



PERSPECTIVE

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Investing in The Future:

The College sponsors 14 social work students to attend the 2010 OASW provincial conference



Glenda McDonald, Registrar of the OCSWSSW and Jarrod Shook, BSW student at Laurentian University's School of Native Human Services.

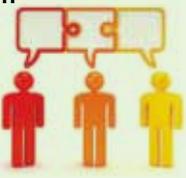
In late November 2010, the College was pleased to sponsor 14 social work students to attend the Ontario Association of Social Workers provincial conference in Toronto. One student from each of the 14 social work programs in Ontario was chosen at random. For each student, the College covered the cost of the conference registration fee, round trip transportation to Toronto, accommodation and meals.

Entitled *Social Work is Good for Your Health*, the conference was

held at the Toronto Sheraton Airport Hotel and Conference Centre on November 26 and 27, 2010. The conference featured high-profile and dynamic keynote and plenary speakers, a wide array of sessions, and opportunities to learn, share, network and recharge.

The students in attendance really enjoyed meeting with and learning from professionals in the field. "I got to meet professors, professionals, other students and recent graduates. We shared information, contacts and stories about our

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personal experiences," said Robert Louis, MSW student at Laurentian University. "With some of the graduate students we spoke about our thesis and our research. It's a good thing – this is the part that will last a lifetime."

The students were also enthused about the sessions. "I really liked that the sessions were interactive," explained Isabella Velikovskiy, BSW student at York University. "The speakers would ask for people to contribute their thoughts, opinions and experiences. I learned a lot from that. This enriched the whole session."

Not only were the students able to participate, but they were also exposed to the professional world into which they will soon embark. "The conference was very relevant to what I am learning in my program," added Velikovskiy. "What was interesting to hear was that the same theories and terminology that I am learning in school were being used by professionals. This is how social work is in the field, not just in the classroom." Robert Louis found that the conference gave him a good glimpse into the reality of the profession and "where we are now as social workers, where we are headed, the challenges, and how important social workers are in society."

The College used this opportunity to educate the students about its role and what it has to offer both professions. Of this, Louis said that "after going to the conference, speaking to College representatives at the booth and reading the hand-outs, I now have a better understanding of the role of the College... I am preparing to become a member."

Jarrood Shook, first year BSW student at Laurentian University in the School of Native Human Services, had a similar experience. "Before the conference I knew little about the College" he said. "I felt, through this opportunity, that I had connected with the College. I am also trying to share what I learned with other students."

Suggestions were given on how the College could continue to develop relationships with students. "There should be a liaison in each university, a volunteer student to promote the College," said Shook. "There are a lot of dedicated students who would seek information. This is the field we want to be in, this will be our profession, so we will want to be involved." Velikovskiy explained that "when I was a social service work student at Seneca, we had one professor who was very involved with the College and informed us about the importance of being a member. A representative like him at every school would be really beneficial."

In all, the conference proved to be a very successful sponsorship initiative, allowing all parties to connect and learn from each other. The College will continue to support students, and we look forward to participating in a similar venture in the future.

2011 Annual Meeting and Education Day: Staying Connected

JUNE 13, 2011

AMED:

Annual Meeting & Education Day

stayingconnected



The concept of connectivity is embraced in many aspects of our personal and professional lives: personal connections and professional networking, keeping connected to critical issues or new developments in the field, both locally and globally, the use of technology, the importance of connecting to one's inner self, to name but a few. This year, the theme for the Annual Meeting and Education Day is *Staying Connected*, as the concept of connecting was a recurring point of interest in the member feedback from last year's event.

The event will take place on **Monday, June 13, 2011** at the Metro Toronto Convention Centre, North Building. Registration starts at 8:30 a.m., and please do not forget to bring the confirmation number you will receive upon registering. The Annual Meeting will begin at 9 a.m. and will be 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.

Relating to the overall theme, this year's topics include: *Global connection* – a partnership between social service work students and SalvAide, which supports people in El Salvador who experience severe poverty due to civil war, earthquakes and hurricanes; *Technological connection* – online resources

for families in the Blood and Marrow Transplant Program at Toronto's Hospital for Sick Children; and *Connecting with a new development in the field* – the Ontario Common Assessment of Needs, a standardized consumer-led decision-making tool that assists with mental health recovery.

This successful event increases in popularity every year and space fills up quickly, so be sure to sign up as soon as possible. Enclosed with this issue of *Perspective* you will find a detailed brochure and registration form. However, to ensure immediate confirmation, we encourage you to register online through the College's website at www.ocswssw.org

If you are unable to attend the event, the Annual Meeting and the keynote address will be made available via webcast. Additionally, a recorded audio of the annual meeting and slides from the break-out sessions will be available on the website following the event.

In whichever way you are able to take part in this event, we look forward to connecting with you on June 13th!

If you have any questions regarding the event, please contact Jolinne Kearns, Communications Coordinator, at 416-972-9882 or 1-877-828-9380 ext 415 or e-mail jkearns@ocswssw.org.

Communications Update: Public Awareness Campaign



In 2010, the College explored the essential steps required to better connect with and understand our stakeholders. We began by reaching out to stakeholders and listening to their feedback. Partnering with Argyle Communications, a public relations agency in Toronto, we administered surveys and reviewed comments, needs and suggestions from our stakeholders. Based on the assessment of the answers, we developed a detailed action plan necessary to guide our communications initiatives.

In January, we began to review our communications materials to determine what changes needed to be made to strengthen the effectiveness of our messages. The materials we reviewed include:

- The College's key messages and brand strategy
- The New Member Binder
- Letters, eBulletins and other correspondence
- Student and member presentations
- Website content and tools

It was determined that many of these materials needed to be tailored to better communicate our messages. We are currently

studying our options, building prototypes and altering our tone to create more succinct and focused communications. Additionally, we are developing useful resources that can be used by our members as tools in their professions. As part of our communications strategy, the College is establishing initiatives to reach out to students. We believe in investing in the future of our professions. We hope to actively engage with the social work and social service work students of the province.

Next Steps:

We are taking the time to ensure that the best quality materials are received by our members. With the review and planning phases under our belt, we have begun putting our ideas into motion. Watch for our new communications materials – we hope you'll be pleased with the results!

If you have any questions or comments regarding the College's communications programs, please contact Jolinne Kearns, Communications Coordinator, at 416-972-9882 or 1-877-828-9380 ext 415 or email: jkearns@ocsussw.org

Stop. Think. Protect. Patient Privacy is in Your Hands

REPRINTED WITH THE PERMISSION OF THE OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER OF ONTARIO, CANADA

As health care practitioners, many of you are accustomed to dealing with loss. You interact with people every day who have lost their health, lost a loved one, or perhaps simply lost hope. And you are experts at helping people work through and manage that sense of loss.

But what if you, yourself, were responsible for the loss of something that a patient may never get back: their privacy?

Earlier this year, a health care professional did something seemingly well-intentioned: she placed a USB key into her purse as she left the office, planning to do some work at home. As it happened, the files in question were the records of personal health information of 763 patients.

Her purse was stolen. And all the records – unencrypted and easily read by anyone – were lost. Lost, too, was the sense of privacy of those 763 patients.

Scenarios such as this have been played out countless times all across Ontario. Indeed, in recent years, the unencrypted health information of over 100,000 patients on laptops, USB keys and other mobile computing and storage devices has been lost or stolen. It's a privacy problem of epic proportions, compromising some of the most sensitive and personal types of information possible. And it must stop.

The *Personal Health Information Protection Act* requires that you take reasonable steps to ensure that personal health information is protected against theft, loss, and unauthorized use and disclosure.

Mobile devices, such as laptops, PDAs, and USB keys, add a new layer of complexity to this task. The great advantage of these devices – portability – is also their greatest vulnerability, making them easily susceptible to loss and theft.

For that reason, personally identifiable health information should not be stored on any mobile devices unless it is absolutely necessary. And when it is, you can – and **must** – take steps to minimize the risks to privacy.

STOP.

Ask yourself: Do I really need to store any personal health information of this device?

THINK.

Consider the alternatives. For example, would de-identified or coded information serve the same purpose? Can you access the information remotely through a secure connection or virtual private network instead?

PROTECT.

If you must store personal health information on mobile devices it must be encrypted and protected with strong passwords. In addition, you must store the least amount of information possible for the shortest amount of time. For more information, access the following documents on the website of the Information and Privacy Commissioner of Ontario at www.ipc.on.ca

- Fact Sheet – Encrypting Personal Health Information on Mobile Devices
- Fact Sheet – Health-Care Requirement for Strong Encryption
- Safeguarding Privacy in a Mobile Workplace



Council Highlights – November 22, 2010

- The Registrar updated Council on the current activities of the Canadian Council of Social Work Regulators.
- Council welcomed new Council members Thamo Hurly, RSSW and Sophia Ruddock, Public Member.
- The Registrar provided Council with an update on a recent meeting with the Ontario Association of Social Workers (OASW).
- The Deputy Registrar discussed upcoming student sponsorship initiatives. One student from each of the 14 social work programs in Ontario was sponsored to attend the 2010 OASW conference on November 26-27, 2010.
- Further to the amendments to the Registration Regulation, the Registrar updated Council on the status of the Registration Regulation Implementation.
- The Deputy Registrar presented the approved Communications Action Plan for Year 1 of the Public Awareness Campaign.
- Council Member, Sylvia Pusey, reported to Council on the ASWB Board Member Training she attended in Minnesota.
- Council approved the proposed 2011 Work Plan and Budget.
- Council approved amendments to the Investment Policy.
- Council reviewed the draft Business Plan for 2011-2016.
- Council reviewed the third quarter Financial Statements.
- The Registrar updated Council on the membership statistics and informed Council about the College's new Health and Safety Committee.
- The Deputy Registrar reported on Membership department activities and provided updates on the Professional Practice and Communications departments.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Fitness to Practise, Registration Appeals, Standards of Practice, Election, Nominating, Finance, Governance, Corporations, Titles and Designations.
- Reports were also received from the Registration Policy and Annual Meeting and Education Day task groups.

Council Highlights – January 28, 2011

- The Registrar updated Council on the current activities of the Canadian Council of Social Work Regulators, including the new Social Work Competency Profile.
- The Deputy Registrar updated Council on the Ontario Association of Social Workers Conference sponsorship initiatives.
- Council reviewed the Registration Regulation Implementation.
- The Deputy Registrar updated Council on the status of the Public Awareness Campaign and the development of communications initiatives.
- Council discussed the upcoming meeting with the OSSWA.
- Council members Jack Donegani, RSSW and Norman MacLeod, Public Member, reported to Council on their attendance at the OASW Conference in November.
- Council Member Lily Oddie, Public Member, reported to Council on her participation in the CLEAR Board Member Training program.
- Council discussed and reviewed the election process.
- Council approved the 2011-2016 Business Plan.
- Council reviewed and approved amendments to By-Law No. 75, amending By-Law No. 1; By-Law No. 76, amending By-Law No. 2; By-Law No. 77, amending By-Law No. 66.
- Council reviewed the financial statements as of November 30, 2010.
- The Registrar reported on increased membership.
- The Deputy Registrar provided updates on the Professional Practice, Communications and Membership departments.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Fitness to Practise, Registration Appeals, Standards of Practice, Election, Nominating, Finance, Governance, Corporations, Titles and Designations.
- Reports were also received from the Registration Policy and Annual Meeting and Education Day task groups.

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. From January 2001 to April 2008, the Member was employed as a full time social worker by an Ontario-based business that provides health care services in the community and in hospitals and offers services in nursing, social work, physiotherapy, occupational therapy and speech language pathology.
2. The Member's caseload consisted primarily of clients

who were receiving palliative care, suffered from a degenerative disorder or were elderly. The Member's responsibilities included providing social work services to these clients such as home visits, liaising with case managers regarding client care and maintaining records for the Member's employer and the Community Care Access Centre ("CCAC") according to the standards of the Member's employer, the CCAC and the College. The files of these clients were required to be maintained in the Member's home office, as the Member's employer does not provide an office for individual service providers for this purpose.

3. In December of 2006, the Member's employer informed the Member that according to its records, the Member had failed to return more than 250 of the Member's files to the employer's offices, as required by company policies. Upon the Member's review of the computerized report of missing files, the Member notified the employer that in the Member's opinion, the number of 250 files was incorrect and included a number of previously returned charts and files that were assigned to other service providers. The Member acknowledges that many files were not properly stored, and that many of the files were water damaged and illegible. The Member informed the employer that the water damage was due to a flood in the Member's apartment, caused by the apartment above.
4. The Member's employer audited 20 of the returned files and determined that 16 of them did not meet its minimum standards.
5. The Member's employer continued to ask the Member to return the remaining files still in the Member's possession, some of which dated back to 2003. Those files were returned, but only after repeated requests. When asked to return the files, the Member requested additional time to complete the file documentation.
6. Of the outstanding files, which were returned in 2007, seventy (70) related to matters which had been discharged in 2007 and failed to meet the employer's time requirement for returning discharged files. One

Discipline Decision Summary

hundred and seventy-five (175) returned files related to matters discharged before 2007, but only 21 of those files had the required completed cover page and 154 of the files did not contain discharge summaries. Further, the progress notes contained in many of the client files failed to record the focus of the intervention or to reflect the process or outcomes of the counselling provided.

7. The Member acknowledges and admits, based on the information in paragraphs 3 to 6, above, that the Member failed to ensure that those client interventions were appropriately documented and that their files were appropriately maintained.
8. In 2007, in response to concerns about the Member's professional performance, the Member's employer provided the Member with mentoring support from an external mentor. The external mentor met with the Member on multiple occasions, and accompanied the Member to four (4) home visits with clients from February to the end of June 2007. A fifth home visit with a client was made during the period July 16 to August 20, 2007. The external mentor authored a report, dated June 29, 2007, summarizing the meetings with the Member and identifying various concerns regarding the Member's conduct. The contents of this report and raised concerns were expressed by the external mentor to the Member in their meeting and discussion immediately before the issuance of the authored report.
9. In response to this report, the Member's employer referred the Member to the external mentor for additional mentoring. As a result, the external mentor met with the Member on five (5) more occasions from July 16 to August 20, 2007. On August 22, 2007, the external mentor prepared a further report summarizing the mentor's observations and conclusions concerning the Member's practice of social work.
10. In response to concerns about the Member's professional performance in 2007, the Member's employer also provided the Member with support from an internal Professional Practice Leader. The Professional Practice Leader met with the Member on several occasions from July 13 to August 17, 2007 in order to assist the Member to improve the Member's performance and to meet the standards expected of a social worker employed as the Member was.
11. During 2007, the Member's employer conducted further audits of a number of the Member's client files, (including current files and ones which were previously discharged) and weekly reports. Those audits noted concerns with respect to the Member's assessments, goal setting and file maintenance.
12. The reports and chart audits referred to above contained information indicating that the Member had:
 - (a) failed to appropriately recognize and respond to clients' verbal and non-verbal cues, indicating the clients' physical or emotional state (such as, for example, client fatigue or emotional distress) and failed to appropriately adjust the Member's interviewing style and affect to accommodate the client;
 - (b) failed to appropriately recognize and manage the Member's counter-transference reactions to clients, resulting in a tendency to do too much for certain vulnerable clients and to intervene and take on tasks that appeared to be within the clients' ability to perform independently;
 - (c) adopted an instrumental, action-oriented style of intervention with clients which was frequently overly directive and not appropriately focused on the clients' needs and interests (such as, for example, focusing on the issue of establishing a power of attorney for clients who had not expressed any interest in doing so, or pursuing long-term care arrangements for clients who were not interested in or ready for long-term care);
 - (d) formulated client treatment plans and problem lists which were not congruent with the Member's assessment findings or supported by any evidence obtained during the Member's assessment (such as, for example, establishing a treatment plan and goals which included a security system for falling with

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respect to a client for whom there was no evidence that safety around falls was an issue);

(e) failed to appropriately engage clients in setting goals for their treatment and to ensure that the goals established were client centered rather than dictated by the Member;

(f) failed to establish a treatment plan for clients which included sufficiently detailed and specific goals that were client-centered, congruent with the assessment findings and compliant with the SMART¹ criteria in use by the Member's employer;

(g) failed to demonstrate appropriate insight into and a willingness or ability to appropriately address concerns raised by the Member's employer and certain clients relating to deficiencies in the Member's interviewing, assessment and treatment skills, notwithstanding extensive mentorship and supervision opportunities provided through the Member's employer.

13. The Member acknowledges and admits that the above information and concerns summarized in the reports and chart audits are substantially accurate in light of the Member's conduct in relation to the files reviewed and charts audited.

14. Eight client complaints were received by the Member's employer concerning the Member. The allegations contained in these complaints included, among other things, that the Member was late, did not stay for long, was rushed and treated those clients in a condescending manner.

15. On October 9, 2007, the Member's employer revised a complaint from the CCAC, alleging that the Member's Client Service Report ("CSR") was illegible. The CCAC subsequently confirmed that the Member had addressed the issue by supplying a legible copy of the CSR. The case manager at the CCAC left the Member a voice message, apologizing for being unable to read the CSR and

expressing the case manager's interest in working with the Member.

16. The Member was on disability leave from November 29, 2007 to April 10, 2008. The Member's employment was terminated for cause on April 10, 2008, on the basis that the Member had not demonstrated an ability to meet the standards of the Ontario College of Social Workers and Social Service Workers. The Member's employer identified the following social work core competencies as being significantly below standard:

- Interviewing skills;
- Assessment and goal setting;
- Clinical documentation and file management;
- Administrative and organizational skills;
- Ethical decision-making; and
- Continuing education

17. The Member has provided the College with a listing of courses, workshops and certificate programs in which the Member participated, to address the issue raised concerning the Member's continuing education.

18. The Member's employer filed a mandatory report with the College concerning the Member on May 14, 2008.

19. According to the Member, all employment issues involving the Member and the Member's employer have been satisfactorily resolved in a signed settlement.

ALLEGATIONS AND PLEA

The Discipline Committee accepted the Member's plea, and found that the facts support a finding 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, 2.9 and 2.20 of Ontario Regulation 384/00 (Professional Misconduct), section 1 of the Code of Ethics, and Principles I, II, III, and IV of the College's Standards of Practice, First Edition, (as commented on by Interpretations

¹ SMART is an acronym meant to guide practitioners in their goal setting. It stands for goals that are "Specific, Measurable, Attainable, Results-Oriented and Time-Limited, as well as client oriented and mutually established.

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1.1, 1.1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 2.1.2, 2.1.5, 3.2, 3.9, 4.1.1, 4.1.2, 4.1.4, 4.1.5, 4.2.1 and 4.2.2) by:

- a. failing to regard the well-being of the Member's clients as the Member's primary professional obligation and failing to facilitate self-determination in the Member's clients. In particular, the Member failed to participate together with the Member's clients in setting and evaluating goals, failed to appropriately act as a resource for the Member's clients and failed to encourage them to decide which problems they wanted to address and how to address them.
- b. failing to regard the well-being of the Member's clients as the Member's primary professional obligation, failing to distinguish the Member's own needs from those of the Member's clients, failing to appreciate how the Member's needs might impact on the Member's professional relationships with the Member's clients and failing to maintain an awareness and consideration of the purpose, mandate and function of the Member's employer and how those might impact on and limit the Member's professional relationships with the Member's clients.
- c. failing to remain current with emerging social work or social service work knowledge and practice relevant to the Member's areas of professional practice and failing to engage in the process of self-review and evaluation and to seek consultation when appropriate as part of maintaining competence and acquiring skills in social work practice. In particular, the Member failed to appropriately engage in the process of self-review, evaluation, professional development and consultation in order to address issues of concern in the Member's social work practice, despite consultation and mentorship opportunities provided by the Member's employer.
- d. failing to deliver client services and respond to client queries, concerns or complaints in a timely and reasonable manner and failing to ensure that the Member did not provide a service that the Member knew or ought reasonably to have known was not likely to benefit the Member's clients. In particular, the Member failed to respond appropriately to client concerns and provided services that the Member ought reasonably to have known were not likely to benefit the Member's clients and that had not been sought or requested by the Member's clients.
- e. failing to keep systematic, dated and legible records for each client served which reflected the service provided, were recorded in a timely manner, conformed with accepted service or intervention standards and protocols, and were in a format that facilitated monitoring and evaluation of the effects of the services or interventions. The Member failed to maintain records in a manner that reflected a thorough understanding of the Member's employer's policies with regard to the retention, storage, preservation and security of records and appropriately protected the confidentiality and security of the clients' files.

PENALTY ORDER

The panel of the Discipline Committee accepted the Joint Submission as to Penalty submitted by the College and the Member, and concluded that the proposed penalty is reasonable and in the public interest and addresses the circumstances surrounding the serious acts of professional misconduct engaged in by the Member. The panel made an order in accordance with the terms of the Joint Submission as to Penalty. The panel noted that the penalty sends a message to the Member, the membership and the public, that the profession will not tolerate this type of conduct. The panel also considered that the Member was very remorseful for the Member's conduct and that the Member co-operated with the College by:

- agreeing to the facts and proposed penalty and thereby accepting responsibility for the Member's actions;
- entering into and complying with the Undertaking outlined in the penalty; and
- personally accepting responsibility and expressing both regret for the Member's conduct and willingness to continue with counselling and continuing education.

The panel ordered that:

1. The Member is to be reprimanded and the fact of the reprimand shall be recorded on the Register.
2. The Registrar is directed to suspend the Member's Certificate of Registration for a period of 24 months, which suspension shall be suspended and shall not be imposed if the Member provides evidence, satisfactory to

Discipline Decision Summary

the Registrar of the College, of compliance with the terms and conditions imposed on the Member's Certificate of Registration, pursuant to paragraph 3 hereafter.

3. The Registrar is directed to impose a term, condition and limitation on the Member's Certificate of Registration, to be recorded on the Register,

- (a) requiring the Member, at the Member's own expense, to participate in and successfully complete social work training and/or continuing education with respect to (1) ethical decision making, (2) interviewing, assessment and goal setting, and (3) clinical documentation and file management as prescribed by and acceptable to the College and provide proof of such completion to the Registrar within two (2) years from the date of the Order;
- (b) requiring the Member to receive supervision of the Member's social work practice (including the Member's practice as an employee, if any, and the Member's private practice, if any) for a period of 2 years from the date of the Discipline Committee's Order herein from such person or persons as may be approved, in advance, by the Registrar of the College (hereinafter referred to as "supervisor(s)"). The Member is not to practise social work until obtaining approval from the College of one or more named supervisor(s). The Member shall provide to the supervisor(s) complete access to all of the Member's files for review. The supervisor(s) shall make quarterly written reports to the Registrar of the College (or reports at such lesser frequency as the Registrar may from time to time determine) as to the substance of that supervision and the progress of the Member. Any fees associated with the Member's supervision shall be paid at the expense of the Member; and

- (c) requiring the Member, for a period of two years following the Member's receipt of the Discipline Committee's Decision and Reasons in this matter, should the Member currently be employed (or should the Member obtain any future or other employment) in a position in which the Member's duties include the provision of social work services, to immediately provide the Member's current, future and/or other employer(s) with a copy of the Decision and Reasons, and to forthwith thereafter deliver any such employer's written confirmation of receipt of a copy of the Decisions and Reasons to the Registrar of the College;
- (d) requiring the Member for a period of two years following receipt of the Discipline Committee's Decision and Reasons in this matter to alert the Registrar of any change to employment status where the Member's duties include the provision of social work services. This notice requirement also applies should the Member become self-employed. The notice must be received by the Registrar prior to commencing any new employment;
- (e) prohibiting the Member from applying under Section 29 of the *Social Work and Social Service Work Act, 1998, S.O. 1998, Ch. 31, as amended*, 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.

4. The Discipline Committee's finding and Order (or a summary thereof) shall be published, with identifying information removed, in the College's official publication on the College's website, and the results of the hearing be recorded on the Register.

Staying on Track with the Continuing Competence Program (CCP)



If you haven't started to work on your 2011 CCP, now is the time to begin! Hard copies of the CCP documents were sent to all members in February, and are also available on the website at www.ocswssw.org. The CCP is one way that the College fulfills its mandate of public protection. The program promotes quality assurance with respect to the practice of social work and social service work, and encourages members to strive for excellence and enhance their practice in an ongoing way.

As most of you are aware, the CCP is based on an adult education model. It therefore allows you to use your professional judgment to determine your learning goals and identify learning activities. Learning activities are defined very broadly, and could include reading, online learning, observation of others' practice, supervision, co-therapy and participation in a committee – to name a few. Please refer to page 17 of the *CCP Instruction Guide* (available on the website) for more information.

Participation in the CCP is mandatory for all members, including those who are retired from practice, on maternity/parental leave or currently unemployed. The program is designed to be sufficiently flexible to allow members to conduct a self-assessment and tailor their goals and learning activities to their specific circumstances. Some goals may require longer time frames to complete, and you may wish

to carry some goals forward from one year to the next. It is advisable in this case to identify benchmarks or milestones that you expect to reach as part of these larger goals.

All members are required to make a declaration of participation in the CCP as part of the annual renewal process. To stay on top of the CCP, it's a good idea to start completing your *Self-Assessment Tool and Professional Development Plan 2011* documents early and to track your activities throughout the year. If you find it more convenient, you may complete and save your CCP documents electronically. You are required to retain the *Self-Assessment Tool and Professional Development Plan Documents* for at least 7 years.

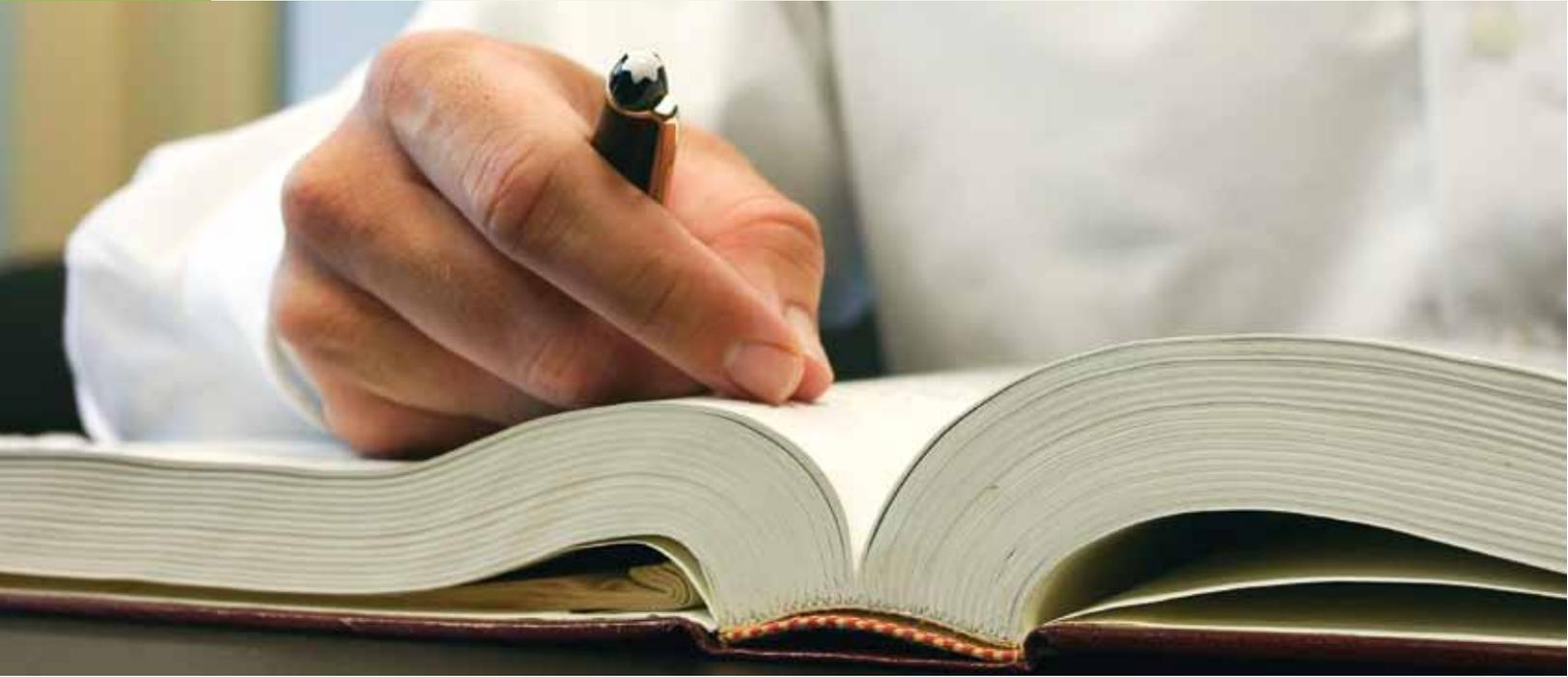
Did you know? *The Ohio Board for Counsellors, Social Workers and Marriage and Family Therapists* has sought permission to use the College's Continuing Competence Program with appropriate modifications.

Together, we are setting standards for professional development and growth!

If you have any questions regarding the CCP, please refer to the CCP Instruction Guide on the College website or contact the College's Professional Practice department at ccp@ocswssw.org.

Practice Notes: Private Practice – The Cost of Doing Business

LISE BETTERIDGE, M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE



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.

Independent practice holds strong appeal for many social workers and social service workers, who may view it as an opportunity to define their work and approach, set their own hours and be their own boss. This autonomy and flexibility can certainly contribute to greater work satisfaction and professional pride. The absence of an employer who defines practice and sets policy, and the isolation that can come within the private practice setting, can raise some practice concerns, however. The Professional Practice Department consults frequently with members in private practice facing dilemmas, and the College receives a significant number of complaints about the conduct of members in private practice. Members are encouraged to review the Practice Notes: “Self Employment – Look Before You Leap” (under the Resource Room tab on the College website) for an overview of issues which require consideration prior to embarking on a private practice. This issue of Practice Notes, however, focuses specifically on some of the professional obligations and costs which are associated

with a private practice once it is up and running – specifically boundaries, conflicts of interest and dual relationships, and the other professional obligations associated with accounting and legal services, file storage and supervision.

MAINTAINING BOUNDARIES

While arranging an appropriate space in which to practise may appear to be a straightforward process, it can raise a host of potential issues and ethical dilemmas. These can occur when setting up a practice, but also later when a member may be expanding or reducing his or her practice, or is required to move because of a lease ending or a partnership disbanding. A member called the Professional Practice Department to discuss the following scenario:

The member wanted to know if the College would permit her to practise out of her home. She noted that she had arranged for a quiet and private space, and that clients would use a side entrance when coming to see

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her. She said that her children would be out of the home during the day, so she did not feel concerned about clients running into members of her family on the way in and out of sessions. The member felt that a home office was a practical solution for her as she was only practising part-time and did not want to rent a space and incur the costs associated with this.

While practising out of one's home could offer flexibility as well as some financial benefits, the member would be obliged to consider the risks involved in this arrangement. For example, she would be well advised to consider her own safety as well as that of current and potential clients in a home setting. What provisions would she need to put in place to ensure that she was safe from a potentially violent client or someone connected to that client? Could practising out of her home lead to boundary violations, such as offering appointments at irregular hours or dealing with personal issues while at work? Who else would be coming in and out of her home, and what could clients learn about her as a result of this? Could this be a form of unintended yet inappropriate self-disclosure? How would clients' confidentiality be protected while waiting to see the member? How soundproof is her office, and would renovations be required to address this? What safeguards could she put in place to ensure that she maintained boundaries in terms of when she saw clients and how she responded to crisis situations? What arrangements would need to be made to ensure the secure and confidential storage of clients' files? Practising out of a home office has the potential to make it difficult to set clear boundaries between a member's professional and personal life; the member would need to carefully consider how she might pro-actively address these concerns.

The Code of Ethics and Standards of Practice Handbook, 2nd Edition provides some guidance about these issues. Principle I: Relationship with Clients requires that members "distinguish their needs and interests from those of their clients to ensure

that, within professional relationships, clients' needs and interests remain paramount."¹

Furthermore, Principle II: Competence and Integrity, puts the onus on the member to maintain clear and appropriate boundaries: "College members establish and maintain clear and appropriate boundaries in professional relationships for the protection of clients ... (and) are responsible for ensuring that appropriate boundaries are maintained in all aspects of professional relationships."² Finally, Principle V: Confidentiality requires members to ensure that they "do not disclose the identity of and/or information about a person who has consulted or retained them unless the person consents."³

The member ultimately came to the decision that practising out of her home was no longer as attractive an option as she had once thought. Members who are considering various office space options might find that their decision is influenced as much by the ethical issues raised above as by economic factors. Members have a responsibility to ensure that those features of private practice which benefit them do not impair their judgment or cause them to place their own needs above those of their clients.

AVOIDING CONFLICTS OF INTEREST

The need to establish a strong referral base from a business perspective may also put members in a risky position. The for-profit nature of a private practice may, in certain situations, cloud their professional judgment. Members may decide to open a private practice to complement their part-time employment at an agency, and practising in two settings can lead to some important ethical dilemmas. Consider the following:

A social worker employed part-time at a family counselling agency called the Professional Practice Department to find out if she could accept referrals from another social worker on her team into her

1 Code of Ethics and Standards of Practice, Second Edition 2008, Principle I, Relationship with Clients, interpretation 1.6

2 Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.2

3 Code of Ethics and Standards of Practice, Second Edition 2008, Principle V, Confidentiality, interpretation 5.3.6

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private practice. The agency had adopted a short-term counselling model and had a long waiting list. The member felt that it could be beneficial for her own clients and those of her colleagues if she saw them while they waited for service at the agency, and also after the agency sessions had finished. Her colleagues also saw this as a benefit to clients, and had made it clear that they wanted to refer to the member's private practice.

There are a number of issues the member must consider in this scenario. As noted previously, members must ensure that their clients' needs and interests, rather than their own, are paramount⁴; this is a particularly important consideration because private practice, as a business, profits the member. What are the optics in the scenario above? Could the member be seen to be exploiting the agency backlog for her own gain? The member would also need to consider whether her plan could create a dual relationship with her clients and/or could be considered a conflict of interest. Members are reminded that they must not "engage in professional relationships that constitute a conflict of interest or in situations in which members ought reasonably to have known that the client would be at risk in any way. College members do not provide a professional service to the client while the member is in a conflict of interest."⁵ Members must consider situations in which there is an actual conflict but also those where there is "a reasonable apprehension" that their "personal, financial or other professional interest or obligation" might influence them in their professional role.⁶ Members should carefully consider Principle II, Competence and Integrity, interpretation 2.2.1 and Footnotes 6 and 7.

Members must also ensure that they do not "solicit their employers' clients for private practice"⁷ however they "may accept referrals from their employers".⁸ While some members consider that they have addressed these Standards by giving

clients a list of providers in private practice which includes their name among several, they must determine whether this approach provides clients with a genuine choice. The more blurred the boundaries between the private practice and the agency, the greater the likelihood of a dual relationship, an actual or perceived conflict of interest and/or what could be construed as solicitation. Even if an agency supports a particular practice, the member must ensure that she is practising in accordance with the Standards of Practice.⁹

The ongoing challenge of building up a client base may also lead members to consider seeing clients who are friends, acquaintances or family members of past or present clients. While marketing strategies may at times suggest otherwise, members need to assess whether taking on these clients could create either dual relationship or conflict of interest situations.

In the previous scenario, the member must also consider issues of confidentiality: how would information be shared between the family counselling agency and the private practice? What information can be shared between settings? Principle IV: The Social Work and Social Service Work Record and Principle V: Confidentiality deal with disclosure of information.¹⁰ Members should ensure that they review these Principles in their entirety. Ultimately, the member decided to keep the boundaries between her paid employment and her private practice very clear; she decided to ask her agency colleagues to refer elsewhere.

RECORD-KEEPING

A third area which poses ethical challenges is that of record-keeping. Some members move into private practice with the expectation that record-keeping requirements will be less onerous than those in an agency. While it is true that a member in private practice may have more ability to

4 Code of Ethics and Standards of Practice, Second Edition 2008, Principle I, Relationship with Clients, interpretation 1.6

5 Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.2.1

6 A "reasonable apprehension" of conflict of interest will exist where a reasonable person, informed of all the circumstances, would have a reasonable expectation or concern (rather than merely a suspicion) that a personal, financial or other professional interest or obligation might influence the member in the exercise of his or her professional responsibilities. Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, Footnote 6

7 Code of Ethics and Standards of Practice, Second Edition 2008, Principle III, Responsibility to Clients, interpretation 3.3

8 Code of Ethics and Standards of Practice, Second Edition 2008, Principle III, Responsibility to Clients, Footnote 2

9 Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.2.10

10 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record, interpretations 4.4.1 and 4.4.2 and Principle V, Confidentiality, interpretations 5.1, 5.2, 5.3.1, 5.3.5, 5.3.6, 5.3.7, 5.3.8, 5.4

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determine the format that his or her records will take, she or he must ensure that she abides by all the interpretations found in Principle IV: The Social Work and Social Service Work Record¹¹. One specific area of concern with respect to record-keeping is the sudden interruption of a practice due to illness or death. A lawyer called the Professional Practice Department with the following dilemma:

The lawyer was managing the estate of a member of the College who had been in private practice and had died suddenly. The member had no provisions in her will for the management of her practice, and the member's family was unsure what to do about her client files. The law firm wondered whether the College would take over the member's records.

Members may be reluctant to consider the unpleasant scenario of their practice closing due to sudden death or a protracted illness, however they have a professional obligation to plan for this possibility. Members should seek legal counsel to discuss their options. They may want to consider the following: does my will include directions for my practice? Is there a colleague to whom I can transfer my records? Will this arrangement meet College Standards as well as the requirements of the *Personal Health Information and Protection Act* (PHIPA)? Should I make prior arrangements for someone familiar with social work practice and College standards to manage communication about my closed practice and to facilitate the closure of files and the transfer of clients? How will this person be paid? Do I need to inform clients of these policies in advance?

Members must always ensure that they record information from sessions "when the event occurs or as soon as possible thereafter".¹² This is particularly important when one considers that a private practice could be interrupted without warning. Where there is no employer to take on responsibilities related to record retention, storage, preservation and security, these obligations fall on the

member. Policies regarding record storage and preservation "should be developed with a view to the potential future need for the record"¹³ and may involve making "arrangements to transfer the records to another College member" and making "reasonable efforts to give notice to their clients of the future location of their records".¹⁴

As soon as they establish their private practice, members should discuss their plans regarding the interruption or closing of their practice, not only with legal counsel but also with those responsible for their estate. Unfortunately, the member in the scenario above had not considered these issues. Her estate, along with the law firm, was able to make arrangements with another member of the College regarding the retention, storage and destruction of the records – services for which the estate paid an agreed-upon fee.

OTHER PROFESSIONAL OBLIGATIONS

Members in private practice may find that they are not only inconvenienced but also out-of-pocket when they are required to retain other professionals or address legal matters which require them to take time out of their practice.

A member called the College to ask about how he should respond to a subpoena which would require him to take up to five days out of his practice. The member wondered what options he had. He was shocked that he may have to consult with a lawyer and, in addition, cancel his appointments for the week in question.

In consultation with the College's Professional Practice Associate, the member considered Principle IV: The Social Work and Social Service Work Record, which states that "College members who are served with a formal notice or subpoena to produce client records before a court and who are of the opinion that disclosure would be detrimental to the client, should themselves, or through legal counsel, advocate for non disclosure to the court."¹⁵

11 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record

12 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record, interpretation 4.1.6

13 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record, interpretation 4.2.3

14 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record, interpretation 4.2.4. Members should also review interpretation 4.2 Record Maintenance in its entirety.

15 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, The Social Work and Social Service Work Record, interpretation 4.4.3

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Whether or not a member will be required to appear in court will depend upon the particular circumstances of each situation. However, it would nevertheless be wise for members to be aware that this is a foreseeable cost of private practice; it should be anticipated and planned for. In other instances, members may be required to obtain legal services beyond what is covered through their professional association, to obtain accounting advice, and to pay for the storage, management and disposal of records. Many of these activities are not only part of running a business, but also a professional responsibility.

A final issue for consideration when in private practice is that of supervision. While private practice offers an opportunity to work in the way one chooses, it can also be isolating. Failing to take the time to think through clinical and ethical issues, on one's own and in consultation, can lead to errors with potentially serious consequences. As noted in the previous section, members may also be reluctant to take time out of their practice to do additional learning, due to costs in the form of registration and tuition fees and lost income.

A College member in private practice called the Professional Practice Department because she was extremely concerned about the possibility that a client was going to complain about her. She had graduated two years prior, and had been working with a family through a high conflict separation and divorce. The member continued to work with the children and one parent after the parents separated, and the other parent had recently become angry with the member, claiming that she had taken sides. The member was unsure how to manage this situation.

In the consultation with the Professional Practice Department, it was apparent that the member was inexperienced, had not sought any supervision in the case,

and was unclear about her contract and goals with the family. She had started her private practice shortly after graduating because she had had difficulty finding employment in her community. She said that she had been unable to arrange supervision, and relied on her social work education and extensive reading on her own.

It is advisable for members embarking on private practice to do so only after obtaining extensive experience and supervision. Private practitioners face a multitude of complex practice issues which they must deal with in relative isolation. Members are reminded that they "are responsible for being aware of the extent and parameters of their competence and their professional scope of practice and (must) limit their practice accordingly."¹⁶ Furthermore, members must "ensure that the services he or she provides are competently provided by seeking additional supervision, consultation and/or education"¹⁷ and "remain current with emerging social work or social service work knowledge and practice relevant to their areas of professional practice"¹⁸. Members must also demonstrate their commitment to ongoing professional development by engaging in any continuing education and complying with continuing competence measures required by the College.¹⁹

This article has discussed some of the professional and ethical issues which members in private practice should consider. Further review of the Code of Ethics and Standards of Practice, 2nd Edition is strongly advised.

For more information, contact Lise Betteridge, M.S.W., RSW, Director of Professional Practice, at 416-972-9882 or 1-877-828-9380, ext. 225 or e-mail: lbetteridge@ocs.wssu.org.

¹⁶ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.1
¹⁷ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.1
¹⁸ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.2
¹⁹ Code of Ethics and Standards of Practice, Second Edition 2008, Principle II, Competence and Integrity, interpretation 2.1.2

New – Inactive Category of Membership

The College was very pleased that this past August, amendments to the College's registration regulation were approved by the Lieutenant Governor in Council, which will enable members of the College to become inactive members, provided that they meet certain conditions. This amendment came into force on February 13, 2011.

Members who have temporarily or permanently withdrawn from practice, or intend to do so for reasons such as maternity/parental leave, long-term illness or retirement will likely wish to consider this option. An inactive member pays a reduced annual fee and continues to be a member of the College, subject to the authority and jurisdiction of the College. Accordingly, an inactive member must continue to participate in the Continuing Competence Program.

To become inactive, a member must notify the Registrar in writing of his or her intention at least 60 days before the intended date. To resume active membership, a member must notify the Registrar in writing at least 60 days before the member intends to do so. Therefore, inactive membership would not likely benefit a member who intends to withdraw from the practice of social work or social service work for less than six months or who is actively looking for employment as a social worker or social service worker.

Please visit the College website for more information and to download:

- The **Guide for Inactive Members**
- The **Notice of Intention to Become an Inactive College Member** form and
- The **Undertaking and Acknowledgement** form

Election to Council in District 3 – Don't Forget to Vote!

All College members who practise in electoral district three were eligible to stand for election on May 26, 2011. There are two social work member positions and two social service work member positions available in district three.

District three is composed of the geographical area within the territorial boundaries of the Counties of Haliburton, Peterborough, Northumberland and Simcoe, the Regional Municipalities of Durham, York and Peel, the City of Kawartha Lakes and the City of Toronto.

All members in district three are encouraged to participate in this important process by casting a vote in the election. 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 mandate to serve and protect the public interest while promoting high standards of practice.

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

College Participates in the Development of a Competency Profile for the Social Work Profession

GLEND A MCDONALD, M.S.W., RSW, REGISTRAR



At the official announcement of the Human Resources and Skills Development Canada Project. L-R Mr. Dean Del Mastro, Member of Parliament for Peterborough; Glenda McDonald, Registrar and Dr. Rachel Burnbaum, Vice-President of the College Council.

The Canadian Council of Social Work Regulators (CCSWR) was incorporated in May 2009 under the Canada Corporations Act. The ten provincial social work regulatory authorities in Canada comprise the members of the CCSWR. In the Fall of 2009, the CCSWR applied to Human Resources and Skills Development Canada (HRSDC) for funding to develop a competency profile for the social work profession that would assist regulators across Canada to achieve compliance with the labour mobility provisions of Chapter 7 of the Agreement on Internal Trade (AIT). The successful outcome of this project will also facilitate the development of a framework for the recognition of international social work credentials. Funding for the project was approved by HRSDC in April 2010. The project is being directed by a CCSWR Working Committee consisting of 5 CCSWR members: Rod Adachi (Alberta); Dr. Rachel Birnbaum (Ontario); Susan Irwin (British Columbia), Glenda McDonald (Ontario) and Richard Silver (Quebec). As the CCSWR has no infrastructure as yet, the project monies flow through the Ontario College of Social Workers and Social Service Workers on behalf of the CCSWR.

Once funding was approved, the Working Committee developed and disseminated a Request for Proposals in order to secure a consultant to implement the necessary activities to develop the competency profile. Following a robust and competitive selection process, the contract was awarded to Directions Evidence and Policy Research Group, LLP, under the leadership of Dr. Charles Ungerleider.

THE PROJECT HAS THE FOLLOWING DELIVERABLES:

1. Conduct a document review of relevant publications in order to develop a preliminary list of entry level social work practice competencies.
2. Identify, invite and meet with two expert panels: one of 10 – 15 social workers representing all 10 provinces and the other to include all Deans and Directors of the Social Work programs in Canada. The role of the expert panels will be to validate and revise as necessary the list of practice competencies. This list will be further revised and validated at a face-to-face meeting of the CCSWR and the Directions consultants.

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3. Develop and implement an online survey instrument of the social work practice competencies. All registered social workers in Canada will be invited to complete the on-line survey.
4. Produce a report on the social work competency profile, describing the purpose, methods and survey results.
5. Disseminate the results of the survey which will set out the Canadian entry to practice social work competency framework.

WHY IS THIS NEEDED?

To enable full labour mobility of registered social workers across Canada, the CCSWR requires a clear and relevant competency framework that can be applied nationally across fields of social work practice. In addition to favouring full labour mobility, such a framework is expected to clarify standards of social work practice across the country and, thereby, facilitate the monitoring of expectations and performance in diverse fields of social work practice.

Canada has social work education programs of the highest quality. A competency profile for the profession will build upon this foundation of quality by reflecting the breadth of responsibilities undertaken by social workers, the important responsibilities they assume, and the often challenging and complex conditions under which they provide services to those in need.

Social work is a rewarding but demanding profession. Graduates of social work programs need strong practice and theoretical preparation to be successful in their chosen career. They also need to develop, over time and through practice, the knowledge, skills and abilities that will contribute to their success. A carefully developed competency framework that reflects the realities of social work practice can be a powerful guide to success for those at the start of their careers and to those internationally educated and trained social work professionals who wish to practise their profession in Canada.

THE DEVELOPMENT OF AN ENTRY-LEVEL COMPETENCY PROFILE FOR THE SOCIAL WORK PROFESSION REPRESENTS AN EFFORT BY THE CCSWR:

1. To create conditions that favour the equitable, fair, and transparent treatment and assessment of the level of preparedness of those seeking entry into the profession in a manner that contributes to their professional success, to the reputation of the profession and most importantly to the protection of the public;
2. To help clarify the requirements of effective social work practice within Canada, irrespective of the Canadian jurisdiction in which entry-level social workers were prepared;
3. To foster critical self-reflection by seasoned social work practitioners and educators about the unique demands of the profession; and
4. To garner input from seasoned social work practitioners, social work educators and employers about the attributes of entry-level practitioners and/or conditions that seem most associated with success within the profession.

WHEN WILL YOU HEAR MORE?

On January 25, 2011, there was an official announcement of the HRSDC project. Member of Parliament for Peterborough, Mr. Dean DelMastro, on behalf of the Hon. Diane Finley, Minister of Human Resources and Skills Development Canada, announced the funding for the project at a reception held at the College. Glenda McDonald, Registrar, was the MC for the event and Dr. Rachel Birnbaum, OCSWSSW Vice President, CCSWR Vice President and Working Committee member thanked Mr. DelMastro on behalf of the CCSWR. The project is scheduled to be completed by early 2012. The national survey of all 35,000 registered social workers in Canada will be conducted in May – June, 2011. All College social work members are strongly urged to participate once the details from the College are received. The final report, to be issued early in 2012, will provide significant information about the knowledge, skills, and abilities used in the practice of social work in all its diversity across the land.

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 Jolinne Kearns, Communications Coordinator at jkearns@ocswssw.org. Although not all questions will be published in subsequent issues of *Perspective*, all will be answered.

Q: I just spoke to a colleague about an ethical dilemma I dealt with at work last week. She said that I could have called the College to consult. Is this true?

A: As a member of the College, you can consult with the Professional Practice Department about an ethical or practice dilemma that you are facing. The Professional Practice Associate or the Director of Professional Practice will help you to identify the Standards of Practice that are relevant in a particular scenario and that will guide your decisions. They can also direct you to other College resources, such as Practice Guidelines, and help you to identify the pertinent issues in a particular situation. You may also be encouraged to consult more widely – with your colleagues, your manager or a lawyer, for example. Your professional judgement is key in the many challenging situations which you face in your practice, and these consultations can help you make sound and ethical decisions.

Q: I have recently moved to a new city. I tried to update *My Profile* on the website, but I do not know my User ID. Where can I find it?

A: Your User ID number is your 6 digit registration number, found on your College membership card or on your College Certificate of Registration.

Q: I can't remember my password to *My Profile*, how can I proceed to update my information?

A: If you have lost or forgotten your password, simply go to the College website and click on the "Members: Log-in to My Profile" button. You will be directed to the *OCSWSSW Website Terms and Conditions* page, where you will have to click "I Agree" to continue to the login page. On the login page, choose the "Forgot your Password or User ID?" link. You will be prompted to enter your email address on file with the College. Once this is complete, click OK and a new password will be sent to your email 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.

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Contact Marlene, Lisa or Anastasia for information on complaints, discipline and mandatory reporting.

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Contact Jolinne regarding the College's website, newsletter, Annual Report and other publications.

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Contact Lise or Ellen with professional practice questions.

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Angella Rose
Office Clerk

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.