



Continuing Competence Program Now In Effect

In accordance with the Registration Regulation made under the *Social Work and Social Service Work Act* and in keeping with the public protection mandate of the College, a condition of a certificate of registration is that the member “must provide evidence satisfactory to the College of the member’s continuing competence to practise social work or social service work, as the case may be, in accordance with the guidelines approved by Council from time to time and published and distributed to the members of the College.”

Since 2004, the Standards of Practice Committee has been working on creating a Continuing Competence Program (CCP) for members of the College. In developing the program, the College researched continuing competence programs of other regulatory bodies in Ontario, other Canadian provinces, and the United States. As you’ll know from previous issues of *Perspective*, the program is based on an adult education model and is the result of an extensive consultation process with members.

At its December 2008 meeting, Council approved the program and program materials were distributed to all members in April 2009. The program consists of two documents – the **Instruction Guide** and the **Self-Assessment Tool and Professional Development Plan Documents**. We encourage you to retain the **Instruction Guide** in order to familiarize yourself with the program. The guide also contains detailed answers to Frequently Asked Questions about the CCP, a few of which are detailed below. You are required to retain the **Self-Assessment Tool** as this is the document you must complete. Each year, the College



will distribute a new Self-Assessment Tool for completion and members will be required to make an annual declaration to the College of their participation in the program. Both documents should be placed in your Member Resource Binder behind tab 6.

The College is currently planning information sessions around the province to introduce the program and to answer any questions members may have. Details regarding these sessions as well as information on the CCP will be available on the College’s website.

The following are some frequently asked questions regarding the Continuing Competence Program:

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WHAT ARE THE REQUIREMENTS OF THE CONTINUING COMPETENCE PROGRAM?

The Continuing Competence Program is based on the Standards of Practice, Second Edition. You will be required to:

- Conduct an annual review of your practice using the Self-Assessment Tool
- Identify your areas of strength
- Determine what areas of practice require improvement or new learning
- Set learning goals and objectives which are specific, measurable, attainable, realistic and timely ("SMART") for those practice areas you have identified as requiring improvement or new learning
- Identify learning activities to attain the goals you've set for yourself
- Engage in learning activities
- Review and record the outcome of your activities
- Make an annual declaration of your participation in the program

Although you are not required to submit your Continuing Competence Program materials to the College, be sure to keep your completed Self-Assessment Tool, and the summary of learning goals and objectives (Professional Development Plan), evidence of accomplishment of your learning goals and objectives, learning activities, target date and when the goal is attained. Also be sure to keep records of your participation in learning activities. These materials must be retained for a minimum of 7 years. The College may require that you provide them upon request.

SHOULD I BE COLLECTING CREDITS OR HOURS?

It is not necessary to collect either credits or hours as the Continuing Competence Program is not based on either of these criteria. However, it is expected that you maintain a record of your learning activities.

I'M ON MATERNITY/SICK LEAVE. DO I STILL HAVE TO PARTICIPATE?

As a regulated professional, you are expected to participate in the Continuing Competence Program, regardless of your work status. The learning plan and learning opportunities you've identified can be flexible, (e.g. journal reading).

Since the program materials have now been distributed, all members should immediately begin to familiarize themselves with the program and set out a learning plan for 2009. All members will be required to sign a declaration of their participation in the program along with their annual renewal at the end of this year.

If you have questions about the Continuing Competence Program, please contact the Professional Practice Department at ccp@ocswssw.org.

ASWB Update

The Association of Social Work Boards (ASWB) is the North American association whose mission is to support social work regulatory bodies both in Canada and the United States. The association's goal is to enhance the public and professional understanding of the value, competency, and accountability of regulated social workers. It is the only North American organization that brings the social work regulatory bodies under a common umbrella.

In May 2008, the College became a member of ASWB and shortly thereafter, Newfoundland and Labrador became the final Canadian province to join the association. In all, the ASWB is comprised of social work regulators in 58 jurisdictions across North America.

This spring, ASWB will begin a North American analysis of social work practice. The purpose of this study, conducted periodically, is to find out what social workers do in their jobs, how frequently they do it, the importance of each task, and whether it is necessary to be able to perform the task as an entry-to-practice social worker.

College Registrar Glenda McDonald is one of 20 individuals sitting on the task group that will contribute to the development of the study and the interpretation of the results. This is an extensive undertaking that will take approximately two years to complete. The study will begin with a survey of social workers across North America, including approximately 1,500 randomly selected OCSWSSW social work members.

Only those members who gave their consent on their 2009 annual renewal form for the release of information contained in the Register of the College for research purposes may be contacted to participate in the practice analysis survey. If you are contacted regarding the survey, we ask that you please respond positively to this request. The results of the survey are used to ensure the continued validity of the ASWB licensing examinations that are used in Canada and the U.S.

According to the Registration Regulation made under the *Social Work and Social Service Work Act*, an applicant must have successfully completed an examination in social work or social service work, if any, set or approved by Council. In 2004, Council approved the development of entry to practice examinations for both the social work and social service work category of membership for individuals applying for membership in the College.

Although examinations are not currently in place, as a first step in the process, the College is exploring the possibility of using an ASWB examination to fulfil the exam requirement set out in the Registration Regulation. The results of the practice analysis survey will determine if there is any material difference in social work practice in Canada and the U.S. This comparative analysis is a critical factor in the determination of the applicability of an ASWB examination to the Canadian context.

The College will be carefully considering these and other factors before implementing specific entry to practice examinations. We will keep members informed on these developments in future issues of *Perspective*.

Further information regarding ASWB's Practice Analysis is available on the ASWB website at www.aswb.org.

Annual Renewals Go Online

Election to Council in District 4 - May 28, 2009

All College members who practise in electoral district four are eligible to stand for election on May 28, 2009. There are two social work member positions and two social service work member positions available in this district. District four is composed 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.

All members in district four are encouraged to participate in this important process. The Council is responsible for governing and managing the affairs of the College and for developing policies that regulate the professions of social work and social service work. Council members play a leadership role in the regulation of members in these professions, reflecting the College's primary duty to serve and protect the public interest while promoting high standards of practice for the profession.

If you have any questions, please contact Pat Lieberman at 416-972-9882 or 1-877-828-9380 ext. 207 or e-mail plieberman@ocswssw.org.

In 2008, the College began work on an online services project to simplify several processes for members, employers and the public. The project involves online membership renewals, access to the College Register and Council elections. These initiatives involve a great deal of time and resources and require significant changes to the College's database. For these reasons, the project will be carried out in phases.

The first phase involves an online renewal platform which is scheduled to be implemented in late 2009 for the 2010 renewal year. In addition to enabling members to renew online, the goals of this initiative are to increase online visibility among members and stakeholders, enable College members to review and make timely updates to information available online, improve data integrity and limit the paper intensive nature of our existing processes.

Later this year, all members will receive a notice in the mail with a temporary password which can be changed the first time they access the online system. Members will be able to update their home or business addresses, e-mails and telephone numbers year-round, complete their renewal form and pay their annual fees online using a credit card. Those who do not wish to pay by credit card may still process their renewal online and then send their payment by cheque or money order to the College. During the initial implementation phase, hard copy renewal forms will still be available.

The second and third phase of the project involves access to the Register and Council elections. Once the renewal project is complete, work will begin on these initiatives.

Updates on these and other online initiatives will be published in future issues of *Perspective* and on the College website at www.ocswssw.org.

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.

Annual Meeting and Education Day 2009

Leadership: We All Play a Part



Regardless of the role you play in your profession, there's an opportunity to be a leader in the work you do. The theme for the College's 2009 Annual Meeting and Education Day is *Leadership: We All Play A Part*. We invite you to come and be inspired by today's leaders who will speak on a wide spectrum of issues.

This year's event will take place on Wednesday, June 24, 2009 at the Metro Toronto Convention Centre, North Building. The day will begin with the Annual Meeting followed by the keynote address. Lunch will be served at noon followed by breakout sessions in the afternoon. Eight breakouts will be held with delegates choosing to attend two. Topics this year include: governance and its relationship with regulatory excellence, research findings and implications for clinical supervision, innovations in social work practice with older adults, the College's Continuing Competence Program, and the integration of traditional healing methods and mainstream social work practice, among several others.

In an effort to reduce the amount of paper we generate, hard copies of the presentation slides will not be distributed in the afternoon breakout sessions. However, the presentations from each session will be available to download from the College's website the following day. If you would like to take notes in the sessions, we ask that you please bring your own paper.

Year after year, this event has become more popular and as such, we encourage you to register as soon as possible. Once again, we will be implementing a 72-hour cancellation policy and those who do not cancel in writing and fail to attend will be given second priority of attendance in future years. This will enable us to continue to offer this event free-of-charge as a benefit of membership with the College.

For those unable to attend in person, the Annual Meeting and keynote portion of the day will be available via webcast. Event details and registration will be available online at www.ocswssw.org. We encourage you to register online to obtain immediate confirmation of your registration and we look forward to seeing you on June 24th!

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

Council Highlights – December 9, 2008

- The Registrar informed Council that December 18, 2008 marks the 10th anniversary of the passing of the *Social Work and Social Service Work Act*. An eBulletin will be distributed to members to celebrate this milestone.
- The Deputy Registrar updated Council on the *Psychotherapy Act*. College staff met recently with representatives from other colleges whose members are authorized to perform psychotherapy to discuss issues of mutual concern such as standards of practice for psychotherapy.
- The Registrar updated Council on the implementation of the *Fair Access to Regulated Professions Act*. College staff have attended meetings hosted by the Fairness Commissioner and we are now aware of the requirements that must be met to comply with the Act. An audit of our registration practices must be undertaken in 2009 and completed in 2010.
- The Registrar updated Council on the annual meeting of the Association of Social Work Boards (ASWB). Staff and Council representatives attended the meeting in November 2008 and found it to be a worthwhile experience. All ten provinces are now members of the organization. ASWB is currently embarking on a practice analysis of social work throughout North America. Registrar Glenda McDonald is a member of the task group that will carry out the project.
- The Registrar reported that a teleconference took place in October with representatives from the CASW/CASWE Intersectoral Initiative. The initiative aims to improve communication and relations between the CASW, regulators and educators.
- Council was informed that Lisa Barazzutti, Public Member has been re-appointed to Council for another three-year term.
- The Registrar informed Council that the Registration Appeals Committee has recommended that a review be undertaken of the registration policy for the Combination of Academic Qualifications and Practical Experience Substantially Equivalent to a Diploma in Social Service Work.
- The Deputy Registrar informed Council that the Scopes of Practice Position Paper, which is available to download from the College website, has received extremely positive feedback to date.
- Council reviewed and approved the Continuing Competence Program for members of the College.
- Council reviewed and approved the 2009 budget.
- The Registrar updated Council on the Agreement on Internal Trade (AIT) which allows for labour mobility of social workers across the country. Full implementation of the AIT is required by August 2009. Final amendments to the agreement will be signed off shortly.
- The Registrar reviewed membership statistics, the status of the equivalency project, the recruitment of the Director of Professional Practice, and stakeholder relations.
- The Deputy Registrar updated Council on the College's online projects, renewal statistics for 2009, *Perspective* issue Spring 2009, and the Annual Meeting and Education Day which will take place on June 24, 2009 at the Metro Toronto Convention Centre.
- Council reviewed the financial statements for the 3rd quarter of 2008.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election, and Finance.

Council Highlights – February 12, 2009

- The Registrar informed Council that College representatives met with staff from the Ministry of Community and Social Services in January 2009. They discussed amendments to the *Social Work and Social Service Work Act* and the Registration Regulation, including the inactive category of membership and the changes required to comply with the Agreement on Internal Trade.
- The Registrar updated Council on the developments relating to the implementation of the *Fair Access to Regulated Professions Act*. College staff are currently preparing an annual report to submit to the Office of the Fairness Commissioner by March 1st. The report will detail our registration practices for 2008.
- The Registrar informed Council of the new Board member training offered by the Association of Social Work Boards. Several Council representatives will attend the training sponsored by ASWB.
- 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 January 2009 and discussed a number of issues, including the Agreement on Internal Trade.
- The Registrar updated Council on the developments surrounding the Agreement on Internal Trade (AIT). The College is in communication with the Ministry of Community and Social Services regarding the proposed revisions regarding AIT and the College's labour mobility obligations. The College has requested that a "legitimate objective" be considered.
- The Registrar informed Council that there has been a proposal to create the Canadian Council of Social Work Regulators, as there is currently no national social work regulatory body. Eight provinces, including Ontario, have agreed to form the group.
- President Rachel Birnbaum informed Council that Madeleine Meilleur, Minister of Community and Social Services, is being honoured by the Social Work Doctor's Colloquium on March 5th for exemplifying the values of the social work profession including the fight for social justice.
- The Registrar reported on membership statistics, the status of the equivalency applications project, and stakeholder relations.
- The Deputy Registrar updated Council on annual renewal statistics, the College's online projects, *Perspective* issue Spring 2009, the 2008 Annual Report and the Annual Meeting and Education Day which will take place on June 24, 2009 at the Metro Toronto Convention Centre.
- Council reviewed the financial statements for the 4th quarter of 2008.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice and Election.

Discipline Decision Summary



This summary of the Discipline Committee's Decision and Reason for Decision 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

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 obtained a Master of Social Work Degree in the Fall of 2001.
2. In the Spring of 2002, the Member began working on a contract basis as a therapist at two different Christian counselling agencies, and also commenced a private practice.
3. In the Member's private practice, the Member offered clients a choice between faith-based and secular counselling. The Member's faith-based counselling approach, offered to clients in the Member's private practice, was Pastoral Care Prayer Healing ("Prayer Healing").
4. The Member states that when the Member's overall counselling approach includes the provision of Prayer Healing or faith-based counselling, the Member incorporates counselling techniques learned in the Member's social work training, when necessary. The Member's case notes in this case, however, rarely refer to the use of any recognized social work counselling techniques in providing counselling to the client.
5. The Member acknowledges that while a Registered Social Worker's provision of counselling services to a client may include a faith-based component (provided that the client gives appropriate and informed consent), such counselling must comply with the College's standards regarding the provision of social work services.
6. Commencing in the Spring of 2002, and for approximately eighteen months thereafter, the Member provided counselling to the client through the Member's private practice. The focus of the counselling was to address psychological and emotional issues arising out of the client's childhood abuse and the client's perspective of marital issues with the client's spouse.
7. The client and the client's spouse were referred to the Member by a friend who had undergone this type of counselling with the Member. The referral was for faith-based counselling, which they knew would make it different from traditional secular counselling the client had previously received. There is a dispute between the client and the client's spouse and the Member as to whether, at the beginning of the therapeutic relationship, the Member ever fully explained to the client what Prayer Healing would involve or how it differed from traditional secular social work counselling. The Member's Assessment Form and clinical record do not document

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that such an explanation was given or that Prayer Healing was part of the agreed upon treatment plan. The Member did not obtain the client's written consent for Prayer Healing.

8. In the course of the first three sessions (also attended by the client's spouse), the client revealed that as a child the client had been sexually abused by the client's father, that the client had brought (and obtained a settlement in) a civil suit against the client's father, and that the client had received other forms of counselling and psychiatric treatment over the previous 20 years.
9. At the Member's suggestion at the commencement of therapy, the client identified two support persons who could attend the sessions with the client or provide support outside of the sessions. One was the Member's friend who had referred the client to the Member. The other support person was the client's spouse.
10. The client's spouse was present throughout the initial three sessions (during which the Member conducted an assessment of the client), and also during 12 additional sessions referred to as individual counselling for issues related to family of origin and inner child work. The client's spouse was included in those sessions as a support person for the client, consistent with the Member's approach in providing Prayer Healing, despite the history of marital conflict and the focus of the therapy being on the client's childhood abuse.
11. In early Summer 2002, the Member completed an "Assessment Form" indicating that the client's presenting problem was "fear of emotional and sexual intimacy within the marital relationship" and an "eating disorder." The form indicated that the client reported that the client's "family of origin was extremely dysfunctional" and that the client's marriage was "both dysfunctional and very conflictual." The Member's clinical impressions included "low self-esteem, lack of self-confidence, and an anxious ambivalent attachment style." The "Treatment Plan and Goals" were stated to be "individual counselling, family of origin work, identification of feelings, inner child work, cognitive restructuring."
12. The Member's "Assessment Form" did not describe the details of the client's personal and social history, prior psychiatric treatment and counselling or the nature and seriousness of the eating disorder reported by the client. In preparing the Assessment Form, formulating the treatment plan and goals and in providing counselling services to the client, the Member did not request or obtain information or clinical records from any of the professionals who had previously treated the client, although the Member was aware on intake that the client had previously been diagnosed with Bulimia and possible Borderline Personality Disorder by a registered psychiatrist.
13. During the second session, the client presented with a small child demeanour. The Member states the Member asked the client, "What is your name?" When the client responded that the client did not know the name, the Member asked, "How old are you?" When the client said "I don't know, I'm really little", the Member asked "What do I call you?" and the Client is said to have replied with a name other than the client's own name.
14. During the second session, the Member stated that the client's behaviour appeared to be consistent with some form of dissociation. The Member states the client was informed that the Member did not have previous experience working with people with dissociation, and suggested that the Member could seek consultation with a supervisor. The client agreed. There is a dispute as to whether the Member offered to refer the client to another professional with experience treating persons with dissociation or asked the client to see a psychiatrist, at this point or later, for the purpose of diagnosis and consultation regarding treatment of any potential dissociative disorder.
15. The only reference in the Member's notes to the client seeing a psychiatrist is in the Member's case note for a

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Spring 2003 session, which indicates that the client's spouse strongly recommended to the client that the client see a psychiatrist and the client stated that the client did not wish to do this. There is nothing in the Member's notes to document that the Member tried to refer the client to a psychiatrist for diagnosis and consultation and both the client and the client's spouse indicated that the Member did not do this.

16. The Member sought consultation and supervision from a member of the clergy, stated to be a Doctor of Christian Counselling and a Certified Pastoral Counsellor. The member of the clergy reportedly agreed that the client appeared to have experienced some form of dissociation, told the Member that the Member had responded appropriately and encouraged the Member to continue to use Prayer Healing to deal with the client.
17. 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. That 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. The Member's case notes do not indicate that the Member followed this sequenced or phase-oriented approach in the treatment of the client, although the Member states the approach was consistent with it.
18. There is no reference in the Member's case notes for the early sessions to an assessment of the client's abilities to maintain a sense of emotional safety, the client's ability to self-soothe in a non-destructive way or to regulate affect, or to develop healthy interpersonal relationships. The Member maintains, however, that the Member encouraged and worked with the client to integrate and mobilize the client's spiritual resources (including prayer, meditation, and journaling), which the Member viewed as a method of self-soothing and regulation of affect.
19. There is no reference in the Member's case notes to educating the client about common sequelae of experiences of childhood sexual abuse or teaching the client coping and self-management skills as a first step prior to a focus on the resolution of traumatic memories. In the fourth session, when the client reported "overwhelming sadness" and "eating was out of control", and talked about past suicidal ideation, there is no indication that the Member considered that this might mean that a focus on stabilizing the client's mood and eating behaviour was needed prior to the focus on "family of origin" or "inner child work."
20. The case notes suggest that, at times, the Member responded to the client in appropriate ways. For example, a case note for a Fall 2002 session refers to discussion of coping strategies to deal with stresses in the client's marriage. Notes for a later session indicated discussion of practical issues and problem solving associated with the client's statement about moving out of the marital home. Notes from three sessions in the Summer of 2003 include the Member's recommendation that the client talk to the client's doctor about an apparent weight loss, that the client see the family doctor and the Member's support for the client's desire to join an eating disorder group. All of these interventions appear to be based on credible social work knowledge and constitute usual social work responses to relevant situations.
21. However, the Member's case notes, the information supplied by the client and the client's spouse, the Member's Assessment Form, and an expert opinion obtained by the College, all indicate that there were a number of ways in which the Member did not follow well-supported guidelines for the assessment and treatment of individuals with histories of abuse/trauma as outlined above. Credible social work knowledge maintains that intervention should be guided by a comprehensive assessment. Such assessment includes obtaining information about prior treatment and referring to a psychiatrist when a psychiatric diagnosis is suspected. There is nothing to document that the Member performed an adequate assessment or referred the client for a psychiatric diagnosis or sought

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- supervision from someone who follows the principles of the phase-oriented approach to the treatment of trauma.
22. During the period that the Member provided counselling, the Member:
- permitted the client and the client's spouse to remain at the Member's residence, (after the Member had cancelled the client's planned appointment there) while the Member met unexpectedly with a real estate agent in connection with a real estate transaction;
 - asked the client to perform a personal errand for the Member, namely: picking up x-rays for the Member in the place where the client was employed. The Member later called to apologize to the client for making this request, as it was a boundary violation, and the Member then picked up the x-ray;
 - accepted the client's offer to pray with the Member about the Member's real estate matter;
 - on two occasions, held counselling sessions in private homes because the usual counselling office was unavailable. In one instance, it was at the Member's residence and on another occasion it was in the home office of another individual in whose house the Member was temporarily residing;
 - held 2-hour counselling sessions on a bi-weekly basis and on one occasion the duration of the session extended about 1.5 hours beyond the time that was scheduled
23. In the Spring of 2004, following the Winter 2003 termination of the client's therapy with the Member, the client's psychiatrist's office sent a Form 14 requesting "the disclosure or transmittal or the examination" of the client's clinical record.
24. The Member responded by telephoning the psychiatrist's office almost two weeks later, to clarify what was being sought. The Member offered a written evaluation of the client's file for a fee, or a verbal summary without a fee. The psychiatrist's office did not ask for a copy of the file, and it was agreed the Member's verbal summary would suffice.
25. About two weeks later, the client requested the release of the client's clinical record, as required by the client's psychiatrist, and stated that the client would attend to pick it up. The Member states that no action was taken in regard to the client's request because the Member was awaiting a further Form 14.
26. About two further weeks later, and as the client continued to press for release of the file directly to the client instead of having it sent to the psychiatrist, the Member consulted the College and was directed to the College's Standards of Practice relating to access to records and disclosure of confidential information. The Member then determined that the correct procedure was to release a photocopy of the complete file to the client, as requested. The Member prepared the copy of the file and notified the client that it was available for pick up. The client picked it up approximately one week later.
27. The Member did not prepare the clinical record until after receiving the client's Spring 2004 request for it. The Member states that at that time, the Member transcribed the personal notes (or rough notes) the Member had maintained of the Member's sessions with the client and then destroyed those rough notes. The Member acknowledges that the preparation of the clinical record was not done in a timely fashion after each session, but was delayed until after receipt of a request to provide the file for the client's psychiatrist.
28. The clinical record prepared by the Member contains no detailed client history, no notation of the consultation or supervision the Member states the Member sought, and limited information about the issues with which the client presented. The Member acknowledges that the Member failed to maintain a current and adequate record of the counselling with the client and that the Member's records failed to meet the relevant College standards.

ALLEGATIONS AND PLEA

The Discipline Committee accepted the Member's plea, admitting the truth of the facts set out in the Agreed Statement

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of Fact and that the Member is guilty of professional misconduct within the meaning of subsections 26(2)(a) and (c) of the *Social Work and Social Service Work Act* (the "Act"), in that the Member violated sections 2.2, 2.14, and 2.20 of Ontario Regulation 384/00 (Professional Misconduct) and Principles II, III, and IV of the First Edition of the College's Standards of Practice (as commented on by Interpretations 2.1.1, 2.1.4, 2.1.5, 3.1, 3.2, and 3.6) by:

- a) failing to establish clear policies regarding access to and disclosure of confidential client information;
- b) failing to release information from the client's social work record to a third party within a reasonable time, when properly authorized by the client to do so;
- c) failing to keep records as required by the regulations and standards of the profession in respect of the Member's counselling of the client;
- d) 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;
- e) failing to ensure that the Member sought the additional education required to provide counselling services to a client such as the client in this case, who was a victim of traumatic childhood sexual abuse, and 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
- f) The Member failed to be aware of the extent and parameters of the Member's competence to treat a client with clinically complex mental health issues such as the client and failing to seek the additional supervision and consultation required to ensure that the services the Member provided to the client were competently provided.

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, concluded that the proposed penalty was reasonable and served to protect the public interest and 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.
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 to receive supervision of the Member's social work practice on a monthly basis, at the Member's expense, from a Registered Social Worker acceptable to the Registrar of the College, or from such other regulated professional as may be approved in advance by the Registrar of the College (the "Supervisor") for a minimum period of two (2) years from the date of the Discipline Committee's Order, and to complete a directed reading course about the phenomenon of suggestibility, as

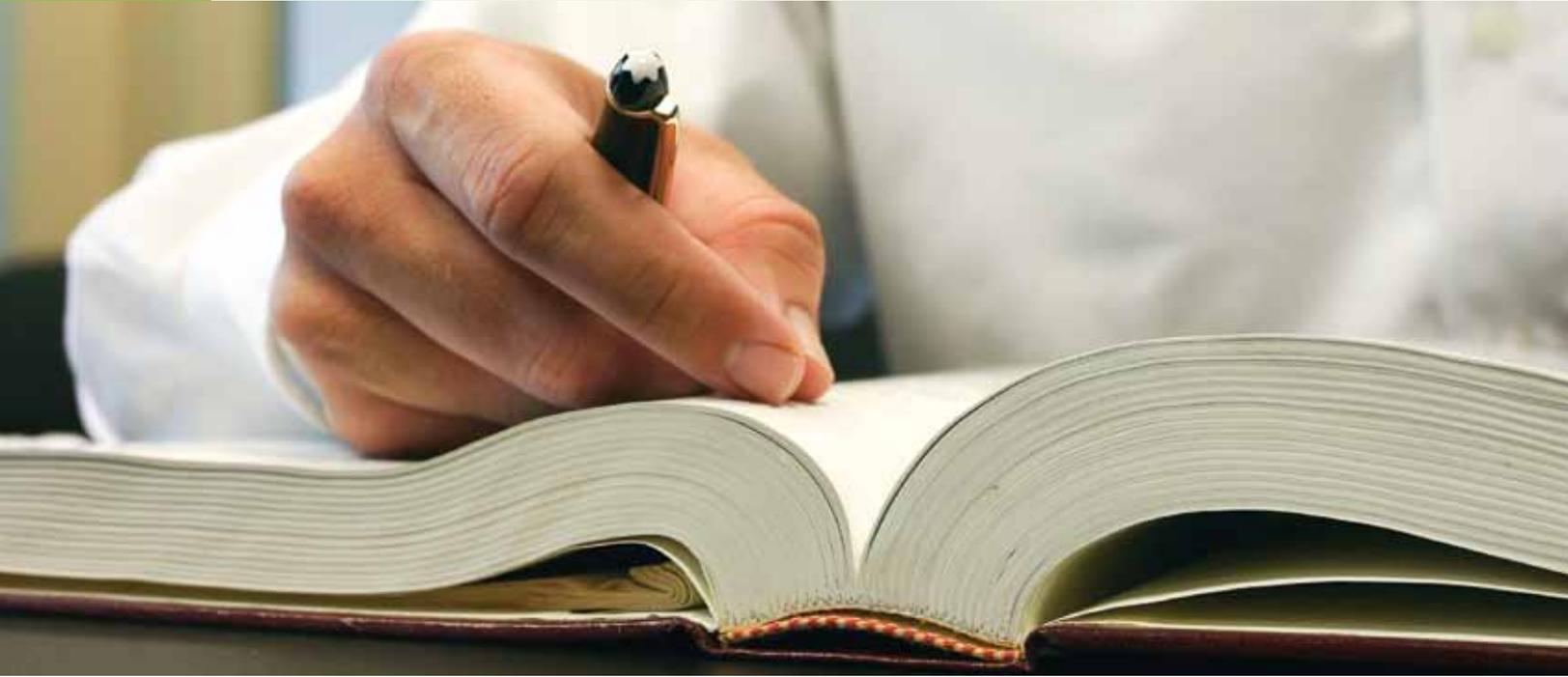
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prescribed by and acceptable to the Supervisor, with the Supervisor to provide to the Registrar of the College:

- i. quarterly written reports as to the substance of that supervision and the progress of the Member, and
 - ii. a written report at the end of that minimum two-year period, setting out the Supervisor's opinion as to whether the Member is competent to independently provide psychotherapy services or counselling services to persons who present with histories of abuse and trauma;
- b) Prohibiting the Member from providing psychotherapy services or counselling services (as defined in Principle VII, footnote 5 and 6 of the First Edition of the College's Standards of Practice), to persons who present with histories of abuse and trauma, except under supervision in accordance with paragraph 2(a) above, until the earlier of:
- i. the Supervisor providing to the Registrar of the College a written report, acceptable to the Registrar, confirming that in the Supervisor's opinion, the Member is competent to independently provide psychotherapy services or counselling services to persons who present with histories of abuse and trauma; or
 - ii. the Discipline Committee directing that the term, condition or limitation in paragraph 2 be removed or varied, pursuant to s. 29 of the *Social Work and Social Service Work Act, 1998*;
- c) Requiring the Member to, at the Member's own expense, participate in and successfully complete courses in the application of the phase-oriented approach to post-trauma treatment acceptable to the College Registrar; and
- d) Prohibiting the Member (except with the prior written consent of the Registrar of the College) from applying under s. 29 of the *Social Work and Social Service Work Act, 1998*; for the removal or modification of the terms, conditions or limitations imposed on the Member's Certificate of Registration for a period of two (2) years from the date on which those terms, conditions and limitations are recorded on the Register.
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.

Practice Notes: The Standards of Practice and the Continuing Competence Program – What is Their Relationship?

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



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

REQUIREMENTS OF MEMBERSHIP IN THE COLLEGE

As members will know, the Standards of Practice have been approved in a bylaw of the College and hence, all members of the College are obliged to practise in accordance with them. Likewise, on the authority of the Registration Regulation made under the *Social Work and Social Service Work Act*, all members of the College are required to participate in the Continuing Competence Program (CCP). The CCP calls for members to conduct an annual review of their practice using the Self-Assessment Tool, which is based on the standards of practice. The standards of practice contain eight Principles and their corresponding interpretations.

We learned through the CCP consultation that members had some difficulty identifying learning goals and objectives for a number of the Principles. While identifying learning goals related to Principle II, Competence and Integrity appears to be well understood, relating learning goals to some of the other Principles is not. Some incorrectly concluded that some

of the Principles were not relevant to their practice. The goal of these Practice Notes is to assist members in broadening their understanding of all eight Principles and how their learning goals can be linked. Once learning goals have been identified, related learning objectives that are SMART (specific, measurable, attainable, realistic and timely) will be established, and from there, determining what learning activities the member will engage in to meet their learning objectives. However, this article will address only the initial - and critical - issue of understanding the breadth of the standards of practice and how they may be related to learning goals.

LINKING PROFESSIONAL RESPONSIBILITIES WITH THE STANDARDS OF PRACTICE TO IDENTIFY LEARNING GOALS

Before completing the Self-Assessment Tool, it may be useful to think about your current professional responsibilities, and any anticipated new tasks or responsibilities. You may also

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wish to consult with a peer or colleague for feedback or ideas. It may also help to consider practice dilemmas that you have encountered. For example:

A social worker employed by a community-based counselling agency is informed by her manager that according to a new policy adopted by the Board, clients will be offered a maximum of 12 sessions after which the case must be closed. This is a departure from previous practice which offered an unlimited number of sessions. She is angry about the policy and concerned about the impact on her clients.

She reviews the standards of practice as the first step in completing the Self-Assessment Tool, keeping this dilemma in mind. She finds that a number of the Principles and their interpretations are relevant:

PRINCIPLE I, RELATIONSHIP WITH CLIENTS

- 1.1 College members and clients participate together in setting and evaluating goals. A purpose for the relationship between College members and clients is identified.
- 1.5 College members are aware of their values, attitudes and needs and how these impact on their professional relationships with clients.
- 1.6 College members distinguish their needs and interests from those of their clients to ensure that, within professional relationships, clients' needs and interests remain paramount.
- 1.7.1 College members employed by organizations maintain an awareness and consideration of the purpose, mandate and function of those organizations and how these impact on and limit professional relationships with clients.

PRINCIPLE II, COMPETENCE AND INTEGRITY

- 2.1.2 College members remain current with emerging social work or social service work knowledge and practice relevant to their areas of professional practice. Members demonstrate their commitment to ongoing professional development by engaging in any continuing education and complying with continuing

competence measures required by the College.

- 2.1.3 College members maintain current knowledge of policies, legislation, programs and issues related to the community, its institutions and services in their areas of practice.
- 2.2.9 College members assist clients to access necessary information, services and resources wherever possible.

PRINCIPLE III, RESPONSIBILITY TO CLIENTS

- 3.1 College members provide clients with accurate and complete information regarding the extent, nature, and limitations of any services available to them.
- 3.6.1 College members inform clients of foreseeable risks as well as rights, opportunities, and obligations associated with the provision of professional services.
- 3.11 Where appropriate, College members advocate for and/or with clients and inform clients of any action taken and its outcome. Members adhere to Principle V Confidentiality of this Standards of Practice Handbook when providing advocacy services.

Though there are likely additional interpretations that are relevant to the social worker's dilemma, the aforementioned assist her in clarifying her goal. She determines that her overall goal will be to work within the new agency requirements to maximize her effectiveness with clients. Her objectives, which she will articulate according to the SMART format, will include ensuring that her own negative feelings will not impact her clients, ascertaining what skills she will need to change her clinical work to a time limited framework, informing clients of the new parameters of the services, becoming familiar with other resources that her clients may access and finally, considering how and when she might advocate for a client to receive additional services in her agency.

PRINCIPLE VII, ADVERTISING

Many members incorrectly conclude that Principle VII, Advertising pertains only to members in private practice. Consider the following:

A social service worker secures a new position in a community centre in which she will be offering social

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groups to single mothers. She will need business cards to introduce herself to potential referral sources and to design a flyer to recruit group members.

Principle VII provides guidelines to ensure that advertisements are compatible with the standards and ethics of the social work and social service work professions. Footnote 1 provides direction about acceptable forms for individual designation on business cards and other business related materials. Although this Principle should be reviewed in its entirety, it states in part:

The following alternatives are acceptable forms for individual vocational designation on business cards, letterhead stationery, forms, business telephone listings, directories, signs and identification of business premises, etc.:

- a) College members who are social workers identify themselves by using the designation “RSW” following their names. College members who are social service workers identify themselves by using the designation “RSSW” following their names. College members may add an optional one line description of the College member’s area of limited practice or specialty; or
- b) “RSW”, in the case of a social worker, or “RSSW”, in the case of a social service worker, following the highest academic degree or diploma;

The social service worker uses Principle VII to set her goals in regard to developing advertisements for the groups she plans to offer, as well as printing her new business cards.

PRINCIPLE VIII, SEXUAL MISCONDUCT

A number of members who participated in the consultation expressed their confidence that they would not need to identify a learning goal related to Principle VIII, Sexual Misconduct as they are clear about their boundaries with clients and would not cross these. However, a closer look at this principle may lead members to identify relevant goals. For example:

A social worker on a multidisciplinary team has been asked to provide information about sexual abuse of clients for the development of a workplace policy and procedures manual. Specifically, he and his colleagues from nursing and occupational therapy have been asked to provide information about their respective regulatory requirements in regard to: **How is sexual abuse defined? Is there a minimum period of time before a social worker may establish a sexual relationship with a former client? What obligations does a social worker have if he/she learns that another professional has had a sexual relationship with a client or former client?**

In reviewing Principle VIII the social worker discovers that there is information that will help him address his original goals, that is to address the issues raised on his team, as well as assist him in broadening his learning objectives in regard to behaviour of a sexual nature in a client relationship.

CONCLUSION

Before completing the Self-Assessment Tool, members may wish to review their current professional responsibilities as well as anticipated new tasks or responsibilities and to consult with a peer or colleague. It may also be helpful to consider any practice dilemmas or challenges they have encountered, keeping these in mind as they review the standards of practice. Although members are not required to identify a goal for each of the eight Principles in the standards of practice, due consideration should be given to how these Principles may link with their practice issues. From this point, members will then be able to move on to develop their SMART learning objectives – that is, objectives that are specific, measurable, attainable, realistic and timely – and determine the learning activities they will engage in to meet their learning objectives.

For more information about the Continuing Competence Program, please visit www.ocswww.org or contact the College’s Professional Practice Department at ccp@ocswww.org.

Strategic Planning: 2009-2011

On February 11, 2009, the College Council and senior staff took part in a strategic planning process facilitated by Ruth Armstrong of Vision Management Services. The College has held four previous strategic planning sessions, the last of which took place in 2005. The sessions have consistently reflected the commitment of Council to reflect on its processes and progress towards its mission to protect the interest of the public by regulating the practice of social work and social service work and promoting excellence in practice.

The College has made tremendous progress over its first nine years. At the first strategic planning session in January 2001, the mission, vision and values of the College were established. These documents have guided the development of the College and still serve an important purpose in the work we do.

The 2009 session afforded the Council the opportunity to be proactive about the future by confirming and expanding upon previous priorities and by establishing new priorities for the next three years.

As you know, the College conducted forums throughout the province in 2008 to give members the opportunity to contribute to the strategic plan for 2009 and beyond. The comments and suggestions received from our members, as well as input from our stakeholders, provided a basis upon which the strategic plan was formulated.

We would like to thank those who participated in the forums and provided valuable feedback that helped shape our direction for the future. The College is in the process of planning forums around the province in mid-2009 which will update members on the strategic planning process and the priorities that have been established for the coming years.

Information regarding the forums will be available on the College's website at www.ocswssw.org.



Registration Update

As you will know from previous issues of *Perspective*, the *Fair Access to Regulated Professions Act* (FARPA) was proclaimed on March 1, 2007. The purpose of this provincial legislation is to ensure the registration practices of regulated professions are fair, transparent, objective and impartial. The primary focus of the Act is to remove barriers and help internationally trained professionals enter and practise their respective professions.

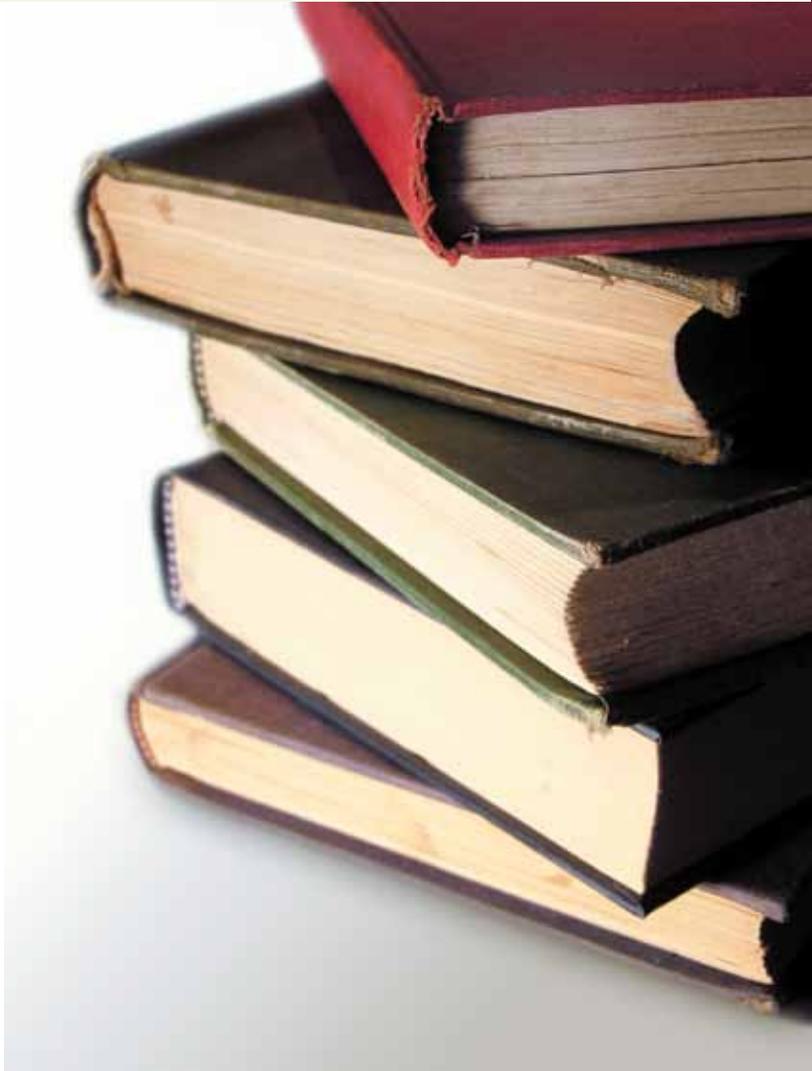
The proclamation of FARPA established the Office of the Fairness Commissioner (OFC) and the appointment of the Honourable Jean Augustine as the Fairness Commissioner.

To date, the College staff has met with the Fairness Commissioner and her office staff on three occasions; completed a Pre-Validation Survey, which resulted in *The Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers* now posted on the OFC website; and met with the Canadian Association of Social Workers to ensure that they, as a third party assessor, have practices compliant with the Act.

The College reviewed current operational practices in preparation for the annual report and audit obligations. These included a review of the current database, and an update of the registration portion of the College website which simplifies access to information about the entry to practice requirements, timelines and fees for registration, as well as the process for requesting a review by the Registration Appeals Committee.

The College submitted its first annual report, which reflects our registration practices in 2008, to the OFC by the March 1, 2009 deadline. The report is available to download from the College's website.

Another requirement of FARPA is for the College to conduct an audit of its registration practices "every three years or at such other times as the Fairness Commissioner may specify." The OFC will issue a notice to the College in July 2009 and the audit must begin by December 1, 2009. The auditor's report must be submitted to the OFC by March 31, 2010.



If you have any questions regarding FARPA, please contact Mindy Coplevitch, M.S.W., RSW, Director of Registration at 416-972-9882 or 1-877-828-9380 ext. 203 or e-mail mcoplevitch@ocswssw.org.

Psychotherapy Update

On November 18, 2008, the Health Professions Regulatory Advisory Council's (HPRAC) interim report to the Minister of Health and Long-Term Care regarding Interprofessional Collaboration was released. In this report, three recommendations were made regarding the regulation of psychotherapy and how to increase collaboration between the professions authorized to perform the controlled act. Social work members of the OCSWSSW are among these professions. The recommendations are as follows:

1. That the transitional Council of the College of Psychotherapists and Registered Mental Health Therapists of Ontario should include persons who are nominated jointly by the Colleges whose members are authorized to perform the controlled act.
2. That the use of the title "psychotherapist" should be restricted to members of the new College and members of the Colleges whose members have been authorized to perform the controlled act of psychotherapy and have the controlled act of psychotherapy within the scope of their practice.
3. That a person who is not a member of the new College, or a member of a College whose members are authorized to perform psychotherapy, and who practises psychotherapy should not hold himself or herself out as

a person who is qualified to practise psychotherapy in Ontario.

HPRAC concludes that these provisions would support collaboration among the health colleges and further the public interest. It is unknown whether the Minister will support these recommendations once the *Psychotherapy Act* is fully proclaimed.

The College continues to meet with other regulatory colleges whose members are authorized to perform the controlled act of psychotherapy. These meetings are an opportunity to share information and ideas on developing qualifications and standards for the practice of psychotherapy. Although the majority of the provisions outlined in the *Psychotherapy Act* are not yet in force, the colleges must identify competencies and set standards for their members who will be authorized to perform the controlled act once the Act is fully proclaimed.

Members will be kept informed of any developments relating to the regulation of psychotherapy through the College's website, eBulletins and future issues of *Perspective*.

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.



Scopes of Practice Position Paper Available Online

Update to Council Bio

In the last issue of *Perspective*, Fall 2008, the biography of Council member Jack Donegani was incorrect. The following is an updated bio:

Jack, a retired Director-General with the Government of Canada and a former policy advisor with the Government of Nunavut, is a graduate of the Social Service Worker program at Algonquin College and has a certificate in Trauma/Addictions Recovery. He also holds an MBA in Public Administration and is currently employed in the addictions field at Serenity House Inc. in Ottawa. He was elected to Council in May 2007.

We apologize for any inconvenience this may have caused.



In early 2006 the College began work on a position paper outlining the differences between the scope of practice for social work and the scope of practice for social service work. The project was undertaken as a result of a number of requests from members for guidelines which differentiate the scopes of practice of both professions.

A paper was drafted and sent to Council for approval in May 2006. Council recommended that further consultation take place with selected members and stakeholders to further refine the paper.

Following the consultation, a revised paper was approved by Council in September 2008. The document outlines the purpose of a scope of practice statement, the rationale for the differences between the scopes of practice for social work and social service work and how a scope of practice statement may be used by an employer to inform a job description.

The paper is available for both members and employers to download from the Publication Archives section of the College's website www.ocswssw.org. The paper can be printed and placed in your Member Resource Binder behind tab 4.

OCSWSSW's Communications Initiatives

While communication has always been one of the College's top priorities, 2009 will bring about a number of initiatives aimed at evaluating and improving our communications with members, stakeholders and the public.

As you know, forums were held throughout the province in 2008 which allowed members the opportunity to help contribute to the goals and priorities of the College for the next three years. Similar events are being organized for mid-2009. The President, Registrar and Deputy Registrar will be visiting a number of locations to update members on the strategic plan and to introduce the new Continuing Competence Program (CCP).

In various other cities, staff from the College's Professional Practice Department will be introducing the CCP to members and to address questions they may have regarding the program. Details on these presentations will be available online. You are encouraged to check the College website regularly for updates on these events.

Also in 2009, in an effort to evaluate our communications vehicles and to seek ideas on future projects, the College will be distributing a comprehensive online communications survey to all members signed up to receive eBulletin. We hope to determine how effective our communications vehicles are

in informing members and what we can do to improve them. We would also like to know how many members would like to be communicated with electronically rather than by mail. New ideas are always welcome. We ask that you please take a few minutes of your time to assist us in this regard. To ensure you receive the eBulletin, we ask that you please add ebulletin@ocswssw.org to your contacts list.

Another major communications project being undertaken this year is the re-design of the College website. Although the current site has been an effective resource for members and the public since 2003, the College has grown significantly since then and technology now offers new ways in which to build and maintain websites. It is our goal to make the site accessible, interactive and informative for all users.

Updates on these communications projects will be available via eBulletin, the College website and in the next issue of *Perspective*.

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

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: Since joining the College, I've gotten married and have taken my husband's name which I use in my professional practice. A colleague recently told me this is problematic. Is this true?

A: Yes. A member is required to notify the College, in writing, of any change in the name used by the member in providing social work or social service work services. Failure to do so may be considered to be an act of professional misconduct.

Clause 2.17 of Regulation 384/00 (Professional Misconduct), made under the *Social Work and Social Service Work Act* defines, as an act of professional misconduct, "Failing to advise the College promptly of a change in the name used by the member in providing or offering to provide social work or social service work services."

Additionally clause 2.18 of Regulation 384/00 defines, as an act of professional misconduct, "Using a name other than the member's name as set out in the register in the course of practising the profession except where the use of another name is necessary for personal safety, the member's employer and the College have been made aware of the pseudonym and the pseudonym is distinctive."

If you change the name under which you provide social work or social service work services, **you must advise** the College of both your former name(s) and your new name(s) in writing and include, in the case of marriage, divorce or other legal change of name, a copy of, for example, the change of name certificate or marriage certificate for our records. In the case of a change of name due to reasons of personal safety you must, in addition to providing the College with written notice, provide the College with a detailed explanation of the basis for your change of name and with copies of any document(s) concerning the reasons for your change of name. The information may be sent by fax to 416-972-1512 or by mail to the College office address.

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.

Perspective is the official publication of the Ontario College of Social Workers and Social Service Workers. It is published twice a year.

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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.