fulfilling our mandate...

focused on the future

2004 Annual Report
The Ontario College of Social Workers and Social Service Workers

Mission Statement
The Ontario College of Social Workers and Social Service Workers protects the interest of the public by regulating the practice of Social Workers and Social Service Workers and promoting excellence in practice.

Vision Statement
The Ontario College of Social Workers and Social Service Workers strives for organizational excellence in its mandate in order to: serve the public interest; regulate its members; and be accountable and accessible to the community.

Values
We believe that our Mission and Vision statements are realized when the goals and outcomes of the College and the Council reflect the following:

Respect
• Every individual has the right to be treated with dignity and respect.
• Diversity of perspectives and cultures are recognized and valued.
• Social workers, social service workers and public members are equally represented on Council and their contributions to the College are valued.

Fairness and Transparency
• The College strives to provide services that are accessible and available within Ontario.
• The College's communication with stakeholders is clear.
• Policies and processes are transparent and reflect openness, quality and consistency.

Efficiency and Effectiveness
• Issues are addressed and activities are conducted in an effective, timely and efficient manner.

Leadership and Accountability
• The College offers responsible and responsive leadership.
• The College is guided by a strategic plan and is fiscally responsible in its operations.
• Policies and services are evaluated regularly.
• Council and staff are credible, knowledgeable and consistent in implementing policies that demonstrate accountability to the public.

Ethical Conduct
• Council and staff follow an established code of conduct that is consistent with the ethical values of the professions.

Caring Communities
• The College contributes to creating caring communities through its accountability to the public.
I am pleased to report to you on the activities of the College for 2004. In developing the theme for this year’s report, *Fulfilling our Mandate – Focused on the Future*, we were mindful that the College, at the time of the completion of this report, is approaching its fifth year anniversary. With the initial organizational and developmental processes well in hand, 2004 was a year of consolidation and completion of initiatives contained in the strategic plan of the College. The articulation of these goals ensures that the College fulfills its mandate and is focused on future priorities. In my role as President for a third term, I am happy to report that 2004 was a year filled with ambitious goals, numerous challenges and abundant success.

Reports contained herein concentrate on the activity of the Statutory Committees and other Committees established in by-law by the College. The addition of the Finance Committee reflects Council’s commitment to fiscal management policies and processes that are transparent and accountable. Additionally, the College has engaged an investment management firm to invest the College’s assets. The establishment of the Governance Committee affirms Council’s commitment to good governance practices and regular reviews of governance policies approved by Council. These additional Committees of Council serve to fulfill the mission, vision and values established by the College and secure a solid foundation for the future.

Significant work was completed by a number of task groups, which made recommendations to Council. While not exhaustive, recommendations included:

- Social Service Worker Outreach Task Group presented its recommendations to Council and a work-plan is now in place;
- Entrance to Practice Examination Task Group presented its recommendations to Council resulting in Council’s approval that the College “embark on administering an entrance to practice examinations as part of the registration process for membership set out in sections 7.(1) 2. and 8.(1) 2 of Ontario Regulation 383/00”.
- Governance Task Group finalized its work by establishing twenty-one foundational policies and a comprehensive governance model for Council to utilize in exercising its authority, direction and control of the College. It was a privilege for me to serve as Chair of this task group for four years prior to seeing its conversion to a Committee of Council.
- At its May Council meeting, Council undertook an extensive review of fees in relation to a possible reduction for retired and/or inactive members and the broader policy implications of doing so. After considerable review, Council approved a motion that an inactive and retired membership category not be implemented at this time and be considered at the conclusion of the five-year business plan established by the transitional Council.

With respect to legislative matters, in January, the Registrar and the 2nd Vice-President of the College, Mary Ciotti, presented to the Standing Committee on General Government of the Ontario Legislature regarding the *Personal Health and Information Protection Act, 2003* (“PHIPA”). The College also provided comments and recommendations to the Ministry of Health and Long-Term Care on the proposed regulation under PHIPA. The College has been designated as an investigative body under *Personal Information Protection and Electronic Documents Act* (“PIPEDA”). During the last quarter of 2004, Council began to consider the five-year review process that would occur in 2005 and the potential recommendations that Council might submit.

The Registrar of the College and I met with Minister Pupatello on April 15 to provide the Minister with information about the College and to discuss matters of mutual interest. Additional meetings were held with the Minister’s staff and the Registrar as follow-up to those discussions. We were pleased with their support and assistance.

The Annual Meeting provided an opportunity for the College to provide an Education Day at the same time. It was an outstanding success. Plans are in place to build on that success for 2005.

As previously mentioned, 2004 was an ambitious year and one of significant accomplishment for the College. With Council’s continued commitment and the ongoing professional support of the Registrar and staff, the College is poised to move solidly forward in fulfilling its mandate of serving and protecting the public interest.
As I prepare my report for this year’s Annual Report, the submission of the College respecting the five year review of the Social Work and Social Service Work Act is nearing completion. The submission clearly reports that the College has substantially accomplished the goals set out in the first five year plan and has been successful at fulfilling its mandate of regulating the professions of social work and social service work in the public interest. While we are proud of the strides that the College has made in a relatively short period of time, we are keenly aware of the need to keep focused on the future and ensure that our stakeholders (members, employers, students, educators, government and the public) have confidence that the self-regulation of the professions results in effective and ethical social work and social service work practice in Ontario. The following highlights of College operations in 2004 are intended to demonstrate that this confidence is well placed:

Professional Practice, Continuing Competence and Education:

- Under the stewardship of the Standards of Practice Committee, the College continues to move forward with revisions to the Standards of Practice and the development of practice guidelines in four areas of practice identified by members in the consultation on the Standards of Practice. These guidelines will be reviewed by members in the relevant practice areas prior to being considered by Council in 2005 and once approved, will be distributed to members.

- The Continuing Competence program for members received approval ‘in principle’ by Council in May 2004 and underwent a pilot test with a sample of College members in the Fall of 2004.

- A highlight in 2004 was the first annual Education Day for members of the College, Contemporary Ethical Issues in Practice, held on June 25, 2004, in conjunction with the Annual Meeting. The day was an unqualified success and provided over 300 members of the College the opportunity to enrich their practice, promote critical discourse and reaffirm their commitment to ethical conduct.

- In 2004, College staff provided over 75 presentations regarding the College and its mandate to a variety of interested groups, many of them, social work or social service work students.

- The College agreed to be a partner in the Internationally Educated Social Work Professionals Bridging Project, funded by the Ministry of Training, Colleges and Universities. The lead sponsors of the project are Ryerson University and Access Alliance Multicultural Community Health Centre. The goal of the project is to increase the access to social work employment for internationally trained and educated social workers in Ontario.

- The College was informed that our request for funding was approved by the Ministry of Health and Long Term Care to develop a toolkit for members regarding the new provincial privacy legislation (PHIPA). The toolkit will be distributed to members by Summer, 2005.

Registration, Complaints and Discipline:

- In May 2004, Council approved an entry to practice examination for each profession. The development of a workplan respecting the development of the two entry to practice examinations is underway.

- 1074 new members were issued certificates of registration in the College, bringing the total number of members to 11,514.

- The College conducted the second Discipline Committee hearing in September 2004. In accordance with the direction of the Discipline Committee, the Committee’s decision was published on the College website and in Perspective, the College’s newsletter.

Government Relations:

- The President and Registrar met with the Honourable Sandra Pupatello, Minister of Community and Social Services in April 2004, and discussed among other matters, the recommendations of the College respecting the Ontario Disability Support Program Act (“ODSP”). In December 2004, the College was notified that effective December 15, 2004, the ODSP Regulations had been amended to add Registered Social Workers to the list of professionals who can complete the Activities of Daily Living Index in the Disability Determination Package.

It is this focus on fulfilling our statutory responsibilities as well as on government relations and communication with members and other stakeholders that ensures that the College does not operate in a vacuum and maintains the support of the members of the professions and the public in meeting our mandate.

I wish to take this opportunity to thank the College staff for their skill and dedication in implementing the policy decisions of Council that have helped us achieve our objectives over the past year. In the coming year, together with the Council we will set new strategic priorities that will determine the course for the College over the next five years. With the firm foundation of the past five years experience to guide us, we are more than ready for the challenge.
College Staff

Top row, left – right: Angella Rose, Nadira Singh
Marlene Zagdanski, Frances Ma
Eva Yueh, Catherine Painter
Mindy Coplevitch, Lynda Belouin
Trudy Langas

Bottom row, left – right: Pamela Blake, Pat Lieberman
Glenda McDonald, Susanne Pacheco
Ema Sevdina, Tracey Richards

Absent: Gail Vormaworh, Elaine Hall

Membership Statistics (December 31, 2004)

<table>
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<th>Current Status of Member</th>
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<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
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<td>Total Registered Members</td>
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<td>Total Suspended Members</td>
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Primary Employment Function

Registered Social Workers

- Clinical Practice: 4%
- Community Organization/Development: 3%
- Management/Administration, Policy Planning/Analysis, Program Design/Evaluation, Consultation: 68%
- Research, Education/Training: 18%
- Unemployed: 7%

Registered Social Service Workers

- Clinical Practice: 10%
- Community Organization/Development: 5%
- Management/Administration, Policy Planning/Analysis, Program Design/Evaluation, Consultation: 32%
- Research, Education/Training: 30%
- Unemployed: 23%

Members Registered 2000 - 2004

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<td>2004</td>
<td>11,514</td>
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In accordance with the by-laws of the College, at the first Council meeting following each election of Council Members, Council Members elect the Executive Committee and appoint Council Members and non-Council members to the statutory committees and non-statutory committees established in the by-laws. Members who served on a committee for a portion of 2004 are noted with an asterisk (*) and the dates of appointments, election and/or resignation.

Executive Committee:

Left – right: Mary Ciotti, Diane Thompson, Sue-Ellen Merritt, Marianne Park
Absent: Kevin Kennedy, Rachel Birnbaum

Mandate

The Council delegates to the Executive Committee the authority to exercise any power or perform any duty of the Council other than the power to make, amend or revoke a regulation or by-law. In those instances, a full report is made to Council at its next regular meeting. In fulfilling its administrative responsibilities, the Executive Committee reviewed legislation and policy submissions and made recommendations to Council for their consideration. In managing the approved strategic plan of the College, the Committee also struck additional task groups to assist in accomplishing the strategic priorities identified in the plan and monitors their progress against projected timelines.

The Committee’s mandate includes approval of the Registrar’s appointment of investigators, receipt and review of reports from the investigation of mandatory reports concerning the conduct or actions of College members, and referrals to the Complaints, Discipline and Fitness to Practise Committees to the College.

Mandatory Reports

2000 – 3 reports
2001 – 4 reports
2002 – 3 reports
2003 – 8 reports
2004 – 10 reports
Total to the end of 2004 – 28 reports

Disposition

Referrals to Discipline Committee – 2
Interim Orders\(^1\) – Suspension – 1
Other Action\(^2\) – 12
No Action – 6, including 3 non-member reports
Ongoing investigations – 8

\(^1\) A referral to the Discipline Committee is a statutory prerequisite for an Interim Order
\(^2\) i.e., Remedial advice, Undertaking, etc.
Complaints Committee

Judy Shanks, RSSW (Chair)  Elected Member
*Gary Cockman, RSSW  Elected Member  To September 8, 2004
Joe Fecht, RSW  Elected Member
Anita Gupta  Public Member
Muriel Hill  Public Member
*Beth McCarthy-Kent, RSW  Non-Council Member  Appointed January 13, 2004
*Sue-Ellen Merritt, RSSW  Elected Member  Appointed September 9, 2004

Mandate
As part of its duty to serve and protect the public interest, the College is required to have a formal complaints process which gives anyone (clients, colleagues, other regulated professionals, etc.) the ability to have his/her complaint about a College member’s conduct or actions submitted to the College’s Complaints Committee. This complaints process is designed to identify and address concerns about professional misconduct, incompetence or incapacity of College members. The process is also designed to ensure fairness to both the individual making the complaint and the member who is the subject of the complaint. The Committee met 10 times in 2004.

Complaints Received
The number of complaints received to date is as follows:
• In 2000 – 14 complaints
• In 2001 – 27 complaints
• In 2002 – 37 complaints
• In 2003 – 30 complaints
• In 2004 – 62 complaints
Total – 170 complaints

Complaints Disposed Of
The decisions issued to date are as follows:
• 67 procedural/jurisdictional decisions and reasons
• 64 final decisions and reasons
Total – 131 issued decisions, including two referrals to the Discipline Committee of the College, and seven decisions requiring the member to appear before the Complaints Committee to be cautioned.

Nominating Committee

Mary Ciotti, RSW (Chair)  Elected Member
*Joanne Turner, RSW  Elected Member  Appointed September 9, 2004
*Michael Kopot, RSW  Elected Member  To September 8, 2004
*Beverlee McIntosh, RSW  Elected Member  To September 8, 2004
Judy Shanks, RSSW  Elected Member
Jai Mills, RSSW  Elected Member
*Diane Thompson  Public Member  Appointed September 9, 2004
*Marianne Park  Public Member  Appointed September 9, 2004
*Anita Gupta  Public Member  To September 8, 2004
*Muriel Hill  Public Member  To September 8, 2004

Mandate
The mandate of the Nominating Committee is to:
• Conduct the nomination and election of Councillors to the Executive Committee, in accordance with the by-laws
• Make recommendations to Council regarding the appointment of Councillors and non-council members to statutory committees and regarding the appointment of a chair of each statutory committee (other than the Executive Committee)

Activity
The committee meets immediately after each election of the Executive Committee and whenever there is a vacancy on Council. The recommendations for committee appointments are submitted to Council for approval.
Election Committee

Michael Kopot, RSW (Chair)  Elected Member  Appointed September 9, 2004
Rachel Birnbaum, RSW  Elected Member  To September 8, 2004
Mary Ciotti, RSW  Elected Member  Appointed September 9, 2004
Roman Delicart, RSSW  Elected Member  Appointed September 9, 2004
Zita Devan  Public Member  To September 8, 2004
Jai Mills, RSSW  Elected Member  To September 8, 2004
Kevin Kennedy, RSSW  Elected Member  Appointed September 9, 2004
Judy Shanks, RSSW  Elected Member  Appointed September 9, 2004

Mandate

The mandate of the Election Committee is to:
• set the date for each election
• determine the procedures to be followed in carrying out an election of the elected members to Council
• determine disputes as to whether a member is eligible to stand for election or to vote; and
• carry out the functions set out in the by-laws.

Activity

In 2004 the committee met six times and participated in five teleconferences. Meetings included policy development, review of election documents and a training program for scrutineers and committee members. On May 27, 2004, the committee supervised the election procedures to ensure that the election was conducted in accordance with the By-laws and in compliance with the election procedures approved by the Election Committee.

Of the four candidates nominated in Electoral District No. 1, one was elected to serve in the social work category and one was acclaimed in the social service work category. Of the three candidates nominated in Electoral District No. 2, one was elected to serve in the social work category and one was acclaimed to serve in the social service work category. Of the three candidates nominated in Electoral District No. 5, one was elected to serve in the social service work category and one was acclaimed to serve in the social work category.

3,173 voting packages were mailed to members eligible to vote in Electoral District Nos. 1, 2 and 5. Four hundred and sixty-five ballots were received prior to 5 p.m. on May 28, 2004.

The committee has selected May 26, 2005, for the next year’s election. The committee recommended that the number of nominators (currently two) required to nominate a candidate be reduced to one. Council approved a resolution to reflect this amendment at the September 9, 2004 Council meeting.

Discipline Committee

Zita Devan (Chair)  Public Member
Lisa Barazzutti  Public Member
Rachel Birnbaum, RSW  Elected Member  To September 8, 2004
Geneviève Côté, RSW  Elected Member  Appointed September 9, 2004
Shelley Hale, RSSW  Elected Member
Paula Klein, RSW  Non-Council Member
Michael Kopot, RSW  Elected Member  Appointed September 9, 2004
Mukesh Kowlessar, RSSW  Elected Member  Appointed September 9, 2004
Jai Mills, RSSW  Elected Member
Marco Ventola  Public Member  Appointed September 9, 2004

Mandate

The duties of the Discipline Committee are to: 1) hear and determine allegations of professional misconduct or incompetence on the part of a member of the College directed or referred to it by the Complaints Committee, the Council, or the Executive Committee; and, 2) perform any other duties assigned to it by the Council. Hearings of the Discipline Committee are usually open to the public.

Activity

In 2004, the Committee received training and orientation. The Committee held one pre-hearing conference and one hearing in September.
Standards of Practice Committee:

Shelley Hale, RSW (Chair)  Elected Member
Lisa Barazzutti  Public Member
Rachel Birnbaum, RSW  Elected Member
*Linda Chodos, RSW  Non-Council Member  Appointed January 13, 2004
*Gary Cockman, RSSW  Non-Council Member  Appointed September 9, 2004
*Geneviève Côté, RSW  Elected Member  Appointed September 9, 2004
*Anita Gupta  Public Member  Appointed September 9, 2004
Suzanne Hainer, RSSW  Non-Council Member
*Beverlee McIntosh, RSSW  Elected Member  To September 8, 2004
*Sue-Ellen Merritt, RSSW  Elected Member  To September 8, 2004
John Newman, RSW  Non-Council Member
*Marianne Park  Public Member  To September 8, 2004
Elaine Sauriol, RSW  Non-Council Member

Mandate:
The mandate of the Standards of Practice Committee is to:
• Consider and review the standards of practice of the College and guidelines that relate to the standards of practice of the College;
• Recommend to Council a process for consulting the members of the College in connection with the standards of practice of the College and guidelines that relate to the standards of practice of the College;
• Implement, or cause to be implemented, in accordance with Council’s direction, a consultation process in connection with the standards of practice of the College and guidelines that relate to the standards of practice of the College;
• Recommend, for the approval of Council, changes to the standards of practice of the College and adoption of guidelines that relate to the standards of practice of the College;
• Recommend, for the approval of the Registrar or Council, printed and other material which they consider appropriate in order to communicate standards of practice and guidelines to members of the College; and
• Perform such other duties as may from time-to-time be determined by Council.

Activity:
The committee met six times and participated in two teleconferences. The committee continued to implement the recommendations from the standards of practice consultation and develop the continuing competence program.

The committee worked on revisions to the standards of practice and reviewed new draft standards and practice guidelines. Further consultation will take place with members when all proposed revisions and new materials have been completed.

The committee proposed to Executive and Council a model for a continuing competence program which was approved in principle. In collaboration with a consultant, the committee conducted a pilot of the continuing competence program with members throughout the province, via focus groups and questionnaires. The committee is considering the recommendations which emerged from the pilot and will be making revisions to the program prior to further consultation with pilot participants.

Fitness to Practise Committee

*Zita Devan (Chair)  Public Member  Appointed September 9, 2004
*Lisa Barazzutti  Public Member  Appointed September 9, 2004
*Geneviève Côté, RSW  Elected Member  Appointed September 9, 2004
*Suzanne Hainer, RSSW  Non-Council Member  To September 8, 2004
*Shelley Hale, RSSW  Elected Member  Appointed September 9, 2004
*Paula Klein, RSW  Non-Council Member  Appointed September 9, 2004
Michael Kopot, RSW  Elected Member
*Mukesh Kowlessar, RSSW  Elected Member  Appointed September 9, 2004
*Beverlee McIntosh, RSW  Elected Member  To September 8, 2004
Jai Mills, RSSW  Elected Member
Marco Ventola  Public Member

Mandate:
The mandate of the Fitness to Practise Committee is to hear and determine allegations of incapacity on the part of a College member and to perform other duties as assigned by Council. Hearings of this Committee are usually closed to the public due to their confidential nature.

Activity:
There were no referrals to the Fitness to Practise Committee in 2004.
**Registration Appeals Committee**

John Pretti, RSW (Chair)  
*Roman Delicart, RSSW  
*Muriel Hill  
Kevin Kennedy, RSSW  
*Mukesh Kowlessar, RSSW  
Marianne Park  
Judith Tremblay, RSW  
*Marco Ventola  

Elected Council Member  
Elected Council Member  
Public Council Member  
Elected Council Member  
Elected Council Member  
Public Council Member  
Non-Council Member  
Public Member  

To September 8, 2004  
To September 8, 2004  
Appointed September 9, 2004  
Appointed September 9, 2004  

**Mandate**

The Registration Appeals Committee reviews matters related to the registration of members in the College. If the Registrar proposes to refuse to issue a certificate of registration to an applicant or proposes to place a term, condition or limitation to which the applicant has not consented on a certificate of registration, the applicant must be given notice of the Registrar’s proposal. If the applicant requests a review of the Registrar’s proposal, the Registration Appeals Committee shall conduct the review. The Registration Appeals Committee reviews all written submissions and documentation received and is not required to hold a hearing before making a decision or giving direction to the Registrar.

The Registration Appeals Committee held 13 meetings in 2004 including two teleconferences and an orientation session for committee members.

**Requests for Reviews Received to Date**

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<td>2002</td>
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<td>2003</td>
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<td>2004</td>
<td>19</td>
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**Status of Reviews**

- 70 final decisions and reasons issued
- 3 registered by way of alternate application
- 18 under review

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**Finance Committee**

Joanne Turner, RSW (Chair)  
Joe Fecht, RSW  
Anita Gupta  
John Pretti, RSW  
Judy Shanks, RSSW  
Glenn Thompson, RSW  

Elected Member  
Elected Member  
Public Member  
Elected Member  
Elected Member  
Non-Council Member  

Appointed September 9, 2004  
Appointed September 9, 2004  
Appointed September 9, 2004  
Appointed September 9, 2004  
Appointed September 9, 2004  

**Mandate**

The Finance Committee makes recommendations to Council on matters related to the College’s financial planning, financial management and asset management, including the following:

i) the annual operating budget;

ii) internal financial controls;

iii) the audit of the financial statements;

iv) financial policies and fiscal plans; and

v) policies for investment of funds.

**Activity**

On September 8, 2004, Council approved the establishment of a finance committee. Since its inception, the committee was involved in the review of the current premises, the negotiations for an offer to lease new premises and the final development of the lease for new premises beginning August 1, 2005. In addition, the committee reviewed the proposed 2005 operating budget, reviewed the third quarter financial statements and is currently in the process of reviewing the College’s investments and developing an investment policy for consideration by Council.
Auditor's Report

We have audited the statement of financial position of The Ontario College of Social Workers and Social Service Workers as at December 31, 2004 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the entity'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 general 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 entity as at December 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

SOBERMAN LLP
Chartered Accountants
Toronto, Canada
February 10, 2005

Statement of Financial Position
At December 31

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<th>ASSETS</th>
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<td>$2,387,174</td>
</tr>
<tr>
<td>Short-term investment</td>
<td>576,380</td>
<td>2,871,201</td>
</tr>
<tr>
<td>Interest receivable</td>
<td>109</td>
<td>2,107</td>
</tr>
<tr>
<td>Prepaid expenses and sundry</td>
<td>58,106</td>
<td>10,628</td>
</tr>
<tr>
<td>Long-term Investments</td>
<td>2,337,175</td>
<td>-</td>
</tr>
<tr>
<td>Equipment</td>
<td>440,054</td>
<td>547,961</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$7,219,729</strong></td>
<td><strong>$5,819,071</strong></td>
</tr>
</tbody>
</table>

| LIABILITIES | | |
| Current | | |
| Accounts payable and accrued charges | $27,804 | $40,411 |
| Deferred revenue | 2,178,519 | 2,310,754 |
| **Total Liabilities** | **$2,206,323** | **$2,351,165** |

| Commitments | | |
| NET ASSETS | | |
| Net assets invested in capital assets | 482,407 | 547,961 |
| Unrestricted net assets | 4,530,999 | 2,919,945 |
| **Total Net Assets** | **5,013,406** | **3,467,906** |

**Statement of Operations**
Year ended December 31

| | 2004 | 2003 |
| Registration and application fees | $3,895,345 | $3,620,780 |
| **Expenses** | | |
| Salaries and benefits | 1,175,155 | 1,167,182 |
| Legal | 269,456 | 212,445 |
| Premises Rent | 139,909 | 154,921 |
| Newsletter | 74,653 | 2,646 |
| Postage and courier | 66,433 | 53,869 |
| Bank charges | 63,067 | 40,018 |
| Advertising and promotion | 54,317 | 41,992 |
| Standards consultation | 49,824 | 42,233 |
| Leasing and maintenance | 48,600 | 48,285 |
| Printing and stationery | 45,125 | 53,271 |
| Consulting | 34,905 | 18,632 |
| Office supplies | 30,189 | 30,535 |
| Election | 28,547 | 16,488 |
| Insurance | 26,154 | 22,960 |
| Professional development | 23,591 | 26,013 |
| Drafting regulations and by-laws | 19,543 | 8,598 |
| Telephone | 13,486 | 12,578 |
| Audit and accounting | 13,311 | 17,174 |
| Travel | 6,119 | 4,294 |
| Translation | 5,291 | 3,636 |
| Website | 4,309 | 13,129 |
| Develop registration process | 3,302 | 6,878 |
| Communications to establish college | 1,858 | 7,168 |
| Amortization | 161,671 | 153,247 |
| **Total Expenses** | **2,501,856** | **2,284,903** |
| Excess of revenue over expenses before other income | 1,393,489 | 1,335,877 |
| **Other income** | | |
| Interest | 141,728 | 98,690 |
| Other | 10,283 | 3,563 |
| **Total Other income** | **152,011** | **102,253** |
| **Excess of revenue over expenses** | **$1,545,500** | **$1,438,130** |

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