

FALL 2024

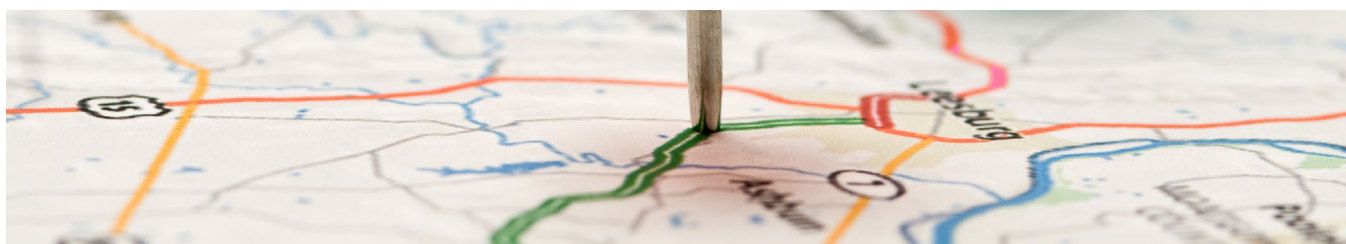
# PERSPECTIVE

A PUBLICATION OF THE ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS



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# MESSAGE FROM THE REGISTRAR AND CEO

A ROADMAP FOR CHANGE – INTRODUCING THE 2024-2029 STRATEGIC PLAN



➤ As we welcome the fall season, a time of change and reflection, I'm excited to introduce the Ontario College of Social Workers and Social Service Workers' (the College's) [2024-2029 Strategic Plan](#). This new strategic direction represents a time of growth and renewal for the College, guiding us over the next five years as we strengthen our commitment to regulatory excellence and public protection.

Much like autumn's transition, our Strategic Plan is a testament to the College's ongoing journey of transformation and marks our readiness to evolve and adapt to the changing landscape of Ontario's social work and social service work professions. The Strategic Plan is the result of extensive collaboration with registrants, Council members, College staff, partners and the public. Each diverse perspective has enriched this strategic direction to build a vision for a more inclusive and equitable future.

Throughout the development of this Strategic Plan, we were reminded of the power of language – how the words we choose can shape understanding, strengthen relationships or unintentionally reinforce bias. With that in mind, as part of our strategic planning process, we have made an intentional shift in how we use language. Going forward, the College will use the phrase “equity, diversity and inclusion” (EDI) instead of “diversity, equity and inclusion” (DEI). We will also move

away from using the term “stakeholder” to take a more inclusive approach and prevent perpetuating harm to Indigenous communities.

These changes highlight our understanding that without equitable practices, the needs of diverse groups are not fully addressed, and inclusion efforts remain limited. Diversity and inclusion are important, but they cannot be fully achieved without first addressing ongoing inequities. Language is not just a tool but a powerful expression of our values, particularly in social work and social service work, where equity is at the heart of supporting marginalized communities.

The College is deeply committed to truth, reconciliation and decolonization. We acknowledge the harm that has been perpetuated against First Nations, Inuit and Métis Peoples and recognize our responsibility to contribute to healing and systemic change. By building meaningful partnerships with Indigenous communities and implementing the Truth and Reconciliation Commission's Calls to Action, we are planting the seeds for a more equitable future. Initiatives over the next five years such as mandatory anti-Indigenous racism training and data-driven policies will help amplify Indigenous voices and ensure that our efforts are meaningful and measurable.



At the same time, the College is also focusing on addressing anti-Black racism, particularly the systemic barriers faced by Black individuals in both of Ontario's child welfare and judicial systems. Through evidence-based strategies and collaboration with Black-led organizations, we are dedicated to dismantling these barriers and ensuring accountability in our work. Over the next five years, we will track our progress with ongoing reporting and metrics, keeping our efforts transparent and on course.

As we continue this journey together, I want to thank you for your ongoing trust and support. Much like the fall season invites reflection and renewal, let's use this time to grow, evolve and work towards a stronger, more

equitable future for all. I encourage you to explore our [2024-2029 Strategic Plan](#) in detail and consider how it will guide our collective work over the next five years. Together, we'll continue to protect the public, uphold professional standards and strengthen our commitment to equity to pave the way for lasting change.

Sincerely,

**Denitha Breau**, RN, MSN, MBA

Registrar and CEO

Ontario College of Social Workers and  
Social Service Workers

# HEALING THROUGH TRADITION

CASSANDRA FORGET'S JOURNEY IN INDIGENOUS SOCIAL WORK



➤ Cassandra Forget's journey into social work is a powerful blend of personal experience and a deep commitment to mental health. As the Indigenous Social Worker at Chigamik Community Health Centre (Chigamik) in Midland, Ontario, Cassandra's practice bridges Indigenous traditions with modern social work practices, offering a unique and compassionate approach that resonates with the needs of the people she serves. "It's about offering a safe place to talk about mental health and not feeling alone," Cassandra explains, highlighting her commitment to the field. Chigamik serves the large population of First Nation, Métis and Francophone communities in the region.

## FROM PERSONAL CHALLENGES TO PROFESSIONAL ACHIEVEMENTS

Cassandra's early life exposed her to the mental health struggles faced by those around her, including friends and family. Recognizing the lack of safe spaces for open discussion about mental health, she was inspired by her mother and sister, both of whom are dedicated to mental health services. Their influence guided Cassandra toward a career in social work, beginning with a social service worker diploma from Fleming College and later completing a bachelor's degree in social work from Lakehead University.



Cassandra's personal challenges became the foundation for her professional achievements. Over the past seven years at Chigamik, she has expanded her role beyond traditional counseling to include group programs, community events and outreach efforts that focus on the needs of Indigenous people along the shores of Georgian Bay.

## COLLABORATING IN A MULTI-DISCIPLINARY ENVIRONMENT

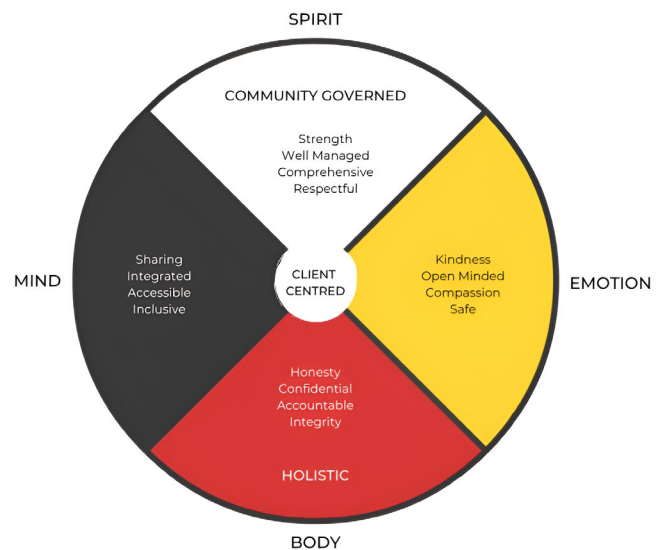
At Chigamik, Cassandra works within a multi-disciplinary team, collaborating with doctors, nurses and other health professionals to provide holistic care. This shared setting presents unique challenges and opportunities, particularly in integrating Indigenous perspectives into everyday practice. Cassandra is actively involved in an Indigenous committee that ensures cultural traditions are central to the centre's operations. One initiative that Cassandra is particularly proud of is "Tiny Teachings," where staff share cultural insights and updates to deepen their understanding of providing culturally safe care. This initiative is just one example of how Cassandra works to embed Indigenous knowledge into the daily work at Chigamik. Cassandra also highlights the importance of client confidentiality, noting that, "It's getting that consent from your client in knowing their

comfortability with their personal information," while appreciating the benefits of streamlined referrals and data sharing.

## EMBRACING INDIGENOUS CULTURE IN PRACTICE

Cassandra's Métis heritage plays a vital role in her approach to social work. She regularly incorporates traditional practices like smudging into her sessions to cultivate a positive and grounded environment. "Smudging is something I offer regularly in both individual and group sessions," she says. Cassandra is committed to respecting the diverse needs of her clients, ensuring that even those who do not follow Indigenous traditions find suitable paths to care. "Some clients might not practise Indigenous traditions, so I work with them to find what suits them best," she notes.

Cassandra also approaches client care by using the wellness wheel to address various dimensions of clients' lives: mental, emotional, physical, spiritual, social, environmental and financial. This key tool empowers clients to achieve a balanced sense of well-being.



## TRUST AND COMMUNITY CONNECTION

For Cassandra, building trust is at the heart of her practice. She understands the challenges of seeking help and strives to create a welcoming environment. "Just getting someone through the door can be a big step," she acknowledges. Whether it's through phone calls, in-person sessions or even a walk

outside, Cassandra meets clients where they are. This adaptability creates a welcoming environment that ensures clients feel seen and supported from the moment they arrive at Chigamik.

## LOOKING TO THE FUTURE OF COMMUNITY HEALING

Cassandra envisions a future where social work emphasizes the power of community. "Your healthcare is very important, but it doesn't have to be so daunting and heavy and scary," she says, imagining a world where healthcare providers are deeply integrated into the fabric of their communities. Her passion for restoring community connections, especially in the aftermath of the COVID-19 pandemic, drives her vision for the future. "I would want to get our community back together again. Restore a lot of those relationships, restore a lot of those partnerships," she expresses.

Through her work at Chigamik, Cassandra Forget is not only providing compassionate, culturally respectful care but also advancing a holistic, adaptable approach to mental health and community healing. Her dedication to integrating Indigenous traditions with modern practices is paving the way for a more empathetic and inclusive future in social work, one where community and connection are at the core of care.

*The College thanks Cassandra for speaking with us and sharing her experiences. In appreciation, the College has made a donation to Chigamik Community Health Centre.*



Photos taken at Chigamik Community Health Centre



# TIPS TO HELP REGISTRANTS RENEW THEIR REGISTRATION



➤ As the renewal period for 2025 approaches, the College has put together some tips to assist registrants in navigating this annual process. **Renewals for 2025 will open in early November.**

Keeping your registration with the College is important. Only individuals registered with the College are allowed to practise social work/social service work in Ontario, or use the titles “social worker,” “registered social worker,” “social service worker” or “registered social service worker.” Renewals for 2025 must be completed by **December 31, 2024**.

## NEW! RENEWAL TUTORIAL VIDEOS AND DEDICATED WEBPAGE

To help registrants navigate the renewal process, the College has developed three tutorial videos and a new webpage:

- [General information on how to renew](#)
- [How to sign in to the Online Portal](#)
- [Accessing the “My Profile” tab in the Online Portal](#), where registrants can change and update their academic history, employment history and personal information, as well as access their receipts and invoices
- [Annual Renewals webpage](#)

## DO INACTIVE AND RETIRED REGISTRANTS ALSO NEED TO RENEW THEIR REGISTRATION?

**Yes.** Registrants in the inactive and retired classes of registration still need to renew their registration. Those in the inactive class are also required to provide confirmation of participation in the [Continuing Competence Program](#) (CCP) for 2024.

## WHAT ABOUT NEW REGISTRANTS WHO REGISTERED IN 2024, DO THEY ALSO HAVE TO RENEW THEIR REGISTRATION?

**Yes.** Renewals are based on the calendar year, and not the date of initial registration.

New registrants who were issued a certificate of registration at any time in 2024 must complete their 2025 renewal and provide confirmation of participation in the CCP for 2024.

## WHAT ARE THE 2025 RENEWAL FEES?

The renewal fees for 2025 are:

- General class of registration: \$400
- Inactive class of registration: \$200
- Retired class of registration: \$50
- Electronic practice: \$50

## HOW CAN REGISTRANTS RENEW THEIR REGISTRATION?

Once the renewal period opens, registrants can renew their registration and pay their annual fee through the [Online Portal](#).

To sign in, registrants must use the email address they set as their “preferred email” with the College. If registrants are unsure which email address they have set as their “preferred email,” it is the one where they receive all email communications from the College.

We encourage registrants to also check out the new [tutorial video](#) on how to sign in to the Online Portal for more tips!

## DOES THE COLLEGE OFFER RECEIPTS?

The College no longer offers separate tax receipts. Registrants can download a copy of their invoice from

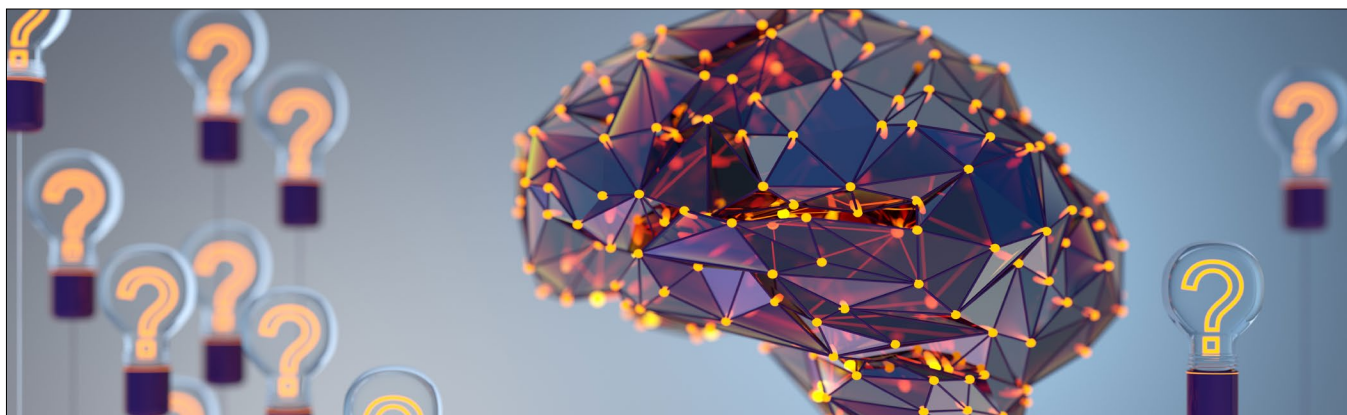
the “My Invoices” tab in Online Portal and use it as a tax receipt.

More information about renewals can be found on the [College’s website](#). For any questions or inquiries about renewals, contact the Registration and Renewals Department at [info@ocswssw.org](mailto:info@ocswssw.org).

## PARTICIPATE IN THE EQUITY AND INCLUSION DATA INITIATIVE!

During the annual renewal process, registrants are once again invited to share their demographic information voluntarily as part of the College’s Equity and Inclusion Data Initiative. This annual process will help us create a more inclusive College community that is representative of the Ontario public. More information on the Equity and Inclusion Data Initiative can be found on the [College’s website](#).

# THE CONTROLLED ACT OF PSYCHOTHERAPY – AM I QUALIFIED?



➤ The College often receives questions from registrants, employers and clients about the competency requirements for performing the controlled act of psychotherapy. College registrants, along with those from five other regulatory bodies, are authorized to perform the controlled act of psychotherapy, provided they have completed the necessary additional training to be deemed competent. To help assess readiness, the [Practice Guidelines for Performing the Controlled Act of Psychotherapy](#) contains a checklist that registrants

should review to assess their readiness to provide psychotherapy services. These guidelines are crucial not only for ensuring client safety and well-being, but also for emphasizing the importance of competence, ethical practice and continuous professional development in psychotherapy. Registrants are encouraged to regularly self-assess and seek supervision to maintain the highest standards of safe and effective service.



It is important to note that the College **does not** consider performing the controlled act of psychotherapy to be an entry-to-practice competence. The skills, knowledge and judgment required to perform the controlled act of psychotherapy develop with time and experience and are not acquired from academic training alone, even if that training includes practicum requirements.

It is also important to note that the College may request registrants to provide evidence of their training and demonstrate how they meet the checklist requirements at any time, especially if their competence to perform the controlled act of psychotherapy is questioned. When completing the checklist below, registrants are advised to seek input and consultation from supervisors or others familiar with their practice to determine their readiness to perform the controlled act of psychotherapy.

### CHECKLIST: AM I PREPARED TO PERFORM THE CONTROLLED ACT OF PSYCHOTHERAPY?

- In addition to my degree in social work/ diploma in social service work, I have:
  - a further degree or diploma with a clinical focus; and/or a certificate, or equivalent, from a program with a focus on performing the controlled act of psychotherapy; and
  - post-degree/diploma experience in performing the controlled act of psychotherapy (2-3 years; 2000-3000 hours of supervised experience in performing the controlled act of psychotherapy.)
- My coursework and practica had a clinical focus.
- I have engaged in a period of extensive clinical supervision with an experienced supervisor following the completion of my degree/diploma.
- I continue to obtain regular supervision (individual, group, peer) appropriate to my level of experience related to performing the controlled act of psychotherapy.
- My goals in the Continuing Competence Program are heavily weighted toward performing the controlled act of psychotherapy.

- My learning activities in the Continuing Competence Program include experiential learning and opportunities to practise and/or observe clinical interventions.
- I am aware of confidentiality and boundary issues, including those raised by the use of technology, and have considered the impact of any technology I am using in my practice.
- At least some of my ongoing training is more intensive (certificate programs, externships, in-depth courses.)
- I have reviewed, considered and understand the issues raised in the “Boundaries and Sexual Misconduct” section of the [Practice Guidelines for Performing the Controlled Act of Psychotherapy](#).
- I have reviewed, considered and understand the issues raised in the “Informed Consent and Confidentiality” section of the Practice Guidelines for Performing the Controlled Act of Psychotherapy.
- I have reviewed the [Standards of Practice](#) in their entirety and have considered the standards and interpretations relevant to performing the controlled act of psychotherapy.
- I have taken steps to ensure that I am adequately covered by professional liability insurance.

If registrants have questions about the checklist and their readiness to perform the controlled act of psychotherapy, they can **Book a Consult** with the Professional Practice Department or email [practice@ocswssw.org](mailto:practice@ocswssw.org).

### ADDITIONAL RESOURCES

- [Practice Guidelines for Performing the Controlled Act of Psychotherapy](#)
- [Practice Notes: Why you Need to put in the Time before Private Practice](#)
- [The Power of Conversation in Psychotherapy with Roxanne Francis, MSW, RSW](#)
- [Psychotherapy webpage](#)

# NAVIGATING THIRD-PARTY INFORMATION REQUESTS

## WHAT REGISTRANTS NEED TO KNOW



➤ The Professional Practice Department has received increasing inquiries from registrants who have been asked to release client information to third parties, such as banks, insurance companies, service providers and even the police. The [Standards of Practice](#) speak to this issue in [Principle V: Confidentiality](#), and the following interpretations must be considered:

5.1.2 College registrants shall obtain consent to the collection, use or disclosure of client information including personal information, unless otherwise permitted or required by law. 'Personal information' means information about an identifiable individual and includes (but is not limited to) personal health information.

5.2.1 College registrants shall obtain client consent prior to each disclosure of information, where consent is required. Clients may sign consent forms or provide verbal consent; College registrants shall document that consent was obtained.

5.2.2 When consent to the disclosure of information is required, College registrants shall make reasonable efforts to inform clients of the parameters of information to be disclosed, advise clients of the possible consequences of such disclosure, and inform

clients of the following:

- who is requesting the information (name, title, employer and address);
- why the information is desired;
- how the receiving party plans to use the information;
- if the receiving party may pass the information on to a third party without the client's consent;
- exactly what information is to be disclosed;
- the repercussions of giving or refusing to give consent;
- the expiration date of the consent if applicable; and
- how to revoke their consent.

### VALIDATING CONSENT

At times, registrants have shared that they received a consent form signed by a client from a third party but are unsure if it is valid. In these instances, registrants must confirm that the client has truly consented to sharing their information. It is also essential to verify that the client understands the purpose and potential consequences of disclosing their information. If registrants are unsure about their legal obligations to release client information, they should consider the following:

- Speak directly with the client to confirm their consent.

- Obtain a legal consultation through their organization or professional liability insurer.
- Consult with the [Information and Privacy Commissioner of Ontario](#).
- Request a subpoena if the police are involved.
- Review the College's [Privacy Toolkit](#) for additional guidance.

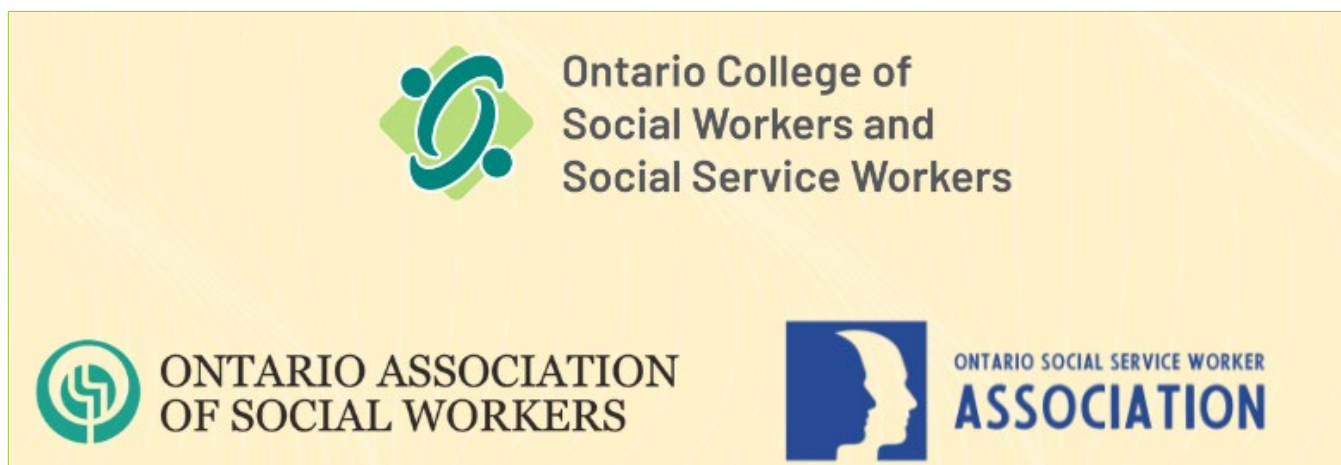
Lastly, registrants are reminded that they are legally allowed to share information with the College during a review or investigation without client consent, as stated in the Standards of Practice, Principle V: Confidentiality:

5.2.5 A College registrant, or the professional corporation through which they are practising, may disclose information to the College without client consent when required in relation to a review, investigation or proceeding under the *Social Work and Social Service Work Act, 1998*. College registrants and/or professional corporations shall not divulge more information than is reasonably required.

If registrants have questions about releasing client information to third parties, they are welcome to **Book a Consult** with the Professional Practice Department or email [practice@ocswssw.org](mailto:practice@ocswssw.org).

# YOUR QUESTIONS, ANSWERED

## KEY DIFFERENCES BETWEEN THE COLLEGE AND ASSOCIATIONS



➤ We often receive questions about the services the College offers to registrants, compared to those offered by the professional associations – the Ontario Association of Social Workers (OASW) and the Ontario Social Service Worker Association (OSSWA). We know these differences can sometimes be confusing, and we hope that the below information provides clarification on the key differences.

### WHAT DOES THE COLLEGE DO?

The College's main role is to protect the public by regulating social workers and social service workers and promoting ethical and professional practice. We do not advocate for the professions.

Our public protection mandate includes:

- setting entry-to-practice requirements
- establishing a [Code of Ethics and Standards of Practice](#) that all registrants must follow
- requiring registrants to engage in ongoing learning every year
- maintaining rigorous complaints and discipline processes.

### WHAT ABOUT ASSOCIATIONS?

Associations, including the OASW and OSSWA, advocate for the values, interests and concerns of the profession they represent. Professional associations' advocacy work typically focuses on the shared interests of the overall profession, rather than individual interests of



particular members. Membership in an association is optional, whereas registration with the College is required in order to practise social work or social service work in Ontario.

## DO THE COLLEGE AND ASSOCIATIONS OFFER SIMILAR SERVICES?

Yes, there is some overlap. Both the College and the professional associations provide professional development resources.

The College has a role in providing guidance and resources to support registrants in their practice. This includes the following services and resources:

- [Practice resources](#) including *Practice Notes*, *Practice Guidelines*, webinars and video resources.
- [Consultations](#) with the Professional Practice Department about an ethical or practice dilemma registrants are facing.

Associations cannot provide interpretation on the *Code of Ethics and Standards of Practice* or advise on what is included in the scope of practice for social work and social service work. Registrants can set up a [consultation](#) with the College's Professional Practice Department if they have questions on these topics.

Similarly, the OASW and the OSSWA also provide professional development resources for their members. Additionally, any College registrant, even if they are not OASW or OSSWA members, can access free webinars through the [OASW Learning Centre](#).

## WHAT ABOUT SERVICES ONLY OFFERED TO ASSOCIATION MEMBERS?

In addition to advocating for the profession they represent, associations provide other services to their members that fall outside of the College's mandate.

These include:

- Professional liability insurance for social work and social service work practice
- Job postings and career support
- Networking opportunities
- Access to discounts on group insurance plans and consumer discounts

The College does not offer these services.

## WHO WORKS WITH THE GOVERNMENT?

Both the College and associations work with the Ontario government in different capacities.

The College collaborates with the Ministry of Children, Community and Social Services to make changes to our governing legislation, the *Social Work and Social Service Work Act, 1998*, ensuring it continues to protect Ontarians.

Associations, on the other hand, provide collective advocacy with various ministries on issues related to the values, interests and concerns of the profession they represent. For example, they may advocate for closing wage gaps or addressing workforce challenges in the professions.

## KEY DIFFERENCES BETWEEN THE COLLEGE AND ASSOCIATIONS

Created by the Ontario College of Social Workers and Social Service Workers – October 2024

### OCSWSSW

- Registration is required
- Protects the public
- Entry-to-practice requirements
- Maintains a public Online Register
- Mandatory ongoing learning
- Rigorous complaints and discipline processes

### OASW and OSSWA

- Membership is optional
- Provides collective advocacy on behalf of the professions
- Job postings and career support
- Provides networking opportunities
- Offers professional liability insurance
- Offers discounts on group home, auto, medical and dental insurance
- Offers access to consumer discounts (e.g. gyms, retailers, etc.)
- Students can join

We hope this information helps to clarify the differences between the College and associations.

For questions or inquiries about the College's role and services offered, contact the Communications Department at [communications@ocswssw.org](mailto:communications@ocswssw.org).

For information or inquiries about the associations, contact the OASW at [info@oasw.org](mailto:info@oasw.org) and the OSSWA at [info@osswwa.ca](mailto:info@osswwa.ca).

## KEY DIFFERENCES BETWEEN THE COLLEGE AND ASSOCIATIONS



**OCSWSSW**

- ✓ Registration is required
- ✓ Protects the public
- ✓ Entry-to-practice requirements
- ✓ Maintains a public Online Register
- ✓ Mandatory ongoing learning
- ✓ Rigorous complaints and discipline processes



**OASW**



**OSSWA**

- ✓ Membership is optional
- ✓ Provides collective advocacy on behalf of the professions
- ✓ Job postings and career support
- ✓ Provides networking opportunities
- ✓ Offers professional liability insurance
- ✓ Offers discounts on group home, auto, medical and dental insurance
- ✓ Offer access to consumer discounts (e.g. gyms, retailers, etc.)
- ✓ Students can join

Created by the Ontario College of Social Workers and Social Service Workers - October 2024

## COUNCIL ROSTER FOR 2024-2025



**Daniel Afram** – Elected Social Worker

Daniel Afram completed his first degree in Psychology at Carleton University followed by a graduate certificate through Georgian College in Addictions Treatment and Prevention. He subsequently completed a BSW at Lakehead University and his MSW through Wilfrid Laurier University. Over the past two decades, Daniel has had the privilege of supporting children, adolescents, families and communities in the area of

trauma and concurrent disorders as a clinician and through policy advocacy. He is incredibly passionate about social and health policies within systemically marginalized and equity deserving communities. Daniel has previously worked in remote, rural, and urban communities within Canada where he held both clinical and leadership roles. As Clinical Director of the Umingmak Centre, the first Child and Youth Advocacy Centre in Nunavut focused on supporting children, adolescents and their respective families following disclosures of child maltreatment, Daniel helped establish a culturally safe model for childhood trauma for individuals accessing the Centre in collaboration with community members and experts. For this work, Daniel earned a Distinguished Service Award through the Canadian Association of Social Workers and the Association of Social Workers in Northern Canada.



**Nicole Bonnie** – Public Member

Nicole Bonnie is a renowned organizational consultant with a Master of Social Work from Toronto Metropolitan University (formerly Ryerson University) and is pursuing a Doctorate in Education and Leadership from Western University. Alongside her doctoral studies, Nicole's consulting brand specializes in organizational excellence and transformative change within the public sector. With a distinguished career, Nicole has held senior leadership positions within child welfare, including her historic appointment as the first Black CEO of the Ontario Children's Aid Societies in 2019, marking a pivotal moment in the province's child welfare sector. Her commitment to effecting positive change is evident in her advocacy for prevention strategies through addressing service disparities affecting marginalized identities. Nicole is dedicated to equity integration across various facets of public sector work, including leadership, the mental health sector, education, governance, service excellence, and research/data. An advocate for marginalized communities, Nicole consistently works to center their voices in all her endeavors. Her significant contributions have had an extraordinary impact on the lives of children, youth, and families within systems across Canada, making her a force for positive transformation.



**Chisanga Chekwe** – Public Member

Chisanga Chekwe brings a wealth of governance, development, business and legal expertise to College Council. Chisanga has served as Deputy Minister of Citizenship and Immigration, Women's Issues, Seniors' Affairs, and International Trade in Ontario; Chair and CEO of the Social Benefits Tribunal; Executive Director at Oxfam; and adjudication officer and United Nations observer support officer monitoring elections in South Africa; Supervisor of the post-war election in Bosnia and Herzegovina. He also spent six years with the Ontario Criminal Injuries Compensation Board, serving as a board member and Chair of the Board. Chisanga studied law at the University of Birmingham in England, before he received a master of laws degree from the University of London. He then read philosophy, politics and economics at the University of Oxford, resulting in BA and MA degrees.



**Charlene Crews** – Elected Social Service Worker

Charlene Crews is a seasoned mental health clinician with over 30 years of experience working with marginalized populations. Her career spans multiple sectors, including child and adult mental health and addictions, hospital and community health care, corrections, forensics, homelessness, and social housing. Since 2017, Charlene has served as an elected board member at the College. In addition to her clinical work, Charlene is a social housing adjudicator and Psychiatric Patient Advocate with the Ministry of



Health. She is also a Mental Health First Aid Trainer and holds licenses as a Paralegal, Private Investigator, and Regulatory Investigator. Her extensive credentials include certificates in advanced adjudication, regulatory investigations, interpersonal mediation, family therapy, dialectical behavioral therapy, and health service management. Charlene is currently pursuing a master's degree in health administration at Toronto Metropolitan University, underscoring her commitment to advancing her expertise in health law, privacy, and ethics. She actively participates in community advocacy boards, leveraging her skills and experience to make a meaningful impact and demonstrating her ongoing dedication to her fields of interest.



**John Fleming** – Public Member

John has served in the management ranks of local and provincial governments as well as not-for-profits, achieving senior leadership positions in several organizations, including service as a municipal CAO, Deputy Minister in Ontario and as CEO of a national health charity. After completing his full-time career, he continued his leadership work by achieving the Chartered Director designation and opening his 'occasional' consulting practice. Since 2008, John has focused his work on governance teaching and advice, executive mentoring and coaching, and group facilitation, especially emphasizing his ability to help boards and teams work effectively to identify and achieve common goals. John has recently completed a 12-year term as the Integrity Commissioner for the Town of Caledon and is a Past Chair of the Board of Governors of Sheridan College; has and continues to serve on numerous other boards and committees, and is a past Chair of the Board of Directors of Halton Healthcare Services and of Ovarian Cancer Canada. He is also a past Director of OMERS Sponsors Corporation. He is currently the Vice Chair of the Greater Hamilton Health Network's Board of Directors. John served two terms

as Council Chair for the College and currently sits on a number of statutory and non-statutory committees, including the Executive Committee.



**Dana Herriot** – Elected Social Service Worker

Dana Herriot is a registered social service worker, currently serving the Niagara Region. With a wealth of experience in the field of youth services, she has developed a deep understanding of the unique challenges faced by vulnerable populations, particularly young people. Dana has spent years working to address the needs of youth at risk, offering compassionate support and advocating for systemic changes to improve outcomes for these individuals. She is currently completing a Bachelor of Professional Arts in Human Services. Dana is a bilingual professional, fluent in both English and French. This linguistic versatility allows her to connect with a diverse range of clients and colleagues, fostering inclusive environments in her practice. Driven by a passion for social justice, Dana is committed to advocating for public protection and ensuring that the social work and social service work professions continue to prioritize the safety and well-being of those it serves.



**Woyengi (Gigi) Goary** – Elected Social Worker

Dr. Woyengi (Gigi) Goary is a registered social worker with over 25 years of professional experience. She has a PhD in social work from the University of Toronto. Prior to this, Dr. Goary received a master's degree in social

work from York University. Her trauma-informed social work practice includes working with individuals and families in the areas of health and mental health, child welfare, and corrections. Dr. Goary has expertise in investigation, evaluation and assessment, and diversity, equity, and inclusion from an anti-racism perspective with a focus on anti-Black racism and intersectionality. She is also a sessional graduate professor of social work at the University of Windsor and provides leadership as a board director and union president. Her social work education and practice are grounded in addressing trauma, as well as the elimination of systemic, individual, and institutional oppression.



**Sanjay Govindaraj** – Elected Social Worker

Sanjay Govindaraj holds a Master of Social Work (MSW) from the Tata Institute of Social Sciences (1994) and a Master's in Applied Environmental Studies from the University of Waterloo (2004). With over 30 years of experience, he has led initiatives addressing poverty, food security, housing, child trafficking, intimate partner violence, Indigenous reconciliation, accessibility, and strategic planning. Currently, on a two-year secondment from the City of Waterloo, he serves as the Director of Anti-Racism and Anti-Oppression at the City of London. In addition to his full-time role, Sanjay provides part-time counseling services at Aligned Health in Waterloo, with a focus on supporting equity-denied groups. He is recognized as an Associate Practicum Professor (part-time) by Wilfrid Laurier University for his commitment to supervising MSW students. Sanjay has also served on various not-for-profit boards and actively mentors new immigrants and refugees. First elected to the Council in 2018, Sanjay has held various positions on College committees and is currently the Chair of the Council.



**Sana Imran** – Elected Social Worker

Sana Imran obtained her MSW at the University of Toronto and has completed certifications in multiple therapeutic modalities such as CBT, DBT, SFBT, EFT, as well as in management and leadership. Sana has a wide range of experience, providing therapeutic support as a frontline clinician in several mental health agencies and hospitals in Toronto, analyzing and developing policy and programming at provincial advocacy-based organizations, and working in leadership in the health and educational sectors in large postsecondary institutions. She is currently an Associate Director with Toronto Public Health, responsible for clinical services, while maintaining a part-time role as the clinical team lead for Leena, a BIPOC focused mental health platform providing services across Canada.



**Mukesh Kowlessar** – Elected Social Service Worker

Mukesh Kowlessar has served as Council President from March 2021 – September 2022; and from September 2009 – September 2013. Mukesh has served on many of the College's committees including the Executive and Finance Committees. Following his retirement, he has continued to play an active role at the College and to pursue other interests in improving governance in the public service. Mukesh has over 30 years of leadership experience in the municipal and provincial sectors in social services. Mukesh was formerly an adjudicator with the Landlord and Tenant Board and a Registrar at the Ontario Superior Court of Justice;

he is also currently a consultant in strategic planning. Mukesh is a strong proponent in ensuring a diversity, equity and inclusion lens in the business of governance and in society in general. He holds certificates in mediation, alternative dispute resolution and executive management from Western University, and certification in crisis and critical incident stress management and a social service worker diploma from Fanshawe College.



**Molly Luu** – Public Member

Molly Luu is an advocate whose practice focuses on tax litigation including professional negligence. Before joining Miller Thomson LLP, Molly completed her articles at a national law firm in Toronto. After which, she spent a year as a judicial law clerk for the Superior Court of Justice. She was a Partner at a commercial boutique law firm before joining Miller Thomson LLP. Molly is a problem solver. Drawing from her experience as investigative tax counsel who was routinely retained to review unintended tax consequences, she quickly identifies what lies at the heart of a problem. This enables her to act swiftly and efficiently to address the issue. She is mindful of the fact that less-obvious creative solutions are often the best ones. She is an expert at learning about her clients and their businesses and affairs with an aim to solve their tax controversies and grow with her clients and their businesses.



**Carrie McEachran** – Public Member

Carrie McEachran is the Chief Executive Officer of the Sarnia-Lambton Chamber of Commerce. She previously served as the Executive Director of Sarnia-Lambton Rebound and also held leadership positions at Community Living Sarnia and Pathways Health Centre for Children. Mrs. McEachran carries a master's degree in leadership from Royal Roads University, a developmental services worker diploma from Loyalist College and a non-profit management certificate from Western University. Her community involvement includes Rotary Club of Sarnia since 2006, where she served a term as President. She currently serves as on the Premier's Council on Equality of Opportunity (PCEO) as a council member, a board member for the Sarnia Lambton Economic Partnership and served previous terms on boards for North Lambton Community Health Centre, Sarnia-Lambton Physician Recruitment Taskforce, Sarnia-Lambton Social Services Network and PAVRO (Professional Association of Volunteer Leaders-Ontario). She is also an active member of the Arlanxeo Community Advisory Committee.



**Lori Monroe** – Elected Social Service Worker

Lori Monroe is a registered social service worker who brings over 22 years of experience in mental health, rehabilitation and developmental services. She has provided therapy and transitional support for individuals recovering from brain injuries, trauma and developmental disabilities, with a focus on maximizing



independence and reducing challenging behaviors. Lori develops tailored treatment plans that incorporate psychodynamic psychotherapy, trauma-informed care, anti-oppressive practice and harm reduction. She empowers clients to achieve their highest level by addressing their social, emotional, intellectual and psychological needs. Lori integrates inclusive language and gender-affirming practices into her work, fostering an environment of respect and trust. She is committed to cultivating strong relationships with clients and professionals, providing holistic, client-centered therapy. Outside of her professional life, Lori is an outdoor enthusiast, animal lover, avid reader and engaged in environmental and social justice issues. She is excited to contribute to the College's public protection mandate.



**Mandi Olson** – Elected Social Service Worker

Mandi Olson is a registered social service worker located in northwestern Ontario. She has been a helper in the social work field for over 15 years and her passion includes creating grassroots and macro-level system changes that are rooted in Indigenous best practices. She is familiar with both not-for-profit and privatized wellness services and organizations. Mandi is the co-owner of a successful business, Binesiwag Center for Wellness, which focuses on providing a variety of wellness services across the lifespan including mental health, addictions, direct support to 2SLGBTQIAP+ folx, women and girls, as well as capacity building. Outside of her professional career, Mandi enjoys being on the land and with her family. She enjoys hunting, fishing, camping and travelling.



**Marinna Read** – Elected Social Worker

Marinna Read is a Fort William First Nation community member and resides in Thunder Bay. She holds a bachelor's degree in criminology from the University of Manitoba and an honours bachelor of social work and master of social work degrees from Lakehead University. She has spent over 20 years practising in youth and adult mental health, Indigenous child welfare, program and community development and most recently implementing Indigenous health care in a hospital setting. She has committed her professional career to assisting those on their wellness journey in a respectful and kind way ensuring culturally safe care through an Indigenous lens. Her personal life includes plenty of family time and enjoying the great outdoors in beautiful northwestern Ontario. Marinna empowers individuals to use their inner strengths and culture to move forward and celebrate themselves while creating change in their lives. She is excited to be joining the OCSWSSW this year and expanding her knowledge while ensuring the protection of the public in this service area.

**Sandie Sidsworth** – Elected Social Service Worker

Sandie Sidsworth is a poverty advocate with a focus on mental health and domestic violence. She has been in the field for over 25 years with experience in child welfare, addictions, domestic violence and mental health. Within this frontline support evolved a strong interest in grief and traumatic loss. She has been a suicide bereavement counsellor for eight years as well as fulfilling her current role as the Executive Director for the Enrichment Centre for Mental Health. Sandie graduated in 1996 from Loyalist College in the social service worker program.



**Alan Shepard** – Public Member

Alan Shepard is President of Western University in London, Ontario. Inspired by his own experience as a first-generation student, he is committed to an inclusive model of education and a multidisciplinary approach to research focused on the public good and solving global challenges. Shepard's senior leadership experience includes terms as provost at Toronto Metropolitan University and as president at Montreal's Concordia University. He is past chair of the Council of Ontario Universities and the Canadian Knowledge Resource Network, and a past vice-chair of the U15 Group of Canadian Research Universities. He has served with numerous organizations devoted to the arts, health care, philanthropy, and business in Montreal, Toronto, London, and the USA. He studied at Cambridge as a visiting student, received a bachelor's degree from St. Olaf College where he was elected to Phi Beta Kappa, and holds a doctorate from the University of Virginia.



**Candice Snake** – Elected Social Worker

Candice Snake's home community is Munsee-Delaware Nation. Her education started with her ancestors Rosie Deleary, her grandmother Stella Mae Burch, her mother Irene Snake, as well as her father Larry Burch. Their influence shapes the work that she does in realizing the need for critical reflection in educating service providers and helping families care for children. They ignite the fire in her to continue this vital decolonizing work to ensure Indigenous families are empowered as caregivers. Candice received her MSW from Laurier

University in 2020. Her multi-disciplinary work experience over the past 26 years provided a skill set for leadership, policy development, best practice and accountability. She worked with a team to develop HEART & SPIRIT training, a program which is utilized in Ontario child wellbeing agencies to train foster parents and is currently experiencing interest nationally and internationally. She is excited for this new appointment and looks forward to the work.



**Elayne Tanner** – Elected Social Worker

Dr. Elayne Tanner is a Registered Social Worker with over 30 years of experience. Elayne holds Bachelor of Arts (BA) psychology and Bachelor of Social Work (BSW) degrees from York University; and Master of Social Work (MSW), Graduate Diploma in Social Administration (Dip. Soc. Adm.) and Doctorate (PhD) degrees from Wilfrid Laurier University. She has additional certifications including, Eye Movement Desensitization and Reprocessing (EMDR), Hypnosis (CHT) and is a trained Family Mediator. Elayne has been the recipient of numerous scholarships and awards and has been published on topics including anti-oppressive practice, global mental health, social work ethics and hypnosis. She is a reviewer for both Canadian and American professional journals and continues to be a sessional graduate professor for the University of Windsor. Elayne is a private practitioner of counselling and psychotherapy with diverse areas of expertise that include childhood trauma, sexual abuse, relationship counselling, parenting and divorce. Elayne has been a regular presenter of the Court based Mandatory Information Program, a program consultant for John Howard Society and an active community volunteer, earning her the 2008 United Way of Milton Volunteer of the Year Award. Elayne is honoured and looks forward to carrying out her role as an elected member of Council.



**Madimba Tshibuabua** – Elected Social Service Worker

Madimba Tshibuabua is a registered social service worker with more than 20 years of experience. He is also a member of the Ontario College of Teachers.

Madimba is an award-winning community leader, passionate about education and non-profit sectors. His dedication to serve was acknowledged by King Juan Carlos I of Spain, the Governor General of Canada, and the cities of Toronto and Oshawa. He has delivered several scientific conferences across the world on how to address issues of poverty among marginalized populations. Madimba holds a master's degree in International Affairs, a diploma in Diplomatic Studies, and a certificate in Social Service Management. Madimba is fluent in French, English and Spanish, He is an online business mentor, a basketball coach, and a counselor.

## COUNCIL MEETING HIGHLIGHTS FOR MAY 2, 2024



- John Fleming, Council Chair, provided his report to Council.
- Denitha Breau, RN, MSN, MBA, Registrar and CEO, presented her report to Council. The report provided updates and information about the following: an update on the new strategic planning process; ongoing work of the new database; an update on Bill 188 relating to the proposed amendments to section 50 of the Social Work and Social Service Work Act; an overview of outreach efforts including the ongoing and new public awareness campaign tactics; the Council elections in Electoral District 4; and the upcoming Annual Meeting and Education Day.
- Council reviewed the College's Risk Register.
- Council reviewed the Statement of Financial Position as of March 2024.
- Council reviewed the Statement of Operations for March 2024.
- Council reviewed the 2023 Audited Financial Statements, as approved by the Finance and Audit Committee.
- Guest Dr. Sue Eckenswiller of the Indigenous Advanced Education & Skills Council (IAESC) presented information on proposed partnership to review and approve social service worker diploma programs offered by Indigenous Institutes of Ontario.



- Council discussed and directed College staff to implement a requirement for vulnerable sector checks for phased implementation beginning in 2025, and that a report be brought forward at the September Council meeting outlining proposed policy direction.
- Council approved the Finance and Audit Committee's recommendation that there be no increase to registration and renewal fees for 2025.
- Reports were received from the following non-statutory committees: Standards of Practice; Election; Nominating; Finance and Audit; Governance; and Diversity, Equity and Inclusion.
- Reports were received from the following statutory committees: Executive; Complaints; Discipline; Fitness to Practise; and Registration Appeals.

## COUNCIL MEETING HIGHLIGHTS FOR SEPTEMBER 23-24, 2024



### ➤ SEPTEMBER 23, 2024

- The following Council members were elected by Council to the Executive Committee:
  - Sanjay Govindaraj, RSW – Council Chair
  - Nicole Bonnie, Public member – Vice-Chair
  - John Fleming, Public member – Executive Member
  - Woyengi (Gigi) Goary, RSW – Executive Member
  - Mandi Olson, RSSW – Executive Member
  - Madimba Tshibuabua, RSSW – Executive Member

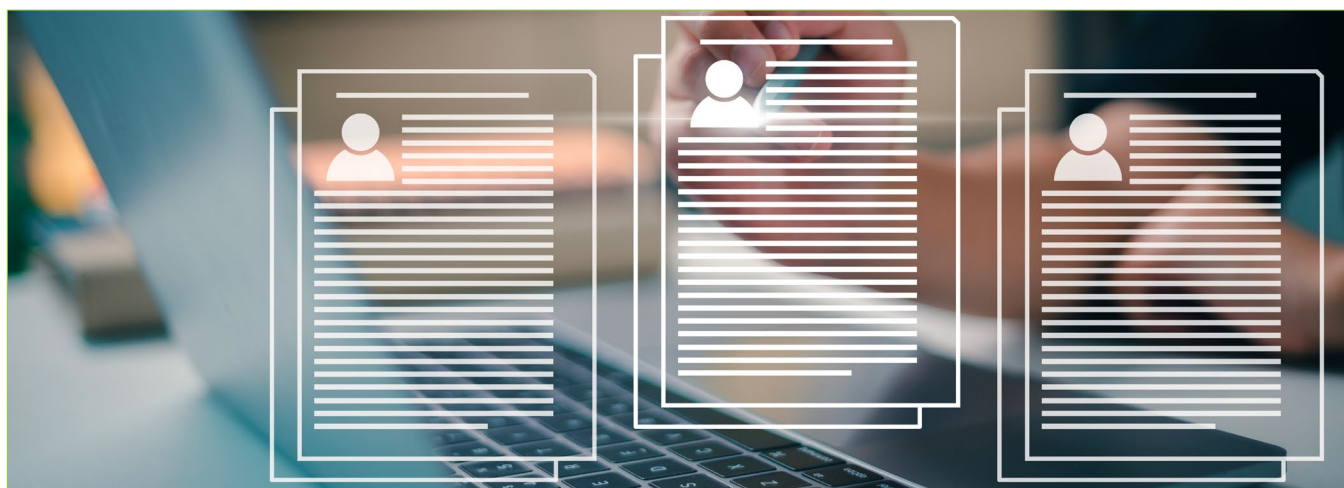
### SEPTEMBER 24, 2024

- Council reviewed the 2024-2029 Strategic Plan and commitment documents.
- Council reviewed and approved the recommendations of the Nominating Committee with respect to statutory and non-statutory committee membership and chairs.
- Denitha Breau, Registrar and CEO, presented her report to Council. The report provided updates and information about the following: the Professional Practice Department's continued practice consultations and engagement with the College's registrant-base; registration and renewals ongoing increase in efficiencies; an update on the College's new database; the College's ongoing efforts around title protection matters; and an update on the College's continued work with government relations.
- Council reviewed the Statement of Financial Position as of July 2024.
- Council reviewed the Statement of Operations as of July 2024.
- Council discussed the development of key performance indicators for the new 2024-2029 Strategic Plan.

- Council reviewed and approved in principle the 2024 Budget and Work Plan.
- Council reviewed the College's Risk Register.
- Council discussed ongoing implementation of recommendations from the governance review and action plan.
- Council received an update on the College's sexual abuse risk mitigation strategy.
- Council approved the revised Practice Guidelines for Parenting Plans.
- Council reviewed and approved the Policy on Vulnerable Sector Checks for College applicants for implementation in 2025.
- Council reviewed and approved Bylaw No. 133 amending Bylaw No. 1 which updates Diversity, Equity and Inclusion Committee from its current name to the Equity, Diversity and Inclusion Committee.
- Council discussed and approved Bylaw No. 134 amending Bylaw No. 21 with regards to striking Discipline Committee and Fitness to Practise Committee Panels.

# PRACTICE NOTES

THE CURRENT, ACCURATE AND RELEVANT CLIENT RECORD



Please note that the second scenario of these Practice Notes contains references to intimate partner violence.

➤ *Practice Notes is an educational tool designed 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 College's Professional Practice Department and Complaints Committee that may affect everyday practice. The notes offer general guidance only and College registrants<sup>1</sup> with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.*

The Professional Practice Department conducts numerous consultations regarding the contents of the client record, including the question of how much information College registrants should document.

The Standards of Practice outline the purpose of the client record at the beginning of Principle IV: The Social Work and Social Service Work Record:

<sup>1</sup> Disclaimer: the term "member" and "registrant" are used interchangeably and synonymously as equivalent to the term "member" as used in the *Social Work and Social Service Work Act, 1998*, and the Regulations.

The creation and maintenance of records is an essential component of ethical and professional practice. The process of preparing and organizing material for the record facilitates the understanding of the client and client system and allows for the planning of appropriate interventions. The purpose of the social work and social service work record is to:

- document services in a recognizable form;
- ensure the continuity and quality of service;
- establish accountability for and evidence of the services rendered;
- enable the evaluation of service quality; and
- provide information to be used for research and education.

College registrants shall **ensure that records are current, accurate, contain relevant** information about clients and are managed in a manner that protects client privacy and in accordance with any applicable privacy and other legislation.<sup>2</sup> [emphasis added]

## RELEVANT

Registrants are entrusted with many important details about their clients' lives. In maintaining the record, registrants must use their skills and professional judgment to discern what is relevant. This may be challenging for registrants at the start of their careers or beginning employment at a new workplace. However, registrants should be guided by the purpose of the record to determine what is relevant and must ensure their records meet the standards established by the College.

At times, it may seem unclear how much client information is appropriate to document. However, registrants should remember that record-keeping practices can lead to more or less favourable client outcomes. Poor record-keeping, including records that lack pertinent information, can ultimately put clients at risk.

This is not to say that clinical records are intended to be transcripts of client encounters. Registrants

should balance having a record with sufficient information and detail while succinctly explaining decision-making and critical information needed for efficient client care. Client interventions or treatment plans should be written clearly to avoid confusion and misunderstandings within the care team, with the client and potential third parties (should they request a copy of the record). In a non-clinical setting, care should be taken to ensure that records are clear to avoid misinterpretation of community assessment or policy recommendations by decision-makers, which may result in poor community and systemic outcomes. Documentation must be clear and concise within the client record.

## CURRENT

The purpose of a client record is clear; registrants must ensure they can provide accountability for and evidence of their services. When considering that records must be current, the Standards of Practice outline that documentation must be timely and "College registrants shall record information when the event occurs or as soon as reasonably possible thereafter."<sup>3</sup> In addition to this, registrants must ensure the information documented in the record is recent and up to date.

## ACCURATE

Additionally, Principle IV: The Social Work and Social Service Record, interpretation 4.1.3 states that:

College registrants shall keep accurate records. An accurate record shall:

- i) clearly document the client's situation as they (or the client system) have described it;
- ii) contain only information that is useful to the understanding of the situation and the desired outcome;
- iii) report impartially and objectively the factors relevant to the client's situation, and make a clear distinction between the College registrant's observations and opinions and the information reported by the client;

<sup>2</sup> Ontario College of Social Workers and Social Service Workers (OCSWSSW), *The Code of Ethics and Standards of Practice, Third Edition, 2023*, Principle IV: The Social Work and Social Service Work Record, introductory paragraph.

<sup>3</sup> (OCSWSSW), *The Code of Ethics and Standards of Practice, Third Edition, 2023*, Principle IV: The Social Work and Social Service Work Record, interpretation 4.1.12.



- iv) be easy to understand, avoiding vague, unclear or obscure language and/or symbols;
- v) clearly identify corrections;
- vi) be free of bias, prejudice and/or discriminatory remarks;
- vii) identify sources of data; and
- viii) indicate the identity of the service provider.<sup>4</sup>

Current, accurate, and relevant records are interrelated. The requirement that a record be current may be more straightforward, and an accurate record contains only information useful to understanding the situation and the desired outcome. This helps inform what is relevant to include in the record, an issue many registrants struggle with, and is explored in the following scenarios.

## SCENARIO 1 – GETTING LOST IN THE DETAILS

*A registrant started their career at a child welfare agency and attended a client's home for the first time. One of the client's family members reported that the client was hoarding and that their home was not safe for the two children who lived there. The registrant found the house full of many items which appeared unsafe. The registrant spoke with the client, who provided them with a detailed family and personal history. Upon returning to the office, the registrant informed their supervisor of what happened and documented the home visit. The registrant included a detailed description of the items in the home and an exhaustive family history, which was difficult to follow. After reading the registrant's documentation, the supervisor informed the registrant that they included far more information than was necessary making it difficult to ascertain the current situation, identified risks and recommendations, and to be more concise in the future. The registrant then contacted the Professional Practice Department to help ascertain what information should be included in the record.*

Professional Practice staff explained that registrants must use their professional judgment to determine what is required in any practice setting and context. However, the registrant was reminded to consider the purpose of the clinical record serves. The registrant was asked to consider, for example:

- Rather than provide an inventory of all objects in the home, could the registrant have been more concise by describing categories of items, highlighting those items of particular safety concern? Would it have been more effective to describe the state of the home and include what items posed the most significant safety risks?
- Could the Registrant identify the aspects of the family history that were relevant to recent events?
- If the Registrant obtained a very detailed history, could the note have been organized differently to assist in distinguishing what was reported by the client, the registrant's observations, the services offered and the treatment plan?

Professional Practice staff discussed that when a registrant is considering what information to document, they should ensure the content of the record includes the following:

- Information that is helpful and applicable to the current case/care of the client.
- Description of the facts, decision-making process and actions taken so that if needed, another professional providing coverage for the registrant's cases could easily understand the file, including what steps had been taken and what still needs to be done.
- Understanding that others, including the client, colleagues, or lawyers, may see the record.

The registrant agreed to reflect on these questions and considerations and discuss with their supervisor what information was essential to the record given the context of their practice setting. Ensuring that the record contains clear, concise information that is helpful to client care saves time and enhances clarity, which will positively impact client outcomes.

The Professional Practice Department has also received inquiries about how registrants should document in cases where information in the record may expose an individual to a serious risk of harm. Specifically, the College has encountered inquiries about documentation in the context of intimate partner violence. The following scenario provides an example in

<sup>4</sup> (OCSWSSW), *The Code of Ethics and Standards of Practice, Third Edition, 2023*, Principle IV: The Social Work and Social Service Work Record, interpretation 4.1.3.

the healthcare setting, where registrants may support clients and their families, and where a careful approach to documentation was employed.

## SCENARIO 2 – A TRICKY EXCEPTION – DOCUMENTING MINIMALLY

*Warning: Intimate Partner Violence Content*

*A registrant who works in a hospital rehabilitation unit contacted the Professional Practice Department about a client who was admitted to their unit. The client's spouse visited regularly, and with the client's consent, the registrant regularly updated the spouse about the client's progress. The spouse was also in the process of preparing the client's home for discharge. On one visit, the spouse asked to speak with the registrant privately and disclosed experiences of intimate partner violence from the client. As a result, the spouse voiced fear about the client's discharge home. The registrant provided support and referrals to community agencies and professionals who could assist the spouse. The registrant contacted Professional Practice because they were uncertain how to document this interaction. The client was the hospital's patient; as such, only the client had a patient record. The hospital did not permit opening files for individuals who were not hospital patients. However, the registrant was concerned that if they documented in the client's record that the client's spouse disclosed abuse, the client might one day see it and pose a threat to the spouse.*

The registrant queried how to minimize a potential threat to the spouse while being accountable for their services and ensuring their record is accurate. Professional Practice staff suggested that in this unique instance, the registrant may want to consider documenting the support offered to the spouse in the client's record, but with limited detail to minimize any potential risk of harm.

Depending on the specific facts of the case and the practice setting, registrants may determine that the details of support offered to a client's spouse should be documented in the record because they are relevant to the client's care. In very exceptional circumstances, however, like this one, the registrant may determine

that they only need to provide a high level of detail. In this scenario, the registrant determined that they would document in the client record that they provided support to the spouse about the client's discharge and offered them information on community resources.

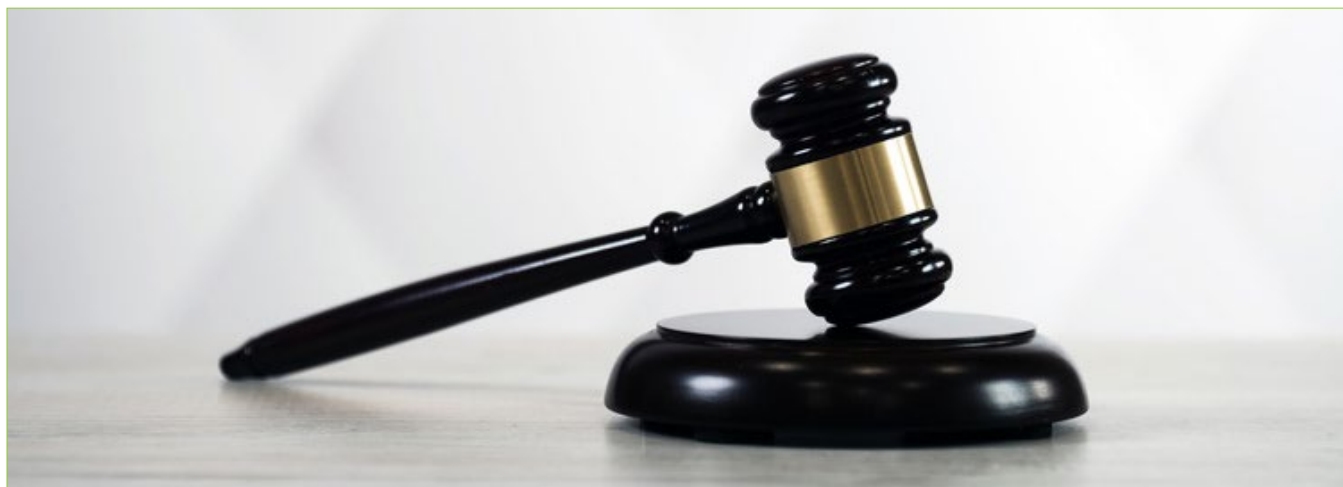
The registrant felt that this accurately captured the overall service and support offered to the spouse while documenting information in the record relevant to the client's care. The registrant also committed to working with their team and manager to advocate for organizational policy change regarding opening separate files for family members. Professional Practice staff reminded that providing services to the spouse in an ongoing way could be a conflict of interest, as discussed in the [Practice Notes: Navigating Conflicts of Interest](#), and if the spouse were to continue to seek support from the registrant, to direct them to the referred community agencies.

## CONCLUSION

Documenting in the client record is a practice requirement, and registrants must make many decisions daily about what information to include in the record. Information in the record must offer evidence and accountability for the registrant's services, be current and accurate, and be relevant to the client's care. Registrants apply their professional judgment to discern the appropriate contents of the client notes and ensure their professional obligations to the record are met.

While registrants often gather interesting and important information from clients, which is essential to rapport and trust-building, registrants are not required to produce transcripts of their encounters. In a direct care clinical setting, the client's record must explain the factors and decisions that went into treatment plans and interventions. In an indirect non-clinical setting, the record must articulate why specific recommendations are being made over others.

# DISCIPLINE DECISION SUMMARIES



➤ The College publishes summaries of decisions of the Discipline Committee and/or provides links to full-text, neutralized versions of its decisions. Information that is subject to a publication ban or that could reveal the identity of witnesses or clients, including the name of the facility, has been removed as necessary, or has been anonymized. As of January 2019, decisions are also available via the [Canadian Legal Information Institute](#) (CanLII).

By publishing decisions, 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.
- Provide social workers, social service workers and members of the public with an understanding of the College's discipline process.

## **Peter Snow #820349**

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Peter Snow is guilty of professional misconduct. View the decision here: [Peter Snow #820349 \(Discipline Decision Summary and Reasons\)](#)

## **Micheal DeJonge #814049**

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Micheal DeJonge is guilty of professional misconduct. View the decision here: [Micheal DeJonge #814049 \(Discipline Decision Summary and Reasons\)](#)

## **Natalie Dickinson #817580**

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Natalie Dickinson is guilty of professional misconduct. [Natalie Dickinson #817580 \(Discipline Decision Summary and Reasons\)](#)

## **Mark Freedman #818087**

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Mark Freedman is guilty of professional misconduct in that the former registrant violated sections 2.2, 2.5, 2.28 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Principles I, II, III and VIII of the Code of Ethics and Standards of Practice Handbook (Standards of Practice), as commented on in Interpretations 1.5, 1.6, 2.2, 2.2.1, 2.2.8, 3.7, 8.1, 8.2.3 and 8.4. [Mark Freedman #818087 \(Discipline Decision Summary and Reasons\)](#)

## **Brenda B. Isen #324141**

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that

Brenda Isen is guilty of professional misconduct in that the registrant violated sections 2.2, 2.8, 2.9, 2.10, 2.11, 2.25, 2.29 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Principles I, II, III, IV, V and VI of the *Code of Ethics and Standards of Practice Handbook* (Standards

of Practice), as commented on in 1.1, 1.1.1, 1.5, 1.6, 1.2, 2.1.1, 2.1.3, 2.1.5, 2.2, 2.2.1, 2.2.4, 2.2.8, 3.1, 3.2, 3.5, 3.7, 3.8, 3.9, 3.10, 3.12, 4.2.2, 5.1, 5.3, 6.1.1, and 6.1.4. [Brenda B. Isen #324141 \(Discipline Decision Summary and Reasons\)](#)

## COLLEGE UPDATES AND REMINDERS



### > DON'T MISS OUT! – REGISTRATION FOR THE 2024 EDUCATIONAL FORUM NOW OPEN

The College is happy to announce that it will be holding its virtual Educational Forum on the morning of **Wednesday, November 20, 2024**.

In addition to a College update from Denitha Breau, Registrar and CEO, the Educational Forum will include a keynote panel discussion entitled *Touchpoints of Trust: Setting Boundaries and Navigating Consent*. The College's Director of Professional Practice, Christina Van Sickle, MSW, RSW, will facilitate the expert panel which will explore how registrants can set appropriate boundaries with clients and the various aspects that need to be considered when navigating conversations about consent. The panel session will also highlight key strategies for social workers and social service workers to support them when discussing professional touch, behaviour and conversation with clients.

Registration is now open – click [here](#) to register!

For questions or inquiries about the Educational Forum, contact the Communications Department at [communications@ocswssw.org](mailto:communications@ocswssw.org).

### MARK YOUR CALENDARS – RENEWALS ARE COMING SOON

A reminder to all registrants that you will soon be able to renew your registration with the College for 2025. All registrants in the general, inactive and retired classes of registration must renew their registration. New registrants who were issued a certificate of registration at any time in 2024 are also required to complete their 2025 annual renewal of registration.

The deadline to complete your renewal and payment for 2025 is **December 31, 2024**. If you do not intend to renew your registration for 2025, please send your notice of resignation to [info@ocswssw.org](mailto:info@ocswssw.org).

For questions or inquiries about renewals, contact the Registration and Renewals Department at [info@ocswssw.org](mailto:info@ocswssw.org).



## THE PROFESSIONAL PRACTICE TEAM IS HERE TO HELP – BOOK YOUR CONSULTATION ONLINE TODAY!

The College would like to remind registrants that they can now request practice consultations with the Professional Practice Department through our [online booking system](#).

Through the online booking system, registrants can select specific areas of focus for their practice consultation, including:

- the Continuing Competency Program (CCP);
- private practice;
- out-of-province practice; and
- general consultation.

During a practice consultation, Professional Practice staff will help to identify the Standards of Practice that are relevant in a particular scenario and that will guide ethical decision making. Professional Practice staff can also provide additional College resources, including Practice Notes, Practice Guidelines and other information to support registrants in their practice.

For questions or inquiries about online booking system, contact the Professional Practice Department at [practice@ocswssw.org](mailto:practice@ocswssw.org).

## ICYMI – FULL SESSIONS OF AMED 2024 RECORDINGS AVAILABLE

The College's 2024 Annual Meeting and Education Day (AMED) took place on June 4, 2024. This year's theme was *Engage and Evolve: Collaborative Approaches to Care*. Videos of all the sessions are now available to watch on the [College website](#) and [YouTube channel](#).

These videos can serve as relevant professional development tools, supporting you in upholding professional and ethical standards of care. We encourage you to watch the videos that you may have missed during the live event.

For questions or inquiries about AMED, contact, contact the Communications Department at [AMED@ocswssw.org](mailto:AMED@ocswssw.org).

## ESSENTIAL UPDATES TO THE PRACTICE GUIDELINES FOR PARENTING PLANS

The College's Practice Guidelines for Custody and Access Assessments, now titled Practice Guidelines for Parenting Plans, have been updated to reflect current practice. Registrants who are involved in parenting plans must review the updated guidelines to ensure that they are following the most up-to-date guidance. The updated Practice Guidelines can be accessed [here](#).

Updates include the following practice considerations:

- current legislation and practices;
- gender-neutral and user-friendly language;
- equity, diversity and inclusion principles and practices;
- informed approaches to working in the context of intimate partner violence;
- virtual practice considerations; and
- ethical guidance for client contracts.

For questions or inquiries about the Practice Guidelines, contact the Professional Practice Department at [practice@ocswssw.org](mailto:practice@ocswssw.org).

# 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 registrants available to the public. Notification of change of address can be done by accessing the [Online Portal](#) or by sending the new employer address to the College by email to [info@ocswssw.org](mailto:info@ocswssw.org). Please provide your College registration number when you communicate with us.

If you change your name or use a different name other than the one you registered with when providing social work or social service work services, you must advise the College of both your former name(s) and your new name(s) in writing and include a copy of the change of name certificate or marriage certificate or other official government document for our records. The information may be sent by email to [info@ocswssw.org](mailto:info@ocswssw.org) or by mail to the College office address.

If you wish to update your education, you must ask your academic institution to forward an official transcript with the institution seal and/or stamp directly to the College, by mail, or by email to [info@ocswssw.org](mailto:info@ocswssw.org). We also accept transcripts that are shared directly with us through third party platforms (such as MyCreds™ or Parchment) by email to [info@ocswssw.org](mailto:info@ocswssw.org).

If your information changes, please advise the College in writing within 30 days. This includes:

## CHANGE OF PREFERRED EMAIL ADDRESS

The College requires all registrants to provide a valid, unique email address. It is essential that you keep your email address up to date to ensure you receive important updates or information from us. To access the [Online Portal](#) and manage your registrant account, please use the preferred email address on file.

## CHANGE OF BUSINESS ADDRESS

The College is required to have the current business address of its registrants available to the public. Notification of change of address can be done by accessing the Online Portal or by sending the new employer address to the College by email to [info@ocswssw.org](mailto:info@ocswssw.org). Please provide your College registration number when you communicate with us.

## CHANGE OF NAME

If you change your name or use a different name other than the one you registered with when providing social work or social service work services, you must advise the College of both your former name(s) and your new name(s) in writing and include a copy of the change of name certificate or marriage certificate or other official government document for our records. The information may be sent by email to [info@ocswssw.org](mailto:info@ocswssw.org) or by mail to the College office address.

## UPDATES TO ACADEMIC INFORMATION

If you wish to update the academic information on file, you must ask your academic institution to forward an official transcript with the institution seal and/or stamp directly to the College, by mail, or by email to [info@ocswssw.org](mailto:info@ocswssw.org). We also accept transcripts that are shared directly with us through third party platforms (such as MyCreds™ or Parchment) by email to [info@ocswssw.org](mailto:info@ocswssw.org).

*Perspective* is the official registrant publication of the Ontario College of Social Workers and Social Service Workers.

## HOW TO REACH US

The College is open Monday to Friday from 9 a.m. to 5 p.m.

250 Bloor Street East Suite 1000  
Toronto, Ontario M4W 1E6

Telephone: 416-972-9882  
Toll-Free: 1-877-828-9380  
Fax: 416-972-1512  
Email: [info@ocswssw.org](mailto:info@ocswssw.org)  
Website: [ocswssw.org](http://ocswssw.org)

## FOLLOW US

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If you require this publication in an alternate format, contact the College at 1-877-828-9380 or [communications@ocswssw.org](mailto:communications@ocswssw.org)

## WHO TO CONTACT AT THE COLLEGE

### REGISTRATION AND RENEWALS

For general and renewal inquiries, please email: [info@ocswssw.org](mailto:info@ocswssw.org).

### OFFICE OF THE REGISTRAR

If you wish to contact the Office of the Registrar, or are seeking information related to the College Council, please email [oor@ocswssw.org](mailto:oor@ocswssw.org).

### PROFESSIONAL PRACTICE

For professional practice inquiries, please email: [practice@ocswssw.org](mailto:practice@ocswssw.org).

For inquiries related to the Continuing Competence Program (CCP), please email: [ccp@ocswssw.org](mailto:ccp@ocswssw.org).

### COMMUNICATIONS

For inquiries regarding the College's website, newsletter, Annual Report and other publications, please email: [communications@ocswssw.org](mailto:communications@ocswssw.org).

## COMPLAINTS AND DISCIPLINE

For information on complaints, discipline and mandatory reporting, please email: [investigations@ocswssw.org](mailto:investigations@ocswssw.org).

If you are aware of any individual who is illegally using a protected title and/or holding themselves out as a social worker or a social service worker, you may report this information to the College at [titleprotection@ocswssw.org](mailto:titleprotection@ocswssw.org).