British Columbia College of Social Workers

Annual Report
for the year ending December 31, 2013

BC CSW
British Columbia College of Social Workers

British Columbia College of Social Workers

British Columbia
College of Social Workers

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Letter to the Minister

Elizabeth Jones, RSW
Chair

April 4, 2014

Hon. Stephanie Cadieux
Parliament Buildings - Room 236
PO Box 9057, Stn Prov Govt,
Victoria, BC
V8W 9E2

Dear Minister Cadieux:

It is my pleasure to deliver this annual report to you for the year ending December 31, 2013. This report reflects on the activities of the B.C. College of Social Workers in meeting the duty and objects as established by the Social Workers Act and the continued growth and development of the College.

As the designated regulatory body for the profession of social work in B.C., the College acts within statutory authority to develop and administer policies and procedures consistent with the Act. Effective regulation relies on the College developing, implementing, and administering transparent, objective, impartial and fair processes.

To this end, the Board of the College has made a significant commitment to policy governance and the principles of natural justice. The College acts in the public interest including advocating for a regulatory framework for all professional social workers. The successful removal from the Regulation of the exemption from registration for social workers employed by regional health boards has strengthened the regulatory framework. While the College continues to work with stakeholders to identify and remove other exemptions from the Regulation we have also taken concrete steps to enhance the practise of social work in BC. The College implemented a mandatory quality assurance/ continuing professional development requirement and formalized plans to implement a licensure exam for applicants.

The British Columbia College of Social Workers continues to be seen as a trusted organization locally, nationally, and internationally with respect to professional regulatory matters in the areas of social justice, social policy and regulatory advocacy.

I would like to take this opportunity to honour the dedication and hard work of all the members of the College Board, the professional members who volunteer their time working on committees, the staff of the College, and Ministry liaison personnel.

Yours truly

E Jones

Elizabeth Jones, RSW
Chair

College Governance and Administration

2013 Members of the Board

Elizabeth (Liz) Jones, RSW, Chair, Vancouver
Susan Noakes, RSW Vice Chair, Victoria
Ed Berry, RSW, Fort St. John
Doris Darvasi, Public Member, Surrey
Bruce Hallsor, Public Member, Victoria
Andrea Harstone, RCSW, Vancouver
Susan Hogman, RSW, Vancouver
Leonard Ibbs, Public Member, North Saanich
Deborah Jones, RCSW, Victoria
Curtis Magnuson, RSW, Mission
Colleen Spier, Public Member, Victoria
Jackie Stokes, RSW, Kamloops

Executive

Liz Jones, RSW, Chair
Susan Noakes, RSW, Vice Chair
Leonard Ibbs

Staff

John Mayr
Registrar

Nicole Abram
Registration Coordinator

Christeen Young
Office Coordinator

Chelsea Cooledge, RSW
Director of Professional Practice

Makhan Shergill, RSW
Director of Professional Practice

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Report of the Chair

2013 proved to be a year that moved us ahead on many fronts

Elizabeth Jones, RSW
Chair

As you may remember from previous Annual Reports and *College Conversations*, we held a Strategic Planning Session in January 2012, setting the College's strategic directions for 2 years. This was the first such session for the relatively new College. In the first year of the plan, we were still developing capacity by hiring new social work staff, enhancing our technology, moving our office, and learning how to 'be' a College. 2013 proved to be a year that moved us ahead on many fronts, as the systems created the year before provided the stability for us to take more initiative and leadership provincially, nationally, and internationally. Here are some achievements.

One of our strategic directions was to create an awareness campaign about regulation of social work and protection of the public. We contracted with a communications company to develop the campaign. Consisting of a number of stages, to date we have had posters in the newspapers and on transit throughout the province. Our Registrar has met with a number of high profile interested parties, has written an op-ed article that had good circulation in newspapers around the province, has appeared on a number of radio shows, and generally has been doing educational orientation about the College and the regulation of the profession. The campaign will continue into 2014 and will consist of different strategies to educate the public including social media.

Currently, the office is staffed with a Registrar, two Directors of Practice (MSWs), an Office Coordinator, and a Registration Coordinator. The addition of two full time professional social workers has allowed our Committees to develop more fully, with each of them staffed to do the research and background work required so they are more efficient and effective when the members come together to do their work. As well, with the staff focused on research and committee work, the Registrar has now the time to deal more fully with regulation specific initiatives.

Our Registrar represents the College at the national table of Regulators, the Canadian Council of Social Work Regulators, and has participated as a member of a panel at the international body's Spring Education Session (Association of Social Work Boards).

The Board revisited the motion about an entry exam which had been tabled for two years. The review resulted in a motion to plan an exam and start it for new grads effective September 1, 2015. The work is now going forward under the jurisdiction of the Registration Committee.

In keeping with our goal to become more accessible and technologically 'savvy', we were able to hold our Annual General Meeting through teleconference, allowing registrants from 6 sites throughout the province to join the proceedings: Vancouver, Victoria, Prince George, Kamloops, Abbotsford, Kelowna. As well, we held our election electronically, resulting in fully 1/3 of registrants responding to 6 candidates for 4 positions.

We also reached out to registrants to join and participate on committees and workgroups and have

had an excellent response to this request. We have registrants on Standing Committees, as well as the legislated Committees as designated in the *Social Workers Act*.

A significant achievement in 2013 was the removal of the exemption from registration for social workers employed in health authorities. All social workers who work as social workers within the healthcare system are now required

> *we were pleased to note that virtually every goal and objective that we had set for ourselves two years before had been achieved, and achieved well*

to be registered. The removal of the exemption is the result of many years of effort to do so, and most particularly the work of a subgroup made up of registrants, other health professionals, our Registrar, and our MCFD liaison. We continue to advocate for the removal of all exemptions from the Social Workers Regulation

As the Board reflected on the College's achievements at our November 2013 Board meeting (in preparation for our next strategic planning session in January 2014), we were pleased to note that virtually every goal and objective that we had set for ourselves two years before had been achieved, and achieved well. We have an excellent foundation to move forward to our next strategic plan.

Interior Transit Advertisements

Registrar's Report

Social work is a complex and dynamic profession that is regulated, in one form or another, around the world.

John Mayr
Registrar

It is my pleasure to be able to report on the activities and events of 2013. As with the practice of social work, change and growth were the themes for the year. Elsewhere in this report are details about many of the activities of the College. Often we focused on the task at hand and the immediacy of emergent conditions. In 2013, those included managing the effects of the removal of the exemption for social workers employed by regional health boards; increasing internal capacity to undertake new projects such as continuing professional development; responding to media requests related to the College's public awareness campaign; and conducting consultation and outreach with respect to upcoming initiatives. Like a river, those tasks and emergent issues were carried within the current. For the College and its stakeholders, that current is the regulatory context.

In BC, social work is one of more than 30 professions upon which the government has granted the privilege of professional oversight. Professional self-regulation is about a profession taking responsibility for activities which may not be in the profession's self-interest and purposefully choosing activities that are in the public interest. Professional self-regulation is not, at least in BC, professional advocacy.

Canada is one of few jurisdictions that maintains this particular brand of professional self-regulation. By this I mean profession-specific organizations with a majority of elected members selecting a board to guide the organization within the legal framework established by statute. Internationally the task of regulating the professions has been internal to government. Whether or not government continues to extend the privilege of professional self-regulation depends on many factors.

In BC, we need only look to the BC College of Teachers for example. That profession lost the ability to self-regulate under the BC College of Teachers and is now under the jurisdiction of the Teachers Regulation Branch and the Ministry of Education.

To be effective, professional self-regulation requires a number of things: statutory authority to regulate; a clear understanding of that authority by the governing board and staff; a dedication to a policy governance framework; the development of future board members; and fair, objective, and transparent processes for registration and inquiry. Professional self-regulation requires sufficient organizational maturity to engage in hard and sometimes threatening dialogue; including dialogue about the future of social work and the regulation of social work.

Regulation in itself should not be threatening to a professional. To be regulated means that an individual agrees to practice above minimum standards for public protection, to practise ethically, and if called upon, to demonstrate to peers that their practice meets both tests. In return, the public and other professions develop a level of respect for these professionals.

Social work is a complex and dynamic profession that is regulated, in one form or another, around the world. In 2013, the BC College of Social Workers developed and implemented a number of innovative regulatory programs. We are confident that the activities undertaken and implemented in 2013 will establish the College as a pre-eminent social work regulatory body.

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Building Public Knowledge about Social Work Regulation

The College has reached out to stakeholders through print, online publications and targeted bloggers.

One of the strategic objectives identified by the College Board was to develop a communications plan and engage in a public awareness campaign. Over the past year, the College has worked closely with Bridge Communications to execute a province-wide communications plan with the following key objectives:

- Raise awareness of the College and its role as a social work regulatory body that protects the public;
- Establish the College as the first point of contact for all issues relating to social workers in British Columbia;
- Encourage groups of individuals, who are exempt from registration, to register.

Before work on the plan commenced, a telephone survey was conducted by the Mustel Group to collect information about the public's base level of knowledge about social workers and social work regulation in British Columbia. There were 760 participants from BC, 18 years of age and older.

Two questions were asked:

1 In BC, only some social workers are required to be registered with a regulatory body or college that ensures members are qualified, competent and follow defined standards of practice and ethics. Were you aware of this prior to me telling you just now?

2 In which private or public agencies or businesses are social workers employed? Any others?

The results indicated that 83% of those interviewed were not aware that mandatory registration does not exist for all social workers. Part of the College's communication plan is designed to educate the public about the existence of the College as a social work regulatory body. The College has reached out to stakeholders through print, online publications and targeted bloggers.

To reach the key objectives of the communications plan, the College has engaged in different phases of activities. In the first phase, a series of advertisements about the College and its role in public protection were displayed in major bus and sky train locations around the province.

In the second phase, articles and advertisements were published in major daily newspapers, including the Vancouver Sun, Times Colonist, and Prince George Citizen. Printed materials were also made available in non-English languages.

The Registrar of the College has engaged in a series of radio talk show interviews and meetings at university and college campuses. And with hundreds of other groups, staff of the College participated in Reconciliation Canada's Walk for Reconciliation.

The College continues to work towards meeting the communications objectives by building knowledge and awareness throughout the province.

These are examples of the materials being used to build awareness of social workers' roles in BC communities.

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Committee Reports

Registration

Committee Members

Susan Hogman, RSW, (Chair);
Doris Darvasi; Josh Myers, RSW; Jackie Stokes, RSW; Susan Waldron, RSW

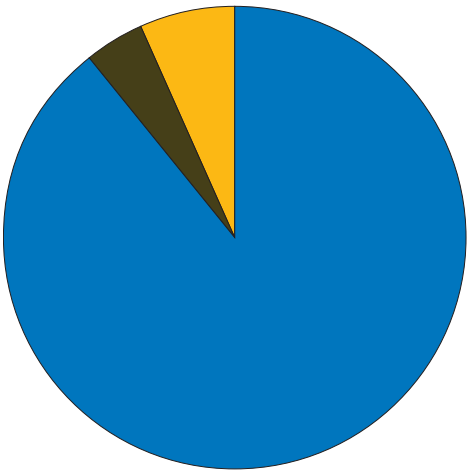
The Registration Committee ensures the registration policies outlined in the *Social Workers Act* and Bylaws are being followed and develops recommendations for registration policies for approval by the Board. The specific activities of the Committee, as referred to in the *Social Workers Act* and Bylaws, include conducting reviews and holding hearings, as per section 14 of the Act, requested by applicants regarding the Registrar's decisions under section 13(2), refusing registration.

Statistics

On December 31, 2013, the BC College had a total of **3485** registrants, representing an increase of 16.41% from December 31, 2012.

Total Number of Registrants by Category at December 31, 2013

Total number of registrants	3485
Registered Social Worker (RSW)	3114
Registered Clinical Social Worker (RCSW)	142
Registered Non-Practising	229



Total Number of Registrants by Category at December 31, 2013

- RSW: 3114
- RCSW: 142
- Non-Practising: 229

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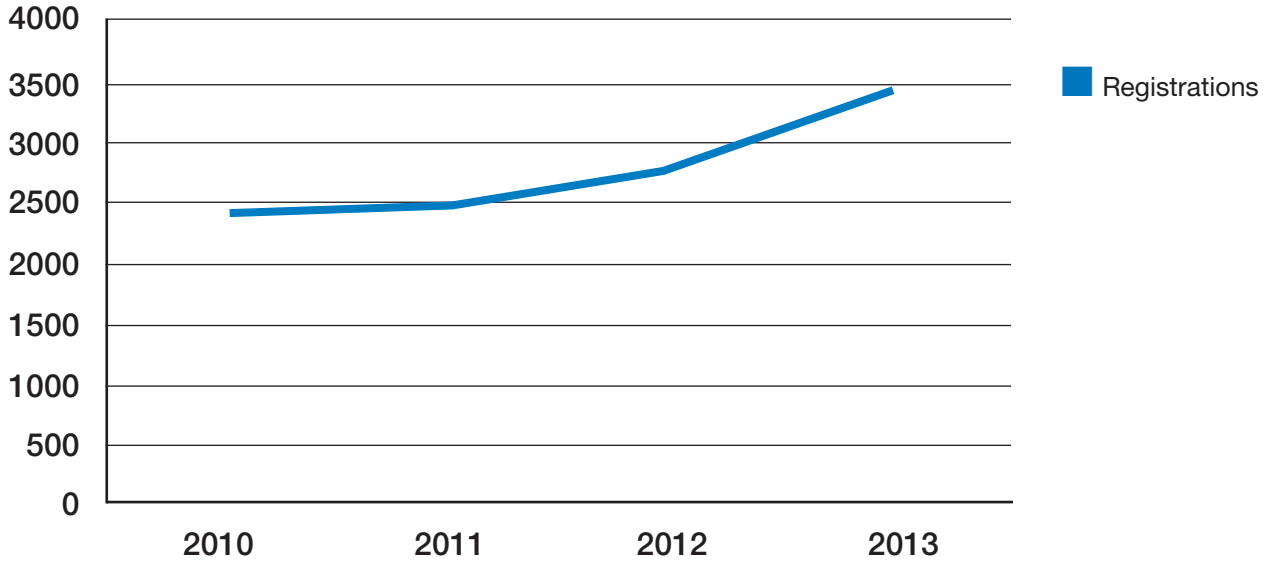
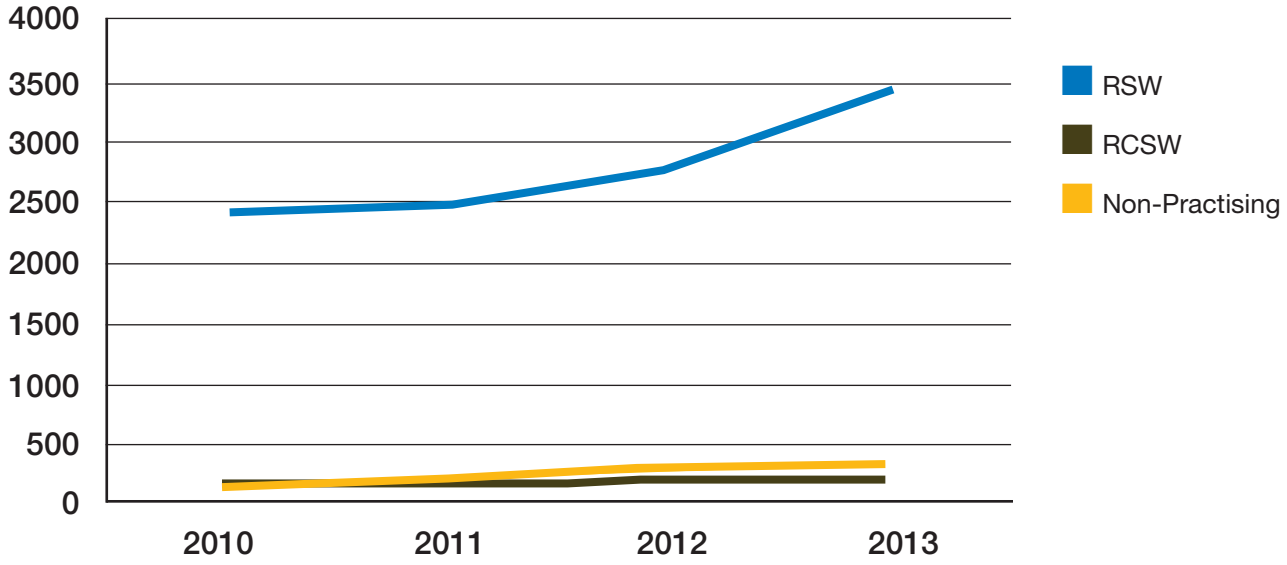
Annual Increase of Registrants (2010 - 2013)



Annual Increase of Registrants by Category (2010 - 2013)

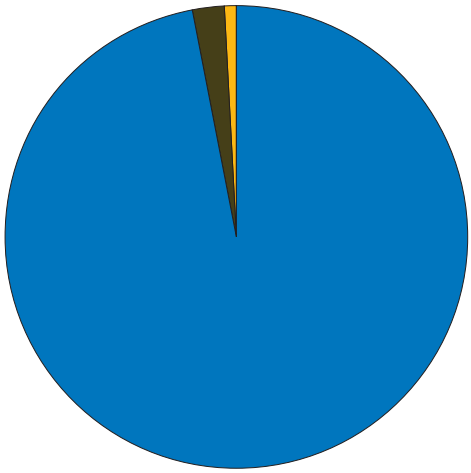


Total number of received applications between January 1, 2013 and December 31, 2013

Total applications received	785
Total granted registration	736
Total refused registration	1
Total carried forward	48

Category of registration of new registrants between January 1, 2013 and December 31, 2013

RSW	714	(including 122 new graduates)
RCSW	16	
Non-Practising	6	



Category of Registration in 2013

- RSW: 714 (New Graduates: 122)
- RCSW: 16
- Non-Practising: 6

Policy Issues Considered by the Committee Included:

- Production of a 'Practice and Procedures Guidance' for the conduct of reviews of Registrar's decisions to refuse registration. This guidance outlines clear, equitable and transparent procedures for the review of Registrar's decisions where an applicant is refused a grant of registration.
- Further clarification of the requirements for clinical registration.
- Clearer guidelines on requirements to meet the substantial equivalency requirements for registration of applicants applying under the related degree policy.
- Ongoing development of an implementation strategy for the introduction of the Entry to Practice licensure exam on September 1, 2015.
- Ongoing consideration of the Trade Investment and Labour Mobility Agreement (TILMA) and the New West Trade Agreement and implications for registration.

Registration Appeals

Committee Members

Bruce Hallsor (Chair);
Ed Berry RSW; Colleen Spier.

The Registration Appeals Committee is established by the *Social Workers Act* for the purpose of hearing appeals to decisions of the Registration Committee.

No new or ongoing appeals were considered in the reporting year.

Inquiry

Committee Members

Curtis Magnuson RSW (Chair),
Colleen Spier, Deborah Jones RCSW, Daniel Sirivar RSW, Lori Swanson RSW.

The Inquiry Committee is established by the *Social Workers Act* for the purpose of receiving and investigating complaints against registrants and to deal with issues of ethics, professional misconduct, conduct unbecoming, incompetence, and incapacity.

What is the process when the College receives a complaint?
Part of the regulatory function of the BC College of Social Workers is to receive and investigate complaints regarding Registered Social Workers. Under the authority of the *Social Workers Act*, the Registrar may either dismiss a complaint (section 26.2) or deliver the complaint to the Inquiry Committee.

The Inquiry Committee has several options available following an investigation. After considering information gathered during the investigation, including any information provided by the registrant, the Inquiry Committee may: take no further action, enter a complaint resolution agreement with the registrant, or direct the Registrar to issue a formal notice of hearing by the Discipline Committee called a Citation. All matters, except a hearing before the Discipline Committee, remain confidential.

Summary of complaints 2013

New Complaints	11
Brought forward from year 2012	1
Brought forward from year 2011	1
Total	**13**

Of the eleven complaints received in the year 2013, two were dismissed by the Registrar, five were delivered to the Inquiry Committee and four remain under investigation. Of the five delivered to the Inquiry Committee, in four cases, after considering all of the information, the Inquiry Committee found that the behaviour or conduct of the registrant was satisfactory and agreed to take no further action. The remaining file delivered to the Inquiry Committee resulted in a complaint resolution agreement.

The one complaint file brought forward from the year 2012 relates to allegations of misconduct and determination is pending.

The file brought forward from 2011 is regarding the misuse of the protected title ‘social worker.’

What type of complaints does the College receive?
Categories of complaints:

Confidentiality	3
Misconduct	2
Competence	2
Integrity	3
Conflict of Interest	1

The College receives a variety of complaints from members of the public. The complaints often reflect a misunderstanding of the complexities of social work practice. Social Workers face situations which pose a variety of quandaries and where there are often a number of parties with conflicting ideas and goals. The main obligation of the social worker is to ensure the best interests of the client. If the interests of the client conflict with other parties, such as a family member, the result is often a complaint about the social worker.

Registrants also have statutory requirements which add another layer of complexity to their assessments and practice. For example, social workers are often required to perform activities of a Health Care Provider as outlined in the *Infants Act* or the *Health Care (Consent) and Care Facility (Admission) Act*. These activities can be contentious, such as obtaining consent from a temporary substitute decision maker for a health care procedure or assessing an adult's capability to provide consent to receive health care.

Most often, after investigation, the conduct of registrants is found to be satisfactory. When it is not, the Inquiry Committee may request that a registrant agrees to undertake certain actions under a complaint resolution agreement. The agreement may include such things as the registrant taking a course or engaging in supervision with a more experienced registrant. The consent resolution agreement is a remedial measure with the intent to improve awareness and enhance practice competencies.

Discipline

Committee Members

Bruce Hallsor (Chair);
Susan Noakes, RSW; Ed Berry, RSW; Doris Darvasi; Andrea Harstone, RCSW.

The Discipline Committee is established by the *Social Workers Act* for the purpose of hearing matters that are subject to Citation by the Inquiry Committee. Sometimes, when the information in a complaint file indicates serious concerns about the behaviour or conduct of the registrant, the Inquiry Committee will direct the Registrar to issue a Citation for a hearing held by the Discipline Committee. The hearing is open to the public.

No citations were issued during the 2013 year.

Quality Assurance

Committee Members

Andrea Harstone, RCSW (Chair);
Leonard Ibbs; Susan Noakes, RSW; Elaine Halsall, RCSW; Sandy Lundmark, RSW; Heidi Meseyton, RSW.

The Quality Assurance Committee is established by the Bylaws of the College for the purpose of reviewing and recommending standards of practice and to establish and maintain a continuing competence program to promote high practice standards amongst registrants.

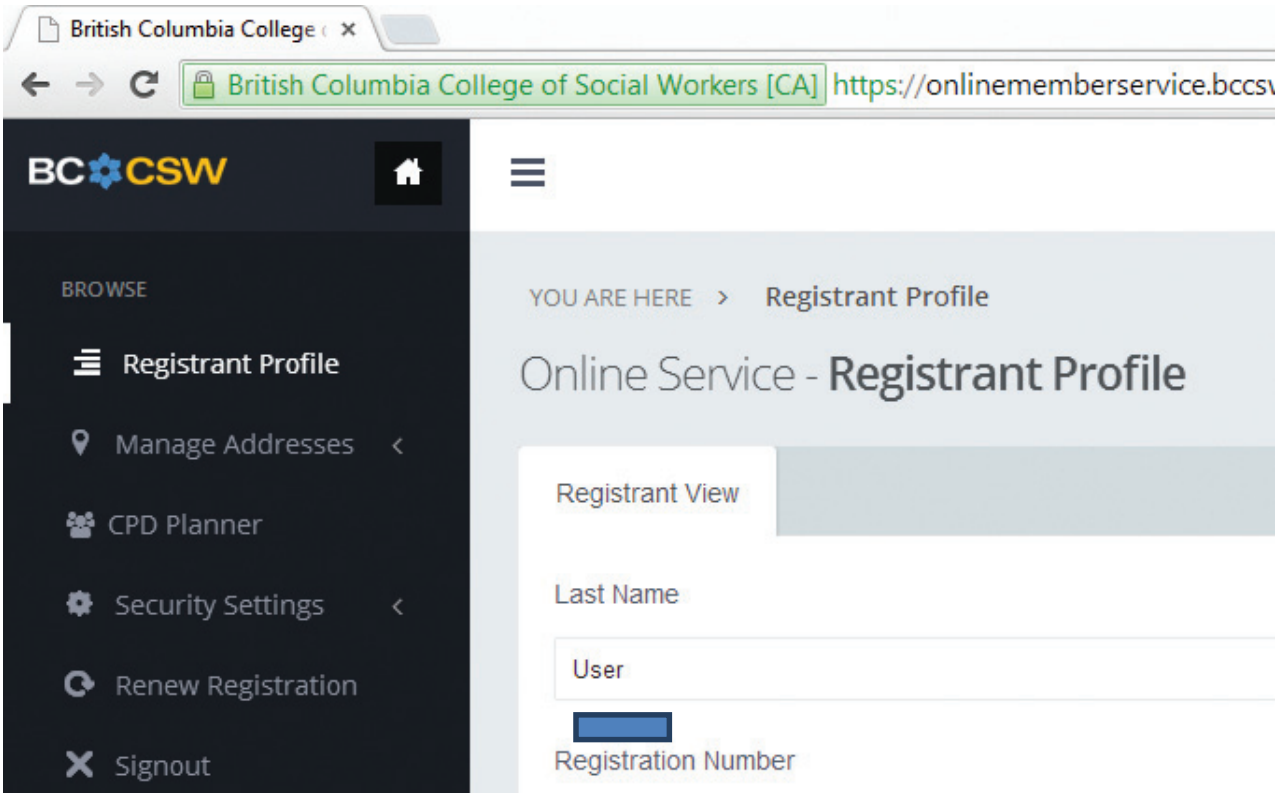
The Quality Assurance Committee worked throughout the year to finalise the Continuing Professional Development (CPD) program which was implemented on November 1, 2013. From this date, practising social workers took on the new responsibility of engaging in ongoing professional development in order to enhance their professional knowledge, skills and abilities in order to maintain the provision of effective services to their clients.

In developing the CPD Program, the Committee focused on designing a program that is inclusive and accessible to all registrants, taking into account the various scopes of practice and the urban, rural and remote nature of social work delivery in BC. A further consideration was creating a program that is meaningful and enriching for individual social workers and the wider social work community as a whole.

Committee Reports continued

On launch, registrants overwhelmingly saw the CPD as a positive addition to the profession of social work in BC. By year end, the College fielded approximately 100 inquiries from registrants and provided clarity, guidance and advice on how to engage with the program. The first annual cycle of the CPD program ends on October 31, 2014 and an initial review of its operation will be reported in the next annual report.

Registrants are required to report CPD and a new CPD planner has been incorporated into the member portal.



At the end of the year, the Committee commenced work on revising the Standards of Practice so that they remain current and relevant to the delivery of social work and its scope of practice in BC today. The Committee plans a broad consultation during the comprehensive process of revision which is planned over the next 18 months. They have begun to explore ways this consultation can best be facilitated among the College's registrants.

Finance

Committee Members

Leonard Ibbs (Chair);
Ed Berry RSW; Deborah Jones RCSW

The Finance Committee is established by the Bylaws of the College for the purpose of managing the Board's system of financial administration.

The Finance Committee undertakes to report fiscal performance to the Board on a regular basis and with the assistance of the Registrar, makes recommendations to the Board concerning the annual budget. The members of the Finance Committee are pleased to present the following audited financial statements for the year ending December 31, 2013 to the registrants of the College.

MCDONALD RICKETT
CHARTERED ACCOUNTANTS
A PARTNERSHIP OF INCORPORATED PROFESSIONALS

203 - 4695 HASTINGS STREET
BURNABY, BRITISH COLUMBIA, V5C 2K6
TEL: (604) 439-1051
FAX: (604) 439-1264

INDEPENDENT AUDITOR'S REPORT

To the Members of British Columbia College of Social Workers

We have audited the accompanying financial statements of British Columbia College of Social Workers, which comprise the statements of financial position as at December 31, 2013 and December 31, 2012 and the statements of revenues and expenditures, changes in net assets and cash flows for the years ended December 31, 2013 and December 31, 2012, 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits 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 auditor's 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 in our audits 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 British Columbia College of Social Workers as at December 31, 2013 and December 31, 2012 and the results of its operations and its cash flows for the years then ended in accordance with Canadian accounting standards for not-for-profit organizations.

McDonald Rickett

Burnaby, British Columbia
March 7, 2014

McDonald Rickett
Chartered Accountants

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS
Statement of Financial Position
December 31, 2013

	2013	2012
Assets		
Current		
Cash	**$ 541,991**	$ 636,068
Accounts receivable	**91,613**	7,736
Prepaid expenses	**45,196**	24,269
	678,800	668,073
Restricted cash certificates of deposit and GIC	**520,381**	420,381
Capital assets *(Note 3)*	**86,032**	36,022
	$ 1,285,213	$ 1,124,476
Liabilities		
Current		
Accounts payable	**$ 20,249**	$ 9,805
Government remittances payable	**7,222**	6,081
Deferred income	**169,298**	126,445
	196,769	142,331
Deferred rent	**2,336**	1,001
	199,105	143,332
Net Assets		
Hearings fund	**180,381**	180,381
Operating reserve fund	**240,000**	240,000
Operating fund	**665,727**	560,763
	1,086,108	981,144
	$ 1,285,213	$ 1,124,476

These are summary statements. The complete statements, including notes, are available from the College's website: www.bccollegeofsocialworkers.ca

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BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS
Statement of Revenues and Expenditures
Year Ended December 31, 2013

	2013	2012
Revenues		
Registration fees	**$ 769,664**	$ 654,684
Application fees	**104,494**	64,272
Interest and other	**9,961**	10,920
	884,119	729,876
Administrative expenses		
Accounting	**6,919**	7,473
Amortization	**25,648**	11,568
Bank and credit card charges	**24,734**	20,154
Computer support	**19,325**	33,586
Criminal records review program costs	**23,304**	11,130
Insurance	**5,945**	5,945
Moving costs	**-**	13,489
Office equipment	**4,363**	3,792
Office supplies	**5,478**	5,121
Postage and courier	**12,921**	13,422
Printing	**16,301**	9,133
Professional fees	**14,000**	14,000
Public awareness project	**92,849**	-
Rent	**73,376**	62,612
Telephone and internet	**5,172**	4,536
	330,335	215,961
Professional, board, and staffing activities		
Loss on disposal of assets	**460**	-
Professional activities *(Schedule 1)*	**23,797**	26,873
Board activities *(Schedule 2)*	**34,172**	45,565
Staffing *(Schedule 3)*	**390,391**	267,328
	448,820	339,766
Excess of revenues over administrative expenses	**$ 104,964**	$ 174,149

These are summary statements. The complete statements, including notes, are available from the College's website: www.bccollegeofsocialworkers.ca

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