



Ontario College of
Social Workers and
Social Service Workers

A N N U A L R E P O R T

R E S I L I E N C E

RESILIENCE

O U R V I S I O N

The Ontario College of Social Workers and Social Service Workers strives for organizational excellence in its mandate in order to: serve the public interest; regulate its members; and be accountable and accessible to the community.

O U R M I S S I O N

The Ontario College of Social Workers and Social Service Workers protects the interest of the public by regulating the practice of social workers and social service workers and promoting ethical and professional practice.

JOINT MESSAGE FROM THE PRESIDENT AND THE REGISTRAR & CEO



Mukesh Kowlessar, RSSW
President



Lise Betteridge, MSW, RSW
Registrar & CEO

RESILIENCE, DETERMINATION AND HOPE

What is “resilience”? Some define it as the ability to adapt and recover from difficult situations; it’s often used as a synonym for strength. Resilience also implies determination and hope for a better future. Resilience. Determination. Hope.

2020 was a challenging year for so many, given the ongoing COVID-19 pandemic – the losses, the suffering and pain, and the economic malaise that followed in its footsteps. It was a year in which we witnessed the worldwide mobilization against anti-Black racism and other forms of systemic oppression. These events compelled the College (and many other organizations) to reflect upon and re-examine its regulatory role in the important struggles to increase diversity, equity and inclusion.

But while the year was challenging, it also presented us with an opportunity to adapt, to learn and to grow – to be resilient.

In 2020, for example, the College launched its 2020-2023 Strategic Plan, which identified four strategic priorities that will guide our current and future decisions: **Uphold Ethical and Professional Practice; Strengthen Stakeholder Engagement and Government Relations; Increase Diversity, Equity and Inclusion; and Enhance Regulatory Effectiveness.**

In 2020, the College worked diligently to ensure Ontario’s social workers and social service workers had the support and resources needed to **serve the public ethically and professionally.** Amidst the pandemic, the College’s Professional Practice Department provided 3,074 consultations to members, employers and the public, with many inquiries related to COVID-19 and electronic practice. We continued throughout the pandemic to develop online

practice resources for members, including two webinars, Practice Notes on responding to anti-Black racism and the administration of Naloxone, and other virtually accessible articles and presentations.

The College **strengthened its stakeholder engagement and government relations** in 2020. We provided our members and other stakeholders with timely updates, resources and responses related to the COVID-19 pandemic, using all of our communication platforms. We continued our highly successful public and employer awareness campaigns, which led to 235,519 visits to the College's Online Register – a 31% increase over the previous year. As part of our mandate to protect the public, we continued to work with our government stakeholders on important issues, including the regulations under the *Child, Youth and Family Services Act*, and the regulation of Children's Aid Society staff.

The College is committed to **increasing diversity, equity and inclusion** across its organizational processes, resources and materials. In 2020, we developed new webpages and resources dedicated to fulfilling this strategic priority, posting two Educational Forums on addressing racism on the frontlines, and providing equitable services for LGBTQ+ newcomers, respectively. As part of our commitment to Reconciliation, we required all members to review the Truth and Reconciliation Commission of Canada: Calls to Action, and the United Nations Declaration on the Rights of Indigenous Peoples as part of their required readings for the Continuing Competence Program.

In 2020, the College took many steps to **enhance its regulatory effectiveness**. We transitioned to remote operations and services in response to the COVID-19 pandemic and successfully leveraged technology to improve accessibility and efficiency. We continued to digitize many of our services, which includes ongoing work to develop online application and complaint processes, as well as a comprehensive records management initiative.

In 2020, the College welcomed newly appointed public members of Council John Fleming and Pamela Murphy; and newly elected member Durel Allen, RSW. We would like to take this opportunity to say goodbye to public member Richard (Rick) Lamb; and elected member Vinita Puri, RSW. Thank you for your hard work and dedication.

The College will continue to fulfill its mandate of serving and protecting Ontarians. The past year was tough, but – with resilience, determination and hope – we saw it through. We are optimistic about the year ahead and look forward to continuing to grow, adapt and learn alongside our stakeholders.

2020 ACCOMPLISHMENTS

The strategic priorities listed below are taken from the College's 2020-2023 Strategic Plan:

UPHOLD ETHICAL AND PROFESSIONAL PRACTICE

- Provided 3,074 practice consultations to members, employers and the public, with the most common inquiries related to consent/confidentiality/duty to warn, private practice and technology.
- Responded to 169 Continuing Competence Program (CCP) inquiries.
- Achieved a 97.4% compliance rate for the 2019 CCP.
- Delivered 20 presentations to social work programs, social service work programs, and workplaces.
- Revised the student curriculum package into a digital navigation guide, which was sent to all schools of social work and social service work programs.
- Developed a video presentation for social work and social service work students, highlighting the importance of College registration.

- Responded to inquiries from deans and directors of social work programs and social service work program coordinators regarding a range of practice and regulatory issues.
- Developed Practice Notes on the "Administration of Naloxone"; and "Ethical and Competent Responses to Anti-Black Racism."
- Drafted an article for the *Perspective* newsletter, "Top 6 Considerations for Virtual Services."
- Presented the webinar, "Supervision: The Cornerstone of Competence," which had over 800 participants, and a webinar on the CCP, "Committed to Competence," which had over 320 participants.
- Developed FAQs on cross-jurisdictional practice which were sent to all members via eBulletin and posted on the College website.
- Sent an eBulletin to all members informing them of the College's response to the Domestic Violence Death and Review Committee's recommendation regarding members' professional obligations with respect to competence, currency and scope of practice.
- In light of the COVID-19 pandemic, hosted a scaled-back version of the Annual Meeting and keynote address via livestream, which was viewed by more than 1,300 stakeholders across the province.
- Hosted two Educational Forums for members via livestream, "Beyond Positive Intentions: Providing Equitable Services for LGBTQ+ Newcomers" and "Racism at the Frontlines," which attracted over 960 and 1,070 attendees, respectively.

➤ KEY ACCOMPLISHMENT

Provided **3,074** practice consultations to members

STRENGTHEN STAKEHOLDER ENGAGEMENT AND GOVERNMENT RELATIONS

PUBLIC

- Regularly engaged all stakeholders, including the Ontario public, to raise awareness about the College's public protection mandate.
- Updated the College website regularly to ensure optimal usability for all stakeholders as well as transparency with regard to the College's activities.
- Maintained ongoing communications to stakeholders regarding the impact of COVID-19, which included numerous updates and the development of a centralized COVID-19 Updates webpage.
- Increased total social media followers to 15,025 as of December 31, 2020, which represents a 40% increase over the previous year.
- Increased website traffic by 25% from 2019 to 2020, from 1,122,113 pageviews to 1,406,429 pageviews.
- Continued the College's successful public awareness campaign to promote awareness of the College's role and public protection mandate, which helped generate 235,519 pageviews to the Online Register, an increase of 31% over the previous year.
- Continued proactive media outreach and communicated with journalists to advise them of the College's role, the protected titles and the Online Register.

MEMBERS

- Increased overall membership to 23,831 (20,601 social work members, 2,953 social service work members and 277 dual members) as of December 31, 2020.
- Registered 1,872 social work members and 517 social service work members, including 1,192 new graduates, for a total of 2,389 new members.
- Attained a 95% rate of renewal of College members.
- Published two issues of the *Perspective* newsletter on the College website, which were distributed to members and other stakeholders via email.
- Distributed 135 eBulletins to members and other stakeholders on a range of regulatory and practice issues.

EMPLOYERS

- Published four issues of the *Employer Communiqué* on the College website, which were distributed to employers and other stakeholders via email; the *Employer Communiqué* had over 600 subscribers as of December 31, 2020.
- Hosted a virtual Employer Roundtable in Sault Ste. Marie, reaching out to social work and social service work employers, with a focus on Indigenous and child welfare organizations.
- Continued the College's employer outreach campaign, which included digital advertising and targeted messaging, to inform employers about the role of the College.

> KEY ACCOMPLISHMENT

Registered **1,872** social work members and **517** social service work members

GOVERNMENT RELATIONS

- Reached out to the Honourable Todd Smith, Minister of Children, Community and Social Services (MCCSS), who attended and provided remarks at the College's March Council meeting.
- Continued to leverage government relations expertise to access and build strong relations with the MCCSS, Ministry of Health and other key contacts.
- Highlighted the role of the College and its public protection mandate, and continued to work on the regulations under the *Child, Youth and Family Services Act*, the regulation of Children's Aid Society staff, title protection, public member appointments and other issues, and provided feedback on the regulation of behavioural clinicians.
- Reached out to the Honourable Todd Smith to provide video remarks for the College's 2020 Annual Meeting and keynote address.

INCREASE DIVERSITY, EQUITY AND INCLUSION

- Created a Diversity, Equity and Inclusion webpage, which includes information on the College's regulatory role, strategic priority of increasing diversity, equity and inclusion, and includes updates, resources and frequently asked questions.
- Created an Indigenous webpage, which explains the College's regulatory role and commitment to Reconciliation, and includes updates and practice resources that may be useful for social workers and social service workers serving Indigenous clients and communities.
- Developed the following new resources related to diversity, equity and inclusion:
 - Practice Notes, "Ethical and Competent Responses to Anti-Black Racism"
 - Educational Forum presentation, "Racism at the Frontlines"
 - Educational Forum presentation, "Beyond Positive Intentions: Providing Equitable Services for LGBTQ+ Newcomers"
- As part of the 2020 CCP, required members to review the following three resources, along with the Standards of Practice:
 - Practice Notes, "Cultural Humility: A Commitment to Lifelong Learning"
 - Truth and Reconciliation Commission of Canada: Calls to Action
 - United Nations Declaration on the Rights of Indigenous Peoples

- Responded to inquiries from members and other stakeholders related to anti-Black and anti-Indigenous racism, systemic oppression and the regulatory role of the College.
- Updated the College's standard email signature to indicate each staff member's pronouns.
- Hosted staff education session with a representative from non-profit organization The 519, which addressed issues related to language, terminology, the basics of gender and sexuality diversity, and fostering inclusive environments.

ENHANCE REGULATORY EFFECTIVENESS

OPERATIONS

- In response to COVID-19 and as part of the College's efforts to leverage technology to improve accessibility and efficiency, successfully transitioned to remote operations and services, which includes ongoing work on developing online complaints and application processes.
- Continued efforts to ensure that all College resources and materials comply with accessibility standards, including transitioning the majority of application forms to AODA-compliant fillable forms for applicants.

- Continued to provide French language services to all stakeholders, including College communications, practice resources, customer service support and video resources.

GOVERNANCE

- Held Council elections in Electoral District No. 3.
- Held election for Council's Executive Committee and issued press release announcing results.
- College Council made the following governance decisions:
 - To approve proposed revisions to governance policies B-005 (Agenda Development Policy); B-007 (Committee Description - Executive Committee); B-012 (Communication Policy); B-020 (Governance Model Policy); B-022 (New Council Member Orientation and Mentorship Program); B-025 (Council Meeting Agenda Development Policy); and B-029 (Council Representation on External Committees/Organizations).
 - To approve proposed revisions to the Registration Policy on Language Proficiency.
 - To approve the recommendation of the Finance Committee that there be no increase to the general registration and membership fees in 2021.
 - To approve the College's draft Strategic Plan 2020-2023.

➤ **KEY ACCOMPLISHMENT**
 Achieved a **97.4%** compliance rate for the 2019 CCP

COMPLAINTS AND DISCIPLINE

- Supported the work of the Complaints and Executive Committees in conducting regulatory investigations and issuing decisions and reasons pursuant to the *Social Work and Social Service Work Act* (SWSSWA); to that end, 194 matters were processed through intake, 75 new investigations were considered, 63 investigations were closed and 56 decisions were issued.
- Supported the work of the Discipline and Fitness to Practise Committees in conducting regulatory hearings and pre-hearing conferences pursuant to the SWSSWA and the rules of procedure of the Discipline and Fitness to Practise Committees.
- Revised the Support Person Program webpage to further enhance the visibility of the program to stakeholders who have experienced sexual abuse by College members.
- Investigated 150 title protection matters and posted the name of one additional unregulated practitioner to the College's Unregulated Practitioners webpage.
- Published Discipline Committee decisions and reasons as ordered by the Committee in the College's official publication and website, and on CanLII (Canadian Legal Information Institute), a national case law database.
- Ensured ongoing monitoring of undertakings and orders given in connection with the Executive and Complaints Committees as well as the Discipline and Fitness to Practise Committees.

- Continued to monitor compliance with court orders in relation to title protection matters.
- In light of COVID-19, developed new rules of procedure and two electronic hearings guides; implemented new electronic hearings procedures and protocols to support the ongoing operations of the Discipline and Fitness to Practise Committees.
- Developed a new protocol and tool with respect to the assessment of complaints under s. 24 (2) of the SWSSWA to ensure more effective streamlining of complaints.

REGULATORY OUTREACH

- Joined a group of Federation of Health Regulatory Colleges of Ontario (FHRCO) colleges and the Financial Services Regulatory Authority of Ontario to consider the implications of fraud perpetrated by professionals in the auto insurance sector.
- Collaborated with other regulatory staff on a number of regulatory issues, including: the regulation of behavioural clinicians; the development of a joint response to an open letter about police involvement in mental health checks; and completing COVID-19 screens in school boards.
- Provided feedback to: Health Canada – Office of Controlled Substances, regarding applications for exemption under the *Controlled Drug and Substances Act, 1996*, related to psilocybin-assisted therapy; Ontario Health on their Draft Quality Standard for Delirium; and the College of Dieticians of Ontario for their Delegation of Controlled Acts Standard.

> KEY ACCOMPLISHMENT

Developed new resources related to diversity, equity and inclusion.

- Participated in meetings with staff of other Ontario regulatory bodies, including: the Registrars' Network Investigations and Hearings Group; the Human Resources Networking Group; the Quality Assurance Working Group; Practice Advisors' Meetings; the Inter-College Psychotherapy Committee; the Deputy Registrars' Group; the Registrars' Forum; the IT Networking Group; the Investigations, Discipline and Enforcement Association (IDEA) Networking Group; the Ontario Regulators for Access Consortium; and the Regulatory Communicators Network.
- In April 2020, the Registrar was part of an international Council on Licensure, Enforcement and Regulation (CLEAR) panel on the regulatory response to COVID-19.
- The Registrar was part of a Canadian Network of Agencies of Regulation (CNAR) panel called "Effective Governance: Maximizing Innovation in the Absence of Legislative Change."
- The President and the Registrar were invited by the Board of Directors of the Human Resources Professionals' Association (HRPA) to be part of a panel on Regulatory Governance.
- The Registrar chaired CLEAR's Administration, Legislation and Policy Subcommittee and was a faculty member for the Executive Leadership Program.
- The Deputy Registrar was re-appointed to the national program planning committee of CNAR.
- The Director of Communications presented as part of a CLEAR webinar on the implementation and success of the public awareness campaign.
- The College's Management Team participated in the Leadership Development Program for Ontario Regulators (LEADOR).

2020 COMMITTEE REPORTS

(Committee Chairs and Members as of December 31, 2020)

EXECUTIVE COMMITTEE

Toula Kourgiantakis, RSW, President

Mukesh Kowlessar, RSSW, Vice-President

Déirdre Smith, Public Member,

Vice-President

Sanjay Govindaraj, RSW

Shelley Hale, RSSW

Pamela Murphy, Public Member

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

In 2020, the Executive Committee oversaw the planning process for the 2020-2023 Strategic Plan, and considered and forwarded to Council many matters that are described in the achievements noted elsewhere in this report.

MANDATORY REPORT STATISTICS

In 2020:

- 12 new investigations were considered.
- Nine reports investigations were closed.
- Two written decisions and reasons were issued.
- The Executive Committee made two referrals to the Discipline Committee.
- The Executive Committee made five referrals to the Fitness to Practise Committee.

DISCIPLINE COMMITTEE

Chair: **Frances Keogh**, RSW

As part of its duty to serve and protect the public interest, the College is required to have a Discipline Committee. The duties of the Committee are to:

- Hear and determine allegations of professional misconduct or incompetence on the part of a College member, directed or referred to it by the Complaints Committee, the Council, or the Executive Committee.
- Perform any other duties assigned to it by Council.

In 2020, the Discipline Committee:

- Received two referrals.
- Held 10 discipline hearings and six pre-hearing conferences.
- Issued seven decision and reasons.

FITNESS TO PRACTISE COMMITTEE

Chair: **Frances Keogh**, RSW

As part of its duty to serve and protect the public interest, the College is required to have a Fitness to Practise Committee. The duties of the Committee are to:

- Hear and determine allegations of incapacity on the part of a member of the College, as directed or referred to it by the Complaints Committee, the Council, or the Executive Committee.
- Perform any other duties assigned to it by the Council.

In 2020, the Fitness to Practise Committee:

- Received five referrals.
- Held three fitness to practise hearings.
- Issued two decision and reasons.

COMPLAINTS COMMITTEE

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

As part of its duty to serve and protect the public interest, the College is required to have a formal complaints process, which gives members of the public the ability to have their complaint about a College member's conduct or actions submitted to the College's Complaints Committee. This complaints process is designed to identify and address concerns about professional misconduct, incompetence and/or incapacity of College members. The process is also designed to ensure fairness to both the individual making

the complaint and the member who is the subject of the complaint.

In 2020, the Complaints Committee:

- Considered 63 new complaint investigations.
- Closed 54 complaint investigations.
- Issued 54 written decisions and reasons.
- Delivered four personal attendance cautions.

REGISTRATION APPEALS COMMITTEE

Chair: **Kenta Asakura**, RSW

As part of its duty to serve and protect the public interest, the College is required to have a Registration Appeals Committee. The Committee reviews matters related to the registration of applicants in the College. If the Registrar proposes to refuse a certificate of registration to an applicant or proposes to place a term, condition or to issue a limitation on a member's certificate of registration, to which the person does not consent, the applicant is given notice of the Registrar's proposal, with written reasons for it. The applicant is notified that he or she has 60 days to request a review of the Registrar's proposal. If the applicant requests a review, the Committee shall conduct the review.

In 2020, the Registration Appeals Committee:

- Received 13 requests for review (eight social work; five social service work).
- Considered 13 requests for review (eight social work, five social service work) received between 2019 and 2020, of which

12 decisions with reasons were issued and one decision was approved in principle.

ELECTION COMMITTEE

Chair: **Karen Fromm**, Public Member

The mandate of the Election Committee is to:

- Set the date for each election.
- Determine the procedures to be followed in carrying out an election and a recount procedure which are not specified in the bylaws.
- Determine disputes as to whether a member is eligible to nominate a candidate to stand for election or to vote.
- Determine if questionable ballots and/or envelopes are acceptable.
- Carry out the functions set out in the bylaws.

In 2020:

- The Election Committee reviewed election documents, questionable nominations and ballots, and oversaw the implementation of the delayed election process.
- An election was conducted for social workers and social service workers in Electoral District No. 3 on July 23, 2020; the election process was once again available online, including the call for nominations and the voting process.
- The Committee congratulated Durel Allen, RSW, Toulia Kourgiantakis, RSW, Charlene Crews, RSSW, and Judy Gardner, RSSW, who were elected to three-year terms beginning September 2020.

STANDARDS OF PRACTICE COMMITTEE

Chair: **Lisa Seburn**, RSW

The mandate of the Standards of Practice Committee is to:

- Consider and review the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.
- Recommend to Council a process for consulting the members of the College in connection with the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.
- Implement, or cause to be implemented, in accordance with Council's direction, a consultation process in connection with the Standards of Practice of the College and guidelines which relate to the Standards of Practice of the College.
- Recommend, for the approval of Council, changes to the Standards of Practice of the College and adoption of guidelines which relate to the Standards of Practice of the College.
- Recommend, for the approval of the Registrar or Council, printed and other material which they consider appropriate in order to communicate standards of practice and guidelines to members of the College.
- Perform such other duties as may from time to time be determined by Council.

In 2020, the Standards of Practice Committee:

- Reviewed and provided feedback on the draft Appendix to the Practice Guidelines for Medication Practices on the administration of Naloxone and discussed the stakeholder consultation process.
- Reviewed a proposal recommending to Council that the task of overseeing a review of the Standards of Practice be delegated to the Committee.

FINANCE COMMITTEE

Chair: **Charlene Crews**, RSSW

The Finance Committee makes recommendations to Council on matters related to the College's financial planning, financial management and asset management, including:

- the annual operating budget;
- internal financial controls;
- financial policies and fiscal plans; and
- policies for the investment of funds.

In 2020:

- The Committee reviewed the College's financial statements and the statements of the College's current financial portfolio.
- The Committee approved revisions to the Long-Term Investment Policy to allow for the use of pooled investments.

- The Committee reviewed and approved the College's Procurement and Credit Card Policies, and policies related to the management of College finances.
- At the recommendation of the Committee, the College's auditor provided an orientation to Council on the College's finances and Council's fiduciary responsibilities at the September 2020 Council meeting.
- The Committee directed the process for the development of the 2021 annual budget and work plan, considered cash flow projections and recommended that there be no increase in registration and membership fees for 2021.
- The Chair of the Finance Committee presented the 2021 draft budget and work plan to Council; it was approved at the December 2020 Council meeting.

NOMINATING COMMITTEE

Chair: **Shelley Hale**, RSSW

The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the statutory and non-statutory committees established in the bylaws of the College.

In 2020, the Nominating Committee:

- Held an orientation meeting in August to review the statutory requirements regarding membership on the statutory committees and the requirements of Committee membership for those non-statutory committees set out in bylaw.

- Met in September to review the information provided by Council members and non-Council members in their appointment forms, respecting membership on the statutory and non-statutory committees, and made recommendations to Council on the appointment of members and chairs to each of the committees at the September 2020 Council meeting.

GOVERNANCE COMMITTEE

Chair: **Déirdre Smith**, Public Member

The mandate of the Governance Committee is to:

- Develop, maintain and review governance policies and procedures.
- Make recommendations to Council regarding policies, procedures and changes.
- Perform such duties as may from time to time be determined by Council.

In 2020, the Governance Committee:

- Reviewed and recommended amendments to a number of governance policies in accordance with the review cycle.
- Developed the Risk Management Protocol, which was approved by Council in March 2020.
- Continued to implement objectives from the 2016-2019 Strategic Plan approved by Council in May 2016, and began to discuss objectives from the new 2020-2023 Strategic Plan approved by Council in May 2020.

TITLES AND DESIGNATIONS COMMITTEE

Chair: **Andy Kusi-Appiah**, Public Member

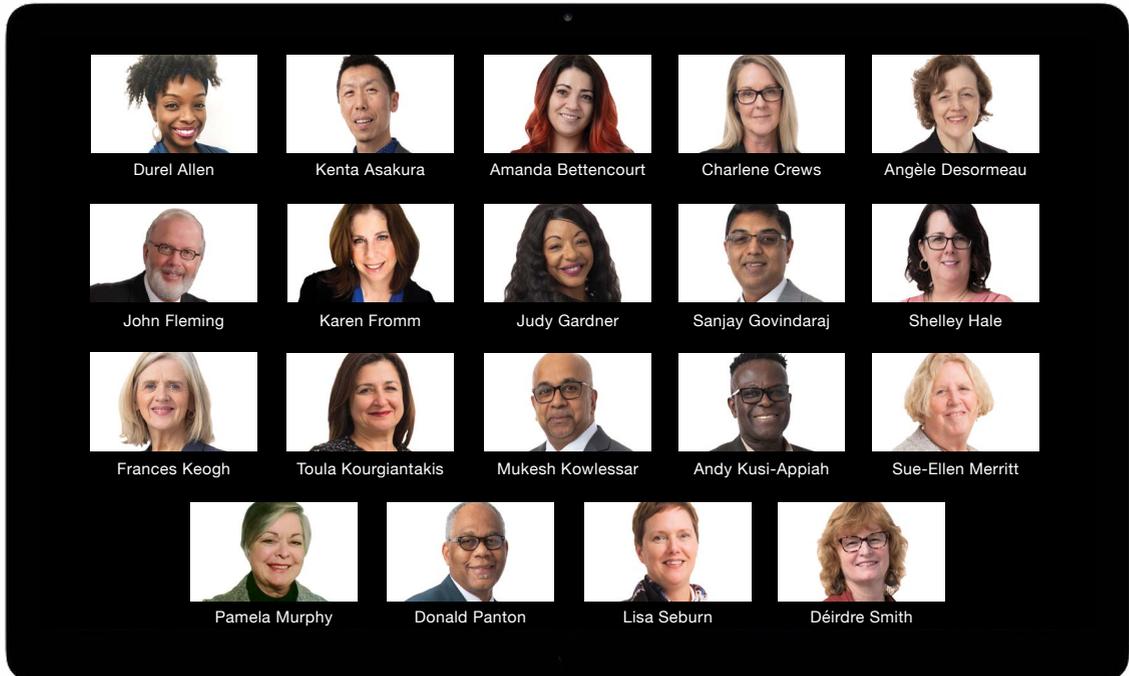
The Titles and Designations Committee considers appeals submitted by members (appellants) within 30 days after being notified by the College that the Registrar has determined that the appellant does not hold an earned doctorate in social work, as defined by subsection 47.3(2) of the *Social Work and Social Service Work Act*. The Committee delivers its decision in writing to the appellant and the Registrar. The decision of the Committee is final and binding and no further appeal is allowed.

CORPORATIONS COMMITTEE

Chair: **Judy Gardner**, RSSW

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

2020 - 21 COLLEGE COUNCIL



(Not pictured: Faiza Khalid-Khan and Lisa Kostakis)

COLLEGE COUNCIL (AS OF DECEMBER 31, 2020)

Durel Allen, RSW

Kenta Asakura, RSW

Amanda Bettencourt, RSSW

Charlene Crews, RSSW

Angèle Desormeau, RSSW

John Fleming, Public Member

Karen Fromm, Public Member

Judy Gardner, RSSW

Sanjay Govindaraj, RSW

Shelley Hale, RSSW

Frances Keogh, RSW

Faiza Khalid-Khan, Public Member

Lisa Kostakis, Public Member

Toula Kourgiantakis, RSW

Mukesh Kowlessar, RSSW

Andy Kusi-Appiah, Public Member

Sue-Ellen Merritt, RSSW

Pamela Murphy, Public Member

Donald Panton, RSW

Lisa Seburn, RSW

Déirdre Smith, Public Member

NON-COUNCIL MEMBERS

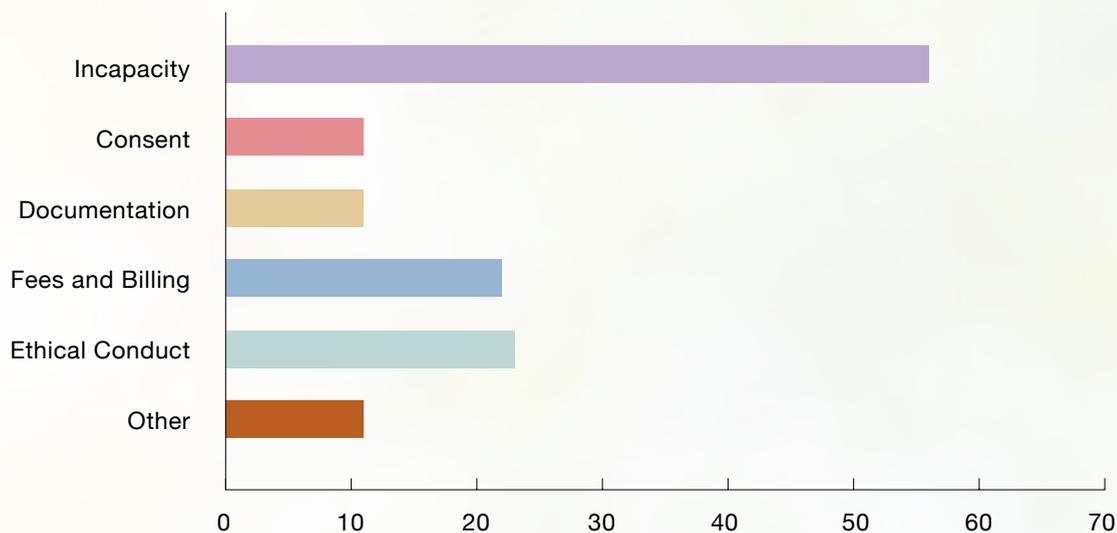
Greg Clarke, RSSW

Dave McWilliams, RSSW

Rita Silverthorn, RSW

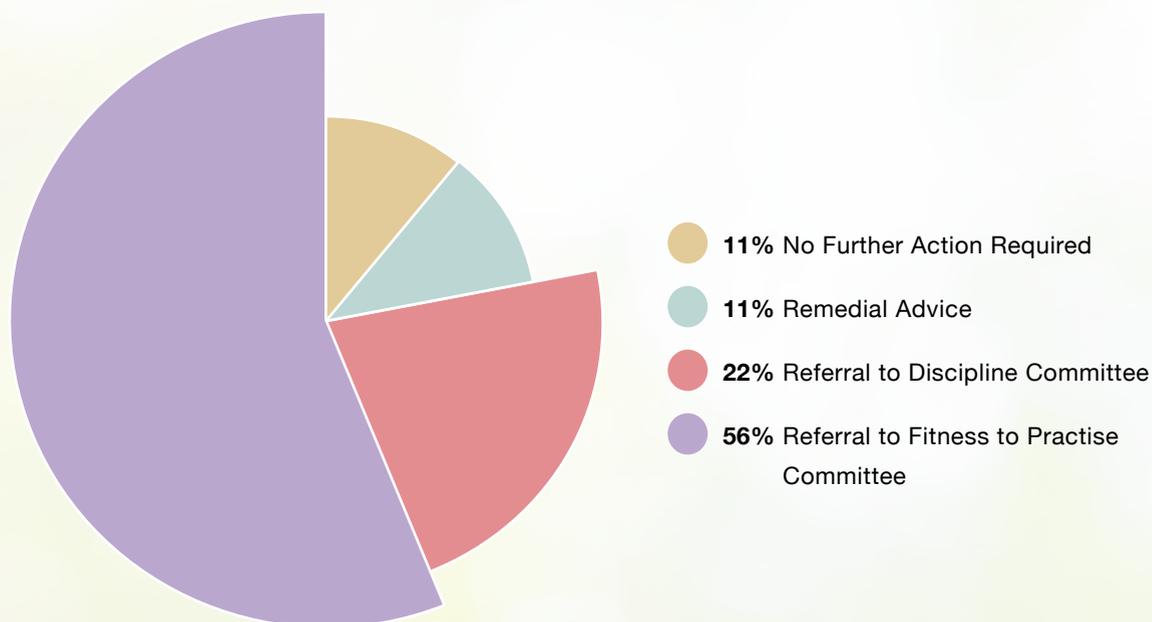
Delia Sinclair Frigault, RSW

ISSUES RAISED BY REPORTS AND MANDATORY REPORTS*

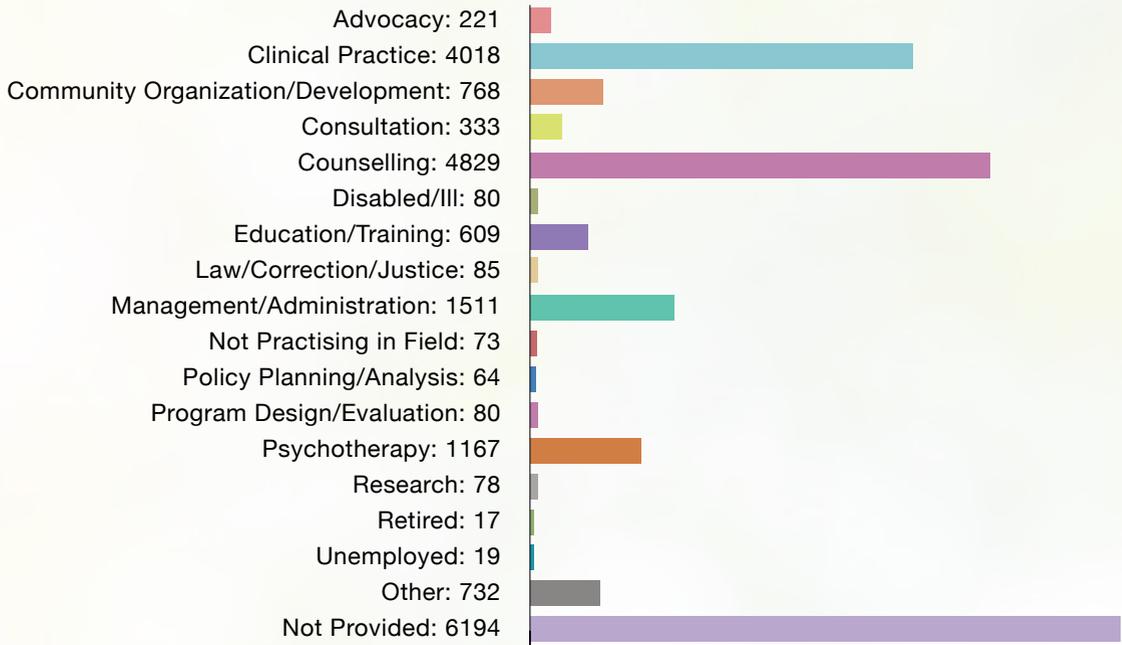


*Note: Reports and mandatory reports often raise several social work/social service work issues.
Based on disposed cases.

DISPOSITION OF REPORTS AND MANDATORY REPORTS



PRIMARY EMPLOYMENT FUNCTION FOR REGISTERED SOCIAL WORKERS



Note: This information is provided voluntarily by members.

PRIMARY EMPLOYMENT FUNCTION FOR REGISTERED SOCIAL SERVICE WORKERS



Note: This information is provided voluntarily by members.

INDEPENDENT AUDITOR'S REPORT



Crowe Soberman | Canada

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REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of
Ontario College of Social Workers and Social Service Workers

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2020, the summary statements of operations, and the summary statement of changes in net assets for the year then ended and related notes, are derived from the audited financial statements of Ontario College of Social Workers and Social Service Workers for the year ended December 31, 2020.

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

Summary Financial Statements

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

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated April 27, 2021.

Management's Responsibility for the Summary Financial Statements

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

Auditors' Responsibility

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

Crowe Soberman LLP

Chartered Professional Accountants
Licensed Public Accountants
Toronto, Canada
April 30, 2021

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FINANCIAL STATEMENTS

SUMMARY STATEMENT OF FINANCIAL POSITION

At December 31	2020	2019
ASSETS		
Current		
Cash	\$ 4,584,285	\$ 3,863,724
Short-term investments	4,695,658	2,410,569
Interest receivable	12,927	19,675
Government assistance receivable	82,542	-
Prepaid expenses and sundry	158,066	88,715
	9,533,478	6,382,683
Long-term investments	2,501,941	3,608,720
Equipment and leasehold improvements	423,393	349,474
Computer software	493,081	571,262
	\$ 12,951,893	\$ 10,912,139
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 484,495	\$ 522,800
Deferred revenue	5,789,584	5,020,047
	6,274,079	5,542,847
Commitments and contingencies		
NET ASSETS		
Net assets invested in equipment, leasehold improvements and computer software	916,474	920,736
Unrestricted net assets	5,761,340	4,448,556
	6,677,814	5,369,292
	\$ 12,951,893	\$ 10,912,139

SUMMARY STATEMENT OF CHANGES IN NET ASSETS

Year ended December 31

	Net assets invested in equipment, leasehold improvements and computer software	Unrestricted	2020	2019
Balance, beginning of year	\$ 920,736	\$ 4,448,556	\$ 5,369,292	\$ 5,136,991
Excess (deficiency) of revenue over expenses	(299,272)	1,607,794	1,308,522	232,301
Inter fund transfer - invested in equipment, leasehold improvements and computer software	295,010	(295,010)	-	-
Balance, end of year	\$ 916,474	\$ 5,761,340	\$ 6,677,814	\$ 5,369,292

SUMMARY STATEMENT OF OPERATIONS

Year ended December 31	2020	2019
Revenue		
Registration fees	\$ 7,924,567	\$ 6,842,598
Application fees	232,700	257,300
	8,157,267	7,099,898
Expenses		
Salaries and benefits	4,146,071	4,060,741
Premises rent	818,717	788,095
Legal	757,504	517,947
Consulting	249,670	205,384
Advertising and promotion	232,112	277,657
Bank charges	180,659	161,752
Leasing and maintenance	169,968	152,365
Professional development	64,730	92,344
Office supplies	62,819	78,759
Council and committee meetings	44,198	233,089
Audit and accounting	38,646	35,030
Telephone	38,184	40,995
Insurance	29,967	28,112
Translation	27,150	22,101
Website	24,820	12,417
Postage and courier	23,108	30,356
Election	19,446	9,050
Printing and stationary	18,499	19,520
Amortization	299,272	294,505
	7,245,540	7,060,219
Excess of revenue over expenses before other income	911,727	39,679
Other income (expenses)		
Government assistance	207,363	-
Investment income	197,865	163,410
Realized gain on sale of investments	33,415	10,525
Unrealized gain (loss) on investments	(41,848)	33,260
Loss on disposal of equipment	-	(14,573)
	396,795	192,622
Excess of revenue over expenses	\$ 1,308,522	\$ 232,301

NOTES TO SUMMARY FINANCIAL STATEMENTS

1. Organization

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

2. Summary financial statements

The summary financial statements are derived from the complete annual audited financial statements of the Ontario College of Social Workers and Social Service Workers for the year ended December 31, 2020, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

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

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

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

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