

# Fair Registration Practices Report

## Social Service Workers (2019)

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.

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

#### 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

### 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, 2019, the registration fee increased by \$20 to \$230 (for applicants who apply for registration before December 31 of the year in which they graduate from a social service work program) and to \$330 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 change requires revisions to multiple forms of communication with applicants and members, including registration documents (i.e. application forms, registration guides), the College website, applicant/member correspondence, 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.**

In 2019, the College added a new question on the application form in which we ask the applicant to indicate whether they are currently, or have ever been, a member of any other regulatory body. We also began to ask this question at renewal to all members. The applicant/member is required to provide the name and address of the regulatory body as well as the dates of registration.

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

An impact to applicants has not been identified.

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

The inclusion of this question on the application form facilitates and reinforces the College's public protection mandate as we are able to confirm an individual's registration history (including discipline/conduct matters) with other regulators. Staff routinely verify the applicant's registration status and record on public registers, if available, and will follow up with regulators when necessary.

**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.**

As in previous years, ongoing extensive and relevant training is provided to all staff (including registration staff) across the College as well as Council members and the members of the Registration Appeals Committee. The training ensures that all of those involved in all stages of the registration process remain current and competent and are aware of regulatory trends.

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

By ensuring that valuable and applicable training is accessible to those who are involved in the registration process, the College is able to provide applicants with a positive registration experience.

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

Staff, Council and committee members are able to assist applicants through the registration process as they maintain relevant and appropriate knowledge and skills.

**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

**l) Other (include as many items as applicable)**

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

In late 2019, the College began to send a survey to new members in order to collect data and gather feedback on their registration experience.

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

As the survey is still very new and we have only preliminary data at this point, there has been no impact on applicants as of yet. Once we have received a significant number of responses we can begin to analyze the data

and identify trends and areas for improvement.

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

As described above, with time, an analysis of the results of the survey will enable the College to identify areas for improvement.

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

No changes this year

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## 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
Male	86
Female	601
None of the above	5

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	373
Female	2640
None of the above	6

Additional comments:

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
648	20	1	U.K. 1 Total 1	22	692

<sup>1</sup> 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 education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
577	5	1	India 1 Mexico 1 Total 2	14	599

<sup>1</sup> 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 education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
2940	28	11	Brazil 1 Hong Kong 3 India 4 Mexico 1 Poland 1 Total 10	30	3019

<sup>1</sup> 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 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	648	20	1	1	22	<b>692</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	264	8	0	0	22	<b>294</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	577	5	1	2	14	<b>599</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

<sup>1</sup> 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><b>Description (a)</b></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><b>Description (b)</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><b>Description (c)</b></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 <sup>st</sup> to December 31 <sup>st</sup> 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	3	0	0	0	0	3
Appeals heard	2	0	0	1	0	3
Registration decisions changed following an appeal	0	0	0	1	0	1

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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**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	37.5
Staff involved in appeals process	2
Staff involved in registration process	10.5

**Additional comments:**

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### 3. Submission

**I hereby certify that:**

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

**Title:**  
 Deputy Registrar

**Date:**  
 2020/02/26

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