of the College does not hold a doctorate in social work, as defined in subsection 47.3(2) of the Act.
- The Committee considered the member's request and issued a decision in writing to the appellant and the Registrar.

2012 COMMITTEE REPORTS

FINANCE COMMITTEE

Bob Thompson, RSW, Chair

- The Finance Committee makes recommendations to Council on matters related to the College's financial planning, financial management and asset management, including:
 - The annual operating budget;
 - Internal financial controls;
 - Financial policies and fiscal plans; and
 - Policies for the investment of funds.
- The Committee reviewed various scenarios in order to return the College to a balanced budget.
- The Committee regularly reviewed the College's financial statements and the statements of the College's current financial portfolio.
- The Committee recommended that Council receive a presentation on the College's finances and the fiduciary responsibilities of Council. This training was provided by the College's auditor on September 13, 2012.
- The Committee revised the process for the development of the annual budget and presented the annual work plan to Council on September 14, 2012. They then reviewed the draft budget for 2013, presented it to Council and it was approved on December 13, 2012. The approved budget included the recommendation that member fees not be increased in 2014.

NOMINATING COMMITTEE

Thamo Hurly, 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 2012 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 recommendations made to Council.
- The Committee met in September 2012 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 2012 Council meeting.

GOVERNANCE COMMITTEE

Angela Yenssen, 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 workplans in order to implement the recommendations from the Good Governance Report approved by Council in March 2012.

TO MAXIMIZE

2012 COMMITTEE REPORTS

COLLEGE COUNCIL

Susan Clark, Public Member
Greg Clarke, RSSW
Irene Comfort, RSSW
Jack Donegani, RSSW
Diane Dumais, RSSW
Rose-Marie Fraser, RSW
Anita Gupta, Public Member
David Hodgson, Public Member
Thomas Horn, RSW
Thamo Hurly, RSSW
Mukesh Kowlessar, RSSW
Kimberley 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

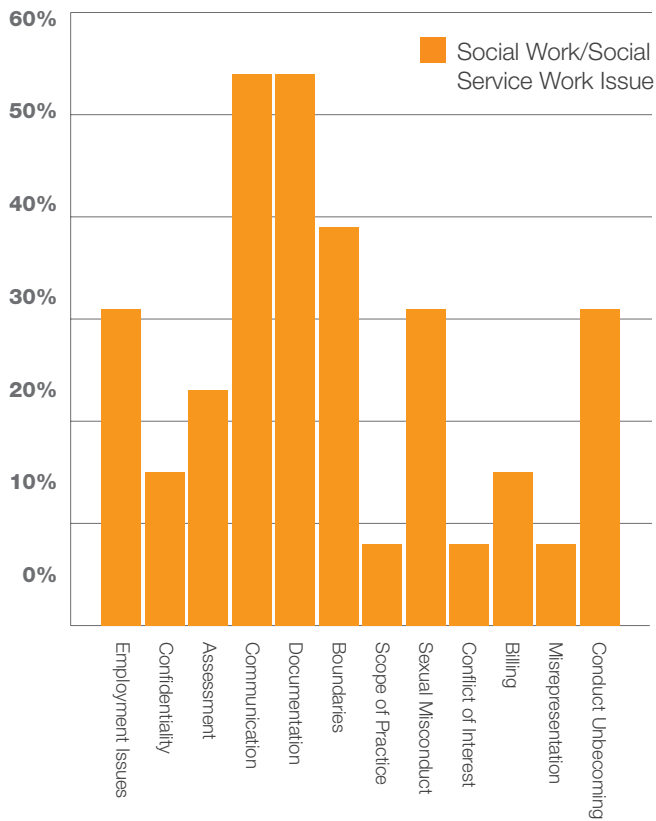
NON-COUNCIL COMMITTEE MEMBERS

Kathleen Al-Zand, RSW
Gary Cockmann, RSSW
Kenneth Gordon, RSW
Summer Nudel, RSW

EFFECTIVENESS
WE HAVE EMBRACED TECHNOLOGY AND INNOVATION.

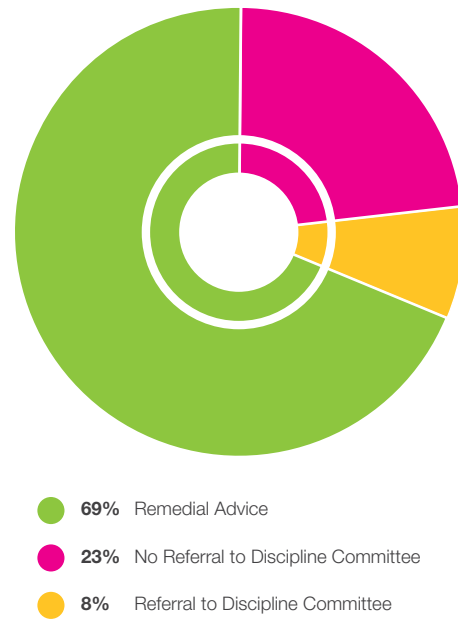
ISSUES RAISED BY REPORTS AND MANDATORY REPORTS

NB: Reports and Mandatory Reports often raise several social work/social service work issues

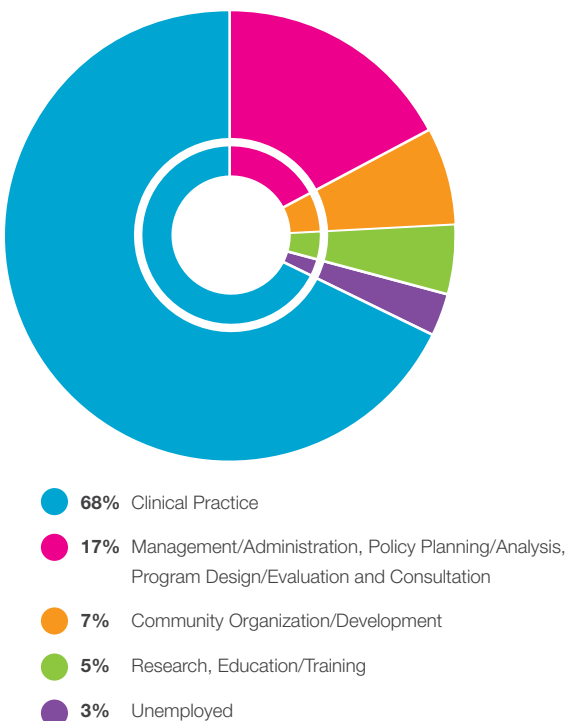


DISPOSITION OF REPORTS AND MANDATORY REPORTS

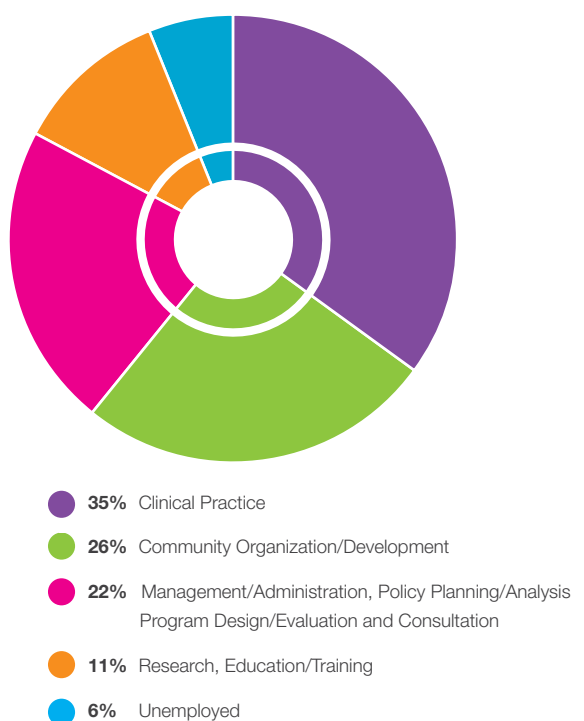
NB: The numbers below represent those matters that have been disposed of at the time of this writing.



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL WORKERS



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL SERVICE WORKERS



AUDITOR'S REPORTS

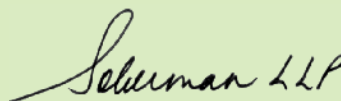
TO THE ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

We have audited the statement of financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2012 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, 2012 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
April 29, 2013

STATEMENT OF FINANCIAL POSITION

At December 31	2012	2011
ASSETS		
Current		
Cash	\$ 1,726,935	\$ 1,776,169
Short term investments	820,431	847,289
Prepaid expenses and sundry	58,214	43,258
Interest receivable	26,105	31,412
	2,631,685	2,698,128
Long-term investments	7,241,398	7,412,399
Equipment and leaseholds	283,365	281,987
	\$10,156,448	\$10,392,514
LIABILITIES		
Current		
Accounts payable and accrued charge	\$ 78,847	\$ 55,526
Deferred revenue	2,198,919	2,168,714
	2,277,766	2,224,240
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	283,365	281,987
Unrestricted net assets	7,595,317	7,886,287
	7,878,682	8,168,274
	\$10,156,448	\$10,392,514

Complete audited statements are available from the office of the Registrar

STATEMENT OF OPERATIONS

Year ended December 31	2012	2011
Registration and application fees	\$4,056,356	\$3,827,136
Expenses		
Salaries and benefits	2,582,629	2,396,840
Legal	392,911	490,028
Premises rent	323,141	324,421
Advertising and promotion	258,597	275,397
Council and committee meetings	189,296	184,926
Postage and courier	181,150	142,102
Bank charges	124,725	123,182
Printing and stationery	115,916	72,619
Consulting	69,455	121,701
Office supplies	56,778	60,523
Professional development	52,071	59,325
Leasing and maintenance	44,456	49,916
Election	39,503	97,319
Telephone	35,571	31,034
Insurance	24,357	23,225
Audit and accounting	19,549	18,645
Translation	13,721	14,058
Website	3,957	3,254
Amortization	98,025	91,504
	4,625,808	4,580,019
Deficiency of revenue over expenses before other income	(569,452)	(752,883)
Other income		
Investment income	268,936	313,540
Realized gain on sale of investment	10,924	112,174
Loss on disposal of equipment	-	(5,174)
	279,860	420,540
Deficiency of revenue over expenses	\$(289,592)	\$(332,343)

www.ocswssw.org

Ontario College of Social Workers and Social Service Workers

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