



Ontario College of
Social Workers and
Social Service Workers

engaging the public
enhancing awareness

2017 annual report





Vision

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.

Mission

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 ethical and professional practice.

Joint Message from the President & the Registrar



Shelley Hale, RSSW, President



Lise Betteridge, MSW, RSW, Registrar

2017 was very productive and rewarding for the College, as we continued to engage stakeholders across Ontario and further enhance public awareness about the College and its role. These ongoing activities fall within the College's strategic priorities and help us to fulfill our primary duty of serving and protecting the public interest.

Engagement and dialogue were invaluable as the College continued its work with government stakeholders. This past year, the College achieved a major milestone when the Government of Ontario proclaimed the controlled act of psychotherapy – the College's first controlled act. As a result of proclamation, registered social workers and registered social service workers may now perform the controlled act of psychotherapy and use the title "psychotherapist", provided they do so in compliance with the *Social Work and Social Service Work Act, 1998 (SWSSWA)*, the regulations and bylaws. Proclamation of the controlled act of psychotherapy is a pivotal moment in the College's history, and the culmination of years of engagement with our government and regulatory-sector stakeholders.

In 2017, we were very pleased to learn that the Government had approved proposed amendments to the Registration Regulation made under the SWSSWA which include, among other changes, the creation of a new retired class of certificate of registration. We also engaged proactively with the Ministry of Children and Youth Services (MCYS), to respond

to proposed regulations under the *Child, Youth and Family Services Act, 2017* which relate to the qualifications of Children's Aid Society staff and adoption/ adoption licensing. This recent and ongoing engagement with the MCYS highlights the need for the College to be at the table when regulations that affect the College's ability to carry out its important public protection mandate are proposed.

The College's education and outreach activities brought us to all corners of the Province. We were delighted to have hundreds of members attend – in-person and online – our Annual Meeting and Education Day (AMED) in Toronto, and Educational Forums in Kitchener and Sudbury. The success of these educational events was bolstered by the tireless work of College Council members and staff. The College's Professional Practice staff delivered over 50 presentations across Ontario to members, educators, students and employers. In 2017, the College launched its employer outreach campaign, in which we successfully used digital communications and in-person events to reach employers of social workers and social service workers. Technology, including social media, continues to play a major role in the College's outreach efforts as we seek to engage stakeholders in the growing digital space.

We would like to take this opportunity to say goodbye to Council members Sharmaarke Abdullahi, Public Member, Greg Clarke, RSSW, Rose-Marie Fraser, RSW and Beatrice Traub-Werner, RSW. Thank you for your hard work and dedication. Council also welcomed newly appointed member Rick Lamb, Public Member, and newly elected members Charlene Crews, RSSW, Toula Kourgiantakis, RSW and Vinita Puri, RSW.

In 2017, we charted new ground and built many bridges. We are proud of our success and will continue to engage stakeholders and enhance awareness of our important public protection mandate.

2017 Accomplishments

The strategic priorities listed below are taken from the College's 2016-2019 Strategic Plan:

Strengthen Stakeholder and Public Awareness

- Increased overall membership to 20,008 (17,531 social work members, 2,277 social service work members and 200 dual members) as of December 31, 2017.
- Registered 1,588 social work members and 443 social service work members, including 1,034 new graduates, for a total of 2,031 new members.
- Attained a 95% rate of renewal of College members.
- Increased online membership renewals by 5.2% in 2017.
- Held Educational Forums for members in Kitchener and Sudbury.
- Hosted 486 participants, and reached approximately 90 others via live webcast, at the 2017 Annual Meeting and Education Day (AMED).
- Distributed two issues of the *Perspective* newsletter to members and stakeholders in the spring and fall.
- Launched website version of *Perspective*.
- Updated the College website regularly, including revisions to the Complaints and Discipline, Professional Practice, and Employers website sections.
- Emailed 70 eBulletins to members and stakeholders.
- Increased our total social media following to 4,546 as of December 31, 2017, which represents a 79% increase over the previous year.
- Initiated an employer outreach campaign, which included online advertising to social work and social service work employers, an interactive quiz and the launch of the *Employer Communiqué*, a quarterly publication for employers of social workers and social service workers.

Key Accomplishment: Registration Regulation

- New retired class of certificate of registration
- Improved regulatory effectiveness



- Hosted Employer Roundtables in Thunder Bay and Windsor.
- Launched College Facebook page and expanded the College's social media strategy.
- Migrated website to a new platform to improve usability and efficiency.
- Created a French URL, otsttso.org, for the College's French website.
- Met with the Ministry of Health and Long-Term Care (MOHLTC) and the Ministry of Community and Social Services (MCSS) staff to discuss upcoming changes to the *Long-Term Care Homes Act* related to expanding the ability of long-term care homes to disclose personal information to regulatory colleges.
- Invited the Minister of Community and Social Services to provide welcoming remarks at AMED.
- Consulted with the Ministry of Government and Consumer Services about the criteria for change of sex designation on a birth registration.
- Participated in a series of webinars with the MOHLTC to discuss medical assistance in dying (MAID).
- Provided input to the Ministry of Advanced Education and Skills Development regarding changes to Ontario's social service worker programs.
- Attended consultations with the Ministry of Children and Youth Services regarding the Motherisk Commission.
- Consulted with the MOHLTC on OHIP plus.
- Made a written submission to the Council of Canadian Academies' expert panel on MAID.
- The Registrar issued a public response to a CBC Marketplace investigation into diploma mills.

Key Accomplishment: Employer Outreach Campaign

- *Employer Communiqué* newsletter
- Digital advertising
- Interactive employer quiz

Key Accomplishment: 53 Professional Practice Presentations

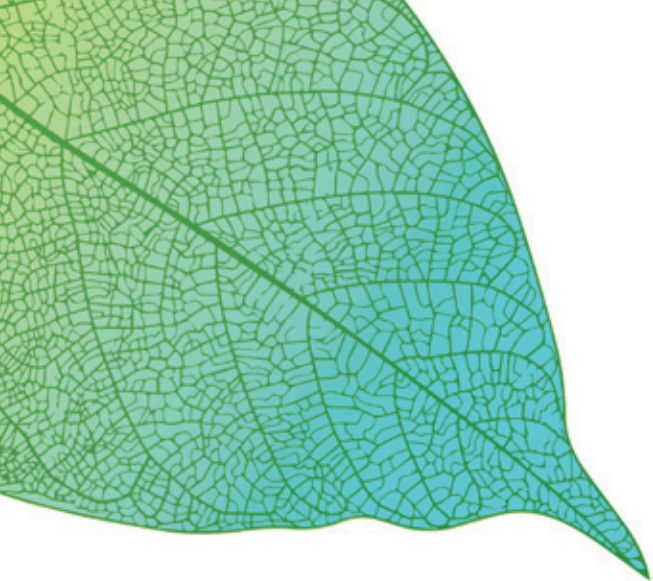
- Provided comments to the Ontario College of Teachers on their Professional Advisory on Responding to the Bullying of Students and the College of Massage Therapists of Ontario's new Standards for Maintaining Professional Boundaries and Preventing Sexual Abuse.
- Made a submission to the Health Professions Regulatory Advisory Council regarding the regulation of Applied Behavioural Analysis (ABA) providers.
- Developed information packages for academic institutions, including postcards, posters and other resources and materials.

Uphold Ethical and Professional Practice

- Communicated with members and other stakeholders via eBulletins and the College website regarding the proclamation of the controlled act of psychotherapy.
- Published the *Practice Guidelines for Performing the Controlled Act of Psychotherapy* (with revisions) and approved revisions to the Standards of Practice related to the controlled act of psychotherapy.
- Provided 3,037 practice consultations to members and the public, with the most common inquiries related to scope of practice, consent/confidentiality/duty to warn, and the Continuing Competence Program (CCP).

- Achieved a 98.89% compliance rate in the 2016 CCP.
- Implemented changes to the CCP and created a new promotional CCP video, which is available on the College website.
- Delivered 53 presentations to social work and social service work programs, and members in all five electoral districts.
- Staffed a booth at six career fairs and participated on three discussion panels.
- Developed Practice Notes called "Setting the Table - Issues to Consider When Initiating Client Conversations" and "Professional and Ethical: Communication Technology Practices and Policies for a Digital World".
- Developed, at the request of the Office of the Chief Coroner, a *Perspective* newsletter article for members addressing one of the recommendations of the Domestic Violence Death Review Committee (DVDRC).





Key Accomplishment: Controlled Act of Psychotherapy

- The College's first controlled act

Maintain Effective Governance

- Held Council elections in Electoral District No. 3.
- Developed "Pathway" tool for members of discipline panels who are elected to the Executive Committee.
- Approved strategy to develop a risk management framework.
- Ensured College resources complied with accessibility standards.
- Revised College application forms with respect to gender/ gender identity.

Achieve Regulatory Effectiveness

- Updated College database to improve the member experience and expand service delivery.
- Submitted proposed amendments to the Registration Regulation to the Ministry of Community and Social Services (MCSS) and engaged regularly with the MCSS and the Minister's office.

- Continued to engage with the Ministry of Health and Long-Term Care and other regulatory colleges regarding the proclamation of the controlled act of psychotherapy.

- Met with the Chair and the Board of, and made a written submission to, the Health Professions Regulatory Advisory Council regarding the controlled act of psychotherapy.

- Communicated with the Minister of Children and Youth Services and made a formal submission regarding proposed regulations under the *Child, Youth and Family Services Act, 2017* related to the qualifications of Children's Aid Society staff and adoption/ adoption licensing.

- Participated with other Canadian social work regulators in meetings of the Canadian Council of Social Work Regulators (CCSWR). The Registrar was elected Vice-President of the CCSWR Executive and acted as Treasurer on an interim basis.

- In September, the Registrar met with other Canadian social work registrars at an annual meeting to discuss shared operational and regulatory issues.

- The Director of Complaints & Discipline delivered a presentation called "Self-Rep Self-Help: The Challenges of Unrepresented Litigants in Professional Discipline Proceedings" at the Canadian Network of Agencies for Regulation (CNAR) conference in October 2017.

- The Registrar moderated a panel called “Sexual Abuse: Regulator’s Scorecard in Achieving Zero Tolerance” at the annual Council on Licensure, Enforcement and Regulation (CLEAR) conference in September 2017.
- The Registrar and Deputy Registrar moderated sessions at the CNAR and CLEAR conferences.
- Supported the work of the Complaints and Executive Committees in conducting regulatory investigations and issuing decisions and reasons pursuant to the *Social Work and Social Service Work Act, 1998* (SWSSWA).
- Supported the work of the Discipline and Fitness to Practise Committees in conducting regulatory hearings and pre-hearing conferences pursuant to the SWSSWA and the rules of procedure of the Discipline and Fitness to Practise Committees.
- Published Discipline Committee decisions and reasons as ordered by the Discipline Committee on the College website and in the *Perspective* newsletter.
- Monitored member undertakings as well as orders from the Discipline and Fitness to Practise Committees.
- Enhanced the process for addressing title protection concerns.
- Developed new business templates and processes to enhance the processing of complaints and reports.

Key Accomplishment: 20,000 + Members

Key Accomplishment: OCSWSSW Database Upgrades

- Enhanced member experience
- Better service delivery

2017 Committee Reports

Executive Committee

Shelley Hale, RSSW, President

Thomas Horn, RSW, Vice-President

Déirdre Smith, Public Member, Vice-President

Judy Gardner, RSSW

David Hodgson, Public Member

Lisa Seburn, RSW

- The Executive Committee provides leadership to Council and facilitates its efficient and effective functioning. The Executive Committee is authorized to exercise any power or perform any duty of the Council between meetings of Council, other than the power to make, amend or revoke a regulation or bylaw.
- In addition to acting on behalf of Council, the Executive Committee receives and reviews reports from the investigation of mandatory reports concerning the conduct or actions of College members and makes referrals to the Discipline and Fitness to Practise Committees of the College.
- The Committee's statutory mandate also includes the approval of the Registrar's appointment of investigators.
- In 2017, the Executive Committee considered and forwarded to Council many matters that are described in the achievements noted elsewhere in this Report.

Mandatory Report Statistics

- 18 reports were received and considered in 2017 and 17 reports investigations were closed.
- Nine decisions and reasons were issued in 2017.
- The Executive Committee made seven referrals to the Discipline Committee.
- The Executive Committee made one referral to the Fitness to Practise Committee.

Discipline Committee

Sophia Ruddock, Public Member, Chair

- To December 31, 2017, the Discipline Committee received 11 referrals, held eight hearings and four pre-hearing conferences, and issued 10 written decisions.
- As ordered by the Discipline Committee, summaries of the Committee's issued decisions have been published in the College's official publication and on the College website and in any other manner or outlet for publication that the College deems appropriate.
- The Discipline Committee worked on revising the rules of procedure of the Discipline Committee to take effect in 2018.

Fitness to Practise Committee

Sophia Ruddock, Public Member, Chair

- To December 31, 2017, the Fitness to Practise Committee received one referral, held one hearing and issued one decision.
- The Fitness to Practise Committee worked on developing the rules of procedure of the Fitness to Practise Committee, to take effect in 2018.

Complaints Committee

Sue-Ellen Merritt, RSSW, Chair

- In 2017, the Complaints Committee opened 49 complaints investigations and closed 64 complaints investigations.
- The Complaints Committee released 62 written decisions and reasons.
- The Complaints Committee made four referrals to the Discipline Committee.

Registration Appeals Committee

Judy Gardner, RSSW, Chair

- Eight requests for review were received in 2017 (six social work, two social service work).
- The Committee considered 11 requests for review (nine social work, two social service work): five decisions with reasons were issued; four decisions were approved in principle; one request was withdrawn; and one request

for an extension of time to request a review was granted.

Election Committee

Lily Oddie, Public Member, Chair

- The Committee reviewed election documents, questionable nominations and ballots, and participated in a training program with scrutineers.
- The entire election process was once again available online, including the call for nominations and the voting process.
- Election podcasts were developed for the 2017 election, which provided information on how to be nominated to Council as well as new Council member impressions.
- Congratulations to Toula Kourgiantakis, RSW, Vinita Puri, RSW, Charlene Crews, RSSW and Judy Gardner, RSSW, who were elected to three-year terms beginning September 2017.

Standards of Practice Committee

Angèle Desormeau, RSSW, Chair

- The Standards of Practice Committee considers and reviews the Standards of Practice and guidelines, recommends to Council a process for consulting members in connection with the Standards of Practice and guidelines, and implements or oversees, in accordance with Council's direction, a consultation process.

- The Committee recommends, for the approval of Council, changes to the College's Standards of Practice and adoption of guidelines which relate to the Standards of Practice. The Committee also recommends printed and other material in order to communicate the Standards of Practice and guidelines to members of the College.
- The Committee performs such other duties from time to time as may be determined by Council.
- In 2017, the Committee considered the Association of Social Work Boards' (ASWB) Draft Model Regulatory Standards for Technology and Social Work Practice. A Practice Note to further highlight technology-related practice issues was developed to complement current College resources that address members' use of technology.
- The Committee began a process to consider the need for further resources in the area of cultural diversity.
 - financial policies and fiscal plans
 - policies for the investment of funds
- The Committee regularly reviewed the College's financial statements and the statements of the College's current financial portfolio.
- The Committee also reviewed policies related to the management of College finances.
- At the recommendation of the Committee, Council received an orientation on the College's finances and the Council's fiduciary responsibilities provided by the College's auditor at the September 2017 Council meeting.
- The Committee directed the process for the development of the 2018 annual budget and work plan. This included a recommendation for a \$10 increase in general membership fees for 2018. The Chair of the Finance Committee presented the 2018 draft budget and work plan to Council and it was approved at the December 2017 Council meeting.

Finance Committee

Mukesh Kowlessar, RSSW, Chair

- The Finance Committee makes recommendations to Council on matters related to the College's financial planning, financial management and asset management including:
 - the annual operating budget
 - internal financial controls

Nominating Committee

Frances Keogh, RSW, Chair

- The Nominating Committee makes recommendations to Council on the appointment of members and chairs to each of the statutory committees and non-statutory committees established in the bylaws of the College.

- The Committee held an orientation meeting in August 2017 to review the statutory requirements regarding membership on the statutory committees and the requirements of Committee membership for those non-statutory committees set out in bylaw.
- The Committee met in September 2017 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 2017 Council meeting.

Governance Committee

Déirdre Smith, Public Member, Chair

- The mandate of the Governance Committee is to develop, maintain and review governance policies and procedures; make recommendations to Council regarding policies, procedures and changes; and perform such duties as may from time to time be determined by Council.
- The Committee reviewed and recommended amendments to a number of Governance policies in accordance with the review cycle.
- The Committee continued to implement objectives from the 2016-2019 Strategic Plan approved by Council in May 2016.

Titles and Designations Committee

Linda Danson, RSW, Chair

- The Titles and Designations Committee considers appeals submitted by members (appellants) within 30 days after being notified by the College that the Registrar has determined that the appellant does not hold an earned doctorate in social work, as defined by subsection 47.3(2) of the *Social Work and Social Service Work Act, 1998*.
- The Titles and Designations Committee delivers its decision in writing to the appellant and the Registrar. The decision of the Titles and Designations Committee is final and binding and no further appeal is allowed.

Corporations Committee

Thomas Horn, RSW, Chair

- The Corporations Committee considers appeals submitted by the corporation within 30 days after being notified of the matter by the College. The Committee delivers its decision either to the Registrar and/or to the appellant.
- The decision of the Corporations Committee is final and no further appeal is allowed.

2017-18 College Council

College Council

Amanda Bettencourt, RSSW

Charlene Crews, RSSW

Linda Danson, RSW

Angèle Desormeau, RSSW

Lisa Foster, Public Member

Judy Gardner, RSSW

Shelley Hale, RSSW

David Hodgson, Public Member

Thomas Horn, RSW

Frances Keogh, RSW

Toula Kourgiantakis, RSW

Mukesh Kowlessar, RSSW

Andy Kusi-Appiah, Public Member

Richard (Rick) Lamb, Public Member

Sue-Ellen Merritt, RSSW

Lily Oddie, Public Member

Donald Panton, RSW

Vinita Puri, RSW

Sophia Ruddock, Public Member

Lisa Seburn, RSW

Déirdre Smith, Public Member

Non-Council Members

Huda Alsarraj, RSW

Greg Clarke, RSSW

Gary Cockman, RSSW

Nancy Friedman, RSW

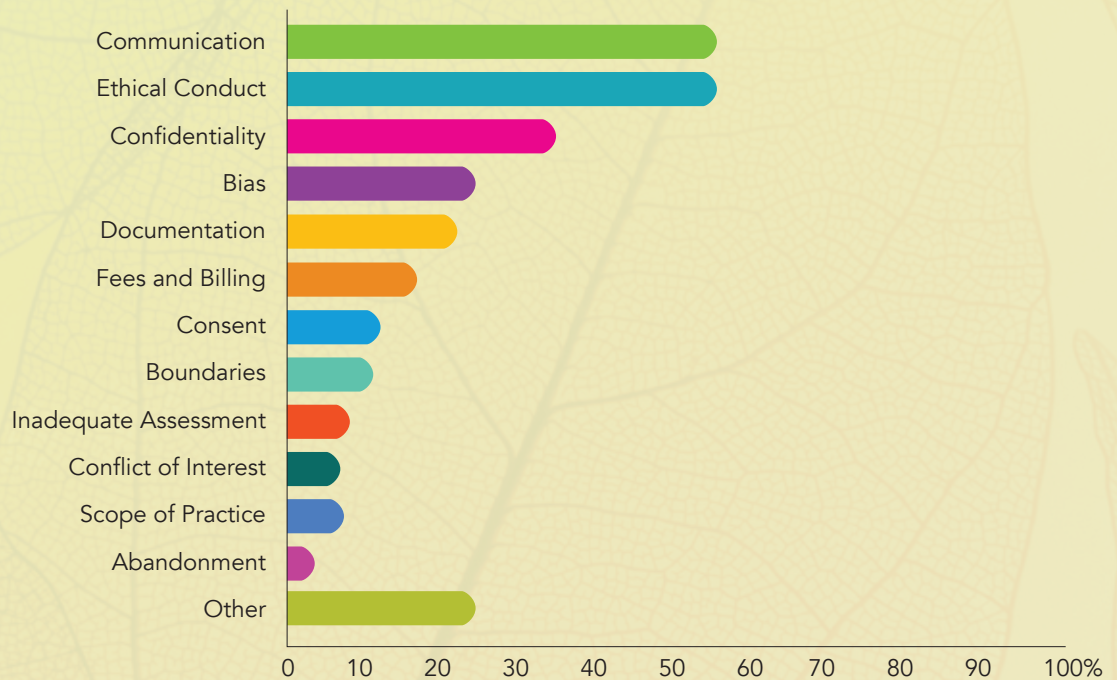
Reva Katz-Ulster, RSW

Rita Silverthorn, RSW

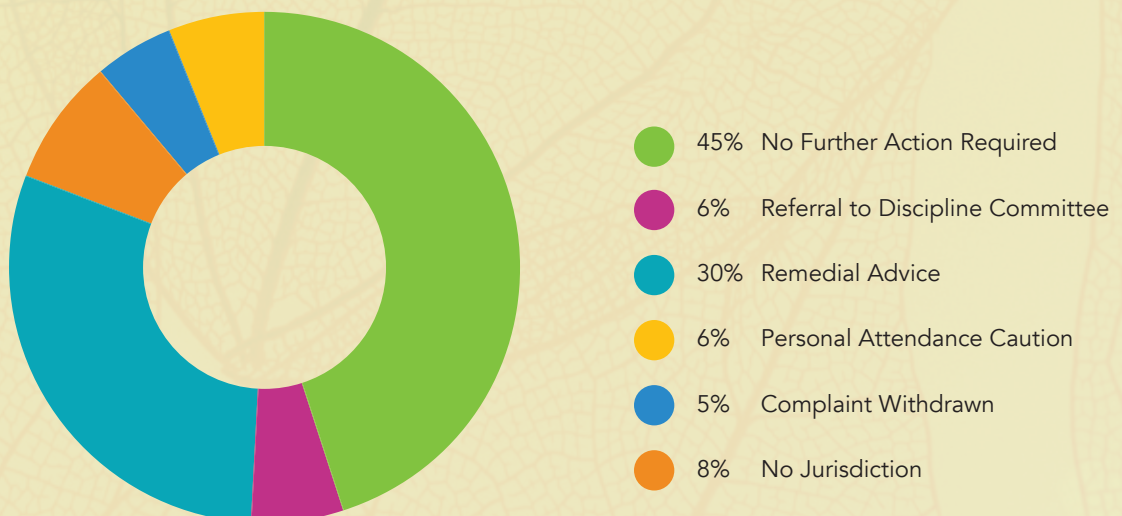
Robert Thompson, RSW

Issues Raised by Complaints

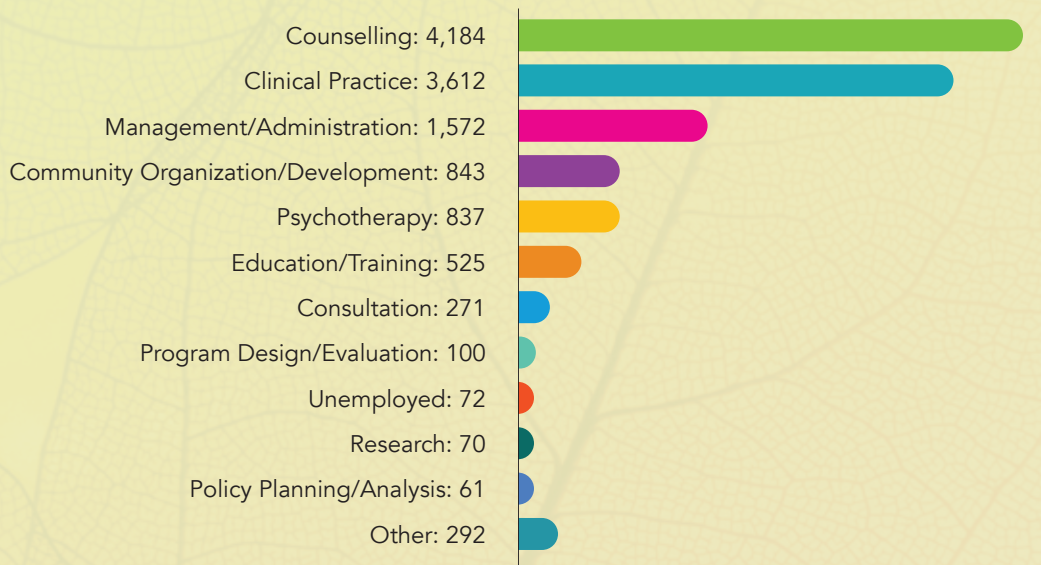
NB: Complaints often raise several social work/social service work issues



Disposition of Complaints

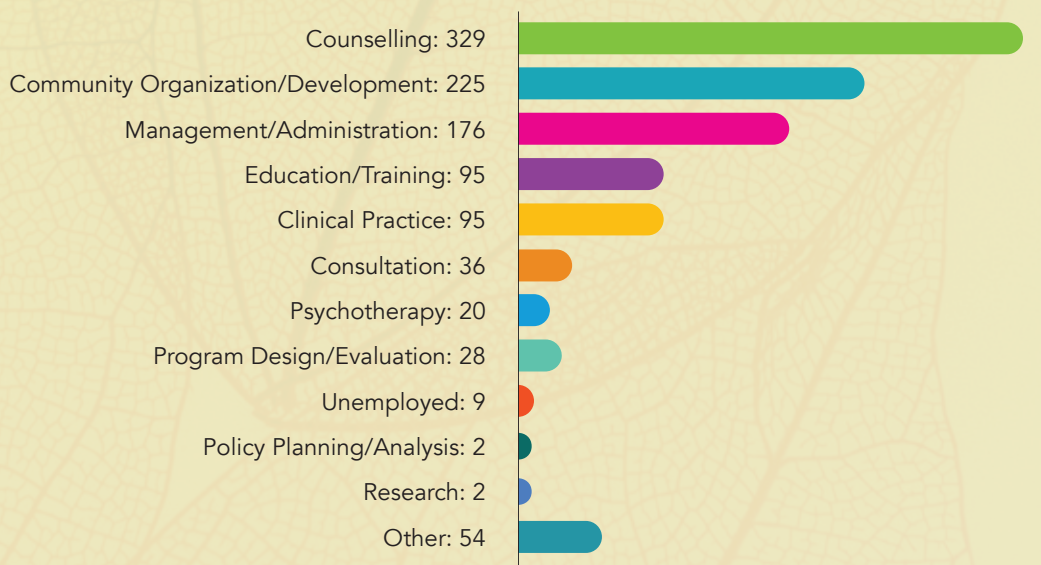


Primary Employment Function Registered Social Workers



Note: This information is provided voluntarily by members.

Primary Employment Function Registered Social Service Workers



Note: This information is provided voluntarily by members.

Independent Auditors' Report

To the Ontario College of Social Workers and Social Service Workers

We have audited the accompanying financial statements of Ontario College of Social Workers and Social Service Workers, which comprise the statement of financial position as at December 31, 2017 and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and

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

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

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Ontario College of Social Workers and Social Service Workers as at December 31, 2017, and the results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Crowe Soberman LLP

Chartered Professional Accountants
Licensed Public Accountants

Toronto, Canada

April 12, 2018

Financial Statements

Statement of Financial Position

At December 31	2017	2016
Assets		
Current		
Cash	\$ 2,701,905	\$ 2,114,059
Short-term investments	1,575,494	1,673,230
Prepaid expenses and sundry	80,475	80,118
Interest receivable	21,114	23,880
	4,378,988	3,891,287
Long-term investments	4,559,178	4,958,615
Equipment and leaseholds	942,544	706,031
	\$9,880,710	\$ 9,555,933
Liabilities		
Current		
Accounts payable and accrued charges	\$ 814,863	\$ 186,461
Deferred revenue	3,433,193	2,915,535
	4,248,056	3,101,996
Commitments and contingencies		
Net Assets		
Net assets invested in equipment and leaseholds	942,544	706,031
Unrestricted net assets	4,690,110	5,747,906
	5,632,654	6,453,937
	\$ 9,880,710	\$ 9,555,933

Statement of Operations

Year ended December 31	2017	2016
Registration and application fees	\$ 5,836,025	\$ 5,201,924
Expenses		
Salaries and benefits	3,448,355	3,417,337
Legal	1,265,190	584,844
Premises rent	766,358	794,133
Council and committee meetings	227,941	232,399
Bank charges	143,249	129,590
Advertising and promotion	131,787	198,546
Consulting	120,342	89,478
Professional development	91,234	74,530
Office supplies	81,124	88,387
Leasing and maintenance	79,555	80,418
Postage and courier	42,618	43,333
Telephone	34,798	31,620
Audit and accounting	34,352	37,403
Website	33,445	1,028
Printing and stationary	26,930	27,320
Insurance	25,543	25,543
Translation	16,340	12,903
Election	4,295	5,451
Amortization	213,457	157,235
	6,786,913	6,031,498
Deficiency of revenue over expenses before investment income	(950,888)	(829,574)
Investment income	129,605	147,235
Deficiency of revenue over expenses	\$ (821,283)	\$ (682,339)

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





ocswssw.org

Ontario College of Social Workers and
Social Service Workers

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

Phone: 416.972.9882

Toll-Free: 1.877.828.9380

Fax: 416.972.1512