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PERSPECTIVE

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



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MESSAGE FROM THE REGISTRAR AND CEO



> THE COLLEGE'S COMMITMENT TO REGISTRANT ENGAGEMENT

I am delighted to address you in the fall issue of *Perspective* as the incoming Registrar and CEO at the Ontario College of Social Workers and Social Service Workers (the College).

As I move into this new role, I want to reaffirm the College's commitment to listening to registrants and ensuring that College decisions are guided by registrants' lived experiences. The College strives to foster a two-way dialogue with registrants that ensures that we remain responsive to supporting professional practice and ethical care across the province.

Recently, registrants had several occasions to engage with the College, including the opportunity to participate in consultations on the revised Standards of Practice and to submit interest for a [non-Council Committee Member position](#). The feedback received informed further revisions to practice resources and assisted the College in addressing challenges more effectively.

We look forward to embarking on future engagement opportunities with you, including connecting with registrants during the upcoming Educational Forum on November 30, 2023. In early 2024, registrants will have a chance to participate in an important consultation process as the College begins work on its new Strategic Plan. Stay tuned for more information as well as additional ways to connect with the College as it strives to support registrants through the development of additional practice resources.

I am also excited to share that the College has made significant enhancements to the registrant database as part of our ongoing efforts to leverage technology and make online services more accessible to you, our registrants. As part of the upgraded database, the College will be launching its [Equity and Inclusion Data Initiative](#). In the upcoming renewal period, you will have the opportunity to participate in the Initiative by sharing your voluntary demographic information with the College. You can find more information on the Equity and Inclusion Data Initiative in the [FAQ article](#) in this issue of *Perspective*.

By engaging with our registrant base through the Equity and Inclusion Data Initiative, the College aims to address systemic barriers and inform equity initiatives to better serve the Ontario public while advancing our commitment to public protection. Thank you to all registrants who provided their insights as part of the development of the Initiative – your feedback helped ensure we are making decisions that are informed by authentic representation. Following the renewal period, the College will reach out again to get your thoughts and comments on the Initiative, which will assist in determining if further changes or additions are required.

Ongoing engagement with registrants is key to achieving our shared goals and allows the College to make well-informed decisions that serve the public interest and protect clients and communities throughout the province. The College remains committed to maintaining a connection with registrants as we foster an environment of continuous improvement. We look forward to engaging with you, our registrants, in meaningful ways to further support the crucial role that you play in providing services and care to Ontarians.

Sincerely,

Denitha Breau, RN, MSN, MBA

Registrar and CEO

Ontario College of Social Workers and Social
Service Workers

A BETTER TOMORROW, TODAY: CANDIES KOTCHAPAW'S JOURNEY TO AMPLIFY THE GLOBAL BLACK EXPERIENCE



➤ Nurturing young Black minds to excel in their endeavours was always at the forefront of Candies Kotchapaw's professional ambitions.

Instead of waiting for change to happen, she broke new ground to create systems of support to help guide and inspire current and future generations of young Black leaders.

INITIAL PURSUITS

Candies Kotchapaw, MSW, RSW, was born in Jamaica, and it was upon immigrating to Canada with her family at the age of 14 that she immediately drew parallels with her home country's social conditions, such as the prevalence of poverty. She always wanted to get involved in human rights and poverty reduction, and that naturally led her towards social work, even if it wasn't her primary aim.

"As I grew interested in the structural side of social work, and really noticed how institutions impacted and influenced communities, continuing my social work education really just galvanized that passion I had when I was younger," Candies said.

DYLOTT'S FORMATION

After working in frontline social work for many years, Candies went back to school to obtain a Master of Social Work (MSW). She specialized in policy practice, but was deeply affected by the systemic discrimination she and other Black students faced. She also became aware of limited professional opportunities in diplomacy, a sector she also considered entering.

"Who are those people that our country usually selects to be high commissioners or diplomats abroad?" Candies said. "I didn't see anyone who looked like me in those roles. For my MSW thesis work, entitled '*The Politics of Social Work: Do Racialized Social Workers Belong in the Practice Space of Public Policy Development?*' I started to think about why there weren't clear pathways to attaining those diplomatic positions. That really was the starting point for the DYLOTT program."

In their professional roles, social workers and social service workers are well positioned to be at the forefront of developing and delivering solutions

to such challenges. DYLOTT, or Developing Young Leaders of Tomorrow, Today, was the result of Candies' research. She sought to create programs that build future Black leaders, and says DYLOTT's structure centred on having diverse Canadian representation globally.

The core of the DYLOTT program came together when Candies travelled to Riga, Latvia in 2017, where she noticed things were far worse for young Black people in other countries. "I came back to Canada thinking that I needed to do something to level the playing field, but also amplify the excellence in young Black kids within these niche fields," she said. "I then spent six years building out networks and connecting with many experts in different sectors."

DYLOTT started with just 10 kids but transformed into a full-fledged non-profit in 2019. Now positioned as an organization, it cemented Candies' passion to maintain a consistent dialogue on how to navigate spaces in multilateral diplomacy.

EMPOWERING BLACK YOUTH

In alignment with her advocacy efforts, Candies saw an opportunity to create programs to further support and empower marginalized youth. Candies created two major programs through DYLOTT. #LeadLikeAGirl provides mentorship to young girls aged eight to 17, and instills confidence for public speaking opportunities.

The Black Diplomacy Academy prepares members aged 18 to 35 to engage with regional, national and global policy issues. In social work terms, it aims to bring together sectors who don't usually speak to each other, and help build consensus.

"These programs were really about helping Black youth identify where their leadership skills were, by lifting them up and helping them know that they belong on that stage," Candies said. "These opportunities opened their worldview, so that they can become leaders of tomorrow, today."

MAINTAINING RELEVANCE

Candies thinks a lot about the organization's trajectory. She says that everything in the DYLOTT nucleus

sets the tone for short- and long-term collaborative solutions.

"To truly solve historical challenges faced by Black communities, as well as heal from traumas faced throughout generations, we have to come together and discuss these problems as mutual experts," Candies said. "Every stakeholder comes with a valuable proposition that is equal to funding, program design and community impact."

Social workers and social service workers should be aware of, and play an integral role in, addressing these historical inequities. Candies stresses that DYLOTT's programs aim to avoid revisiting historical trauma. While the Black experience cannot be denied, DYLOTT operates to make life better today by integrating policy-making resources, such as the United Nations International Decade for African Descent and United Nations Sustainable Development Goals, into its operations.

Candies says these resources were especially crucial during the COVID-19 pandemic and the racist responses to the killings of George Floyd and Breonna Taylor in 2020. It indicated to Candies that Black intersectional issues may only be in vogue for so long before people move on. But by being intentional with DYLOTT's growth, installing a multilateral framework connected to global tools would allow the organization to remain relevant.

"All Sustainable Development goals relate to a social problem," Candies said. "Now when I go to any stakeholder and say that 'problem x needs solution y,' they can work with DYLOTT to address that issue in a tangible way through active program design."

A PRODUCTIVE FUTURE AHEAD

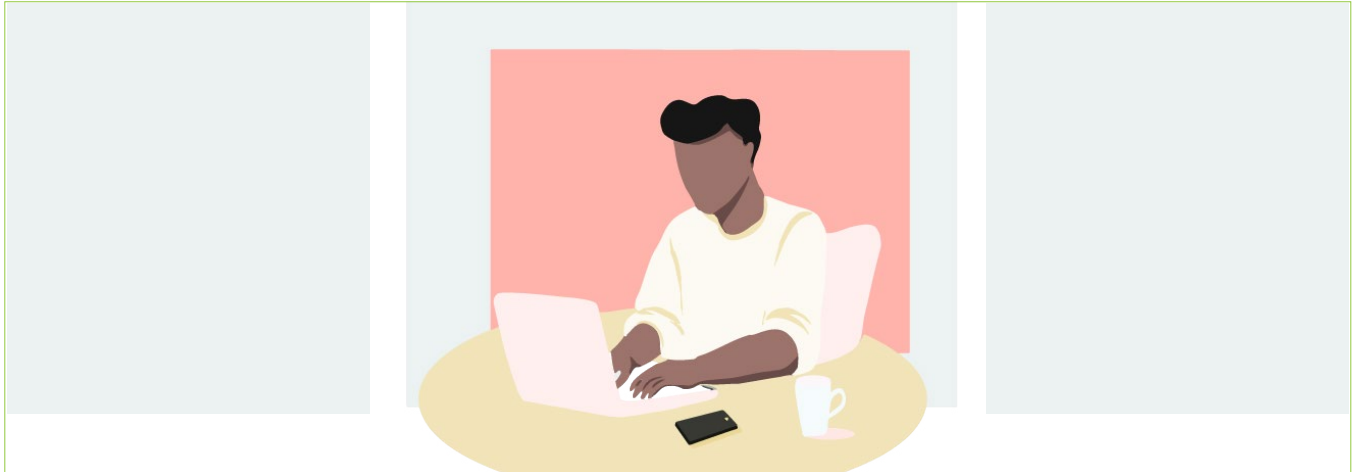
Allyship is crucial, Candies says, as there are never enough social workers in one single space to create the change that needs to occur. She says that BIPOC and non-racialized allies both have unique insights about the world, and can lend assistance in different but impactful ways.

Seeing the excellence that has arisen out of DYLOTT, Candies now aims to branch out to emerging fields, such as cybersecurity, to amplify Black voices in those spaces. Looking back at how far her passion has taken her and knowing that DYLOTT continues to be a marker for change at the micro, macro, and mezzo levels keeps her enthusiasm high.

“Every day I come into work excited,” Candies says. “For those looking to continue DYLOTT’s work in their own, unique way – perfect your gifts and talents until they become your strengths.”

The College thanks Candies for speaking with us and sharing her experiences. In appreciation, the College has made a donation to DYLOTT.

IN CASE YOU MISSED IT – REVISED CODE OF ETHICS AND STANDARDS OF PRACTICE NOW AVAILABLE



➤ The Ontario College of Social Workers and Social Service Workers (the College) is excited to share that the revised *Code of Ethics and Standards of Practice* were recently approved by College Council and are now available to view on the [College's website](#)!

REVISIONS TO THE CODE OF ETHICS AND STANDARDS OF PRACTICE

The Code of Ethics and Standards of Practice were revised following a robust consultation process to ensure that updates reflect societal changes and the current practice landscape with a further focus on public benefit. The changes affect every registrant, regardless of area of practice.

The updates include a greater focus on diversity, equity, inclusion and belonging, as well as simplified language and clarification on some topics. The new website version of the revised Standards of Practice also includes links to relevant resources to further support registrants in their practice.

PROFESSIONAL PRACTICE WEBINARS

In an eBulletin sent out on September 11, 2023, registrants were invited to attend a webinar to learn more about the revisions to the Standards of Practice

and address frequently asked questions. The webinars took place on September 21, September 27 and October 4, 2023. All three webinars were very well attended, and the positive feedback received by the College indicated they were helpful to registrants. A recorded version of the webinar is available to view on the [College website](#).

MORE INFORMATION

If registrants have any questions about the revised Standards of Practice, please contact the Professional Practice Department at practice@ocswssw.org.

CONTINUING COMPETENCE PROGRAM

As part of the [College's Continuing Competence Program \(CCP\)](#), all registrants (except those holding a retired class of certificate of registration) must review the Code of Ethics and Standards of Practice on an annual basis. For the 2023 CCP, registrants are required to review the recently revised [Standards of Practice](#).

COUNCIL ROSTER FOR 2023-2024

➤ AMANDA BETTENCOURT – ELECTED SOCIAL SERVICE WORKER



Amanda Bettencourt is dually registered with the OCSWSSW, initially joining the College as a social service worker and then obtaining her Bachelor of Social Work from the former Ryerson, now known as Toronto Metropolitan University. She

works full-time as a School Social Worker on Six Nations of the Grand River Reserve in Ohsweken, where she also sits on the Anti-bullying Taskforce and provides consultation services to the federal school system with a focus on Haudenosaunee ways of knowing and learning. Amanda also works part-time as a private tutor and is serving out her third term being a Council member of the OCSWSSW. Amanda has eight years of frontline experience in the social services field, including but not limited to: advocacy for persons appealing ODSP decisions; managerial support for supervised access centre; and social work within school settings – both Western and Indigenous school systems. Amanda strives to continue to contribute meaningfully to the College's mandate of public protection.

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; adjudication officer and United Nations observer support officer monitoring elections in South Africa; and 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 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 mental health clinician with over 29 years of experience working with marginalized and homeless populations. She brings a diversity of experience and transferable skills developed

through direct service and program development work across sectors of child and adult mental health and addictions, hospital and community health care, patient advocacy, corrections, forensics, homelessness and social housing. Charlene is a social housing adjudicator and a Psychiatric Patient Advocate with the Ministry of Health. Charlene holds a strong interest in health law, privacy and ethics, maintains active roles on multiple community advocacy boards and holds certificates in advanced adjudication, regulatory investigations, interpersonal mediation, family therapy, dialectical behavioural therapy, and health service management. She is currently pursuing a master's degree in health administration at Toronto Metropolitan University.

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 is just completing 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 is serving his second term as Council Chair for the College.

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 is grounded in addressing trauma, as well as the elimination of systemic, individual, and institutional oppression.

SANJAY GOVINDARAJ - ELECTED SOCIAL WORKER



Sanjay Govindaraj holds an MSW from TISS (1994) and a Master's in Applied Environmental Studies from UW in 2004. Over the past 27 years, he has spearheaded projects addressing poverty, food security, housing, child exploitation, Indigenous Reconciliation, accessibility, and strategic planning. Currently, he serves as the Director of Reconciliation, Equity, Accessibility, Diversity, and Inclusion at the City of Waterloo. Additionally, he offers counselling services on a part-time basis at Aligned Health in Waterloo, focusing on equity-deserving groups. Recognizing his dedication to supervising MSW students, Wilfrid Laurier University bestowed upon Sanjay the title of Associate Practicum Professor (part-time). He has served on various boards within not-for-profit organizations and actively mentors new immigrants and refugees. Elected to the Council in 2018, he presently holds the position of Vice-Chair on the Executive Committee and serves as Chair of the Diversity, Equity, and Inclusion (DEI) Committee.

SANA IMRAN - ELECTED SOCIAL WORKER



Sana Imran is a registered social worker with over 10 years of experience in the mental health sector, ranging from providing therapeutic support to clients at various mental health agencies in Toronto to working in policy

and program development across the educational sector. She currently works full-time as a manager with the Office of Community Wellbeing at Toronto Metropolitan University, and part-time as the clinical team lead for Leena, a BIPOC focused mental health platform providing services across Canada. Sana brings a wide range of experience having worked as a clinician, providing learning support to emerging clinicians, and working in advocacy and policy development at the provincial level. Sana has had the privilege of managing complex projects funded

by Immigration, Refugees & Citizenship Canada, the Ministry of Health, the Anti-Racism Directorate of Ontario, and the Mental Health Commission of Canada. She 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.

MUKESH KOWLESSAR – ELECTED SOCIAL SERVICE WORKER



Mukesh Kowlessar 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 while pursuing other interests 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 being an active Rotarian for 16 years where she served a term as President of the Rotary Club of Sarnia. She currently serves as 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.

VERA MERCIER – PUBLIC MEMBER



Vera Mercier is the Executive Director of the Soufrière Kid's Development (SKD) Bilingual Child Care Centre, which has provided licensed childcare and education in Ajax, Pickering and Oshawa for over 10 years. She has more than 20 years of experience

in leadership, financial auditing and risk management. Fluent in both English and French, Vera excels in team coaching and motivation and is passionate about

driving business development, creating operational strategies and optimizing children's experiences. Vera is actively involved in the community, currently serving on the boards of the Durham Children's Aid Society and the Ontario Association of Children's Aid Societies.

SUE-ELLEN MERRITT – ELECTED SOCIAL SERVICE WORKER

Sue-Ellen Merritt graduated with honours from Niagara College's Social Service Worker Program in 1996. She has served on the Niagara College Social Service Worker Advisory Board for 15 years, and was Chair of the Board's Legislation Sub-Committee. Currently retired, Sue-Ellen was employed for 20 years by Niagara Health System, Mental Health and Addictions, where she provided direct client support and held the positions of Smoking Cessation Coordinator and Gambling Coordinator. Sue-Ellen was also a small business manager for 15 years for a privately owned natural gas company, and served as an elected official for Township West Lincoln from 2003-2014. Prior to 2003, she served as Chair of the Township's Committee of Adjustment for 10 years. Sue-Ellen was an OCSWSSW Council member from 2000-2010, during which she was elected to the Executive Committee for those same years and held a Vice-President position from 2001-2010.

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, Binesiweg 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.

ALEXIA POLILLO – PUBLIC MEMBER



Dr. Alexia Polillo received her PhD in experimental psychology from the University of Ottawa and is completing her postdoctoral fellowship at the Centre for Addiction and Mental Health and the University of Toronto. She

has extensive experience with community and health services research and helped lead small- and large-scale evaluations of community and outpatient mental health services in Waterloo, Brantford, Ottawa, and Toronto. She has published over 15 peer-reviewed articles, contributed to eight technical reports used to support service providers and community mental health agencies, presented her work at national and international conferences, and received 11 institutional awards and federal and provincial scholarships.

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 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.

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 Wilfrid 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 professional experience. She continues to be a sessional graduate professor for the University of Windsor and has published on topics including anti-oppressive practice,

social work ethics and hypnosis. Elayne is the sole practitioner in a thriving private practice with areas of expertise that include sexual abuse, trauma, childhood disorders, relationship counselling, parenting and divorce. As a leader in private practice, many have sought her guidance in establishing their own private practices. An active volunteer, Elayne strives to give back to her community and her profession. She has supported many volunteer boards and has been awarded Business Woman of the Year, Volunteer of the Year, and Best Counsellor in the communities of Milton and Halton Hills. On a personal level, Elayne lives with her husband, Great Dane, annoying cat and two horses on their property in North Halton.

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, and is a proud resident of the City of Oshawa. He is an ordained Minister, an online business mentor, a basketball coach, and a counsellor.

COUNCIL MEETING HIGHLIGHTS



➤ COUNCIL HIGHLIGHTS FOR MAY 1, 2023

- Council declared Carrie McEachran, Public Member, elected to the Executive Committee by acclamation until the end of the 2022-23 Council year.
- John Fleming, Council Chair, provided his report to Council.
- Council approved a number of decisions around the implementation of recommendations from the governance review including changes to the election process for prospective candidates seeking election to College Council. These changes include additional screening using a Council Member Profile which describes governance attributes and competencies.
- Lise Betteridge, RSW, Registrar and CEO, and Denitha Breau, Deputy Registrar, presented their report to Council. The report provided updates under each strategic priority in the College's Strategic Plan and included information about the following: renewals and registrant-based data including registration growth over the pre-pandemic and recovery years; an update on the College's CRM initiative; cyber security and ongoing risk mitigation; the Professional Practice Department's continued practice support; the College's response to recommendations from the Child and Youth Death Review and Analysis Report; stakeholder and government relations; the College's ongoing efforts around title protection matters; and information around the sexual abuse mitigation strategy.
- Council reviewed the 2022 Audited Financial Statements, as approved by the Executive Committee.
- Council reviewed the Statement of Financial Position as of March 2023.
- Council reviewed the Statement of Operations as of March 2023.
- Council carefully considered the Finance Committee's recommendation regarding registration and renewal fees for 2024 and approved a \$40 increase.
- Council reviewed information regarding the mutual recognition agreement between the National Indigenous Accreditation Board (NIAB) and the Canadian Association for Social Work Education (CASWE).
- Council reviewed and approved the following two program applications as equivalent to a Social Service Work Program offered in Ontario at a CAAT.
 - Northern College (in Ontario) – Addiction and Mental Health Worker Program

- Collège Universel (outside of Ontario) - Techniques de travail social (Social Service Worker)
- Council reviewed and approved the revised Action Plan to Increase Engagement with Indigenous Communities, as recommended by the DEI Committee.
- Council reviewed the College's Risk Register.
- Council reviewed and approved the revised Procurement Policy.
- Reports were received from the following statutory committees: Executive; Complaints; Discipline; Fitness to Practise; and Registration Appeals.
- Reports were received from the following non-statutory committees: Standards of Practice; Election; Nominating; Finance; Governance; Corporations; Titles and Designations; and Diversity, Equity and Inclusion.

COUNCIL HIGHLIGHTS FOR SEPTEMBER 7-8, 2023

September 7, 2023

- The following Council members were elected by Council to the Executive Committee:
 - John Fleming, Public Member – Council Chair
 - Sanjay Govindaraj, RSW – Vice-Chair
 - Carrie McEachran, Public Member – Executive Member
 - Elayne Tanner, RSW – Executive Member
 - Madimba Tshibuabua, RSSW – Executive Member
 - Sue-Ellen Merritt, RSSW – Executive Member

September 8, 2023

- Council reviewed and approved the recommendations of the Nominating Committee with respect to statutory and non-statutory committee membership and chairs.
- Denitha Breau, RN, MSN, MBA, Registrar and CEO, presented her report to Council. The report provided updates under each strategic priority in the College's Strategic Plan and included information about the following: renewals and registrant-based data; an update on the College's CRM initiative; the Professional Practice Department's continued practice support and resources; ongoing government relations; increased public awareness campaign initiatives; and information around the sexual abuse mitigation strategy.
- Council reviewed and approved the Equity and Inclusion Data Policy.
- Council reviewed and approved the revised Code of Ethics and Standards of Practice.
- Council reviewed the Statement of Financial Position as of July 2023.
- Council reviewed the Statement of Operations as of July 2023.
- Council reviewed and approved in principle the 2024 Budget and Work Plan.
- Council received orientation and training from Crowe Soberman LLP regarding financial reports and Council responsibilities.
- Council reviewed the College's Risk Register.
- Council discussed ongoing implementation of recommendations from the governance review.
- Council discussed the upcoming strategic planning process for the Strategic Plan 2024-2027.

PRACTICE NOTES



➤ WHY YOU NEED
TO PUT IN THE
TIME BEFORE
PRIVATE
PRACTICE

PRACTICE NOTES

WHY YOU NEED TO PUT IN THE TIME BEFORE PRIVATE PRACTICE



➤ *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 registrants¹ with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.*

Since the pandemic, the College has heard from an increasing number of registrants who are entering private practice on either a full- or part-time basis. The College has always maintained that private practice is not an entry-to-practice competence. Rather, the skills, knowledge and judgment required for private practice

develop with time and experience and are not acquired from academic training alone, even if that training includes practicum requirements. Registrants will face challenging and unexpected scenarios that must be skillfully navigated to support clients without causing harm. Registrants who are not adequately prepared for the many challenges of private practice can put the public at risk.

College registrants must ensure they have the requisite competence to provide safe and quality client services. The Code of Ethics state that "[a] College registrant maintains the best interest of the client as the primary professional obligation"² and that "College registrants shall be responsible for being aware of the extent and parameters of their competence and their professional scope of practice and limit their practice accordingly."³

¹ 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.

² Ontario College of Social Workers and Social Service Workers (OCSWSSW), *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Code of Ethics, interpretation 1.

³ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle II: Competence and Integrity, interpretation 2.1.1.

Registrants must be competent in many practice considerations before starting a private practice. Private practitioners must be proficient, able to communicate foundational practice knowledge and skilled in providing different treatment modalities. A non-exhaustive list of the minimum requirements for professional and ethical practice includes understanding:

- the limits of confidentiality;
- who can consent to services and the release of client information;
- how to handle requests to release information from the record;
- how to terminate ethically;
- what constitutes a conflict of interest or dual relationship;
- how to work as a contractor;
- how to provide and receive supervision;
- how to document what is essential to the care of the client; and
- when to consult with colleagues, a supervisor or a lawyer.

It should be noted that understanding these practice considerations does not predict clinical competence or readiness for private practice. Depending on the context, these requirements can also pose challenges for seasoned registrants. The intricacies of client issues and scenarios vary, and private practitioners must have the experience and skills to act independently in a difficult situation or crisis.

SCENARIO – PRIVATE PRACTICE AND PRIVACY LEGISLATION

A registrant consulted with Professional Practice staff because a client's lawyer contacted them and requested a copy of the client's file. The registrant explained that the client had not mentioned needing their record for any legal matters. Therefore, the registrant was unprepared for this request and unsure if they should release the file to the lawyer. The registrant did not have a supervisor that they could speak to about this issue.

During the consultation, the registrant explained that their client had not initially disclosed ongoing legal issues. The client revealed their involvement in a legal case as their work progressed. This became the focus of their work together, which was a shift from the initial scope of service. Professional Practice staff commented that client needs can evolve over the course of a professional relationship and asked how the registrant discussed the service parameters with the client. The registrant responded that a service agreement had not been officially discussed with the client. Professional Practice staff referred to the Standards of Practice, which explain that:

College registrants shall obtain informed consent from clients, where needed, before providing social work or social service work services, including but not limited to, by:

- providing accurate and complete information about the services available;
- explaining the advantages and disadvantages of receiving/not receiving services;
- describing the expectations and limitations of service;
- explaining clients' rights with respect to capacity, privacy and confidentiality;
- clarifying registrants' mandatory reporting obligations and other limits to confidentiality; and
- providing information in a way that is appropriate for the client's cognitive ability.⁴

The registrant commented that while they were aware of the client's involvement in legal proceedings, they did not foresee a request for the record by the client's lawyer. The registrant queried whether it was permitted to provide the record to the lawyer since they were representing the client. Professional Practice staff explained that due diligence is required even though the request came from the client's lawyer. "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

⁴ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle III: Responsibility to Clients, interpretation 3.3.

⁵ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle V: Confidentiality, interpretation 5.2.1.

Professional Practice staff and the registrant further discussed that the most cautious course of action is for registrants to always be prepared for the client and/or their representatives to request to read or access copies of the client record. “Self-employed College registrants [such as private practitioners] and College registrants who are responsible for complying with privacy legislation shall establish and communicate to their clients clear policies regarding access to and correction of information in a record.”⁶

The registrant explained that due to the record’s content, they were concerned about releasing the client’s information and thought parts of the record could be detrimental to the legal case. Professional Practice staff referred to the Standards of Practice which explain “[i]f, in the registrant’s professional judgment, disclosure of information from the record to a third party could result in harm to the client, College registrants shall make a reasonable effort to inform the client of the possible consequences and seek to clarify the client’s consent to such disclosure. Registrants may disclose information from the record to third parties without the client’s consent only if disclosure is required or allowed by law.”⁷

Professional Practice staff also discussed that registrants routinely have conversations with their clients about the release of information from the record. In some situations, there may not be flexibility in what information is released from the record, such as fulfilling mandatory reporting obligations or being served a court order, warrant or subpoena.⁸ However, in many cases, clients have a choice in what information is shared. The Standards of Practice state the following:

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.⁹

The registrant explained that they were more comfortable having a discussion with the client, rather than simply complying with the lawyer’s request. They would determine what information should be released from the record, and whether the record would be shared in its entirety. Professional Practice staff reminded the registrant of the Standards of Practice, which states “College registrants shall make reasonable efforts to ensure that the information disclosed is pertinent and relevant to the professional service for which clients have contracted. College registrants shall take reasonable steps to ensure that the information disclosed is as accurate, complete and up-to-date as is necessary for the purposes of the disclosure and shall clearly set out the limitations, if any, on the accuracy, completeness or up-to-date character of the information.”¹⁰

⁶ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle IV: The Social Work and Social Service Work Record, interpretation 4.3.3

⁷ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle IV: The Social Work and Social Service Work Record, interpretation 4.4.2.

⁸ Note that the extent to which a warrant, court order or subpoena may require the production of particular records and whether any limitations or redactions or other confidentiality requirements may apply is an issue on which registrants should seek legal advice, given that it may be necessary to interpret the meaning and scope of the warrant, court order or subpoena and there may potentially be competing professional and statutory obligations. This is a complicated issue, the analysis of which is beyond the scope of this article.

⁹ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle V: Confidentiality, interpretation 5.2.2. Note also that further issues may arise where the records sought include information relating to more than one client. The analysis of that further issue is beyond the scope of this article, but is addressed in OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle IV: The Social Work and Social Service Work Record, interpretations 4.3.9, 4.4.3 and 4.4.4.

¹⁰ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle V: Confidentiality, interpretation 5.2.3.

The registrant was also reminded of the necessity to document conversations with the client, outline their decision-making process and what information would be disclosed from the record. Professional Practice staff referred to the Standards of Practice, which explains:

College registrants shall inform clients early in their relationship of any limits of client confidentiality, including with respect to the client record. When clients or their authorized representatives provide consent to disclose their information to third parties, College registrants shall document this and disclose information from the record within a reasonable time. Consent shall be documented and must identify:

- (i) the information that is to be disclosed, for example a partial record, the entire record, or a summary of the registrant's contact with the client;
- (ii) the party or parties to whom the information is to be disclosed; and
- (iii) any limits to the consent.¹¹

Upon concluding the consultation, Professional Practice staff referenced the Standards of Practice, which states "College registrants shall be knowledgeable about the policies, legislation, programs and issues related to the communities, institutions and services in their areas of practice."¹² Like all College registrants, private practitioners must understand the legislation that applies to their practice. This includes privacy legislation that explains how to manage requests for information from the client record.

Lastly, the registrant was reminded that "College registrants shall engage in the ongoing process of self-reflection and evaluation of their practice and shall seek supervision and consultation when appropriate."¹³ Competent, private practice requires ongoing supervision and consultation, and "[t]he need

for supervision does not end after a certain period in practice, but evolves and continues throughout a member's career."¹⁴ The registrant agreed and stated that they would prioritize obtaining a supervisor.

DISCUSSION - CLINICAL COMPETENCE

The previous scenario is just one example derived from many Professional Practice consultations, which underscores the requirement for foundational knowledge in private practice. Not only do private practitioners need to understand the Standards of Practice and the legislation that applies to their practice, but they must also have adequate supervision and be skilled in providing clinical services.

Competence in clinical practice develops with experience and ongoing training in addition to a social work degree, social service work diploma, or equivalent education. It's important to note that varied degrees of clinical skills training are offered within academic settings, and many registrants receive most of their clinical experience from their practicum experience. Registrants must have competence in different clinical practices and interventions which only comes with time, supervision, and experience.

More information on clinical practice can be found in the Standards of Practice which outline definitions of counselling, psychotherapy services and the controlled act of psychotherapy. It is possible that throughout a private practice session, a registrant could move between any or all of these definitions, and distinguishing between the controlled act of psychotherapy and psychotherapy services could prove challenging in practice.¹⁵ Therefore, registrants are advised to assess their readiness for private practice by consulting the [Practice Guidelines for Performing the Controlled Act of Psychotherapy](#) checklist of considerations.

¹¹ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle IV: The Social Work and Social Service Work Record, interpretation 4.4.1.

¹² OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle II: Competence and Integrity, interpretation 2.1.6.

¹³ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle II: Competence and Integrity, interpretation 2.1.8.

¹⁴ OCSWSSW, *Practice Guidelines for Performing the Controlled Act of Psychotherapy*. 2017.

¹⁵ Ibid.

CONCLUSION

College registrants are encouraged to review the College's [Private Practice webpage](#) which has many resources including Practice Notes, articles and a webinar titled "Preparing for Private Practice." Readiness for private practice evolves over time and requires effective experience, skills, knowledge and professional judgment. The decision to enter private practice should be made with great care and a profound understanding that College registrants are in a position of power and are responsible for ensuring that clients are protected¹⁶ from incompetent and harmful practice.

¹⁶ OCSWSSW, *The Code of Ethics and Standards of Practice*, Third Edition, 2023, Principle II: Competence and Integrity, interpretation 2.2.

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.

Essa Rageh Egal, #804796

Allegations of professional misconduct, including breach of the standards and other alleged misconduct, were referred to the Discipline Committee for a hearing on July 20, 2023. By order of the Discipline Committee dated August 7, 2023, the allegations were stayed.

[Essa Rageh Egal, #804796 \(Discipline Decision Summary and Reasons\)](#)

Steven Finlay, #828627

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Steven Finlay is guilty of professional misconduct in that the registrant violated section 2.36 of O. Reg. 384/00 (Professional Misconduct) to the Social Work and Social Service Work Act.

[Undertaking, Agreement & Acknowledgement of Steven Finlay](#)

[Steven Finlay, #828627 \(Discipline Decision Summary and Reasons\)](#)

Jesse Fraser, #827728

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Jesse Fraser is guilty of professional misconduct in that the registrant violated sections 2.2, 2.5, 2.20 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the Social Work and Social Service Work Act, Principles II, III, IV and VIII of the Code of Ethics and Standards of Practice Handbook (Standards of Practice), as commented on in Interpretations 2.2, 2.2.2, 2.2.8, 3.2, 4.1, 4.1.3 and footnotes 1-3, 8.1, 8.2.2, 8.2.3, 8.3, 8.4 and 8.6.

[Jesse Fraser, #827728 \(Discipline Decision Summary and Reasons\)](#)

FAQS: WHAT IS THE EQUITY AND INCLUSION DATA INITIATIVE?

FAQ

➤ College Council recently approved the Equity and Inclusion Data Initiative Policy. Beginning in the upcoming 2024 renewal period, which will start in late November 2023, registrants will be invited to share their demographic information with the College. This initiative is part of the College actioning our commitments to diversity, equity and inclusion.

Q: Why is the College asking registrants to voluntarily provide sociodemographic data?

A: Collecting this data supports the Equity and Inclusion Data Initiative, which is based on the fundamental principle that only what is measured can be effectively understood and improved upon. The initiative was developed to help identify and monitor systemic racism and discrimination within the professions of social work and social service work.

Q: Is it mandatory that registrants provide their sociodemographic data?

A: No. Registrants will be invited to share demographic data on a voluntary basis. Registrants may also withdraw their consent and request that the College delete or stop using their personal information at any time. Registrants can choose to answer some, all or none of the questions, and may opt out at any time by either choosing “prefer not to answer” for multiple choice questions or typing in “N/A” for open-ended

questions. No program, service or benefit will be withheld because a registrant chooses not to answer the questions.

Q: Can registrants still complete the renewal process without providing sociodemographic data?

A: Yes. Registrants who choose not to answer any of these questions will still be able to complete the renewal process.

Q: Will the data be kept confidential?

A: Yes. The data will be kept in a secure system, and access to the information will be restricted to a small number of College staff who require access for the purpose of reporting aggregate information and analyzing trends.

The data will be reported on only in the aggregate – registrants will not be able to be identified by the data they choose to submit.

Q: Will the data be tied to my registration profile?

A: The data **will not** be used to identify a registrant in any way, or for purposes with the intention to impact, harm or discriminate against a registrant. The data will never be used in any complaints or discipline processes, or be checked against a registrant’s safe practice registration requirement.

Q: How will the data be used?

A: Initially, the College's intention is to use the data collected to:

- obtain a benchmark of the demographics of College registrants;
- provide insight into the degree to which the diversity of the Ontario public is reflected in College registration; and
- identify gaps and disparities between the demographics of College registrants and the Ontario public.

Once this benchmark is obtained, the College can use the data to address systemic barriers and inform equity initiatives to better serve the Ontario public.

Visit the [College website](#) for more information about the Equity and Inclusion Data Initiative. If you have any questions about the initiative, please email communications@ocswssw.org.

SAVE THE DATE FOR THE 2023 EDUCATIONAL FORUM!

> The Ontario College of Social Workers and Social Service Workers (the College) is happy to announce that it will be holding its virtual Educational Forum on the morning of **Thursday, November 30, 2023**.

In addition to a College update from Denitha Breau, Registrar and CEO, the Educational Forum will include a keynote panel discussion entitled *Supporting Clients with Care and Competence Through Intimate Partner Violence*. The College's Director of Professional Practice, Christina Van Sickel, MSW, RSW, will facilitate an expert panel which will explore intimate partner violence and ways in which registrants can support their clients through competent and ethical care. Panelists will represent a variety of perspectives and practice areas, offering clinical, community-focused and system-based approaches. The panel session will also highlight key strategies for social workers and social service workers in supporting clients who have experienced or are experiencing intimate partner violence.

PARTICIPATION AND THE CCP

Registrants can use their attendance at the Educational Forum towards completing their Continuing [Competence Program \(CCP\)](#). The CCP ensures that social workers and social service workers are qualified,

enhance their knowledge on an ongoing basis, and remain up to date in their practice throughout their careers.

STAY TUNED – REGISTRATION OPENING SOON!

Registrants will be required to register for the Educational Forum. The event will be hosted online via virtual platform. During the event, registrants will have the opportunity to participate by asking the keynote panelists questions.

Please note that registration is not yet open. The College will provide more information about the 2023 Educational Forum, including registration details, in late October.

For more information, please contact the College's Communications Department at communications@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 sending the new employer address to the College by email to info@ocswssw.org, by fax to 416-972-1512 or by mail to the College office address. In addition to providing your new address, please provide your old address and College registration number.

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, by fax to 416-972-1512 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 OCSWSSW by regular mail or by email to info@ocswssw.org.

PARTICIPATION IN THE WORK OF THE COLLEGE

If you are interested in volunteering for one of the College's committees or task groups, please email oor@ocswssw.org to receive an application form. The College welcomes all applications; however, the number of available positions for non-Council members is limited by the statutory committee requirements in the *Social Work and Social Service Work Act* as well as the bylaws and policies of the College.

COUNCIL MEETINGS

Council meetings can now be viewed in real time via YouTube livestream. To view a Council meeting on YouTube, please email oor@ocswssw.org. Visit the College's website for the dates and times of upcoming Council meetings.

MISSION STATEMENT

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.

VISION STATEMENT

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.

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
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M4W 1E6

Telephone: 416-972-9882
Toll-Free: 1-877-828-9380
Fax: 416-972-1512
Email: info@ocswssw.org
ocswssw.org

FOLLOW US

Facebook: [@OCswssw](https://www.facebook.com/OCswssw)
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YouTube: [OCswssw / l'OTSTTSO](https://www.youtube.com/OCswssw)
LinkedIn: [Ontario College of Social Workers and Social Service Workers](https://www.linkedin.com/company/Ontario-College-of-Social-Workers-and-Social-Service-Workers)
Instagram: [@ocswssw_otstts0](https://www.instagram.com/ocswssw_otstts0)

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

WHO TO CONTACT AT THE COLLEGE

REGISTRANT AND RENEWAL SERVICES

For general inquiries, please email: info@ocswssw.org

For renewal inquiries, please email: renewals@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.

PROFESSIONAL PRACTICE

For professional practice inquiries, please email: practice@ocswssw.org

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

COMMUNICATIONS

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

REGISTRATION

For general registration inquiries, please email: registration@ocswssw.org

If you are a graduate of a program not in social work or social service work and have a registration inquiry, please email: equivalency@ocswssw.org

COMPLAINTS AND DISCIPLINE

For information on complaints, discipline and mandatory reporting, please email: 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