



Ontario College of
Social Workers and
Social Service Workers



**CHRONICLING OUR PAST,
CHARTING OUR FUTURE**
ANNUAL REPORT 2010



2001

PRIVILEGE AND RESPONSIBILITY

For the privilege of self-regulation, the professions accepted the responsibility to be held accountable for their professional practice.

PROGRESS ON PRIORITIES

The corporate identity, mission, vision and values of the College signalled a move towards consolidation and cohesion.

2002

JOINT MESSAGE FROM THE PRESIDENT AND REGISTRAR

This year was an important milestone for the College as 2010 marked our tenth year in operation. Our organizational history reflects a regulatory body that grew steadily and stronger with every year, cultivating the experience necessary to protect the public interest while promoting professional excellence. The theme for the 2010 Annual Report is *Celebrating 10 Years: Chronicling Our Past, Charting Our Future*. As we reflect on the past ten years, we are proud of what we've accomplished as a community and are excited about future projects and endeavours.

In 2010, there were more amendments to our governing legislation, the *Social Work and Social Service Work Act (SWSSWA)*, than in the previous nine years combined. These amendments were the result of the *Good Government Act, 2009*, the *Ontario Labour Mobility Act, 2009* and the *Regulated Health Professions Statute Law Amendment Act, 2009*.

In early 2010, the College engaged the services of a leading public relations firm to assist us in developing a multi-faceted public awareness campaign. Extensive research was conducted to determine the concerns and needs of our stakeholders. This included an online survey, as well as workshops with members in Sudbury, Kingston, London and Mississauga. Thanks to all who provided their feedback and insight, which we've used to develop an Action Plan that will guide the project in 2011 and beyond.

In June, we celebrated another successful Annual Meeting and Education Day, highlighting our ten-year anniversary. Thank you to all who participated in the event.

In late summer, amendments to the College's Registration Regulation were approved by the Lieutenant Governor in Council. Among the many changes the amendments will make in the College's entry to practice requirements, the



Mukesh Kowlessar
RSSW
President



Glenda McDonald
M.S.W., RSW
Registrar and Chief
Executive Officer

amendments also enable members to become inactive members, subject to certain policies and procedures. We know this option will be welcomed by many of you.

In October, amendments to the *SWSSWA* came into force concerning the use of the title "doctor". This amendment permits a member of the College who holds an earned doctorate in social work to use the title "doctor" when providing or offering to provide health care to individuals in Ontario provided that certain conditions are met.

In late November the College sponsored one student from each of the 13 social work programs in Ontario and the IESW Bridging Program to attend the 2010 Ontario Association of Social Workers provincial conference. This was a great opportunity for us to connect with future members of the College and create relationships with educators across Ontario.

In 2010, Council said goodbye to Geneviève Côté, RSW; Roman Delicart, RSW; Zita Devan, Public Member; Danny Gillard, RSW; Michael Kopot, RSW; and John Pretti, RSW. We would like to thank you for your hard work and dedication. We also welcomed new Council members Diane Dumais, RSW; Thamo Hurly, RSW; Ann-Marie O'Brien, RSW; Sophia Ruddock, Public Member; Robert Thompson, RSW; and Rita Wiltsie, RSW.

We would like to thank the Council and College staff, past and present, for their commitment and hard work over the past ten years.

2010 was a busy year for the College, and we predict that 2011 will be no different. We look forward to addressing the goals and challenges set for the year to come. Experience does not guarantee excellence without ongoing effort and teamwork. We will continue to work hard on your behalf.

2010 ACCOMPLISHMENTS

RESPONSE TO LEGISLATION

- Implemented the significant number of amendments to the *Social Work and Social Service Work Act* as a result of the *Good Government Act, 2009*, and the *Labour Mobility Act, 2009*, both of which received Royal Assent on December 15, 2009.
- Implemented all of the requirements of Bill 168, amending the *Occupational Health and Safety Act*, respecting violence and harassment in the workplace, by June 15, 2010.

PROFESSIONAL PRACTICE AND EDUCATION

- Developed policy, revised the Standards of Practice and communicated to members regarding the use of the title “doctor”.
- Engaged graduating students from seven Social Work and Social Service Work programs by presenting about the role of the College and the benefits of registration.
- Continued to educate members about the Continuing Competence Program (CCP) through extensive phone consultations. Achieved a 97% compliance rate in the first year of operation.
- Provided an increased number of practice consultations to members of the College and the public.
- Reviewed and provided feedback on the Draft Standards for the College of Early Childhood Educators of Ontario.
- Hosted over 500 members at the 2010 Annual Meeting and Education Day.

COMMUNICATIONS AND MARKETING

- Initiated a multi-faceted public awareness campaign beginning in 2010.
- Conducted qualitative and quantitative research across the province to determine the concerns, needs and suggestions of stakeholders.
- Created a detailed Action Plan to guide the public awareness campaign's initiatives.
- Reviewed communications materials, such as the New Member Resource Binder and website, to improve their effectiveness.

- Sponsored 14 social work students to attend the 2010 Ontario Association of Social Workers (OASW) provincial conference in Toronto.
- Distributed Perspective newsletter to members and stakeholders in May and November.
- Distributed approximately 15 eBulletins between issues of the newsletter.
- Conducted information sessions to members and students across the province in cities such as Sudbury, Orillia, Kitchener, and Brantford.

MEMBERSHIP AND REGISTRATION

- Registered 1078 social work members and 315 social service work members, including 796 new graduates.
- Attained 94% rate of renewal of College members.
- Upgraded the *My Profile* and Renewal section of the website to be accessed by all web-browsers.
- Revised applications, registration guides and developed supplemental forms to comply with the amendments to the Registration Regulation.
- Received approval by the Lieutenant Governor in Council of a regulation amending the College's Registration Regulation which brought about a number of changes:
 - Amendments to the Registration Regulation enable members to become inactive members, provided that they meet certain conditions.
 - The new entry to practice requirements as set out in the amended Registration Regulation require that for registration with the College, an applicant must have engaged in the practice of social work or social service work within the five years immediately before the date of the application or otherwise satisfy the Registrar that he or she is competent to perform the role of social worker or social service worker.
 - Amendments to the Registration Regulation set out the requirements for a general certificate of registration for social work to be issued to an applicant who already holds an authorizing certificate in social work granted by an out-of-province social work regulatory authority.

- Amendments to the Regulation permit the Registrar to suspend a member’s certificate of registration, if the member fails to comply with the Continuing Competence Program.
- Amendments to the Regulation permit the Registrar to revoke the certificate of registration of a person whose certificate of registration has been suspended for over two years as a result of noncompliance with the CCP, non-payment of fees or failure to provide information required by the by-laws.
- The amendments to the Regulation now permit members to use the designation RSW, Social Worker, Registered Social Worker or their French equivalents in documentation used in connection with their practice of social work, or RSSW, Social Service Worker, Registered Social Service Worker or their French equivalents in documentation used in connection with the practice of social service work.
- Submitted two Registration Practices Reports to the Office of the Fairness Commissioner.
- Completed a Fair Registration Practices Audit required under the *Fair Access to Regulated Professions Act*.
- Held 4 successful College Forums for members in Mississauga, London, Kingston and Sudbury.
- Informed of amendments to the *Social Work and Social Service Work Act* that permit a member of the College who holds an earned doctorate in social work, to use the title “doctor”, a variation, abbreviation or an equivalent in another language in the course of providing or offering to provide, in Ontario, health care to individuals, if he or she complies with certain conditions.
- Rachel and Glenda are members of the CCSWR Working Committee overseeing the Social Work Competency Project, funded by Human Resources and Skills Development Canada (HRSDC).
- The College continued to be active in a number of Association of Social Work Boards (ASWB) activities and committees including the Passing Score Study Panel; the Exam Committee, New Board Member Training and the By-laws and Regulation Committee.
- Met with the Ontario Deans and Directors of Social Work Programs.
- The College continued to be a member of the Steering Committee of the Internationally Educated Social Workers Bridging Program offered at Ryerson University.
- The College sponsored and was a member of the organizing committee for a forum of international social work regulators, which was held in conjunction with the bi-annual Joint Congress of the International Federation of Social Workers and the International Association of Schools of Social Work.
- Worked closely with representatives of the Ministry of Community and Social Services on the amendments to the Registration Regulation.
- Held meetings with representatives from the Office of the Fairness Commissioner.

STAKEHOLDER RELATIONS

- Maintained a significant role in the newly formed Canadian Council of Social Work Regulators (CCSWR). Dr. Rachel Birnbaum was elected to the position of Vice-President and Glenda McDonald was acclaimed Treasurer in May 2010.

COMPLAINTS AND DISCIPLINE

- Received 60 new complaints and 16 new mandatory reports.
- Considered 70 complaints.
- Issued 78 complaints decisions and reasons.
- Considered and disposed of 14 mandatory reports and issued 10 decisions.
- Completed 6 pre-hearing conferences and conducted 6 hearings.

LOOKING BACK, MOVING FORWARD

The continued development of entry to practise requirements, standards of practice, a continuing competence program and a complaints and discipline program formed the basis of a self-regulatory framework for the professions.

2003

2010 COMMITTEE REPORTS

EXECUTIVE COMMITTEE

Mukesh Kowlessar, RSSW, President

Rachel Birnbaum, RSW , First Vice-President

Susan Clark , Public Member, Second Vice-President

Lisa Barazzutti, Public Member

Jack Donegani, RSSW (until September 13, 2010)

John Pretti, RSW (until September 13, 2010)

Greg Clarke (effective September 13, 2010)

Beatrice Traub-Werner (effective September 13, 2010)

- The Executive Committee provides leadership to Council and facilitates its efficient and effective functioning. The Executive Committee is authorized to exercise any power or perform any duty of the Council between meetings of Council, other than the power to make, amend or revoke a regulation or by-law.
- In addition to acting on behalf of Council, the Executive Committee receives and reviews reports from the investigation of mandatory reports concerning the conduct or actions of College members and makes referrals to the Discipline and Fitness to Practise Committees of the College.

- The Committee's statutory mandate also includes the approval of the Registrar's appointment of investigators.
- In 2010, the Executive Committee considered and forwarded to Council the many issues associated with the amendments to the Registration Regulation and the *Social Work and Social Service Work Act*. This included the approval of amendments to several by-laws and the approval of policies related to the use of the title "doctor."
- The Executive Committee approved the application to Human Resources and Skills Development Canada submitted by the College on behalf of the members of the Canadian Council of Social Work Regulators. The project funding was approved for the development of an entry to practise competency framework for the Canadian social work profession.

Mandatory Report Statistics

To December 31, 2010

- Total Reports Received – 101 reports received, with 16 reports received in 2010.
- 85 completed, including 10 referrals to the Discipline Committee.

FULFILLING OUR MANDATE FOCUSED ON THE FUTURE

The first Annual Meeting and Education Day provided the opportunity for members to enrich their practice and reaffirm their commitment to ethical conduct.

COMMITTED TO RESPONSIBLE GROWTH

The five year review of the *Social Work and Social Service Work Act* enabled the College to focus on the achievement of the objectives of public protection, accountability and excellence in practice.

2005

2004

DISCIPLINE COMMITTEE

Angela Yenssen, RSW, Chair

- To December 31, 2010, the Committee received 21 referrals of professional misconduct on the part of 20 members of the College, completed 18 pre-hearing conferences, and conducted 17 hearings including one hearing to remove terms, conditions and limitations previously imposed on a member's certificate of registration.
- As ordered by the Committee, summaries of the Committee's issued decisions have been published in the College's newsletter, *Perspective*, and on the College's website.

FITNESS TO PRACTISE COMMITTEE

Angela Yenssen, RSW, Chair

- To December 31, 2010, there have been no referrals to the Committee.

COMPLAINTS COMMITTEE

Norman MacLeod, Public Member, Chair

- To December 31, 2010, total complaints received – 481 complaints, 60 of which were received in 2010.
- 410 complaints disposed of, including 11 referrals to the Discipline Committee and 20 decisions requiring a member to appear to be cautioned.

REGISTRATION APPEALS COMMITTEE

Rachel Birnbaum, RSW, Chair

- 20 files were reviewed. Of these: 16 decisions with reasons were issued, 2 decisions were approved in principle and 3 reviews were adjourned.
- 7 requests for review were received.
- The Committee conducted two orientation sessions for members.

ELECTION COMMITTEE

Sylvia Pusey, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and participated in a training program with scrutineers.
- The 2010 election was held on May 27, 2010 in districts number 1, 2, and 5 with a total of 14 candidates competing for 6 positions.
- Diane Dumais, RSSW and Robert Thompson, RSW were elected in district number 1. Jack Donegani, RSSW and Ann-Marie O'Brien, RSW were elected in district number 2 and Mukesh Kowlessar, RSSW and Rita Wiltsie, RSW were elected in district number 5.

BUILDING ON A SOLID FOUNDATION

The approval of a member fee decrease, a new graduate member fee and an inactive category of membership demonstrated a responsiveness to members.

2006



2010 COMMITTEE REPORTS

STANDARDS OF PRACTICE COMMITTEE

Henk Van Dooren, RSW, Chair

- Having launched the Continuing Competence Program (CCP) and the Practice Guidelines for Medication Practices, Custody and Access Assessments, and Consent and Confidentiality with Children and Youth in 2009, the Committee was not active in 2010.

FINANCE COMMITTEE

Anita Gupta, Public Member, Chair

- The Committee explored the possibility of establishing an external Audit Committee. It was determined that the Executive Committee would continue to receive the report of the College auditor and the Finance Committee would maintain its responsibilities as set out in the College by-laws.
- The Committee oversaw the development of the 2011 – 2016 Business Plan and recommended this to Council for approval.
- The Committee met with the College's investment portfolio manager to review the College's current financial portfolio and made recommendations regarding revisions to the College's investment policy, which were approved by Council on November 22, 2010.
- The Committee reviewed the draft budget for 2011 which was presented and approved by Council on November 22, 2010.

- The Committee received reports and made recommendations to Council regarding the establishment of a registered pension plan for College employees.
- The Committee accepted the resignation of long time Committee member Glenn Thompson and acknowledged the many contributions Glenn had made to the work of the Committee.

NOMINATING COMMITTEE

Irene Comfort, RSSW, Chair

- The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the statutory committees and non-statutory committees established in the by-laws of the College.
- The Committee held an orientation meeting in August 2010 to review the statutory requirements regarding membership on the statutory committees and the requirements of committee membership for those non-statutory committees set out in by-law. The Committee also reviewed the process by which the Committee makes decisions regarding the recommendation made to Council.
- The Committee met in September to review Council member and non-Council member expressions of interest respecting membership on the statutory and non-statutory committees and made recommendations to Council on the appointment of members and chairs to each of the committees at the September 2010 Council meeting.

MOVING FORWARD WITH CHANGE

The revision of the Standards of Practice was a comprehensive and collaborative consultation process with members and other stakeholders.

2007



COMMITTEE MEMBERS

GOVERNANCE COMMITTEE

Kimberley A. Lewis, RSSW, Chair

- The mandate of the Governance Committee is to develop, maintain and review governance policies and procedures, make recommendations to Council regarding policies, procedures and changes, and perform such duties as may from time to time be determined by Council.
- The Committee researched and drafted a Code of Conduct for Council members, which was approved by Council on March 23, 2010.
- The Committee reviewed and recommended amendments to several governance policies.
- The Committee also reviewed a by-law matter at the request of Council and provided its recommendation to Council.

COLLEGE COUNCIL

Lisa Barazzutti, Public Member
Rachel Birnbaum, RSW
Susan Clark, Public Member
Greg Clarke, RSSW
Irene Comfort, RSSW
Jack Donegani, RSSW
Diane Dumais, RSSW
Anita Gupta, Public Member
Thamo Hurly, RSSW
Mukesh Kowlessar, RSSW
Kimberley A. Lewis, RSSW
Norman MacLeod, Public Member
Ann-Marie O'Brien, RSW
Lily Oddie, Public Member
Sylvia Pusey, Public Member
Sophia Ruddock, Public Member
Bob Thompson, RSW
Beatrice Traub-Werner, RSW
Henk Van Dooren, RSW
Rita Wiltsie, RSW
Angela Yenssen, RSW

NON-COUNCIL COMMITTEE MEMBERS

Kathleen Al-Zand, RSW
Mary Ciotti, RSW
Gary Cockman, RSSW
Danny Gillard, RSSW
Ken Gordon, RSW
Suzanne Hainer, RSSW
John Newman, RSSW
Summer Nudel, RSW

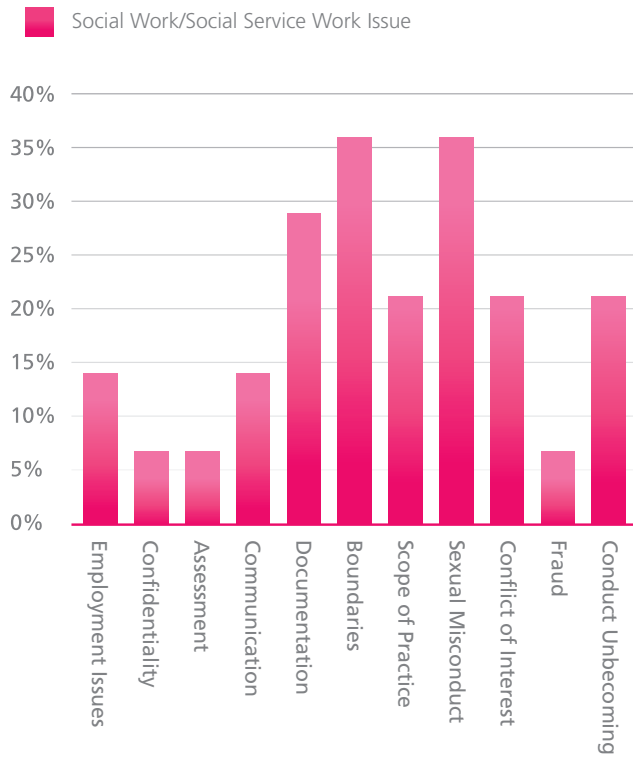


ONE DECADE CONTINUOUS GROWTH

The 10-year anniversary of the passage of the *Social Work and Social Service Work Act* demonstrated that the Ontario public's confidence in the professions' ability to self-regulate had been well placed.

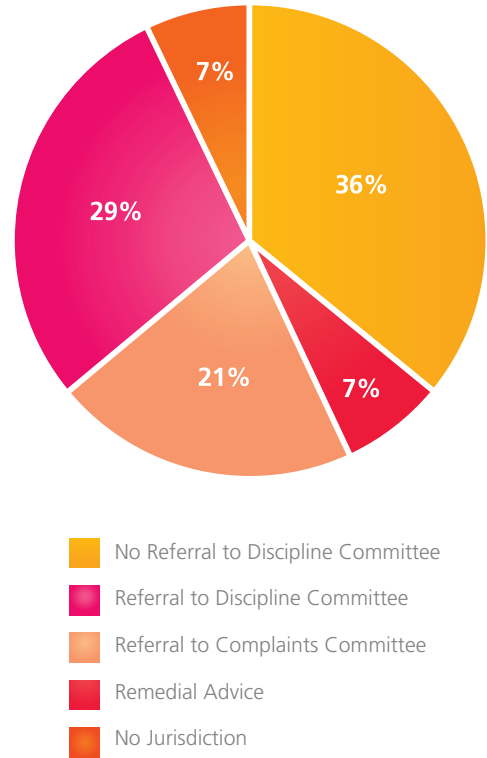
ISSUES RAISED BY REPORTS AND MANDATORY REPORTS

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

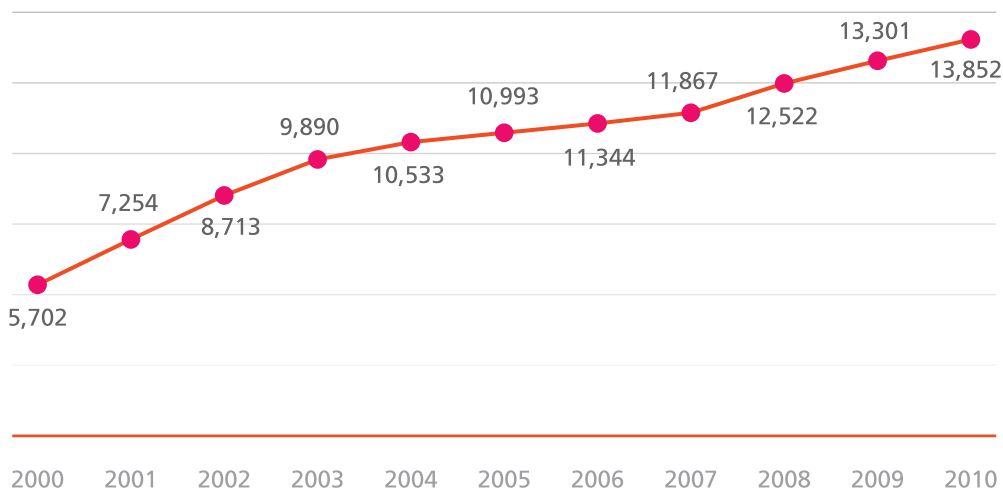


DISPOSITION OF REPORTS AND MANDATORY REPORTS

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



STATISTICS - TOTAL REGISTERED MEMBERS - 2000 TO 2010



Source:

2000 and 2001 from the Annual Report 2003

2002 to 2010 from Eva Yueh Financial Reports

PROMOTING 2009 PROFESSIONALISM

The initiation of the Continuing Competence Program demonstrated a commitment to the public to reflect upon and maintain competence in practice.

AUDITOR'S REPORTS

To the Ontario College of Social Workers and Social Service Workers

We have audited the statement of financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2010 and the statements of operations, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the College'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 College as at December 31, 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



Chartered Accountants

Licensed Public Accountants

Toronto, Canada

March 28, 2011

STATEMENT OF FINANCIAL POSITION

At December 31	2010	2009
ASSETS		
Current		
Cash	\$ 1,695,086	\$ 1,701,636
Short term investments (Cost - \$4,067,309; 2009 - \$4,356,004)	4,136,366	4,442,416
Prepaid expenses and sundry	30,066	29,451
	5,861,518	6,173,503
Long term investments	4,657,959	4,446,160
Equipment and leaseholds	310,154	381,242
	\$ 10,829,631	\$ 11,000,905
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 59,785	\$ 50,348
Deferred revenue	1,989,022	1,761,026
	2,048,807	1,811,374
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	310,154	381,242
Unrestricted net assets	8,470,670	8,808,289
	8,780,824	9,189,531
	\$ 10,829,631	\$ 11,000,905

STATEMENT OF OPERATIONS

Year ended December 31	2010	2009
Registration and application fees	\$ 3,620,816	\$ 3,478,740
Expenses		
Salaries and benefits	2,282,354	2,216,325
Legal	365,173	189,463
Premises rent	299,130	271,193
Advertising and promotion	251,988	160,746
Council and committee meetings	214,941	177,082
Printing and stationery	181,678	57,886
Postage and courier	138,060	118,099
Bank charges	109,512	98,210
Professional development	68,688	44,154
Office supplies	57,676	58,509
Leasing and maintenance	51,440	40,232
Election	50,356	30,443
Consulting	50,021	100,936
Telephone	26,809	22,524
Insurance	24,811	27,310
Audit and accounting	23,609	16,742
Translation	12,711	13,671
Website	10,007	22,659
Amortization	154,331	187,588
	4,373,295	3,853,772
Deficiency of revenue over expenses before other income	(752,479)	(375,032)
Other income		
Investment income	343,772	187,793
	343,772	187,793
Deficiency of revenue over expenses	\$ (408,707)	\$ (187,239)

www.ocswssw.org

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