



Ontario College of
Social Workers and
Social Service Workers

2013 ANNUAL REPORT

Engaging our members Fulfilling our mandate



Strengthening

Stakeholder and Public Awareness

Maintaining

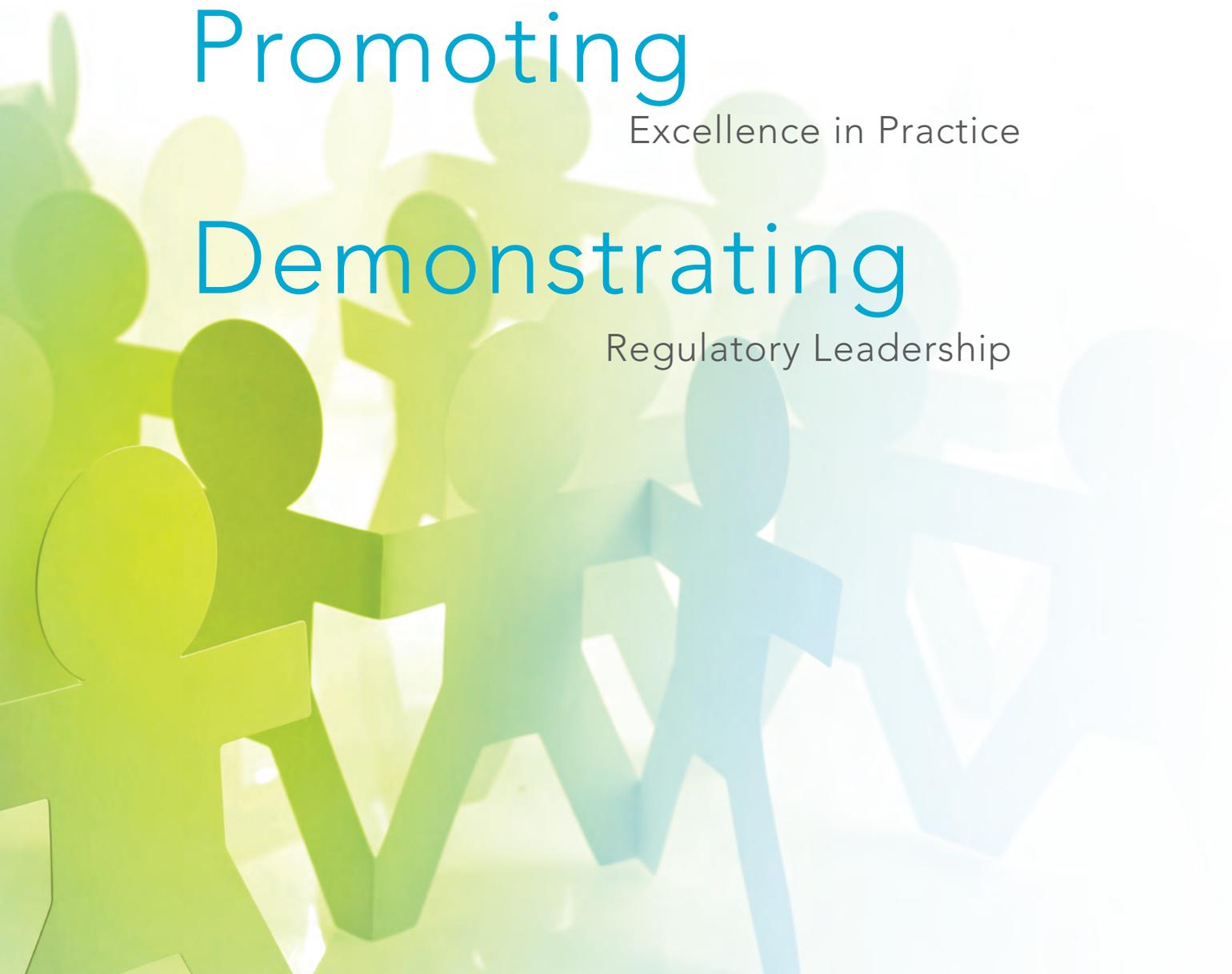
Effective Governance

Promoting

Excellence in Practice

Demonstrating

Regulatory Leadership



Joint Message from the President and Registrar

Engaging Our Members, Fulfilling Our Mandate

As expected, 2013 proved to be another exciting and significant year for the College. As we progressed with technological and other changes, and an ever-growing membership, the importance of engaging our members while remaining vigilant in fulfilling our mandate of public protection continued to be our main priority.

A significant accomplishment in 2013 was the online launch of the public register. Though the public register has been in existence since the College's inception in 2000, the online register was created to provide easier access and greater efficiencies for both the public and the College.

Many additional technological improvements were made in 2013, including the Member Resource USB key, the launch of the College's complete election process online, as well as new sections on the website for employers, private practitioners, and students and new graduates. We have received very positive feedback from our members, other stakeholders and regulatory bodies in response to these changes.

As members will know from previous College communications, there have been important changes to the *Regulated Health Professions Act* and the *Social Work and Social Service Work Act* related to psychotherapy. The changes, which have not yet been proclaimed at the time of printing, will permit members of the College to perform the controlled act of psychotherapy and use the title "psychotherapist" if they comply with certain conditions. We are pleased to announce that *Practice Guidelines for Performing the Controlled Act of Psychotherapy*, which will come into force at proclamation, were approved by Council in December.

In 2013, the College said goodbye to Council members Ann-Marie O'Brien, RSW, Jack Donegani, RSSW, Anita Gupta, Public Member, Mukesh Kowlessar, RSSW, and Rita Wiltsie, RSW. We would like to thank them for their hard work and dedication. Council also welcomed newly-elected members Linda Danson, RSW, Carole Léveillé, RSSW, Gary Cockman, RSSW, and John Pretti, RSW.

We also bid a fond farewell to Pamela Blake, RSW, Deputy Registrar, who retired in December, after 13 years of service. Pamela's many achievements have enhanced the infrastructure and culture of the College.

In June, the College hosted the Annual Meeting and Education day entitled *Maximizing Professional Effectiveness in Turbulent Times*, with keynote speaker David Rivard, M.S.W., RSW. Approximately 575 members from across the province joined us for the event, with some members participating by webcast. Thank you to all who participated.

We are proud to look back on a year with many accomplishments, all of which helped us to carry out our primary duty of protecting the public interest. We have engaged our members in many ways throughout the year, from responding to practice calls, to hosting members at the Educational Forums and the AMED, to enhancing resources and supports for members. We understand the value of continuing to connect with registered social workers and registered social service workers across the province, and will continue to do so in the year ahead.



Beatrice Traub-Werner
M.S.W., RSW
President



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

2013 Accomplishments

RESPONSES TO LEGISLATION

- Participated in consultation on the MOHLTC's *Comprehensive Mental Health and Addictions Strategy*
- Participated in consultation on HealthForceOntario's *Health Human Resources Strategy*

PROFESSIONAL PRACTICE AND EDUCATION

- Provided 2,372 practice consultations to members and the public
- Responded to over 350 CCP inquiries, and facilitated 5 workshops designed to support members in completing the CCP
- Achieved a 98.9% compliance rate in the 2012 Continuing Competence Program (CCP)
- Held Educational Forums in Ottawa and Sault Ste. Marie
- Gave presentations to students in 24 social work and social service work programs and to members at 11 organizations
- Distributed approximately 6,918 Member Resource USB keys to social work and social service work educators, along with student brochures
- Hosted over 500 members at the 2013 Annual Meeting and Education Day (AMED)
- Created new sections of the website with information and resources for private practice practitioners and new graduates
- Developed a webcast for students and educators

COMMUNICATIONS AND MARKETING

- Launched the new Member Resource USB keys to members, educators and students
- Distributed two issues of *Perspective* to members and stakeholders in April and November
- Updated the College website regularly and sent approximately 26 eBulletins between issues of the newsletter
- Conducted a member survey to benchmark the success of communications strategies
- Created educational videos for the general public, members, new graduates and employers
- Created a new section of the website for employers
- Created a new and consistent look for Practice Guidelines

MEMBERSHIP AND REGISTRATION

- Registered 1,340 social work members and 350 social service work members, including 874 new graduates, for a total of 1,690 new members
- Increased overall membership to 16,500
- Attained a 95% rate of renewal of College members
- Increased online renewal rate to 54%
- Launched the Public Register online
- Created a tutorial video to help members with online renewals

STAKEHOLDER RELATIONS

- Conducted an employer survey to better understand the needs of social work and social service work employers
- Created an online form to request a presentation from the College
- Invited the Hon. Ted McMeekin, Minister of Community and Social Services to provide welcoming remarks at AMED
- *Practice Guidelines for Performing the Controlled Act of Psychotherapy*, which will come into force at proclamation of changes to the RHPA and the SWSSWA, were approved by Council

- Presented on the CCP at the ASWB Spring Education Meeting in Austin, Texas and at the CLEAR Conference in St. Louis, Missouri
- Continued to meet with RHPA colleges authorized to perform the controlled act of psychotherapy
- Participated in a Human Resources networking group comprised of 20 HR professionals from a variety of regulatory bodies
- Co-chaired the Quality Assurance Working Group attended by colleagues from health and non-health regulatory colleges
- Participated in a focus group at the College of Early Childhood Educators regarding their Continuous Professional Learning program
- Provided feedback to the College of Midwives of Ontario regarding the *Indications for Mandatory Discussion, Consultation and Transfer of Care Standard*
- Practice Notes on *The Importance of Professional Judgment* were published in the newsletter of the Saskatchewan Association of Social Workers
- Provided a response to the College of Registered Psychotherapists of Ontario consultation on their revised by-laws and their draft professional practice standards
- The Communications Department met and corresponded with the communications teams from a variety of regulatory bodies to discuss new trends in regulatory communications

COMPLAINTS AND DISCIPLINE

- Received 52 new complaints and 19 new mandatory reports
- Considered 43 complaints
- Issued 53 complaints decisions and reasons
- Considered 19 mandatory reports and issued 12 decisions
- Completed 3 pre-hearing conferences and conducted 9 hearings (including 2 applications to vary terms, conditions and limitations)

Remaining vigilant
in **fulfilling** our
mandate of public
protection

Fulfill

2013 Committee Reports

EXECUTIVE COMMITTEE

Beatrice Traub-Werner, RSW, President

Lily Oddie, Public Member, First Vice-President

Greg Clarke, Second Vice-President
(effective September 10, 2013)

Irene Comfort, RSSW
(effective September 10, 2013)

Bob Thompson, RSW

David Hodgson, Public Member
(effective September 10, 2013)

Mukesh Kowlessar, RSSW
(until September 10, 2013)

Sophia Ruddock, Public Member
(until September 10, 2013)

- 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 2013, the Executive Committee considered and forwarded to Council many matters that are described in the achievements outlined elsewhere in this Report. They also achieved the following:
 - Recommended approval, by Council, of the report *Entry Level Competency Profile for the Social Work Profession in Canada*;
 - Appointed Lise Betteridge, M.S.W., RSW, Deputy Registrar, effective January 1, 2014, to replace Pamela Blake, M.S.W., RSW, who retired on December 31, 2013; and
 - Recommended approval, by Council, of the expansion of College premises at 250 Bloor St. E.

MANDATORY REPORT STATISTICS

- 148 reports have been received since 2000, 19 of which were received in 2013.
- Decisions have been issued in 128 cases, including 19 referrals to the Discipline Committee.

DISCIPLINE COMMITTEE

Thomas Horn, RSW, Chair

- To December 31, 2013, the Committee completed 24 pre-hearing conferences, and conducted 40 hearings, including 3 hearings of applications to remove terms, conditions and limitations previously imposed on a member's certificate of registration.
- As ordered by the Discipline 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

Thomas Horn, RSW, Chair

- To December 31, 2013, there have been no referrals to the Committee.

COMPLAINTS COMMITTEE

Norman MacLeod, Public Member, Chair

- To December 31, 2013, the Complaints Committee received 637 complaints, 52 of which were received in 2013.
- Decisions have been issued in 588 cases, including 14 referrals to the Discipline Committee, and 26 decisions requiring a member to appear before the Committee to be cautioned.

REGISTRATION APPEALS COMMITTEE

Kimberly Lewis, RSSW, Chair

- The Committee reviewed 24 requests for review: 20 decisions with reasons were issued; 2 decisions were approved in principle and 2 requests were withdrawn.
- 16 requests for review were received in 2013 (all social work).

ELECTION COMMITTEE

Sylvia Pusey, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and questionable ballots and participated in a training program with scrutineers.
- In 2013 candidates' biographical summaries, candidates' statements and ballots were available online. This process proved very successful and voter turnout was over 16%.
- The College intends to continue with an online election process for 2014.
- In 2014 there will also be a parallel hard-copy election process for members for whom the College does not have accurate e-mail addresses.
- The online election process improves efficiency and reduces the paper, printing and mailing costs associated with the election.
- Congratulations to Bob Thompson, RSW and Diane Dumais, RSSW, who were elected in Electoral District No. 1; Linda Danson, RSW and Carole Léveillé, RSSW who were elected in Electoral District No. 2; and to John Pretti, RSW and Gary Cockman, RSSW who were elected in Electoral District No. 5.

STANDARDS OF PRACTICE COMMITTEE

Rose-Marie Fraser, RSW, Chair

- The Standards of Practice Committee completed its task of overseeing the development of *Practice Guidelines for Performing the Controlled Act of Psychotherapy*.
- After a comprehensive review and broad stakeholder consultation, the Guidelines were approved by Council at its December meeting. They will come into force at proclamation of the provisions in the *Regulated Health Professions Act and the Social Work and Social Service Work Act*.
- In December, Council delegated to the Standards of Practice Committee oversight of a review of the Continuing Competence Program (CCP). The review is set to begin in early 2014.

Engaging our
members to
promote
excellence in
practice

Engage

2013 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 reviewed policies related to the management of College finances.
- 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 10, 2013.
- The Committee directed the process for the development of the 2014 annual budget and work plan. The Chair of the Finance Committee presented the 2014 draft budget and work plan to Council and it was approved on December 11, 2013.

NOMINATING COMMITTEE

Thamo Hurly, RSSW (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 2013 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 2013 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 2013 Council meeting.

GOVERNANCE COMMITTEE

Angela Yensen, 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 work plans in order to implement the recommendations from the Good Governance Report approved by Council in March 2012 and the Strategic Plan approved by Council in September 2012.

2013-2014 College Council

COLLEGE COUNCIL

Susan Clark, Public Member
Greg Clarke, RSSW
Gary Cockman, RSSW
Irene Comfort, RSSW
Linda Danson, RSW
Diane Dumais, RSSW
Rose-Marie Fraser, RSW
Anita Gupta, Public Member
David Hodgson, Public Member
Thomas Horn, RSW
Thamo Hurly, RSSW
Carole Léveillé, RSSW
Kimberley Lewis, RSSW
Norman MacLeod, Public Member
Lily Oddie, Public Member
John Pretti, RSW
Sylvia Pusey, Public Member
Sophia Ruddock, Public Member
Bob Thompson, RSW
Beatrice Traub-Werner, RSW
Angela Yenssen, RSW

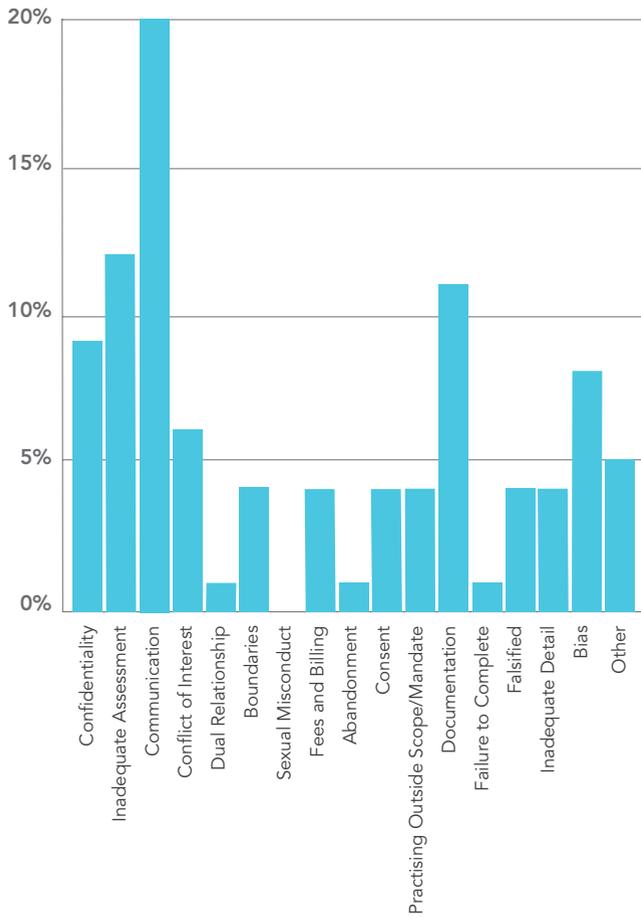
NON-COUNCIL MEMBERS

Nancy Friedman, RSW
Kenneth Gordon, RSW
Abe Ibrahim, RSSW
Mukesh Kowlessar, RSSW
Summer Nudel, RSW
Henk Van Dooren, RSW
Rita Wiltsie, RSW

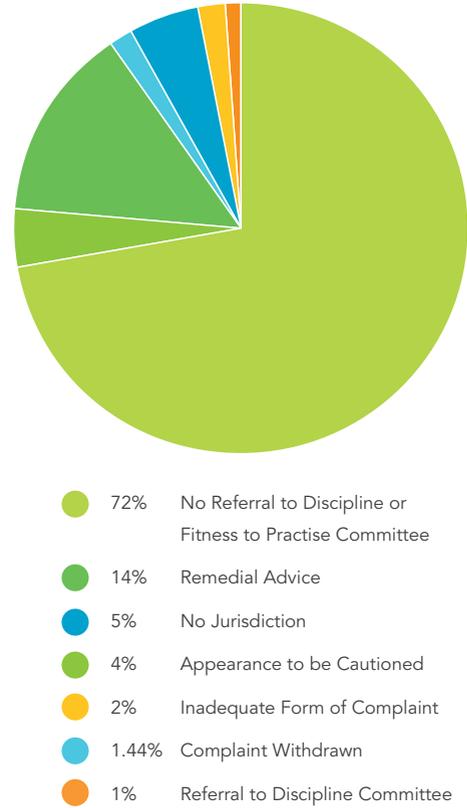
Promoting *high standards and quality assurance, and communicating with the public and our members*

Promote

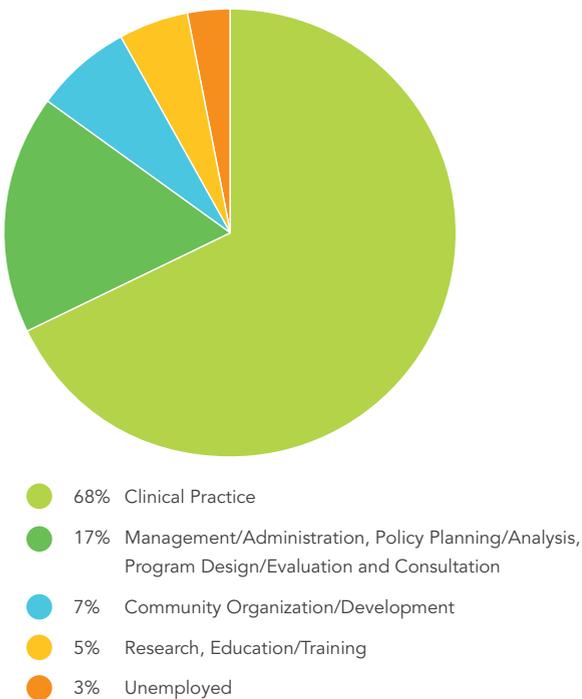
ISSUES RAISED BY COMPLAINT



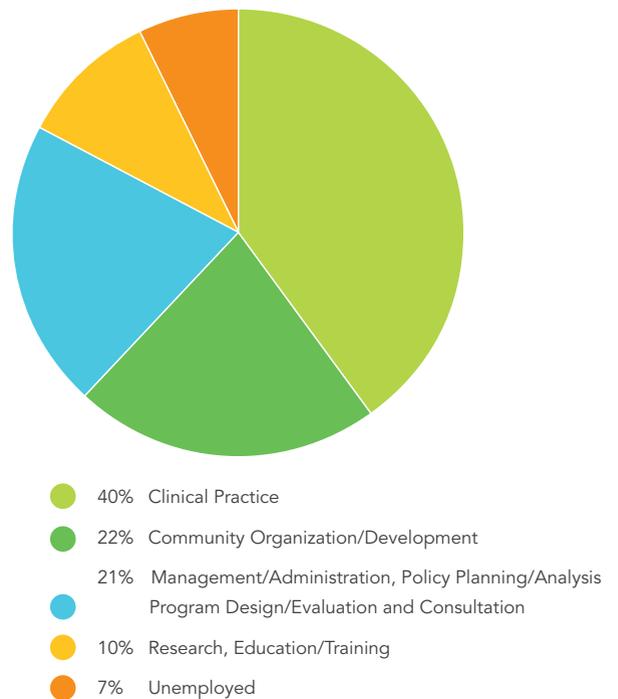
DISPOSITION OF COMPLAINT



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL WORKERS



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL SERVICE WORKERS



Independent Auditors' Report

TO THE ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

We have audited the financial statements of Ontario College of Social Workers and Social Service Workers, which comprise the statement of financial position as at December 31, 2013 and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not for profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of

material misstatement of the financial statements, whether due to fraud or error.

In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2013, and the results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Crowe Soberman LLP

Chartered Professional Accountants

Licensed Public Accountants

Toronto, Canada

April 3, 2014

STATEMENT OF FINANCIAL POSITION

At December 31	2013	2012
ASSETS		
Current		
Cash	\$ 1,721,650	\$ 1,726,935
Short-term investments	870,398	820,431
Prepaid expenses and sundry	98,820	58,214
Interest receivable	27,685	26,105
	2,718,553	2,631,685
Long-term investments	7,052,019	7,241,398
Equipment and leaseholds	265,254	283,365
	\$10,035,826	\$10,156,448
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 53,362	\$ 78,847
Deferred revenue	2,409,743	2,198,919
	2,463,105	2,277,766
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	265,254	283,365
Unrestricted net assets	7,307,467	7,595,317
	7,572,721	7,878,682
	\$10,035,826	\$10,156,448

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

STATEMENT OF OPERATIONS

Year ended December 31	2013	2012
Registration and application fees	\$ 4,286,710	\$ 4,056,356
Expenses		
Salaries and benefits	2,789,929	2,582,629
Legal	383,537	392,911
Premises rent	337,848	323,141
Advertising and promotion	296,875	258,597
Council and committee meetings	181,242	189,296
Postage and courier	163,419	181,150
Bank charges	134,825	124,725
Printing and stationery	133,651	115,916
Consulting	66,994	69,455
Professional development	63,666	52,071
Office supplies	56,457	56,778
Leasing and maintenance	48,748	44,456
Telephone	27,332	35,571
Audit and accounting	24,990	19,549
Insurance	23,989	24,357
Translation	12,079	13,721
Election	5,901	39,503
Website	4,873	3,957
Amortization	93,016	98,025
	4,849,371	4,625,808
Deficiency of revenue over expenses before other income	(562,661)	(569,452)
Other income		
Investment income	258,472	268,936
Realized (loss) gain on sale of investment	(1,422)	10,924
Loss on disposal of equipment	(350)	-
	256,700	279,860
Deficiency of revenue over expenses	\$ (305,961)	\$ (289,592)

