



Ontario College of  
Social Workers and  
Social Service Workers

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## Guide for Online Services

### \* Online services are only available in English

This guide is designed to assist you in the completion of your Online 2010 Annual Renewal of Registration. Please carefully review this guide prior to completing your Online renewal of membership.

### You can renew online beginning November 9, 2009

TO RENEW ONLINE, you must have an email address on file with the College. Simply go to [www.ocswssw.org](http://www.ocswssw.org) and click on the "Membership Renewal 2010 & My Profile" link.

TO LOG ON, you need your:

- USER ID: your College registration number
- PASSWORD: this password was previously mailed to you

**Once logged on, you may wish to change your initial password. For safety reasons, keep your User ID and password in a secure environment.**

If you cannot locate your INITIAL PASSWORD, you may contact Lynda Belouin, Office Manager at 416-972-9882 or 1-877-828-9380, extension 212 or Cristian Sandu, Membership Services, at extension 115 during business hours.

### OR

Go to [www.ocswssw.org](http://www.ocswssw.org), click on "Membership Renewal 2010 & My Profile" link and select FORGOT YOUR PASSWORD option. A new password will be sent to you via your email address on file with the College.

TO RENEW online, you are required to review and complete two sections:

- **Section 1: MY PROFILE**
- **Section 2: RENEWAL FEE PAYMENT**

### **SECTION 1: MY PROFILE**

The MY PROFILE section can be accessed AT ANY TIME.

The MY PROFILE section reflects the information provided by you to the College and contains two types of information:

A. Information that can be reviewed by you but **can only be updated by the College upon receipt of required documentation**

B. Information that **can be updated by you ONLINE**

### **A. INFORMATION THAT CAN ONLY BE UPDATED BY THE COLLEGE:**

#### **Your personal information contains the following fields**

Name, date of birth, professional names, previous names, other name, name on academic credentials, preferred language. To update or modify, documentation must be provided to the College.

#### **Name change**

If your name has changed and you require a new certificate and wallet-size card, please provide the College with name change documentation. Once the documentation and the name change request have been received by the College, a new certificate and wallet-size card will be issued. If you have any concerns regarding the appropriate documentation, please contact the College. Please note that you are required to advise the College in writing within 30 days of the change.

#### **Member Information**

Registration number, class and type of certificate of registration and your membership status.

#### **Education**

If you wish to update this section, you must ask your academic institution to forward an official transcript with the institution seal and/or stamp directly to the OCSWSSW.

### **B. INFORMATION YOU CAN UPDATE:**

#### **Home Address**

You are required to advise the College of any change within 30 days of the change.

#### **Primary Business Address**

This is the employment information as it appears on the Register. If you have more than one place of business/employment, please indicate your principal place of business in this section. If you want to provide ALL of your places of business/employment, please send an email to [info@ocswssw.org](mailto:info@ocswssw.org). You are required to advise the College of any change in writing within 30 days of the change.

#### **Practice Information**

Please indicate your function, setting and practice field.

#### **eBulletin**

Please indicate if you would like to receive the eBulletin at your home or business address.

# Guide for Online Services

## **SECTION 2: RENEWAL FEE PAYMENT**

**The following is information you must complete:**

### **Release of Information from the Register for Research Purposes**

Please indicate whether or not you consent to the release of information pertaining to you for the purpose of research by checking the appropriate box. Completion of this section enables the College to respond to requests for information contained in the Register from persons or organizations conducting research. In accordance with the policy approved by Council respecting such requests, with your consent, the only information contained in the Register that may be released by the College for research purposes includes one or all of the following: your name, category of membership, name of your business or employer, your business address and your business telephone number.

### **Declaration of Participation in the Continuing Competence Program**

As a condition of your certificate of registration, you are required to participate in the College's Continuing Competence Program. You must answer "yes" or "no" to each of the questions. If you answer "no" to any of the questions, you must provide full particulars in the online comment box.

### **Declaration of Professional Conduct**

You must answer "yes" or "no" to each of the questions. You must only answer "yes" if there has been a change in this information since your application or previous renewal of registration. If you answer "yes" to any of the questions, you must provide the full particulars in the online comment box. Please note that members are required to notify the College in writing immediately if there is any change to this information.

### **Declaration of Compliance**

You must click on the I AGREE button to continue. Please be advised that providing any false or misleading information, statement, representation or declaration may be cause for revocation of your certificate of registration.

### **Fees**

You may pay your renewal fee by credit card (VISA or Mastercard) OR by cheque/money order. If you choose to pay by cheque/ money order, you must mail your payment to the College. Please write your name and registration number on the bottom of your cheque/money order OR attach a printed copy of the online payment page with your cheque/money order.

- The annual fee is \$270.00 or \$170 for NEW GRADUATE MEMBERS\* and is due on or before December 31, 2009.

- Any member who fails to pay this annual fee on or before January 31, 2010 shall pay a penalty of \$50.00 in addition to the annual fee.
- If payment is received after January 31, 2010, the annual fee including penalties will be \$320 or \$220 for NEW GRADUATE MEMBERS, provided that payment is received prior to suspension.
- Failure to pay the annual fee can result in suspension of a member's certificate of registration. There is a 60-day notice period given prior to suspension of your certificate of registration for non-payment of fees. When your registration is suspended, you may not use the title registered social worker or registered social service worker in Ontario nor hold yourself out to be a social worker or social service worker in Ontario.

Payment must be made in Canadian funds. Cheque/money order should be made payable to the Ontario College of Social Workers and Social Service Workers (OCSWSSW). Post-dated cheques will not be accepted if dated after December 31, 2009. There will be a \$25 charge for any cheque/money order that is not honoured.

### **\*NEW GRADUATE MEMBERS**

New graduate members are eligible for a \$100 exemption from the \$270 annual fee. New graduate members will receive this exemption for the two years of membership immediately following the year of registration as a new graduate member. If a new graduate fails to pay the \$170 annual fee by January 31, 2010, the member is NOT eligible for the exemption in 2011.

### **Help**

If you need assistance to renew online, please review the information/instructions provided in the FAQ (Frequently Asked Questions) online section.

### **Questions?**

If you have any questions about the online renewal process, you may complete the Online Contact Us section or call the College. Please have your registration number ready when you call. As there is a large volume of inquiries during the renewal period, your call or email will be returned within two business days or as time allows.

## **GENERAL INFORMATION**

### **Resignation**

If you do not wish to renew your Annual Renewal of Registration for 2010, please contact the College.

### **Tax Receipts / Wallet Cards**

Tax receipts and wallet cards will be mailed via Canada Post to you within 2 – 3 weeks of your renewal form and fees being processed.

### **Contact Information**

Ontario College of Social Workers and Social Service Workers  
250 Bloor St. East, Suite 1000  
Toronto, ON M4W 1E6  
(416) 972-9882 or 1-877-828-9380 (toll free)  
Lynda Belouin, Office Manager, ext. 212 or [lbelouin@ocswssw.org](mailto:lbelouin@ocswssw.org)  
Cristian Sandu, Membership Services, ext. 115 or [csandu@ocswssw.org](mailto:csandu@ocswssw.org)