



Ontario College of Social Workers and Social Service Workers



PRIVILEGE AND RESPONSIBILITY

the year
in review
2 0 0 1

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.

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.

 v i s i o n





PRESIDENT'S REPORT

CLAUDIA NEWMAN RSW
President

ACHIEVING REGULATION REPRESENTS THE CULMINATION OF THE WORK OF MANY SOCIAL WORKERS AND SOCIAL SERVICE WORKERS. OUR COLLEGE IS A DIRECT RESULT OF THEIR DILIGENCE AND STEADFAST DEDICATION TO THE BASIC REGULATORY CONCEPT, THAT OF THE PROTECTION OF THE PUBLIC INTEREST. The concept is now a reality and with that accomplishment comes both reflection and questions about the responsibilities inherent in the reality of regulation. The theme of the 2001 Annual Report, *Privilege and Responsibility*, speaks to both the responsibilities and the privileges of self-regulation.

The road to regulation for any profession requires that the government make two distinct decisions. The first decision is the confirmation that the work the profession undertakes has a direct impact on the well-being of the public. Accordingly, regulation is required to protect the public interest.

The second decision focuses on the options regarding the model of regulation. To make the decision, the government must satisfy itself that the profession has the unique knowledge required to set standards and judge the conduct of their members according to those standards. If so, the government will choose to delegate the responsibility of regulation to the profession. If not, the government will choose an alternate model to regulate on behalf of the profession.

Our professions work in great part with the most vulnerable of our society. Like our fellow self-regulated professions, psychologists, nurses and physicians as examples, our work may affect the day-to-day functioning of our clients or client groups. Elevating our work from the individual to the systemic, we have a direct effect on the well-being of the public of Ontario. The government recognized this impact thereby satisfying the first decision point, that of the protection of the public interest. Given the impact of social work and social service work on the public, it is critical that the public be assured that they are receiving service from a professional who is up-to-date with their professional practice, meets a published set of registration requirements and adheres to a code of ethics and corresponding standards of practice. The question then becomes, "Do the professions have the special knowledge required to set standards and judge their members accordingly?" By answering "Yes," the government defined the model of regulation for our professions, that of self-regulation. In other words, our professions have been delegated the privilege of self-regulation through the establishment of the College.

With privilege comes responsibilities. A regulatory organization, established by the government of Ontario, is given the power to determine entry to practice requirements, set and enforce standards of professional practice and conduct, and monitor the continuing competence of members of the profession.

The responsibility for the College is to regulate its members effectively. This includes the development and promotion of a code of ethics and standards of practice, the development of a comprehensive registration process and the development of a credible complaints and discipline process. An associated responsibility is the cost of operating the regulatory College. This is borne by the members of the College through membership fees. It is not an inexpensive endeavor but it is the price of being recognized as a professional associated with a distinct body of knowledge, skills and abilities.

The responsibility of membership in the College is to signal to the public that we, both social workers and social service workers, are willing to be held accountable for our professional practice. The privilege of College membership is directly related to the value associated with being able to identify oneself clearly as a member of the profession. The significance of our work is recognized.

In closing, I would like to thank all who have worked hard this past year to bring the College to where it is today. My thanks to our Registrar and all staff, Council members and the non-elected Council members who sit on statutory and non-statutory committees. The concerted team effort and commitment to excellence enabled the College to achieve all that it has over this past year and will carry us confidently into the future.



REGISTRAR'S REPORT

GLENDAL McDONALD RSW
Registrar

BUILDING ON THE THEME OF THIS YEAR'S ANNUAL REPORT, LET ME FIRST SAY, ON BEHALF OF THE STAFF OF THE COLLEGE, THAT IT IS INDEED A PRIVILEGE TO BE GIVEN THE RESPONSIBILITY TO CARRY OUT THE POLICY DIRECTION OF THE COUNCIL and to develop, maintain and evaluate the infrastructure of the College required to meet its statutory obligations in accordance with the Act, the regulations under the Act and the by-laws of the College.

One of the first accomplishments of the Council was to develop a Mission and Vision statement for the College. Additionally, Council developed a set of values to which staff and councillors will be held accountable. These pivotal documents formed the base from which a strategic plan was developed and priorities identified. My report is focused on the implementation of those priorities.

I am pleased to report that the infrastructure of the College has advanced dramatically over the past year. The College moved into permanent offices late in 2000. The office is centrally located and designed to allow for ease of access by members, the public and other stakeholders. We were fortunate to recruit several highly skilled staff to key positions within the College. Staff portfolios are aligned to provide support to the various statutory mandates of the College as well as to support the priorities identified in the strategic plan. Staff have implemented an operational and organizational plan to ensure a cost effective and cost efficient approach to the business of the College.

Work in the membership area has continued to focus on establishing and maintaining the integrity of the registration processes. Five new application forms were developed, as was a comprehensive Registration Guide. The registration process is complex and involves review of the many requirements for registration outlined in the Registration Regulation. To date approximately 7,800 members have been registered with the College. College staff has spent considerable time on the implementation of a state-of-the-art membership database, which will be invaluable in supporting membership activity in the future. This database enables the Register of the College to be available to the public in accordance with the Act. The database will also enhance the accuracy of member and applicant information and the tracking of communication with members and applicants. The Standards of Practice and Code of Ethics Handbook was produced and distributed to members, as were formal Certificates of Registration.

The College receives approximately 130 pieces of communication on a daily basis. This includes telephone calls, faxes, e-mails and regular mail. Several policies and procedures have been developed and implemented to improve communication with members, the public and other stakeholders. College staff are aware that good communication is key to College business and plans are well underway to ensure that it is effective and efficient. Senior staff of the College have provided numerous presentations throughout the province to a variety of audiences during the year. These presentations have provided a valuable opportunity for education and exchange of information between members, applicants, prospective members and employers.

Positive working relations have been developed with key government departments and other stakeholders. Responses were made to several pieces of legislation and other reports which have an impact on the College, the public and/or the members of the College. The College responded to the following key pieces of legislation: *Bill 159, an Act Respecting Personal Health Information and Related Matters; Balanced Budgets for Brighter Futures Act, 2000 and Responsible Choices for Growth and Accountability Act (2001 budget)*, which will provide a framework for certain regulated professions to carry on their professions through a corporation and *Adjusting the Balance: A Review of the Regulated Health Professions Act*. Liaison has been maintained with educators in both the social work and social service work fields.

It has been a challenging and rewarding year at the College. The coming year promises further change and development. The overall goal for the operations of the College, with its public interest mandate, is to instill public confidence in the professions and to maintain the professions' confidence in the College's commitment to the responsibility of regulating the professions in the public interest.



THE PRIVILEGE OF COLLEGE MEMBERSHIP IS DIRECTLY RELATED TO THE VALUE ASSOCIATED WITH BEING ABLE TO IDENTIFY ONESELF CLEARLY AS A MEMBER OF THE PROFESSION.



COUNCIL MEMBERS (back row from left): Zita Devan, Kevin Kennedy, Jai Mills, Mukesh Kowlessar, Judy Shanks, Joe Fecht, Marco Ventola, John Pretti, Shelley Hale, Roman Delicart (front row): Marianne Park, Judith Tremblay, Claudia Newman, Silvana Henneman, Sue-Ellen Merritt, Muriel Hill, Gilda Katz, Diane Thompson, Mary Ciotti Absent: Joanne Turner, Lisa Barazzutti



EXECUTIVE COMMITTEE MEMBERS (left to right): Claudia Newman, Kevin Kennedy, Joe Fecht, Sue-Ellen Merritt, Diane Thompson Absent: Beth Dennahower



COLLEGE STAFF (Back row from left): Susanne Vanderlek, Marlene Zagdanski, Frances Ma, Ema Sevdina, Eva Yueh, Catherine Painter, Tracey Richards, Mindy Coplevitch, Gail Vormaworh, Pat Lieberman. Front row: Pamela Blake, Glenda McDonald, Angella Rose



COMMITTEE MEMBERS

Claudia Newman RSW
Elected Council Member
President

Diane Thompson
Public Member
First Vice-President

Kevin Kennedy RSSW
Elected Council Member
Second Vice-President

Beth Dennahower
Public Member
(Nov 21/00 – Oct 3/01)

Joe Fecht RSW
Elected Council Member

Sue-Ellen Merritt RSSW
Elected Council Member

Executive Committee

The Council delegates to the Executive Committee the authority to exercise any power or perform any duty of the Council other than the power to make, amend or revoke a regulation or by-law.

COUNCIL ACCOMPLISHMENTS

The College's primary mandate is to serve and protect the public interest while promoting high standards of practice for the professions. At the same time the College encourages a robust interactive relationship with members, stakeholders and the public. To steer and guide these processes, Council's primary governance function is policy development. The policies developed by Council provide direction to the College and to staff. The following are some highlights of Council accomplishments in 2001:

- Council appointed members to four statutory committees and two non-statutory committees.
- Developed a strategic plan
- Approved mission, vision and values statements
- Launched our new corporate identity, which appears in this report. The logo underwent revisions to more clearly reflect who we are as a College and capture the essence of the College as a dynamic organization regulating two professions
- Established several task groups to implement the strategic plan.



COMMITTEE MEMBERS

Diane Thompson (Chair)
Public Council Member

Rachel Birnbaum RSW
Non-Council Member

Silvana Henneman
Public Council Member

Gilda Katz RSW
Elected Council Member

Mukesh Kowlessar RSSW
Elected Council Member

Judy Shanks RSSW
Elected Council Member

Complaints Committee

MANDATE

As part of its duty to serve and protect the public interest, the College is required to have a formal complaints process, which gives anyone (clients, employers, colleagues, other regulated professionals, etc.) the ability to have their complaint about a College member's conduct or actions submitted to the College's Complaints Committee. This complaints process is designed to identify and address concerns about professional misconduct, incompetence or incapacity of College members. The process is also designed to ensure fairness to both the individual making the complaint and the member who is the subject of the complaint. The Committee met eight times in 2001.

COMPLAINTS RECEIVED

The number of complaints received to date is as follows:

- In 2000 — 14 complaints
- In 2001 — 27 complaints
- Total — 41 complaints

COMPLAINTS DISPOSED OF

The Committee has issued:

- 29 jurisdictional decisions
- 8 final decisions and reasons

Total: 37 issued decisions and reasons



REGULATED SOCIAL
WORKERS AND SOCIAL
SERVICE WORKERS ARE
SUBJECT TO A CODE OF
ETHICS AND STANDARDS
OF PRACTICE.

**THE PRIVILEGE OF SELF-GOVERNANCE COMES
WITH THE RESPONSIBILITY TO SERVE AND PROTECT
THE PUBLIC INTEREST**



COMMITTEE MEMBERS

Mary Ciotti RSW (Chair)
Elected Council Member

Roman Delicart RSSW
Elected Council Member

Muriel Hill
Public Council Member

Paula Klein RSW
Non-Council Member

Jai Mills RSSW
Elected Council Member

Marianne Park
Public Council Member

Discipline Committee

MANDATE

As part of its duty to serve and protect the public interest, the College is required to have a Discipline Committee. The duties of the Discipline Committee are to: 1) hear and determine allegations of professional misconduct or incompetency on the part of a member of the College directed or referred to it by the Complaints Committee, the Council, or the Executive Committee; and, 2) perform any other duties assigned to it by the Council. Hearings of the Discipline Committee are usually open to the public. The powers of the Discipline Committee are outlined in the *Social Work and Social Service Work Act*.

ACTIVITY

No allegations were referred to the Discipline Committee in 2001.

Fitness To Practise Committee

MANDATE

As part of its duty to serve and protect the public interest, the College is required to have a Fitness to Practise Committee. The duties of the Fitness to Practise Committee are to: 1) hear and determine allegations of incapacity on the part of a member of the College, as directed or referred to it by the Complaints Committee, the Council, or the Executive Committee; and, 2) perform any other duties assigned to it by the Council. Hearings of the Fitness to Practise Committee are usually not open to the public. The powers of the Fitness to Practise Committee are outlined in the *Social Work and Social Service Work Act*.

ACTIVITY

No allegations were referred to the Fitness to Practise Committee in 2001.



COMMITTEE MEMBERS

Jai Mills RSSW (Chair)
Elected Council Member

Mary Ciotti RSW
Elected Council Member

Zita Devan
Public Council Member

Muriel Hill
Public Council Member

Suzanne Hainer RSSW
Non-Council Member

Joanne Turner RSW
Elected Council Member



COMMITTEE MEMBERS

John Pretti RSW (Chair)
Elected Council Member

Zita Devan
Public Council Member

Shelley Hale RSSW
Elected Council Member

Paul McKinnon RSSW
Non-Council Member

Judith Tremblay RSW
Elected Council Member

Marco Ventola
Public Council Member

Registration Appeals Committee

MANDATE

As part of its duty to serve and protect the public interest, the College is required to have a Registration Appeals Committee, which reviews matters related to the registration of members in the College. Part of the registration process requires that if the Registrar proposes to refuse a certificate of registration to an applicant or proposes to place a term, condition or limitation on a member's certificate of registration, the member/applicant must be given notice of the Registrar's proposal, with written reasons for it. The member/applicant has 60 days to request a review of the Registrar's proposal. If the member/applicant requests a review, the Registration Appeals Committee shall conduct the review. The Registration Appeals Committee is not required to hold a hearing before making a decision or giving direction to the Registrar. The decision-making powers of the Registration Appeals Committee are further outlined in the *Social Work and Social Service Work Act*.

ACTIVITY

The Registration appeals committee held eight meetings in 2001, including an orientation session for the committee members. The committee developed procedures for conducting reviews and received 49 requests for reviews. The committee reached a decision and gave direction to the Registrar on 17 of these requests.



COMMITTEE MEMBERS

Silvana Henneman (Chair)
Public Council Member

John Pretti RSW
Elected Council Member

Roman Delicart RSSW
Elected Council Member

Kevin Kennedy RSSW
Elected Council Member

Claudia Newman RSW
Elected Council Member

Election Committee

MANDATE

The mandate of the Election Committee is as follows:

- To set the date for each election;
- To determine the procedures to be followed in carrying out an election of the elected members of Council;
- To determine disputes as to whether a member is eligible to stand for election or to vote; and,
- To carry out the functions set out in the by-laws.

ACTIVITY

The committee met four times, including an orientation session for members of the committee. Subsequent meetings have involved policy development, a review of election documents and the selection of the date for the 2002 election for Electoral Districts 1,2,3, and 5.



REGULATION BRINGS CREDIBILITY TO THE PROFESSION OF SOCIAL WORK AND SOCIAL SERVICE WORK.

COUNCIL CONSISTS OF BOTH APPOINTED PUBLIC MEMBERS AND ELECTED SOCIAL WORK AND SOCIAL SERVICE WORK MEMBERS.



COMMITTEE MEMBERS

Joanne Turner RSW (*Chair*)
Elected Council Member

Suzanne Hainer RSW
Non-Council Member

Shelley Hale RSW
Elected Council Member

Silvana Henneman
Public Council Member

Elaine Heckbert RSW
Non-Council Member

Marianne Park
Public Council Member

John Newman RSW
Non-Council Member

Bernard Smith RSW
Non-Council Member

Standards of Practice Committee

MANDATE

The mandate of the Standards of Practice Committee is to:

- Consider and review the standards of practice of the College and guidelines which relate to the standards of practice of the College;
- Recommend to Council a process for consulting the members of the College in connection with the standards of practice of the College and guidelines which relate to the standards of practice of the College;
- Implement, or cause to be implemented, in accordance with Council's direction, a consultation process in connection with the standards of practice of the College and guidelines which relate to the standards of practice of the College;
- Recommend, for the approval of Council, changes to the standards of practice of the College and adoption of guidelines which relate to the standards of practice of the College;
- Recommend, for the approval of the Registrar or Council, printed and other material which they consider appropriate in order to communicate standards of practice and guidelines to members of the College; and
- Perform such other duties as may from time-to-time be determined by Council.

ACTIVITY

The committee has met four times. Issues discussed include:

Standards of Practice Consultation: The Committee has developed a proposal for the consultation process, which has been submitted for approval. The Committee has:

- Developed a questionnaire for members;
- Developed a stakeholder list; and,
- Begun to discuss the consultation process with stakeholder groups, such as the Ontario Association of Social Workers, the Ontario Deans and Directors of the Canadian Association of Schools of Social Work and the Ontario Social Service Work Educators Association.

Development of the Continuing Competency Program: The Committee has:

- Received approval from Executive to proceed with the initial phase of developing a continuing competency program. This will involve gathering background information to assist in the development of the continuing competency program.

Consideration of Practice Issues: The Committee has considered difficult practice issues brought forward by members, the OASW and by the Executive as a result of issues raised by the Complaints Committee. The Committee will continue to consider issues brought forward by these and other sources.

To the Ontario College of Social Workers and Social Service Workers.

We have audited the statement of financial position of the Ontario College of Social Workers and Social Service Workers as at December 31, 2001 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the entity's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the entity as at December 31, 2001 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



Soberman, Isenbaum & Colomby LLP
Chartered Accountants

Toronto, Canada
May 7, 2002

Statement of Financial Position

AT DECEMBER 31	2001	2000
Assets		
Current		
Cash	\$1,726,555	\$134,903
Prepaid expenses and sundry	12,428	12,428
	1,738,983	147,331
Capital assets		
	698,041	630,923
	2,437,024	778,254
Liabilities		
Current		
Accounts payable and accrued liabilities	79,915	143,499
Fees received in advance	1,195,105	585,585
	1,275,020	729,084
Commitments		
Net Assets		
Net assets invested in capital assets	698,041	630,923
Unrestricted net assets	463,963	(581,753)
	1,162,004	49,170
	2,437,024	778,254

Statement of Operations

YEAR ENDED DECEMBER 31	2001	2000
Revenues		
Registration and application fees	3,004,157	2,068,627
Expenses		
Salaries, benefits	892,889	370,346
Legal fees	214,804	258,673
Council and committee meetings	154,969	118,036
Premises rent	149,406	65,338
Printing and stationery	57,139	82,534
Consulting	51,886	183,903
Postage and courier	47,237	45,716
Registration process – development	44,510	91,995
Leasing and maintenance	38,797	10,252
Bank charges	26,493	21,784
Office supplies	23,307	23,968
Telephone	16,450	8,604
Audit	14,794	-
Insurance	13,691	6,669
Travel	12,540	4,198
Translation	10,972	9,554
Advertising and promotion	9,559	47,229
Election expenses	6,705	65,154
Drafting regulations and bylaws	5,290	54,279
Professional development	4,176	885
Web site	4,088	5,832
Newsletter	1,547	11,208
Mediation	307	37,164
Communications to establish College	-	199,119
Amortization	89,767	21,040
	1,891,323	1,743,480
Excess of revenues over expenses	\$1,112,834	\$ 325,147

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

values

WE BELIEVE THAT OUR MISSION AND VISION STATEMENTS ARE REALIZED WHEN THE GOALS AND OUTCOMES OF THE COLLEGE AND THE COUNCIL REFLECT THE FOLLOWING:

R E S P E C T

- Every individual has the right to be treated with dignity and respect.
- Diversity of perspectives and cultures are recognized and valued.
- Social workers, social service workers and public members are equally represented on Council and their contributions to the College are valued.

F A I R N E S S A N D T R A N S P A R E N C Y

- The College strives to provide services that are accessible and available within Ontario.
- The College's communication with stakeholders is clear.
- Policies and processes are transparent and reflect openness, quality and consistency.

E F F I C I E N C Y A N D E F F E C T I V E N E S S

- Issues are addressed and activities are conducted in an effective, timely and efficient manner.

L E A D E R S H I P A N D A C C O U N T A B I L I T Y

- The College offers responsible and responsive leadership.
- The College is guided by a strategic plan and is fiscally responsible in its operations.
- Policies and services are evaluated regularly.
- Council and staff are credible, knowledgeable and consistent in implementing policies that demonstrate accountability to the public.

E T H I C A L C O N D U C T

- Council and staff follow an established code of conduct that is consistent with the ethical values of the professions.

C A R I N G C O M M U N I T I E S

- The College contributes to creating caring communities through its accountability to the public.





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Social Workers and
Social Service Workers**

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