

SPRING 2020

PERSPECTIVE

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



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MESSAGE FROM THE REGISTRAR AND CEO



AN UNPRECEDENTED TIME

On April 2nd, I was part of an international panel of regulators who gave a webinar presentation for the Council on Licensure, Enforcement and Regulation (CLEAR). The focus of the discussion was regulators' responses to the COVID-19 crisis. I discussed the impact of the pandemic on the College's ability to deliver core services, and on our members, staff and other key stakeholders. I commented that words like "unprecedented," "surreal" and "difficult" were already overused – yet that we continue to use them because nothing else quite describes the current situation.

The COVID-19 pandemic has had, and continues to have, a profound impact on our society. I recognize that many of you are going through difficult times and may be quite anxious about what the future may bring. You may have already been affected personally and/or financially by the pandemic, with many of you providing essential services to the public in the face of the provincial shutdown, and others feeling the impact of layoffs or sudden changes in the nature of your work. With all the uncertainty in the air, I want to assure you that the College is committed to providing you with professional supports and resources to help you during this time of crisis.

As many of you know, the College closed its physical office in order to protect its staff and stakeholders in light of the COVID-19 pandemic. This was a very difficult, but necessary, decision that led to a temporary disruption of some College operations and services. Since the physical office closure, I am pleased to report that the College has restored most of its core regulatory operations, including professional practice support, to their former capacity on a remote basis, thanks largely to the resolve and dedication of College staff. To better support our members in the fight against COVID-19, we have and will continue to develop guidance, resources and other supports, recognizing that this is a shared experience and we all have a shared responsibility to take steps to "flatten the curve."

Though we still have work to do – particularly when it comes to adapting our paper-based processes to a digital environment – I am optimistic about the learning and opportunities that the crisis might provide moving forward. The College continues to work hard to deliver core regulatory operations, within the parameters of the *Social Work and Social Service Work Act* and with our public protection mandate as the frame for every decision we make.

As always, we will continue to communicate openly and to ensure that you are informed of new developments in this ever-changing situation. I would like to take this opportunity to thank you, our members, for your continued commitment to providing professional and ethical care and services to the Ontario public. I also want to thank you for your ongoing patience and understanding during this unprecedented time.

The world has changed around us, but together we will see this through.

Please keep well.



Lise Betteridge, MSW, RSW
Registrar and CEO

WHAT MEMBERS NEED TO KNOW: COVID-19

The College continues to monitor the ongoing developments related to COVID-19 and is committed to providing College members and other stakeholders with ongoing updates and information.

PROFESSIONAL PRACTICE SUPPORT

While the College's physical office remains closed, we have resumed many regulatory operations remotely. The Professional Practice team continues to provide practice support and guidance to help College members and protect the public during these challenging times. In order to ensure we provide efficient and timely services on a remote basis, we request that all practice inquiries be sent via email to practice@ocswssw.org.

We continue to update the FAQs on the [COVID-19 Updates](#) webpage in order to address questions from members and other stakeholders in an ongoing way. These updates are part of our continued commitment to transparency and to provide members and other stakeholders with clear and accurate information. Please note the date at the top of the FAQs section which confirms when the FAQs were last updated.

Below are three of the most frequently asked questions received by the Professional Practice Department:

Q. CAN I PROVIDE SERVICES BY ELECTRONIC MEANS?

A. In the current crisis, members may wish to consider options for **providing services by electronic means** – through the use of any electronic device (including a computer, tablet, smartphone or landline) or any electronic format (including the Internet, social media, online chat, text, video, or email). Before doing so, members must ensure that they are competent to provide such services. Members may wish to read the following College resource to determine whether or not they are competent to provide services by electronic means:

- [“But How Do I Know If I’m Competent?” – Issues to Consider](#)

They should also consider a number of other important factors, including security and privacy, which are addressed in the following College resources:

- [Professional and Ethical: Communication Technology Practices and Policies for a Digital World](#)
- [Communication Technology and Ethical Practice: Evolving Issues in a Changing Landscape](#)
- [Social Media and Practice: Protecting Privacy and Professionalism in a Virtual World](#)
- [Top 10 Considerations for Using Communication Technology in Practice](#)
- [Terminating Social Work and Social Service Work Services](#)

Q. IF PROVIDING SERVICES BY ELECTRONIC MEANS, WHAT PLATFORM DOES THE COLLEGE RECOMMEND?

A. The decision about what platform to use to provide services by electronic means is one that members must make themselves, using their professional judgment. If a member deems that they are competent to provide services by electronic means, the College advises that the member consider security and privacy as well as the issues discussed in the resources listed in the question above, when selecting a platform.

Q. IF I AM REDEPLOYED TO WORK IN ANOTHER AREA OF MY WORKPLACE, WHAT SHOULD I CONSIDER IF I AM REQUESTED TO PERFORM OTHER TASKS?

A. College members must ensure that they are competent before performing a task that has been assigned as part of a redeployment.¹ Among other things, members should consider:

- whether they have received adequate training and will receive appropriate supervision to perform the task safely;

- whether the task is a controlled act under the [Regulated Health Professions Act](#)²; and
- whether or not the performance of the task conflicts or is inconsistent with the [Standards of Practice](#).

College members may also wish to contact their professional liability insurance provider, consider relevant legislation, and obtain a legal opinion if necessary.

In some instances, a member may feel that they are not prepared to perform a task, even though they have received training. If this is the case, the member should raise this concern with their manager or other appropriate person and seek alternate redeployment.

SUSPENDING ALL NON-ESSENTIAL SERVICES

As noted in the March 20, 2020 [eBulletin](#) and in the March 25, 2020 [eBulletin](#), we are strongly advising College members to suspend all non-essential social work and social service work services until further notice, in compliance with the provincial shutdown of all non-essential businesses and services effective March 24, 2020. For more information on this announcement, please read the Government of Ontario's news release [here](#). For a list of essential businesses and services as of April 4, 2020 (11:59 p.m.), please visit the [following webpage](#). The government regulation (O. Reg. 82/20 as amended by O. Reg. 119/20 - Closure Regulation) sets out the essential businesses and services and other requirements. Schedule 2 of the Closure Regulation lists the essential businesses and services.

The College cannot decide whether a member should suspend their social work or social service work services and/or which of the services that they provide are essential. We encourage members to review the March 25, 2020 [eBulletin](#) and the Closure Regulation and to use their professional judgment

¹ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.1.1

² Controlled acts are procedures that are considered to pose a risk of harm to clients/patients and in Ontario may only be performed under certain circumstances.

to make these decisions, considering as well their employment setting and the sector and/or clients that they serve.

CONTACTING THE COLLEGE

While the College's physical office remains closed, we have resumed many regulatory operations remotely. Members, who may understandably have a variety of inquiries, are asked to contact the College via email as follows:

- Professional Practice support: practice@ocswssw.org
- CCP inquiries: ccp@ocswssw.org
- Membership inquiries: info@ocswssw.org
- Renewal inquiries: renewals@ocswssw.org
- General registration inquiries (including registration to the general class of certificate of registration): registration@ocswssw.org
- Complaints, discipline and mandatory reporting inquiries: investigations@ocswssw.org

Please note that there may be delays in response time during this period. We encourage members to review the [FAQs](#) before emailing the College directly with an inquiry.

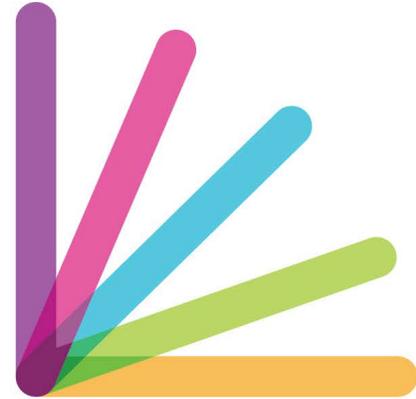
We recognize the significant and ongoing impact the pandemic has on members and other stakeholders, as well as our collective responsibility to do our part to reduce the spread of this virus. We thank members and other stakeholders for their patience during this challenging time.

FUTURE UPDATES

Please visit the College's [website](#) and [Twitter](#) account regularly for updates and further communications related to COVID-19.

IMPORTANT UPDATE REGARDING AMED 2020

20/20 Diversity & Change in Society & Practice



The College's Annual Meeting and Education Day (AMED) is a popular event for members and staff alike. Part of the College's [Glenda McDonald Educational Series](#), AMED features educational activities and provides members with an opportunity to network and learn more about the College's priorities and accomplishments.

With this in mind, we are disappointed to advise College members that this year's AMED has been postponed and will be replaced with a scaled-down version of the event in September. The College made this very difficult decision in light of the ongoing developments related to the COVID-19 pandemic. Given the circumstances and the scope of the event, it was no longer feasible to move ahead with AMED as planned for early June.

Coincidentally, this year's theme, *Diversity & Change in Society & Practice*, is quite relevant as we are all impacted by this pandemic. We have been – and continue to be – challenged and have had to adapt our usual ways of doing things, at least for the time-being.

We would like to thank members for their understanding, and we will be in touch as we finalize further details with respect to AMED.

For more information regarding AMED, please contact communications@ocswssw.org.

COUNCIL MEETING HIGHLIGHTS FOR DECEMBER 4, 2019

- Lise Betteridge, MSW, RSW, Registrar and CEO, and Laura Sheehan, Deputy Registrar, presented their report to Council. The report provided updates on: registration and membership; digital communications, including website and Online Register metrics; outreach initiatives, including employer outreach and public awareness campaigns; the *Employer Communiqué* and *Perspective* publications; the Educational Forums in Sault Ste. Marie and Ottawa; professional practice support and outreach; the Continuing Competence Program (CCP); upcoming Council elections; complaints and discipline; operations; and College priorities for 2019-20.
- Council reviewed the Statement of Financial Position as of September 30, 2019.
- Council reviewed the Statement of Operations for September 2019.
- Debbie Tarshis of WeirFoulds LLP reviewed amendments to Bylaw No. 1: General Bylaw, which were approved by Council.
- Council approved the 2020 Budget and Workplan.
- Council discussed the strategic planning process, set to begin in 2020.
- Council approved the appointment of Crowe Soberman LLP as the College's auditors for the year ending December 31, 2019.
- Council reviewed and approved proposed revisions to the Per Diem and Expense Policy for elected members.
- Reports were received from the following statutory committees: Executive; Complaints; Discipline; Registration Appeals; and Fitness to Practise.
- Reports were received from the following non-statutory committees: Standards of Practice; Election; Nominating; Finance; Governance; Corporations; and Titles and Designations.

COUNCIL MEETING HIGHLIGHTS FOR MARCH 5, 2020

- Shelley Hale, RSSW, President, provided her report to Council.
- Registrar and CEO Lise Betteridge, MSW, RSW, and Deputy Registrar Laura Sheehan presented their report to Council. The report provided updates on: registration and membership; digital communications, including website and Online Register metrics; outreach initiatives, including the College's public awareness campaign; the upcoming Annual Meeting and Education Day (AMED); professional practice support and outreach; the Continuing Competence Program (CCP); complaints and discipline; and College operations.
- Council reviewed the Statement of Financial Position as of December 2019.
- Council reviewed the Statement of Operations as of December 2019.
- Council approved amendments to Bylaw No. 36 (Elections) which provide the authority for the Election Committee to approve guidelines and procedures for candidates seeking election Council, following a review by Debbie Tarshis of WeirFoulds LLP.
- 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-022 (New Council Member Orientation and Mentorship Program); B-025 (Council Meeting Agenda Development Policy); and B-029 (Council Representation on External Committees/Organizations).
- Reports were received from the following statutory committees: Executive; Complaints; Discipline; Registration Appeals; and Fitness to Practise.
- Reports were received from the following non-statutory committees: Standards of Practice; Election; Nominating; Finance; Governance; Corporations; and Titles and Designations.
- The Honourable Todd Smith, Minister of Children, Community and Social Services, provided remarks to Council.
- Council reviewed an application from Mental Health and Addiction Worker Program at Canadore College to be regarded as equivalent to a social service work program offered in an Ontario college of applied arts and technology.
- John Risk of WeirFoulds LLP presented a risk management protocol which was approved by Council.

2020 COUNCIL ELECTIONS IN ELECTORAL DISTRICT NO. 3

ELECTION DATE POSTPONED TO JULY 23, 2020



In response to the ongoing impact of the COVID-19 pandemic, the College has postponed the date of the election for both of the membership categories of social work and social service work to July 23, 2020.

Though the College has resumed many regulatory operations remotely, our physical office remains closed and we are not in a position to hold the election as previously scheduled. The postponement of the election date will enable the College to:

- complete essential operational tasks associated with the election; and
- ensure a fair, transparent and accurate election process.

GEOGRAPHICAL AREA FOR ELECTORAL DISTRICT NO. 3

The College's Electoral District No. 3 is composed of the geographic area within the territorial boundaries of the Counties of Haliburton, Victoria, Peterborough, Northumberland and Simcoe; the Regional Municipalities of Durham, York and Peel; and the City of Toronto.

CANDIDATES

Candidates running for election to Council in Electoral District No. 3 have now been confirmed and more information will be available on the College's elections webpage at a later date.

COUNCIL'S ROLE

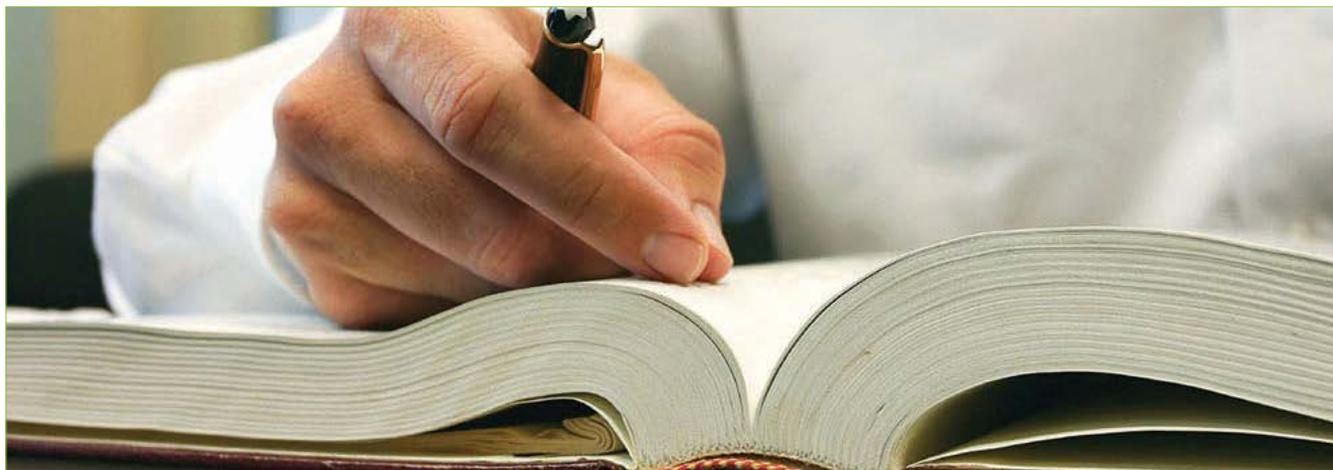
The Council is the 21-member governing body and board of directors that manages and administers the College's affairs. Council oversees the policy direction of the College as it fulfills its mandate to protect the public interest. This includes:

- Developing policies to regulate the practice of social work and social service work that reflect the College's primary duty to serve and protect the public interest.
- Governing and managing the affairs of the College.
- Attending approximately four Council meetings annually and sitting on at least one statutory committee.

For more information regarding elections, please contact elections@ocswssw.org.

PRACTICE NOTES

ADMINISTRATION OF NALOXONE



CHRISTINA VAN SICKLE, BSW, MSW, RSW, DIRECTOR, PROFESSIONAL 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 Professional Practice Department and the Complaints Committee that may affect everyday practice. The notes offer general guidance only and College members with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.

Social workers and social service workers play an integral role in supporting clients who live with mental health and substance use issues. College members must have a wide range of knowledge and skills when working with these clients, who may have complex needs. Members may be serving clients who have histories of trauma, are experiencing homelessness, or are involved in the criminal justice system, among other challenges.

Increasingly, the opioid crisis and the risk of death due to overdose have permeated all levels of society, and consequently directed public policy in a number of ways. When working with clients, College members must be aware of the serious and significant risk of

overdose. The risk of overdose exists when working with any client group, however, members who work in mental health and substance use settings can expect that they will at some point encounter clients who are overdosing.

In October 2016, in response to the opioid crisis, the Ministry of Health and Long-Term Care expanded public access to Naloxone by making it available without a prescription at pharmacies and Public Health Units, to opioid users and friends and family members of users. Naloxone (also known by its brand name Narcan) is a medication used to treat the effects of opioid overdose and can be administered through intra-nasal spray or intra-muscular injection.

CONTROLLED ACTS

Administering a substance by inhalation or injection is a controlled act under the *Regulated Health Professions Act, 1991* (RHPA). College members do not have the authority to perform this controlled act under the RHPA. Additionally, the educational background of social workers and social service workers does not typically include pharmacology and other areas of study needed to perform this controlled act safely.

Members who work in mental health and substance use settings may have competence in some medication practices, such as delivering or providing

medication to clients when it is due, however administering a substance to clients by injection or inhalation would not typically be considered appropriate for members to do.¹

Only those regulated health professionals where their health profession Act authorizes them to perform the controlled act (e.g. a physician, nurse, pharmacist) have the authority to perform this controlled act. Another regulated health professional or other person is authorized to perform a controlled act if it has been delegated to them by a member of a regulated health profession college where the health profession Act authorizes members of such profession to perform the controlled act.

The RHPA also provides exceptions under which a controlled act may be performed by a person who is not authorized by the RHPA under their health profession Act or by delegation of the controlled act. One of the exceptions is if the controlled act is done in the course of giving first aid or temporary assistance in an emergency.

DELEGATION OF CONTROLLED ACTS

Delegation is a formal process whereby a regulated health professional authorized to perform a controlled act procedure under their health profession Act transfers the authority to perform that controlled act procedure to another individual who would not otherwise have that authority. A delegation may be conferred or established through a direct order or medical directive.² A direct order is client specific, whereas a medical directive is given in advance and enables a person to perform a procedure for a number of clients when specific conditions are met and specific circumstances exist.³

There are a number of factors to be considered in assessing the appropriateness of delegation of a controlled act procedure.⁴ It is key that the person to whom a controlled act procedure is delegated is competent to perform the procedure before the authority to perform the procedure is delegated to them.⁵

The College's Practice Guidelines for Medication Practices indicate that:

Except for the controlled act of psychotherapy, social workers and social service workers are not authorized to perform and may not perform any other controlled act unless it has been delegated to the social worker or social service worker by a member of a regulated health profession College where the health profession Act authorizes members of such profession to perform the controlled act. The OCSWSSW does not usually consider it appropriate for its members to accept delegation of the controlled act of dispensing a drug or administering a substance (including a drug) by injection or inhalation.⁶

As stated above, College members do not have the authority to perform the controlled act of administering a substance by inhalation or injection. Under the RHPA, a controlled act can be delegated by a regulated health professional who is authorized to perform a controlled act procedure under their health profession Act. Under the RHPA, a controlled act can also be performed in the course of providing first aid or temporary assistance in an emergency.

With respect to the administration of Naloxone, which is administered through intramuscular injection or by intra-nasal spray, College members should consider a number of questions:

¹ The Ontario College of Social Workers and Social Service Workers (OCSWSSW), *Practice Guidelines for Medication Practices*. 2009. <http://www.ocswssw.org/wp-content/uploads/2015/01/OCSWSSW-Medication-Practices-Guide-2014-E.pdf>

² Health Profession Regulators of Ontario (HPRO). "Explaining Orders, Directives and Delegation." <http://www.regulatedhealthprofessions.on.ca/orders,-directives,-delegation.html>.

³ HPRO. "Explaining Orders, Directives and Delegation." <http://www.regulatedhealthprofessions.on.ca/orders,-directives,-delegation.html>.

⁴ HPRO. "An Interprofessional Guide on the Use of Orders, Directives and Delegations for Regulated Health Professionals in Ontario." <http://www.regulatedhealthprofessions.on.ca/assets/decisiontree.pdf>

⁵ The "Interprofessional Guide on the Use of Orders, Directives and Delegations for Regulated Health Professionals in Ontario" of HPRO has invaluable information and tools on delegation and performance readiness assessment for delegation of a controlled act.

⁶ OCSWSSW, *Practice Guidelines for Medication Practices*. 2009. <http://www.ocswssw.org/wp-content/uploads/2015/01/OCSWSSW-Medication-Practices-Guide-2014-E.pdf>

1. The purpose of the administration of Naloxone is to prevent overdose deaths. However, a member's practice environment (which includes the client population, the types of services provided and the chances of unpredictable events occurring) may be a context where a member is expected to administer Naloxone in the course of their role in that practice (e.g. a supervised injection site). In such situations, there could be a debate about whether responding to a frequent or expected occurrence fits within the emergency exception under the RHPA. What steps can a member take to mitigate that risk?
2. What steps can a member take to ensure that a delegation is in place?
3. Where there is a delegation in place, how does a member ensure that they are competent to administer Naloxone safely and effectively and to manage the outcome of the administration?
4. If a member finds themselves in circumstances where a client or other individual is experiencing an opioid overdose and there is no delegation in place, are there steps that a member can take to ensure that they are competent to administer Naloxone safely and effectively?

Consider the following scenarios:

SCENARIO 1

A member works at a homeless shelter. Many of the clients use substances, and while not allowed to use on the premises, clients may nevertheless do so on occasion. Several clients have overdosed in or near the shelter, and a formal delegation was put in place for staff to administer Naloxone, either through injection or inhalation. The delegation process outlined the ongoing training process in which all staff would need to participate, as well as all of the steps to be followed during and after a potential overdose. The College member called the Professional Practice Department to find out if the Standards of Practice

allowed them to administer Naloxone when there was a formal delegation in place.

SCENARIO 2

A member works on a community mental health support team. As part of their role, they go into the community and visit clients in their homes. There are many aspects to the member's role, including delivering medications to clients and supporting them in their psychosocial functioning. The member's workplace has determined that the community mental health team has a high likelihood of encountering clients who have overdosed, as they are visiting clients in their homes and are a regular presence in the community. The organization provided one-day training and distributed Narcan kits to all staff. There is no formal delegation or ongoing training in place for the administration of Naloxone. The member called the Professional Practice Department as they do not feel that they are competent to administer Naloxone, either by injection or inhalation. The member is unclear about how to proceed.

In both scenarios it is anticipated that, due to the practice setting and the members' roles, they will be confronted with client overdoses in which they will be expected to administer Naloxone as part of their role. It is possible that the RHPA exception that allows for the performance of controlled acts in emergency situations may not apply, in which case a delegation by a regulated health professional authorized to perform the controlled act should be in place in order for the members to administer Naloxone. This circumstance highlights the need for "College members [to] maintain current knowledge of policies, **legislation**, programs and issues related to the community, its institutions and services in their areas of practice" (emphasis added).⁷

In the second scenario, without a formal delegation in place, the member may find themselves in conflict with the Standards of Practice. The Standards of Practice state that "College members are responsible for being aware of the extent and parameters of

⁷ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.1.3

their competence and their professional scope of practice and limit their practice accordingly.”⁸ They also provide that “...an employer may require a social worker or social service worker to perform activities that are not described in their scope of practice provided that the College member **is permitted by law** to perform those activities and the College member is competent to do so (emphasis added).⁹

The Standards of Practice also state that “(i)f there is a conflict between College standards of practice and a College member’s work environment, the College member’s obligation is to the “Ontario College of Social Workers and Social Service Workers Code of Ethics” and the “Standards of Practice Handbook.””¹⁰ The member may need to “advocate for workplace conditions and policies that are consistent with the *Code of Ethics and Standards of Practice of the Ontario College of Social Workers and Social Service Workers*. A social worker or social service worker will use professional judgement in determining how to advocate. Such advocacy may take the form of documenting concerns and discussing them with a supervisor or manager, or other key person in the organization.”¹¹

If the member in the second scenario determined that they should not administer Naloxone in their workplace due to the absence of a formal delegation, they would need to put a plan in place for clients to receive Naloxone treatment from another professional who is authorized to administer Naloxone and competent to do so. The Standards of Practice state that members must “assist potential clients to obtain other services if members are unable or unwilling, for appropriate reasons, to provide the requested professional help.”¹²

The dilemma of being in conflict between the College’s Standards of Practice and a member’s work environment is addressed in further detail in the previous Practice Notes, “[But “They” Told Me To! Owning Your Professional Accountability.](#)”

Another important consideration for the members in both scenarios is competence. A formal delegation process meets legislative and professional requirements, and provides direction (through mechanisms such as a Performance Readiness Assessment) as to how members can develop and maintain their competence in an ongoing way. The member in the first scenario has a formal delegation, which describes how the member can obtain and maintain competence to administer Naloxone.

The member in the second scenario does not have a delegation in place, did not feel that the training they received on the use of a Narcan kit was adequate, and does not have an ongoing plan to continue to develop their competence to administer Naloxone. The Standards of Practice state that “College members are committed to ongoing professional development and maintaining competence in their practice”¹³ – a standard which must be emphasized when members are performing a controlled act that is not typically considered appropriate for College members.

The Standards of Practice also state that it is a College member’s responsibility to be “aware of the extent and parameters of their competence and their professional scope of practice and limit their practice accordingly. When a client’s needs fall outside the College member’s usual area of practice, the member informs the client of the option to be

⁸ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.1.1

⁹ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, footnote 1

¹⁰ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.2.10

¹¹ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, footnote 10.

¹² OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle III: Responsibility to Clients, Interpretation 3.5.

¹³ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.1.

referred to another professional.”¹⁴ Members must always determine whether or not they are competent to provide a particular treatment or intervention. At times, they may feel that they are unprepared or not fully competent, perhaps because the training they received was inadequate. Regardless of the level of training they receive, members may feel that they will never be sufficiently skilled or prepared to perform a particular intervention. In these instances, members must use their professional judgment to determine whether or not they are the appropriate professional to provide the service.

In the second scenario described above, the member did not feel that they were adequately prepared to administer Naloxone. As discussed above, the member should communicate this to their supervisor, and make alternate plans to ensure clients’ needs are met.

ADMINISTRATION OF NALOXONE IN AN EMERGENCY

So far, these Practice Notes have focused on the circumstances in which it was expected that the member’s role in their practice would involve the administration of Naloxone. As previously discussed, the RHPA provides exceptions under which controlled acts may be performed in the absence of authority under a health profession Act or delegation; these situations include in the course of providing first aid or temporary assistance in an emergency. For example, a member may find themselves in a circumstance where they are responding to a client or other individual who appears to be having an opioid overdose and the administration of Naloxone is not an expected part of their role in that practice.

Consider the following:

SCENARIO 3

A member who worked with postpartum mothers at a community health centre decided of their own accord to obtain a Narcan kit from Public Health. The member received training through Public Health on the administration of the drug, and decided that it would be a good idea to carry it with them. The member was neither required nor expected to administer Naloxone by their employer or as a result of their role at the community health centre. In the course of their practice, while out in the community, the member came across an individual who was displaying signs of an opioid overdose. The member administered Naloxone to the individual and called for emergency services.

In this scenario, the member administered Naloxone as they had been trained and provided first aid and temporary assistance in an emergency, as permitted under the RHPA. While the member in Scenario 3 is not expected as part of their role to administer Naloxone, they would be well advised to maintain their competence with respect to using a Narcan kit before administering Naloxone.¹⁵

CONCLUSION

As a result of the opioid crisis, members may increasingly find themselves in practice situations in which the administration of Naloxone by inhalation or injection is expected as part of their role. The complex issues around the administration of Naloxone highlight the ongoing need for members to continually be aware of the issues, policies and legislation that impact their practice, so that they can ensure that they are practising professionally, ethically and competently.

¹⁴ OCSWSSW, *The Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, Interpretation 2.1.1.

¹⁵ OCSWSSW, *Practice Guidelines for Medication Practices.*” 2009. <http://www.ocswssw.org/wp-content/uploads/2015/01/OCSWSSW-Medication-Practices-Guide-2014-E.pdf>

Q&A: THE MISSING PERSONS ACT

Q: I heard that police officers are able to request confidential client information if they believe that it will assist in finding a missing person. Is that true?

A: Yes. Ontario's [Missing Persons Act](#) came into effect on July 1, 2019, and defines a missing person as someone in both of the following circumstances. The person's whereabouts are unknown and:

- the person has not been in contact with people who would likely be in contact with them; or
- it is reasonable in the circumstances to fear for the person's safety because of the circumstances surrounding the person's absence or because of any other prescribed considerations; and
- police were unable to locate the person after making reasonable efforts to do so.

The purpose of the new law is to assist police in locating a missing person where no criminal investigation is underway. Under the new law, once a client is established to be a missing person, police officers are able to request information contained in client records with an **urgent demand**, an order for the production of records or a search warrant.

Police officers may make an urgent demand for records (including health or student records, and records relating to services received through a Children's Aid Society) if they believe:

- the individual has the relevant records;
- the records would help locate a missing person; and

- in the time required to obtain an order, the missing person may be seriously harmed, or the records may be destroyed.

An urgent demand must be in writing and on the [appropriate form](#). If a member receives an urgent demand, they should review it carefully. A member must provide copies of the records specified in the urgent demand, as soon as is reasonably possible. The urgent demand may specify a copy of all or part of the client record; if the police officer consents, an oral description of the information contained in the requested record may be provided.

If a member provides a copy of a client's record, or part of it, to a police officer as a result of an urgent demand, this should be documented in the client record. Members should indicate the specifics of the request, including the format, retain a copy of the urgent demand, and specify the extent of the information that was provided to the police.

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.

Kelley Jean Denham, #826163

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Kelley Jean Denham is guilty of professional misconduct in that she violated sections 2.2, 2.29 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Interpretation 5.1 of Principle V of the *Code of Ethics and Standards of Practice Handbook* (Standards of Practice).

[Kelley Jean Denham, # 826163 \(Discipline Decision Summary and Reasons\)*](#)

*Attachments referenced have not been included.

Penalty decision pending.

Gary Drenfeld, #803466

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Gary Drenfeld is guilty of professional misconduct in that he violated sections 2.2, 2.5, 2.6, 2.29 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Interpretations 1.5, 1.6, 2.1.1, 2.1.4, 2.2.3 and 2.2.8 of Principles I and II of the *Code of Ethics and Standards of Practice Handbook* (Standards of Practice).

[Gary Drenfeld, #803466 \(Discipline Decision Summary and Reasons\)](#)

Troy Hayden, #826429

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Troy Hayden is guilty of professional misconduct in that he violated sections 2.2, 2.5, 2.6, 2.28 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Interpretations 1.5, 1.6, 2.1, 2.2.1, 2.1.5, 2.1.3, 2.2.8, 8.1, and 8.2.3 of Principles I, II and VIII of the

Code of Ethics and Standards of Practice Handbook (Standards of Practice).

[Troy Hayden, #826429 \(Discipline Decision Summary and Reasons\)](#)

[Troy Hayden, #826429 \(Written Reprimand\)](#)

Rozina Shaheen, #824381

The Discipline Committee of the Ontario College of Social Workers and Social Service Workers found that Rozina Shaheen is guilty of professional misconduct in that she violated sections 2.2, 2.5, 2.11, 2.28 and 2.36 of O. Reg. 384/00 (Professional Misconduct) to the *Social Work and Social Service Work Act*, and Interpretations 1.5, 1.6, 2, 2.2, 2.2.2, 2.2.3, 2.2.8, 5.1, 5.3.6, 5.3.7, 8.1, 8.2, 8.3, 8.6 and 8.7 of Principles I, II, V and VIII of the *Code of Ethics and Standards of Practice Handbook* (Standards of Practice).

[Rozina Shaheen, #824381 \(Discipline Decision Summary and Reasons\)](#)

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 members available to the public. Notification of change of address can be done through the website at ocswssw.org, emailed to info@ocswssw.org, faxed to 416-972-1512 or mailed 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**, 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 for our records. The information may be sent 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.

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 Amy Vrachidis at avrachidis@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

College Council meetings are open to the public and are held at the College office in Toronto. Visitors attend as observers only. Seating at Council meetings is limited. To reserve a seat, please fax your request to the College at 416-972-1512 or email Amy Vrachidis at avrachidis@ocswssw.org. Please visit the College's website for the dates and times of upcoming 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 publication of the Ontario College of Social Workers and Social Service Workers.

HOW TO REACH US

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ocswssw.org

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LinkedIn: [Ontario College of Social Workers and Social Service Workers](https://www.linkedin.com/company/Ontario-College-of-Social-Workers-and-Social-Service-Workers)

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John Gilson

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

MEMBERSHIP/ ADMINISTRATION

For general membership 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 Amy Vrachidis, Senior Executive Assistant, at avrachidis@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

