



Ontario College of
Social Workers and
Social Service Workers

15

ANNUAL REPORT 2015

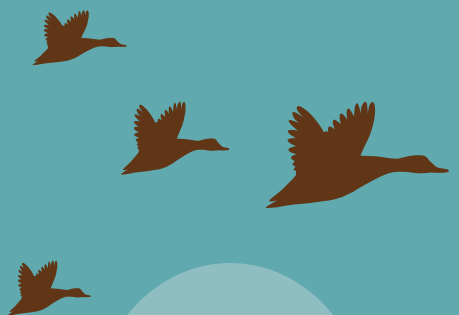


FIFTEEN
YEARS:
MOVING
FORWARD



GLENDAL MCDONALD
FOUNDING REGISTRAR AND CEO
2000-2015

The College's [goals are] to instill public confidence in the professions and to maintain the professions' confidence in the College... Together, we continue to be committed to excellence in our duty to protect the public interest and govern our members.



Joint Message from the President and Registrar

FIFTEEN YEARS: MOVING FORWARD

Since 2000, the College has been entrusted to serve and protect the public interest by regulating the practice of social work and social service work in Ontario.

At this juncture in our history, we are moving forward, mobilizing the knowledge and experience we have gained in order to fulfill our mandate in a responsible and accountable manner.

As we look back and celebrate 15 years of operation, there are many achievements about which we are proud. These accomplishments include: the proclamation of the *Social Work and Social Service Work Act, 1998*; the development of the *Code of Ethics and Standards of Practice*; the launch of the *Perspective* newsletter, the website, and the Annual Meeting and Education Day and Educational Forums; the development of the Continuing Competence Program and the recent in-depth evaluation of the program; the building of relationships with social work and social service work educators, employers and other stakeholders; among other things.

None of these accomplishments of the past 15 years would have been possible without the exceptional dedication and vision of the College's founding Registrar, Glenda McDonald. After a brave battle with cancer, Glenda passed away in May 2015. Although Glenda continues to be greatly missed, her influence and unwavering commitment to professional regulation continue to guide and inspire us in our work.

The 2015 Annual Meeting and Education Day provided College staff, Council, members and friends with the opportunity to pay tribute to Glenda. With over 550 members in attendance, as well as over 265 members participating through webcast, the day was a great success. Entitled *Building Capacity across the Spectrum*, the morning portion of the day was dedicated to Glenda; eight educational breakout sessions were held in the afternoon. Keynote speaker Laura Tamblyn Watts, LLB, SJD cand., was extremely well received by all.

Although 2015 was a year to reflect and review, it was also a year of moving forward. The College launched a new mobile-friendly and accessible website with features that streamline the user's experience. In addition, the College's Twitter and LinkedIn pages were introduced and continue to grow in popularity.

In 2015, the College said goodbye to Council members Susan Clark, Public Member, Irene Comfort, RSSW, Thamo Hurly, RSSW, Carole Léveillé, RSSW, Norman MacLeod, Public Member, Sylvia Pusey, Public Member, and Angela Yenssen, RSW. We would like to acknowledge their hard work and dedication. Council also welcomed newly elected members Shelley Hale, RSSW, Jennifer Hamilton, RSSW, Mary Long, RSSW, Donald Panton, RSW, and newly appointed public members Sharmaarke Abdullahi, Anna Walsh and Lisa Foster.

Our successes over the past 15 years would have been impossible without the hard work and support of Council, staff, educators, employers and, of course, our members. We are committed to reflecting upon, and improving, our current policies and processes while maximizing our use of resources. As we move forward, we recognize the privilege that is ours in the regulation of the professions of social work and social service work.



Bob Thompson
MSW, RSW
President



Lise Betteridge
MSW, RSW
Registrar

2015 Accomplishments

RESPONSES TO LEGISLATION

- Participated in a working group with the five other colleges whose members will have access to the controlled act of psychotherapy and with representatives from the Ministry of Health and Long-Term Care (MOHLTC) to further clarify the definition of the controlled act.
- Commented at the request of the Ministry of Municipal Affairs and Housing on proposed changes to the *Residential Tenancies Act, 2006* regarding notice requirements in cases of domestic violence.
- Provided comments to the College of Massage Therapists of Ontario on proposed amendments to their Registration Regulation concerning treatment of spouses.
- Commented on the Ontario College of Teachers' Practice Advisory on the Duty to Report and its consultation on Member Attestation on the Duty to Report.
- Responded to the College of Medical Laboratory Technologists of Ontario's proposed bylaw amendments related to transparency.
- Provided a response to the Task Force on the Prevention of Sexual Abuse of Patients and the *Regulated Health Professions Act, 1991*.

PROFESSIONAL PRACTICE AND EDUCATION

- Provided 1,623 practice consultations to members and the public.
- Responded to over 336 Continuing Competence Program (CCP) inquiries, and facilitated two workshops designed to support members in completing the CCP.
- Achieved a 99.09% compliance rate in the 2014 CCP.
- Held Educational Forums in Barrie and St. Catharines, Ontario.
- Gave 19 presentations to students in social work and social service work programs and to members.
- Distributed approximately 2,369 Member Resource USB keys to social work and social service work educators.
- Provided comments to the Ontario Association of Social Workers (OASW) on its *Glossary on Supervision and Consultation*.
- Hosted over 550 members at the 2015 Annual Meeting and Education Day (AMED).
- Supported over 265 members to participate in the 2015 AMED by webcast.
- Participated in the working group to help develop and pilot the Ministry of Community and Social Services (MCSS) Professional Development Fund for Social Workers and Social Service Workers (SWSSWPDF).
- Presented on common issues in complaints/issues to watch out for at the OASW Eastern Branch AGM.

CLAUDIA NEWMAN PAST PRESIDENT 2001-2002

As I sat at our very first Council meeting, I reflected on the journey! Through the tireless work of the Transitional Council, we set the framework for today's College. Under the exemplary and steadfast leadership of our first Registrar, Glenda McDonald, that framework became living and breathing. The hard work and commitment to the protection of the public interest of many brought us to that first Council meeting. Thank you to everyone. It was a privilege to share the journey.

COMMUNICATIONS AND MARKETING

- Distributed two issues of *Perspective* to members and stakeholders in April and November.
- Updated the College website regularly and sent approximately 43 eBulletins between issues of the newsletter.
- Conducted a member survey to gauge the success of communications strategies.
- Launched the College's Twitter and LinkedIn channels.
- Created a bookmark for stakeholders in celebration of the College's 15-year anniversary.
- Introduced a more accessible and mobile-friendly College website.
- Sent electronic and hard copy media kits to media outlets across the province.

MEMBERSHIP AND REGISTRATION

- Registered 1,327 social work members and 402 social service work members, including 930 new graduates, for a total of 1,729 new members.
- Increased overall membership to 18,181.
- Attained a 94% rate of renewal of College members.
- Increased online renewal rate from 62% in 2014 to 64% in 2015.

DIANE THOMPSON PAST PRESIDENT 2002-2005

It was an honour to serve as President of the College from 2002-2005. During my term, Council members worked diligently to fulfill the statutory requirements and to create a solid foundation for the future. To that end, it was a privilege to lead the task group that developed the governance model and the 21 initial policies that served to guide Council in exercising its authority.

STAKEHOLDER RELATIONS

- Responded to employer requests to sign up for the employer eBulletin.
- Invited The Honourable Dr. Helena Jaczek, Ontario's Minister of Community and Social Services, to provide welcoming remarks at AMED.
- Participated in 33 consultations with regulatory colleagues.
- Presented on social work equivalency and labour mobility at the Association of Social Work Boards' Spring Meeting.
- Presented at the Ontario Social Service Work Educators' Association conference.
- Attended a range of regulatory networking meetings, including the Registrars' Network, the Deputy Registrars' Forum, the Investigations and Hearings Group, the Human Resources Networking Group, the Quality Assurance Working Group, the Registration Exchange Group, and the Ontario Regulators for Access Consortium.

COMPLAINTS AND DISCIPLINE

- Received 81 new complaints.
- Issued 55 complaints decisions and reasons.
- Received 28 reports.
- Issued 26 report decisions and reasons.
- Received eight referrals to the Discipline Committee.
- Held seven discipline hearings.
- Held one pre-hearing conference.
- Issued seven Discipline Committee decision and reasons, one of which was an oral decision, written decision pending.
- Implemented a Complaint Form for the filing of complaints.
- Updated the College's Complaints Brochure and corresponding information on the website.

2015 Committee Reports

EXECUTIVE COMMITTEE

Bob Thompson, RSW, President

David Hodgson, Public Member, Vice-President

Greg Clarke, RSSW, Vice-President

Gary Cockman, RSSW

Beatrice Traub-Werner, RSW

Lily Oddie, Public Member

- 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 bylaw.
- 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 2015, the Executive Committee considered and forwarded to Council many matters that are described in the achievements described elsewhere in this Report.

MANDATORY REPORT STATISTICS

- 212 reports have been received since 2000, 28 of which were received in 2015.
- 178 decisions and reasons have been issued since 2000, 26 of which were issued in 2015.
- The Executive Committee has made 31 referrals to the Discipline Committee since 2000, eight of which were made in 2015.

DISCIPLINE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2015, the Committee received eight new referrals, conducted one pre-hearing conference, held seven hearings and issued seven decisions, one of which was an oral decision, written decision pending.
- As ordered by the Discipline Committee, summaries of the Committee's issued decisions have been published in the College's official publication and on the College's website and in any other manner or outlet for publication that the College deems appropriate.

FITNESS TO PRACTISE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2015, there have been no referrals to the Committee.

RACHEL BIRNBAUM, PhD, RSW PAST PRESIDENT 2005-2009

When I reflect on my four years as the President of the College, I am pleased to see the continued growth in the membership. The organization remains strong and continues to earn public confidence as the regulatory body for social workers and social service workers in Ontario. I am proud to be a member of the OCSWSSW and congratulate the College in celebrating 15 years of regulation.

COMPLAINTS COMMITTEE

Gary Cockman, RSSW, Chair

- To December 31, 2015, the Complaints Committee received 795 complaints, 81 of which were received in 2015.
- 687 decisions and reasons have been issued since 2000, 55 of which were issued in 2015.
- 18 referrals have been made to the Discipline Committee since 2000, three of which were made in 2015.

REGISTRATION APPEALS COMMITTEE

Judy Gardner, RSSW, Chair

- The Committee reviewed 14 requests for review (13 social work requests and one social service work request); 13 decisions with reasons were issued; one request was adjourned pending additional information.
- Nine requests for review were received in 2015 (seven social work and two social service work).

MUKESH KOWLESSAR, RSSW PAST PRESIDENT 2009-2013

I had the great pleasure of serving as College President from 2009 to 2013. During this time, the College enhanced its public awareness and member outreach efforts, leading to the first Educational Forums held throughout Ontario and the development of a new brand and message that continues to define College members: Professional, Ethical, Qualified, Accountable.

ELECTION COMMITTEE

Lily Oddie, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and questionable ballots, and participated in a training program with scrutineers.
- In 2015 the entire election process was available online, including the Call for Nominations and the voting process. This was extremely successful and voter turnout was approximately 12.5%.
- Congratulations to Thomas Horn, RSW, Henk Van Dooren, RSW, Mary Long, RSSW and Jennifer Hamilton, RSSW, who were elected in Electoral District No. 4. The untimely death of Henk Van Dooren created a vacancy which was filled by Donald Panton, RSW.

GOVERNANCE COMMITTEE

Thomas Horn, 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 continued to implement the recommendations from the Good Governance Report approved by Council in March 2012 and the 2012-2015 Strategic Plan approved by Council in September 2012.

2015 Committee Reports

STANDARDS OF PRACTICE COMMITTEE

Shelley Hale, RSSW, Chair

- The Standards of Practice Committee considers and reviews the standards of practice and guidelines, recommends to Council a process for consulting members in connection with the standards of practice and guidelines, and implements or oversees, in accordance with Council's direction, a consultation process.
- The Committee also recommends, for the approval of Council, changes to the standards of practice of the College and adoption of guidelines which relate to the standards of practice of the College. The Committee also recommends printed and other material in order to communicate standards of practice and guidelines to members of the College.
- The Committee performs such other duties as may from time to time be determined by Council.
- The Committee reviewed the recommendations in the final evaluation report related to the Continuing Competence Program (CCP), as directed by Council, and began to consider revisions to the CCP to reflect recommendations from the evaluation report.
- The Committee reviewed and recommended to Council amendments to Principle IV – The Social Work and Social Service Work Record related to record retention.

FINANCE COMMITTEE

Beatrice Traub-Werner, 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
- policies for the investment of funds

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 an orientation on the College's finances and the Council's fiduciary responsibilities. This training was provided by the College's auditor on September 11, 2015.

The Committee directed the process for the development of the 2016 annual budget and work plan. This included a recommendation for a 2% increase in membership fees for 2016. The Chair of the Finance Committee presented the 2016 draft budget and work plan to Council and it was approved on December 4th, 2015.

BEATRICE TRAUB-WERNER, MSW, RSW PAST PRESIDENT 2013-2014

The College has come a long way since its inception in 2000 – from the passage of the Social Work and Social Service Work Act to the College's recent online and accessibility initiatives during my tenure as President. I am very proud to have been a part of this journey and look forward to continue helping the College protect the public interest.

2015–2016 College Council

NOMINATING COMMITTEE

Greg Clarke, 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 bylaws of the College.
- The Committee held an orientation meeting in September 2015 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 bylaw. The Committee also reviewed the process by which the Committee makes decisions regarding the recommendation made to Council.
- The Committee met in September 2015 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 2015 Council meeting.

COLLEGE COUNCIL MEMBERS

Sharmaarke Abdullahi,
Public Member
Greg Clarke, RSSW
Gary Cockman, RSSW
Linda Danson, RSW
Lisa Foster, Public Member
Rose-Marie Fraser, RSW
Judy Gardner, RSSW
Shelley Hale, RSSW
Jennifer Hamilton, RSSW
David Hodgson, Public Member
Thomas Horn, RSW
Mary Long, RSSW
Darren Madahbee, RSSW
Lily Oddie, Public Member
Donald Panton, RSW
John Pretti, RSW
Sophia Ruddock,
Public Member
Déirdre Smith, Public Member
Bob Thompson, RSW
Beatrice Traub-Werner, RSW
Anna Walsh, Public Member

NON-COUNCIL MEMBERS

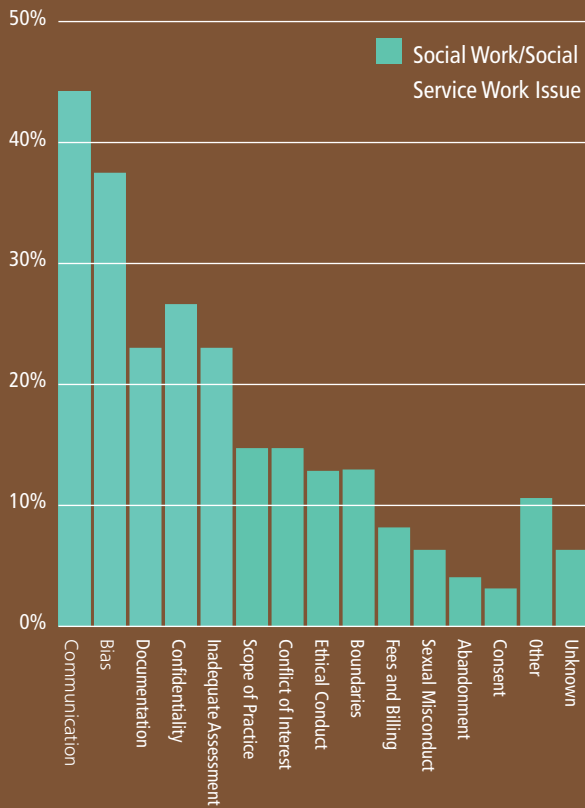
Nancy Friedman, RSW
Abe Ibrahim, RSSW
Reva Katz-Ulster, RSW
Mukesh Kowlessar, RSSW
Rita Wiltsie, RSW
Angela Yenssen, RSW

BOB THOMPSON, MSW, RSW PRESIDENT

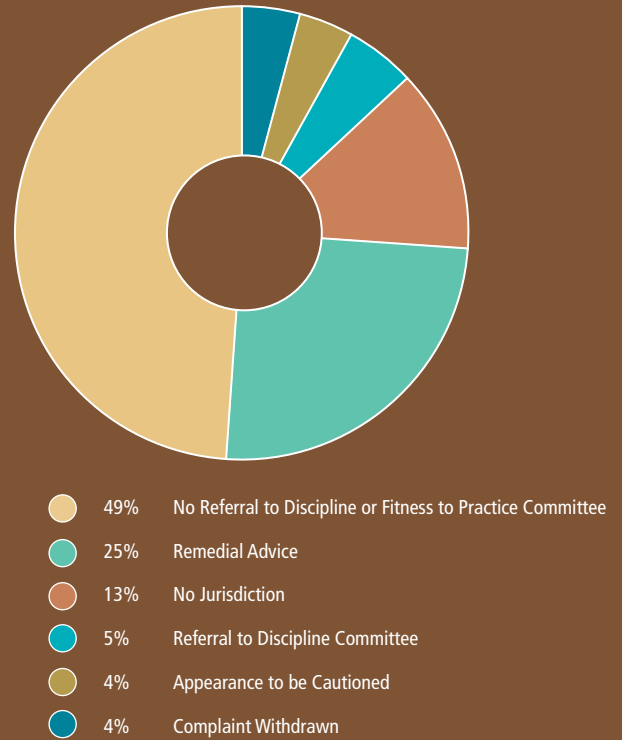
2015- *We remain steadfastly committed to our public protection mandate. We have seen our membership grow, built strong relationships with our stakeholders, and enhanced the College's systems and processes. There are signs that regulatory bodies like ours are in one of those periods of evolutionary shift. If the past is an indicator of things to come, then the College's future is bright.*

ISSUES RAISED BY COMPLAINTS

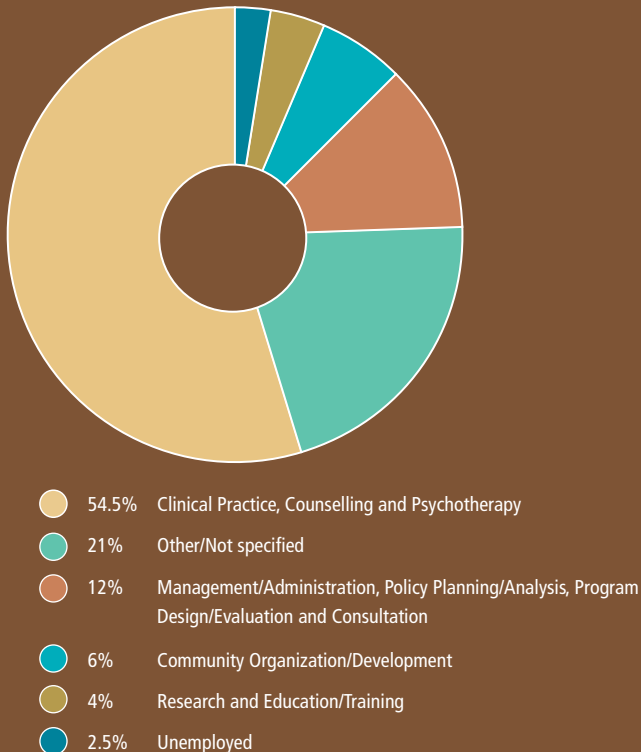
NB: Complaints often raise several social work/ social service work issues.



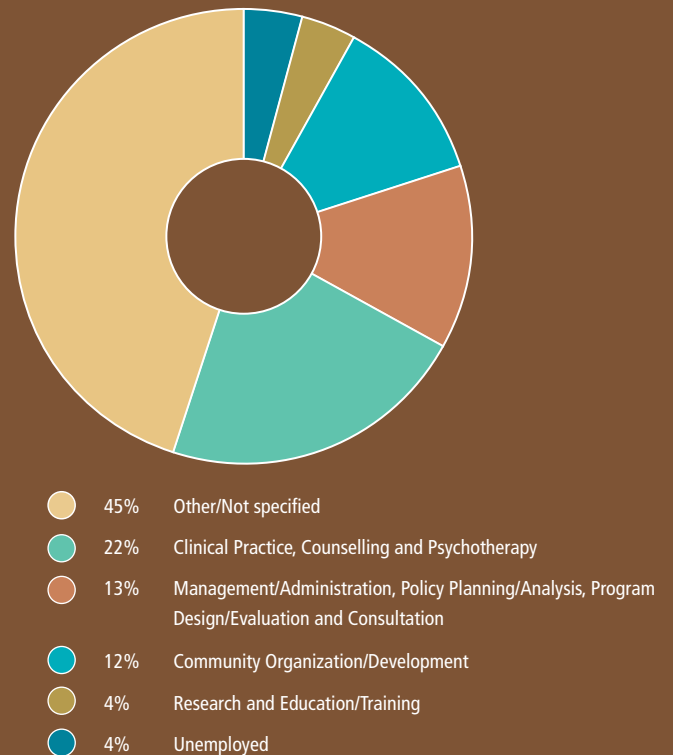
DISPOSITION OF COMPLAINTS



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 accompanying financial statements of Ontario College of Social Workers and Social Service Workers, which comprise the statement of financial position as at December 31, 2015 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, 2015 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 15, 2016

STATEMENT OF FINANCIAL POSITION

| At December 31 | 2015 | 2014 |
|--|---------------------|--------------|
| ASSETS | | |
| Current | | |
| Cash | \$ 1,988,419 | \$ 2,062,946 |
| Short-term investments | 1,719,363 | 782,064 |
| Prepaid expenses and sundry | 94,405 | 55,735 |
| Interest receivable | 23,650 | 21,738 |
| | 3,825,837 | 2,922,483 |
| Long-term investments | 5,439,245 | 6,382,780 |
| Equipment and leaseholds | 544,897 | 644,633 |
| | \$ 9,809,979 | \$ 9,949,896 |
| LIABILITIES | | |
| Current | | |
| Accounts payable and accrued charges | \$ 104,989 | \$ 110,583 |
| Deferred revenue | 2,568,714 | 2,511,350 |
| | 2,673,703 | 2,621,933 |
| Commitments | | |
| NET ASSETS | | |
| Net assets invested in equipment and leaseholds | 544,897 | 644,633 |
| Unrestricted net assets | 6,591,379 | 6,683,330 |
| | 7,136,276 | 7,327,963 |
| | \$ 9,809,979 | \$ 9,949,896 |

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

STATEMENT OF OPERATIONS

| Year ended December 31 | 2015 | 2014 |
|--|---------------------|--------------|
| Registration and application fees | \$ 4,849,871 | \$ 4,519,189 |
| Expenses | | |
| Salaries and benefits | 3,016,126 | 2,773,037 |
| Premises rent | 682,160 | 579,199 |
| Legal | 560,679 | 381,111 |
| Council and committee meetings | 216,564 | 197,885 |
| Advertising and promotion | 211,844 | 221,931 |
| Bank charges | 132,067 | 132,440 |
| Postage and courier | 83,938 | 110,357 |
| Consulting | 79,808 | 130,227 |
| Office supplies | 79,497 | 87,256 |
| Professional development | 55,722 | 44,846 |
| Leasing and maintenance | 50,238 | 53,468 |
| Telephone | 28,717 | 26,130 |
| Audit and accounting | 26,668 | 27,055 |
| Insurance | 25,170 | 23,963 |
| Printing and stationary | 18,734 | 77,590 |
| Translation | 9,247 | 3,779 |
| Election | 2,596 | 6,681 |
| Website | 428 | 37,579 |
| Amortization | 156,358 | 116,786 |
| | 5,436,561 | 5,031,320 |
| Deficiency of revenue over expenses before other income | (586,690) | (512,131) |
| Other income | | |
| Investment income | 180,623 | 245,188 |
| Realized gain on sale of investments | 214,380 | 22,185 |
| | 395,003 | 267,373 |
| Deficiency of revenue over expenses | \$ (191,687) | \$ (244,758) |

www.ocswssw.org

Ontario College of Social Workers and
Social Service Workers

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