



# PERSPECTIVE

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## Communications Update

### A NEW LOOK FOR WWW.OCSWSSW.ORG

On March 1, 2010, the College officially launched its newly designed website. By now, many of you will have had the chance to check out the new site and all it has to offer. Using input from the communications survey that was sent to members in mid-2009, we undertook a significant review of the old site and came up with what we think is a creative, dynamic and interactive website for members and the public.

Below are just some of the features of the new site:

- A Resource Room where you'll find archives of all the College's publications, eBulletins, Council highlights and news updates
- Registration forms that can be filled out electronically, then printed for signature and mailing

- A dedicated area for Professional Practice, which contains information on the College's Code of Ethics and Standards of Practice, practice guidelines, scopes of practice information, and all you need to know about the Continuing Competence Program
- From any page on the site, visitors can quickly link to find out who's a member of the College, how to become a member of the College or, if you're already a member, log-in to your online profile to update your contact information

If you have not already done so, we encourage you to check out the new site at [www.ocswww.org](http://www.ocswww.org). If you have any comments or suggestions, feel free to e-mail Yvonne Armstrong, Communications Manager at [yarmstrong@ocswww.org](mailto:yarmstrong@ocswww.org).

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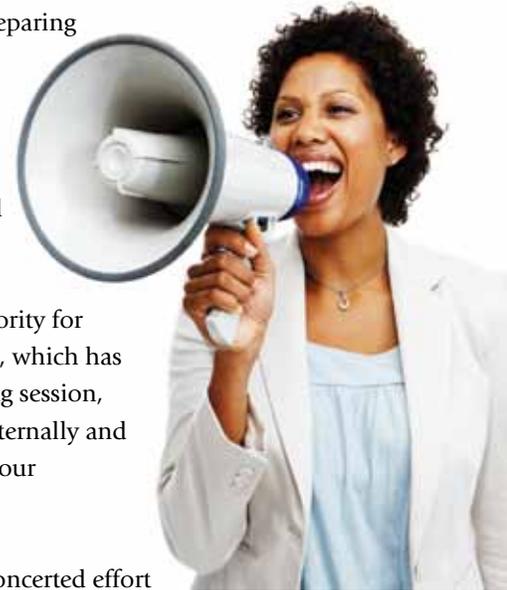
# Communications Update

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## COLLEGE TO LAUNCH PUBLIC AWARENESS CAMPAIGN

We are pleased to announce that the College is preparing to undertake a major public awareness campaign beginning in 2010. The College's 2009-2011 strategic plan identifies stakeholder and public engagement as a key strategic priority. Our goal is to help stakeholders and the public understand our role so we can work together more effectively.



Since the College's inception in 2000, a major priority for Council was to build a strong internal foundation, which has been accomplished. At the 2009 strategic planning session, Council agreed it is now time to turn our focus externally and promote a better understanding of the College to our stakeholders.

Over the past two years, the College has made a concerted effort to reach out to members and stakeholders and elicit their feedback regarding the College and its programs. Based on the feedback we received, the College has made it a goal to promote a better awareness of its role and engage stakeholders as we move forward.

To this end, the College has engaged a public relations agency to assist us in developing, implementing and evaluating a public awareness campaign based on the strategic plan. In the early part of 2010, a significant amount of research was conducted with College staff, Council, stakeholders, members and the public in order to formulate a strategy that supports the goals of the project.

Once a strategy has been finalized, we will communicate with members regarding the direction the campaign will take. Implementation will take place throughout 2010 and the early part of 2011.

*If you have any questions or comments regarding the College's communications programs, please contact Yvonne Armstrong, Communications Manager at 416-972-9882 or 1-877-828-9380 ext 220 or e-mail [yarmstrong@ocswwsu.org](mailto:yarmstrong@ocswwsu.org).*

## Change of Date:

# Annual Meeting & Education Day 2010 – June 14, 2010

## Annual Meeting & Education Day 2010 | MARKING MILESTONES: Landmarks and Discovery

**D**ue to circumstances beyond the College's control, the 2010 Annual Meeting and Education Day has been moved to **Monday, June 14, 2010**. Although the date has changed, the location remains the same – Metro Toronto Convention Centre, North Building.

This year marks the 10th anniversary of the College's inception and we are eager to celebrate this milestone at what has become the College's signature event. As always, we encourage you to register early as the event continues to be extremely popular. Enclosed with this edition of *Perspective*, you will find a detailed brochure and registration form. To ensure immediate confirmation, we encourage you to register online through the College's website at [www.ocswssw.org](http://www.ocswssw.org).

The theme for the 2010 event is *Marking Milestones: Landmarks and Discovery*. This not only reflects the 10th anniversary but also the great line-up of leaders who are eager to share their knowledge and experience with you.

Following the morning Annual Meeting, the educational portion of the day will commence with a panel of key players in the social work and social service work professions. Kevin Kennedy, RSSW, Cheryl Regehr, RSW and Frank Turner, RSW will lead us in a look back at the professions over the years and a glimpse at what's to come.

Afternoon breakout sessions will cover a variety of topics, including crisis team models, mindfulness-based interventions, concurrent disorders and understanding the *Accessibility for Ontarians with Disabilities Act*, among several others.

Webcasting is once again available for those unable to attend the Annual Meeting and keynote in person. Registration for the webcast can also be done online through the College's website.

We look forward to welcoming members as we celebrate this important milestone in the College's history.

*If you have any questions regarding the event, please contact Yvonne Armstrong, Communications Manager at 416-972-9882 or 1-877-828-9380 ext. 220 or e-mail [yarmstrong@ocswssw.org](mailto:yarmstrong@ocswssw.org).*

# Reflecting on a Decade with Registrar Glenda McDonald

In the 10 years since the College's creation in early 2000, there have been numerous challenges, accomplishments and milestones - and Glenda McDonald, College Registrar has been around to see them all.

When she first arrived at the temporary College offices on Wellesley St. in Toronto, the College had one temporary staff member, no bank account, and thousands of application forms to review. Ten years later, we've grown to a full-time staff of 25 and a membership of over 13,000 social workers and social services workers, a permanent office and a secure financial base.

As the College celebrates its 10th anniversary, Glenda shares her thoughts on the achievements and hurdles of the past decade.

## **Q: LOOKING BACK, WHAT WERE THE BIGGEST CHALLENGES YOU ENCOUNTERED AT THE BEGINNING?**

In the early days, it was just getting everything up and running - from hiring staff and finding office space to registering members and creating a database for their information. For the first couple of years, we incurred a lot of criticism because it was impossible to get everything done at once. It was challenging just managing people's expectations.

What many people didn't understand, and it's something we still struggle with today, is that we must act in accordance with our governing legislation. We needed to help people learn what the College could do and what it couldn't.

We managed to register about 4,000 people by May of 2000 and we had received about 8,000 applications in a four-month period. This was extremely overwhelming as we didn't have any staff or other resources to work with and our focus had to be on just getting members registered. Staff really took a leap of faith when they were hired. We hadn't established a benefits plan or human resource policies so they had to trust that these would eventually be in place and be exceptionally flexible and open to learning things as we went along.

As overwhelming as it was, it's extremely gratifying to look back on it and see just how far we've come.

## **Q: WHAT DO YOU FEEL IS YOUR GREATEST ACHIEVEMENT?**

There's definitely not one particular achievement that stands out - there's many of them over the past 10 years.

One of the things I'm most proud of is being able to conduct our first election on June 15, 2000 under extremely difficult circumstances - it was amazing that we pulled it off! We didn't have a lot of time to prepare for the election as we were still busy trying to register as many people as possible in order for them to be able to vote.

Amazingly, we had 40 candidates for the 14 elected positions on Council and over 4,000 members voted in that election. It went off without a hitch and was a very proud moment for us all. It was great to have such a wonderful response from the membership...what an exciting time.

Another achievement that comes to mind is our very first Education Day that we held in conjunction with our Annual Meeting in 2004. It had been a dream of the management team to be able to give back to the members and provide them with not only an educational component but also a chance to network with other members.

We didn't want a typical Annual General Meeting. We wanted something more and it was a success right from the beginning. Today, I think it's an event that's marked on everyone's calendars - the response has been outstanding. I really believe that our Annual Meeting and Education Day is the jewel in our crown. I'm really proud of what it's become.

I guess if I was to sum up our greatest achievements, I would just say that in 10 years, we've grown not only in numbers, but also as a credible, responsible organization. We are the largest College for social workers and social service workers across Canada and the only College to regulate social service workers.

## Reflecting on a Decade with Registrar Glenda McDonald

We were never satisfied with just achieving our statutory responsibilities. Although these are critical, we want to give the public and our members more than what's required of us – the Annual Meeting and Education Day is a prime example.

Our staff is sought after to assist new regulatory Colleges in getting up and running. We have been blessed with solid, committed Council members who have served over the years. It has definitely been a team effort from the very beginning.

### **Q: WHAT DO YOU FEEL HAS BEEN ACHIEVED BY REGULATING THE PROFESSIONS?**

Prior to 2000 and the creation of the College, there was no accountability mechanism in place for the public who used social work or social service work services and of course anyone could call themselves a social worker or social service worker. Since the College's inception, the public is better protected – and that's why we're here.

We are taken seriously as two distinct professions and are increasingly on the government's radar. The College is consistently called on to provide comments on new legislation – look at what we were able to accomplish with the *Psychotherapy Act*. Our members were initially excluded from the Act, but thanks to the work of the College, the OASW and our members, we are now part of that legislation. That's an amazing feat.

### **Q: ANY FINAL THOUGHTS?**

My final thought would be to emphasize that none of our work was done in a vacuum. Our success would not have been possible without the support of staff, Council, government, educators, stakeholders and of course, members. I hope they all join us in celebrating this anniversary as it's just as much theirs as it is ours.

## Psychotherapy Update: Use of Psychotherapist and Doctor Titles

**T**he *Regulated Health Professions Statute Law Amendment Act, 2009* received Royal Assent on December 15, 2009. The Act amends various Acts related to the regulated health professions and includes amendments to the *Psychotherapy Act, 2007* and the *Social Work and Social Service Work Act, 1998*.

This new legislation 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.

Also contained in the *Regulated Health Professions Statute Law Amendment Act* is an amendment to the *Social Work and Social Service Work Act* allowing members of the College with an "earned doctorate degree in social work" to use the title "doctor" when providing health care to individuals. These members must also comply with other requirements under the SWSSWA, its regulations and bylaws. Currently, use of the doctor title is limited to members of certain regulated health professions.

Although the Act has received Royal Assent, the provisions are not yet in force until it receives proclamation. The College will keep members updated regarding the proclamation of the Act and the various provisions relating to these amendments.

*If you have any questions, please contact Pamela Blake, M.S.W., RSW, Deputy Registrar, at 416-972-9882 or 1-877-828-9380 ext. 205 or e-mail [pblake@ocswssw.org](mailto:pblake@ocswssw.org).*

## Council Highlights – November 27, 2009

- The Registrar updated Council on the status of Bill 179, the *Regulated Health Professions Statute Law Amendment Act, 2009*. College representatives made an oral and written presentation to the Standing Committee on Social Policy on September 29, 2009. The Bill was referred for third reading in the Legislature on October 20, 2009.
- The Registrar informed Council that Bill 212, the *Good Government Act* is currently in clause-by-clause reading. The amendments the Minister of Community and Social Services approved during the five-year review of the SWSSWA are included in the Act.
- The Registrar updated Council on the developments surrounding the Agreement on Internal Trade (AIT). The Government has approved the College's proposed exception to the AIT. The *Labour Mobility Act* is currently in second reading debate. Once passed, the Act will require the College's Registration Regulation be amended.
- Several Council members updated the group on the Association of Social Work Boards' Annual Meeting which took place in October. Four Council representatives and several staff members attended the event and found it to be very beneficial.
- The Registrar informed Council that Anita Gupta, Public Member, has been re-appointed to Council until 2012.
- Council approved the 2010 budget.
- Greg Clarke, RSSW, updated Council on the first meeting of the Annual Meeting and Education Day Planning Group. *Marking Milestones: Landmarks and Discovery* is the theme for the 2010 event and various ideas have been generated for speakers and session topics.
- Council approved a proposal from the Canadian Council of Social Work Regulators (CCSWR) requesting that the OCSWSSW act as the applicant on behalf of the CCSWR in order to apply for funding from Human Resources and Skills Development Canada (HRSDC). Once HRSDC approves the application, work will begin on the development of a National Social Work Competency Profile.
- Council reviewed the third quarter financial statements.
- The Registrar reported on membership statistics, infrastructure, the audit required by the *Fair Access to Regulated Professions Act*, and stakeholder relations.
- The Deputy Registrar reported on the website re-design project, the upcoming public awareness campaign, renewal statistics, the Continuing Competence Program, and the spring 2010 issue of *Perspective*.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Standards of Practice, Election, and Governance. Reports were also received from the Registration Policy Task Group and the Terms & Limits Task Group.

## Council Highlights – January 22, 2010

- The Registrar updated Council on the process and content of the pending amendments to the Registration Regulation under the *Social Work and Social Service Work Act*. The *Ontario Labour Mobility Act*, the *Regulated Health Professions Statute Law Amendment Act* and the *Good Government Act* all bring about the need for the College's Registration Regulation to be amended. College representatives have met with representatives from the Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities regarding the amendments.
- The Registrar informed Council that the *Ontario Labour Mobility Act*, the *Regulated Health Professions Statute Law Amendment Act* and the *Good Government Act* all received Royal Assent on December 15, 2009. All three Acts contain amendments to the *Social Work and Social Service Work Act*. The *Ontario Labour Mobility Act* & the *Good Government Act* came into force on Royal Assent. The amendments to the SWSSWA contained in the *Regulated Health Professions Statute Law Amendment Act* will be in force upon proclamation.
- The President updated Council on the board member training offered by the Association of Social Work Boards (ASWB). It is hoped that those Council members wishing to attend the training will have the opportunity to do so in 2010.
- Council member Jack Donegani, RSSW presented a letter he wrote to Shelley Styles, President of the Ontario Social Service Worker Graduate Association offering the opportunity to meet with College representatives in order to foster open communication between the two groups.
- The Registrar informed Council that 2010 marks the 10th anniversary of the College's inception. Several milestones will be celebrated throughout the year with College staff, Council and members.
- Council approved bylaw 71 which amends Schedule 1 of bylaw 21.
- Council appointed the accounting firm of Soberman LLP as the College's auditors.
- Council appointed Henk Van Dooren, RSW to the Election Committee due to the resignation of Beatrice Traub-Werner, RSW from the Committee.
- Council member Rachel Birnbaum, RSW provided an update on the development of the Canadian Council of Social Work Regulators.
- Reports were received from the following statutory and non-statutory committees: Complaints, Discipline, Registration Appeals, Election, Finance and Governance. Reports were also received from the Registration Policy Task Group, the Terms & Limits Task Group and the Annual Meeting and Education Day Planning Group.
- The Registrar reported on membership statistics, infrastructure, the audit required by the *Fair Access to Regulated Professions Act*, and stakeholder relations.
- The Deputy Registrar reported on renewal statistics, professional practice, the website re-design project, the upcoming public awareness campaign and the 2009 Annual Report.

# Discipline Decision Summary - August 14, 2009



This summary of the Discipline Committee's Decision and Reason for Decision (dated August 14, 2009) is published pursuant to the Discipline Committee's penalty order.

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

Failure to comply with Complaints Committee Order;  
Disgraceful, Dishonourable or Unprofessional Conduct  
Member, RSW

## AGREED STATEMENT OF FACT

The College and the Member submitted a written statement to the Discipline Committee in which the following facts were agreed:

1. The Complaints Committee issued a Decision and Reasons in relation to a complaint made against the Member by the Member's client and in relation to a

mandatory report made by the client's subsequent treating social worker. In that Decision, the Complaints Committee required the Member to appear before it on a date to be advised in order to be cautioned, pursuant to subsection 24(5)(c) of the *Social Work and Social Service Work Act*.

2. A copy of the Complaints Committee's Decision was provided to the Member's legal counsel.
3. Approximately three weeks later, the College wrote to the Member's legal counsel to confirm that the Complaints Committee required the Member's attendance before a panel of the Committee, on a set date, in order to receive a caution with regard to the complaint made against the Member by the Member's client.
4. After receipt of the College's letter, the Member's legal counsel wrote to the College to advise that the Member intended to resign from membership in the College.
5. The College wrote to the Member's legal counsel to confirm that the Member was still required to attend to be cautioned, even though the Member intended to resign from membership in the College.
6. The Member sent a letter to the College resigning from membership in the College and indicating the Member would not attend at the College for the scheduled caution.
7. The College wrote to the Member to inform the Member of the possible consequences of failing to attend the scheduled caution, including the possibility that the matter would be brought to the attention of the College's Executive Committee, which could refer allegations of professional misconduct to the Discipline Committee for a hearing.
8. The Member did not attend before the Complaints Committee to receive a caution on the scheduled date.
9. A Notice of Hearing was served on the Member, referring

# Discipline Decision Summary - August 14, 2009

allegations of the Member's professional misconduct to the Discipline Committee, arising from the Member's failure to attend before the Complaints Committee to be cautioned.

10. Prior to the Discipline Hearing, the Member attended before the Complaints Committee to be cautioned.

## ALLEGATIONS AND PLEA

The Discipline Committee accepted the Member's plea, admitting the truth of the facts set out in the Agreed Statement of Fact and that the Member is guilty of professional misconduct within the meaning of subsections 26(2)(a), (b) and (c) of the *Social Work and Social Service Work Act* (the "Act"), in that the Member violated sections 2.31 and 2.36 of Ontario Regulation 384/00 (Professional Misconduct) by:

- Failing to comply with an order of a panel of the Complaints Committee of the College when the Member failed to appear before the Complaints Committee to be cautioned; pursuant to the Decision and Reasons of the Complaints Committee; and,
- 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, by failing to appear before the Complaints Committee to be cautioned, pursuant to the Decision and Reasons of the Complaints Committee.

The Panel considered the Agreed Statement of Facts and found that those facts supported a finding of professional misconduct against the member.

## PENALTY ORDER

The panel of the Discipline Committee accepted the Joint Submission as to Penalty submitted by the College and the Member, having concluded that the proposed penalty was reasonable and served to protect the public interest. The panel

made an order in accordance with the terms of the Joint Submission as to Penalty. The panel noted that the Member finally co-operated with the College and that by agreeing to the facts and a proposed penalty, the Member has accepted responsibility for the Member's actions. Moreover, the Committee concluded that its order meets the objectives of:

- General deterrence (i.e. a message to the profession to deter members of the profession from engaging in similar misconduct) and specific deterrence to the Member; and,
- Remediation/rehabilitation of the Member and the Member's practice.

The Committee also concluded that "decisions that are made by this College are decisions that are to be respected and taken seriously by members. A decision by a member to resign subsequent to a complaints decision being rendered does not disentitle a caution to be administered. Failure to attend cautions that are ordered by this College can and will become the subject matter of discipline proceedings as evidenced in this case."

### The panel ordered that:

1. The Member be reprimanded in person by the Discipline Committee and that fact and nature of the reprimand be recorded on the Register indefinitely; and
2. The Discipline Committee's finding and Order (or a summary thereof) be published, with identifying information removed, in *Perspective* and on the College's website, and the results of the hearing be recorded on the Register.

# Discipline Decision Summary - March 8, 2010



This summary of the Discipline Committee's Decision and Reason for Decision (dated March 8, 2010) is published pursuant to the Discipline Committee's penalty order.

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

Sanford Champion, RSW

## AGREED STATEMENT OF FACT

The College and the Member submitted a written statement to the Discipline Committee in which the following facts were agreed:

1. From on or about March 10, 2003 to on or about March 31, 2006, Sanford Champion (the "Member") was employed as a social worker by the Penetanguishene Mental Health Centre (the "PMHC").
2. In or about January 2004, the Member provided a letter to his Manager, while at work, asking for prayer support and financial donations to support his attendance at "The 7th Annual African Global Conference 2004" in Nigeria in or about March 5th to 14th, 2004.
3. Upon receiving that letter, the Manager asked the Member not to request financial assistance from anyone else at PMHC. The Member agreed not to do so.
4. In or about early 2004, the Member shared with a PMHC Chaplain his plans to attend a missions trip in Nigeria and provided the Chaplain with the letter seeking prayer and financial support. The Member accepted a donation from the Chaplain in the amount of \$20.
5. In or about March, 2004, the Member shared with a PMHC RN (with whom he had become friends through a church they both attended) and the RN's spouse, his plans to attend a missions trip to Nigeria and requested prayer and financial support for the trip. The Member received \$100 in financial assistance from the RN at that time.
6. In or about August, 2004, at the Member's suggestion, the Member attended at the home of the RN and the RN's spouse with a request for prayer. Although the Member did not initially tell them what his "prayer need" related to, the Member approached the RN at work the following day to elaborate. The Member indicated that he was trying to bring a large amount of money into the country and needed to pay certain fees so that the money (the "Funds") could be obtained.
7. The RN asked about helping, and inquired how much money the Member needed. The Member said that \$25,000 US was required. The RN subsequently provided the Member with \$35,000 CDN, in reliance upon the Member's indication that he would repay the amount provided within seven to ten days. The RN obtained that money by using a line of credit secured against the equity of the RN's home.

## Discipline Decision Summary - March 8, 2010

8. In or about late September or early October, 2004, the Member obtained an additional \$14,000 from the RN, to pay for fees in connection with bringing the Funds into the country.
9. In or about October 2004, the Member advised the RN and the RN's spouse that the Member had withheld certain details from the authorities regarding the value of the Funds (by reporting that the amount of the Funds was \$25,000,000, whereas it was actually \$45,000,000). The Member explained to the RN and the RN's spouse that the authorities were now asking for additional fees, which needed to be paid in order to obtain the full amount of the Funds. The Member received a further \$50,000.00 from the RN and the RN's spouse for that purpose.
10. In or about November of 2004, the Member travelled to Istanbul, Turkey with the RN and the RN's spouse, at their expense, for the purpose of dealing with bringing the Funds to Canada. Although the Member agreed to repay the RN and the RN's spouse for the cost of the trip, he did not do so.
11. During that trip, the Member made contact with one of the individuals involved in trying to bring the Funds to Canada, who showed the RN and the RN's spouse packages which allegedly contained the Funds, and advised them that a chemical was needed to remove the colourings from the money to expose the valid currency. The RN and the RN's spouse were told that more money was needed to purchase the chemical.
12. The Member promised to give the RN and the RN's spouse seven times what he owed them, but failed to do so, or to repay them for any of the amounts described above.
13. In or about January of 2006, the Member was charged with four counts of fraud over \$5,000, contrary to s. 380(1)(a) of the *Criminal Code*, three of which counts related to defrauding the RN and the RN's spouse and one of which related to defrauding another individual.
14. On or about March 31, 2006, the Member was terminated from his position as a Social Worker at the PMHC following an internal investigation into the inappropriate solicitation of funds for personal use by the Member at the workplace during working hours.
15. On or about January 28, 2008, the Member was convicted of all four counts of fraud over \$5,000.00 and, on or about March 10, 2008, was sentenced to a 12-month custodial sentence, followed by two years probation. The Member was also ordered to make restitution in the amount of \$100,000 to the RN and the RN's spouse.
16. Initially, the Member believed that the scheme for bringing the Funds to Canada (and the need to pay various fees in order to do so) was legitimate. In his Reasons for Sentence in the criminal proceedings regarding the Member, the Honourable Mr. Justice Glass found that the Member himself "had lost money to the Nigerian scam system", "began not believing that the Nigerian scheme was a believable scheme, but within days he became involved" and "took money from the victims here [including the RN and the RN's spouse] trying to get [t]his (sic) own money back".
17. According to the findings of Mr. Justice Glass and the Member's resulting criminal conviction, the Member provided the RN and the RN's spouse with information which he knew to be false and induced them to invest in or about \$99,000.00 in the fraudulent scheme."

### ALLEGATIONS AND PLEA

The Member admitted the truth of the above facts and that he is guilty of professional misconduct as set out in Section 26(2) (a) and (c) of the *Social Work and Social Service Work Act* (the "Act"). The Discipline Committee, after considering the Agreed Statement of Facts, found that the facts support a finding of professional misconduct. In particular, the Discipline Committee found that the Member committed an act of professional misconduct as set out in Section 26(2) (a) and (c) of the Act, in that the Member violated sections

# Discipline Decision Summary - March 8, 2010

2.29 and 2.36 of Ontario Regulation 384/00 (Professional Misconduct) by:

- a) contravening a federal law (namely, s.380(a) of the *Criminal Code*), the contravention of which is relevant to his suitability to practise the profession of social work; and
- b) 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 as disgraceful, dishonourable or unprofessional when he solicited (and in some cases received) funds from co-workers and others;

## PENALTY ORDER

The panel of the Discipline Committee accepted the Joint Submission as to Penalty submitted by the College and the Member, concluded that the proposed penalty was reasonable and served to protect the public interest and made an order in accordance with the terms of the Joint Submission as to Penalty. The panel noted that the Member co-operated with the College and that, by agreeing to the facts and a proposed penalty, the Member has accepted responsibility for his actions. Moreover, the Committee concluded that its order meets the objectives of:

- General deterrence (i.e. a message to the profession to deter members of the profession from engaging in similar misconduct) and specific deterrence to the Member; and,
- Takes into account certain mitigating factors, such as the Member's voluntary withdrawal from practice and the fact that he has served a period of incarceration in connection with the conduct which gave rise to this disciplinary proceeding.

## The panel ordered that:

1. The Member be reprimanded in person by the Discipline Committee and the reprimand be recorded on the Register.
2. The Registrar suspend the Member's Certificate of Registration for a period of six (6) months from the date of the Discipline Committee's Order, four (4) months of which suspension shall be suspended and shall not be imposed in recognition of the Member's voluntary withdrawal from the practice of social work from in or about October 15, 2006 to in or about March 10, 2008, pursuant to an undertaking given by the Member to the College.
3. The Discipline Committee's finding and Order (or a summary thereof) be published, with the name of the Member, in *Perspective* and on the College's website, and the results of the hearing be recorded on the Register.

# Labour Mobility Update

In July 2008, all Canadian Premiers agreed to amend the federal-provincial Agreement on Internal Trade (AIT) to ensure that certified workers in professions and trades have full labour mobility across Canada. The amendments to the AIT became effective on April 1, 2009 and include penalties which can be imposed on a province or territory that does not change their rules to improve labour mobility. Accordingly, Bill 175, *The Ontario Labour Mobility Act, 2009* (OLMA) was introduced in the Ontario Legislature on May 5, 2009, received Royal Assent on December 15, 2009 and is now in force.

The OLMA sets out a Labour Mobility Code and amends the *Social Work and Social Service Work Act, 1998*. In the case of the College, the Labour Mobility Code provides that when a social worker, who is already registered or licensed with another social work regulatory authority in Canada, applies for registration as a social worker in Ontario, the College cannot require this social worker to undergo additional training, experience, examinations or assessments as a condition of issuing a certificate of registration for social work in Ontario. However, in addition to the requirements for registration which continue to be permitted under OLMA, these applicants will be required to provide evidence from their original regulatory body that they are a member in good standing.

As you may recall from the last issue of *Perspective*, the College submitted a proposal to the provincial government asking for an exception to the Agreement on Internal Trade and OLMA for applicants who are certified as social workers in Alberta and Saskatchewan. The reason for the proposal is that the social work regulatory bodies in Alberta and Saskatchewan register, as social workers, persons with two year diplomas in social work from community colleges (Alberta) or two year certificates in social work offered at the University of Regina (Saskatchewan).

The position of the College with respect to this matter is that to require the College to issue certificates of registration in social work to applicants who are registered as social workers in Alberta and Saskatchewan and who possess a two year diploma or certificate in social work is contrary to the clear policy decision made by the Ontario Government in 1998

to regulate social workers and social service workers as two distinct professions, with different academic requirements and different scopes of practice for the two professions.

In the Fall of 2009, the College was pleased to be notified that the College's proposal was one of six exceptions approved by the Ontario Government. This exception is posted on the website of the Ministry of Training, Colleges and Universities at <http://www.edu.gov.on.ca/eng/tcu/labourmobility/socialworkers.pdf>.

## CANADIAN COUNCIL OF SOCIAL WORK REGULATORS

In May 2009, the Canadian Council of Social Work Regulators (CCSWR) was incorporated. The Council is a national association of provincial social work regulatory authorities. Its purpose is to provide a national structure for the provincial social work regulatory authorities, to present and pursue issues of common concern and interest, and to share, consider and develop positions on such matters. The CCSWR is made up of the ten Canadian social work regulatory authorities, including Ontario. First Vice-President Rachel Birnbaum and Registrar Glenda McDonald were appointed by the OCSWSSW Council as the two directors representing Ontario on the CCSWR. Among the objects of the CCSWR is the development and promotion of national perspectives on social work regulation, including the development of national standards for competence in social work practice.

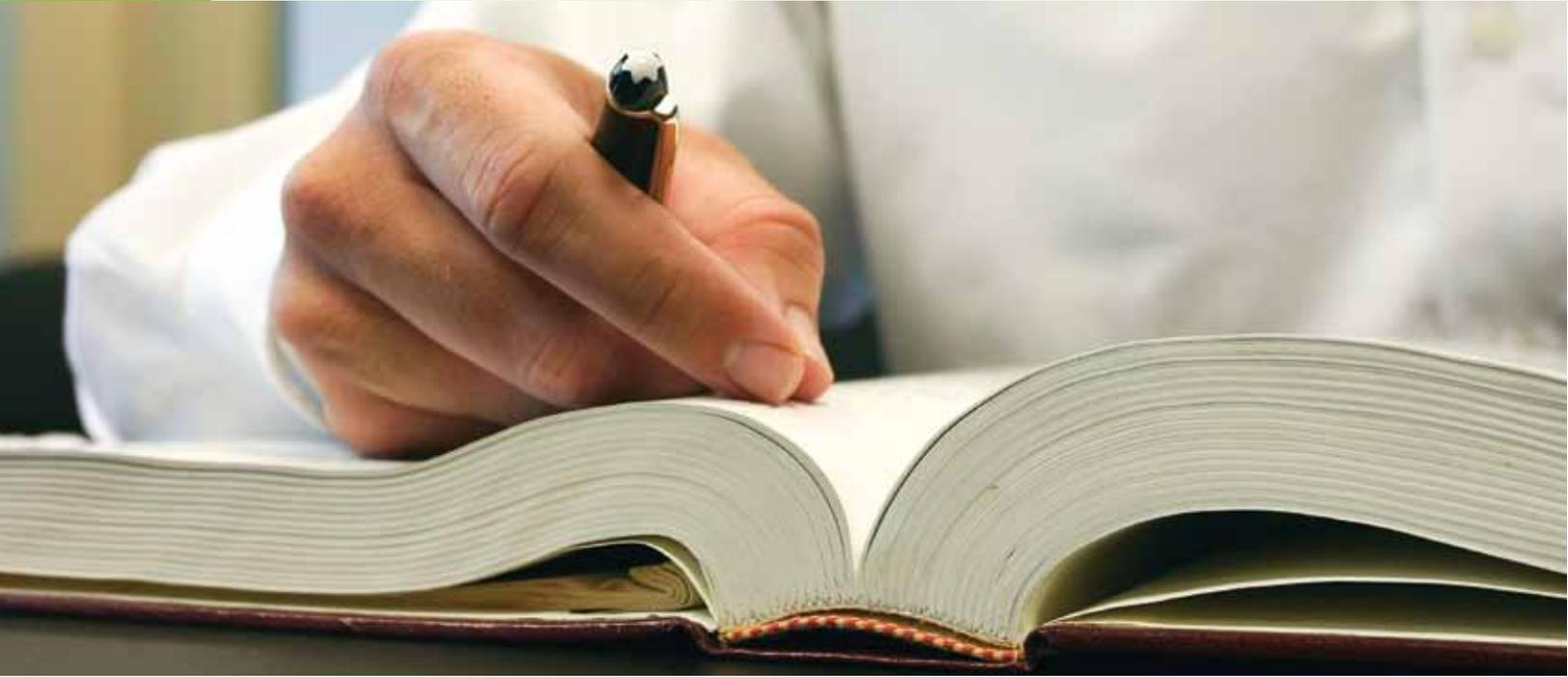
One of the first projects to be undertaken by the CCSWR is the development of a National Social Work Competency Profile. This project is vital to the application of the Agreement on Internal Trade as it relates to the mobility of social workers across the country. Both Rachel and Glenda are on the steering committee of this project.

A proposal was submitted to Human Resources and Skills Development Canada (HRSDC) for funding for this project. Once the funding has been approved, work will begin on the development of the competency profile.

*If you have any questions regarding labour mobility or the CCSWR, please contact Glenda McDonald, M.S.W., RSW, Registrar at 416-972-9882 or 1-877-828-9380 ext. 201 or e-mail [gmcDonald@ocswssw.org](mailto:gmcDonald@ocswssw.org).*

# Practice Notes: The Broken Record

PAMELA BLAKE M.S.W., RSW, DEPUTY REGISTRAR



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.

## RECORD KEEPING – AN EXTENSION OF ASSESSMENT AND GOAL-SETTING

Previous Practice Notes addressed the importance of assessment and goal-setting, noting that the initial assessment of the client is the foundation on which the presenting issues are conceptualized and paves the way for collaborating with the client in setting goals. As the work moves ahead, it is important to revisit goals and when appropriate, renegotiate those goals.<sup>1</sup>

The importance of the assessment and goal-setting process is undisputed regardless of one's theoretical orientation or work setting. What may at times be less clear to members is the need to create and maintain records. Some members' priority is direct contact with the client, as they feel this is where they can optimize their effectiveness. Consequently,

they may place low priority on record-keeping. While work pressures often necessitate that members juggle competing demands on their time, the crucial importance of record-keeping, in compliance with the Standards of Practice, must be underscored. Members should be aware that "failing to keep records as required by the regulations and standards of the profession" is defined in the College's Professional Misconduct Regulation as an act of professional misconduct.<sup>2</sup> Members should also note that client records may be paper or electronic files and may relate to direct or indirect, clinical or non-clinical practice.

## WHY IS RECORD-KEEPING IMPORTANT?

Members are required to "keep systematic, dated and legible records for each client or client system served."<sup>3</sup> Further,

1 Practice Notes: Assessment and Goal-Setting – Etched in Stone or Moving Target? *Perspective* Fall 2007

2 Paragraph 20 of section 2, O. Reg. 384/00 (Professional Misconduct), made under the *Social Work and Social Service Work Act, 1998*.

3 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, interpretation 4.1.3

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recorded information must conform with “accepted service or intervention standards and protocols within the profession of social work and social service work, relevant to the service provided, and be in a format that facilitates the monitoring and evaluation of the effects of the service/intervention.”<sup>4</sup> The initial process of preparing and organizing the materials for the record provides a means to understanding the client and planning the goals. As stated, these should be revisited periodically to evaluate progress and to make any changes in the original contract with the client. Good record-keeping will assist the member in accurately recalling the starting point with the client, the agreed-upon goals and process, and evaluating the extent to which the goals have been achieved. Referring to the record will also assist members in being “aware of their values, attitudes and needs and how these impact on their professional relationships with clients.”<sup>5</sup>

A good record will establish accountability for and evidence of the services rendered. While important at all times, this is especially critical for members in the event that their work is called into question. Typically, social work and social service work services are delivered in the absence of other parties. A record that will document “the client’s situation/problem exactly and contain only information that is appropriate and useful to the understanding of the situation and the management of the case”<sup>6</sup> will be an asset to the member who is asked to account for their work or is in the uncomfortable situation of being challenged about their work with the client, for example in the event that a complaint is made to the College about the conduct or actions of the member.

In addition to fulfilling several purposes for the member, a record is acutely important to the client. An accurate record ensures, for example, the continuity of care if the member is unavailable. This may be due to an anticipated absence, such as a member’s vacation or maternity leave when a colleague is providing coverage. Absence may be

unanticipated if the member falls ill, or if the client requires urgent care after regular hours of service, and for example goes to the emergency department of a hospital where they are usually seen as an outpatient.<sup>7</sup> Regardless of the particulars, it is essential that in settings where the record is accessible to colleagues, it provides the necessary information to enable another professional to provide quality care to the client. Members will periodically refer their client to another professional for a consultation or when the member determines that the client’s needs fall outside the member’s competence or usual area of practice. With the client’s consent to disclose information, an accurate and up to date record will assist the member in making an effective referral on the client’s behalf.

While the record may be seen as important only in the present, members should bear in mind that recorded information can have importance for the client for many years to come. A former client who seeks help from another professional in the future may benefit greatly when their record is shared, with their consent, with their new service provider.

## WHAT AND WHEN DO I RECORD?

Members frequently turn to the College for direction about the specific content of the record such as, for example, what should be included in a psychosocial assessment. Members will find ample guidance in the Standards of Practice regarding what documents and information can be included in a record and what an accurate record will contain.<sup>8</sup> However, the specifics of the record will be determined by many factors including the nature and setting of the member’s work, the purpose of the contact and the member’s judgment about what is relevant to understanding the client’s situation and should therefore be included. For example, the content of an initial assessment of a woman seeking psychotherapy to

4 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, interpretation 4.1.1

5 Code of Ethics and Standards of Practice, Second Edition 2008, Principle I, interpretation 1.5

6 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, footnote 2. a)

7 According to the Code of Ethics and Standards of Practice, members inform clients early in their relationship of any limits of client confidentiality, including with respect to the client record. See Principle IV, interpretation 4.4.1 and Principle V, interpretation 5.4.

8 Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, footnotes 1, 2 and 3

# Practice Notes: The Broken Record

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address her history of trauma will differ from an assessment of a client's eligibility for subsidized housing, though both will be expected to meet the guidelines contained in the Standards of Practice.

Members must also exercise judgment regarding the wording they choose to document the client's situation and are reminded to "report impartially and objectively the factors relevant to the client's situation. The record clearly distinguishes the College member's observations and opinions from the information reported by the client".<sup>9</sup>

Members from time to time ask for direction about how soon after they provide service they must complete their recording. The Standards of Practice state that "information is recorded when the event occurs or as soon as possible thereafter".<sup>10</sup> Here again the member must exercise professional judgment regarding the timeliness of their recording, taking into consideration the nature of the contact and any legislated requirements or organization policy. A member whose client presents with suicidal ideation clearly has an immediate obligation to document the nature of the contact, their assessment and disposition and any other relevant information, while a member working with a community group on a funding proposal may not have the same kind of time requirements.

## CONCLUSION

Record-keeping is an essential component of professional practice. A record helps the member to understand the client and set goals for the intervention, ensures continuity and quality of services, establishes accountability for and evidence of the services provided and enables the evaluation of service quality. Records also may provide information to be used in research and education, subject to any applicable privacy or other legislation. Keeping records in compliance with the Standards of Practice is a necessity. Keeping a good record is an asset to both the client and the member.

*Members are encouraged to review Principle IV, The Social Work and Social Service Work Record in its entirety. For more information, please contact the Professional Practice Department at 416-972-9882 or 1-877-828-9380.*

<sup>9</sup> Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, footnote 2 b)

<sup>10</sup> Code of Ethics and Standards of Practice, Second Edition 2008, Principle IV, interpretation 4.1.6

## Election to Council in Districts 1, 2 and 5 – May 27, 2010

All College members who practise in electoral districts one, two and five were eligible to stand for election on May 27, 2010. There is one social work member position and one social service work member position available in each district.

District one is composed of the geographic area within the territorial boundaries of the Districts of Kenora, Rainy River, Thunder Bay, Cochrane, Timiskaming, Sudbury, Algoma, Manitoulin, Parry Sound and Nipissing and the District Municipality of Muskoka.

District two is composed of the geographic area within the territorial boundaries of the Counties of Hastings, Lanark and Renfrew, the United Counties of Leeds & Grenville, Lennox & Addington, Prescott & Russell, Stormont, Dundas & Glengarry, the County of Prince Edward, the Frontenac Management Board, the City of Kingston and the Regional Municipality of Ottawa-Carleton.

District five is composed of the geographic area within the territorial boundaries of the Counties of Grey, Bruce, Huron, Perth, Middlesex, Oxford, Elgin, Lambton and Essex and the Municipality of Chatham-Kent.

All members in districts one, two and five are encouraged to participate in this important process by casting a vote in the election. The Council is responsible for governing and managing the affairs of the College and for developing policies that regulate the professions of social work and social service work. Council members play a leadership role in the regulation of members in these professions, reflecting the College's primary duty to serve and protect the public interest while promoting high standards of practice for the profession.

*If you have any questions, please contact Pat Lieberman at 416-972-9882 or 1-877-828-9380 ext. 207 or e-mail [plieberman@ocsyssw.org](mailto:plieberman@ocsyssw.org).*



# Continuing Competence Program: Frequently Asked Questions

BOB MACWHIRTER M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE

Over the past several months, the College has received a number of calls regarding the Continuing Competence Program (CCP). As members will know, the CCP was launched in April 2009. The implementation of a Continuing Competence Program is one of the legislated responsibilities of the College. In accordance with the Registration Regulation made under the *Social Work and Social Service Work Act* and in keeping with the public protection mandate of the College, a condition of a certificate of registration is that the member “must provide evidence satisfactory to the College of the member’s continuing competence to practise social work or social service work, as the case may be, in accordance with the guidelines approved by Council from time to time and published and distributed to the members of the College.”

Below are several Frequently Asked Questions in response to the feedback the College has received. Some of these questions have been addressed previously in the CCP Instruction Guide or in earlier editions of *Perspective*, while others are appearing for the first time.

## 1) WHY IS PARTICIPATION IN THE CCP MANDATORY FOR ALL MEMBERS, INCLUDING THOSE WHO ARE RETIRED FROM PRACTICE, ON MATERNITY/PATERNITY LEAVE, OR CURRENTLY UNEMPLOYED?

Members of the public need to be assured that all College members, regardless of work status, are engaged in the enhancement of their practice in an ongoing way and striving for excellence in the provision of social work and social service work. This is one way the College fulfils its mandate of protecting the public. The goals of a member who is not currently employed undoubtedly will differ from those of a member who is employed. If you are having difficulty determining your learning needs and goals, contact the Professional Practice Department for assistance.

## 2) ARE MEMBERS REQUIRED TO COMPLETE ALL THEIR LEARNING ACTIVITIES IDENTIFIED IN THEIR PROFESSIONAL DEVELOPMENT PLAN WITHIN THE CALENDAR YEAR? QUESTION 3 OF SECTION 4 OF THE COLLEGE’S ANNUAL RENEWAL OF REGISTRATION



## (“DECLARATION OF PARTICIPATION IN THE CONTINUING COMPETENCE PROGRAM”) SEEMS TO INDICATE THIS.

No. Depending on your learning plan, some activities may be completed quickly while others may require more time to accomplish. The College recognizes that some goals and learning activities may be carried over into the following year. Continuing competence is just that – continuing.

## 3) WHY SHOULD I COMPLETE THE SELF-ASSESSMENT TOOL? I’M ALREADY COMPETENT.

Learning is an ongoing process. By completing the self-assessment you will be able to assess your strengths and identify the areas that you can enhance. This will enable you to develop a learning plan based on your personal learning needs. By developing your own plan, you have greater chances of attaining the goals you have set for yourself. A major goal of the College is to encourage members to strive for excellence in their practice. Participation in the CCP is one way to reach this goal.

# Continuing Competence Program: Frequently Asked Questions

BOB MACWHIRTER M.S.W., RSW, DIRECTOR OF PROFESSIONAL PRACTICE

## 4) HOW DO I KNOW THAT THE COLLEGE WON'T EVALUATE ME BASED ON HOW I RATE MYSELF ON THE SELF-ASSESSMENT TOOL?

The purpose of the Continuing Competence Program is to promote high standards and quality assurance with respect to social work and social service work. The purpose is not to “police” the practice of members. In keeping with an adult education model, the program is based on the assumption that all members have areas of strength, as well as areas in which they can further develop their knowledge and skills. The College is mandated to ensure that all members are actively involved in the process of self-evaluation, goal setting, and defining learning activities. The specifics of a member’s self-assessment, learning goals and plan, however, are the professional responsibility of the individual and not determined by the College.

## 5) CAN MEMBERS WORK TOGETHER TO COMPLETE THEIR SELF-ASSESSMENT AND PROFESSIONAL DEVELOPMENT PLAN DOCUMENTS?

Members are welcome to do this, however, they are reminded that their individual learning goals and Professional Development Plan must be relevant to their own needs.

## 6) CAN VOLUNTEER WORK COUNT AS PROFESSIONAL DEVELOPMENT?

Professional development activities stem from the learning goals you’ve set for yourself through the self-assessment process. As long as a learning activity clearly relates to a learning goal and the Standards of Practice, it is acceptable.

## 7) WILL THE COLLEGE BE CONDUCTING RANDOM AUDITS OF MEMBERS’ COMPLIANCE WITH THE CCP?

Although some regulatory colleges do conduct random audits as part of their quality assurance programs, the College has decided not to do this. In keeping with an adult education model, the CCP requires that members themselves ensure that program requirements are met. Members are also required to make a declaration on their annual renewal of registration that they are participating in the CCP and that

the information provided and statements made are complete and correct. Any false or misleading information, statement, representation or declaration may be cause for revocation of a member’s certificate of registration.

## 8) CAN COLLEGE MEMBERS SUBMIT THEIR ANNUAL PERFORMANCE APPRAISAL FOR THEIR SELF-ASSESSMENT TOOL?

No. The CCP uses a self-assessment tool based on the College’s Standards of Practice to help College members evaluate their own strengths and learning needs. An employer’s evaluation is more limited, focusing on the performance of work place duties. However, a workplace performance appraisal may provide a member with feedback suggesting practice areas needing improvement from which she or he can develop aspects of a learning plan and goals.

## 9) I AM CURRENTLY NOT PRACTISING IN THE FIELDS OF SOCIAL WORK OR SOCIAL SERVICE WORK. CAN I IDENTIFY GOALS THAT ARE UNRELATED TO EITHER OF THESE PROFESSIONS?

All goals must relate to the College’s Standards of Practice and the practice of social work or social service work.

## 10) HOW MANY GOALS AM I REQUIRED TO SET FOR MYSELF?

As a regulated professional, you are accountable for your own actions. Therefore, you are responsible for determining what areas of your practice require improvement or new learning and consequently the learning goals and objectives to address these areas. Ultimately, you must be able to demonstrate that you have made reasonable efforts to develop an appropriate learning plan. You will need to use your professional judgment to decide what is reasonable and appropriate.

*For more information on the Continuing Competence Program, please contact the Professional Practice Department at [ccp@ocswssw.org](mailto:ccp@ocswssw.org).*

## Registration Update: College Conducts First Audit of Registration Practices

Under the *Fair Access to Regulated Professions Act, 2006*, the College is required to conduct an audit of its registration practices every three years or at such other times as the Fairness Commissioner may specify. The audits have a number of purposes. They:

- are an important step in ensuring that regulatory bodies comply with the fair access laws
- provide a high level of assurance that a regulatory body's registration practices are transparent, objective, impartial and fair
- help identify unnecessary barriers
- help identify promising practices to share
- improve access to the professions through their findings and the implementation of their recommendations

The College was notified by the Office of the Fairness Commissioner in July 2009 that its first audit must begin by December 1, 2009. The audit must cover registration practices that occurred between July 3, 2008 and July 2, 2009. The College appointed Soberman LLP to undertake the registration audit.

As part of the process, the auditors reviewed a number of randomly selected applications, interviewed staff and reviewed documentation. The auditor was required to submit the draft report of its findings to the College by February 1, 2010 and the College was given a deadline of March 1, 2010 to make written submissions to the auditor concerning the draft report.

The auditor was required to submit the final report to the Office of the Fairness Commissioner by March 31, 2010.

In addition to the audit, the College is also required to submit fair registration practices reports to the Fairness Commissioner annually. The 2009 reports for social work and social service work were submitted to the Office of the Fairness Commissioner by the March 1, 2010 deadline. The reports for both 2008 and 2009 are available to download from the College website.

*If you have any questions regarding the audit, please contact Mindy Coplevitch, M.S.W., RSW, Director of Registration, at 416-972-9882 or 1-877-828-9380 ext. 203 or e-mail [mcoplevitch@ocswww.org](mailto:mcoplevitch@ocswww.org).*

# Can I Help You?: Understanding Ontario's New Regulation on Accessible Customer Service

## ARTICLE PROVIDED BY THE MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Being treated with dignity and provided with equal opportunity and access to goods and services is critical to daily living for Ontarians with disabilities. As social workers and social service workers, you no doubt see first-hand the challenges faced by people with disabilities – multiple barriers that impede their access to a host of activities most of us take for granted.

According to Statistics Canada there are currently 4.4 million Canadians living with a disability, and that number is quickly rising as our baby boomer population ages.

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). Under the act, the government has a goal to make Ontario accessible by 2025 by implementing accessibility standards that will break down barriers in five key areas of everyday life:

- Customer service
- Information and communication (e.g., telephone systems, websites, menus, etc.)
- Transportation
- Employment
- Built Environment (e.g., doorways, counters, bathrooms, parking, etc.)

The first of these standards, the *Accessibility Standards for Customer Service*, came into effect on January 1, 2008 and applies to every business and organization that operates in Ontario, provides goods or services to the public and has at least one employee.

The government is committed to achieving the goal of an accessible Ontario in a balanced and workable way with progressive accessibility standards that open the doors to opportunity for all.

For more information, visit [www.Ontario.ca/AccessON.ca](http://www.Ontario.ca/AccessON.ca). This site offers free, up-to-date information on the accessibility standards being developed, tips on no-cost and low-cost solutions to meeting the requirements of the standards, as well as downloadable resources.

### Or you can call:

Toll-free: 1-866-515-2025

TTY: 416-325-3408 / Toll-free 1-800-268-7095

E-mail: [accessibility@css.gov.on.ca](mailto:accessibility@css.gov.on.ca)

## 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 Yvonne Armstrong, Communications Manager at [yarmstrong@ocswssw.org](mailto:yarmstrong@ocswssw.org). Although not all questions will be published in subsequent issues of *Perspective*, all will be answered.

**Q:** I renewed my College membership prior to January 31, 2010 when the late fee became applicable. Why did you send me a reminder letter when I had already submitted my form and payment?

**A:** In August 2009 members were sent a letter regarding renewal of membership for 2010, and notifying members that beginning November 9, 2009 members had the option of renewing online. In October 2009 members were sent a hard copy renewal form. As the renewal form states, the annual fee must be paid on or before December 31, 2009. If the payment is received after January 31, 2010, there is a penalty of \$50 in addition to the annual fee. As we approach the January 31 deadline, it is our practice to remind members about renewing to help them avoid the \$50 late penalty. We send an eBulletin to those who have signed up for it and a letter to those who have not.

Although members have the opportunity to renew anytime after receiving their renewal form and this year, in the case of online renewal, anytime after November 9, we find that thousands of members renew in the last week of December and the first several weeks of January. This means that College staff have an extremely high volume of renewals to process at this time and there are, unfortunately, inevitable delays.

Upon receipt of a renewal, for security reasons, payment is processed, however, at high volume times, there is a lag between this process and the next steps, which are entering the renewal

information in the database and mailing the member card and receipt. We are aware that some of the recipients of the reminder may have already forwarded their renewal and payment, but they had not yet been processed, i.e., entered into the database. Hence we advise members "if you have already forwarded your Annual Renewal of Registration for the year 2010 and payment, please disregard this notice."

The College strives to improve its processes and hopes to work collaboratively with members to this end. In regard to the renewal process here are some things that may help:

- Renew online. It is quick, secure and the member receives immediate confirmation that they have renewed.
- If renewing during the latter part of December and into January, delays can be expected in processing of the renewal due to the large volume received at this time. To avoid delays, renew early.
- If renewing by post-dated cheque, processing of the renewal will be delayed until the payment can be processed. Further delays occur due to statutory holidays.
- Sign up for eBulletin. It is an economical means for the College to communicate with members in a timely way.

# Bulletin Board

## FROM THE EDITOR'S MAILBOX...

The following are e-mails the College received from two individuals who wished to share their thoughts with fellow members:

Dear Ms. McDonald:

*I am writing to thank you for establishing the continuing competency program for social workers.*

*It has been a very empowering experience for me to use this tool. My goal is to function at the highest level of professionalism as a clinical social worker and this program is helping me reach this goal. It helped me to identify where I am doing well and where I can improve. It helped me to make some hard decisions about how to move into the future. I am deeply appreciative.*

*Would you please pass this note of thanks on to all those who worked hard to create this program?*

Thank you!  
Gwen Wellington, MSW, RSW

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To Whom It May Concern:

*My name is (name removed) and I am a registered social worker. Recently I reported a former colleague of mine to the Complaints Committee for various infractions to our Code of Ethics. This is never an easy thing to do; to file a complaint or be the subject of a complaints investigation. However, I was very pleased with the decision arrived to by the Complaints Committee. The 11-page summary was fair and evenhanded and their rationale was clearly outlined in relation to our Standards of Practice.*

*Sometimes we live in fear of having a formal complaint filed against us. Personally, I am reassured that the College is able to effectively balance evidence provided by both parties and come to an unbiased conclusion that is based on our Code of Ethics and Standards of Practice.*

## 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](http://www.ocswssw.org), e-mailed to [info@ocswssw.org](mailto: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.

## 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](mailto: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](mailto:tlangas@ocswssw.org). Please visit the College's website for the dates and times of upcoming meetings.





**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.

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

**Frances Ma**  
*Registration Assistant*

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### MEMBERSHIP/ADMINISTRATION

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Contact Lynda, Anne or Barbara 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](mailto:info@ocswssw.org)

Contact Lynda for information and inquiries about professional incorporation.

### COMPLAINTS & DISCIPLINE

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

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### REMINDER:

If you change employers or move, advise the College in writing within 30 days. We are required to have the current business address of our members available to the public. Address change information can be e-mailed to [info@ocswssw.org](mailto:info@ocswssw.org), faxed to 416-972-1512 or mailed to our office address. Changes of address must be made in writing and include your registration reference number, your old address and your new address information.