



Continuing Competence Program: Where Should I Be Now?

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DIRECTOR OF PROFESSIONAL PRACTICE

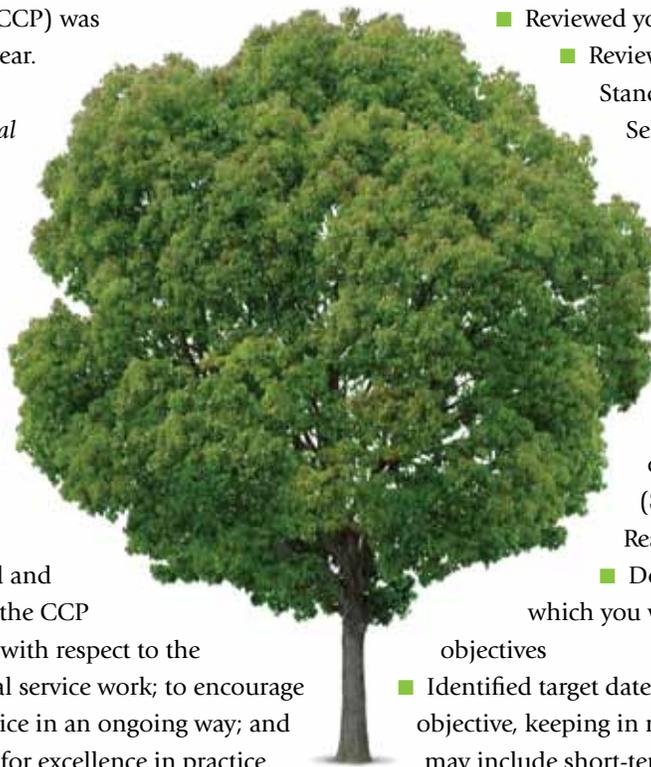
As members will know, the Continuing Competence Program (CCP) was introduced earlier this year.

According to the Registration Regulation made under the *Social Work and Social Service Work Act*, all members of the College are required to participate in the CCP. The CCP requires members to identify learning goals and objectives related to the Principles and Interpretations contained in the Standards of Practice Handbook, which prescribe the basis on which professional practice is conducted in a sound and ethical manner. The purpose of the CCP is to promote quality assurance with respect to the practice of social work and social service work; to encourage members to enhance their practice in an ongoing way; and to encourage members to strive for excellence in practice. The CCP is one of the ways in which the College fulfills its mandate of public protection.

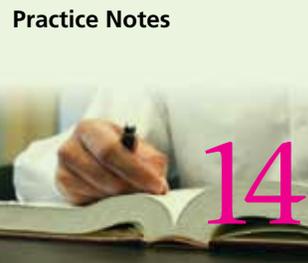
WHERE YOU SHOULD BE NOW

At this point in time, it is expected that you will have:

- Reviewed the CCP documents (the Self-Assessment Tool and Professional Development Plan Documents and Instruction Guide booklets)
- Reviewed your practice
- Reviewed all eight Principles in the Standards of Practice and completed the Self-Assessment Tool
- Identified learning goals
- Transferred these learning goals to your Professional Development Plan Summary Sheet
- Specified your learning objectives for each learning goal identified, ensuring that each objective meets the "SMART" criteria (Specific, Measurable, Attainable, Realistic and Timely)
- Documented learning activities in which you will engage to reach your goals and objectives
- Identified target dates for the accomplishment of each objective, keeping in mind that your Self-Assessment Tool may include short-term and long-term goals.
- Indicated evidence of the accomplishment of the objectives you have reached
- Engaged in learning activities and recorded the outcomes of your activities
- Reviewed your progress towards your goals periodically,



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documenting the goals that have been reached and adding new goals and/or unanticipated learning to the Professional Development Plan Summary Sheet

- Maintained evidence of goals that have been reached in your OCSWSSW Member Resource Binder

NEXT STEPS

Declaration of Participation in the CCP

All members will be required to complete and submit an annual declaration to the College of participation in the CCP at the time of their annual renewal. The declaration will consist of the following 3 questions. The declaration will require that members provide full particulars if they answer “no” to any of these three questions:

1. Have you completed the Self-Assessment Tool in accordance with the Instruction Guide?
2. Have you completed the Professional Development Plan in accordance with the Instruction Guide?
3. Have you carried out the learning activities identified in your Professional Development Plan and kept evidence regarding these activities?

Learning Activities

Members are reminded that a learning activity must relate to a learning goal identified through the self-assessment, and relate to the practice of social work or social service work. Learning opportunities are broadly defined and could include such things as web-based learning, independent reading or observing a colleague, as well as attending seminars, workshops or conferences. It is recognized that you may not have completed your learning activities (or reached your goals) at the time you make your declaration, however, it is expected that at least some of your learning activities will be underway. For examples of learning activities, members are encouraged to review page 17 of the CCP Instruction Guide.

Retention of the CCP Materials

Members are required to retain their Self-Assessment Tool and all evidence of learning for 7 years. Members should not send their Self-Assessment Tools or evidence of learning to the College but rather keep them in their OCSWSSW Member Resource Binder. If requested, members will be required to produce their Self-Assessment Tool, Professional Development Plan, learning activities and other Continuing Competence Program materials to the College.

FREQUENTLY ASKED QUESTIONS (FAQS)

During the months of April, May and June of this year, the College made 10 presentations regarding the CCP across the province. The following FAQs are in

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response to the feedback the College received during these presentations. For more FAQs, please refer to page 12 of the CCP Instruction Guide.

1. How do I know that I am developing appropriate learning goals?

The CCP is a self-directed, adult education model. This is in keeping with the Standards of Practice, Principle II, Competence and Integrity, which states that members are responsible for being aware of the extent and parameters of their competence and demonstrating their commitment to ongoing professional development.

The learning goals and Professional Development Plan you develop are relevant to your needs. Ultimately, you must be able to demonstrate that you have made reasonable efforts to develop an appropriate learning plan. You will need to use your professional judgment about what is reasonable and appropriate. However, the following may assist you:

- completing the CCP Work Sheet in the Self-Assessment Tool and Professional Development Plan Documents booklet
- incorporating practice dilemmas
- consulting with colleagues and/or supervisors,
- consulting with the College's Professional Practice Department

2. I am currently retired but wish to maintain my membership in the College. Why do I need to participate in the CCP?

As a regulated professional, participation in the CCP is mandatory for all College members, including those who are retired from practice, on maternity/paternity leave, working part-time or are currently unemployed. Members of the public need to be assured that all College members, regardless of work status, are engaged in the enhancement of their practice in an ongoing way and striving for excellence in the provision of social work and social service work service.

3. I am currently in an administrative position and am no longer seeing clients. How does the CCP apply to me?

Social workers and social service workers provide services to a wide spectrum of clients and client systems that encompass direct and indirect practice and clinical and non-clinical interventions. In a broad sense, the term "client" refers to any person or body that is the recipient of social work or social service work services. In defining the client or client system, a member could ask the question: "To whom do I have an obligation in respect to the services I am providing?" The term client refers to an individual, a family, group, community, organization or government. In research, the client may be a participant and in education, the client may include students.

4. I have listed several goals as part of this year's learning plan which I have not completed. Can I carry them forward to next year's learning plan?

Yes. The learning activities you identify will vary in time commitment. What is most important is that you take the necessary steps to meet your learning goals. While some goals will be met within a short period of time, others will require months or even years. For those goals which require longer time frames to complete, members are advised to identify benchmarks or milestones that they expect to reach as part of these larger goals. These benchmarks should be established using the SMART objectives (Specific, Measurable, Attainable, Realistic and Timely).

For more information on the Continuing Competence Program, please contact the Professional Practice Department at ccp@ocsuww.org.

College Spring Information Sessions

Fairness Commissioner Announces Audit

In July 2009, the College received a notice from the Office of the Fairness Commissioner that it must conduct an audit of its registration practices. Audits help the Office of the Fairness Commissioner determine whether registration is transparent, objective, impartial and fair. Performing the audit is in accordance with the *Fair Access to Regulated Professions Act, 2006* and must cover the College's registration practices that occurred from July 3, 2008 to July 2, 2009.

According to the notice, the audit must begin no later than December 1, 2009 and must be completed by March 31, 2010. Soberman LLP, the College's financial auditor, has been chosen to conduct the audit. Meetings with the auditor will begin shortly in order to establish the schedule of activities.

If you have any questions regarding the audit, please contact Mindy Coplevitch, M.S.W., RSW, Director of Registration, at 416-972-9882 or 1-877-828-938 ext. 203 or e-mail mcoplevitch@ocswssw.org.



For the second year running, College representatives travelled throughout the province from April to June 2009 to host information sessions with members. Ten sessions in all were held with close to 700 people in attendance.

The President, Registrar and Deputy Registrar visited several locations to update members on the strategic plan and to introduce the new Continuing Competence Program (CCP). Additionally, in several other cities, staff from the College's Professional Practice Department introduced the CCP to members and addressed questions they had regarding the program.

The sessions were very well received by those who attended. These initiatives are part of the College's ongoing efforts to connect with members across the province. We would like to thank the members who attended the sessions and hope it was a positive experience. If you were unable to attend a session, the presentation slides are available to download from the publication archives section of the College's website at www.ocswssw.org. We look forward to hosting similar events in the future. It is our intention to continue fostering a positive relationship with all members across the province.

As you will recall from previous issues of *Perspective* and several eBulletins, Bill 171, the *Health System Improvements Act*, received Royal Assent on June 4, 2007 and included an amendment authorizing members of the OCSWSSW to perform the controlled act of psychotherapy in compliance with the *Social Work and Social Service Work Act*, regulations under the Act and the by-laws approved by Council.

On May 11, 2009, Bill 179, the *Regulated Health Professions Statute Law Amendment Act, 2009* received first reading in the Legislature. The Act amends various Acts related to the regulated health professions and includes amendments to the *Psychotherapy Act, 2007* and the *Social Work and Social Service Work Act, 1998*.

Currently, the *Psychotherapy Act, 2007* restricts use of the titles “psychotherapist” and “registered mental health therapist” to members of the College of Psychotherapists and Registered Mental Health Therapists of Ontario. It also prohibits anyone other than a member of that college from holding himself or herself out as a person who is qualified to practise in Ontario as a psychotherapist or a registered mental health therapist.

This new legislation, however, amends the current title protection provisions in the *Psychotherapy Act, 2007* and amends the *Social Work and Social Service Work Act, 1998* to provide that a member of the Ontario College of Social Workers and Social Service Workers who is authorized to perform the controlled act of psychotherapy may use the abbreviated title “psychotherapist” if the member complies with the following conditions, as applicable:

1. When describing himself or herself orally as a psychotherapist, the member must also mention that he or she is a member of the Ontario College of Social Workers and Social Service Workers, or identify himself or herself using the title restricted to him or her as a member of the College.
2. When identifying himself or herself in writing as a psychotherapist on a name tag, business card or any document, the member must set out his or her full name, immediately followed by at least one of the following, followed in turn by “psychotherapist”:
 - i. Ontario College of Social Workers and Social Service Workers,
 - ii. The title that the member may use under the *Social Work and Social Service Work Act*.

On May 25, 2009, the Bill was referred to the Standing Committee on Social Policy. The College will make a submission to the Committee by the end of September. The date on which the amendments contained in the Bill will be passed into law is not yet known. The College will keep members apprised of any developments surrounding the Act.

In other news regarding the regulation of psychotherapy, the Ministry of Health and Long-Term Care announced the appointment of Joyce Rowlands as the Transitional Registrar of the College of Psychotherapists and Registered Mental Health Therapists of Ontario.

The Registrar is the chief administrative officer of the College. During the transitional period, the Registrar will support the transitional Council in all its work, including developing and implementing policies, by-laws and regulations that will govern the practice of the health profession. The Registrar is also responsible for the day-to-day operations of the College and has statutory duties under the *Regulated Health Professions Act, 1991*. At the time of publication of this article, the transitional Council had not yet been appointed.

If you have any questions, please contact Pamela Blake, M.S.W., RSW, Deputy Registrar, at 416-972-9882 or 1-877-828-9380 ext. 205 or e-mail pblake@ocswssw.org.

Annual Meeting and Education Day 2009

Post-Event Summary

The College held its 6th annual Education Day in conjunction with its Annual Meeting on June 24, 2009. Once again, over 500 members and guests gathered at the Metro Toronto Convention Centre for a day of learning and networking. We were very pleased to

welcome many members from out of the Toronto area this year. Members travelled from cities such as Sudbury, Kingston, London, Penetanguishene, Parry Sound and Kitchener, among several others.

The theme for this year's event, *Leadership: We All Play A Part*, was evident throughout the day with eight different breakout sessions on a wide spectrum of issues. The event kicked off once again with an address by the Honourable Madeleine Meilleur, Minister of Community and Social Services. This year marked

the second consecutive year that Minister Meilleur has joined our event, which is always well received by those in attendance.

Following the Annual Meeting, **Laurel Rothman, RSW** of Family Service Toronto, provided the keynote address entitled *Building Your Advocacy Toolkit: How to Make the Professional Appropriately Political*. Over 85% of those who submitted evaluations agreed that Laurel's presentation was relevant and helpful to their practice.

The afternoon breakout sessions covered a variety of topics and we would like to thank the following speakers who made the day a great success:



Minister of Community and Social Services Madeleine Meilleur with former College President Rachel Birnbaum

Claudia Newman, RSW

Protecting the Public Interest: The Critical Role of Ethics in Governance and Management Leadership

Shelley Hale, RSSW, RSW and Anne Bailliu, RSW

Operational Stress Injury Clinics: The Key Role of Social Work

Bill Hill, RSW

Traditional Healing Methods and Current Social Work Practice: An Advantageous Partnership

Marion Bogo, RSW

Clinical Supervision in Contemporary Organizations

Eunice Gorman, RSW

When The Recession Comes Home: Loss, Grief and Resilience

Peggy Solomon, RSW and Renee Climans, RSW

Innovations in Social Work Practice with Older Adults and Their Families

Lynda Roy, RSW

SexAbility: Challenging Misperceptions

Glenda McDonald, RSW

The Future is Now: Strategic Directions and the Continuing Competence Program

Once again, delegates were asked to fill out online evaluations following the event. This, along with eliminating hard copy handouts in the sessions, is part of the College's efforts to reduce the amount of paper we generate. Additionally, the day's order of events was printed directly on the name badges which eliminated the need for hard copy agendas and session details. We will continue to use these environmentally-friendly initiatives at future events.

Below are some of the comments we received regarding the event:

"I commend you on the efforts for a paperless day! I loved the idea of having all the info on the name tags! Thanks for all your efforts to make this day a success."

"Nicely done and well worth the long trip to come. Location, food, venue all great and it was a smooth event for me."

"Having attended other years, I found this year the day was excellent. I appreciate that not everyone will feel the same way but would like to comment that I feel that the staff of the College did an excellent job, that the variety of presentations was great and relevant and that the day was a job well done."

Annual Meeting and Education Day 2009

Post-Event Summary

While the overall comments were overwhelmingly positive, many delegates also offered suggestions which we always take into consideration in planning future events. It is always helpful to receive suggested topics for breakout sessions and ideas on how to make the event as relevant as possible for all in attendance.

Believe it or not, planning has already begun for the 2010 event, so please mark your calendars for **June 16, 2010** at the Metro Toronto Convention Centre. We look forward to welcoming you again and providing you with valuable learning and networking opportunities.

ANNUAL MEETING Q & A

We were quite concerned regarding feedback from a few members that they thought some of the answers provided by the College during the question and answer period were vague. The Council and staff of the College are committed to providing members with accurate and transparent information and regret that the answers provided were not clear to all members.

Each year College staff anticipate what questions may be asked during this portion of the meeting and prepare accordingly. This year, questions pertaining to the “rent vs. buy” debate respecting the College offices were not anticipated since the College moved into its current premises in 2005. As a result, College representatives attempted to recall information and details from over four years ago.

As reported in a previous *Perspective* article in Spring 2005, part of the due diligence conducted by the College in the Fall of 2004, in anticipation of the expiry of the lease for the former College office location, included a thorough analysis of the option of owning versus renting the College premises. The analysis also considered the primary mandate of the College,

the amount of space required, the current and future needs of College staff, stakeholders, public, and Council members, the current and future financial status of the College, the rental and purchase options available at the time, and the developmental stage of the College in 2004.

Based on the analysis, a decision was reached by Council to enter into a 10-year lease at the current College location at 250 Bloor St. E. A further review of College office space needs will be initiated in 2014, at which time a thorough analysis of all relevant issues pertaining to College premises will be undertaken.

We hope this clarifies the question for those who attended the meeting. The College welcomes your questions not only at the Annual Meeting, but year-round. We regularly address member’s questions in the Q&A feature of *Perspective*. Questions may be e-mailed to Yvonne Armstrong, Communications Manager at yarmstrong@ocswssw.org. Although not all questions will be re-printed in *Perspective*, all will be answered.

Discipline Decision Summary



This summary of the Discipline Committee's Decision and Reason for Decision (dated August 24, 2009) is published pursuant to the Discipline Committee's penalty order.

By publishing this summary, the College endeavours to:

- illustrate for social workers, social service workers and members of the public, what does or does not constitute professional misconduct;
- provide social workers and social service workers with direction about the College's standards of practice and professional behaviour, to be applied in future, should they find themselves in similar circumstances;
- implement the Discipline Committee's decision; and
- provide social workers, social service workers and members of the public with an understanding of the College's discipline process.

PROFESSIONAL MISCONDUCT

Breach of Undertaking; Disgraceful, Dishonourable or Unprofessional Conduct
Member, RSW

AGREED STATEMENT OF FACT

The College and the Member submitted a written statement to the Discipline Committee in which the following facts were agreed:

1. The Member was employed by a hospital as a social worker on an acute inpatient ward of the hospital's general psychiatric program for more than 25 years, when the hospital terminated the Member's employment.
2. The hospital's Clinical Practice Leader, Social Work, filed a complaint with the College. The complaint related to the Member's alleged delay in assisting a client with an application for Ontario Disability Support Program benefits, and alleged steps taken by the Member to conceal the Member's unfulfilled commitments to the client. The Complaints Committee of the College decided to caution the Member with respect to certain undisputed aspects of the conduct complained of.
3. The Member attended to receive that caution.
4. The hospital's Clinical Practice Leader, Social Work, filed a second complaint with the College concerning the Member. The second complaint alleged, among other things, that the Member had failed to file a large number of client documents including original applications for Canada Pension Plan benefits. The complaint also alleged that the Member had misrepresented the Member's qualifications by using the designation "MSW".
5. At the invitation of the Complaints Committee, the Member signed a voluntary Undertaking and Acknowledgement to the College to address the issues raised in the second complaint. The Undertaking required the Member to attend before the Complaints Committee to be cautioned and to receive supervision or consultation with respect to aspects of the Member's social work practice. It also required the Member to provide a copy of the Complaints Committee's Decision and Reasons regarding the second complaint to the Member's employer(s), consultants and supervisors and to supply the Registrar of the College with their signed confirmations of receipt.
6. The Undertaking stated that failure by the Member to fulfill the terms of the Undertaking could result in the referral of allegations of professional misconduct to the Discipline Committee.
7. The Complaints Committee disposed of the second complaint by issuing a Decision and Reasons dated August 28, 2007, identifying the Complaints Committee's

Discipline Decision Summary

concerns, accepting the Member's Undertaking to the College and requiring the Member to appear before the Complaints Committee to be cautioned.

8. The Member appeared before the Complaints Committee to be cautioned, however the Member did not provide the Registrar with confirmation that the Member had provided the Complaints Committee's Decision and Reasons to the Member's employer(s), consultants or supervisors, as required by the Undertaking.
9. The College wrote to the Member, reminding the Member of the Member's obligation to provide the College with confirmation of the Member's compliance with the terms and conditions of the undertaking to the College.
10. At the end of October 2007, the Member advised the College that the Member had not been able to speak with the Member's supervisor who, according to the Member, had been away from the office for several weeks and was expected to be off for another week. The Member was asked for a written explanation of the delay in complying with the terms of the Member's Undertaking.
11. The Member responded by stating that the Member had informed the supervisor of the Undertaking but that due to the "unforeseen circumstances" of the supervisor's absence from the workplace, "which are beyond [the Member's] control", the supervisor was unable to provide written confirmation of the Member's compliance with the Undertaking.
12. When no further communication was received from the Member regarding the Member's compliance with the Undertaking, the College wrote to the Member and to the Member's lawyer, reiterating the Member's obligations and requesting written confirmation of the Member's compliance with the terms of the Undertaking by November 30, 2007. The Member did not respond.
13. On December 6, 2007, the College wrote to the Member and to the Member's legal counsel, to notify them again,

that the College required confirmation of the Member's compliance with the Undertaking no later than January 2, 2008, failing which the matter would be brought to the attention of the Executive Committee, which would then consider whether a referral to the Discipline Committee was warranted. The College also notified the Member of the Member's right to provide a response to the Executive Committee should the Member choose not to comply with the terms of the Undertaking. The Member did not reply.

14. By Notice of Hearing, allegations of the Member's failure to comply with the terms and conditions of the Undertaking were referred to the Discipline Committee for a hearing.
15. Subsequently, the Member's employer informed the College that, although the Member had informed the employer that the Member needed to be monitored in the workplace, the Member had not provided the employer with a copy of the Complaints Committee's Decision and Reasons, or with a copy of the Undertaking. The employer only learned of the Decision and Reasons and the Undertaking when it received copies from the Member on May 15, 2008.

ALLEGATIONS AND PLEA

The Discipline Committee accepted the Member's plea, admitting the truth of the facts set out in the Agreed Statement of Fact and that the Member is guilty of professional misconduct within the meaning of subsections 26(2)(a), (b) and (c) of the *Social Work and Social Service Work Act* (the "Act"), in that the Member violated sections 2.31 and 2.36 of Ontario Regulation 384/00 (Professional Misconduct) by:

- a) failing to comply with a written undertaking given to the College, or to carry out an agreement entered into with the College by failing to comply with the terms of the written undertaking that had been given to the College; and
- b) engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all circumstances would reasonably be regarded

Discipline Decision Summary

by members as disgraceful, dishonourable or unprofessional, by failing to comply with the terms of the Member's written undertaking to the College.

The Panel considered the Agreed Statement of Facts and found that those facts supported a finding of professional misconduct against the member.

PENALTY ORDER

The panel of the Discipline Committee accepted the Joint Submission as to Penalty submitted by the College and the Member, having concluded that the proposed penalty was reasonable and served to protect the public interest. The panel made an order in accordance with the terms of the Joint Submission as to Penalty. The panel noted that the Member co-operated with the College and that by agreeing to the facts and a proposed penalty, the Member has accepted responsibility for the Member's actions. Moreover, the Committee concluded that its order meets the objectives of:

- General deterrence (i.e. a message to the profession to deter members of the profession from engaging in similar misconduct) and specific deterrence to the Member; and,
- Remediation/rehabilitation of the Member and the Member's practice.

The panel ordered that:

1. The Member be reprimanded in person by the Discipline Committee and the reprimand be recorded on the Register indefinitely;
2. The Registrar impose a term, condition and limitation on the Member's Certificate of Registration, to be recorded on the Register,
 - a) requiring the Member, forthwith after receipt of the Discipline Committee's Decision and Reasons in the matter, to provide the Member's current employer with a copy of the Discipline Committee's Decision and Reasons and the Decision and Reasons of the Complaints Committee in complaint C-2005:018 (collectively referred to as "**the Decisions and Reasons**"), and to forthwith thereafter deliver the

Member's current employer's written confirmation of receipt of a copy of the Committee's Decisions and Reasons to the Registrar of the College;

- b) requiring the Member, for a period of one year following the Member's receipt of the Discipline Committee's Decision and Reasons in this matter, should the Member obtain any future or other employment in which the Member's duties include the provision of social work services, to immediately after obtaining any such future or other employment, provide the Member's future or other employer(s) with a copy of the Decisions and Reasons, and to forthwith thereafter deliver any such future employer's written confirmation of receipt of a copy of the Decisions and Reasons to the Registrar of the College;
 - c) requiring the Member, for a period of one year following the Member's receipt of the Discipline Committee's Decision and Reasons in this matter, to receive monthly consultation or supervision from a social worker or a registered health care professional in the Member's workplace(s), satisfactory to the College Registrar, concerning, but not necessarily limited to the administrative and reflective aspects of the Member's social work practices, as identified in the Decisions and Reasons;
 - d) requiring the Member to provide all such consultants or supervisors with a copy of the Decisions and Reasons, and to take all steps necessary to ensure that the College Registrar is in receipt of written confirmation from all such consultants or supervisors confirming that they have been so notified, that they have agreed to provide the said consultation and supervision and that they will report to the College Registrar, in writing, following every third consultation or supervisory session.
3. The Discipline Committee's finding and Order (or a summary thereof) be published, with identifying information removed, in *Perspective* and on the College's website and the results of the hearing be recorded on the Register.

Agreement on Internal Trade and Labour Mobility of Social Workers in Canada

GLENDAL MCDONALD, M.S.W., RSW, REGISTRAR

In July 2008, all Canadian Premiers agreed to amend the federal-provincial Agreement on Internal Trade (AIT) to ensure that certified workers in professions and trades have full labour mobility across Canada. The amendments to the AIT became effective on April 1, 2009 and include penalties which can be imposed on a province or territory that does not change their rules to improve labour mobility. Accordingly, Bill 175, *The Labour Mobility Act*, was introduced in the Ontario Legislature on May 5, 2009. The proposed Act would establish a labour mobility code in Ontario, which reflects the mobility requirements under the AIT. Bill 175 includes amendments to the *Social Work and Social Service Work Act*, which will become effective once the Bill is passed and receives Royal Assent.

If the *Labour Mobility Act* is passed, the Labour Mobility Code will govern how Ontario regulators, including the Ontario College of Social Workers and Social Service Workers, deal with workers already certified/regulated elsewhere in Canada. Once the Act is in force, a regulatory body in Ontario shall not require, as a condition of certification in the regulated profession in Ontario, that an individual certified elsewhere in Canada in that profession, have, undertake, obtain or undergo any material additional training, experience, examinations or assessments. Thus, the Code will require that, subject to limited exceptions, once a social worker is certified in one jurisdiction in Canada, they will be able to be certified as a social worker in Ontario. It is important to note that the amendments to AIT only apply to the social work profession as the social service work profession is only regulated in Ontario and thus not subject to AIT.

The amendments to the AIT do allow a provincial government to approve a proposal submitted by a regulatory body in that province for an exception to labour mobility based on a legitimate objective. The College has submitted such a proposal to the Ontario government for an exception for applicants who are certified as social workers in Alberta and



Saskatchewan. The reason for the proposal submitted by the College is that the social work regulatory bodies in Alberta and Saskatchewan register, as social workers, persons with two year diplomas in social work from community colleges (Alberta) or two year certificates in social work offered at the University of Regina (Saskatchewan).

The position of the College with respect to this matter is that to require the College to issue certificates of registration in social work to applicants who are registered as social workers in Alberta and Saskatchewan and who possess a two year diploma or certificate in social work is contrary to the clear policy decision made by the Ontario Government in 1998 to regulate social workers and social service workers as two distinct professions, with different academic requirements and different scopes of practice for the two professions. The *Social Work and Social Service Work Act* and the Registration Regulation made under the Act set out the minimum academic requirement for registration as a social worker to be a degree in social work whereas the minimum academic requirement for registration as a social service worker is a diploma in social service work.

However, under the new amendments and without the provincial government's approval of our proposal, the College would have to issue a certificate of registration for social work to applicants from Alberta and Saskatchewan who were social work members in good standing of their provincial regulatory bodies at the time of application, regardless of their academic credentials.

The College has been advised that Ontario's exceptions are currently under consideration and will be published in the months ahead. We will provide an update on this initiative in the next issue of *Perspective*.

If you have any questions regarding labour mobility or the AIT, please contact Glenda McDonald, M.S.W., RSW, Registrar at 416-972-9882 or 1-877-828-9380 ext. 201 or e-mail gmcDonald@ocswww.org.

Council Highlights – May 7 and 8, 2009

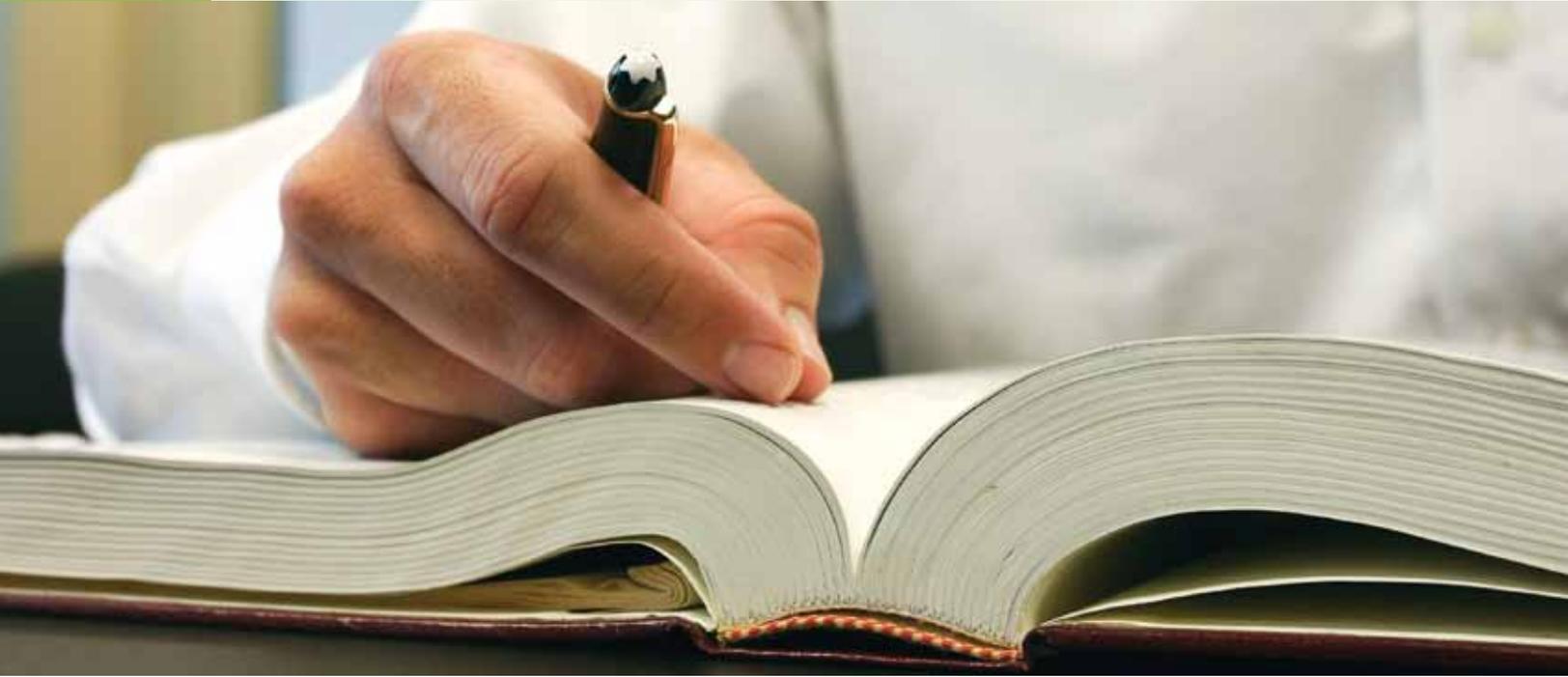
- The Registrar informed Council that the Transitional Registrar of the College of Psychotherapists and Registered Mental Health Therapists has been appointed.
- The Registrar informed Council that two Council representatives attended the new Board member training offered by the Association of Social Work Boards.
- The Registrar updated Council on the CASW/ CASWE Intersectoral Initiative which aims to improve communication and relations between the CASW, regulators and educators. The group held a teleconference in February 2009 and discussed the CASW's decision to no longer evaluate international credentials at the end of 2009.
- The Registrar updated Council on the developments surrounding the Agreement on Internal Trade (AIT). The College is working with the Ministry of Training, Colleges and Universities and the Ministry of Community and Social Services regarding the proposed revisions to the AIT and the College's labour mobility obligations.
- The Deputy Registrar updated Council on the 2009 Annual Meeting and Education Day which will take place on June 24, 2009 at the Metro Toronto Convention Centre. Registration has begun and we have had a very positive response to date.
- Council approved the 2009-2011 strategic plan in principle.
- Council approved a recommendation that would exclude a Council member from standing for re-election if their 10-year maximum to serve on Council would occur during their term. The by-law change will be presented for approval at the next Council meeting.
- Council approved the following three Practice Guidelines: Medication Practices, Consent and Confidentiality with Children and Youth, and Custody and Access Assessments.
- The Registrar reported on membership statistics, stakeholder relations and announced that College representatives will be holding forums in various cities in Northern and Eastern Ontario in May and June to update members on the strategic priorities of the College and introduce the Continuing Competence Program.
- The Deputy Registrar reported that the Continuing Competence Program is now in effect and educational sessions have begun around the province to introduce the program to members. She also updated Council on the spring issue of *Perspective*, the 2008 Annual Report, the communications survey to be sent to members, renewal rates and the College's online projects.
- Council reviewed the financial statements for the 1st quarter of 2009 and the 2008 Auditor's report.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election and Finance.
- Council agreed to the formation of a task group to discuss the appointment of Chairs to College committees and Council members' terms of office on committees to ensure opportunity and succession planning.

Council Highlights – September 14 and 15, 2009

- The following Council members were elected by Council to the Executive Committee:
Mukesh Kowlessar, RSSW – President
Rachel Birnbaum, RSW – First Vice-President
Susan Clark, Public Member – Second Vice-President
Jack Donegani, RSSW – 4th Executive Member
John Pretti, RSW – 5th Executive Member
Lisa Barazzutti, Public Member – 6th Executive Member
- The Registrar informed Council of Bill 179, the *Regulated Health Professions Statute Law Amendments Act, 2009*. The bill amends the *Social Work and Social Service Work Act* to provide for the use of the protected title “Psychotherapist” by members of the College authorized to perform the controlled act of psychotherapy subject to certain conditions. Bill 179 has been referred to the Standing Committee on Social Policy. The College is preparing a written submission to the Committee and has asked to be considered to make an oral presentation to the Committee.
- The Registrar informed Council that the Ontario government intends to table a Good Government Bill in the autumn session of the Legislature. The Ministry of Community and Social Services would like to include in this Bill the amendments to the *Social Work and Social Service Work Act* that were requested by the College and approved by the Minister in the five-year review of the Act.
- The Registrar updated Council on the developments surrounding the Agreement on Internal Trade (AIT). The Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities has approved the College’s proposed revisions (“legitimate objective”) to the AIT which have been passed on for further review and approval.
- The Deputy Registrar reviewed the evaluations from the 2009 Annual Meeting and Education Day.
- The Registrar updated Council on the practice analysis currently being undertaken by the Association of Social Work Boards. The survey of social workers is complete and will be released in 2010.
- Council appointed Rachel Birnbaum, RSW and Registrar Glenda McDonald as the College’s representatives on the newly formed Canadian Council of Social Work Regulators.
- Council approved the strategic plan for 2009-2011.
- The Nominating Committee met on September 14, 2009 to make recommendations to Council regarding the composition of Statutory and Non-Statutory Committees. Council approved the recommendations regarding the membership and chairmanship.
- Council approved a revised per diem and expense policy.
- The Registrar informed Council that a letter was sent to Mr. Kim Craitor, MPP regarding Bill 159, *Transparency in Public Matters Act, 2009* which would allow members of the public to attend committee meetings of public corporations. The College is concerned that this provision would be in direct conflict with the confidentiality provision set out in the *Social Work and Social Service Work Act*.
- Council reviewed and approved By-law No. 69, which amends Election By-law 36, and By-law No. 70, which amends By-law No. 1.
- Council reviewed the 2nd quarter financial statements.
- The Registrar reported on membership statistics, infrastructure, the College’s pandemic plan, stakeholder relations and the upcoming public awareness campaign.
- The Deputy Registrar reported on the communications survey, online renewal project, the Continuing Competence Program, website re-design and stakeholder relations.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election and Nominating.

Practice Notes: Incorporating Adjunct Techniques – What are the Considerations?

PAMELA BLAKE M.S.W., RSW, DEPUTY REGISTRAR



Practice Notes is designed as an educational tool to help Ontario social workers, social service workers, employers and members of the public gain a better understanding of recurring issues dealt with by the professional practice department and the Complaints Committee that may affect everyday practice. The notes offer general guidance only and members with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.

In the Spring 2009 issue of *Perspective*, a Discipline Decision Summary was published regarding a member who offered clients a choice between secular counselling and faith-based counselling, that is, Pastoral Care Prayer Healing. The Member stated that when the Member's overall counselling approach included the provision of Prayer Healing or faith-based counselling, the Member incorporated counselling techniques learned in the Member's social work training when necessary. The Member admitted that the Member had violated the Professional Misconduct Regulation and certain College standards in providing faith-based counselling to a particular client who was a victim of traumatic childhood sexual abuse by, among other things:

- failing to provide the client with accurate and complete information regarding the extent, nature and limitations of the counselling services the Member proposed to provide to the client;
- failing to ensure that the Member sought the additional education required to provide counselling services to a

client who was a victim of traumatic childhood sexual abuse;

- failing to ensure that the professional recommendations or opinions the Member provided to the client were appropriately substantiated by evidence and supported by a credible body of professional social work knowledge; and
- failing to be aware of the extent and parameters of the Member's competence to treat a client with clinically complex mental health issues and failing to seek the additional supervision and consultation required to ensure that the services were competently provided.

The Discipline Committee Panel ordered that the Registrar impose a term, condition and limitation on the Member's Certificate of Registration to be recorded on the Register requiring, among other things, that the Member be prohibited from providing psychotherapy services or counselling services to persons who present with histories of abuse and trauma, except under supervision in accordance with other specified requirements.

Practice Notes: Incorporating Adjunct Techniques – What are the Considerations?

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Among other matters, this Decision draws attention to the issue of members whose practice incorporates or draws upon treatment techniques or interventions outside the conventional practice of social work or social service work. While a registered social worker's provision of counselling services to a client may include a faith-based component, or incorporate other adjunct techniques (provided that the client gives appropriate and informed consent), such counselling must comply with the standards of the Ontario College of Social Workers and Social Service Workers regarding the provision of social work services. This article suggests what members should consider prior to conducting practice of this nature, to ensure that the best interest of the client remains paramount.

CLIENTS WITH A HISTORY OF ABUSE AND TRAUMA

Working with clients with a history of abuse and trauma is one of the most challenging and complex areas of practice and members should note interpretation 2.1.1 from the Standards of Practice, Principle II, Competence and Integrity:

College members are responsible for being aware of the extent and parameters of their competence and their professional scope of practice and limit their practice accordingly. When a client's needs fall outside the College member's usual area of practice, the member informs the client of the option to be referred to another professional. If, however, the client wishes to continue the professional relationship with the College member and have the member provide the service, the member may do so provided that:

- (i) he or she ensures that the services he or she provides are competently provided by seeking additional supervision, consultation and/or education and
- (ii) the services are not beyond the member's professional scope of practice.

The accepted social work approach (substantiated by a credible body of social work knowledge) for treating individuals who report a history of childhood sexual abuse or other trauma is a sequenced or phase-oriented approach. This approach involves a comprehensive assessment and formulation of a treatment plan that focuses on stabilizing the client and ensuring their safety before focusing on memories of abuse.

Specific techniques may be used within a helping relationship to explore past traumatic experiences and address a client's responses, such as anxiety, guilt, depression and flashbacks.¹ Members must ensure they have the necessary knowledge, skills and judgement to work with clients who have experienced trauma in general and in specific approaches, such as EMDR, in particular. It is essential that members conduct a comprehensive assessment of client needs and develop a treatment plan. Members participate with clients in setting and evaluating goals and a purpose for the relationship is identified.²

Also of relevance is interpretation 1.3 of Principle I, Relationship with Clients:

College members respect and facilitate self-determination in a number of ways including acting as resources for clients and encouraging them to decide which problems they want to address as well as how to address them.

In the case of working with a client with a history of abuse and trauma, a member should ensure that treatment options are discussed, for example using EMDR as one facet of the treatment plan, so that clients have sufficient information and reasonable expectations of the proposed treatment and can make their decisions on this basis.

¹ One such technique is Eye Movement Desensitization Reprocessing (EMDR). The underlying theory of EMDR is that those who have experienced trauma have stored their memories without adequately processing them. Side-to-side stimulation, induced by the therapist by hand movements for example, appears to restore balance by processing the traumatic memory which had been previously "locked" in one side of the brain. (Women, Abuse and Trauma Therapy, An Information Guide for Women and Their Families, Lori Haskell, Ed.D., C.Psych. Centre for Addiction and Mental Health 2004) While positive results have been observed and reported by the use of EMDR, it is not without potential risks to clients, particularly as it focuses on acutely stressful events and disturbing emotions. EMDR, when used with clients who have a trauma history, can only be done by a person who has received adequate and creditable training and when it is a component of a larger treatment plan.

² Code of Ethics and Standards of Practice, Second Edition 2008, Principle I, Relationship With Clients, interpretation 1.1.

Practice Notes: Incorporating Adjunct Techniques

– What are the Considerations?

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CLIENTS WITH CHRONIC DISEASES

Current trends suggest there is growing evidence and credibility for the use of adjunct techniques to help clients with chronic disease cope with their illness and reduce stress. Members who work in the oncology field, for example, may incorporate such activities as relaxation exercises and guided imagery into their practice to promote inner harmony, restore a sense of control and improve the quality of life of their clients.

In addition to ensuring one is competent to offer such techniques, it is critical to “provide clients with accurate and complete information regarding the extent, nature and limitations of services available to them”³ as well as inform clients of “foreseeable risks as well as rights, opportunities, and obligations associated with the provision of professional services”.⁴ Members should clearly identify to clients that such techniques are outside the realm of social work or social service work practice and provide clients with information about the body of knowledge on which the techniques are based, the training that the member has undertaken, the accepted approach or program for this approach, and any information regarding an oversight body or accepted standards for the approach that is proposed. Members are also required to “engage in the process of self review and evaluation of their practice and seek consultation when appropriate”.⁵ It is necessary to ensure that supervision or consultation is available for one’s social work or social service work practice, in addition to the practice of the adjunct techniques the member is employing.

Members should also consider the appropriateness of an intervention for each client and the technique should not be applied without a careful assessment of the individual client’s needs, taking into account vulnerabilities or other risk factors. Note the following:

Recommendations for particular services, referrals to other professionals or a continuation of the professional relationship are guided by the client’s

interests as well as the College member’s judgement and knowledge.⁶

MAINTAINING BOUNDARIES

Complementary therapies abound and one that arises with some frequency is Therapeutic Touch, an approach that aims to assist the client’s healing by redirecting or rebalancing energy fields within the client’s body. The technique involves the client sitting or lying down while the practitioner moves his or her hands over the client’s body to redistribute the client’s energy or transmit his or her own energy. This process is not without controversy with critics attesting that there is no scientific evidence to support the approach and that it could in fact pose a danger for clients who rely on it to the exclusion of other established, credible approaches to treatment.

Apart from the issue of scientific legitimacy, though equally important, is that of boundaries. Members are reminded of the Standards of Practice, Principle II, Competence and Integrity, interpretation 2.2:

College members establish and maintain clear and appropriate boundaries in professional relationships for the protection of clients. Boundary violations include sexual misconduct and other misuse and abuse of the member’s power. Non-sexual boundary violations may include emotional, physical, social and financial violations. Members are responsible for ensuring that appropriate boundaries are maintained in all aspects of professional relationships.

Although Therapeutic Touch does not necessarily require the practitioner to touch the client, the approach does stray from the boundaries ordinarily established in a social work or social service work helping relationship. Members should take note of the following excerpt from the Standards of Practice, Principle VIII, Sexual Misconduct, interpretation 8.2:

³ Code of Ethics and Standards of Practice, Second Edition 2008, Principle III, Responsibility to Clients, interpretation 3.1

⁴ Code of Ethics and Standards of Practice, Second Edition 2008, Principle III, Responsibility to Clients, interpretation 3.6

⁵ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.5.

⁶ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.1.

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College members do not engage in the following actions with clients:

- 8.2.1 Sexual intercourse or another form of physical sexual relations between the member and the client;
- 8.2.2 Touching, of a sexual nature, of the client by the member; and
- 8.2.3 Behaviour or remarks of a sexual nature by the member towards the client, other than behaviour or remarks of a clinical nature appropriate to the service provided.

Members should be aware that “touching is defined as physical contact of a sexual nature. It includes hugging, holding, patting, stroking, rubbing and any form of contact which is unnecessary to the helping process.⁷ Members who use any approach which crosses the boundaries of a conventional helping relationship should be aware that clients may perceive this as a boundary violation and should take exceptional care to ensure the client has provided informed consent for the intervention. Due to the complexities and the potential for misunderstanding, it would likely be advisable not to combine these approaches with social work and social service work practice and to offer them through a separate practice or refer to another practitioner who can offer the approach.

CONCLUSION

When introducing particular techniques or approaches into one’s work with clients that go beyond conventional social work and social service work practice, members should consider a number of issues, which include:

- Is there a credible body of knowledge to support this approach?
- Can I demonstrate my competence to provide such a technique?
- Do I have appropriate supervision and consultation, both for my social work or social service work practice and for the use of the particular technique?
- Have I conducted a comprehensive assessment to determine client needs?
- Have I assessed the client for suitability for the technique, including risk factors and contraindications?
- Does the technique raise issues in regard to maintaining appropriate boundaries with the client that I must address?
- Have I discussed with the client the goals of service and treatment options, including providing complete information about the approaches under consideration, and clarifying that these approaches are not social work or social service work practice, so that the client is equipped to provide informed consent?
- Would the technique be better performed by another competent professional?

Incorporating treatment approaches outside conventional social work or social service work practice may produce enhanced outcomes with clients, however, members should be aware of and address potential risks before doing so to ensure that clients are served in a sound and ethical manner. This article identifies a number of issues for members’ consideration, however, there may be other factors and issues that members will need to consider on a case by case basis.

For more information, please contact the College’s Professional Practice Department at 1-877-828-9380.

⁷ Code of Ethics and Standards of Practice, Second Edition 2008, Principle VII, Sexual Misconduct, Footnote 2.

Online Renewals are Here!

Beginning in November 2009, members will be able to securely update their personal information year-round and pay their annual fees to the College online. This initiative is part of the College's ongoing project to move several of its membership services online. **For those who do not wish to renew their membership online, hard copy renewal forms will still be distributed during the initial implementation phase.**

In August 2009, all members who have an e-mail address on file with the College were sent a letter indicating their online user ID and temporary password. **You will need this information to access the online system.** Once you have logged in for the first time, you may change your password if you wish. If you have forgotten your password, simply go to www.ocswssw.org and click on the "Membership Renewal 2010 & My Profile" link and choose the "Forgot Your Password?" option. Your password will be e-mailed to you at the address on file with the College.

If you choose to renew your membership online but do not wish to pay online, you may fill out the required information online and forward your payment by cheque or money order directly to the College.

If you have any questions about the online renewal process, you may complete the "Contact Us" section or call the College at 416-972-9882 or 1-877-828-9380. Please have your registration number ready when you call. As there is a large volume of inquiries during the renewal period, your call or e-mail will be returned within two business days or as time allows.

If you have any questions regarding our online projects, please contact Lynda Belouin, Office Manager, at 416-972-9882 or 1-877-828-9380 ext. 212 or e-mail lbelouin@ocswssw.org.

In May 2009 the College distributed an eBulletin inviting members to participate in an online communications survey. The response was overwhelming with over 1,300 members taking part. The purpose of the survey was to measure the success of our publications and website, gauge the use of online processes, assess the accessibility needs of members to ensure compliance with the *Accessibility for Ontarians with Disabilities Act* and gather information that will help inform our upcoming public awareness campaign. We would like to thank the respondents for taking the time to provide their input. While the overall results were positive, many members made useful suggestions, some of which we will address in this article.

BELOW IS A SAMPLE OF THE SURVEY RESULTS:

If given a choice, would you choose to receive information from the College (i.e. *Perspective*, *Annual Report*, *Continuing Competence Program* etc.) *via e-mail or regular mail?*

E-mail – 57.1% Mail – 42.9%

At the end of 2009, the College will be implementing a program to allow members to complete their *annual renewal of membership online*. Do you anticipate you would take advantage of this option?

Yes – 82.2% No – 17.8%

How often have you accessed the College's *website* over the past year?

Never – 16.4%

Rarely – 62.7%

At least once a month – 19.8%

At least once a week – 1.1%

If you read *Perspective*, do you find the articles relevant?

Yes – 49%

Somewhat – 47.8%

No – 3.2%

Do you find the College's communications *accessible* to your needs?

Yes – 63.2%

Somewhat – 33%

No – 3.8%

Communications Update: Survey Results

Overall, *how satisfied* are you with the College's activities to keep you informed?

Very satisfied – 36.2%

Somewhat satisfied – 41.5%

Neither satisfied nor dissatisfied – 17.3%

Somewhat dissatisfied – 4%

Very dissatisfied – 1.1%

In addition to these multiple-choice questions, respondents had the opportunity to provide specific feedback on a number of our communications initiatives. Some respondents suggested initiatives we already undertake; others suggested implementing programs that we are currently working on; and some had ideas for initiatives that are not within the mandate of the College.

HERE'S A SAMPLE OF SOME OF THE SUGGESTIONS WE RECEIVED:

Can we have the Continuing Competence Program as an online template so we can input our goals electronically?

Both the Instruction Guide and the Self-Assessment Tool and Professional Development Plan Documents are posted on the College's website. Members can type directly into the PDF documents and save them to their computer for updating and printing at a later date. The documents can be found at www.ocswssw.org/sections/membership_info/current_members/competency.html

I missed the information session that was held this past spring in my area. Is there an alternative to getting these details elsewhere?

The slides from the College forums and Continuing Competence Program presentations that were conducted earlier this year are available to download from the Publication Archives section of the College website. At the Annual Meeting and Education Day in June of this year, an additional session was held as an afternoon breakout for members unable to attend the earlier forums. We are also exploring an online version of the CCP presentation that will include the presentation slides along with a narrative that will help members better understand the requirements of the program.

I would like to see a section on your website for job openings.

Offering advertising opportunities, such as job postings, is not within the College's mandate. As a regulatory body, the College's primary duty is to serve and protect the public interest, whereas a professional association promotes the interests of and advocates on behalf of its members.

These suggestions are only a few of many the College received from the communications survey. Although we can't address all of them in this article, we will publish more in future issues of *Perspective*.

WEBSITE RE-DESIGN

Work has begun on re-designing the College's website. Using input provided by members in the communications survey, we are currently undertaking a thorough review of the site to determine what information and tools could be added to make the site both easily accessible and useful for members and the public.

It has been more than six years since the current site was designed. Since then, the College has grown significantly and technology now offers new ways in which to design, build and navigate websites. Between December 2008 and May 2009, there were more than 1.7 million hits on the website, clearly indicating it is an important communications vehicle for the College. It is our goal to make the new site easy to navigate, accessible and informative for all visitors.

Updates on the progress of this and other communications projects will be published in future issues of *Perspective* and eBulletin.

If you have any questions or comments regarding the College's communications programs, please contact Yvonne Armstrong, Communications Manager at 416-972-9882 or 1-877-828-9380 ext 220 or e-mail yarmstrong@ocswssw.org.

Practice Guidelines Now Available

The College is pleased to inform you that the following Practice Guidelines are now available and can be downloaded from the College's website: *Custody and Access Assessments, Medication Practices and Consent and Confidentiality with Children and Youth*.

The guidelines were finalized following consultation with members and other stakeholders and were approved by Council in May 2009. They took effect on September 1, 2009.

The guidelines contain information and practice advice which should be considered by members of the Ontario College of Social Workers and Social Service Workers. The guidelines are designed to assist members in interpreting and applying the College's standards to particular circumstances or contexts of practice and to provide additional guidance to members on practice issues.

It should be noted that the guidelines are not themselves standards of practice and have not been enacted by regulation or College by-law. The College's standards, which are the minimum standards applicable to all College members, are the ones set out in the *Social Work and Social Service Work Act, 1998*, the regulations under the Act, the College's Code of Ethics and Standards of Practice and the College's by-laws. Those College standards prevail over the guidelines. However, the guidelines may still be used by the College (or other bodies) to assist in determining whether appropriate standards of practice and professional conduct have been maintained by a College member in a particular case.

CUSTODY AND ACCESS ASSESSMENTS

These guidelines were developed for social workers in Ontario who conduct custody/access assessments. Throughout the guidelines the term custody/access is used to indicate custody and/or access. The term "custody access assessment" is used to refer to any comprehensive clinical exploration of the needs of a child within the context of his/her family and environment, relevant to custody and/or access, whether or not it occurs in the context of anticipated or pending litigation, or in the absence of litigation, or pursuant to any legislation, regulations or rules and regardless of the context

in which the social worker who conducts the assessment practises.

MEDICATION PRACTICES

These guidelines were developed for social workers and social service workers in Ontario who work in settings in which client services include providing medication. Hospitals, residential treatment centres, group homes and community-based programs such as Assertive Community Treatment Teams (ACTT) are a few such examples. Members may be confronted with situations involving assisting clients with medications and may be unsure about whether or not to assume these tasks. Since administration of medication is not a primary area of competence for social workers or social service workers, it is essential for members to understand and consider the relevant issues before making a decision about whether to carry out the task.

CONSENT AND CONFIDENTIALITY WITH CHILDREN AND YOUTH

These guidelines were developed for social workers and social service workers in Ontario who encounter dilemmas pertaining to consent and confidentiality with clients who are children and youth. Such dilemmas may arise working in practice contexts such as schools, hospitals, community health settings, child welfare, residential settings or private practice. There are many pieces of legislation that are relevant when working with children and youth, as well as standards of practice that apply. The guidelines contain Decision Trees related to Consent and Confidentiality Issues to assist members in thinking through their professional obligations to make sound practice decisions.

If you have any questions regarding the guidelines or wish a hard copy, please contact the College's Professional Practice Department at 416-972-9882 or 1-877-828-9380 or e-mail info@ocswssw.org.

In June 2009, the College submitted a response to the Ministry of Health and Long-Term Care regarding the first set of proposed regulations under the *Long-Term Care Homes Act, 2007*. The LTCHA received Royal Assent on June 4, 2007 and is aimed at improving and strengthening care for residents of long-term care homes. When proclaimed into force, this Act would replace the three existing pieces of legislation governing long-term care homes: the *Nursing Homes Act*, the *Homes for the Aged and Rest Homes Act*, and the *Charitable Institutions Act*. In addition, the Long-Term Care Homes Program Manual would cease to exist.

In its submission, the College made two recommendations respecting the draft regulations, for the Minister's consideration:

1. That the comprehensive plan of care include assessment and care of residents' psychosocial needs;
2. That the draft regulations include the requirement for a Psychosocial Program to optimize residents' emotional, spiritual, cognitive and social functioning.

The LTCHA cannot be proclaimed into force until all of the regulations necessary to carry out the Act are drafted, subject to the public consultation requirements set out in the LTCHA, and finalized.

The College's full response can be viewed online at www.ocswssw.org.

District Four Election Results

The following is the notification of the annual results of the election of members of the College to the Council, which took place on May 28, 2009 in electoral district four, comprised of the geographic area within the territorial boundaries of the Regional Municipalities of Halton, Hamilton-Wentworth, Niagara, Waterloo and Haldimand-Norfolk, the Counties of Dufferin and Wellington and the County of Brant. This year's election was extremely robust, with seven members running for the two social work positions and three social service work members running for the two social service work positions.

The following members of the College are the candidates who received the greatest number of votes in the election:

Social Work - Hendrik Van Dooren

Social Work - Angela Yennsen

Social Service Work - Irene Comfort

Social Service Work - Roman Delicart

The College thanks all members who stood for election and congratulates those members who received the greatest number of votes in each membership category.

New Council and Committee Roster for 2009 - 2010

The following is the listing of Council and committee members subsequent to the election of the Executive Committee and committee appointments which took place at the September 14-15, 2009 Council meeting. Council includes 21 persons representing equally the public, social service workers and social workers. For complete bios of Council members, please visit the College's website www.ocswssw.org.

LISA BARAZZUTTI – PUBLIC MEMBER

Lisa is a lawyer with a general law practice in Timmins, Ontario and primarily practises in the area of family law including child protection law. She is also a board member for the Timmins and District Humane Society, Timmins Family Counselling and for Victim Crisis Assistance and Referral Services. Lisa was appointed to the OCSWSSW Council as a public member in 2001.

RACHEL BIRNBAUM – ELECTED SOCIAL WORKER

Rachel is an Associate Professor at the School of Social Work, King's University College, University of Western Ontario. Her areas of expertise are with children and families undergoing separation and divorce. Rachel was elected President of the College on October 5, 2005 and was re-elected in 2006, 2007 and 2008.

SUSAN CLARK – PUBLIC MEMBER

Susan retired from the Ontario government after 30 years with the Ministry of the Solicitor General and Correctional Services. She held numerous positions at the senior management level including Deputy Chief Provincial Bailiff; Manager, Inmate Classification and Transfer; and Regional Program Coordinator. Susan holds a BA from York University and a Master of Public Administration and a Master of Arts (Journalism) from the University of Western Ontario. She was appointed to Council as a public member in 2005.

GREG CLARKE – ELECTED SOCIAL SERVICE WORKER

Throughout his 25-year career, Greg has worked in various roles including front-line and management. He is currently a Mental Health and Addiction Clinician with the Peterborough Family Health Team and provides training and workshops for individuals and agencies in the areas of Crisis Intervention, Anxiety / Stress, Fatherhood and Addiction issues. Greg is currently serving a third term as President of the Crisis Workers Society of Ontario. He was elected to Council in May 2008.

IRENE COMFORT – ELECTED SOCIAL SERVICE WORKER

Irene Comfort is a Child and Adolescent Crisis Counsellor with Niagara Child and Youth Services and serves as Treasurer of the Crisis Workers Society of Ontario. Irene is a graduate of the Social Service Worker program at Niagara College and was elected to Council in May 2009.

GENEVIÈVE CÔTÉ – ELECTED SOCIAL WORKER

Geneviève Côté was elected to the College Council in May 2004 and re-elected in May 2007. She graduated from the Health Social Work program at the University of Ottawa in 1998. Geneviève is currently a Clinical Practice Leader at The Ottawa Hospital Cancer Centre.

ROMAN DELICART – ELECTED SOCIAL SERVICE WORKER

Roman Delicart is President/CEO of El Shaddai Outreach Inc., a Clinical Director and Addiction Counsellor at the HEART-BEAT Counselling Center, and a Multi-Lingual Access Worker at Wellington County Social Services in Kitchener. Roman was elected to the OCSWSSW Council in June 2000 and re-elected in 2003, 2006 and 2009.

ZITA DEVAN – PUBLIC MEMBER

A retiree from Sir Sandford Fleming College, Zita worked with disadvantaged youth, unemployed individuals, social workers and social service workers. She continues to work in her community on a variety of social justice issues. Zita joined the OCSWSSW Council as a public member in October 2000.

JACK DONEGANI – ELECTED SOCIAL SERVICE WORKER

Jack, a retired Director-General with the Government of Canada, is a certified Alcohol & Drug Addictions Counsellor. Jack has an MBA in Public Administration and is currently employed at Serenity House Inc. in Ottawa. Jack serves on the Board of Directors of the Therapeutic and Educational Living Centres Inc. (TELCI), on the City of Ottawa's Accessibility Advisory Committee, and is a Team Leader with Ottawa Victims Services. Jack was elected to Council in May 2007.

New Council and Committee Roster for 2009 - 2010

DANNY GILLARD – ELECTED SOCIAL SERVICE WORKER

Danny Gillard is an honours graduate of the Social Service Worker and Drug and Alcohol Programs at Northern College. Danny offers consulting services for a multi-disciplined Northern Medical Team and is responsible for the development, implementation and maintenance of occupational health and wellness programs, policies and procedures throughout district one. Danny was acclaimed to Council in electoral district one in May 2007.

ANITA GUPTA – PUBLIC MEMBER

Anita is a Fellow of the Chartered Insurance Professionals' Society, a Division of the Insurance Institute of Canada. Her more than 20 years experience in the business and corporate sector has provided her with extensive knowledge of corporate governance. Anita was appointed to Council in 2003.

MICHAEL KOPOT – ELECTED SOCIAL WORKER

Michael is a full-time medical social worker with the Dilico Family Health Team on the Fort William First Nation and works on a casual basis with Creighton Youth Services in Thunder Bay at J.J. Kelso (juvenile detention centre). Michael was first elected to sit on Council as a social work member in May 2002 and re-elected in May 2004 and 2007.

MUKESH KOWLESSAR – ELECTED SOCIAL SERVICE WORKER

Elected in 2000 to the first elected College Council and re-elected in 2004 and 2007, Mukesh Kowlessar has been in the social service field for over 20 years. Mukesh is a Manager with the City of London, Community Services Department. His current responsibilities include the Family Support Program and the Appeals Unit. Mukesh was elected President of the College in September 2009.

KIMBERLEY LEWIS – ELECTED SOCIAL SERVICE WORKER

Kimberley is a graduate of the Social Service Worker program at Seneca College of Applied Arts and Technology. She has worked as a front-line professional in the social service sector since 1999 and is currently a Mental Health and Justice Worker at the Canadian Mental Health Association, York Region and South Simcoe. Kimberley was elected to the College Council in May 2008.

NORMAN MACLEOD – PUBLIC MEMBER

Norman William MacLeod is a graduate of the University of Manitoba. He joined Household Financial Corporation and spent 38 years with the company, working in Western Canada and in Toronto as Vice-President, Administration. He has previously served on the boards of Scarborough Grace Hospital, the Ontario Hospital Association (Regional Executive), The Canadian Memorial Chiropractic College and The Psychology Foundation of Canada. Norman was appointed to Council in June 2005.

LILY ODDIE – PUBLIC MEMBER

Prior to being a member of the Canada Immigration and Refugee Board, Dr. Lily Oddie was Executive Director with YWCA of St. Catharines, Manager of Direct Services with the John Howard Society, Director of McMaster University's Centre for Continuing Education and Coordinator, Institutional Research and Evaluation, Athabasca University. She earned her Honours Bachelor of Arts in Psychology from Dalhousie University and her Doctorate in Educational Psychology from the University of Alberta. Lily was appointed to Council in September 2008.

JOHN PRETTI – ELECTED SOCIAL WORKER

John is a social worker who works part time as an individual, marital and family therapist at Daya Counselling Centre. He is also a Capacity Assessor recognized by the Ministry of the Attorney General. Initially elected to the OCSWSSW Council in June 2000, John was re-elected in May 2002, 2004 and 2007.

SYLVIA PUSEY – PUBLIC MEMBER

Sylvia Pusey has been an educator employed by the former Toronto Board of Education and the current Toronto District School Board, and worked for many years in a wide range of special education programs serving students with special needs in the primary, junior and intermediate grades before returning to regular education programs. She retired from active teaching in June 1998 and was appointed to Council in June 2005.

BEATRICE TRAUB-WERNER – ELECTED SOCIAL WORKER

Since 1999, Beatrice Traub-Werner has been the President

New Council and Committee Roster for 2009 - 2010

and Director of Education at TAPE Educational Services in Toronto. Upon completion of her M.S.W. at the University of Toronto, Beatrice worked as a clinical social worker before becoming Admissions Coordinator and Adjunct Professor at the Faculty of Social Work, University of Toronto. Beatrice was elected to Council in May 2008.

HENDRIK (HENK) VAN DOOREN – ELECTED SOCIAL WORKER

Henk Van Dooren is the Director of the Christian Counselling Centre in Burlington, Ontario. He is also employed as a mental health counsellor with the Hamilton Family Health Team and is an assistant clinical professor in the Department of Psychiatry and Neurosciences at McMaster University. Henk was elected to the College Council in May 2009.

ANGELA YENSSEN – ELECTED SOCIAL WORKER

Angela Yensen is currently Acting Manager of Admissions, Social Work and Spiritual Care at Sunnyside Long-Term Care Home in Kitchener, Ontario. She obtained her M.S.W. from Wilfrid Laurier University and recently completed her Master of Public Policy, Administration and Law at York University. Angela was elected to Council in May 2009.

EXECUTIVE COMMITTEE:

Mukesh Kowlessar, RSSW - *President*
Rachel Birnbaum, RSW - *First Vice-President*
Susan Clark, Public Member - *Second Vice-President*
Jack Donegani, RSSW – *4th Executive Member*
John Pretti, RSW - *5th Executive Member*
Lisa Barazzutti, Public Member - *6th Executive Member*

COMPLAINTS COMMITTEE:

Zita Devan, Public Member (**Chair**)
Geneviève Côté, RSW
Jack Donegani, RSSW
Norman MacLeod, Public Member
Sue-Ellen Merritt, RSSW (Non-Council)
Henk Van Dooren, RSW

REGISTRATION APPEALS COMMITTEE:

Mary Ciotti, RSW (Non-Council) (**Chair**)
Rachel Birnbaum, RSW
Susan Clark, Public Member
Irene Comfort, RSSW
Kimberley Lewis, RSSW
Sylvia Pusey, Public Member

DISCIPLINE COMMITTEE:

Greg Clarke, RSSW (**Chair**)
Gary Cockman, RSSW (Non-Council)
Roman Delicart, RSSW
Anita Gupta, Public Member
Michael Kopot, RSW
Lily Oddie, Public Member
Sylvia Pusey, Public Member
Beatrice Traub-Werner, RSW
Angela Yensen, RSW

New Council and Committee Roster for 2009 - 2010

FITNESS TO PRACTISE COMMITTEE:

Greg Clarke, RSSW **(Chair)**
Gary Cockman, RSSW (Non-Council)
Roman Delicart, RSSW
Anita Gupta, Public Member
Michael Kopot, RSW
Lily Oddie, Public Member
Sylvia Pusey, Public Member
Beatrice Traub-Werner, RSW
Angela Yenssen, RSW

STANDARDS OF PRACTICE COMMITTEE:

John Pretti, RSW **(Chair)**
Kathleen Al-Zand, RSW (Non-Council)
Zita Devan, Public Member
Danny Gillard, RSSW
Kenneth Gordon, RSW (Non-Council)
Suzanne Hainer, RSSW (Non-Council)
Shelley Hale, RSSW (Non-Council)
John Newman, RSSW (Non-Council)
Lily Oddie, Public Member
Henk Van Dooren, RSW

NOMINATING COMMITTEE:

Rachel Birnbaum, RSW **(Chair)**
Lisa Barazzutti, Public Member
Irene Comfort, RSSW
Kimberley Lewis, RSSW
Norman MacLeod, Public Member
Henk Van Dooren, RSW

ELECTION COMMITTEE:

Sylvia Pusey, Public Member **(Chair)**
Greg Clarke, RSSW
Roman Delicart, RSSW
Beatrice Traub-Werner, RSW
Angela Yenssen, RSW

CORPORATIONS COMMITTEE:

Michael Kopot, RSW **(Chair)**
Danny Gillard, RSSW
Susan Clark, Public Member

FINANCE COMMITTEE:

Anita Gupta, Public Member **(Chair)**
Irene Comfort, RSSW
Jack Donegani, RSSW
Norman MacLeod, Public Member
John Pretti, RSW
Glenn Thompson, RSW (Non-Council)

GOVERNANCE COMMITTEE:

Danny Gillard, RSSW **(Chair)**
Lisa Barazzutti, Public Member
Geneviève Côté, RSW
Zita Devan, Public Member
Kimberley Lewis, RSSW
Angela Yenssen, RSW

Q & A



Q & A is a feature appearing in *Perspective* that answers members' questions on various topics relating to the College and the practice of social work and social service work. If you have any questions you would like answered, please send them via e-mail to Yvonne Armstrong, Communications Manager at yarmstrong@ocswssw.org. Although not all questions will be published in subsequent issues of *Perspective*, all will be answered.

Q: I am a psychiatric social worker who has worked 14 years in a mental health centre. Why does my certificate of registration and member card say "General Social Work"?

The Registration Regulation made under the *Social Work and Social Service Work Act, 1998* (SWSSWA) prescribes two classes of certificates of registration for social work and social service work - "General" or "Provisional". The vast majority of certificates that are issued are "General". Provisional certificates were issued to applicants who applied for membership prior to November 21, 2002 on the basis of their experience performing the role of social worker or social service worker. A condition of a Provisional certificate is that the applicant must sign an undertaking to the College agreeing to successfully complete, to the satisfaction of the Registrar, additional training approved by the College in social work or social service work ethics and social work or social service work standards of practice, within three years after the day the College notifies the applicant of the additional training.

Part VII of the SWSSWA allows that the Council may make regulations "defining specialties in the professions, providing for certificates relating to those specialties and the qualifications

for and suspension and revocation of those certificates and governing the use of prescribed terms, titles or designations by members of the College indicating a specialization in the professions". However, at present the College has made no such regulations, does not issue any "specialty" certificates, and would do so in future only if necessary for public protection.

Bulletin Board

CHANGE OF INFORMATION NOTIFICATION

If you change employers or move, please advise the College in writing within 30 days. The College is required to have the current business address of its members available to the public. Notification of change of address can be done through the website at www.ocswssw.org, emailed to info@ocswssw.org, faxed to 416-972-1512 or mailed to the College office address. In addition to providing your new address, please also provide your old address and College registration number.

If you change your name, **you must advise** the College of both your former name(s) and your new name(s) in writing and include a copy of the change of name certificate or marriage certificate for our records. The information may be sent by fax to 416-972-1512 or by mail to the College office address.

PARTICIPATION IN THE WORK OF THE COLLEGE

If you are interested in volunteering for one of the College's committees or task groups, please e-mail Trudy Langas at tlangas@ocswssw.org to receive an application form. The College welcomes all applications, however, the number of available positions for non-Council members is limited by the statutory committee requirements in the *Social Work and Social Service Work Act* as well as the by-laws and policies of the College.

COUNCIL MEETINGS

College Council meetings are open to the public and are held at the College office in Toronto. Visitors attend as observers only. Seating at Council meetings is limited. To reserve a seat, please fax your request to the College at 416-972-1512 or e-mail Trudy Langas at tlangas@ocswssw.org. Please visit the College's website for the dates and times of upcoming meetings.





**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.

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Frances Ma
Registration Assistant

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David Lewis
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Contact Lynda, Anne, Barbara or David for general information, status of application inquiries, register requests, as well as fees information and address changes. For general inquiries, please e-mail: info@ocswssw.org

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Angella Rose
Office Clerk

REMINDER:

If you change employers or move, advise the College in writing within 30 days. We are required to have the current business address of our members available to the public. Address change information can be e-mailed to info@ocswssw.org, faxed to 416-972-1512 or mailed to our office address. Changes of address must be made in writing and include your registration reference number, your old address and your new address information.