



Ontario College of
Social Workers and
Social Service Workers

WORKING TOGETHER
BUILDING CAPACITY



ANNUAL REPORT 2014

WORKING

We are working hard to serve and protect the public interest

TOGETHER

With our stakeholders, we strive for excellence in practice

BUILDING

We continue to build and grow, to meet our goals and to remain accountable and accessible

CAPACITY

We promote competence, high standards and quality assurance

Joint Message from the President and Acting Registrar

WORKING TOGETHER, BUILDING CAPACITY

Over the course of 2014, the College experienced many significant changes and challenges. As we grow and mature as an organization, we continue to strive to improve. This year, our focus has been to build our capacity, to enhance and improve our systems and to meet developmental goals that will continue to shape our work in the future. We have made great progress so far, and we are proud of our accomplishments.

Unquestionably, this year's biggest challenge was the departure of our Registrar, Glenda McDonald, on a medical leave as of mid-November. At her request, her leave has now been extended indefinitely. Glenda is greatly missed, both within and outside the organization. She has been the Registrar and CEO of the College since it began operations in 2000. Facing her absence, we cannot help but contemplate the range and extent of her contributions. She has led the College through the establishment, growth and improvement in our regulatory processes in membership, registration, complaints and discipline, and professional practice. She has worked effectively with Council to raise the profile of the College and build strong relationships with our many stakeholders. These relationships, and Glenda's wisdom and expertise, have been key to the College's ability to navigate a range of opportunities and challenges. Glenda's contributions and commitment have, without a doubt, established the College as a leader in the regulatory community, in Canada and the United States, and beyond. We are profoundly saddened by this year's developments, and are doing everything that we can to support Glenda and her family at this difficult time.

Despite these significant challenges, Council is operating efficiently and the day-to-day operations of the College are being managed by Lise Betteridge as Acting Registrar. The College continues to operate effectively and to carry out its important work in the service of its mandate.



Beatrice Traub-Werner
MSW, RSW
President



Lise Betteridge
MSW, RSW
Acting Registrar

One of the ways in which the College fulfills its mandate of protecting the public is the Continuing Competence Program (CCP). Now that the CCP has been in place for over five years, it was agreed that it was time to review the program. A comprehensive evaluation of the CCP was completed in December 2014, and we expect the results of the evaluation will assist the College in making changes and improvements to the program. We greatly appreciate the interest and commitment demonstrated by members who shared their thoughts, ideas and experiences by participating in the evaluation.

In 2014 the College said goodbye to Council members Diane Dumais, RSSW, Anita Gupta, Public Member, and Kimberley Lewis, RSSW. We would like to thank them for their hard work and dedication. Council also welcomed newly elected members Judy Gardner, RSSW, Darren Madahbee, RSSW, and newly appointed Public Member Déirdre Smith.

In 2015, the College will celebrate 15 years of regulation. The new year presents us with new challenges and exciting opportunities. Together, we look forward to continuing to work with our various stakeholders as we strive to build capacity and better serve and protect the public interest.

2014 Accomplishments

PROFESSIONAL PRACTICE AND EDUCATION

- Provided 2,438 practice consultations to members and the public
- Responded to over 300 Continuing Competence Program (CCP) inquiries, and facilitated two workshops designed to support members in completing the CCP
- Achieved a 99.02% compliance rate in the 2013 CCP
- Held the Educational Forums in London and Timmins
- Gave 14 presentations to students in social work and social service work programs and to members
- Distributed approximately 3,065 Member Resource USB keys to social work and social service work educators, along with student brochures
- Hosted over 550 members at the 2014 Annual Meeting and Education Day (AMED)
- Created a new CCP webcast entitled *Going Back to Complete Your CCP*
- Enhanced practice resources by publishing Practice Notes on electronic records and termination

COMMUNICATIONS AND MARKETING

- Distributed two issues of *Perspective* to members and stakeholders in April and November
- Updated the College website regularly and sent approximately 47 eBulletins between issues of the newsletter
- Conducted a member survey to benchmark the success of communications strategies
- Launched the College's new YouTube channel, as well as eight information videos for members, students and new graduates, employers, and the public

MEMBERSHIP AND REGISTRATION

- Registered 1,473 social work members and 425 social service work members, including 969 new graduates, for a total of 1,898 new members
- Increased overall membership to 17,430
- Attained a 95% rate of renewal of College members
- Increased online renewal rate from 54% in 2013 to 62% in 2014

RESPONSES TO LEGISLATION

- Participated in the Law Commission of Ontario's Consultation Forum on Legal Capacity, Decision-Making and Guardianship
- Responded to the Law Society of Upper Canada's *Alternative Business Structures* Discussion Paper

STAKEHOLDER RELATIONS

- Responded to employer requests to sign up for the employer eBulletin
- Lise Betteridge, Acting Registrar, presented at the 2014 Ontario Association of Social Workers (OASW) conference on making the shift to electronic records
- Provided platinum sponsorship for the 2014 OASW conference
- Invited Barbara Simmons, Director of Community and Developmental Services Branch at the Ministry of Community and Social Services, to provide welcoming remarks at AMED
- Continued to meet with Regulated Health Professions Act (RHPA) colleges authorized to perform the controlled act of psychotherapy
- Granted permission to the Quebec Order of Dental Hygienists to publish an amended version of the Practice Notes on social media in their newsletter
- Attended a range of regulatory networking meetings, including the Registrars' Network Investigations and Hearings Group, the Human Resources Networking Group, the Registration Exchange Group, and Ontario Regulators for Access Consortium
- Participated in 57 consultations with regulatory colleagues

COMPLAINTS AND DISCIPLINE

- Received 76 new complaints
- Issued 44 complaints decisions and reasons
- Received 36 new mandatory reports and issued 24 decisions
- The Discipline Committee received six new referrals, conducted one pre-hearing conference, held four hearings and issued four decisions

Building our
capacity while
maintaining
accountability.



2014 Committee Reports

EXECUTIVE COMMITTEE

Beatrice Traub-Werner, RSW, President

Greg Clarke, RSSW, First Vice-President

David Hodgson, Public Member
Second Vice-President

Irene Comfort, RSSW

Bob Thompson, RSW

Lily Oddie, Public Member

- The Executive Committee provides leadership to Council and facilitates its efficient and effective functioning. The Executive Committee is authorized to exercise any power or perform any duty of the Council between meetings of Council, other than the power to make, amend or revoke a regulation or bylaw.
- In addition to acting on behalf of Council, the Executive Committee receives and reviews reports from the investigation of mandatory reports concerning the conduct or actions of College members and makes referrals to the Discipline and Fitness to Practise Committees of the College.
- The Committee's statutory mandate also includes the approval of the Registrar's appointment of investigators.
- In 2014, the Executive Committee considered and forwarded to Council many matters that are outlined in the achievements described elsewhere in this Report. The Committee also oversaw the expansion of the College premises at 250 Bloor St. E.

MANDATORY REPORT STATISTICS

- 184 reports have been received since 2000, 36 of which were received in 2014.
- Decisions have been issued in 152 cases, including 24 referrals to the Discipline Committee.

DISCIPLINE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2014, the Committee completed 25 pre-hearing conferences, and conducted 45 hearings, including five hearings of applications to remove terms, conditions and limitations previously imposed on a member's certificate of registration.
- As ordered by the Discipline Committee, summaries of the Committee's issued decisions have been published on the College's website and, in some cases, over the newswire and with notification to other provincial regulators.

FITNESS TO PRACTISE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2014, there have been no referrals to the Committee.

COMPLAINTS COMMITTEE

Gary Cockman, RSSW, Chair

- To December 31, 2014, the Complaints Committee received 715 complaints, 78 of which were received in 2014.
- Decisions have been issued in 632 cases, including 15 referrals to the Discipline Committee, and 28 decisions requiring a member to appear before the Committee to be cautioned.

REGISTRATION APPEALS COMMITTEE

Angela Yenssen, RSW, Chair

- The Committee reviewed 23 requests for review (22 social work requests and one social service work request): 18 decisions with reasons were issued; four decisions were approved in principle and one request was adjourned pending additional information.
- 16 requests for review were received in 2014 (14 social work and two social service work).

ELECTION COMMITTEE

Sylvia Pusey, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and ballots, and participated in a training program with scrutineers.
- In 2014 the entire election process was available online, including the Call for Nominations and the voting process. This was extremely successful and voter turnout was approximately 19%.
- The College will continue to have online elections, but still have hard copy opportunities for a very small number of members who are unable to participate online.
- The online election process improves efficiency and reduces the paper, printing and mailing costs associated with the election.
- Congratulations to Beatrice Traub-Werner, RSW, Rose-Marie Fraser, RSW, Greg Clarke, RSSW and Judy Gardner, RSSW who were elected in Electoral District No. 3.

STANDARDS OF PRACTICE COMMITTEE

Rose-Marie Fraser, RSW, Chair

- Early in 2014, the Standards of Practice (SOP) Committee put out a Request for Proposal to conduct a comprehensive review of the Continuing Competence Program (CCP). The task of overseeing the CCP evaluation was delegated to the SOP Committee by Council in December 2013.
- A sub-committee of the SOP Committee selected Harry Cummings and Associates (HCA) as the evaluators.
- HCA conducted a comprehensive evaluation, which concluded in November 2014. It is expected that the results of the evaluation will assist the College in making changes and improvements to the program.
- After being reviewed by the SOP Committee, the final evaluation report will go to Council for consideration and a decision regarding next steps.

Enhancing and
improving our
systems to
meet our
goals.



2014 Committee Reports

FINANCE COMMITTEE

Bob Thompson, RSW, Chair

- The Finance Committee makes recommendations to Council on matters related to the College's financial planning, financial management and asset management including:
 - The annual operating budget;
 - Internal financial controls;
 - Financial policies and fiscal plans; and
 - Policies for the investment of funds
- The Committee regularly reviewed the College's financial statements and the statements of the College's current financial portfolio.
- The Committee reviewed policies related to the management of College finances and revised the Procurement Policy and the Long Term Investment Policy.
- The Committee recommended that Council receive an orientation on the College's finances and the Council's fiduciary responsibilities. This training was provided by the College's auditor on September 9, 2014.
- The Committee directed the process for the development of the 2015 annual budget and work plan. This included a recommendation for a 2% increase in membership fees for 2015, as well as a revised reserve fund target, based on advice from the College auditors. These strategies support the College's goal to return to a balanced budget by 2017. The Chair of the Finance Committee presented the 2015 draft budget and work plan to Council and it was approved on December 4, 2014.

NOMINATING COMMITTEE

Greg Clarke, RSSW, Chair

- The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the statutory committees and non-statutory committees established in the bylaws of the College.
- The Committee held an orientation meeting in August 2014 to review the statutory requirements regarding membership on the statutory committees and the requirements of Committee membership for those non-statutory committees set out in bylaw. The Committee also reviewed the process by which the Committee makes decisions regarding the recommendation made to Council.
- The Committee met in September 2014 to review Council member and non-Council member expressions of interest respecting membership on the statutory and non-statutory committees, and made recommendations to Council on the appointment of members and chairs to each of the committees at the September 2014 Council meeting.

GOVERNANCE COMMITTEE

Angela Yenssen, RSW, Chair

- The mandate of the Governance Committee is to develop, maintain and review governance policies and procedures; make recommendations to Council regarding policies, procedures and changes; and perform such duties as may from time to time be determined by Council.
- The Committee reviewed and recommended amendments to several Governance policies.
- The Committee continued to implement the recommendations from the Good Governance Report approved by Council in March 2012 and the 2012-2015 Strategic Plan approved by Council in September 2012.

2014-2015 College Council

COLLEGE COUNCIL

Susan Clark, Public Member
Greg Clarke, RSSW
Gary Cockman, RSSW
Irene Comfort, RSSW
Linda Danson, RSW
Diane Dumais, RSSW
(resigned September 2014)
Rose-Marie Fraser, RSW
Judy Gardner, RSSW
David Hodgson, Public Member
Thomas Horn, RSW
Thamo Hurly, RSSW
Carole Léveillé, RSSW
Norman MacLeod, Public Member
Darren Madahbee, RSSW
(effective December 2014)
Lily Oddie, Public Member
John Pretti, RSW
Sylvia Pusey, Public Member
Sophia Ruddock, Public Member
Déirdre Smith, Public Member
Bob Thompson, RSW
Beatrice Traub-Werner, RSW
Angela Yenssen, RSW

NON-COUNCIL MEMBERS

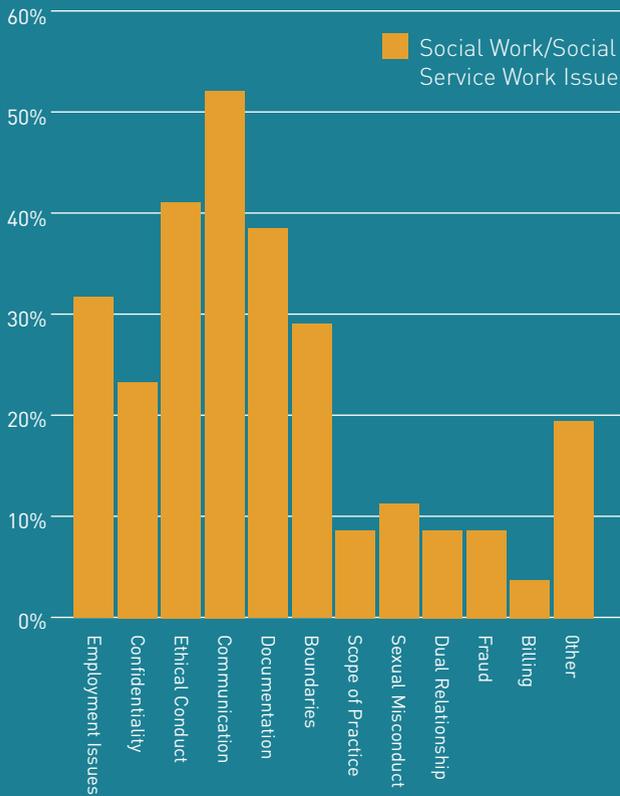
Nancy Friedman, RSW
Abe Ibrahim, RSSW
Reva Katz-Ulster, RSW
Kim Lewis, RSSW
Henk Van Dooren, RSW
Patricia Williams, RSW
Rita Wiltsie, RSW

Fulfilling our
mandate of
public
protection.



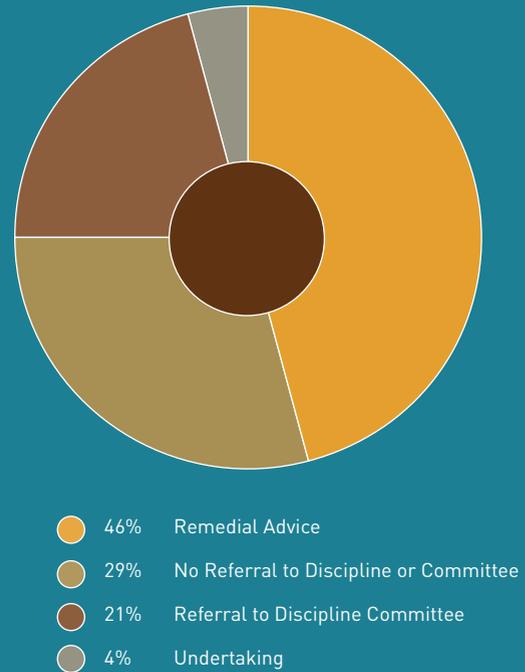
ISSUES RAISED BY REPORTS AND MANDATORY REPORTS

NB: Reports and Mandatory Reports often raise several social work/social service work issues.



DISPOSITION OF REPORTS AND MANDATORY REPORTS

NB: The numbers below represent those matters that have been disposed of at the time of this writing.



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL WORKERS



PRIMARY EMPLOYMENT FUNCTIONS REGISTERED SOCIAL SERVICE WORKERS



Independent Auditors' Report

TO THE ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

We have audited the accompanying financial statements of Ontario College of Social Workers and Social Service Workers, which comprise the statement of financial position as at December 31, 2014 and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of

material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2014, and the results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Crowe Soberman LLP

Crowe Soberman LLP
Chartered Professional Accountants
Licensed Public Accountants
April 17, 2015

STATEMENT OF FINANCIAL POSITION

At December 31	2014	2013
ASSETS		
Current		
Cash	\$ 2,062,946	\$ 1,721,650
Short-term investments	782,064	870,398
Prepaid expenses and sundry	55,735	98,820
Interest receivable	21,738	27,685
	2,922,48	2,718,553
Long-term investments	6,382,780	7,052,019
Equipment and leaseholds	644,633	265,254
	\$9,949,896	\$10,035,826
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 110,583	\$ 53,362
Deferred revenue	2,511,350	2,409,743
	2,621,933	2,463,105
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	644,633	265,254
Unrestricted net assets	6,683,330	7,307,467
	7,327,963	7,572,721
	\$ 9,949,896	\$ 10,035,826

Complete audited statements are available from the office of the Registrar.

STATEMENT OF OPERATIONS

Year ended December 31	2014	2013
Registration and application fees	\$ 4,519,189	\$ 4,286,710
Expenses		
Salaries and benefits	2,773,037	2,789,929
Premises rent	579,199	337,848
Legal	381,111	383,537
Advertising and promotion	221,931	296,875
Council and committee meetings	197,885	181,242
Bank charges	132,440	134,825
Consulting	130,227	66,994
Postage and courier	110,357	163,419
Office supplies	87,256	56,457
Printing and stationary	77,590	133,651
Leasing and maintenance	53,468	48,748
Professional development	44,846	63,666
Website	37,579	4,873
Audit and accounting	27,055	24,990
Telephone	26,130	27,332
Insurance	23,963	23,989
Election	6,681	5,901
Translation	3,779	12,079
Amortization	116,786	93,016
	5,031,320	4,849,371
Deficiency of revenue over expenses before other income	(512,131)	(562,661)
Other income		
Investment income	245,188	258,472
Realized gain (loss) on sale of investments	22,185	(1,422)
Loss on disposal of equipment	-	(350)
	267,373	256,700
Deficiency of revenue over expenses	\$ (244,758)	\$ (305,961)

www.ocswssw.org

Ontario College of Social Workers and Social Service Workers

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