



ENGAGE & EVOLVE

EMBRACING GROWTH
IN 2023 AND BEYOND

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COLLEGE'S ROLE OF PUBLIC PROTECTION

The College's mandate is to protect the public from unqualified, incompetent and unfit practitioners. It fulfills this mandate by:

Setting entry-to-practice requirements to ensure that only those with specific educational qualifications are eligible for registration.

Setting, maintaining and ensuring that all registrants follow the Code of Ethics and Standards of Practice.

Maintaining an Online Register of registered social workers (RSWs) and registered social service workers (RSSWs) in Ontario.

Requiring registrants to engage in ongoing learning through the Continuing Competence Program.

Maintaining rigorous complaints and discipline processes.

JOINT MESSAGE FROM THE COUNCIL CHAIR AND THE REGISTRAR & CEO

At the Ontario College of Social Workers and Social Service Workers, we are dedicated to serving and protecting the public through regulatory leadership. Over the past year, we have made significant strides in our ongoing efforts to embrace growth through continuous engagement and consistent evolution.

The College celebrated the retirement of our valued outgoing Registrar & CEO Lise Betteridge. Much of our accomplishments were initiated and completed under Lise's guidance and leadership in 2023. In August, we welcomed a new leader, Denitha Breau, into the role, who brings a culture of curiosity, innovation and growth. Along with new leadership, our [2020-2023 Strategic Plan](#) came to an end, and we are proud to share highlights of our journey of growth this past year.

We are dedicated to promoting diversity, equity and inclusion in all our organizational practices and processes. The College is actively developing meaningful partnerships with Indigenous communities as a part of our commitment to fulfilling the Truth and Reconciliation Commission Calls to Action within the regulatory context. We continue to provide a range of practice resources to support registrants in practising professionally and empowering them to make sound clinical and ethical judgments that benefit the individuals, families and communities they serve.

A new online database was implemented, allowing a more streamlined and efficient process for both registrants and the public. In conjunction with the introduction of the new database, the College also successfully launched the [Equity and Inclusion Data Initiative](#). This comprehensive endeavour will help us to address systemic barriers and inform equity initiatives to support evidence-based decision making. Our aim for this initiative is to also assist us in better serving the Ontario public while advancing our commitment to public protection.

Revisions to the [Code of Ethics and Standards of Practice](#) were published following a robust consultation process to ensure that updates reflect societal changes and the current practice landscape with a focus on public benefit. Updates include a greater focus on diversity, equity, inclusion and belonging, as well as simplified language and clarification on some topics. The new website version of the revised Standards of Practice includes links to relevant resources to further support registrants in their practice.



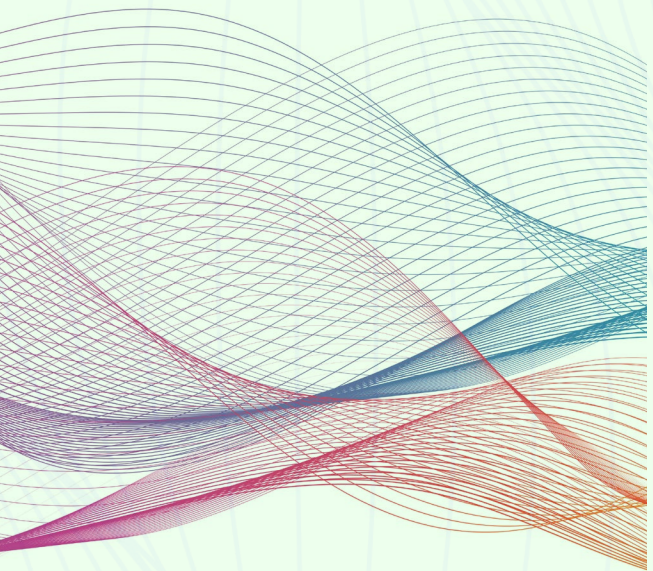
JOHN E. FLEMING
COUNCIL CHAIR



DENITHA BREAU, RN, MSN, MBA
REGISTRAR & CEO

Additionally, we have made conscious efforts through meaningful engagement with government partners at both the political and operational levels to ensure there is an increased awareness of the College's role and mandate of public protection.

These initiatives highlight a few of the ways in which the College actioned its commitment to listening to all our communities in 2023, ensuring that College decisions are guided by the many diverse perspectives and lived experiences of Ontarians.



We would like to take a moment to thank the College Council for its ongoing leadership and dedication. In 2023, we welcomed newly elected Council members Daniel Afram, RSW, Woyengi Gigi Goary, RSW, Sana Imran, RSW and Madimba Tshibuabua, RSSW; and newly appointed public members Molly Luu and Vera Mercier. We said a fond goodbye to elected members Judy Gardner, RSSW, Christopher McIntosh, RSW, Beatrice Traub-Werner, RSW and Durel Williams, RSW, as well as public member Pam Murphy.

For more information about the activities of the College Council and committees in 2023, please visit the [College website](#).

Our commitment to ongoing and meaningful engagement allows us to make informed decisions that prioritize client and community protection, while also paving the way for regulatory excellence. With the guidance of Council, the College will continue to uphold our mandate of public protection and work towards achieving new heights of growth in 2023 and beyond.

EMBRACING GROWTH THROUGH
CONTINUOUS ENGAGEMENT
AND CONSISTENT EVOLUTION.

SNAPSHOT OF COLLEGE REGISTRANTS

TOTAL NUMBER OF COLLEGE REGISTRANTS AS OF DECEMBER 31, 2023

29,040

24,563

SOCIAL WORKERS

3,997

SOCIAL SERVICE WORKERS

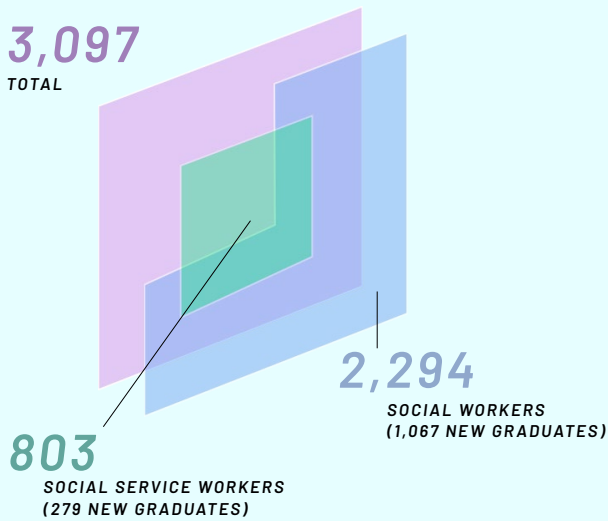
480

DUAL REGISTRANTS

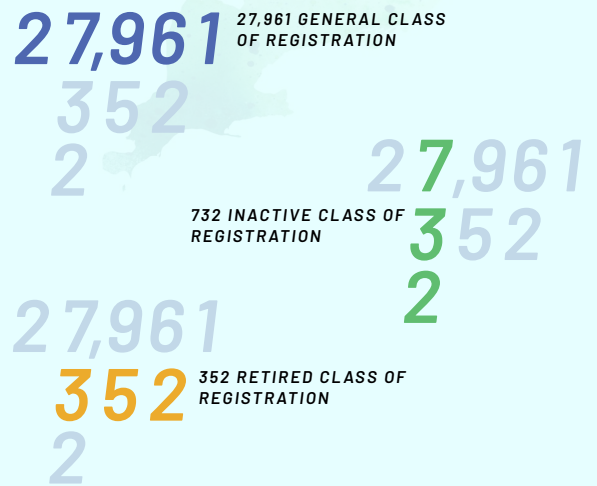
APPLICANTS REGISTERED IN 2023:

3,097

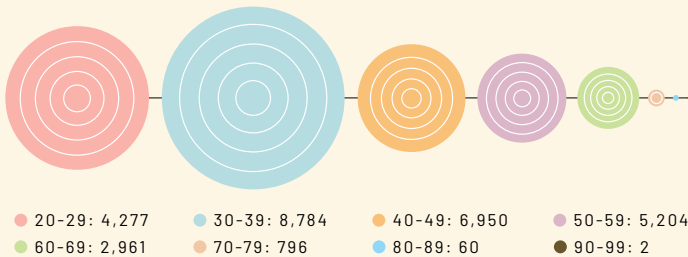
TOTAL



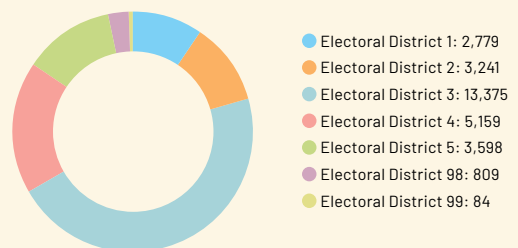
DIFFERENT CLASSES OF REGISTRATION IN 2023:



AGE RANGE OF REGISTRANTS



NUMBER OF REGISTRANTS WORKING IN EACH ELECTORAL DISTRICT



COMMUNITY CONNECTIONS

The Ontario College of Social Workers and Social Service Workers continued its unwavering commitment to public protection throughout 2023. We are pleased to share our progress on the [2020-2023 Strategic Plan](#) as it comes to an end and are especially proud of the ways in which we focused on engaging all our communities this year. We are actively involved in these intentional and ongoing efforts, recognizing that engagement is continuous and not a one-time touchpoint. Here are some of the ways we engaged with our communities in the name of public protection in 2023:

WE ARE ACTIVELY INVOLVED IN THESE INTENTIONAL AND ONGOING EFFORTS, RECOGNIZING THAT ENGAGEMENT IS CONTINUOUS AND NOT A ONE-TIME TOUCHPOINT.

Continued our strong government relations connections, meeting with numerous Ministries:

Ministry of Children, Community & Social Services

Ministry of Health

Ministry of Labour

Ministry of Long-Term Care

Ministry of Mental Health and Addictions

Premier's Office

STRENGTHENING OUTREACH AND ENGAGEMENT WITH OUR COMMUNITIES

The College's outreach and engagement efforts are at the core of our actions and initiatives. Last year, we continued our successful public awareness campaign with service users, engaging with them through a variety of digital media. Our advertising efforts extended to publications reaching diverse communities. This outreach helped increase knowledge around the College's role in maintaining client safety. The outcome of the "What's in a name?" campaign creates more awareness of the protected titles of "social worker" and "social service worker," with a call to action for Ontarians to verify a practitioner's status through the [Online Register](#).

The College launched a new database system in 2023 as a direct response to applicants and registrants requesting that online processes be more streamlined. The new database sets the groundwork for making data-informed decisions and to increasing efficiencies for future work throughout many College initiatives.

The College also continued to meaningfully engage with employers, with whom we have a shared responsibility to maintain client safety. We listened and responded to their needs by creating additional resources that resulted from the discussions held during an Employer Roundtable.

The College reached out to **23** journalists regarding title protection matters.

The College responded to **NINE** media inquiries, providing timely responses to ensure the public has accurate information about the College.

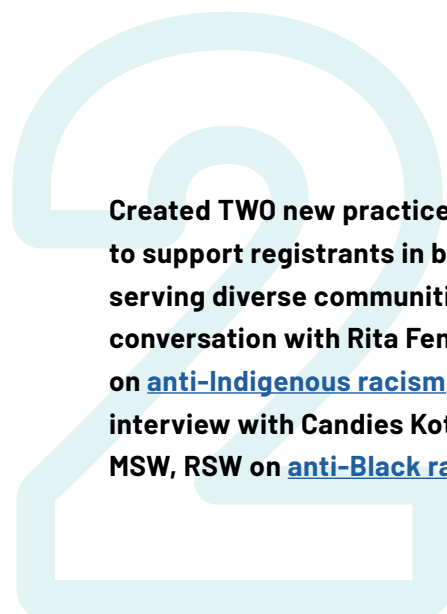
The Complaints and Discipline department answered **1,050** telephone inquiries from the public and received **301** new intake matters.

ENHANCING DIVERSITY, EQUITY AND INCLUSION THROUGH INTENTIONAL ENGAGEMENT

Enhancing diversity, equity, inclusion and belonging is embedded in all the work the College does. Seeking multiple perspectives from our engagement groups and incorporating lived experiences into our processes is crucial to moving closer to our goal of authentic inclusion. Last year, we worked on building and strengthening meaningful and reciprocal relationships.

In developing the [Equity and Inclusion Data Initiative](#), the College sought guidance, consultation and direction from a wide range of communities, service users, registrants and organizations such as the Anti-Racism Directorate of Ontario and the Ontario Human Rights

Commission. Following these extensive consultations and conversations, we were extremely proud to launch the initiative in November 2023. This initiative is an evolving process, and we will continue to engage with registrants and other engagement groups as part of our commitment to continuous improvement. Since the launch, the College has received inquiries from other regulatory bodies who are looking at launching similar initiatives, illustrating that we continue to play a leadership role within the regulatory community.



Created TWO new practice resources to support registrants in better serving diverse communities: A conversation with Rita Fenton, RSW on [anti-Indigenous racism](#) and an interview with Candies Kotchapaw, MSW, RSW on [anti-Black racism](#).

LISTENING TO THE PUBLIC AND IMPROVING REGULATORY EFFECTIVENESS

How we serve the public interest through regulatory oversight continues to evolve, based on the needs of our engagement groups. Last year, the College continued our [governance transformation work](#) by implementing the recommendation to actively engage the public and service users in developing policies. We now have public community appointees forming part of the College's statutory and non-statutory committees, who provide a wide range of experience and perspectives as it relates to developing College policies and decision-making.

In 2023, our efforts further enhanced regulatory effectiveness through the development of a governance attributes and competencies profile for prospective Council members – known as the Council Member Profile. Not only will the profile assist the College in addressing gaps and areas of opportunity, but it will strengthen our ability to assess the skills and perspectives of Council members, particularly in areas of equity and inclusion and make best efforts for Council and committees to be representative of the clients and communities served by our registrants.

SEEKING MULTIPLE PERSPECTIVES FROM OUR ENGAGEMENT GROUPS AND INCORPORATING LIVED EXPERIENCES INTO OUR PROCESSES IS CRUCIAL TO MOVING CLOSER TO OUR GOAL OF AUTHENTIC INCLUSION.

SUPPORTING REGISTRANTS IN THEIR PRACTICE

It is essential that we continue to listen and respond to the needs of registrants and the clients and communities they serve. Part of our role in protecting the public includes providing registrants with the required resources to practise ethically and professionally, thereby ensuring better care to Ontarians.

IT IS ESSENTIAL THAT WE CONTINUE TO LISTEN AND RESPOND TO THE NEEDS OF REGISTRANTS AND THE CLIENTS AND COMMUNITIES THEY SERVE.

In 2023, we sought feedback from registrants and service users on the proposed revisions to the *Code of Ethics and Standards of Practice*. We also engaged with an inclusive communications agency to facilitate qualitative interviews with registrants who identify as Black and/or Indigenous to identify gaps and better integrate justice, diversity, equity and inclusion into the proposed revisions. We were incredibly proud when the revised [Code of Ethics and Standards of Practice](#) were approved by College Council in September 2023. To support registrants in the transition to the revised Standards of Practice, we held several webinars to address frequently asked questions and provide additional information on the revisions. This was another way we engaged with registrants in 2023.

We also listened to registrants' feedback asking for more practice resources on supporting clients experiencing intimate partner violence. The 2023 Educational Forum featured a panel discussion entitled Supporting Clients with Care and Competence Through Intimate Partner Violence. This is now available as a public [video resource](#).

The College is dedicated to our journey of intentional and ongoing engagement. We will continue to embrace growth as we strive to serve and protect the Ontario public in the years ahead.

Responded to 3,266 practice inquiries from registrants, employers and the public. Most common inquiries related to:

3,266
DUTY TO WARN
CONFIDENTIALITY
CONSENT
PRIVATE PRACTICE
TECHNOLOGY

2023-2024 COLLEGE COUNCIL

The College Council is the 21-member governing body and board of directors that sets the strategic and policy direction for the College. Council members regulate the professions of social work and social service work through our ongoing mandate to protect the public interest. For more information about the activities of the College Council in 2023, including the work of the Council committees, please visit [our website](#).

COLLEGE COUNCIL (AS OF DECEMBER 31, 2023)



Daniel Afram, RSW



Amanda Bettencourt,
RSSW



Chisanga Chekwe,
Public Member



Charlene Crews,
RSSW



John Fleming,
Public Member



Woyengi Gigi Goary,
RSW



Sanjay Govindaraj,
RSW



Sana Imran,
RSW



Mukesh Kowlessar,
RSSW



Molly Luu,
Public Member



Carrie McEachran,
Public Member



Vera Mercier,
Public Member



Mandi Olson,
RSSW



Alexia Polillo,
Public Member



Marinna Read,
RSW



Candice Snake,
RSW



Elayne Tanner,
RSW



**Madimba
Tshibuabua**, RSSW



Sue-Ellen Merritt,
RSSW



Sandie Sidsworth,
RSSW

NON-COUNCIL MEMBERS (AS OF DECEMBER 31, 2023)

Derek Chechak, RSW
Chun Kit Leung, RSSW
Beatrice Traub-Werner, RSW

Greg Clarke, RSSW
Yusra Osman, RSW

Shelley Hale, RSSW
Rita Silverthorn, RSW

Frances Keogh, RSW
Delia Sinclair Frigault, RSW

COMMUNITY APPOINTMENTS (AS OF DECEMBER 31, 2023)

Melanie Jones-Drost

Christopher McGrath

Adrita Shah-Noor

Jennifer Shin

PUBLIC PROTECTION STATISTICS

COMPLAINTS

A [complaint](#) is submitted by a person, usually the recipient of services, and both the complainant and registrant are parties to the complaint.

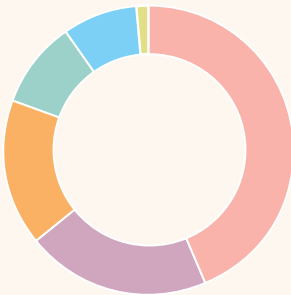
73

Total new cases reviewed by the Complaints Committee

73

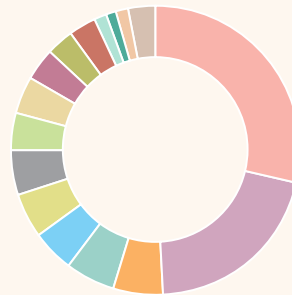
Total decisions issued by the Complaints Committee

Decisions Breakdown



- No Further Action: 32
- Remedial Advice: 15
- Frivolous, Vexatious and/or an Abuse of Process: 12
- Referral to Discipline: 7
- Complaint Withdrawn: 6
- Personal Attendance Caution: 1

Issues Breakdown



(note – a single case can raise more than one issue)

- Communication: 47
- Ethical Conduct: 34
- Confidentiality: 9
- Abandonment: 9
- Bias: 8
- Boundaries: 8
- Conflict of Interest: 8
- Documentation: 7
- Scope of Practice: 7
- Inadequate Assessment: 6
- Sexual Misconduct: 5
- Consent: 5
- Incompetence: 2
- Fees and Billing: 2
- Inadequate Supervision: 2
- Other: 5

REPORTS

A [report](#) is information about a College registrant that a person or organization wishes or is required to bring to the College's attention.

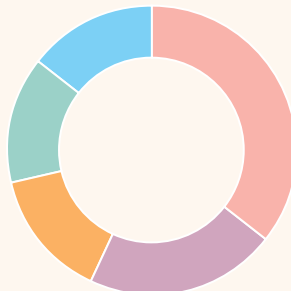
19

Total new reports reviewed by the Executive Committee

14

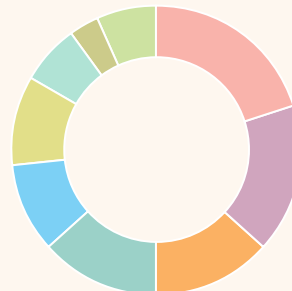
Total decisions on reports made by the Executive Committee

Decisions Breakdown



- No Further Action: 5
- Referral to Discipline: 3
- Referral to Fitness to Practise: 2
- Undertaking: 2
- Remedial Advice: 2

Issues Breakdown



(note – a single case can raise more than one issue)

- Ethical Conduct: 6
- Boundaries: 5
- Incapacity: 4
- Sexual Misconduct: 4
- Documentation: 3
- Conflict of Interest: 3
- Confidentiality: 2
- Scope of Practice: 1
- Other: 2

226

The College investigated **226** matters relating to the misuse of the protected titles "social worker," "registered social worker," "social service worker" and "registered social service worker"

25

The Discipline Committee held **25** hearings. The top three discipline issues were:

- Boundary violations
- Sexual misconduct
- Record keeping practices

4

The Fitness to Practise Committee held **FOUR** hearings.

PROFESSIONAL PRACTICE

97.4%

Achieved a **97.4%** compliance rate in the CCP.

2

Developed **TWO** Practice Notes for the Perspective newsletter to assist registrants in practising ethically and professionally: [Practice Notes: Why you Need to put in the Time Before Private Practice](#) and [Practice Notes: Shattered Trust - The Sexual Abuse of Clients](#).

Gave **36** presentations:


EIGHTEEN

Presentations at social work programs


FOUR

Workplace presentations

FOURTEEN


Presentations at social service work programs



FINANCIALS

**ONTARIO COLLEGE OF SOCIAL WORKERS
AND SOCIAL SERVICE WORKERS**

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2023

ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2023

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REPORT OF THE INDEPENDENT AUDITORS ON THE SUMMARY FINANCIAL STATEMENTS

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

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2023, the summary statements of operations and changes in net assets for the year then ended, and related notes, are derived from the audited financial statements of Ontario College of Social Workers and Social Service Workers (the "College") for the year ended December 31, 2023.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in Note 2.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated April 8, 2024.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 2.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Chartered Professional Accountants
Licensed Public Accountants

Toronto, Canada
May 1, 2024

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS**

SUMMARY STATEMENT OF FINANCIAL POSITION

At December 31

2023

2022

ASSETS

Current

Cash	\$ 4,725,815	\$ 4,838,423
Short-term investments	7,585,471	6,636,620
Interest receivable	10,729	67,026
Prepaid expenses and sundry	258,955	186,069

12,580,970 11,728,138

Long-term investments	2,504,858	2,526,126
Equipment and leasehold improvements	360,694	359,146
Computer software	96,999	230,507
Database implementation costs	940,612	165,277

\$ 16,484,133 \$ 15,009,194

LIABILITIES

Current

Accounts payable and accrued liabilities	\$ 2,160,814	\$ 1,758,992
Deferred revenue	7,075,001	6,062,996

9,235,815 7,821,988

Commitments and contingencies

NET ASSETS

Invested in equipment, leasehold improvements, computer software and database implementation costs	1,398,305	754,930
Unrestricted	5,850,013	6,432,276

7,248,318 7,187,206

\$ 16,484,133 \$ 15,009,194

The accompanying notes are an integral part of the summary financial statements

On behalf of the College

Council Member

Date

**ONTARIO COLLEGE OF SOCIAL WORKERS AND
SOCIAL SERVICE WORKERS
SUMMARY STATEMENT OF CHANGES IN NET ASSETS
Year ended December 31**

	Invested in equipment, leasehold improvements, computer software and database implementation costs	Unrestricted	2023	2022
Balance, beginning of year	\$ 754,930	\$ 6,432,276	\$ 7,187,206	\$ 7,542,867
Excess (deficiency) of revenue over expenses	(316,470)	377,582	61,112	(355,661)
Interfund transfer - for acquisition of equipment, leasehold improvements, computer software and database implementation costs	959,845	(959,845)	-	-
Balance, end of year	\$ 1,398,305	\$ 5,850,013	\$ 7,248,318	\$ 7,187,206

The accompanying notes are an integral part of the summary financial statements

SOCIAL SERVICE WORKERS
SUMMARY STATEMENT OF OPERATIONS

Year ended December 31	2023	2022
Revenue		
Registration fees	\$ 9,869,903	\$ 9,234,111
Application fees	367,400	375,200
	10,237,303	9,609,311
Expenses		
Salaries and benefits	5,669,062	5,149,256
Legal	1,821,005	1,864,273
Premises rent	727,468	756,445
Advertising and promotion	563,990	433,398
Consulting	366,568	258,984
Leasing and maintenance	316,730	291,166
Bank charges	239,474	189,139
Council and committee meetings	183,217	181,177
Cloud computing services	168,108	84,794
Professional development	83,716	85,276
Office supplies	76,863	81,240
Audit and accounting	52,641	47,206
Insurance	49,348	38,466
Translation	33,729	21,808
Telephone	21,772	27,217
Printing and stationary	19,939	32,723
Website	18,921	41,914
Postage and courier	11,162	11,839
Election	7,870	9,061
Amortization of computer software	135,164	188,760
Amortization of equipment and leasehold improvements	118,821	116,022
Amortization of database implementation costs	62,485	55,092
	10,748,053	9,965,256
Deficiency of revenue over expenses before other income	(510,750)	(355,945)
Other income (expense)		
Change in fair value of investments	121,081	(255,930)
Investment income	450,781	256,214
	571,862	284
Excess (deficiency) of revenue over expenses	\$ 61,112	\$ (355,661)

The accompanying notes are an integral part of the summary financial statements

NOTES TO SUMMARY FINANCIAL STATEMENTS
DECEMBER 31, 2023

1. Organization

Ontario College of Social Workers and Social Service Workers (the "College") was created on March 1, 1999, pursuant to the proclamation of the *Social Work and Social Service Work Act*, 1998. The College is a non-profit organization whose objectives are to regulate the practice of social work and social service work in Ontario, to govern its members and to protect the public interest. The College is exempt from income tax under Section 149(1)(1) of the *Income Tax Act Canada* (the "Act"). Registration remains valid so long as the College continues to fulfil the requirements of the Act and regulations in respect of non-profit organizations.

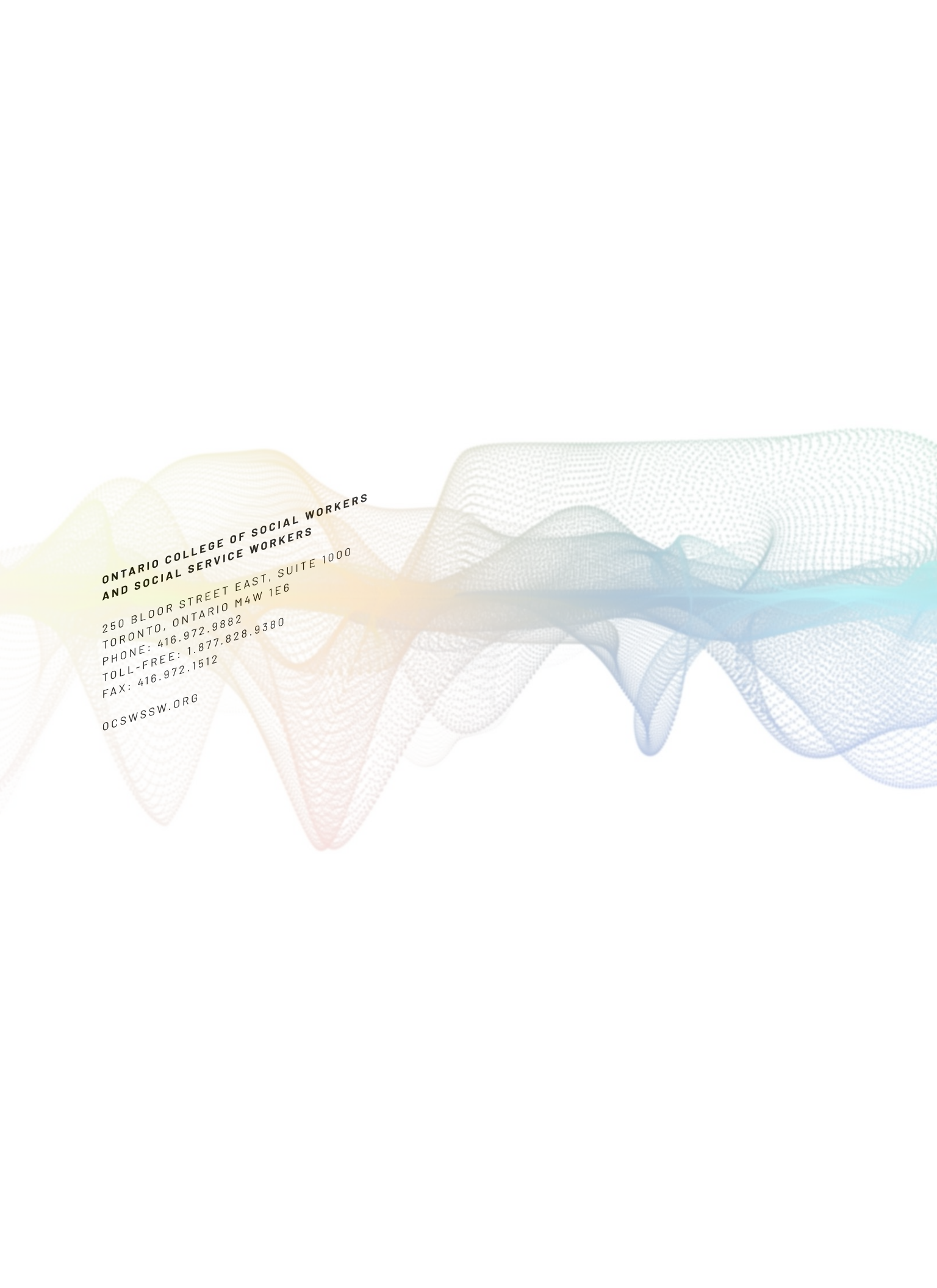
2. Summary financial statements

The summary financial statements are derived from the annual audited financial statements of the College for the year ended December 31, 2023, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

A copy of the audited financial statements is kept on file at Ontario College of Social Workers and Social Service Workers and can be provided upon request.

The set of criteria applied by management in preparing these summary financial statements is as follows:

- (a) The figures presented in the summary financial statements agree with or can be recalculated from the figures presented in the audited financial statements.
- (b) Management believes that the summary financial statements contain the necessary information and are at an appropriate level of aggregation so as not to be misleading to the users.
- (c) Management determined that the statement of cash flows does not provide additional useful information and as such has not included the statement of cash flows as part of the summary financial statements.



**ONTARIO COLLEGE OF SOCIAL WORKERS
AND SOCIAL SERVICE WORKERS**

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