



Ontario College of  
Social Workers and  
Social Service Workers

what's in a

name?

2018 annual report



Public Protection

Title Protection

Professional &  
Ethical Practice

Rigorous Complaints &  
Discipline Processes

The College works  
tirelessly to build  
trust in our name.

### Our Vision

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.

### Our Mission

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 ethical and professional practice.

# Joint Message from the President and the Registrar & CEO

## **What's in a name? Protection for you.**

What's in a name? The assurance of title protection. The trust inherent in public protection. The integrity of professional and ethical practice. The confidence conferred by rigorous complaints and discipline processes.

All of these qualities are integral to the mandate of the Ontario College of Social Workers and Social Service Workers. Since the proclamation of our governing legislation in the year 2000, the College has been tirelessly committed to protecting the public interest and ensuring that our members provide professional, ethical, qualified and accountable care.

We have demonstrated our commitment by continuing to build upon previous accomplishments, setting goals and completing projects and initiatives that align with our strategic plan and its four priorities: strengthen stakeholder and public awareness; uphold ethical and professional practice; maintain effective governance; and achieve regulatory effectiveness.

In 2018, we strengthened stakeholder and public awareness through a number of outreach initiatives, including a robust employer awareness campaign based on strengthening title protection and promoting the benefits of hiring registered social workers and social service workers. The campaign drove engagement between the College and employers through the quarterly *Employer*



**Shelley Hale**, RSSW  
President



**Lise Betteridge**, MSW, RSW  
Registrar & CEO

*Communiqué* and biannual Employer Roundtables, where employers could engage in direct dialogue with the College.

We also engaged our government stakeholders to address our concerns in relation to regulations made under the *Child, Youth and Family Services Act*, which set out the qualifications of Children's Aid Society staff. As a result of our efforts, we highlighted key issues, achieved some of our initial goals and set the scene for further progress.

The College is committed to ensuring its members uphold professional and ethical practice. In 2018, we provided thousands of practice consultations to members, employers and the public and delivered presentations across Ontario. We continued to support our members' ongoing professional development through educational opportunities such as the Annual Meeting and Education Day, Educational Forums, and the Continuing Competence Program.

The College maintains effective governance through the work of our Council. In 2018, Council approved a number of policies that increase transparency, enhance public confidence, and reflect best practices in the regulatory sector. These included bylaw amendments with respect to Council composition, eligibility and disclosure, as well as policy revisions dealing with Council and committee roles and evaluation.

We also developed new initiatives to further protect the public and ensure accountability, including an Unregulated Practitioners section on our website — a listing of unregulated practitioners in Ontario who are the subject of a court proceeding. We are proud to have developed a Support Person Program that will provide support to individuals who have experienced sexual abuse by a social worker or social service worker. These initiatives support the College in our strategic objective to achieve regulatory effectiveness.

Following the provincial election, the College welcomed the Honourable Lisa MacLeod as the newly appointed Minister of Children, Community and Social Services. We would also like to take this opportunity to say goodbye to the following public members of Council: Lisa Foster, David Hodgson, Lily Oddie, Sophia Ruddock, and elected member Thomas Horn, RSW. Thank you for your hard work and dedication. Council also welcomed newly appointed public members Lisa Kostakis; Andy Kusi-Appiah; and newly elected member Sanjay Govindaraj, RSW.

The Ontario College of Social Workers and Social Service Workers is serious about public protection. When Ontarians use the services of registered social workers and registered social service workers, we want them to know that they are protected. We look forward to continuing to serve and protect the Ontario public in the year ahead.

what's in a  
**name?**

## Public protection

The College protects the Ontario public from unqualified, incompetent and unfit practitioners.

# 2018 Accomplishments

The strategic priorities listed below are taken from the College's 2016-2019 Strategic Plan:

## Strengthen Stakeholder and Public Awareness

### Public

- Updated the College website regularly, which included the development of a new Public section.
- Increased total social media followers to 7,066 as of December 31, 2018, which represents a 55% increase over the previous year.
- Drove an overall increase of website users from 181,836 in 2017 to 232,419 in 2018.
- Continued proactive media outreach and communicated with journalists on a regular basis to advise them of the College's role, the protected titles and the Online Register.

- Participated in a *National Post* public awareness campaign to increase knowledge about the College and its role as a regulatory body.
- Developed a public awareness campaign, which included a benchmarking survey to gauge public awareness of the College and its role in Ontario, to launch in 2019.

### Members

- Increased overall membership to 21,063 (18,383 social work members, 2,458 social service work members and 222 dual members) as of December 31, 2018.
- Registered 1,629 social work members and 506 social service work members, including 1,029 new graduates, for a total of 2,135 new members.
- Attained a 94% rate of renewal of College members.
- Held Educational Forums for members in North Bay and Kingston.
- Hosted over 520 participants, and reached approximately 370 others via live webcast, at the 2018 Annual Meeting and Education Day (AMED).
- Completed a comprehensive redesign of the biannual *Perspective* newsletter both online and as a PDF; distributed newsletter to members and other stakeholders in the spring and fall.

- Distributed 105 eBulletins to members and other stakeholders on a range of regulatory and practice issues.
- Crafted a communications strategy to dispel inaccuracies circulating concerning language in the Registration Regulation.

### Employers & Educators

- Published four issues of the *Employer Communiqué* on the College website and distributed to employers via email.
- Hosted Employer Roundtables in Kitchener and Sudbury.
- Further developed the College's employer outreach campaign, which included digital advertising and targeted messaging to inform employers about the role of the College.
- Responded to inquiries from social work deans and directors and social service work coordinators regarding a range of practice and regulatory issues.

### Government

- Leveraged government relations expertise to ensure visibility for the College.
- Provided a submission to the then Minister of Children and Youth Services and other stakeholders regarding proposed regulations under the *Children, Youth and Family Services Act*; the new regulation was updated to require Local Directors of Children's Aid Societies to be registered, and the College secured a commitment from government to

work toward a goal of requiring registration of Children's Aid Society supervisors beginning January 2019.

- Welcomed the Honourable Lisa MacLeod on her appointment as Minister of Children, Community and Social Services.

### Uphold Ethical and Professional Practice

- Provided 3,460 practice consultations to members, employers and the public, with the most common inquiries related to consent/confidentiality/duty to warn, private practice, and scope of practice.
- Responded to 497 Continuing Competence Program (CCP) inquiries.
- Achieved a 99.31% compliance rate in the 2017 CCP.
- Delivered 61 presentations to social work programs, social service work programs, and workplaces.
- Staffed a booth at seven career fairs and one conference.
- Developed the following Practice Notes: "But 'They' Told Me To! Owning your Professional Accountability" and "What's Legislation Got to Do with It?"
- Sent student curriculum packages to social work and social service work schools.

- Sent an eBulletin to all members focusing on continuing competence/recommendations from the Domestic Violence Death Review Committee (DVDRC).
- Updated the Standards of Practice and Practice Guidelines (Medication Practices) in relation to the *Child, Youth and Family Services Act* and the controlled act of psychotherapy.
- Revised various College resources to ensure currency after proclamation of provisions in the *Regulated Health Professions Act* regarding the controlled act of psychotherapy, and provisions in the *Social Work and Social Service Work Act* permitting members to use the title “psychotherapist.”

## Maintain Effective Governance

- Held Council elections in Electoral District No. 4, and issued press release announcing Council election results.
- Revised and approved several governance policies.
- Leveraged technology to enhance work of Council and committees.
- Promoted a culture of diversity, inquiry and accessibility at the College.

## Achieve Regulatory Effectiveness

### Complaints and Discipline

- Supported the work of the Complaints and Executive Committees in conducting regulatory investigations and issuing decisions and reasons pursuant to the *Social Work and Social Service Work Act* (SWSSWA).
- Supported the work of the Discipline and Fitness to Practise Committees in conducting regulatory hearings and pre-hearing conferences pursuant to the SWSSWA and the rules of procedure of the Discipline and Fitness to Practise Committees.
- Published Discipline Committee decisions and reasons as ordered by the Discipline Committee on the College website and in the *Perspective* newsletter.
- Monitored member undertakings as well as orders from the Discipline and Fitness to Practise Committees.
- Created an Unregulated Practitioners page on the College website along with a corresponding Title Protection Fact Sheet.
- Continued to implement and monitor protocols developed as a result of the Complaints Satisfaction Survey.

- Approved new rules of procedure for the Discipline and Fitness to Practise Committees.
- Developed the framework for the development of a program to support victims of sexual abuse by College members.
- Developed a risk assessment tool to support the work of the Executive and Complaints Committees.

### Regulatory Outreach

- Engaged in ongoing and regular communication with other Canadian social work regulators around a range of matters, including registration, mobility, practice, continuing competence, and discipline.
- The Registrar was part of the panel on measuring regulatory effectiveness for a Council on Licensure, Enforcement and Regulation (CLEAR) symposium in Toronto.
- The Registrar was part of the CLEAR conference planning and Executive Leadership Program (ELP) committees and co-taught the ELP in Edmonton and Wellington, New Zealand.
- The Deputy Registrar was appointed to the national planning committee of the Canadian Network of Agencies for Regulation.
- The Director of Complaints and Discipline represented the College at two regulatory conferences in April and May.
- Provided comments to the British Columbia College of Social Workers regarding its revised Standards of Practice; the College of Optometrists of Ontario's Quality Assurance Committee on the College's revisions to the Continuing Competence Program; the College of Occupational Therapists of Ontario regarding its revised Standards for Psychotherapy; and the College of Registered Psychotherapists of Ontario on its regulation and documents related to the controlled act of psychotherapy.
- The Registrar and the Communications Manager presented on the College's employer outreach campaign to the communications professionals of the Federation of Health Regulatory Colleges of Ontario.



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## Title protection

In Ontario, only College members can use the protected titles "social worker/ registered social worker" and "social service worker/ registered social service worker."

# 2018 Committee Reports

## Executive Committee

**Shelley Hale**, RSSW, President

**Lisa Seburn**, RSW, Vice-President

**Déirdre Smith**, Public Member, Vice-President

**Mukesh Kowlessar**, RSSW

**Toula Kourgiantakis**, RSW

**Rick Lamb**, Public Member

- The Executive Committee provides leadership to Council and facilitates its efficient and effective functioning. The Executive Committee is authorized to exercise any power or perform any duty of the Council between meetings of Council, other than the power to make, amend or revoke a regulation or bylaw.
- In addition to acting on behalf of Council, the Executive Committee receives and reviews reports from the investigation of mandatory reports concerning the conduct or actions of College members and makes referrals to the Discipline and Fitness to Practise Committees of the College.
- The Committee's statutory mandate also includes the approval of the Registrar's appointment of investigators.
- In 2018, the Executive Committee considered and forwarded to Council many matters that are described elsewhere in this Report.

## Mandatory Report Statistics

In 2018, the Executive Committee:

- Considered 29 reports and closed 29 reports investigations.
- Issued 19 written decisions and reasons.
- Made eight referrals to the Discipline Committee.
- Made one referral to the Fitness to Practise Committee.

## Discipline Committee

**Frances Keogh**, RSW, Chair

- To December 31, 2018, the Discipline Committee received nine referrals, held 15 hearings, 10 pre-hearing conferences, and issued 12 written decisions.
- As ordered by the Committee, summaries of the Committee's issued decisions have been published in the College's official publication and on the College's website and in any other manner or outlet for publication that the College deems appropriate.
- The Committee updated its decision template.

## Fitness to Practise Committee

**Frances Keogh**, RSW, Chair

- To December 31, 2018, the Fitness to Practise Committee received one referral, held three hearings and one pre-hearing conference, and issued three decisions.
- The Committee updated its decision template.

## Complaints Committee

**Sue-Ellen Merritt**, RSSW, Chair

- In 2018, the Complaints Committee considered 63 new complaint investigations.
- The Committee closed 64 complaint investigations.
- The Committee issued 63 written decisions and reasons.

- The Committee delivered six personal attendance cautions.
- The Committee made one referral to the Discipline Committee.

## Registration Appeals Committee

**Richard (Rick) Lamb**, Public Member, Chair

- Six requests for review were received in 2018 (five social work, one social service work).
- The Committee considered eight requests for review (five social work, three social service work); seven decisions with reasons were issued; one decision was approved in principle.

## Election Committee

**Toula Kourgiantakis**, RSW, Chair

- The Committee reviewed election documents, questionable nominations and ballots, and participated in a training program with scrutineers.
- The entire election process was once again available online, including the call for nominations and the voting process.
- Congratulations to Amanda Bettencourt, RSSW, Sanjay Govindaraj, RSW, Sue-Ellen Merritt, RSSW and Donald Panton, RSW, who were elected to three-year terms beginning September 2018.

## Standards of Practice Committee

**Angèle Desormeau**, RSSW, Chair

- The Standards of Practice Committee considers and reviews the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.
- The Committee recommends to Council a process for consulting the members of the College in connection with the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.

- The Committee implements, or cause to be implemented, in accordance with Council's direction, a consultation process in connection with the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.
- The Committee recommends, for the approval of Council, changes to the Standards of Practice of the College and adoption of guidelines which relate to the Standards of Practice of the College.
- The Committee recommends, for the approval of the Registrar or Council, printed and other material which they consider appropriate in order to communicate Standards of Practice and guidelines to members of the College.
- The Committee performs such other duties as may from time to time be determined by Council.
- In 2018, the Committee considered the issue of cultural humility in social work and social service work practice.
- Following its review, the Committee recommended the development of practice resources to address the need for members to engage in ongoing professional development in this area; two practice resources, which direct members to relevant interpretations in the Standards of Practice, have been developed to date, and will be published in the spring 2019 issue of *Perspective*.

## Finance Committee

**Mukesh Kowlessar**, RSSW, Chair

- The Finance Committee makes recommendations to Council on matters related to the College's financial planning, financial management and asset management including:
  - the annual operating budget
  - internal financial controls
  - financial policies and fiscal plans
  - policies for the investment of funds
- The Committee regularly reviewed the College's financial statements and the statements of the College's current financial portfolio. The Committee recommended to Council revisions to the College's Long-Term Investment Policy which would permit investment in equities.
- The Committee reviewed policies related to the management of College finances.
- At the recommendation of the Committee, the College's auditor provided an orientation to Council at the September 2018 Council meeting on the College's finances and the Council's fiduciary responsibilities.
- The Committee directed the process for the development of the 2019 annual budget and work plan, considered cash flow projections and recommended a \$20 increase in general membership fees for 2019.

- The Chair of the Finance Committee presented the 2019 draft budget and work plan to Council; it was approved at the December 2018 Council meeting.

## Nominating Committee

**Donald Panton**, RSW, Chair

- The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the statutory committees and non-statutory committees established in the bylaws of the College.
- The Committee held an orientation meeting in August 2018 to review the statutory requirements regarding membership on the statutory committees and the requirements of Committee membership for those non-statutory committees set out in bylaw.
- The Committee met in September 2018 to review Council member and non-Council member expressions of interest respecting membership on the statutory and non-statutory committees, and made recommendations to Council on the appointment of members and chairs to each of the committees at the September 2018 Council meeting.

## Governance Committee

**Déirdre Smith**, Public Member, Chair

- The mandate of the Governance Committee is: to develop, maintain and review governance policies and procedures; to make recommendations to Council regarding policies, procedures and changes; and to perform such duties as may from time to time be determined by Council.
- The Committee reviewed and recommended amendments to a number of Governance policies in accordance with the review cycle.
- The Committee continued to implement objectives from the 2016-2019 Strategic Plan approved by Council in May 2016.

## Titles and Designations Committee

**Frances Keogh**, RSW, Chair

- The Titles and Designations Committee considers appeals submitted by members (appellants) within 30 days after being notified by the College that the Registrar has determined that the appellant does not hold an earned doctorate in social work, as defined by subsection 47.3(2) of the *Social Work and Social Service Work Act*.

- The Committee delivers its decision in writing to the appellant and the Registrar.
- The decision of the Committee is final and binding and no further appeal is allowed.

## Corporations Committee

**Linda Danson**, RSW, Chair

- The Corporations Committee considers appeals submitted by the corporation within 30 days after being notified of the matter by the College.
- The Committee delivers its decision either to the Registrar and/or to the appellant.
- The decision of the Corporations Committee is final and no further appeal is allowed.

what's in a  
**name?**

# Professional & ethical practice

College members are committed to delivering professional, ethical, qualified and accountable care and services.

# 2018-19 College Council



## College Council

(as of December 31, 2018)

**Amanda Bettencourt**, RSSW

**Charlene Crews**, RSSW

**Linda Danson**, RSW

**Angèle Desormeau**, RSSW

**Judy Gardner**, RSSW

**Sanjay Govindaraj**, RSW

**Shelley Hale**, RSSW

**Frances Keogh**, RSW

**Lisa Kostakis**, Public Member

**Toula Kourgiantakis**, RSW

**Mukesh Kowlessar**, RSSW

**Andy Kusi-Appiah**, Public Member

**Richard (Rick) Lamb**, Public Member

**Sue-Ellen Merritt**, RSSW

**Donald Panton**, RSW

**Vinita Puri**, RSW

**Lisa Seburn**, RSW

**Déirdre Smith**, Public Member

## Non-Council Committee Members

**Huda Alsarraj**, RSW

**Greg Clarke**, RSSW

**Delia Sinclair Frigault**, RSW

**Rita Silverthorn**, RSW

**Isabella Thomson**, RSW

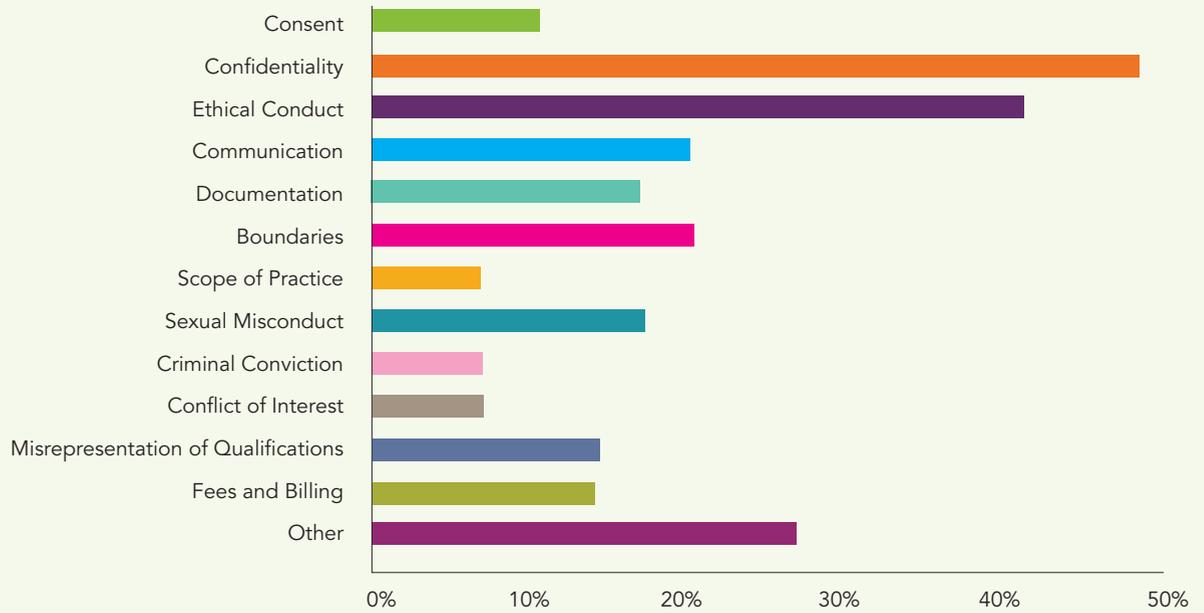
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# Rigorous complaints & discipline processes

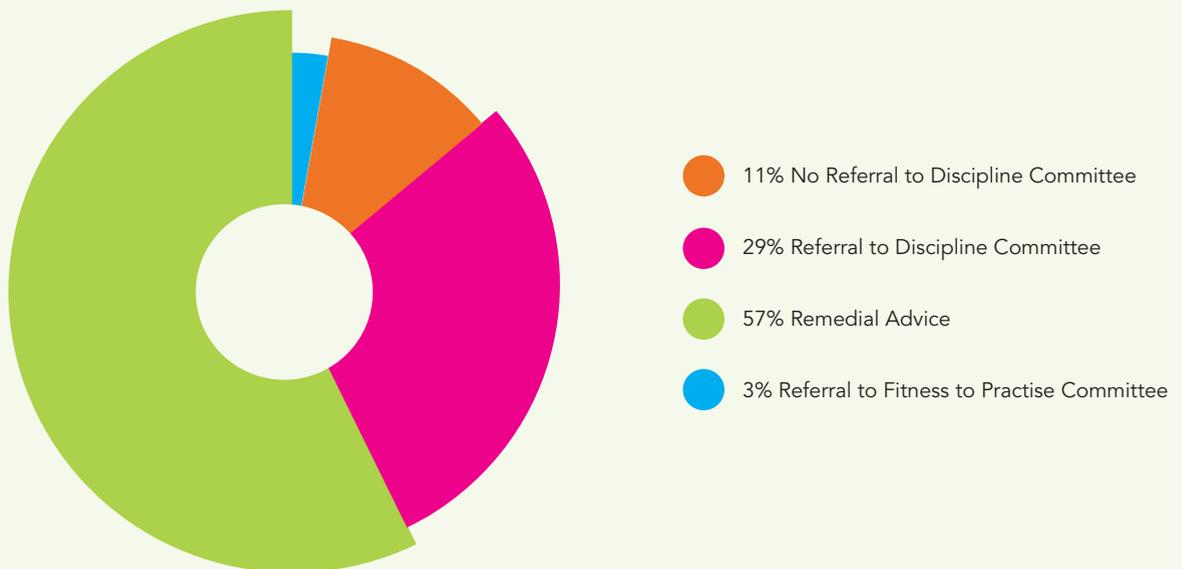
The College considers and investigates reports and complaints regarding alleged misconduct of College members.

## Issues Raised by Reports and Mandatory Reports

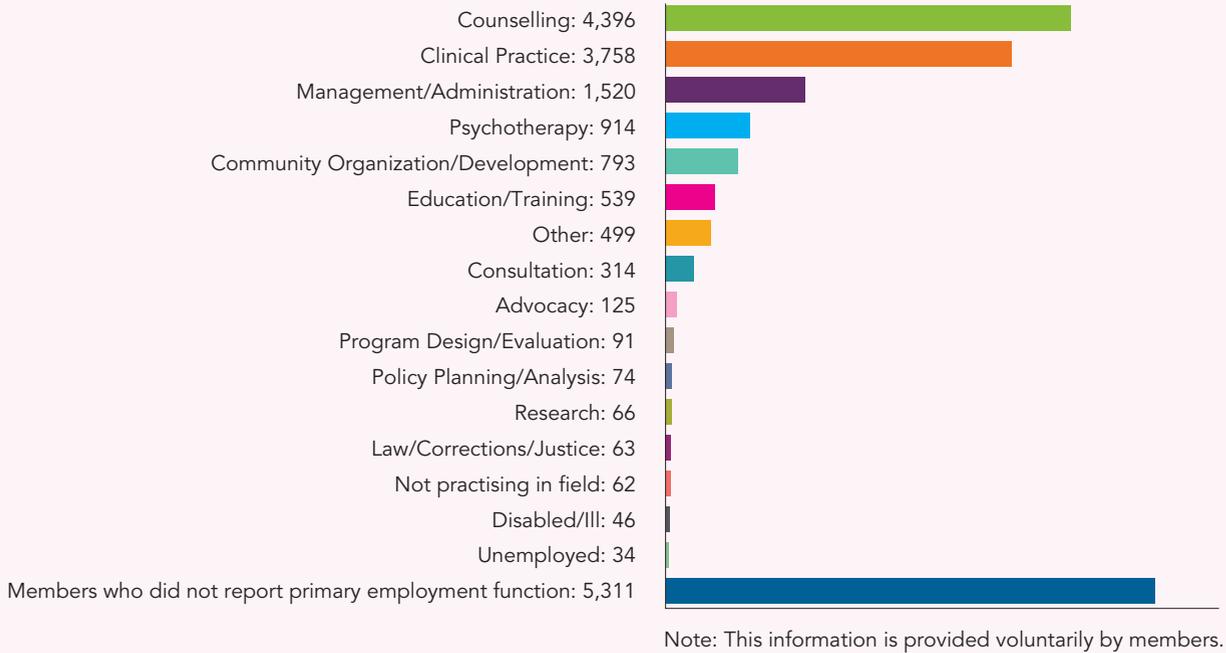
NB: Reports and mandatory reports often raise several social work/social service work issues.



## Disposition of Reports and Mandatory Reports



## Primary Employment Function for Registered Social Workers



## Primary Employment Function for Registered Social Service Workers



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# Independent Auditor's Report and Financial Statements

# Independent Auditor's Report

## To the Board of Directors of Ontario College of Social Workers and Social Service Workers

### Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2018, the summary statements of operations, and the statement of changes in fund balances for the year then ended and related notes, are derived from the audited financial statements of Ontario College of Social Workers and Social Service Workers for the year ended December 31, 2018.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the basis described in Note 2 to the summary financial statements.

### Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not for profit organizations. Reading the summary financial statements and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

## The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated April 16, 2019.

### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the basis described in Note 2 to the summary financial statements.

### Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

*Crowe Soberman LLP*

**Crowe Soberman** LLP

Chartered Professional Accountants

Licensed Public Accountants

Toronto, Canada

April 16, 2019

# Financial Statements

## Statement of Financial Position

At December 31	2018	2017
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$ 3,213,848	\$ 2,701,905
Short-term investments	2,035,950	1,575,494
Prepaid expenses and sundry	82,173	80,475
Interest receivable	21,671	21,114
	<b>5,353,642</b>	4,378,988
<b>Long term investments</b>	<b>3,890,635</b>	4,559,178
<b>Equipment and leaseholds</b>	<b>962,398</b>	942,544
	<b>\$ 10,206,675</b>	\$ 9,880,710
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 853,167	\$ 814,863
Deferred revenue	4,216,517	3,433,193
	<b>5,069,684</b>	4,248,056
<b>Commitments and contingencies</b>		
<b>NET ASSETS</b>		
<b>Net assets invested in equipment and leaseholds</b>	<b>962,398</b>	942,544
<b>Unrestricted net assets</b>	<b>4,174,593</b>	4,690,110
	<b>5,136,991</b>	5,632,654
	<b>\$ 10,206,675</b>	\$ 9,880,710

# Financial Statements (con't)

## Statement of Changes in Net Assets

Year ended December 31

	Net assets invested in equipment and leaseholds	Unrestricted	2018	2017
Balance, beginning of year	\$ 942,544	\$ 4,690,110	<b>\$ 5,632,654</b>	\$ 6,453,937
Deficiency of revenue over expenses	(289,041)	(206,622)	<b>(495,663)</b>	(821,283)
Inter fund transfer - invested in equipment and leaseholds	308,895	(308,895)	-	-
Balance, end of year	\$ 962,398	\$ 4,174,593	<b>\$ 5,136,991</b>	\$ 5,632,654

## Statement of Operations

Year ended December 31	2018	2017
<b>Registration and application fees revenue</b>	<b>\$ 6,284,006</b>	\$ 5,836,025
<b>Expenses</b>		
Salaries and benefits	<b>3,777,373</b>	3,448,355
Premises rent	<b>798,750</b>	766,358
Legal	<b>752,170</b>	1,265,190
Advertising and promotion	<b>233,896</b>	131,787
Council and committee meetings	<b>232,399</b>	227,941
Consulting	<b>186,999</b>	120,342
Bank charges	<b>158,003</b>	143,249
Leasing and maintenance	<b>109,087</b>	79,555
Professional development	<b>85,069</b>	91,234
Office supplies	<b>80,090</b>	81,124
Audit and accounting	<b>36,160</b>	34,352
Telephone	<b>35,943</b>	34,798
Postage and courier	<b>34,134</b>	42,618
Website	<b>29,814</b>	33,445
Insurance	<b>27,529</b>	25,543
Printing and stationary	<b>22,189</b>	26,930
Translation	<b>20,907</b>	16,340
Election	<b>3,585</b>	4,295
Amortization of equipment and leaseholds	<b>289,041</b>	213,457
	<b>6,913,138</b>	6,786,913
<b>Deficiency of revenue over expenses before investment income</b>	<b>(629,132)</b>	(950,888)
<b>Investment income</b>	<b>133,469</b>	129,605
<b>Deficiency of revenue over expenses</b>	<b>\$ (495,663)</b>	\$ (821,283)

# Notes to Financial Statements

## 1. Organization

Ontario College of Social Workers and Social Service Workers (“the College”) was created on March 1, 1999 pursuant to the proclamation of the Social Work and Social Service Work Act, 1998. The College is a non profit organization whose objectives are to regulate the practice of social work and social service work in Ontario, to govern its members and to protect the public interest. The College is exempt from income tax under Section 149(1)(1) of the Income Tax Act. Registration remains valid so long as the College continues to fulfill the requirements of the Act and regulations in respect of non profit organizations.

## 2. Summary financial statements

The summary financial statements are derived from the complete annual audited financial statements of the Ontario College of Social Workers and Social Service Workers for the year ended December 31, 2018, which were prepared in accordance with Canadian accounting standards for not for profit organizations.

A copy of the complete audited financial statements is kept on file at the Ontario College of Social Workers and Social Service Workers and can be provided upon request.

The set of criteria applied by management in preparing these financial statements is outlined in the paragraph below.

- (a) The figures presented in the summary financial statements agree with or can be recalculated from the figures presented in the complete audited financial statements.
- (b) Management believes that the summary financial statements contain the necessary information and are at an appropriate level of aggregation so as not to be misleading to the users.
- (c) Management determined that the statement of cash flows does not provide additional useful information and as such has not included them as part of the summary financial statements.



[ocswssw.org](http://ocswssw.org)

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and Social Service Workers**

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