



PERSPECTIVE

PROFESSIONAL • ETHICAL • QUALIFIED • ACCOUNTABLE

Getting More out of Your CCP: How to Set SMART Goals

ELLEN KAMPF, M.S.W., RSW, PROFESSIONAL PRACTICE ASSOCIATE

This article focuses on setting realistic and meaningful goals in your **Professional Development Plan** so that you get the most out of the Continuing Competence Program (CCP). As you know, you are required to review your practice and identify learning goals as part of the completion of the *Self-Assessment Tool*. Once it's completed, it's time to transfer the goals that you've identified to your Professional Development Plan (CCP booklet, p.26). Remember that you don't need to have a goal for every principle, and the number of goals you set is up to you, using your professional judgment. After identifying your goals in broad terms in the first column of the Professional Development Plan, you'll be asked to break them down into learning objectives which are "**SMART**" - **S**pecific, **M**easurable, **A**ttainable, **R**ealistic and **T**imely. You may find it helpful to think of goals as broad statements, while objectives are more specific. For some of us, setting **SMART** objectives presents a challenge.

When you're establishing goals and learning objectives, it's important to be specific. It may be easier to think of a broad learning goal (learning more about elder abuse, for example) but the problem with this type of learning goal is that it's impossible to measure and therefore difficult to achieve. How will you know that you've learned more about elder abuse? *You might find it helpful to begin by framing your objectives in the shape of a question to be answered.* In the elder abuse example, this could be: "What are the legal requirements for reporting elder abuse in Ontario and how can I incorporate

this information into my practice by the end of the year?" The objective would then become: "To identify any legal requirements for reporting elder abuse in Ontario, and to incorporate this information into my practice by December 2012". By moving from the broad to the specific, it's easier to know if you've reached your goal.

It's also important to remember that your goals may occasionally change. Many things can occur in the course of a year that could affect your goals. These could include: changes to your employment situation or your job requirements, or perhaps personal health issues or a family crisis. Your goals may no longer be relevant or achievable. As you periodically review your progress toward your goals throughout the year, you may need to revise your goals and objectives to reflect these realities, and/or to add any new or unanticipated goals and learning. If you're unable to achieve one of your goals, this doesn't necessarily mean that you haven't completed the requirements of the CCP. Occasionally, goals may be carried over from one year to the next. Breaking your goals down into more manageable, **SMART** objectives will often mean that you will not need to do this, however.

The chart below gives some additional suggestions to help you set **SMART** learning objectives. Remember that, depending on your practice, your goals and **SMART** learning objectives may not be related to clinical or direct practice. If you identified learning needs related to managerial,

Continued on pg. 2

INSIDE

Social Service Work Student Educational Sponsorship Program

3

Five Easy Steps to Online Renewal 2013

4

012 AMED: Professional, Ethical, Qualified and Accountable: Committed to Excellence

8

Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape

20

Getting More out of Your CCP: How to Set SMART Goals

TABLE OF CONTENTS

3. Social Service Work Student Educational Sponsorship Program - Helping to Enrich Classroom Learning
4. Five Easy Steps to Online Renewal 2013
5. *The Retirement Homes Act, 2010* - Duty to Report
5. District Four Election Results
6. Council Highlights
– March 23, 2012
– May 11, 2012
7. Council Highlights
– September 13 - 14, 2012
8. 2012 AMED: Professional, Ethical, Qualified and Accountable: Committed to Excellence
10. Discipline Decision Summary
17. Introducing the New Faces of the College - Interview with Patricia Williams
18. Psychotherapy Update
18. Council Member Sylvia Pusey Awarded Queen Elizabeth II's Diamond Jubilee Medal
19. The Online Register - What's in a Name?
19. Online Elections in 2013
20. Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape
24. New Council and Committee Roster for 2012-2013
27. Bulletin Board / Q & A

Continued from page 1

administrative, and educational or research roles, these needs should be reflected in your goals and objectives.

SMART LEARNING OBJECTIVES

SPECIFIC: **What do you want to learn?**
Begin by stating your goal in the form of a question to help you identify a clear objective.

MEASURABLE: **You should know when you have achieved your goal.**
Identifying a specific objective will make this easier.

ATTAINABLE: **Constraints such as time limitations, funding, access to resources, or the need to be absent from the workplace should be considered.**
Take constraints into consideration and set goals and objectives accordingly.

REALISTIC: **Ensure that your goal is realistic and achievable, but also consistent with the learning needs you identified in your self-assessment.**
It's you who decides what's relevant to your practice and what will be meaningful.

TIMELY: **Be sure to identify a timeframe for your goals, and remember to be realistic about timelines.**
Timelines can be useful guides and will help you stay on track. You may need to adjust them if your needs or circumstances change.

Once you've identified your goals and **SMART** learning objectives, it will be easier to choose **learning activities**. Learning activities are something you *do* (read articles on elder abuse, for example) to achieve your goals and **SMART learning objectives**. A list of learning activities can be found on page 17 of the *CCP Instruction Guide*. You'll also find further information on learning activities on the CCP Resources page, under the Professional Practice tab on the College website www.ocswssw.org.

For further information on the CCP, as well as the CCP Instruction Guide and Self-Assessment Tool and Professional Development Plan Documents, visit the CCP Resources page on the College website www.ocswssw.org, or contact the Professional Practice Department at ccp@ocswssw.org.

Social Service Work Student Educational Sponsorship Program – Helping to Enrich Classroom Learning

To generate ideas regarding how the College might support social service work educators and students, members of the College staff attended a meeting of the Ontario Social Service Work Educators Association in February 2011. It was suggested by the group that providing modest funds to a social service work program would greatly assist educators in offering their students special educational opportunities, such as bringing in a guest speaker, renting a bus to take students to a conference, providing start-up funds for a community project (e.g. buying paint to improve space for a community food bank), and so on. Executive approved this initiative for the 2011 – 2012 academic year.

The College was gratified by the range of creative ideas put forth by the educators. At Mohawk College, approximately 50 students attended an interactive tour of Woodland Cultural Centre in Brantford, Ontario. They learned about the museum and the Mohawk Institute, which is a former residential school. This learning opportunity taught the students about the legacy of residential schools and their impact on individuals, families and communities. The opportunity to learn about surrounding Aboriginal peoples and their historical as well as present day experiences was valued by students and educators at Mohawk College.

Students at St. Lawrence College attended a workshop on self-harm and suicide presented by the Canadian Mental Health Association. The workshop was interactive with plenty of opportunity for students to ask questions. Role playing exercises were used to help familiarize students with the vocabulary around self-harm and suicide. Students seemed very pleased with the workshop and were grateful for the opportunity to participate.

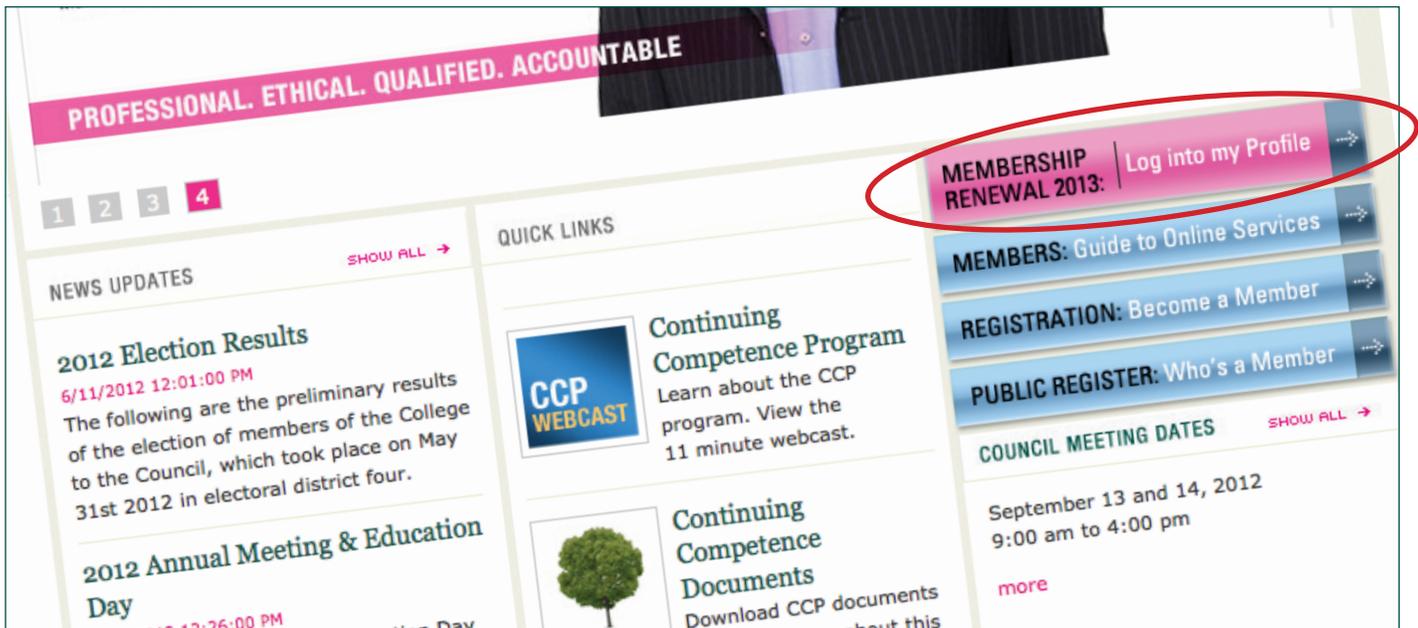
Algonquin College, Perth Campus, used the funds to organize a Field Placement Supervisor Appreciation Breakfast. Approximately 96 people attended including social service work faculty, first and second year students and field placement supervisors from agencies across Lanark County. Each student introduced their supervisor and explained what services the agency offered, as well as the target population the agency served. To demonstrate their appreciation, the



students presented their supervisors with a bottle of locally produced maple syrup.

Experiences such as these help mold professional, ethical, qualified and accountable members of the profession. The College believes in the importance of enriching classroom learning, and was pleased to help social service work educators provide special and successful educational opportunities for their students.

Five Easy Steps to Online Renewal 2013



Since 2009, the College has offered an online renewal of membership option. Not only is it fast, secure and easy, it saves cost and is better for the environment. In 2011, 50% of members chose to renew their membership online. This is a great improvement over the 33% who renewed online in 2009, **but we can do better**. Take advantage of the College's flexible and green option of online renewal by following these 5 easy steps:

1. To begin, go to the College website at: www.ocswssw.org
2. Click on the pink "Membership Renewal 2013: Log in to My Profile" button on the right-hand side of your screen;
3. Read the Terms and Conditions and proceed to the login page;

*Please Note: In order to login, you will need your **User ID** (your OCSWSSW registration number) and your **password**. If you have forgotten your password, it may be retrieved by clicking on the "Forgot Your Password" link on the login page. Enter the e-mail address you have provided to the College and an e-mail providing your password information will be sent to your inbox.*

4. Once you have successfully logged in, go to My Profile to make sure that your personal information is accurate and up-to-date;
5. You may then click on the "Renewal Fee Payment" on the left-hand side of your screen and follow the instructions to complete the online renewal process.

PLEASE REMEMBER TO:

- make sure your personal information is up-to-date
- review the Frequently Asked Questions (FAQ) found on the left hand side of your screen which can be accessed anytime
- read all information carefully

ONLINE RENEWALS WILL BEGIN OCTOBER 15, 2012

For those who do not wish to renew online, a hard copy renewal form will be distributed to all members until the majority of our membership is using online renewal services. This year, please take advantage of this opportunity for simpler, faster and greener renewals.

The Retirement Homes Act, 2010 - Duty to Report

The College wishes to let members know about new legislation that establishes a duty for members of the College to report certain matters to the Registrar of the Retirement Homes Regulatory Authority. The *Retirement Homes Act, 2010*, SO 2010, c11 (the "Act") sets out that:

REPORTING CERTAIN MATTERS TO REGISTRAR

75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money. 2010, c. 11, s. 75 (1).

DUTY ON MEDICAL PRACTITIONERS AND OTHERS

(3) Even if the information on which a report may be based is confidential or privileged, subsection (1) applies to a person mentioned in paragraph 1, 2 or 3 and no action or other proceeding for making the report shall be commenced against a person who acts in accordance with subsection (1) unless that person acts maliciously or without reasonable grounds for the suspicion:

1. A legally qualified medical practitioner or any other person who is a member of a College as defined in subsection 1 (1) of the *Regulated Health Professions Act, 1991*.
2. A person who is registered as a drugless practitioner under the *Drugless Practitioners Act*.
3. A member of the Ontario College of Social Workers and Social Service Workers. 2010, c. 11, s. 75 (3).

While the Act is being slowly brought into force over the next few years, this particular section is already in force. To view the *Retirement Homes Act* in its entirety, go to www.e-laws.gov.on.ca.

District Four Election Results

The following is the notification of the annual results of the election of members of the College to the Council, which took place on May 31, 2012 in electoral district four. This year's election saw 3 members running for the 2 social work positions and 2 social service work members, Irene Comfort and Thamo Hurly were acclaimed. The following members of the College are the candidates who received the greatest number of votes in the election:

Social Work – Thomas Horn
Social Work – Angela Yenssen

The College thanks all members who stood for election and congratulates those members who received the greatest number of votes in each membership category.

Council Highlights

March 23, 2012

- The Registrar updated Council on the activities of the Canadian Council of Social Work Regulators
- The Deputy Registrar updated Council on the public awareness campaign and the 2012 strategic communications next steps
- Council reviewed and approved the Good Governance Session Report brought forth by the Governance Committee
- The Registrar updated Council on the upcoming 2012 Strategic Planning Session
- Council reviewed the 2011 Audited Financial Statements and approved the Non-Profit Status memo
- Council approved the Ontario Association of Social Workers request for sponsorship for the 2012 OASW provincial conference
- The Registrar updated Council on the activities of the Registration department, stakeholder relations and the completion and submission of the annual Fair Registration Practices Report for both professions to the Office of the Fairness Commissioner
- The Deputy Registrar updated Council on the activities and accomplishments of the Membership, Communication and Professional Practice departments
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Fitness to Practise, Registration Appeals, Standards of Practice, Election, Nominating, Finance, Governance, Corporations, Titles and Designations, and the Annual Meeting and Education Day Planning Group

May 11, 2012

- The Registrar updated Council on the current activities of the Canadian Council of Social Work Regulators
- Rachel Birnbaum was approved as the reappointed representative to the Canadian Council of Social Work Regulators
- Council discussed and approved the new Council Member Orientation and Mentorship Program Policy
- Council reviewed the Ontario Association of Social Workers Event Sponsorship
- Council members Sophia Ruddock and Hendrik Van Dooren presented their Professional Development Report to Council
- Council discussed and approved the Online Register Work Plan
- Council amended and approved the Governance Policy B-001
- The Registrar reported to Council with information regarding membership, stakeholder relations and government relations
- The Deputy Registrar updated Council on the progress of the Professional Practice, Membership, Registration and Communications departments
- The Deputy Registrar updated Council on the public awareness campaign with Argyle Communications, including the printing of updated brochures and the receipt of the International Association of Business Communicators Award of Excellence for the College's accomplished branding and communications work
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Fitness to Practise, Registration Appeals, Standards of Practice, Election, Nominating, Finance, Governance, Corporations, Titles and Designations, and the Annual Meeting and Education Day Planning Group

Council Highlights – September 13 and 14, 2012

- The following Council members were elected by Council to the Executive Committee:
 - Mukesh Kowlessar, RSSW – President
 - Lily Oddie, Public Member – First Vice-President
 - Beatrice Traub-Werner, RSW– Second Vice-President
 - Greg Clarke, RSSW – 4th Executive Member
 - Bob Thompson, RSW – 5th Executive Member
 - Sophia Ruddock, Public Member – 6th Executive Member
- Finance Training was provided to Council by Soberman LLP
- Council reviewed the College’s Code of Conduct and Conflict of Interest policies which all Council members must adhere to
- The Deputy Registrar reviewed the evaluation results from the 2012 Annual Meeting and Education Day. Overall, the event was a great success and the College received a number of suggestions for next year’s event which will take place on June 13, 2013
- Council approved the Strategic Plan 2012-2015
- The Registrar provided Council with an update from the Canadian Council of Social Work Regulators
- Council appointed the President as the College’s voting delegate at the ASWB Annual Meeting
- Various Council members submitted their reports from professional development programs they recently attended
- Proposed schedule of Council meeting dates was approved for 2012-2013
- Council approved draft By-Law No. 80, Election By-Law Amendment
- Council approved draft By-Law No. 81, Fees By-Law
- Council approved draft By-Law No. 82, On-Line Register
- Council approved the proposed Registration Regulation Amendment from the Ministry
- Council approved the recommendations of the Nominating Committee respecting the composition and chairmanship of Statutory and Non-Statutory Committees
- The Registrar reviewed the financial statements to date
- The Registrar reported on registration statistics, the action plan for the Ontario Fairness Commissioner’s assessment report, stakeholder relations, and gave a staffing update
- The Deputy Registrar reported on membership statistics, online renewals, and Professional Practice and Communications department activities
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Fitness to Practise, Standards of Practice, Election, Nominating, Finance, Corporations, Titles and Designations and Governance. A report was also received from the Annual Meeting and Education Day Planning Group

2012 AMED – Professional, Ethical, Qualified and Accountable: Committed to Excellence



On May 22, 2012, the College held its 12th Annual Meeting and 9th Education Day at the Metro Toronto Convention Centre in downtown Toronto. The theme for this year's event was *Professional, Ethical, Qualified and Accountable: Committed to Excellence*. The theme reflected the College's new brand message, as the four keywords represent the cornerstones of our vision for the College and its members. Approximately 540 members from across the province joined us for the event, with some members participating by webcast. The day began with a warm welcome from College President Mukesh Kowlessar, RSSW.

Mr. Bas Balkissoon, Parliamentary Assistant and MPP for Scarborough-Rouge River, addressed members on behalf of the Honourable John Milloy, Minister of Community and Social Services. "As an MPP, I see firsthand the positive differences that social workers and social service workers make in the lives of so many people. You are on the front lines, helping to deliver the programs and services that make a real difference in the lives of so many Ontarian families. I commend you on your work and on your dedication to the women, men and children of Ontario who have benefited from your professional guidance and care," said Mr.

Balkissoon. Mr. Balkissoon's address was followed by reports from the President, Auditor, and Registrar, Glenda McDonald.

The keynote address, entitled *Ethical Practice: Maintaining Standards in a Sea of Complexity*, was presented by Linda Wright, MHSc, MSW, RSW. The keynote presentation explored ethical concerns and how they may be addressed by adding ethical analysis and decision-making to the skills and knowledge base of social workers and social service workers. Ms. Wright's presentation was extremely well received.

To enhance networking opportunities over lunch, participants were given the option of sitting at tables designated for their specific interests or practice areas. The table discussions ranged from health care, to recent graduates to community practice, to name a few. The networking idea was a great success, with many attendees requesting that the networking opportunity be made available at the 2013 Annual Meeting and Education Day.

The afternoon breakout sessions were highly successful and the College would like to applaud and thank all presenters for preparing informative and memorable presentations. The 2012 breakout sessions included:

2012 AMED – Professional, Ethical, Qualified and Accountable: Committed to Excellence

- Lise Betteridge, RSW and Ellen Kampf, RSW – *Getting the most out of your CCP: Completing your self-assessment and setting meaningful goals*
- Maureen Etkin – *Elder abuse: How will you respond?*
- Bill Gayner, RSW – *Emotion-focused meditation and therapeutic presence*
- Jenni Smith and Trish Noordstra – *Lutherwood children's mental health services*
- William Cooke, RSW, Margotte Kaczanowski, RSW, Sabrina Samsudeen, RSW and Martin Frith, RMFT – *Collaborative private practice: Revenge of the village people*
- Cathy Conway – *Understanding the person living with dementia*
- Diane Cassidy, RSSW and Kim Etherington – *Intimate partner abuse in queer women's relationships*

To view the accompanying PowerPoint slides, as well as video of both the Annual Meeting and Keynote Address, please visit the College website.



HERE ARE SOME OF THE COMMENTS RECEIVED FROM MEMBERS FOLLOWING THE EVENT:

I look forward to the AGM every year. Guest speakers are very relevant, and the break out sessions are as well. Congratulations on another well planned and coordinated event, well done!

This was my first time attending and I was very impressed with the day. It's very nice that it is offered free of charge and is offered at a location that is accessible for those coming from out of town (e.g. by train). My favourite part of the day was networking with other social workers and social service workers, in particular at lunch. Thanks for all your hard work coordinating this day, a lot of hard work.

I personally feel that this occasion for social workers and social service workers to come together under OCSWSSW is a good platform to build network and improve the quality of service delivery.

I really appreciated the designated tables at lunch. I was at a table for 'Seniors' and enjoyed the contact. Good planning!

The following suggestions were also made:

Could you provide the e-mail delivery of the hand-outs a little sooner? That way if there is technical difficulty, then there is time to rectify the problem.

Let's do it in June - the day after the long weekend is not the greatest date.

The Annual Meeting and Education Day Planning Committee will take these ideas into account when planning next year's event.

The College would like to thank all who took part in the day and those who took the time to forward their feedback.

The date has been set for the 2013 Annual Meeting and Education Day, so please mark June 13, 2013, in your calendars. A detailed brochure will be distributed in the spring of next year. Please register as soon as you receive your brochure and keep in mind that registering online is the quickest and easiest way to receive a confirmation number.

Discipline Decision Summary



This summary of the Discipline Committee's Decisions and Reasons for Decision is published pursuant to the Discipline Committee's penalty order dated April 3, 2012.

BY PUBLISHING THIS SUMMARY, 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; and
- provide social workers, social service workers and members of the public with an understanding of the College's discipline process.

PROFESSIONAL MISCONDUCT

THOMAS GERALD CASWELL (MEMBER #812377)

ALLEGATIONS

The College's allegations relate to the Former Member's conduct or actions, while employed as a Mental Health Worker by an agency providing mental health services, in regard to a client of the agency to whom he provided counselling services and/or psychotherapy services.

PLEA

As the Former Member was neither present nor represented at the hearing, he was deemed to have denied the allegations.

EVIDENCE

The Discipline Committee found that the evidence indicated that the Former Member,

- i. Admitted the client to the agency's counselling program ahead of others without following the agency's usual intake procedure or consulting with the Former Member's supervisor or the responsible Intake Worker.
- ii. Was aware that the client was a vulnerable client who had been diagnosed with Bipolar Disorder and had suffered childhood abuse, sexual assaults, loss issues, early maternal death, domestic violence and the then recent termination of a relationship with the client's partner.
- iii. During the period in which the Former Member provided counselling and/or psychotherapy services to the client, the Former Member,
 - (a) failed to maintain appropriate progress notes of his sessions with the client;
 - (b) contacted the client by telephone from outside the agency, after regular office hours;
 - (c) inappropriately disclosed personal information about himself to the client;
 - (d) provided the client with his personal e-mail address and asked the client to send him a "dirty picture";
 - (e) told the client that he had been watching the client;
 - (f) contacted the client by telephone and made graphic sexual comments to the client, including (but not limited to):
 - (i) telling the client that the client was "smoking hot" and that he was sexually attracted to the client;
 - (ii) telling the client that he could get in trouble or lose his job if anyone found out about his communications with the client and that the client should never tell anyone;
 - (iii) asking the client to share the client's sexual fantasies with him;
 - (iv) sharing information about his sexual activities, preferences and desires with the client;
 - (v) using guided imagery techniques to portray to

Discipline Decision Summary

the client what he wanted to do to the client and what he wanted the client to do to him; and
(vi) ejaculating while on the telephone with the client and while describing the process to the client in graphic detail.

- iv. The Former Member's employment was terminated by the agency for cause, based on the above-referred to conduct.

FINDINGS

The Committee found that the evidence established that the Former Member had a professional relationship with the client, that he engaged in behaviour or remarks of a sexual nature towards the client and that, therefore, the Former Member engaged in sexual abuse of a client as per section 43(4) (c) of the *Social Work and Social Service Work Act* (the "Act"). The Committee determined that all of the allegations of the Former Member's professional misconduct were proven by the College. The Committee found that the Former Member,

1. Violated Section 2.5 of Ontario Regulation 384/00 (Professional Misconduct) made under the Act, by abusing a client physically, sexually, verbally, psychologically or emotionally when he engaged in behaviour or remarks of a sexual nature towards a client to whom he provided counselling services and/or psychotherapy services and who, at all material times, remained a client of his former employer.
2. Violated Section 2.2 of Ontario Regulation 384/00 (Professional Misconduct) made under the Act, and Principle VIII of the Standards of Practice (as commented on in Interpretations 8.1, 8.2 and 8.6) by engaging in behaviour or remarks of a sexual nature towards a client to whom he provided counselling services and/or psychotherapy services and who, at all material times, remained a client of his former employer.
3. Violated Section 2.6 of Ontario Regulation 384/00 (Professional Misconduct) made under the Act by using information obtained during his professional relationship with the client, or using his professional position of authority to coerce, improperly influence, harass or exploit the client, when he engaged in behaviour and/or remarks of a sexual nature towards, and/or sought to establish a sexual relationship with the client, to whom he provided counselling services and/or psychotherapy services and who, at all material times, remained a client of his former employer.
4. Violated Section 2.36 of Ontario Regulation 384/00 (Professional Misconduct) made under the Act by engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional when the Former Member engaged in behaviour and/or remarks of a sexual nature towards, and/or sought to establish a sexual relationship with the client, to whom he provided counselling services and/or psychotherapy services and who, at all material times, remained a client of his former employer.
5. Violated Section 2.2 of Ontario Regulation 384/00 (Professional Misconduct) made under the Act, Section 1 of the Code of Ethics and Principle I of the Standards of Practice (commented on in Interpretations 1.5 and 1.6) by failing to regard the well-being of his client as his primary professional obligation when he initiated and pursued a sexual relationship with the client. In doing so, the Former Member failed to distinguish his own needs from those of the client, failed to appreciate how his needs might impact on his professional relationship with the client, placed his own needs before those of the client and failed to ensure that the client's interests were paramount.
6. Violated Principle II, Interpretation 2.2 of the Standards of Practice (commented on in Interpretations 2.2.1, 2.2.2, 2.2.3 and 2.2.8) by failing to maintain clear and appropriate boundaries in his relationship with the client when he engaged in behaviour or remarks of a personal and/or sexual nature towards, and/or sought to establish a sexual relationship with the client, to whom

Discipline Decision Summary

he provided counselling services and/or psychotherapy services. In doing so, the Former Member placed himself in a conflict of interest situation in which he ought reasonably to have known that the client would be at risk and used his professional position of authority to abuse or exploit the client.

PENALTY

Prior to the hearing, the Former Member's certificate of registration as a social worker was cancelled, further to his resignation. As such, the Discipline Committee ordered that:

1. The Former Member be reprimanded by the Committee in writing and that the reprimand be recorded on the register for an unlimited period of time.
2. The findings and order of the Committee be published, in summary and/or in detail, with the name of the Former Member, but with identifying information concerning his client removed, in the College's newsletter, on the College's website, on the general newswire, and on any other media-related document that is provided to the public and/or other provincial regulators and is deemed appropriate by the College.
3. The Former Member shall pay costs in the amount of \$5,000.00 to the College.

Discipline Decision Summary



This summary of the Discipline Committee's Decisions and Reasons for Decision is published pursuant to the Discipline Committee's penalty order dated August 31, 2012.

BY PUBLISHING THIS SUMMARY, 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; and
- provide social workers, social service workers and members of the public with an understanding to the College's discipline process.

PROFESSIONAL MISCONDUCT

BETH F. EISEN (FORMER MEMBER #800832)

EVIDENCE

The parties agreed to the following facts.

In 2007, allegations of professional misconduct regarding Ms. Eisen were referred to the College.

The College and Ms. Eisen agreed to resolve the matter based on an Agreed Statement of Fact and Joint Submission as to Penalty, subject to the approval of the Discipline Committee. A hearing ensued at which Ms. Eisen admitted that she had

committed professional misconduct. Those admissions included admissions that she had failed to maintain clear boundaries in her relationship with a client, failed to regard the well-being of her client as a primary professional obligation, failed to distinguish her own needs from the needs of her client, and had used personal information about her client to coerce the client into changing or withdrawing the client's allegations concerning Ms. Eisen's conduct.

Ms. Eisen and the College also agreed to a penalty order with respect to the allegations.

The Discipline Committee made an order which incorporated the penalty terms that Ms. Eisen had agreed to. They were as follows:

1. That Ms. Eisen be reprimanded and the reprimand be recorded on the Register.
2. That the Registrar be directed to suspend Ms. Eisen's Certificate of Registration for a period of 24 months, which suspension shall be suspended and shall not be imposed if Ms. Eisen provides evidence, satisfactory to the Registrar of the College, of compliance with the below-described terms, conditions and limitations imposed on her Certificate of Registration.
3. That the Registrar be directed to impose a term, condition and limitation on Ms. Eisen's Certificate of Registration, to be recorded on the Register,
 - Requiring Ms. Eisen to restrict her professional practice to her then current employment and to her then existing private practice for a period of two years, and not to change her employment or professional practice during that period except with the prior approval of the Registrar. Ms. Eisen was also required to immediately notify the College Registrar, in writing, of any termination of, or proposed change in her then current employment or professional practice and to advise the Registrar in advance of the nature and particulars of any future professional employment or practice in which she proposed to engage within

Discipline Decision Summary

the two year period, for the purpose of obtaining the Registrar's prior approval of such other employment or professional practice;

- Requiring Ms. Eisen to engage, at her own expense, in intensive insight-oriented psychotherapy with a therapist who is a regulated professional approved by the Registrar of the College (and who has been provided with a copy of the Discipline Committee's Order) for a period of two years, with quarterly written reports as to the substance of that psychotherapy and the progress to be provided to the Registrar of the College by the therapist;
- Requiring Ms. Eisen to, at her own expense, participate in and successfully complete boundary prescriptive and/or social work ethics training, as prescribed by and acceptable to the College and provide proof of such completion to the Registrar within 2 years;
- Requiring Ms. Eisen to receive supervision of her social work practice for a period of two years, from a named social worker (in respect of her then current employment) and from the previously mentioned, approved therapist (in respect of her then private practice), or from such other person or persons as may be approved, in advance, by the Registrar of the College. Ms. Eisen was also required to forthwith provide each supervisor with a copy of the Discipline Committee's Order and each supervisor was to make quarterly written reports to the Registrar of the College (or reports of such lesser frequency as the Registrar may from time to time determine) as to the substance of that supervision and her progress.
- Prohibiting Ms. Eisen from applying for the removal or modification of the terms, conditions and limitations imposed on her Certificate of Registration for a period of two years.

4. That the Discipline Committee's finding and Order (or a summary thereof) be published, with identifying information removed, in the College's official publication, on the College's website, and the results of the hearing be recorded on the Register.

Approximately three months following the issuing of the

Discipline Committee's Decision, Ms. Eisen advised the College that she had been struggling with health problems, including having been diagnosed with a serious disease, and was behind in meeting the requirements of her penalty.

Several months later, Ms. Eisen entered into an Undertaking and Acknowledgement with the College. In that Undertaking and Acknowledgement she:

- agreed to successfully complete the above-described terms, conditions and limitations within an extended two year period of time;
- agreed to apply, within that extended two-year period of time, to have the suspended suspension ordered by the Discipline Committee, and the time in which she is to satisfy the terms, conditions and limitations imposed on her Certificate of Registration, run for the extended two-year period;
- acknowledged and stated her understanding that should she fail to fulfil the terms of her Undertaking and Acknowledgement, the Registrar may refer the matter to the Executive Committee of the College, and the Executive Committee may refer to the Discipline Committee of the College allegations of Ms. Eisen's professional misconduct arising from any failure to fulfill the terms of her Undertaking and Acknowledgement.

There were various communications between the College and Ms. Eisen about satisfying the terms, conditions and limitations in the Order and in her Undertaking and Acknowledgement.

Approximately three months after making her Undertaking and Acknowledgement, Ms. Eisen advised the College that her employment had been terminated, that she was unable to find new employment and was therefore unable to satisfy the supervision requirement. Prior to the termination of her employment, the College had only received one report from Ms. Eisen's workplace supervisor.

The College only ever received one report from Ms. Eisen's therapist.

Discipline Decision Summary

Two weeks later, Ms. Eisen informed the College that she had decided not to renew her membership in the College. Her Certificate of Registration was then suspended for non-payment of fees.

On August 18, 2010, Ms. Eisen's certificate of registration was cancelled, due to her resignation from membership in the College.

ALLEGATIONS AND PLEA

The Discipline Committee accepted the Member's plea, admitting the following acts of professional misconduct, as alleged in the Notice of Hearing:

1. That Ms. Eisen violated Section 2.31 of the Professional Misconduct Regulation by failing to comply with an order of a panel of the Discipline Committee of the College and, more particularly with the terms and conditions set out in the order, which directed the Registrar to impose the above-described terms and conditions on her certificate of registration.
2. That Ms. Eisen violated Section 2.32 of the Professional Misconduct Regulation by failing to comply with a written undertaking given to the College and to carry out an agreement entered into with the College by failing to comply with her Undertaking and Acknowledgement, in which she undertook to comply with the above-described terms and conditions set out in the Discipline Committee's Order within an extended two-year period of time.
3. That Ms. Eisen violated Section 2.36 of the Professional Misconduct Regulation by engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all circumstances would reasonably be regarded by members as disgraceful, dishonourable or unprofessional when she failed to comply with the above-described terms and conditions and with her Undertaking and Acknowledgement to the College.

PENALTY

Prior to the hearing, Ms. Eisen's certificate of registration as a social worker was cancelled, further to her resignation. As such, the Discipline Committee ordered that:

1. Ms. Eisen be reprimanded on a date to be scheduled that is no later than three months from the date of this Order, such reprimand to be recorded on the Register for an unlimited period of time.
2. These findings and this Order of this Discipline Committee shall be published in detail, with the name of Ms. Eisen, in the official publication of the College, on the College's website, on the general newswire, and additionally in any other manner necessary to alert regulators in other provinces.

The Discipline Committee arrived at this penalty decision for the following reasons:

1. The reprimand will demonstrate to the public that the Discipline Committee takes findings of professional misconduct very seriously and will try to correct the conduct of specific members who have violated professional standards, even if those members have resigned from the College before the review of their alleged misconduct is complete. Recording the reprimand on the Register will serve as one avenue to notify the public of Ms. Eisen's actions and thereby protect the public from receiving services from her without knowledge of her previous conduct as a social worker.
2. The reprimand will also accomplish general deterrence because other College members will realize that they cannot avoid being held accountable for professional misconduct by resigning from the College before allegations against them are resolved.
3. Publication of the finding and Order of this panel with Ms. Eisen's name will serve an important public notification purpose. The panel shared the College's concern that Ms. Eisen might attempt to practice social

Discipline Decision Summary

work without registering with the College in the future. By publishing Ms. Eisen's name the risk is mitigated and the public is better protected.

4. Anyone with Ms. Eisen's education and experience would have to be familiar with the Code of Ethics of the College which prohibit sexual relationships with a client. The first Order was to ensure that Ms. Eisen learned from her mistakes and was given the opportunity to remediate herself through the penalty imposed at the time. However Ms. Eisen did not comply with the Order and it is important that the public be made aware of the underlying public protection concerns, as summarized in this decision.
5. The objective of remediation or rehabilitation is no longer available due to Ms. Eisen's resignation from the College.
6. Ms. Eisen's non-compliance with the Discipline Committee's Order from the first hearing and the subsequent Undertaking and Acknowledgement was concerning to the panel, even in light of Ms. Eisen's health concerns. Ms. Eisen did not pursue options that

were available to her and chose instead to resign from the College.

7. Publishing Ms. Eisen's name will no doubt cause her some distress and humiliation. However, the panel felt that the Member's embarrassment is an insufficient consideration to compromise public protection. The panel considered Ms. Eisen's statement that she would have great difficulty finding a job outside of the social work field if details from the first hearing were made public, and her testimony that even though she has gone on to look at professional opportunities outside social work, the facts from the first hearing would prevent her from finding employment in a similar field. The panel concluded, however, that protection of the public is paramount and that Ms. Eisen appears not to have given serious consideration to the effect of not following through with the first Order.
8. Publishing Ms. Eisen's name will also serve as an important general deterrent to other members of the College, who may otherwise be tempted to avoid penalties they have agreed to.

Introducing the New Faces of the College - Interview with Patricia Williams

Over the past year, the College has highlighted members who took part in our public awareness campaign's *New Faces of the College* initiative. By showcasing real members in both professions, we are connecting with and educating our stakeholders on the role of social workers and social service workers in our communities.

For this issue, we spoke with Patricia Williams, M.S.W., RSW, a member of the College for over 10 years. A political scientist by training, Patricia came to Canada from Nigeria as part of the Kathleen Ptolemy Fellowship at the Centre for Refugee Studies (CRS), York University in 1995. While she was in the CRS, the political situation in Nigeria was deteriorating and it was increasingly unsafe for Patricia to return to her home university. In the same vein, it was not possible to find employment in her area of expertise in political science as a result of the immigration constraints of employing persons who were not permanent residents. She then began to make enquiries about embarking on a change of career. Her experience at CRS was so gratifying that she was inspired to enroll in the Bachelor of Social Work program at York University and later, the Master of Social Work program at the University of Toronto.

After obtaining BSW and MSW degrees, Patricia chose the path of a Child Protection Worker and has been working in her current position for over 10 years. Patricia describes child protection as highly intense and complicated but also very rewarding. Patricia finds it satisfying to see the benefits of her involvement, and she eliminates any ensuing stress in difficult cases by debriefing with her supervisor and also sometimes her colleagues. However demanding the job might be, Patricia feels gratified to know that she has helped to ease the pains of families and most importantly children, whose care and safety may have been in jeopardy. "I have satisfaction in my profession as I can see the results of helping a client move from point A to point B and improve family relationships and



situations," says Patricia.

Patricia is a strong supporter of professional regulation, and believes that regulation enhances the professions. "If you have what is necessary to be a member, become one!" Patricia encourages. "It's great to be part of a community and to know what is going on in our profession. Social work is very broad, and the College helps us feel connected and ensures that we abide by the same ethical code and standards of practice." Patricia believes membership with the College is important for all social workers.

Patricia decided to take part in the public awareness campaign in order to give the public a genuine image of a social worker. "The College's public awareness campaign helps promote an authentic perception of our professions to the public. People have all kinds of misconceptions about social workers, and especially of those in the field of child protection. But social workers want to help and we want to do our best. We are highly involved members in our community who are devoted to many causes, such as child safety. This is positive."

When asked what the four keywords, **professional**, **ethical**, **qualified** and **accountable** mean to her, Patricia answered the following: "as a professional, it is important that you do your job in a way that is respectful, and that you are clear about your boundaries and expectations. To be accountable, you must be transparent, keep detailed records and reports. As an ethical social worker, I follow the ethics of my profession as determined by my regulatory body and my employer. We have to be proud of what we do, so we have standards and principles that we abide by. Lastly, a qualified social worker not only has theoretical and practical knowledge, but is committed to ongoing learning. This is very important."

Patricia joins a number of members as the College's new brand champions, and we will continue to showcase the new faces of the College in upcoming issues of *Perspective*.

Council Member Sylvia Pusey Awarded Queen Elizabeth II's Diamond Jubilee Medal

Sylvia Pusey, Public Member of the College Council, has recently been honoured with Queen Elizabeth II's Diamond Jubilee Medal. The commemorative medal was created to mark the 2012 celebrations of the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada. The medal serves to honour significant contributions and achievements by Canadians, and during the year of celebrations, 60,000 deserving Canadians will be recognized.

Sylvia is being recognized for her extensive involvement in her community, as she volunteers her time and efforts on several boards and committees, such as on the Ontario Chiropractic Board/College as Secretary-Treasurer, as Board Member and Chair of the Community Advisory Committee of the Scarborough Grace Hospital, Co-Chair of the Scarborough Youth Justice Committee, Coordinator of a Youth Mentoring and Leadership Program, Member of the Board of the Boys and Girls Club of East Scarborough and Member of the Toronto Grant Review Team of Ontario Trillium Foundation. "The award is both humbling and uplifting," says Sylvia, "it encourages me to continue my efforts in making a difference in the community whenever and wherever I can."

The College would like to congratulate Sylvia on her many accomplishments and applaud her recent honour as a recipient of Queen Elizabeth II's Diamond Jubilee Medal.

Most members of the College are aware that changes to the *Regulated Health Professions Act (RHPA)* make engaging in the practice of psychotherapy one of 14 **controlled acts**. A **controlled act** is an activity that is restricted to members of certain professions defined under the *RHPA*, due to the risk of harm that it poses to the public. As a result of these important legislative changes, a member of the OCSWSSW is authorized to perform the controlled act of psychotherapy in compliance with the *Social Work and Social Service Work Act (SWSSWA)*, its regulations and by-laws. Additionally, the SWSSWA provides that a member of the OCSWSSW who is authorized to perform the controlled act of psychotherapy may use the title "psychotherapist" if the member complies with certain conditions.

These new developments mark a significant milestone for the OCSWSSW and its members. Psychotherapy is the first controlled act that members of the OCSWSSW have been authorized to perform. **The provisions in the RHPA and the SWSSWA pertaining to the controlled act of psychotherapy and use of the "psychotherapist" title have not yet been proclaimed in force. Proclamation is expected in 2013.**

In January 2012, Council delegated to the Standards of Practice Committee the task of overseeing the development of **Practice Guidelines for Performing the Controlled Act of Psychotherapy** to augment the existing Standards of Practice. Members of the College, along with other key stakeholders, were invited to provide their feedback on the draft Practice Guidelines as part of a broad consultation process which began in August 2012. Feedback regarding the clarity, applicability and relevance of the guidelines will be incorporated before they are finalized, approved by Council and made available to members in 2013. Please visit the College website www.ocswssw.org regularly for updates regarding the Practice Guidelines. Members are also encouraged to look under the Resource Room tab on the College website for FAQs and other information about the controlled act of psychotherapy.

The Online Register – What’s in a Name?

Under the *Social Work and Social Service Work Act*, the College is required to maintain a Public Register of members, which contains information required under the Act and the College’s by-laws. The Public Register has been in existence since the College’s inception in 2000. Currently, the request for a copy of the Register pertaining to a member is required in writing or by completing an online request form. Responses to the requests are sent by mail or by fax. The College is pleased to report that work is underway to put the Register online, which we are aiming to have in place by early 2013. With over 4200 Register requests in 2011 alone, we are confident that the online Register will mean easier access and greater efficiencies for both the public and the College. A register accessible online is also consistent with the practices of other regulatory bodies in Ontario and across Canada.

Members should be aware that the name that is in the Register must be the name that you are using in the course of practising the profession of social work or social service work. It is essential that you advise the College of a name change, so that you can be found in the College Register. This is one way that the College fulfills its mandate of public protection. In addition, it is an act of professional misconduct to use a name in the course of practising the profession other than the name set out in the Register.

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.

To learn about what information is contained in the Register, please visit the College website: www.ocswssw.org.

Online Elections in 2013!

As part of the College’s commitment to use technology to increase efficiency and reduce paper, in 2013 members will be able to vote online.

Receiving election materials electronically shortens the time it takes to receive your ballot, reduces printing costs, and streamlines the tabulation process. Voting via the Internet is also environmentally friendly. We encourage you to take advantage of the College’s online election process.

In order to vote online, the College requires your current e-mail address on file. Please ensure that your e-mail address information is up-to-date by following these steps:

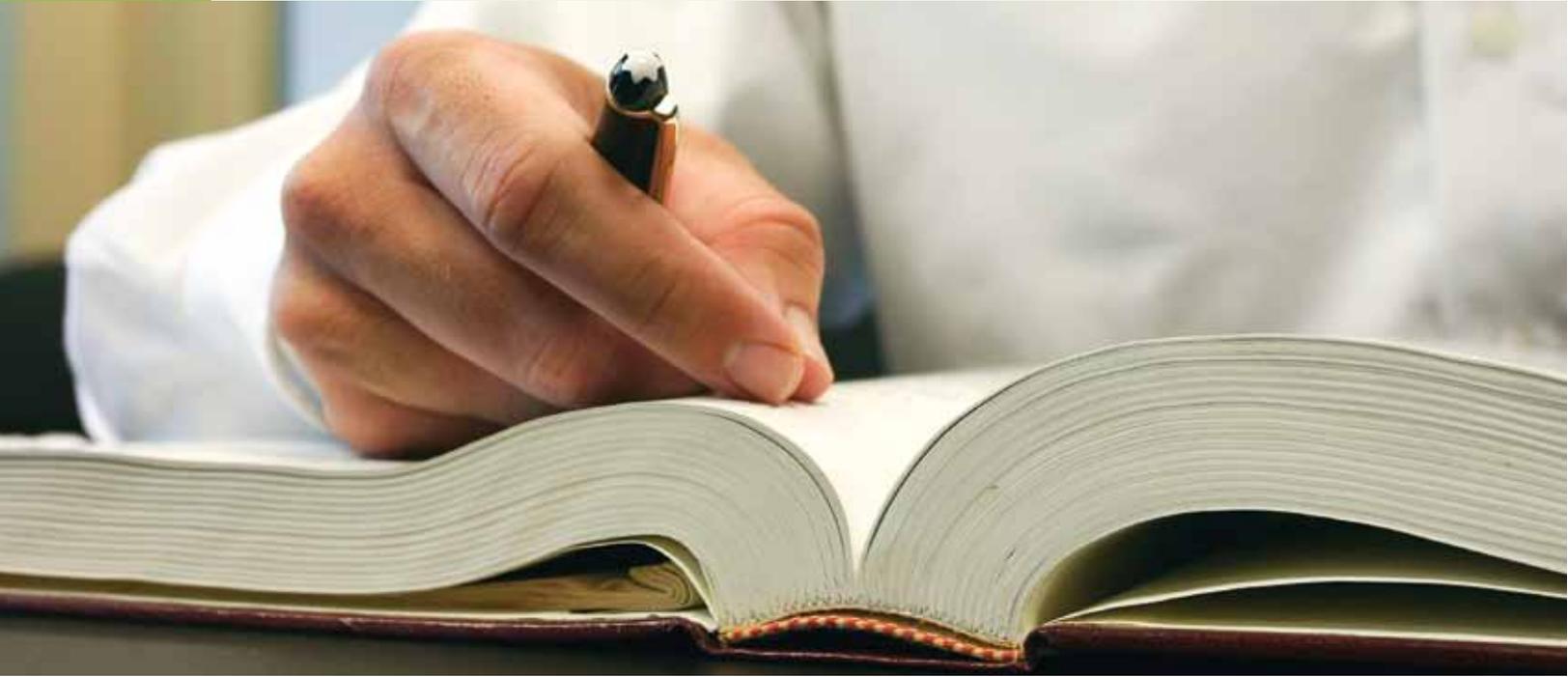
1. Go to the College website at www.ocswssw.org
2. Click on Log in to My Profile
3. Agree to the OCSWSSW Terms and Conditions
4. Insert your User ID (OCSWSSW registration number) and password. TIP: You will find the registration number on your member card or your certificate of registration
5. Click on My Profile
6. Confirm your home e-mail address and/or your business e-mail address
7. Click Save
8. Log off

If you have provided a home e-mail address to the College, it will be used as your contact information for the online election. If you have provided only a business e-mail address, it will be used; however you should ensure that your system will allow you to receive external e-mail and to open attachments.

Please contact Pat Lieberman at 1-877-828-9380 x207 or at plieberman@ocswssw.org with any questions regarding this process.

Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape

LISE BETTERIDGE, M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE



Practice Notes is designed as an educational tool 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 members with specific practice inquiries should consult the College, since the relevant standards and appropriate course of action will vary depending on the situation.

New communication technologies create significant opportunities for social workers and social service workers. They enable professionals to share information and to network, and they facilitate communication for administrative, research, educational and/or clinical purposes. At the same time, the ease and immediacy of these technologies pose some significant risks and challenges for members and their clients. Social workers and social service workers should ensure that they are technologically aware and competent, as their clients are likely to have embraced technology in step with the general population. Those practising with certain client groups (youth in particular) find themselves working with clients who are “digital natives” and have never known a world without the Internet. Many clients may therefore expect that their social worker or social service worker will communicate with them using technology such as e-mail, text messaging, Skype, Facebook or other social media.

Some members have begun to use these new technologies in their practice, either as the primary modality for the therapeutic work (in cybercounselling or e-counselling, for example) or solely for administrative purposes, to support their face-to-face clinical work with clients. In some instances, members may be practising in the absence of complete information about the technology or knowledge of best practices. They may also be working in the absence of agency policies or other specific guidelines.

The incremental adoption of new technologies with clients, without careful consideration of the potential risks and issues involved, has been referred to as a “slippery slope”¹ and can result in harm to clients as well as risk for members. This article addresses some of the questions raised in practice calls to the Professional Practice Department. It addresses the use of e-mail and text messaging in communication with clients, the documentation related to this practice,

¹ Faye Mishna, Marion Bogo, Jennifer Root, Jami-Leigh Sawyer and Mona Khoury-Kassabri “It just crept in”: The Digital Age and Implications for Social Work Practice. *Clinical Social Work Journal* Online Publication February 11, 2012

Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape

LISE BETTERIDGE, M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE

and the advisability of developing a social media policy. The discussion is limited to the use of communication technologies as an adjunct to face-to-face work with clients, rather than as the primary mode of contact or intervention. Members are encouraged to review *Social Media and Practice: Protecting Privacy and Professionalism in a Virtual World*, Practice Notes which are available in the Resource Room on the College website www.ocswssw.org, for a discussion specific to social media and practice.

COMMUNICATING VIA TEXT MESSAGE OR E-MAIL

Some members have considered using text messaging or e-mail with clients in an effort to be more client-centred and responsive, and because they find this mode of communication to be more administratively efficient. Consider the following scenario:

A member working in the school system contacted the Professional Practice Department because several of his clients had been texting him to book or change appointments. He also described one situation in which a client had texted him in the midst of a crisis. The member wanted to ensure that he was practising in accordance with College standards of practice when using these forms of communication with clients. He was also seeking guidance as to how he should document the interactions. The member said that most of his clients (who were high school students) used text messaging as their primary form of communication, and he found it increasingly difficult to reach them by phone as he had done in the past. He explained that some of his colleagues were strongly opposed to his use of text messaging with clients, but many used e-mail with some ambivalence.

Although members in a variety of settings may feel growing pressure from clients to use text messaging to communicate about administrative and other matters, those working with

youth may feel this pressure most strongly. In the scenario above, the member would be wise to discuss his current practice and his concerns with his supervisor if he hasn't done so already. The member must follow school board policy regarding such issues, but "(i)f there is a conflict between College standards of practice and a College member's work environment" the member's obligation is to the standards of practice.² College members employed by organizations must "maintain an awareness and consideration of the purpose, mandate and function of those organizations and how these impact on and limit professional relationships with clients".³ Additionally, College members employed by an organization should "... acquire and maintain a thorough understanding of the organization policies and practices relating to the management of client information ..." so that they are fully aware of "... when, how and the purposes for which the organization routinely collects, uses, modifies, discloses, retains or disposes of information".⁴

Text messaging (and sometimes e-mail, to a lesser degree) is an inherently casual form of communication. If members use text messaging with clients, they should carefully consider the tone of the language they use in texts or e-mails, as well as the timing of their responses and the locations from which they reply. What are clients' expectations regarding the immediacy of responses? Does this differ from their expectations with respect to phone calls? Does the client expect, as they might in their personal communication, that the member will be available to respond to texts at all times, or outside of regular working hours? Has the member considered the possible implications of a delay in responding to texts or e-mails from clients? What are the member's obligations if a client in crisis communicates via text or e-mail? Members should "provide clients with accurate and complete information regarding the extent, nature, and limitations of any services available to them".⁵ This discussion should include an explanation of how and when the member will use and respond to different forms of electronic communication.

² *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, interpretation 2.2.10

³ *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle I: Relationship with Clients, interpretation 1.7

⁴ *Code of Ethics and Standards of Practice, Second Edition, 2008*, Principle V: Confidentiality, Interpretation 5.2

⁵ *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle III: Responsibility to Clients, interpretation 3.1

Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape

LISE BETTERIDGE, M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE

Because text messages (and perhaps e-mails) are received on mobile devices, members may find themselves responding to clients outside their physical office/work setting. Members should consider whether by responding from different locations (home, transit, in the company of others, while on vacation, for example) they are setting up expectations on the part of the client for an immediate, even 24-hour, response. This may be a concern even if the client is not aware that the member is not in the office/work setting when responding. Member should be cautious about the potential for blurring of boundaries in these situations, and should be aware that they must at all times “establish and maintain clear and appropriate boundaries in professional relationships for the protection of clients”.⁶

The use of text messaging and e-mail may also compromise clients’ confidentiality and privacy.⁷ Neither form of communication is completely secure. Is the member using a personal device or one which belongs to their employer? If it is a personal device, have they considered the implications of sharing client information in this way? If they are using a mobile device in a situation where they might previously have used a landline, is there a greater likelihood of the device being lost or stolen, thereby compromising clients’ confidentiality? What kind of security are they using on their device, and has the member taken appropriate measures to protect their clients’ privacy through passwords, encryption or other means? Members must ensure that they “comply with any applicable privacy and other legislation”.⁸ They are strongly advised to review and follow any recommendations/advisories from the Office of the Information and Privacy Commissioner which are applicable to the member’s workplace⁹ and/or to consult with the privacy officer in their organization (if any) regarding such measures. Members must be guided at all times by the knowledge that they are obliged to “(hold) in strict confidence all information about clients”¹⁰

and “inform clients early in their relationship of the limits of confidentiality of information”.¹¹

In addition to considering their own responsibility to maintain clients’ confidentiality, members should ensure that they discuss these considerations with their clients. It is possible that clients have not given thought to these issues, particularly with respect to the potential sensitivity of their involvement with the member. The member may therefore wish to discuss whether others have access to the client’s mobile phone, computer or other device. It may also be advisable to ask whether the client is using location-based services such as Foursquare to enable others to follow them through their mobile devices. If so, has the client considered the possible ramifications of this when they are attending an appointment with the member?¹²

DOCUMENTATION

Members may choose to limit their use of text messaging and e-mail to managing appointments. Even in these circumstances, they must consider whether and how they will retain e-mails or texts as well as how clients will be informed of these decisions. Members must “document services in a recognizable form in order to ensure the continuity and quality of service to establish accountability for and evidence of the services rendered”.¹³ The tools or data used by the College member in developing a professional opinion may be or need not be included in the record... (but) (o)nce placed in the record... they become an integral part of that record.”¹⁴ Members must use their judgment to decide whether it is appropriate to include e-mails or text messages in the record. Although members may intend to limit their use of text or e-mail to administrative matters, clients may not always understand or adhere to this practice. In some circumstances, it may be appropriate to include e-mails or text messages in the record. The member should therefore consider whether it

6 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle II: Competence and Integrity, interpretation 2.2

7 Reamer, Frederic G. Eye on Ethics: Developing a Social Media Ethics Policy. *Social Work Today* July 1, 2011 retrieved July 9, 2012 from http://www.socialworktoday.com/news/eoe_070111.shtml

8 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle V: Confidentiality, interpretation 5.1

9 Office of the Information and Privacy Commissioner www.ipc.on.ca

10 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle V: Confidentiality

11 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle V: Confidentiality, interpretation 5.4

12 Frederic Reamer, keynote address, Association of Social Work Boards Spring Meeting “e-World Ethics: Issues and Implications for Regulatory Boards”, April 27, 2012

13 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle IV: The Social Work and Social Service Work Record

14 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle IV: The Social Work and Social Service Work Record, footnote 1

Practice Notes: Communication Technology & Ethical Practice: Evolving Issues in a Changing Landscape

LISE BETTERIDGE, M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE

is always feasible to limit communication to administrative matters, how they will respond in the event that a client communicates sensitive information via text or e-mail, and how they will handle and document such information. Members must use their professional judgment to ensure that they “document the client’s situation/problem exactly” and include “information that is appropriate and useful to the understanding of the situation and the management of the case”.¹⁵ It may be relatively easy to print off an e-mail, but how will the member handle a sensitive text message? Most importantly, is the client aware that the member will include such information in the record? Members must ensure that they “inform clients of foreseeable risks as well as rights, opportunities, and obligations associated with the provision of professional services”¹⁶ and “inform clients early in their relationship of the limits of confidentiality of information”,¹⁷ including with respect to the record.

DEVELOPING A SOCIAL MEDIA POLICY

Members may wish to consider developing a “social media ethics policy” in order to protect their clients and themselves.¹⁸ This policy should address the member’s policies and practices with respect to commonly-used forms of electronic communication. The policy should explain the limits of their electronic communication, including when and how often the member will check and respond to texts or e-mails and for what purposes. Unless they are engaged in e-counselling/cybercounselling¹⁹, members should be explicit in their policy that they are limiting their use of text messaging or e-mail to administrative matters such as scheduling appointments, and should highlight the privacy, confidentiality and documentation issues discussed above. A social media policy should also include a discussion of social media and its impact on the social work/social service work relationship.

Members are strongly advised to discuss their social media policy at the outset of their work with clients, as part of the

informed consent process. As is the case with any consent, the client’s understanding of the matters covered in the consent form is critical: a paper form is not a substitute for a full discussion.

In the scenario described above, the member decided to discuss his use of text messaging with his supervisor, to ensure that he understood the organization’s policy and had considered security and documentation issues. He felt that the advantages of text messaging outweighed the potential risks in his setting. He also decided to explore the potential for making the use of communication technology a topic for an upcoming professional development day, and to collaborate with his colleagues on the development of a social media policy.

This article has discussed the challenges and opportunities associated with the adoption of new forms of electronic communication by social workers and social service workers in their practice. Members can ensure that they are practising ethically and responsibly by giving these issues careful consideration, by ensuring they have the necessary knowledge and skills, by approaching technology-related decisions with appropriate caution, and by ensuring that clients are well-informed participants.

For more information, contact Lise Betteridge, M.S.W., RSW, Director of Professional Practice, at 416-972-9882 or 1-877-828-9380, ext. 225 or e-mail: lbetteridge@ocsyssw.org.

15 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle IV: The Social Work and Social Service Work Record, footnote 2

16 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle III: Responsibility to Clients, interpretation 3.6

17 *Code of Ethics and Standards of Practice Handbook, Second Edition, 2008*, Principle V: Confidentiality, interpretation 5.4

18 Reamer, Eye on Ethics: Developing a Social Media Ethics Policy and keynote address, ASWB Spring Meeting, April 27, 2012

19 *Cyber-counselling is a specialized practice. Members engaging in this form of practice should ensure that they are competent to do so, and that they have considered the relevant ethical, legal, jurisdictional and clinical issues.*

New Council and Committee Roster for 2011 - 2012

The following is the listing of Council and committee members subsequent to the election of the Executive Committee and committee appointments which took place at the September 13-14, 2012 Council meeting. Council includes 21 persons representing equally the public, social service workers and social workers. For complete biographies of Council members, please visit the College's website www.ocswssw.org.

SUSAN CLARK – PUBLIC MEMBER

Susan Clark retired from the Ontario government after 30 years with the Ministry of the Solicitor General and Correctional Services. She held numerous positions at the senior management level including Deputy Chief Provincial Bailiff; Manager, Inmate Classification and Transfer; and Regional Program Coordinator. Susan holds a Bachelor of Arts from York University, a Master of Public Administration and a Master of Arts (Journalism) from the University of Western Ontario. She was appointed to Council as a public member in 2005.

GREG CLARKE – ELECTED SOCIAL SERVICE WORKER

Greg Clarke, RSSW, has worked in community mental health and addictions for over 25 years. Greg recently completed his third term as Board President of the Crisis Workers Society of Ontario and now holds the position of Past President. He currently works for the Gerstein Crisis Centre in Toronto and is the Mental Health Case Manager for the Scarborough Academic Family Health Team. Greg also provides training sessions, seminars and workshops for various agencies and organizations. He was elected to Council in May 2008.

IRENE COMFORT – ELECTED SOCIAL SERVICE WORKER

Irene Comfort has been a Child and Adolescent Crisis Counsellor with Pathstone Mental Health for 16 years. She was a Member-at-Large on the board of the Crisis Workers Society of Ontario (CWSO) for two years and served as Treasurer for seven years. Irene is a graduate of the Social Service Worker program at Niagara College and was elected to Council in May 2009.

JACK DONEGANI – ELECTED SOCIAL SERVICE WORKER

Jack Donegani, a retired Director-General with the Government of Canada, is a certified Alcohol & Drug Addictions Counsellor (ICADC). Jack has a Master of Science (Physics) and a Master of Business Administration in Public Administration. Jack is currently employed at Serenity

House Inc. in Ottawa and is a Volunteer Team Leader with Ottawa Victims Services, Victim Crisis Assistance and Referral Services (VCARS). He has also served on the City of Ottawa's Accessibility Advisory Committee. Jack was elected to Council in May 2007 and was re-elected in 2010.

DIANE DUMAIS – ELECTED SOCIAL SERVICE WORKER

Diane Dumais has been employed by the Jubilee Centre for over twenty years, 12 years as an Addiction Counsellor and 9 years as a Clinical Supervisor (management). She holds a Social Service Work diploma and a Drug and Alcohol Counsellor diploma from Northern College of Applied Arts and Technology. She is involved with Cochrane District's Human Services and Justice and Mental Health and Addiction Committees. She also sits on the board of directors for Victim Crisis Assistance and Referral Services (VCARS) and is involved with a number of committees within her community. She was elected to Council in May 2010.

ROSE-MARIE FRASER – ELECTED SOCIAL WORKER

Rose-Marie Fraser is the Professional Practice Leader at Ontario Shores Centre for Mental Health Sciences, where she has worked in various clinics. She has diverse experience in research, forensics, community mental health, family resources, and policy at the Ministry of Community and Social Services. She is cross appointed with Factor-Inwentash Faculty of Social Work at the University of Toronto and prides herself on remaining involved with many grass roots organizations to advocate for social justice. Rose-Marie was elected to Council in 2011.

ANITA GUPTA – PUBLIC MEMBER

Anita Gupta is a leader in the community recognized for her entrepreneurial spirit, integrity, and dedication. In 2010, Anita was chosen by the Indo Canada Chamber of Commerce as the Female Entrepreneur of the Year. In 2009, Anita was a finalist for the RBC Canadian Woman Entrepreneur Award. Her 25 years experience in business has provided her with

New Council and Committee Roster for 2011 - 2012

extensive knowledge of corporate governance. Anita also serves on the boards of the Sunnybrook Foundation and the Empire Club of Canada.

THOMAS HORN – ELECTED SOCIAL WORKER

Thomas Horn is a Registered Social Worker in both Ontario and England, and is employed as a social worker in an inpatient forensic mental health program. He is a graduate member of the British Psychological Society with an undergraduate degree in Honours Psychology and Sociology, a Master's degree in Clinical Social Work, and he is currently working towards a Master of Science degree in Criminology & Criminal Justice. With several publications to his name, Tom is an Assistant Professor (p/t) in the Department of Psychiatry and Behavioural Neurosciences at McMaster University, and a sessional instructor in the School of Social Work at the University of Windsor.

THAMO HURLY – ELECTED SOCIAL SERVICE WORKER

Thamo Hurly graduated from Sheridan College's Social Service Worker program in 2005. Since that time she has spent her career primarily working with at-risk children, youth and their families. Her work has varied from youth employment to residential treatment for youth, and supervised access to community recreation. Thamo currently provides case management services to youth in a Residential Open Custody Treatment Program. She was elected to the College Council in 2010.

MUKESH KOWLESSAR – ELECTED SOCIAL SERVICE WORKER

Elected in 2000 to the first elected College Council, Mukesh Kowlessar has been in the social service field for over 30 years. A graduate of Fanshawe College of Applied Arts and Technology, Mukesh also holds certification in Alternate Dispute Resolution (ADR) and the Executive Management Program from the University of Western Ontario. Mukesh is a senior manager with the City of London, Community Services Department and is currently working with the Provincial Ministry of Community and Social Services on the Social Services Solutions Modernization Project. He has been a lead on London's Emergency Management Team, is a member of the OMSSA, ASWB, and CLEAR, and has worked with many

provincial and municipal committees. Mukesh is the current President of the College and has been since September 2009.

KIMBERLEY LEWIS – ELECTED SOCIAL SERVICE WORKER

Kimberley Lewis is a graduate of the Social Service Worker program at Seneca College of Applied Arts and Technology. Kimberley is currently working on completing her Bachelor of Social Work degree at the University of Manitoba through distance education. She has worked as a front-line professional in the social service sector since 1999 and is currently a Central Intake Specialist and OCAN Coordinator at the Canadian Mental Health Association, York Region and South Simcoe. Kimberley was elected to the College Council in May 2008.

NORMAN MACLEOD – PUBLIC MEMBER

Norman William MacLeod is a graduate of the University of Manitoba. He joined Household Financial Corporation and spent 38 years with the company, working in Western Canada and in Toronto as Vice-President, Administration. He has previously served on the boards of Scarborough Grace Hospital, the Ontario Hospital Association (Regional Executive), the Canadian Memorial Chiropractic College and the Psychology Foundation of Canada. Norman was appointed to Council in June 2005.

ANN-MARIE O'BRIEN – ELECTED SOCIAL WORKER

Ann-Marie O'Brien is a Clinical Social Worker at the Royal Ottawa Mental Health Centre working in the area of women's mental health. She has an academic appointment as Adjunct Faculty to Carleton University's School of Social Work and is a past member of Minister Madeleine Meilleur's Accessibility Standards Advisory Committee. She was elected to Council in May 2010.

LILY ODDIE – PUBLIC MEMBER

Prior to becoming a member of the Canada Immigration and Refugee Board, Dr. Lily Oddie was Coordinator of Employee Services at Orlick Industries, Hamilton, an elected member of the Ontario Provincial Legislature, Executive Director with YWCA of St. Catharines, Manager of Direct Services with the John Howard Society, Director of McMaster University's Centre for Continuing Education and Coordinator,

New Council and Committee Roster for 2011 - 2012

Institutional Research and Evaluation, Athabasca University. She earned her Honours Bachelor of Arts in Psychology from Dalhousie University and Doctorate in Educational Psychology from the University of Alberta. Lily was appointed to Council in September 2008.

SYLVIA PUSEY – PUBLIC MEMBER

Sylvia Pusey has been an educator for 37 years and is retired from the Toronto District School Board. Her extensive community involvement includes serving on the Ontario Chiropractic Board/College as Secretary-Treasurer, as Board Member and Chair of the Community Advisory Committee of the Scarborough Grace Hospital, Co-Chair of the Scarborough Youth Justice Committee, Coordinator of a Youth Mentoring and Leadership Program, Member of the Board of the Boys and Girls Club of East Scarborough and Member of the Toronto Grant Review Team of Ontario Trillium Foundation. She has been the recipient of several medals and awards for her significant contributions to Canadians and their local communities, and was most recently honoured with Queen Elizabeth II's Diamond Jubilee Medal.

SOPHIA RUDDOCK – PUBLIC MEMBER

Sophia Ruddock was called to the Ontario bar in 1995 and has over 15 years of experience practising before various administrative tribunals and agencies. She has practised in the areas of human rights, administrative law, health law, and labour law. Currently, she acts as in-house counsel at the Ontario Nurses' Association (ONA), focusing on professional regulation.

ROBERT THOMPSON – ELECTED SOCIAL WORKER

Bob Thompson is in private practice, consulting since 2007 with his business Thompson Management Support Services. Prior to that, he was Executive Director of W.W. Creighton Youth Services (youth justice services) for 15 years. His background also includes child welfare and community/social services. Bob is actively involved in Thunder Bay with the Children's Aid Foundation. He was elected to Council as Social Worker from District 1 in May 2010.

BEATRICE TRAUB-WERNER – ELECTED SOCIAL WORKER

Beatrice Traub-Werner was Director of Education at TAPE for 12 years, a position from which she resigned in the summer of 2012. Currently, she is Dean of Continuing Studies at the Adler Professional School. Upon completion of her Master of Social Work at the University of Toronto, Beatrice worked as a Clinical Social Worker before becoming Admissions Coordinator and Adjunct Professor at the Faculty of Social Work, University of Toronto. Beatrice was elected to Council in May 2008.

RITA WILTSIE – ELECTED SOCIAL WORKER

Rita Wiltsie is currently the Director of the Psychosis Program at Regional Mental Health Care, St. Thomas/London, St. Joseph's Health Care, London. She has been practising social work for over ten years focusing on adult mental health. Rita holds a Bachelor of Social Work degree and a Masters of Education, Counselling Psychology degree, both from the University of Western Ontario. She was elected to Council in May 2010.

ANGELA YENSSEN – ELECTED SOCIAL WORKER

Angela Yenssen currently works part-time as Coordinator of Seniors' Services at K-W Counselling and part-time as Manager at Age-Wise Solutions Inc. She also operates a small private practice providing social work services in long term care homes. Angela obtained a Master of Social Work degree from Wilfrid Laurier University and a Master of Public Policy, Administration, and Law degree at York University. Angela was initially elected to Council in May 2009 and was re-elected in May 2012.

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 www.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 also 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 e-mail Trudy Langas at tlangas@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 by-laws 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 e-mail Trudy Langas at tlangas@ocswssw.org. Please visit the College's website for the dates and times of upcoming meetings.



Q & A

Q & A is a feature appearing in *Perspective* that answers members' questions on various topics relating to the College and the practice of social work and social service work. If you have any questions you would like answered, please send them via e-mail to Jolinne Kearns, Communications Coordinator at jkearns@ocswssw.org. Although not all questions will be published in subsequent issues of *Perspective*, all will be answered.

Q. Why doesn't the College offer benefits to its members?

A. Regulatory colleges and professional associations have very different roles and mandates. The College is committed – and has a duty – to serve and protect the public interest. Like other regulatory colleges, it lends credibility to the professions it regulates by gaining the confidence of the public it protects. In order to ensure that its members are **Professional, Ethical, Qualified** and **Accountable**, the College sets entry to practice requirements, sets and maintains professional standards, requires continuing competence activities and maintains a rigorous complaints and discipline process. Registration demonstrates commitment to accountability, ethics and excellence in social work and social service work and it's also the law. The benefits of College membership come as a result of being a regulated professional.

Professional associations are accountable to their members rather than the public. They promote the interests of the profession as a whole as well as the members of the profession. They may also provide or advertise opportunities for continuing education, and typically offer a number of tangible benefits to members, such as offering professional liability insurance. While membership in a professional association is not mandatory, associations play an important advocacy role on behalf of their members.



Ontario College of
Social Workers and
Social Service Workers

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 excellence in 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. It is published twice a year.

Editor:

Jolinne Kearns

Design:

LAM Marketing & Design
www.lam.ca

Publication mail agreement: 40712081
Printed in Canada

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



Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fiber
www.fsc.org Cert no. SW-COC-002999
© 1996 Forest Stewardship Council

HOW TO REACH US:

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

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

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

WHO TO CONTACT AT THE COLLEGE:

OFFICE OF THE REGISTRAR

Glenda McDonald
Registrar
Ext. 201 or e-mail:
registrar@ocswssw.org

Pamela Blake
Deputy Registrar
Ext. 205 or e-mail:
pblake@ocswssw.org

Trudy Langas
Executive Assistant
Ext. 219 or e-mail:
tlangas@ocswssw.org

Pat Lieberman
Manager, Council & Employee Relations
Ext. 207 or e-mail:
plieberman@ocswssw.org

Contact Pat for Council information.

REGISTRATION

Edwina McGroddy
Director
Ext. 203 or e-mail:
emcgroddy@ocswssw.org

Susanne Pacheco
Registration Coordinator
Ext. 213 or e-mail:
spacheco@ocswssw.org

Tracy Raso
Registration Coordinator
Ext. 408 or e-mail:
traso@ocswssw.org

Ema Sevdina
Registration Administrator
Ext. 204 or e-mail:
esevdina@ocswssw.org

Elaine Hall
Registration Administrator
Ext. 214 or e-mail:
ehall@ocswssw.org

Phil Walsh
Registration Analyst
Ext. 414 or e-mail:
pwalsh@ocswssw.org

Bea Bindman
Credential Evaluator
Ext. 417 or e-mail:
bbindman@ocswssw.org

Contact Susanne, Tracy, Ema or Elaine when inquiring about the registration process.

Frances Ma
Registration Assistant

For general registration inquiries, please e-mail:
registration@ocswssw.org

MEMBERSHIP/ADMINISTRATION

Lynda Belouin
Office Manager (bilingual)
Ext. 212 or e-mail:
lbelouin@ocswssw.org

Anne Vezina
Membership Administrator (bilingual)
Ext. 211 or e-mail:
avezina@ocswssw.org

Paul Cucci
Membership Coordinator
Ext. 202 or e-mail:
pcucci@ocswssw.org

Dolores Bautista
Information Assistant

Contact Lynda, Anne and Dolores for general information, status of application inquiries, register requests, as well as fees information and address changes. For general inquiries, please e-mail:
info@ocswssw.org

Contact Lynda for information and inquiries about professional incorporation.

COMPLAINTS & DISCIPLINE

Marlene Zagdanski
Director
Ext. 208 or e-mail:
mzagdanski@ocswssw.org

Lisa Loiselle
Case Manager/Investigator
Ext. 221 or e-mail:
lloiselle@ocswssw.org

Anastasia Kokolakis
Coordinator, Complaints and Discipline
Ext. 210 or e-mail:
akokolakis@ocswssw.org

Contact Marlene, Lisa or Anastasia for information on complaints, discipline and mandatory reporting.

FINANCE

Eva Yueh
Financial Manager
Ext. 209 or e-mail:
eyueh@ocswssw.org

COMMUNICATIONS

Jolinne Kearns
Communications Coordinator (bilingual)
Ext. 415 or e-mail:
jkearns@ocswssw.org

Contact Jolinne regarding the College's website, newsletter, Annual Report and other publications.

PROFESSIONAL PRACTICE

Lise Betteridge
Director
Ext. 225 or e-mail:
lbetteridge@ocswssw.org

Ellen Kampf
Professional Practice Associate
Ext. 224 or e-mail:
ekampf@ocswssw.org

Contact Lise or Ellen with professional practice questions.

INFORMATION TECHNOLOGY

Cristian Sandu
IT Support Specialist
Ext. 115 or e-mail:
csandu@ocswssw.org

Angella Rose
Office Clerk