

Fair Registration Practices Report

Social Service Workers (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

Index

1. [Qualitative Information](#)
2. [Quantitative Information](#)
3. [Submission](#)

1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

1) As of January 1, 2018, the College's registration regulation was amended to revoke and replace clause (i) of paragraph 3 of subsection 5(2) with the following provision:

5(2) The following are registration requirements for a certificate of registration in any class:

...

The applicant's past and present conduct must afford reasonable grounds for the belief that the applicant,

(i) – does not have any physical or mental condition or disorder that could affect his or her ability to practise social work or social service work, as the case may be, in a safe manner.

2) In addition to the general class of certificate of registration, the amended registration regulation set out two new classes of certificates of registration: Inactive and Retired. However, this amendment does not affect new applicants to the College; in order to apply for an inactive certificate of registration, the applicant must already hold a general certificate of registration and, in order to apply for a retired certificate of registration, the applicant must already hold a general or inactive certificate of registration.

ii. Describe the impact of the improvements / changes on applicants.

1) The registration requirement regarding a physical or mental condition or disorder is consistent with the registration requirements of many other regulatory bodies in the province. It is not a new requirement for registration; it is an improvement to wording that existed in the Registration Regulation prior to January 1, 2018. Since it began operations in 2000, the College has had the authority to request information from applicants in order to ensure they were "mentally competent to practise social work or social service work." The amendment to the Registration Regulation now puts the emphasis on the ability to practise social work or social service work in a safe manner. Consequently, the impact to applicants has been minimal.

2) As indicated above, the two new classes of certificates of registration has no impact on applicants, since one

must already be registered with a general certificate of registration in order to apply for an inactive or retired certificate.

iii. Describe the impact of the improvements / changes on your organization.

1) As a result of this amendment regarding a physical or mental condition or disorder, the application forms were updated and FAQs were added to the College website.

2) New application forms for inactive and retired certificates of registration were developed, the College website was updated to reflect the new classes of certificates and necessary changes were made to the database.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

Effective January 1, 2018, the registration fee increased by \$10 to \$210 (for applicants who apply for registration before December 31 of the year in which they graduate from a social service work program) and to \$310 for all other applicants. As in previous years, the registration fee continues to be pro-rated on a quarterly basis depending on the date of registration, resulting in applicants, who are registered in the second, third and fourth quarter of the calendar year, receiving a partial refund of the registration fee.

ii. Describe the impact of the improvements / changes on applicants.

This is a moderate increase which appears to have had a minimal impact on applicants.

iii. Describe the impact of the improvements / changes on your organization.

An increase of the registration (and annual) fee was necessary; in order for the College to effectively fulfill its public protection mandate, member fees must reflect actual operating costs. Any fee increase requires changes to multiple forms of communication with applicants, including application forms, registration guides, the College website, correspondence to applicants/members, as well as programming changes in the database.

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

Comprehensive, relevant and meaningful training is provided to staff, Council and committee members (i.e. Registration Appeals Committee) on an ongoing basis throughout the year to ensure all involved in the registration process remain current and aware of regulatory trends.

Examples of training completed within this past year include:

- Avoiding Discrimination in the Registration Context (Richard Steinecke)
- Unconscious Bias online video (Dr. Alexandra Russell and Dr. Lauren Jackman)

ii. Describe the impact of the improvements / changes on applicants.

By ensuring that valuable and applicable training is accessible to staff, Council and committee members, the College is able to provide applicants with a positive registration experience.

iii. Describe the impact of the improvements / changes on your organization.

Through remaining knowledgeable and current, staff, Council and Committee members are able to assist applicants through the registration process.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

I) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

Please see question a).

[BACK TO INDEX](#)

2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
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Male	73
Female	600
None of the above	2

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	343
Female	2333
None of the above	4

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
645	7	2	Afghanistan 1 Mexico 1 U.K. 1 Total 3	18	675

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
419	2	0	n/a 0 Total 0	0	421

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the

profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
2613	22	7	Brazil 1 Hong Kong 2 India 3 Poland 1 Taiwan, Province Of China 1 Total 8	30	2680

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	645	7	2	3	18	675
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	210	5	3	1	18	237
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	419	2	0	0	0	421
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Certificate	<p style="text-align: center;">Description (a)</p> <p>A member who holds a General Certificate of Registration is able to practise social service work in Ontario. Members shall also use the title social service worker or registered social service worker and the designation RSSW.</p>
b)	Inactive Certificate	<p style="text-align: center;">Description (b)</p> <p>A member who holds an Inactive Certificate of Registration is not able to practise social service work in Ontario. These members can only use the title social service worker or registered social service worker and designation RSSW, if it is immediately followed by "inactive".</p>
c)	Retired Certificate	<p style="text-align: center;">Description (c)</p> <p>A member who holds a Retired Certificate of Registration is not able to practise social service work in Ontario. These members can only use the title social service worker or registered social service worker and designation RSSW, if it is immediately followed by "retired".</p>

Additional comments:

i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	0	0	0	0	0	0
Applicants who initiated an appeal of a registration decision	0	0	0	1	0	1
Appeals heard	2	0	0	1	0	3
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	34
Staff involved in appeals process	2
Staff involved in registration process	8

Additional comments:

[BACK TO INDEX](#)

3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:

Laura Sheehan

Title:

Deputy Registrar

Date:

2019/02/28

[BACK TO INDEX](#)
