



Ontario College of
Social Workers and
Social Service Workers



ANNUAL REPORT 2016

THE
NEXT >>>
CHAPTER

 **THIS IS OUR 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.

 **THIS IS OUR 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



Beatrice Traub-Werner
MSW, RSW
President



Lise Betteridge
MSW, RSW
Registrar

THE NEXT CHAPTER

The past year has been a transformative period for the College. After engaging in an in-depth strategic planning process throughout the spring, the College published its four-year Strategic Plan. We feel confident that the new Strategic Plan addresses critical issues faced by the College and its members and accurately reflects the College's strategic priorities moving forward. We have consulted about, and responded to, new legislation dealing with topics such as psychotherapy, Medical Assistance in Dying, privacy, and the electronic health record, which impacts our members and the regulatory sector as a whole. We are pursuing amendments to the Registration Regulation made under the *Social Work and Social Service Work Act* which include, among other things, the elimination of the provisional category of registration and the creation of a new retired category. Technological innovation and change remain the norm. If the College's history can be seen as a story, then 2016 is a chapter marked by continued change.

One theme that will never change, however, is the College's unwavering commitment to its mandate of protecting the public interest through the regulation of the practice of social work and social service work. Over the past year, the College has made great strides in maintaining effective governance and achieving maximum regulatory effectiveness. One example is the College's work with other colleges and the Ministry of Health and Long-Term Care to clarify the controlled act of psychotherapy in an effort to move this

important issue forward. We have taken an active role in the regulatory sector, both nationally and provincially, which included renewing our commitment to the Canadian Council of Social Work Regulators and hosting the Annual Meeting of Canadian Social Work Registrars. We continue to work with the Ontario Association of Social Workers (OASW), the Ontario Social Service Worker Association (OSSWA) and educators, among other stakeholders, to ensure that important issues that affect the public and our members are regularly discussed.

In 2016, the College Council approved amendments to the Continuing Competence Program (CCP) that responded to recommendations from an evaluation of the program. The CCP is a key College program which ensures that all College members remain competent, current and ethical in their practice. We are very pleased to launch the revised CCP and would like to express again our thanks to everyone who participated in the CCP evaluation.

We would like to take this opportunity to say goodbye to Council members Gary Cockman, RSSW, Jennifer Hamilton, RSSW, Mary Long, RSSW, Darren Madahbee, RSSW, John Pretti, RSW, Bob Thompson, RSW, and Anna Walsh, Public Member. Thank you for your hard work and dedication. Council also welcomed newly elected members Amanda Bettencourt, RSSW, Angèle Desormeau, RSSW, Frances Keogh, RSW, Mukesh Kowlessar, RSSW, Sue-Ellen Merritt, RSSW, and Lisa Seburn, RSW.

The College continues its efforts to seek ways to better engage with its stakeholders and promote our important public protection mandate. We were very pleased that hundreds of members from across the province joined us for the 2016 Annual Meeting and Education Day (AMED) in Toronto, and the Educational Forums in Dryden, Thunder Bay and Windsor. Part of the College's Glenda McDonald Educational Series, these events were made more accessible to participants through webcasting and social media. Outreach and engagement are important priorities for the College in the year ahead, and we will continue to seek new opportunities to maximize our use of technology.

Irish playwright George Bernard Shaw once noted that "progress is impossible without change." With these words in mind, we turn the page on 2016, a year in which much was accomplished. We look forward to working with our stakeholders in what looks to be a promising new chapter in the College's growth and development.

> 2016 ACCOMPLISHMENTS

PROFESSIONAL PRACTICE AND EDUCATION

- Provided 2,622 practice consultations to members and the public, with the most common inquiries related to consent/confidentiality/duty to warn, scope of practice, and documentation.
- Responded to over 400 Continuing Competence Program (CCP) inquiries.
- Achieved a 98.93% compliance rate in the 2015 CCP.
- Delivered 23 presentations to social work and social service work programs, and to members.
- Staffed a booth at two career fairs, and participated on four discussion panels.
- Held Educational Forums in Thunder Bay, Dryden and Windsor.
- Hosted over 500 participants, and reached approximately 200 members via live webcasts, at the 2016 Annual Meeting and Education Day (AMED).

- Created new promotional materials and student presentation evaluations.
- Developed new resources for members, including Practice Notes and articles on the Duty to Report under the *Child and Family Services Act*, and Medical Assistance in Dying (MAID).
- Revised the CCP based on recommendations from an evaluation of the program, which included feedback from members and other stakeholders.

COMMUNICATIONS AND MARKETING

- Distributed two issues of the *Perspective* newsletter to members and stakeholders in the spring and fall.
- Updated the College website regularly and emailed approximately 48 eBulletins between issues of the newsletter.
- Published the College's 2016-2019 Strategic Plan and Strategy Map on the College website.
- Acquired 2,545 social media followers (Twitter, LinkedIn and YouTube) as of December 31, 2016, which represents a 29.78% annual increase.

> "Over the past year, the College has made great strides in maintaining effective governance and achieving maximum regulatory effectiveness."

MEMBERSHIP AND REGISTRATION

- Registered 1,392 social work members and 402 social service work members, including 938 new graduates, for a total of 1,794 new members.
- Created a more user-friendly Registration section on the College website.
- Increased overall membership (registered and inactive) to 18,945 as of December 31, 2016.
- Attained a 94.5% rate of renewal of College members.
- Increased online renewal rate from 64% in 2015 to 89% in 2016.

RESPONSES TO LEGISLATION

- 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.
- Made a submission to the Standing Committee considering Bill 119 and met with the Minister's staff, MCSS, the Ministry of Health and Long-Term Care (MOHLTC) and eHealth regarding the College's concerns.

- Engaged a government relations firm to assist the College in ensuring ongoing visibility for the College.
- Worked collaboratively with the other colleges whose members will have access to the controlled act of psychotherapy, once proclaimed, to develop a clarification document which would enable the MOHLTC to move toward proclamation.

STAKEHOLDER RELATIONS

- Invited The Honourable Dr. Helena Jaczek, Ontario's Minister of Community and Social Services, to provide welcoming remarks at AMED.
- Engaged with and collected feedback from stakeholders, including educators, employers and other regulators, to produce the College's 2016-2019 Strategic Plan.
- Liaised with SSW coordinators and SW deans and directors regarding the registration process and current issues.
- Worked with the Association of Social Work Boards (ASWB) to distribute their Practice Analysis Survey to College members.
- Participated on the Steering Committee of the Social Worker and Social Service Worker Professional Development Fund (SWSSWPDF).
- Engaged with the Ontario Association of Social Workers (OASW) to discuss areas of mutual interest and concern, including title protection and holding out issues, Bill 119, and psychotherapy.

› “The College continues its efforts to seek ways to better engage with its stakeholders and promote our important public protection mandate.”

- Supported the OASW's Provincial Conference through Platinum-level sponsorship and by attending and hosting a booth at the event.
- Hosted the annual meeting of Canadian Social Work Registrars.
- Provided a response to the College of Medical Laboratory Technologists' request for feedback regarding proposed amendments to its bylaws.
- Responded to the College of Psychologists of Ontario's consultation on its draft Standards of Professional Conduct.
- The Registrar participated in a panel discussion on crisis management at the Canadian Network of Agencies for Regulation (CNAR) conference; presented on public awareness and labour mobility at the ASWB Spring Educational Meeting; participated on an interdisciplinary regulatory college panel as part of inter-professional rounds at the Markham-Stouffville Hospital; and presented on the CCP to the College of Early Childhood Educators' Standards of Practice Committee.
- The Deputy Registrar moderated a session on international regulatory models at the Council on Licensure, Enforcement and Regulation (CLEAR) conference as well as several sessions at CNAR.
- Engaged with a range of regulatory networking groups, including the Investigations, Discipline and Enforcement Association (IDEA) networking group; the Ontario Regulators for Access Consortium

(ORAC); the Ontario Policy Regulators' Network (OPRN); the Registration Exchange Group; the Quality Assurance Working Group (QAWG); the Regulatory Communicators Network; The HR Networking Group; and the Practice Advisors' Networking Group.

COMPLAINTS AND DISCIPLINE

- Received and processed 61 new complaints on behalf of the Complaints Committee.
- Supported the work of the Complaints Committee in issuing 114 complaints decisions and reasons.
- Received and processed 17 reports on behalf of the Executive Committee.
- Supported the work of the Executive Committee in issuing 21 report decisions and reasons.
- Conducted regulatory investigations resulting in 14 referrals to the Discipline Committee.
- Conducted health inquiries resulting in two referrals to the Fitness to Practise Committee.
- Held 15 discipline hearings and three pre-hearing conferences.
- Published Discipline Committee decisions and reasons as ordered by the Discipline Committee.
- Developed a stakeholder engagement strategy for implementation in 2017.

> 2016 COMMITTEE REPORTS

EXECUTIVE COMMITTEE

Beatrice Traub-Werner, RSW, President

David Hodgson, Public Member,
Vice-President

Greg Clarke, RSSW, Vice-President

Thomas Horn, RSW

Déirdre Smith, Public Member

Shelley Hale, RSSW

- 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 2016, the Executive Committee considered and forwarded to Council many matters that are described in the achievements described elsewhere in this Report.

MANDATORY REPORT STATISTICS

- 17 reports have been received and considered in 2016.
- 21 decisions and reasons were issued in 2016.
- The Executive Committee made five referrals to the Discipline Committee.
- The Executive Committee made two referrals to the Fitness to Practise Committee.

DISCIPLINE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2016, the Committee received 14 referrals, conducted three pre-hearing conferences, held 15 discipline hearings and issued seven 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's website and in any other manner or outlet for publication that the College deemed appropriate.

FITNESS TO PRACTISE COMMITTEE

Sophia Ruddock, Public Member, Chair

- To December 31, 2016, the Committee received two referrals. Hearing dates for both referrals are pending.

COMPLAINTS COMMITTEE

Greg Clarke, RSSW, Chair

- In 2016, the Complaints Committee received and considered 61 complaints.
- 114 decisions and reasons were issued in 2016.
- Nine referrals have been made to the Discipline Committee.

REGISTRATION APPEALS COMMITTEE

Lily Oddie, Public Member, Chair

- The Committee considered 10 requests for review (seven social work, three social service work): seven decisions with reasons were issued; two decisions were approved in principle; and one request was adjourned pending additional information.
- Four requests for review were received in 2016 (three social work, one social service work).

ELECTION COMMITTEE

Thomas Horn, RSSW, Chair

- The Committee reviewed election documents, questionable nominations and questionable ballots, and participated in a training program with scrutineers.
- In 2016 the entire election process was available online, including the Call for Nominations and the voting process. This was extremely successful and voter turnout was at 20%, which is an all-time high.

- Congratulations to Lisa Seburn, RSSW, Electoral District No. 1; Angèle Desormeau, RSSW, Electoral District No. 1; Linda Danson, RSSW, Electoral District No. 2; Shelley Hale, RSSW, Electoral District No. 2; Frances Keogh, RSSW, Electoral District No. 5; and Mukesh Kowlessar, RSSW, Electoral District No. 5.
- Amanda Bettencourt, RSSW, and Sue-Ellen Merritt, RSSW, filled two vacancies for Social Service Workers in Electoral District No. 4 in 2016.

STANDARDS OF PRACTICE COMMITTEE

Shelley Hale, 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 also recommends, 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. The Committee also recommends printed and other material in order to communicate 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 2016, the Committee reviewed draft revisions to the Continuing Competence Program (CCP) documents and recommended that the proposed revisions to the CCP be forwarded to Executive and then to Council for its consideration. The Committee also recommended that the revised CCP documents, along with the evaluation report, be posted online once approved by Council.
- In 2016, the Committee began to consider the Association of Social Work Boards' (ASWB) Draft Model Regulatory Standards for Technology and Social Work Practice and how they might be best integrated into College resources, directing staff to conduct an environmental scan and to prepare a discussion paper outlining the different options available to the Committee.
- The Committee regularly reviewed the College's financial statements and the statements of the College's current financial portfolio.
- The Committee 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 on September 8, 2016.
- The Committee directed the process for the development of the 2017 annual budget and work plan. This included a recommendation for a \$20 increase in general membership fees for 2017. The Chair of the Finance Committee presented the 2017 draft budget and work plan to Council and it was approved on December 9, 2016.

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
 - financial policies and fiscal plans
 - policies for the investment of funds

NOMINATING COMMITTEE

Sharmaarke Abdullahi, Public Member, 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 September 2016 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 2016 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 2016 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 several Governance policies.
- The Committee continued to implement the strategic priorities in the 2012-2015 Strategic Plan and began implementation of new recommendations in 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 Act.
- 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

Rose-Marie Fraser, 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.

› “Outreach and engagement are important priorities for the College in the year ahead, and we will continue to seek new opportunities to maximize our use of technology.”

> 2016-2017 COLLEGE COUNCIL

COLLEGE COUNCIL

Sharmaarke Abdullahi, Public Member

Amanda Bettencourt, RSW

Greg Clarke, RSW

Linda Danson, RSW

Angèle Desormeau, RSW

Lisa Foster, Public Member

Rose-Marie Fraser, RSW

Judy Gardner, RSW

Shelley Hale, RSW

David Hodgson, Public Member

Thomas Horn, RSW

Frances Keogh, RSW

Mukesh Kowlessar, RSW

Sue-Ellen Merritt, RSW

Lily Oddie, Public Member

Donald Panton, RSW

Sophia Ruddock, Public Member

Lisa Seburn, RSW

Déirdre Smith, Public Member

Beatrice Traub-Werner, RSW

Anna Walsh, Public Member
(resigned, September 2016)

NON-COUNCIL MEMBERS

Gary Cockman, RSW

Nancy Friedman, RSW

Abe Ibrahim, RSW

Reva Katz-Ulster, RSW

Vinita Puri, RSW

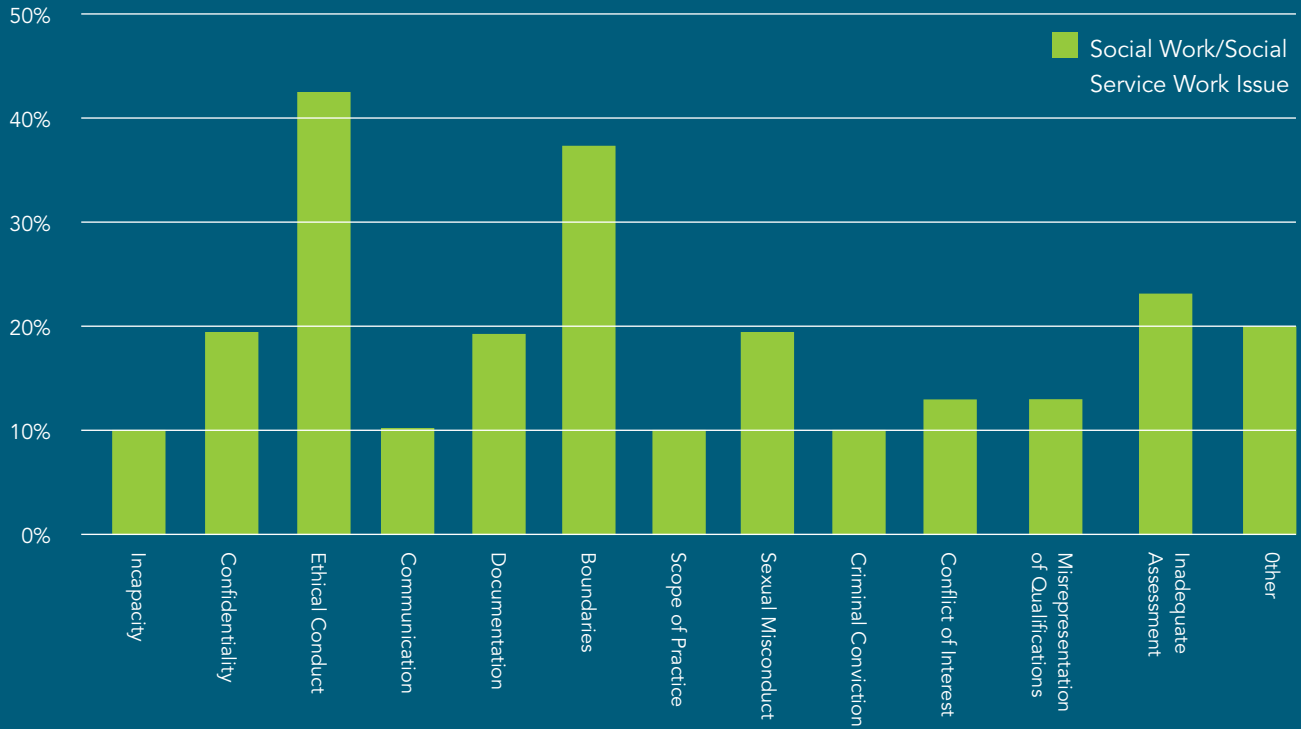
Robert Thompson, RSW

Rita Wiltsie, RSW

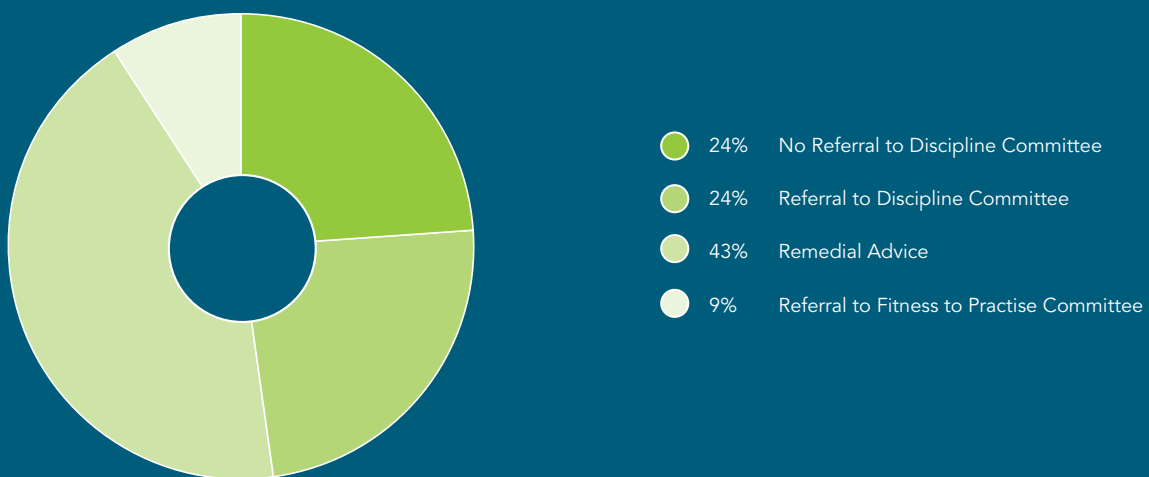
> “The CCP is a key College program which ensures that all College members remain competent, current and ethical in their practice.”

ISSUES RAISED BY REPORTS AND MANDATORY REPORTS

NB: Reports and Mandatory Reports often raise more than one practice or conduct issue.



DISPOSITION OF REPORTS AND MANDATORY REPORTS



> INDEPENDENT AUDITOR'S 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, 2016 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, 2016, 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.

Choue Soberman LLP

Chartered Professional Accountants

Licensed Public Accountants

Toronto, Canada

April 4, 2017

> FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION

At December 31	2016	2015
ASSETS		
Current		
Cash	\$ 2,114,059	\$ 1,988,419
Short-term investments	1,673,230	1,719,363
Prepaid expenses and sundry	80,118	94,405
Interest receivable	23,880	23,650
	3,891,287	3,825,837
Long-term investments	4,958,615	5,439,245
Equipment and leaseholds	706,031	544,897
	\$ 9,555,933	\$ 9,809,979
LIABILITIES		
Current		
Accounts payable and accrued charges	\$ 186,461	\$ 104,989
Deferred revenue	2,915,535	2,568,714
	3,101,996	2,673,703
Commitments		
NET ASSETS		
Net assets invested in equipment and leaseholds	706,031	544,897
Unrestricted net assets	5,747,906	6,591,379
	6,453,937	7,136,276
	\$ 9,555,933	\$ 9,809,979

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

STATEMENT OF OPERATIONS

Year ended December 31	2016	2015
Registration and application fees	\$ 5,201,924	\$ 4,849,871
Expenses		
Salaries and benefits	3,417,337	3,016,126
Premises rent	794,133	682,160
Legal	584,844	560,679
Council and committee meetings	232,399	216,564
Advertising and promotion	198,546	211,844
Bank charges	129,590	132,067
Consulting	89,478	79,808
Office supplies	88,387	79,497
Leasing and maintenance	80,418	50,238
Professional development	74,530	55,722
Postage and courier	43,333	83,938
Audit and accounting	37,403	26,668
Telephone	31,620	28,717
Printing and stationary	27,320	18,734
Insurance	25,543	25,170
Translation	12,903	9,247
Election	5,451	2,596
Website	1,028	428
Amortization	157,235	156,358
	6,031,498	5,436,561
Deficiency of revenue over expenses before other income	(829,574)	(586,690)
Other income		
Investment income	147,235	180,623
Realized gain on sale of investments	-	214,380
	147,235	395,003
Deficiency of revenue over expenses	\$ (682,339)	\$ (191,687)



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Social Service Workers

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