

# ***POLICY MANUAL***

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## Preface

### Mandate

*The British Columbia College of Social Workers is the regulatory body for the practice of social work in British Columbia.*

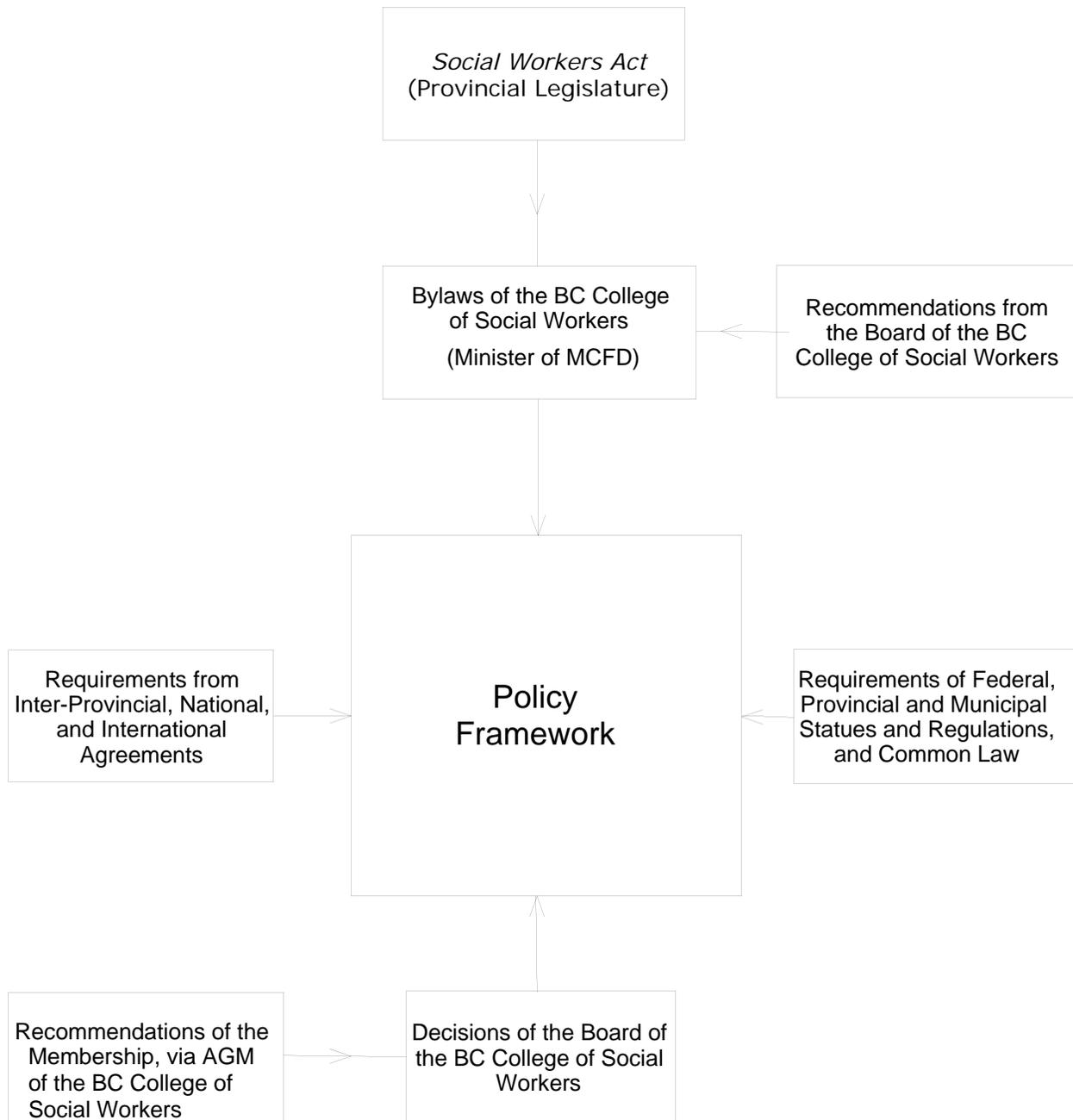
*In carrying out its objects, it is the duty of the college at all times,*

- a) To serve and protect the public; and
- b) To exercise its powers and discharge its responsibilities in the public interest

The objects of the college are:

- a) To superintend the practice of social work;
- b) To govern registrants according to the *Social Workers Act*;
- c) To establish the qualifications required for registration as a registrant;
- d) To establish and employ registration, inquiry and discipline practices which are transparent, objective, impartial and fair;
- e) To establish, monitor and enforce standards of practice and establish ethical standards to enhance the quality of practice;
- f) To establish and maintain a continuing competence program to promote high practice standards amongst registrants;
- g) To receive and investigate complaints against registrants and to deal with issues of discipline, professional misconduct, incompetence and incapacity;
- h) To administer the affairs of the college and perform other duties through the exercise of the powers conferred under the Act.

# A Comprehensive Policy Framework



## **Purpose**

The purpose of this policy framework for the British Columbia College of Social Workers is to:

- Clarify the roles and responsibilities of members of the BC College of Social Workers
- Clarify expectations regarding the work and behaviours of the Board, Board members, Board committees and task forces, committee and task force members, Registrar, and staff;
- Provide benchmarks for evaluating the work of the Board, Board committees and task forces, and the Registrar;
- Make transparent the values and principles that underlie all of the work of the British Columbia College of Social Workers;
- Increase the effectiveness and efficiency of the BCCSW;
- Ensure the development of a coherent organization with consistent practices;
- Manage potential risks facing the BCCSW.

## **Genesis of the Policies**

The policy framework of the British Columbia College of Social Workers must reflect the legal context of its work.

- The BCCSW is governed by the *Social Workers Act*, and a set of regulatory bylaws, some of which are approved by the Minister for Children and Family Development.
- Under the *Social Workers Act*, the College and its Board, committees, and Registrar must act within the appropriate principles of natural justice and administrative law.
- The registrants of the BCCSW elect 8 of the 12 members of the Board of BCCSW.
- The Minister for Children & Family Development appoints 4 public members of the Board of the BCCSW.
- The Board of the College has the overall legal authority to govern and direct the work of the organization.

Statements within this policy framework have been derived from the *Social Workers Act* and the accompanying bylaws, and from Board policy decisions.

## **Compliance**

All registrants, Board members, committee and task force members, and staff of the BCCSW are expected to fully comply with the policies within this policy framework.

## **Professionalism**

The Board of the BCCSW operates on the general assumption that all registrants, Board members, committee and task force members, and staff are, and will act as professionals, meaning that each individual:

- has the knowledge, skills, and experience to carry out their responsibilities and expectations well; and/or,
- is committed to acquiring such knowledge, skills, and experience;
- will use common sense and wisdom, and act as a reasonable person;
- will act ethically and with integrity, promoting a positive public image for the social work profession and the College.

## **Respectful Workplace Conduct**

The College is committed to promoting an ethical and respectful workplace environment.

Board members and staff are responsible for behaving in a respectful manner at all board related functions and activities.

Behaviour that is disruptive and disrespectful creates an unproductive and uncooperative work environment which may compromise board business and activities.

Respectful Workplace Conduct includes, but is not limited to:

- Being courteous, polite, respectful and considerate towards others
- The inclusion of all people, including those with different strengths and opinions
- Managing conflicts and disagreements using conflict resolution processes
- Encouraging and supporting individuals to learn and practice personal conflict resolution and respectful workplace skills.

## **Interpretation**

In any interpretation of this policy framework, the *Social Workers Act* and the accompanying bylaws take precedence.

All registrants, Board members, committee and task force members, and staff are expected to use common sense and sound professional judgment in interpreting the Board's policy framework.

Any interpretation concerns should be raised with the Registrar and/or the Chairperson of the Board for further policy development and clarification by the Board and by legal counsel.

## **Monitoring and Review**

This policy framework is a living document. It will be reviewed regularly.

On an annual basis, the Board will evaluate whether the policies are being fully implemented and will consider the needs for policy development and change.

## **Procedures**

In certain cases, more detailed procedures have been developed to accompany specific policies. These are more operational in nature.

Where procedures are lengthy, they have been included in the Appendix.



## **Governance**

The Board of the College has adopted a policy governance style, where the Board takes full responsibility for:

- Hiring, supporting, evaluating, disciplining and terminating the Registrar;
- Establishing overall strategic directions and outcomes;
- Establishing annual priorities;
- Establishing the overall policy governance framework;
- Evaluating the work of the College, the Board, and the Registrar against the achievement of the strategic directions and outcomes, and annual priorities; and, against compliance with the policy framework ;
- Reporting to the registrants of the BCCSW.

Individual members of the board do not involve themselves in

- day-to-day operational issues which are the full responsibility of the Registrar;
- delegated work of Board committees and task forces.

The Board uses committees and task forces to carry out the Board's work as far as possible, ensuring efficiency and effectiveness, and ensuring that issues are well addressed by diverse groups of people with the appropriate range of knowledge, qualifications, and competencies.

## **Part 1 – Governance**

### **1.1 Membership**

### **1.2 Board**

- 1.2.1 Appointments
- 1.2.2 Legal Powers
- 1.2.3 Protection Against Actions
- 1.2.4 Responsibilities of the Board
- 1.2.5 Board Meetings
- 1.2.6 Decision-Making
- 1.2.7 Planning and Evaluation

### **1.3 Board Members**

- 1.3.1 Legal Duties
- 1.3.2 Code of Conduct
- 1.3.3 Expectations

### **1.4 Board Committees and Task Forces**

- 1.4.1 Appointments
- 1.4.2 Code of Conduct
- 1.4.3 Quorums for Committee and Task Force Meetings
- 1.4.4 Responsibilities of the Board to Board Committees and Task Forces
- 1.4.5 Responsibilities of Board Committees and Task Forces
- 1.4.6 Expectations of Board Committee and Task Force Members
- 1.4.7 Committee and Task Force Meetings and Decision-Making
- 1.4.8 Committee and Task Force Chairpersons

### **1.5 Board Chairperson, Vice-Chairperson, and Executive**

- 1.5.1 Executive Committee
- 1.5.2 Appointments
- 1.5.3 Responsibilities
- 1.5.4 Accountability

### **1.6 Registrar**

- 1.6.1 Accountability
- 1.6.2 Areas of Responsibility
- 1.6.3 Evaluation

1.6.4 Complaints

**1.7 Conflict of Interest**

**1.8 Confidentiality**

**1.9 Risk Management**

1.9.1 Policy Framework

1.9.2 Knowledge and Skills

1.9.3 Evaluation

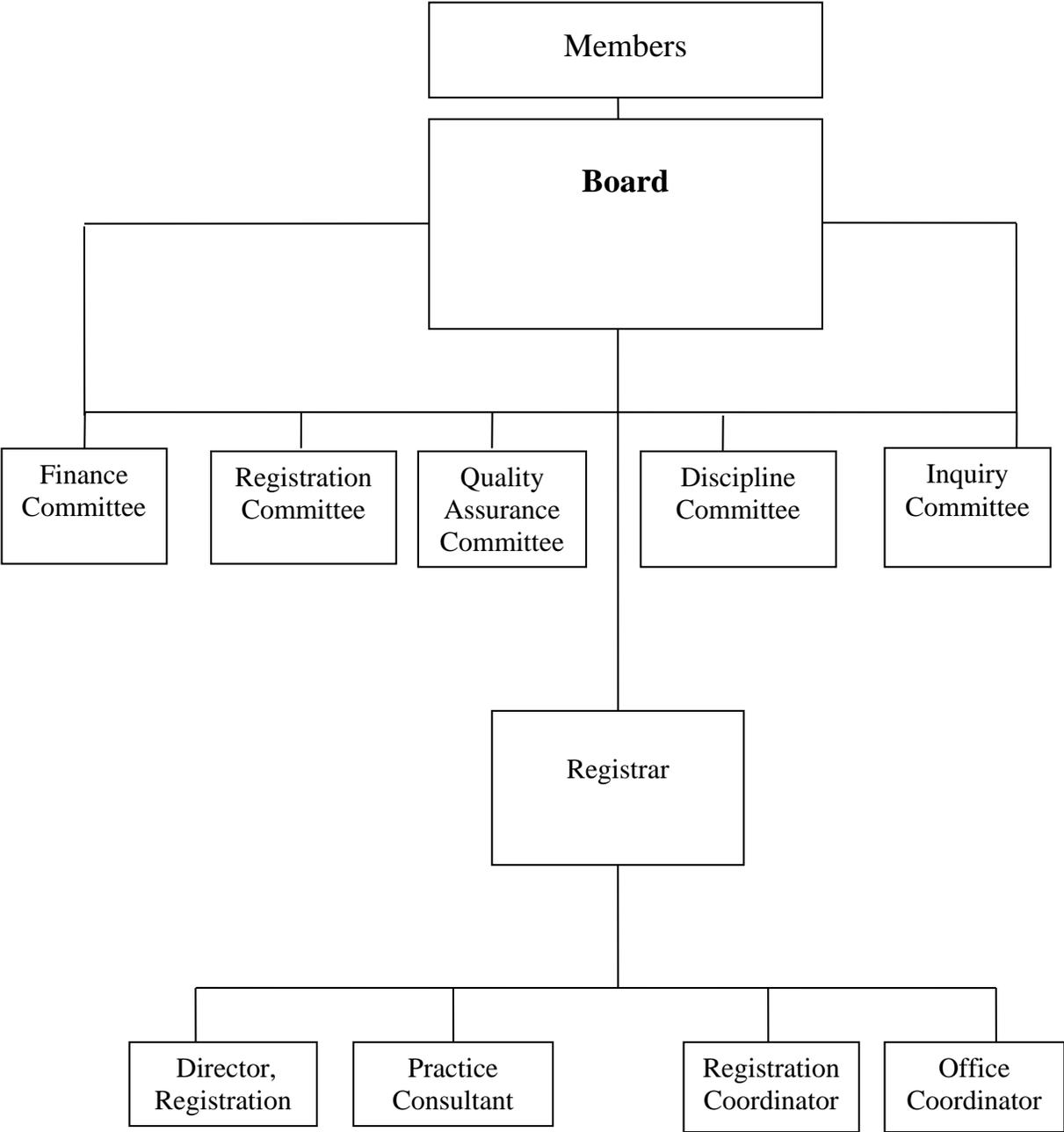
1.9.4 Finances

1.9.5 Legal Counsel

1.9.6 Complaints

1.9.7 Insurance

# Organizational Structure



## **1.1 Membership**

### ***1.1.1 Membership***

- The members of the BCCSW are those social workers registered in the Province of British Columbia.
- Registrants annually elect four (4) Board members for 2 year terms. *Bylaws s.8*
- Registrants meet annually at the annual general meeting.  
*Bylaws s.30(2)*

### ***1.1.2 Responsibilities of Registrants***

- All registrants are expected to conduct themselves in ways that reflect favourably upon the BCCSW and the social work profession generally.

### ***1.1.3 Engagement of Registrants***

- The Board of the BCCSW will ensure that members are kept informed about the work and directions of the College.
- In developing strategic directions and priorities for the College, the Board will endeavor to consult the membership.
- The Board will report formally to the members of the College at the annual general meeting.

## **1.2 Board**

### ***1.2.1 Board Membership***

- The Board consists of eight (8) elected members and four (4) members appointed by the minister.

*Act, s.4, Bylaws s. 2*

- Elected board members must be registered social workers in good standing to engage in the practice of social work.

*Bylaws, s.4*

- Appointed board members must not be registrants, former registrants, persons qualified to be registrants, or members of

the B.C. Association of Social Workers.

*Act, s.4(5)*

- Elected board members are elected for a term or two years (with the exception of four elected in the first election) and may serve a maximum of 3 consecutive terms.

*Bylaws s.8*

- Board members cannot serve beyond a period of six years.
- The terms of Board members are for calendar years.
- Any vacancy of an elected board position may be filled by a registrant selected by the board for the remainder of the term for that position by special resolution of the board.

*Bylaw s. 10*

- A board member who resigns or whose term expires may continue to serve as a member of a statutory committee or the quality assurance committee to complete work of the committee that began before the resignation or expiry.

*Act s. 4(6) 2*

- Appointed Board members are subject to the policies of the Provincial government's Board Resourcing and Development Office regarding appointments and conduct of Board members.

### ***1.2.2 Legal Powers***

- The Board has the legal authority to:
  - Establish standards, limits, and conditions for the practice of social work by registrants;

*Act, s. 7(3)*

- Establish standards of ethics and conduct for registrants;
- Approve a code of ethics and standards of practice for social work practice.

*Act, s.7*

- The Board has the legal authority to:

*Act, s. 3(1)*

- Purchase material and property;
- Acquire, maintain, and dispose of property;
- Employ or retain the services of persons;
- Enter into agreements.

- The Board has the legal capacity to sue or be sued.

*Act, s. 3(2)*

- The Board has the legal authority to change bylaws regarding administrative matters as provided in the Act.
- The Board may make bylaws, which require the approval of the Minister of Children and Family Development, regarding registration matters, as provided in the Act;
  - Establishing classes of registration;
  - Establishing the qualifications for registration;

*Act, s. 9(h)*

- Providing for the examination of persons applying for registration;

*Act, s. 9(h)*

- Providing for registration and renewal of registration;
- Establishing classes of registration and the qualifications for each class;

*Act, s. 9(d)*

- Setting fees payable for registration and renewal of registration;

*Act, s. 9 (l)*

- Defining misconduct and incompetence of Registered Social Workers.

*Act, s.  
9(p)*

*Act, s.8(1)*

- The Board has the legal responsibility to appoint and remunerate a Registrar.

*Act, s. 12 (1)*

- The Board has the legal responsibility to maintain a register of social workers and an on-line Registry of social workers.

*Act, s. 12(2)4(c). s.37*

- The Board may appoint and remunerate a Deputy Registrar, who, when acting on behalf of the Registrar, has the same authority as the Registrar.

*Act s. 12(1)*

- The Board has the legal authority to set bylaws for providing for the establishment of suitable training and apprenticeship programs.
- The Board has the legal authority to make bylaws for limiting and controlling advertising of services provided by Registered Social Workers.

*Act, s.8(f)*

### ***1.2.3 Protection Against Actions***

- An action for damage for anything done or omitted to be done in good faith under the *Social Workers Act* cannot be brought against a member of the Board, or a person acting on behalf of or under the direction of the board, in the performance of a duty or exercise of power under the Act.

*Act, s. 42*

### ***1.2.4 Responsibilities of the Board***

- The Board has the overall regulatory responsibility to protect the public, through:

- Registration: Administering all statutory provisions, approving registration policies and procedures, appointing the Registration Committee, and making the most difficult registration decisions;
  - Public complaints: Administering statutory provisions, approving complaints policies and procedures, and appointing the Inquiry Committee;
  - Quality assurance: Approving quality assurance policies and procedures, and appointing the Quality Assurance Committee;
  - Communications: Ensuring appropriate communications with Registered Social Workers, other related organizations, and members of the public;
  - Scope of practice: Establishing criteria for determining what activities are within the scope of practice of Registered Social Workers and social workers in general.  
*Act, s. 3*
  
- The Board has the overall governance responsibility for the College to ensure a healthy and sustainable organization, through:
  - Financial stewardship: Approving financial policies, approving the annual budget, reviewing regular financial statements, and approving year-end financial statements;  
*Bylaws, s. 8*
  - Fees: Establishing annual registration fees;  
*Bylaws, s. 17*
  - Registrar: Hiring, supporting, evaluating, disciplining, and terminating the Registrar;
  - Board elections: holding elections for social work members of the Board which are fair and transparent;  
*Bylaws, s.24(1)*
  - Board appointments: Making recommendations to the Lieutenant Governor in Council regarding Board appointments;
  - Board committees and task forces: Creating Board committees and task forces, making appointments

to board committees and task forces, overseeing the work of Board committees and task forces, and acting on the issues and recommendations that arise from Board committees and task forces;

- Public communications: Developing and implementing a communications plan for the College.
  
- The Board has a responsibility to consider agreements with other social work regulatory bodies across the country to protect the labour mobility rights of qualified social workers, while continuing to protect the public.

*Act s.3(1)(d)*

- The Board has the responsibility to advocate for the social work profession and for regulatory practice within the social work profession, through:
  - Strategic planning: Identifying strategic issues facing regulatory practice in the social work profession, setting strategic priorities for the College, and acting on strategic issues and priorities;
  - External relations: Working with other provincial and national social work bodies, and with other regulatory bodies in B.C.;
  - *Social Workers Act*: Making recommendations to the Minister for Children and Family Development regarding changes in the *Social Workers Act* and the related Bylaws, and raising policy issues to the Provincial Cabinet regarding regulation of the social work profession.

### **1.2.5 Board Meetings**

- The Board will meet at least 4 times each fiscal year.

*Bylaws, s.13(1)*

- All Registered Social Workers will be given reasonable notice of Board meetings.
  
- The Chair or any 3 Board members may require the Registrar to call a meeting of the Board.

*Bylaws, s. 14*

- The Registrar or Chair may call a meeting of the Board without notice to registrants where necessary to conduct urgent business.

*Bylaws, s. 14*

- Members of the public may request the details of the time and place of a Board meeting, a copy of the agenda, and copies of the minutes of any preceding meeting. The Registrar will respond to these requests within a timely manner.

*Bylaws, s. 13(3)*

- Board meetings are open to Registered Social Workers and the public, subject to reasonable considerations of privacy and confidentiality, relating to:

*Bylaws, s.13(4) and 13(5)*

- Financial matters;
  - Personal matters;
  - Criminal matters;
  - Personnel matters;
  - Property acquisition matters;
  - Disclosure of examination results;
  - Discussions with the Office of the Ombudsman or the Office of the Representative of Children & Youth;
  - Legal matters.
- If the Board chooses to exclude a person from a Board meeting, it must note the reasons in the minutes of that meeting.

*Bylaws, s. 13(6)*

- The Registrar is responsible for ensuring that minutes are taken at a Board meeting and are kept on file.

*Bylaws, s. 13(7)*

- A majority of the Board constitutes a quorum at a Board meeting.

*Bylaws, s. 13(8)*

- No resolution at a meeting need be seconded and the chair of a meeting may move a motion or propose a resolution.

*Bylaws, s. 13(9)*

- The Board may conduct business by mail, electronic means, facsimile, telephone or video-conference.

*Bylaws, s. 13(11)*

- Generally, the Board uses Robert's Rules of Order to govern the procedures at Board meetings.

*Bylaws, s. 13(12)*

- Generally, all materials for a Board meeting will be circulated in writing beforehand to ensure that Board members have time to prepare in advance.
- In the absence of the Chairperson and vice-Chairperson, an acting Chairperson for a Board meeting will be elected by a majority of the Board members present.

*Bylaws, s. 12(4)*

### **1.2.6 Decision-Making**

- The Board's agendas and decision-making processes are designed to ensure well-informed, consistent, timely, quality, and transparent decisions.
- Once a decision has been made by the Board, all Board members, committee and task force members, and staff are expected to follow that decision.
- Board members, committee or task force members, and staff are expected to refrain from publicly criticizing the Board's decisions and decision-making processes.
- The Board is committed to a consensus style of decision-making, ensuring full enough discussion of the issues that all

Board members can agree to live with a decision even if they do not fully agree with it.

- If consensus cannot be reached, the Board makes decisions by majority vote, following the principles of Robert's Rules of Order.
- Abstentions are not considered votes under Robert's Rules of Order, and thus cannot be noted in minutes.
- The chairperson may vote during the Board's decision-making process.

*Bylaws, s.13(10)*

- In case of an equality of votes for and against a motion, the chair shall not cast a second vote, and the motion fails.

*Bylaws, s.13(10)*

- Board agendas are designed to allow Board members the time to:
  - Learn and become well informed about the issues;
  - Discuss the issues fully without the pressures of making an immediate decision;
  - Make decisions in a timely manner.

### ***1.2.7 Planning and Evaluation***

- The Board meets annually to:
  - Evaluate the work of the College;
  - Evaluate the work of the Board;
  - Set priorities and plans for the next year.

## **1.3 Board Members**

### ***1.3.1 Legal Duties***

- Individual Board members have a legal duty to:
  - Act honestly and in good faith in the best interests of the College.
  - Exercise the care, diligence, and skill of a reasonably informed person.

- Board members are expected to:
  - Approach all matters with an open mind;
  - Be prepared to be open to persuasion and changing one's views based on review of the information;
  - Listen respectfully to the views of others and carefully consider these views in making decisions.

### ***1.3.2 Code of Conduct***

- Board members must take an Oath of Office to serve and protect the public and the public interest.

#### *Social Workers Regulation*

- All Board members are expected to conduct themselves in ways that reflect favourably upon the integrity of the Board, the College, and the social work profession generally.
- Board members are expected to decline membership in any other organization whose aims, objectives, and membership criteria are inconsistent and/or in conflict with those of the College.
- Board members will act with respect, fairness, honesty, inclusiveness, and confidentiality in all relationships, including:
  - Members of the public;
  - Members of the social work profession;
  - Other Board, committee, and task force members;
  - Staff;
  - People from other organizations relating to the College.

### ***1.3.3 Expectations***

- Board members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend Board meetings well prepared, conversant with the background materials and the agenda;
- Attend all Board meetings;
- Listen to other Board members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the Board's discussions and decision-making;
- Ensure that Board decisions are clear, written, and acted upon;
- Be well informed about the College, its mandate and work, and the issues within regulatory practices of the social work profession;
- Be well informed of the quasi-judicial roles and responsibilities of the Board, certain Board committees, and hearing panels;
- Work within the *Social Workers Act* and the related Bylaws;
- Work within the policy framework established by the Board;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be ambassadors for the College, and promote regulatory practice and quality assurance within the social work profession;
- Promote the social work profession;
- Serve on Board committees and task forces, and be prepared to act as chairpersons of Board committees and task forces;
- Participate in hearing panels;
- Be committed to on-going learning as a Board member;
- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;

- Treat other Board members with respect, fairness, honesty, and inclusiveness;
- Communicate directly with other Board members, not through third parties;
- Be accountable to other Board members, and hold them accountable.

## 1.4 Board Committees and Task Forces

### 1.4.1 Appointments

- The Board has the responsibility for making appointments to Board committees and task forces.

*Bylaws, s.21*

- The Board may remove a committee or task force member by majority vote.

*Bylaws, s.21(2))*

- Some Board committees and task forces may include people who are not Board members.
- The Board will appoint chairpersons and vice-chairpersons for each committee or task force.

*Bylaws, s. 21(3)*

- Committee and task force members are appointed for a term of one year, and are eligible for reappointment.

*Bylaws, s. 21(1)*

- The Registrar may attend every committee or task force meeting of the college as a non-voting member.

*Bylaws, s.23(3)*

- All people appointed to a Board committee or task force must be:
  - A Registered Social Worker or a public member of the Board;
  - Willing to attend regular meetings;
  - Willing to participate in the work.

- Where possible, Board committee and task force memberships will reflect geographic, practice, and cultural diversity.

#### ***1.4.2 Code of Conduct***

- All Board committee and task force members are expected to conduct themselves in ways that reflect favourably upon the integrity of the Board, the College, and the social work profession generally.
- Board committee and task force members will act with respect, fairness, honesty, inclusiveness, and confidentiality in all relationships, including:
  - Members of the public;
  - Members of the social work profession;
  - Members of the BCCSW;
  - Other Board, committee, and task force members;
  - Staff.

#### ***1.4.3 Quorums for Committee and Task Force Meetings***

- A majority of the members of a committee or task force will constitute a quorum.

*Bylaws, s. 21(6)*

- The Discipline Committee may meet in panels of three persons appointed by the chair of the committee; all members of a panel constitute a quorum.

*Bylaws s.  
18*

#### ***1.4.4 Responsibilities of the Board to Board Statutory and Standing Committees and Task Forces***

In addition to responsibilities that may be required by statute, the Board will provide clear expectations and authorities for each Board committee and task force through a written statement of the terms of reference. The terms of reference for any board committee or task force assignment not otherwise provided by statute or bylaw will include:

- The expected outcomes

- The issues that need to be considered
- The perspective that needs to be considered
- The timing required for reporting back to the board
- The resources (staff and \$) available
- The reporting lines back to the board

In assigning new issues that need consideration by a board committee or task force, the board will:

- Be explicit about the Board work that relates to the issue, thereby avoiding confusing the work of board committees and task forces and the work of the Registrar.
- Be explicit about whether the issue properly belongs to one of the statutory committees and avoid micromanaging the work of the standing/statutory committees,
- Be explicit when striking a new committee or task force why the issue is not being referred to the Registrar or one of the standing committees.
- In creating any new group, the Board will be clear about whether this is a committee with an on-going mandate or a task force with a time-limited mandate.
- The Board will ensure that Board committee and task force members are well oriented, supported, and trained.
- The Board will act in ways that maintain the presumption that Board committees and task forces, and their members, will carry out their work with due diligence, efficiency, and effectiveness.
- The Board will avoid duplicating or re-doing the work of Board committees and task forces.
- The Board will act in a timely, efficient, and effective manner to consider and approve recommendations from Board committees and task forces regarding policies and procedures, and strategic issues.
- Board meetings will be structured to allow adequate time for learning about, discussing, and acting on the issues and recommendations raised by Board committees and task forces.

#### ***1.4.5 Responsibilities of Board Committees and Task Forces***

Board committees and task forces are generally expected to:

- Work within the *Social Workers Act*, and the related Bylaws;
  - Work within the policy framework established by the Board;
  - Develop and recommend appropriate policies and procedures for Board approval;
  - Keep the Board informed about the on-going work of the committee or task force;
  - Keep the Board informed in a timely manner of key issues considered, and decisions made, by the committee or task force;
  - Provide the Board with clear recommendations, including background information, perspectives considered, options considered, and rationales;
  - Trust and respect that the Board and Board members will carry out their work well;
  - Develop annual committee budgets for consideration by the Finance Committee.
- Each committee or task force will submit an annual report to the Board covering its activities over the past year.

*Bylaws, s. 21(5)*

- In setting up sub-committees or task forces, the Board committees will follow the same board policies related to clear terms of reference.

#### ***1.4.6 Expectations of Board Committee and Task Force Members***

- Individual Board committee and task force members are expected to:
  - Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
  - Attend meetings well prepared, conversant with the background materials and the agenda;
  - Attend all committee or task force meetings;
  - Listen to other committee or task force members' perspectives, ask questions, and participate in the discussions and decision-making;

- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Be well informed about the College, its mandate and work, and the issues within regulatory practices of the social work profession;
- Be well informed of the quasi-judicial roles and responsibilities of the Board and certain Board committees;
- Work within the *Social Workers Act* and the related Bylaws;
- Work within the policy framework established by the Board;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be ambassadors for the College, and promote regulatory practice and quality assurance within the social work profession;
- Promote the social work profession;
- Be prepared to act as chairpersons of Board committees and task forces;
- Be committed to on-going learning as a committee or task force member;
- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;
- Treat other committee or task force members with respect, fairness, honesty, and inclusiveness;
- Communicate directly with other committee or task force members, not through third parties;
- Be accountable to other committee or task force members, and hold them accountable.

#### ***1.4.7 Committee and Task Force Meetings and Decision-Making***

- The bylaws and procedures that govern Board meetings and Board decision-making apply to committees and task forces.

#### **1.4.8 Committee and Task Force Chairs**

- The responsibilities of chairpersons of committees and task forces include:
  - Providing overall leadership to the committee or task force;
  - Preparing the meeting agendas in consultation with the relevant staff person;
  - Communicating with the relevant staff person regarding meeting schedules, agendas, minutes, and follow up work;
  - Chairing meetings and facilitating discussions;
  - Reviewing minutes;
  - Providing leadership to ensure that the work of the committee or task force is done effectively and in a timely manner.

### **1.5 Board Chair, Vice-Chair, and Executive**

#### **1.5.1 Executive Committee**

- The Executive Committee consists of the Chair, vice-Chair, and Chair of the Finance Committee.
- The responsibilities of the Executive Committee are to:
  - Provide advice to the chairperson in the development of Board agendas;
  - Act on behalf of the Board in emergency situations between Board meetings;
  - Negotiate a compensation and benefits package with the Registrar.

#### **1.5.2 Elections**

- The members of the Board annually elect a Chair and vice-Chair from among its members.

*Act, s. 2(6)*

- In the absence of the Chair and vice-Chair, the Board will elect an acting Chair for that meeting by majority vote.
- The Board designates a chair of the Finance Committee from among its members

*Bylaws s.21(3)*

### **1.5.3 Responsibilities**

- The responsibilities of the Chair include:
  - Preparing the agenda for Board meetings in consultation with the Registrar;
  - Chairing and facilitating Board meetings;  
*Bylaws, s.12(2)(a)*
  - Signing the minutes of each Board meeting after they have been approved by the Board;
  - Signing certificates, diplomas, and other instruments executed on behalf of the Board;  
*Bylaws, s.12(2)(b);*
  - Acting as the spokesperson for the Board;
  - Initiating the annual performance review of the Registrar;  
*Bylaws, s.12(2)(c)*
  - Initiating disciplinary procedures related to the Registrar;
  - Identifying strategic issues in consultation with the Registrar, assigning these issues to Board committees and task forces, and acting on these issues in consultation with the Registrar.
- The responsibilities of the vice-Chair are to perform the responsibilities of the Chair in his or her absence.

*Bylaws, s. 12(3)*

- The responsibilities of the Chair of the Finance Committee include:
  - Chairing the Finance Committee;
  - Overseeing the financial affairs of the College;

- Reporting to the Board on the financial affairs of the College.

#### ***1.5.4 Accountability***

- The Chair, vice-Chair, and Chair of the Finance Committee are accountable to the Board.

### **1.6 Registrar**

#### ***1.6.1 Accountability***

- The Registrar is the chief executive officer and is appointed by and is accountable to the Board of the British Columbia College of Social Workers.

#### ***1.6.2 Areas of Responsibility***

- The Registrar is responsible and has the authority for:
  - Acting in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
  - Being well informed about the College, and the issues within the regulatory practice of the social work profession;
  - Being well informed of the quasi-judicial roles and responsibilities of the Board and some Board committees;
  - Acting within the *Social Workers Act* and the related Bylaws;
  - Acting within the policy framework established by the Board;
  - Implementing the strategic directions, outcomes, and annual priorities established by the Board;
  - Reporting to and keeping the Board informed;
  - Ensuring that the Board is not surprised;
  - Supporting the Board;
  - Ensuring that minutes are taken at Board meetings;
  - Ensuring that all Board committees and task forces have the staff support they need;
  - Developing an annual budget for discussion by the Finance Committee and approval by the Board;

- Managing finances within the annual budget as approved by the Board;
- Managing risks related to information, financial, staff, facilities, equipment, and reputation;
- Maintaining a register of Registered Social Workers and on-line Registry;  
*Bylaws, s. 24(1)(b), Act s.37*
- Processing applications for registration, and making first level registration decisions within Board policy;  
*Bylaws, s. 25(1)*
- Referring concerns about registration applications to the Registration Committee;
- Processing complaints from the public within Board policy;
- Referring such complaints to the Inquiry Committee;
- Acquiring professional advice such as legal counsel, accounting, information technology, and facility management;
- Maintaining all administrative systems, including information, records, finances, office, facilities, and equipment;
- Developing and recommending personnel policies and procedures for discussion and approval by the Board;
- Hiring, supporting, evaluating, disciplining, and terminating all staff and contractors;
- Setting staff salaries within the approved budget and the overall personnel policy;
- Relating externally to government ministries, other social work bodies, other regulatory bodies, and other concerned individuals and organizations;
- Informing Registered Social Workers about regulatory practice issues;
- Promoting the social work profession and the regulation of the social work profession;
- Acting as the head of the College for the purposes of the *Freedom of Information and Protection of Privacy Act*.

- Working with the Chair of the Board of the BC College of Social Workers to identify new issues requiring attention, clarify operational and policy aspects of these new issues, and make recommendations to the Board regarding delegation of these new issues.

### ***1.6.3 Monitoring Registrar's Performance***

- Monitoring executive performance is the same as monitoring organizational performance. The purpose of monitoring is to determine the degree to which Board policies are being fulfilled and Board priorities are being achieved.
- Evaluation will be done annually.
- The Board may monitor implementation of policies by any process at any time.
- The annual review of the Registrar's performance will use the following benchmarks:
  - Achievement of the Board's strategic directions and priorities;
  - Compliance with the Board's policy governance framework;
  - Fulfillment of the Registrar's job description.
- The annual evaluation of the Registrar will be the responsibility of the Chair as per 1.5.3.

### ***1.6.4 Complaints***

- All complaints regarding the Registrar acting as the chief executive officer will be responded to as personnel matters, within the policies and processes outlined for all staff.

### ***1.6.5 Compensation***

- The Board will establish a compensation and benefit package for the Registrar that 1) is competitive for similar positions in comparable circumstances; 2) that clearly establishes the

process and criteria for increases; and 3) satisfies guidelines, regulations and legislation imposed by the government of BC.

- The Chair will represent the Board in negotiations with the Registrar regarding a compensation and benefits package.

## **1.7 Conflict of Interest**

- A conflict of interest is any situation in which a Board member's personal interests or the interests of a related friend, family member, business associate, corporation, partnership, or organization, could influence the Board member's decisions, or impair the Board member's ability to act in the Board's best interests, or to represent the Board fairly, impartially, and without bias.
- Conflict of interest includes:
  - Using property of the College for personal purposes;
  - Purchasing property of the College without an open process that is accessible to all members of the profession;
  - Taking advantage of an opportunity that is available to the College without an open process that is accessible to all members of the profession;
  - Soliciting Board members or staff for personal business purposes;
  - Disclosing or using information gained from being a Board member for personal purposes;
  - Accepting gifts that have more than token value.
- Unless authorized by the Board, no Board member may act on behalf of the Board or deal with the Board, in any matter where there is a conflict of interest or appearance of a conflict of interest.
- Unless authorized by the Board, no Board member may use their position, office, or affiliation with the Board to directly or indirectly pursue or advance their own personal interests, or the interests of closely related parties.
- The appearance of a conflict of interest occurs when a reasonably well-informed person could have a reasonable perception of a conflict of interest.

- All Board members must immediately disclose a potential conflict of interest in writing to the Board, as soon as the potential conflict becomes known.
- The duty of disclosure applies even when there is some doubt regarding the conflict of interest.

## **1.8 Confidentiality**

- The College is subject to the *Freedom of Information and Protection of Privacy Act*.
- Board, committee, and task force members are expected to keep confidential all or any information relating to:
  - In camera Board meetings;
  - Applications for registration;
  - Inquiries and complaints.
- Board, committee, or task force members are expected to keep print and electronic information regarding the College secure, and at home.
- All media inquiries regarding the College will be referred to the chairperson of the Board and/or the Registrar.

## **1.9 Risk Management**

### ***1.9.1 Policy Framework***

- The Board manages risks through providing written policies:
  - Articulating this policy framework;
  - Ensuring that all new Board members, committee and task force members, and staff are fully oriented to this policy framework;
  - Regularly monitoring policy compliance.

### ***1.9.2 Knowledge and Skills***

- The Board works to ensure that Board, committee, and task force members have the qualifications, knowledge, and experience to fulfill their duties.

- The Board provides training to Board, committee, and task force members related to their roles and responsibilities, and to the legal requirements of serving on a Board and serving on quasi-judicial hearing panels.
- The Board ensures that the Registrar has the professional qualifications, knowledge, and experience to fulfill his or her duties.
- The Board expects the Registrar to ensure that all other staff and contractors have the professional knowledge, qualifications, and experience to fulfill their duties.

### ***1.9.3 Evaluation***

- The Board annually evaluates the Registrar.
- The Board annually evaluates its own performance.
- Committees and task forces annually evaluate their performance.
- The Board expects the Registrar to conduct annual evaluations with all staff.

### ***1.9.4 Finances***

- The Board manages financial risks by:
  - Approving the annual budget;
  - Reviewing regular financial statements;
  - Requiring an annual external review engagement by a professional accountant;
  - Reviewing the annual review engagement and considering any recommendations from the accountant.

### ***1.9.5 Legal Counsel***

- The Board, a panel of the Discipline Committee, a committee, or a task force may, with the approval of the Board, use legal counsel for the purpose of assisting the Board, panel, committee, or task force in carrying out its work.

*Bylaws, s.29*

- It is the responsibility of the Registrar to arrange legal counsel for committees and task forces.
- The Registrar may consult legal counsel.

#### **1.9.6 Complaints**

- Anyone with a complaint regarding the College and/or the Registrar may submit that complaint to:
  - The Privacy Commissioner under the *Freedom of Information and Protection of Privacy Act*;
  - The Ombudsperson under the *Ombudsperson Act*.

#### **1.9.7 Indemnity**

- Appointed Board members are indemnified under the Government Agencies, Boards and Commissions Appointee Indemnity Policy of the Provincial government.
- All Board members and staff are protected by the liability protection provisions of the *Social Workers Act* s. 42.

## **Relationships with the Social Work Profession**

A key mandate of the College is to provide a process for the formal registration of social workers as qualified and competent members of the social work profession.

The conditions under which a person can use the title "social worker" or "Registered Social Worker" are outlined in the *Social Workers Act*. A person may not represent themselves as a Registered Social Worker unless the person is registered by the College.

The College has the legal power to seek an injunction from the Supreme Court to restrain a person from unlawfully using the title "Registered Social Worker".

A second key mandate of the College is to improve the quality of social work practice through:

- Developing and disseminating standards of social work practice;
- Holding Registered Social Workers accountable to these standards of practice;
- Promoting continuing professional development and learning.

## **Part 2 – Relationships with the Social Work Profession**

### **2.1 Registration**

- 2.1.1 Values
- 2.1.2 Authorities
- 2.1.3 Scope of Registration
- 2.1.4 Scope of Social Work Practice
- 2.1.5 Classes of Registration
- 2.1.6 Full Registration Requirements
- 2.1.7 Clinical Registration Requirements
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- 2.1.11 Honorary Registration
- 2.1.12 Examinations
- 2.1.13 Registration Procedures
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- 2.1.16 Registration Appeals Committee
- 2.1.17 Re-application
- 2.1.18 Renewal Procedures
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### **2.2 Criminal Records Review Act**

### **2.3 Fees and Costs**

- 2.3.1 Application Fees
- 2.3.2 Registration Fees
- 2.3.3 Procedures

### **2.4 Registration Duties of the Registrar**

### **2.5 Registration Committee**

- 2.5.1 Appointments
- 2.5.2 Responsibilities

### **2.6 Duties of Registered Social Workers**

### **2.7 Liability Insurance**

## **2.8 Adoptions Social Work**

### **2.9.1 Standards of Practice**

2.9.1 Purpose

2.9.1 Standards

2.9.2 Specialist Certificates

### **2.10 Quality Assurance Committee**

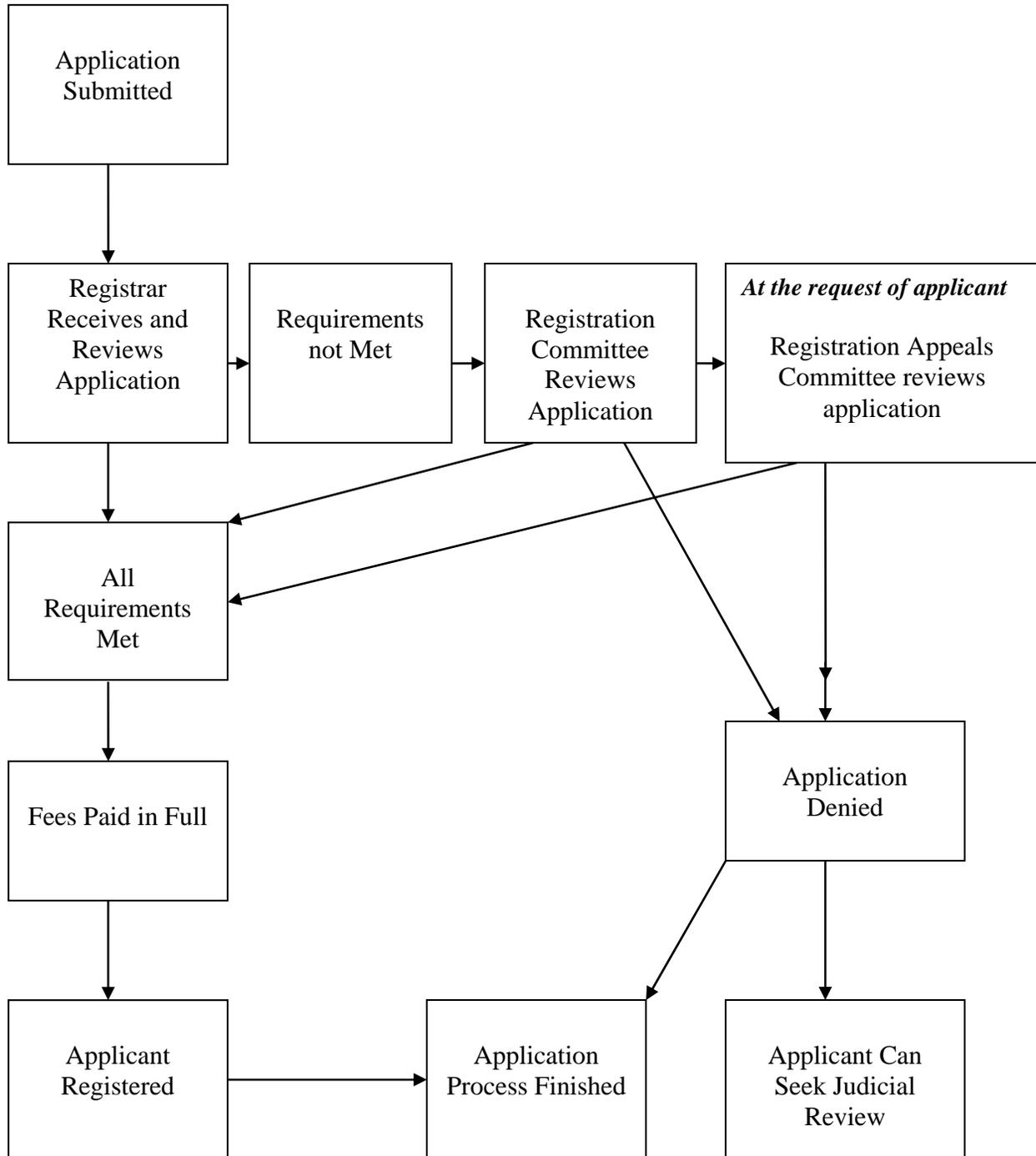
2.10.1 Appointments

2.10.2 Responsibilities

### **2.11 Continuing Professional Development**

### **2.12 Inter-Provincial Agreements**

# Registration Application Process



## **2.1 Registration**

### **2.1.1 Values**

- The registration processes will be transparent, impartial, objective and fair.
- Applicants for registration will be treated with confidentiality and respect.

### **2.1.2 Authorities**

- The College has the legal authority to make bylaws, subject to approval by the Minister for Children and Family Development

#### *Act, s.9*

- Establishing classes of registration and limitations on practice;
  - Establishing the qualifications for registration;
  - Providing for the examination of persons applying for registration;
  - Setting fees payable for each examination;
  
  - Providing for registration and renewal of registration;
  
  - Setting fees payable for registration and renewal of registration;
  - Establishing specialist certificates.
- The Registrar must grant registration to a person who satisfies the Registrar that she or he is qualified.

### **2.1.3 Scope of Registration**

- A person registered as a social worker may use the term "Registered Social Worker" and may represent oneself as a social worker.

#### *Act, s. 18*

- A person registered as a clinical social worker may use the term Registered Clinical Social

Worker.

*S.W. Regulation*

- A person must not represent themselves as a Registered Social Worker or a Registered Clinical Social Worker unless they are duly registered by the College.

*Act, s.18*

- A person must not represent themselves as a social worker unless the person:
  - Is duly registered as a social worker by the College.  
*Act, s. 18*
  - Is employed as a social worker by: Canada, the government, or an agent of either; a board, commission, or other body any member of which is appointed by Canada or the government; a municipality, regional district, hospital district board, or board of school trustees; an Indian band, a tribal council, the Nisga'a Nation, or a Nisga'a village; an agency, other than an adoption agency as defined in the *Adoption Act*, to whose staff is delegated any or all of a director's powers, duties or functions under the *Child, Family, and Community Service Act* or the *Adoption Act* or a society incorporated under the *Society Act* and approved by the director designated under the *Child, Family, and Community Service Act* for the purpose of section 2(1)a of the *Society Act*.  
*Social Workers Regulation*
  - Teaches or is engaged in research as a social worker under an academic appointment or program in a university, college, or institute.
- A person who misuses the title of Registered Social Worker or social worker commits an offence. The College is committed to the position that all persons working as a social worker, no matter who their employer may be, should be registered.

*Act. S. 46*

**2.1.4 Scope of Social Work Practice**

- The scope of practice of the social work profession means the assessment, diagnosis, treatment, and evaluation of individual, interpersonal, and societal problems through the use of social work knowledge, skills, interventions, and strategies, to assist individuals, couples, families, groups, organizations, and communities to achieve optimum psychosocial and social functioning.
- The scope of practice includes, but is not limited to:
  - The provision of assessment, diagnostic, treatment, counselling, and evaluation services;
  - The development, promotion, management, administration, delivery, and evaluation of human service programs;
  - The provision of advocacy services;
  - The provision of professional supervision to a social worker or social work student;
  - The provision of consultation services to other social workers or professionals;
  - The development, promotion, implementation, and evaluation of social policies aimed at improving social conditions and equality;
  - The conduct of research and provision of education regarding the practice of social work.
- The registrar has the authority to make a decision about whether an activity is within the scope of practice of social work, unless the question is such that it requires further investigation. In those cases it will come to the Quality Assurance Committee for recommendation to the Board.

### **2.1.5 *Classes of Registration***

There are different classes of registration:

*Bylaws, s. 34*

- Full registration;
- Clinical registration;
- Provisional registration;
- Non-practicing registration;
- Temporary registration;

- Honorary registration.

### **2.1.6 Full Registration Requirements**

The requirements for full registration are:

*Bylaws, s. 41*

- Graduation from an academic program approved by the Board;
- Successful completion of the examinations required by the Board;
- A minimum of 700 hours of social work experience which meets standards approved by the board;
- Satisfactory evidence of good character consistent with the responsibilities of a Registered Social Worker and the standards expected of a Registered Social Worker.

Graduation from an academic program involves:

*Bylaws, s.41*

- A bachelor's, master's, or doctoral degree in social work from a university, college, or other educational institution approved by the Board;
- A degree or certificate deemed by the Board to be equivalent to the above;
- Status as a Registered Social Worker or professional social worker in another jurisdiction, provided that the standards in that jurisdiction meet the minimum standards of the College;
- The current approved educational institutions are those accredited by the Canadian Association of Social Work Education and by the Council on Social Work Education in the U.S.A.
- The College may grant full registration status to an applicant who does not meet the above requirements, as long as they have:

*Bylaws, s. 41(2)*

- A minimum of a baccalaureate degree in a related field, and a combination of knowledge, skills, and abilities which, in the opinion of the Registration Committee, are substantially equivalent;
- Successfully completed the examinations and any upgrading programs required by the Registration Committee.
- Under the Agreement on Internal Trade, a registered social worker from another Canadian jurisdiction may be eligible for registration in British Columbia on the basis of their current registration status as long as they meet the other requirements – complete application, criminal record check, references and payment of fees.

### **2.1.7 Clinical Registration Requirements**

The requirements for clinical registration are:

*Bylaws, s. 35.1(1)*

- Meets all of the requirements for full registration;
- Graduation with a masters or doctoral degree in social work from a university, college, or other educational institution that is acceptable to the Board;
- Courses of study in:
  - human development and behaviour from a biopsychosocial perspective;
  - assessment and diagnosis based on the understanding and use of diagnostic criteria and evidence-based screening and assessment tools that are standardized and validated; and
- psychotherapy and clinical practice involving evidence-based approaches;
- A minimum of 3000 hours of supervised clinical social work experience after having obtained the masters or doctoral degree;
- References from 2 individuals satisfactory to the Board, each of whom is a Registered Social Worker, psychiatrist, physician, or Registered Psychologist, or is a professional recognized as

such in the jurisdiction in which they practice, and has knowledge of the applicant's clinical practice; and, one of whom has directly supervised the applicant's clinical practice if available;

- Satisfactory evidence of good character consistent with the responsibilities of a Registered Social Worker and the standards expected of a Registered Social Worker;
- Successful completion of the clinical examination of the Association of Social Work Boards.

Only people who have fully met the requirements for clinical registration can represent themselves as a clinical Registered Social Worker.

*Social Workers Reg.*

### **2.1.8 Provisional Registration Requirements**

- An applicant who meets all the other requirements for full registration but has not successfully completed the required exam may be granted provisional registration provided that the applicant is eligible to complete the required examination and is registered for the next available examination.

*Bylaws, s. 43*

- An applicant may be granted provisional registration for one year and this may be renewed once by the registration committee for up to one year.
- A person with provisional registration who fails to complete the conditions for full registration within two years shall cease to be registered.

### **2.1.9 Non-Practising**

- A full or clinical registrant may be granted non-practising registration by the Registrar.

*Bylaws, s. 44*

- A non-practising registrant will not practice social work, and may only represent himself or herself as a non-practising Registered Social Worker.

#### ***2.1.10 Temporary Registration***

- A registrant in good standing of a social work regulatory body in a jurisdiction approved by the Board and meets the minimum requirements of a bachelor's degree in social work and 700 hours of social work practice, as well as providing required criminal record checks, may be granted temporary registration for a period of up to 90 days for a reduced fee.

*Bylaws, s. 45*

#### ***2.1.11 Honorary Registration***

- The Board may award an honorary registration to any person other than a Registered Social Worker who has made a substantial contribution to the profession of social work.

*Bylaws, s.46*

- An honorary Registered Social Worker will not practice social work and may only represent himself or herself as an honorary Registered Social Worker.

#### ***2.1.12 Examinations***

- All examinations required for registration must be approved by the Board.

*Bylaws, s.41, 42*

- The Board may cooperate or contract with any organization or consultant in the preparation, administration, and grading of any required examinations, but shall retain the sole responsibility and discretion for determining which applicants may take the examination and which applicants have successfully passed the examination.

*Bylaws, s. 49*

- The College contracts with the Association of Social Work Boards to conduct all examinations.
- The Board will accommodate persons with a disability in all examinations.
- The cut score for clinical examinations is 75.

### **2.1.13 Registration Procedures**

- All applications for registration or renewal of registration are sent to the Registrar.

*Act, s. 13*

- A file is opened upon receipt of the application and the application fee.
- Documents received without payment of the application fee are kept for 6 months.

An applicant for registration must submit:

- A signed application in a form approved by the Registration Committee;
  - The application fee approved by the Board;
  - An official transcript of his or her degree sent directly from the university to the College; or
  - An official credential evaluation completed by a recognized agency and sent directly from the agency to the College;
  - The required registration fees approved by the Board;
  - A signed criminal record check authorization;
  - An applicant must provide a current country-wide criminal record check signed by their local police force.
- An applicant must comply with the provisions of the *Criminal Record Review Act*.
  - Criminal record checks must be no more than 1 year old.

- If the application process is not completed within 1 year, the file is closed, and destroyed after 6 months.
- References must have been signed within the previous year.
- Referees must have known the applicant for at least 1 year.
- Upon approval of the application, the applicant is requested to pay the registration fee within 60 days.
- An applicant may re-apply for registration after the expiration of 1 year from the date of the Board's refusal to register the applicant.

*Bylaws, s.52*

- The application file is closed if the fee payment is not received, unless the applicant applies in writing with reasons.

#### ***2.1.14 Registrar's Decisions***

- The Registrar must grant registration and issue a certificate of registration to every applicant who is qualified.

*Act s. 13*

- The Registrar may refuse to grant registration under some circumstances, including previous entitlement to practicing social work has been suspended or cancelled, a current investigation or review is underway, or the person has been convicted of an indictable offence.

*Act s.13(2)*

- The Registrar must provide written reasons for refusing to grant registration.

*Act s.13(3)*

- An applicant may apply in writing to the Registration Committee for a review of the Registrar's decision to refuse registration.

*Act s.14(1)*

- Such application must be made within 30 days after receiving notice of the Registrar's decision.

*Act s.14(2)*

- If the Registrar does not grant registration, the Registrar may deliver the application to the Registration Committee for a review and shall notify the applicant.

*Bylaw 49.1*

#### ***2.1.15 Registration Committee Review***

- The Registration Committee may hold a combination of written, electronic and oral hearings.

*Act s.14(4)*

- The applicant has a right to make submissions.

*Act s.14(5)*

- The Registration Committee may confirm the decision to refuse registration, grant registration or attach terms, limits, and conditions to registration.

*Act s.14(5)*

- The Registration Committee must provide written reasons for its decision.

*Act s.14(6)*

#### ***2.1.16 Registration Appeals Committee***

- An applicant adversely affected by the Registration Committee's decision may apply in writing to the Registration Appeals Committee for a review of the decision.

*Act s.15(1)*

- Such application must be made within 30 days of receiving notice of the Registration Committee's decision; the Registration Appeals Committee may extend the time.

*Act s.15(2)*

- The Registration Appeals Committee may hold a combination of written, electronic, and oral hearings.

*Act s.15(4)*

- The applicant has an opportunity to make submissions.

*Act s.15(5)*

- The Registration Appeals Committee may confirm the decision of the Registration Committee, substitute a decision, or refer the matter back to the Registration Committee with directions.

*Act s.15(5)*

- The Registration Appeals Committee must provide written reasons for its decision.

*Act s.15(6)*

**2.1.17 Reapplication**

- An applicant may reapply for registration after the expiration of one year from the date of the college's refusal to register is final.

*Bylaws, s.52*

**2.1.18 Renewal Procedures**

- Notice of renewal fees must be sent to each Registered Social Worker no later than November 30.

*Bylaws, s. 50(2)*

- An applicant for renewal of registration must:

*Bylaws, s. 50(1)*

- Submit the registration renewal fee approved by the Board on or before January 31;
- Pay any outstanding fees or debts owed to the College;
- Provide current contact information about one's workplace(s).
- Attest that he or she is in compliance with the *Social Workers Act*.  
*Bylaws, s.50(1)(d)*
- If a registration is not renewed by January 31, it is automatically cancelled and the registrant ceases to be registered.

*Bylaws, s. 50(6)*

### **2.1.19 Reinstatement**

- A former Registered Social Worker who ceases to be registered for failure to renew his or her registration is eligible for reinstatement where he or she:

*Bylaws, s. 51(1)*

- Applies for reinstatement not later than 3 months following the expiry of his or her registration (by April 30 of each year);
- Is not in contravention of the *Social Workers Act*.
- Pays the annual registration fee plus the late fee.
- The Board may reinstate a person without charging any late fee where the person is able to demonstrate undue hardship.

*Bylaws, s. 51(2)*

### **2.2 Criminal Records Review Act**

- If an applicant for registration or a Registered Social Worker fails to authorize a criminal record check under the *Criminal Records Review Act* or the deputy registrar under that *Act* has determined that an applicant or a Registered Social Worker presents a risk of physical or sexual abuse to children, and that determination has not been overturned under that *Act*, then the College must take these facts into account in considering the application for registration or whether to set limits or conditions on the practice.

- Act, s. 13 (5)*
- A registrant who does not comply with the requirement to provide an authorization under the *CRRA* within the required time period is subject to a complaint investigation under Part 3 of the *Social Workers Act*.

*CRRA*

## **2.3 Registration Fees**

### **2.3.1 Application fees**

- The Board, with the approval of the Minister for Children & Family Development, will set a registration application fee which is non-refundable, and payable on application.
- If an application is not completed within one year, the applicant must re-apply and pay the application fee again, unless the delay is the responsibility of the College.
- The Registration Committee is authorized to refund the application fee in exceptional circumstances.

### **2.3.2 Registration Fees**

- The Board will set an annual registration fee which must be approved by the Minister for Children & Family Development.
- Renewal fees are payable on January 31 of each year.

*Bylaws, s.50(3)*

- Late fees for registration renewals will be 35% of the annual registration fee.
- The fee for non-practicing registration of social workers will be 25% of the annual fee.
- When a Registered Social Worker transfers from full to non-practicing registration during the year, the registration fees will be charged on a pro-rated basis.

### **2.3.3 Procedures**

- Fees may be paid by cash, cheque, VISA, or MasterCard.

## 2.4 Registration Duties of the Registrar

- The Registrar receives all applications for registration, and oversees the registration and registration renewal procedures.
- The Registrar makes all registration and registration renewal decisions.
- The Registrar may delegate decisions regarding registration applications and renewals to another staff person.
- The Registrar maintains a register of all persons granted registration which includes the name, business contact information, registration class and any terms, conditions, limits, suspensions, or cancellation of registration.
- The Registrar may refuse a person access to the register if the registrar believes that the access could threaten the safety of a registrant or the person seeking access is doing so for a commercial purpose.
- The Registrar must also maintain an on-line Registry of all registered social workers.

*Act, s.37*

- The Registrar cancels a registration if:
  - The Registered Social Worker requests or gives written consent to the cancellation;
  - The Registered Social Worker fails to pay the renewal fee for the registration, or any other fee required;
  - Notification is received of a Registered Social Worker's death;
  - The Registered Social Worker is found by the Discipline Committee to be guilty of misconduct or of having displayed incompetence, and the Discipline Committee directs that the registration be cancelled.

## **2.5 Registration Committee**

### **2.5.1 Appointments**

- The Registration Committee will consist of 5 members appointed by the Board.

*Bylaws, s. 4*

### **2.5.2 Responsibilities**

- The responsibilities of the Registration Committee include:
  - Developing recommendations for registration policies and procedures for approval by the Board, including application processes and examinations;
  - Making decisions regarding whether and what examinations will be required;
  - Reviewing registration applications upon request of applicants denied registration and making decisions about such applications.

## **2.6 Duties of Registered Social Workers**

- Registered Social Workers are expected to comply with the code of ethics and standards of practice of the College.
- Registered Social Workers will:
  - Inform the Registrar of the address of all of his or her places of practice of social work, and immediately of any changes in these addresses.  
*Bylaws, s. 53(2)*
  - On ceasing practice separate from his or her residence, inform the Registrar of the residential address, and of any changes in this address.  
*Bylaws, s. 53(3)*

## **2.7 Liability Insurance**

- All Registered Social Workers engaged in private practice must ensure that they and their employees are insured against liability for negligence at a minimum level of \$1 million per occurrence.

- Bylaws, s. 68*
- All applicants for clinical registration must provide evidence of insurance against liability for negligence in an amount of at least \$2,000,000 per occurrence.

*Bylaws, s. 42 (h)(vii)*

## **2.8 Adoption Social Work**

- The Board approves Registered Social Workers for the purpose of preparing reports pursuant to Section 30 of the *Adoption Act* and Section 16 of the *Adoption Act* Regulation.

Approval for such adoptions work requires that the applicant:

- Be a Registered Social Worker;
- Have two years experience working with children;
- Have an understanding of adoptions;
- Provide two positive references from professionals knowledgeable of the applicant's social work practice;

The applicant must submit to the Registrar:

- A letter outlining the applicant's understanding of adoptions;
  - A current resume outlining the applicant's work experience;
  - A list of continuing education courses related to working with children;
  - Two references from professionals.
- Applications are submitted to the Registrar, who will report to the Board regarding his or her decision.

## **2.9 Standards of Practice**

### **2.9.1 Purpose**

- Standards of practice are aimed at:

- Enhancing the quality of social work practice;
- Reducing incompetent, impaired, and unethical social work practice;
- Providing tools for social workers to reflect on and evaluate themselves;
- Providing tools for social workers to make decisions regarding their continuing professional development;
- Providing the public with benchmarks for assessing social work practice;
- Providing criteria for the assessment of complaints submitted regarding Registered Social Workers.

### **2.9.2 Standards**

- There will be standards of practice including, but not limited to:
  - Ethics and general social work practice;
  - Child custody and access assessments;
  - Adoptions.
- The standards of practice will be written, and disseminated to all Registered Social Workers and be available to all social workers.
- The standards of practice will be reviewed and, if necessary, revised on a regular basis.

### **2.9.3 Specialist Certificates**

- The Board may issue specialist certificates to Registered Social Workers to certify their competence according to the standards of practice set by the Board in specialized areas of practice.

*Bylaws, s. 47*

- A Registered Social Worker to whom a specialized certificate has been issued may use the title "specialist" in any marketing for the specialty covered by the certificate.

*Bylaws, s. 47*

- A registrant must not use the designation “specialist” unless authorized by the

College.

*Bylaws, s. 69(6)*

- The College does not currently issue specialist certificates.

## **2.10 Quality Assurance Committee**

### **2.10.1 Appointments**

- The Quality Assurance Committee will consist of 6 persons appointed by the Board, one of whom must be an appointed public member of the Board.

*Bylaws, s.19*

### **2.10.2 Responsibilities**

- The responsibilities of the Quality Assurance Committee may include:

*Bylaws, s.19(3)*

- Enhancing the quality of practice and reducing incompetent, impaired, or unethical practice among Registered Social Workers through developing and reviewing standards of practice;
- Establishing and maintaining a continuing professional development program to promote high standards of practice among Registered Social Workers;
- Making recommendations to the Board regarding quality assurance policies and initiatives.

## **2.11 Continuing Professional Development**

- A Registered Social Worker must satisfactorily complete the continuing competency requirements as set by the Board.

## **2.12 Inter-Provincial Agreements**

- The College is subject to the requirements of the Agreement on Internal Trade, signed by all provinces, and the Trade,

Investment, and Labour Market Agreement signed by British Columbia and Alberta.

## **Relationships with the General Public**

A key mandate of the College is to protect the public against incompetent, impaired, or unethical behaviour by Registered Social Workers.

The College carries out this mandate through promoting quality within the social work profession and among Registered Social Workers, and through providing a formal process where members of the public can make and have resolved complaints regarding the actions of individual Registered Social Workers.

The duty of the college at all times is to serve and protect the public. (Act s. 3)

## **Part 3 – Relationships with the General Public**

### **3.1 Inquiries**

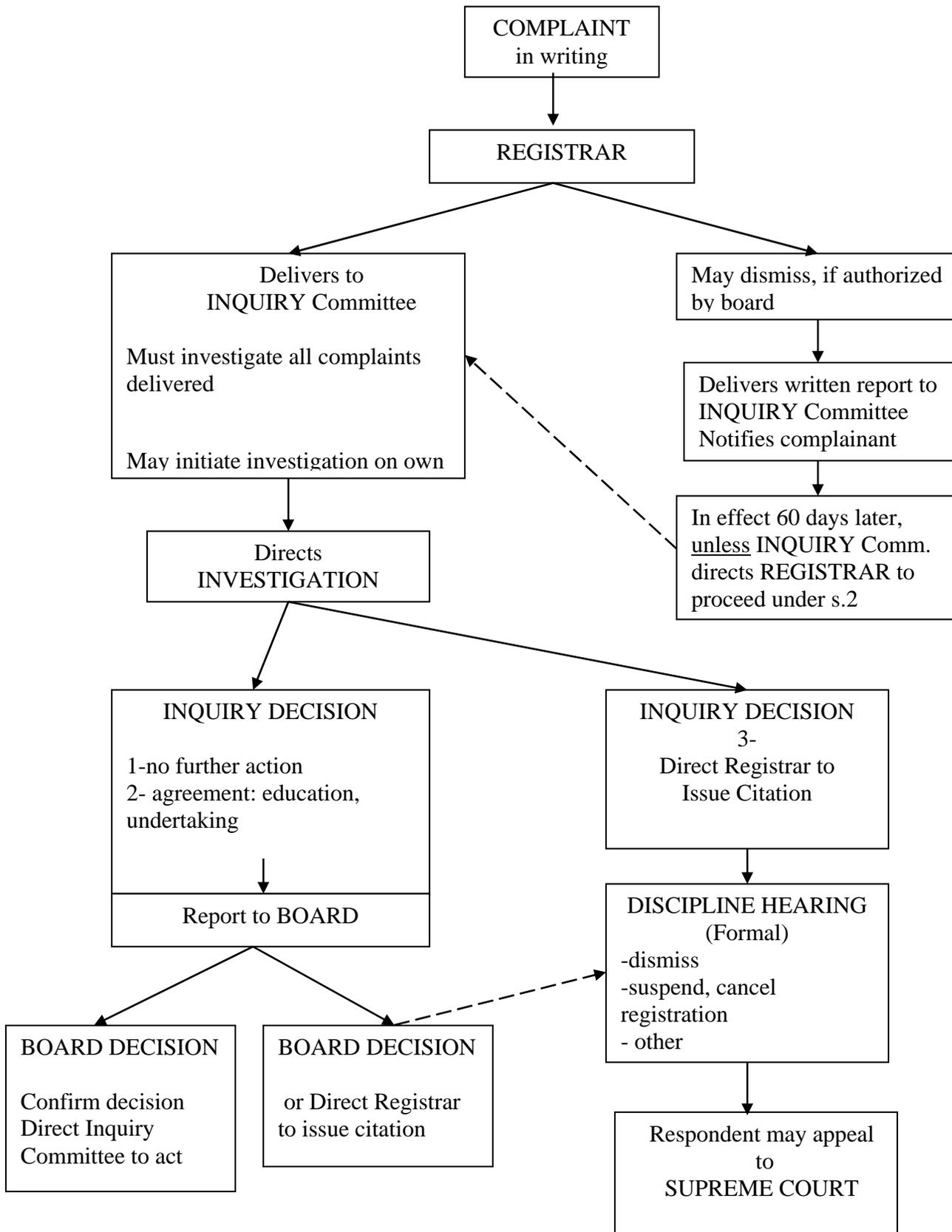
- 3.1.1 Complaints
- 3.1.2 Inquiry Committee
- 3.1.3 Investigations
- 3.1.4 Emergencies
- 3.1.5 Steps for Resolving Complaints
- 3.1.6 Hearings of Discipline Committee
- 3.1.7 Definitions of Misconduct and Incompetence
- 3.1.8 Confidentiality
- 3.1.9 Notifications and Reports

### **3.2 Appeals**

### **3.3 Fees and Costs**

### **3.4 Marketing**

# COMPLAINTS REVIEW PROCESS



## **Inquiry Process**

### **3.1 Inquiries**

#### **3.1.1 Complaints**

- Any member of the public may make a complaint in writing, preferably signed, regarding a current Registered Social Worker.

*Act, s.26*

- Complaints are received by the Registrar.
  
- Complaints made against someone who was previously registered as a social worker, but is not currently registered, may be investigated.

*Act, s.19*

- A complaint may be initiated by the Inquiry Committee or by the Registrar.
  
- All complaints will be fully investigated and addressed.
  
- Where possible, complaints will be resolved without a quasi-judicial hearing, through consent.

#### **3.1.2 Duty to Report**

- An employer, who terminates, suspends or disciplines a registrant for misconduct involving physical or emotional harm or sexual abuse or exploitation of a client must file a written report with the Registrar.

*Act s. 39*

- A registrant who has reason to believe that another registrant is causing or has caused physical or significant emotional harm or sexual abuse or exploitation of a client must provide a written report to the Registrar.

*Act s. 40(1)*

- A report is not required if the registrant cannot identify the registrant who would be subject of the report.

- *Act s.40(3)*

### **3.1.2 Inquiry Committee**

- The Inquiry Committee will consist of 5 members appointed by the Board.
- The Inquiry Committee must consist of at least three board members, one of whom is a public member.

*Bylaws, s.17*

- The responsibilities of the Inquiry Committee include:

*Act s. 27*

- Investigating all complaints regarding Registered Social Workers;
- Deciding whether to take no further action, resolve the matter by entering a complaint resolution agreement with the registrant, or directing the Registrar to issue a citation for a hearing by the Discipline Committee.

*Act 27(4)*

### **3.1.3 Investigations**

- The responsibility for investigating a complaint lies with the Inquiry Committee.
- The Inquiry Committee may appoint an inspector; the Registrar is an inspector.

*Act s.20*

- Inspectors have powers and duties under the Act.

*Act s.21*

- The Inquiry Committee may direct an inspector regarding an investigation.

*Act s. 21(2)*

- A person authorized by the inquiry committee may apply to the Supreme Court for an order regarding inspections and production of records, property, or other assets.

*Act s.22*

- The Inquiry Committee may require that the Registered Social Worker, who is the subject of a complaint, provide information that he or she considers necessary in resolving the issues.

*Act, s.27(3)*

### **3.1.4 Emergencies**

- The Inquiry Committee may, during an investigation of a complaint or pending a hearing of the discipline committee, set limits or conditions on the practice of social work by the registrant who is the subject of the complaint, if the Inquiry Committee considers such extraordinary actions necessary to protect the public.

*Act, s. 29(1)(a)*

- In these circumstances, the Inquiry Committee may suspend the registration of the registrant.

*Act s.29(1)(b)*

- In these circumstances, the Inquiry Committee must notify the Registered Social Worker and his or her employer in writing, with reasons for its decision and of the registrant's right to appeal to the Supreme Court.

*Act s.29(2)*

- The emergency decisions of the Inquiry Committee are effective once the Registered Social Worker receives the notice, or 3 days after the notice is mailed.

*Act s.29(3)*

- If the Inquiry Committee believes that setting limits on the social work practice of the Registered Social Worker is no longer necessary to protect the public, it will cancel the limits, conditions, or suspension and notify the social worker

accordingly.

*Act s.29(4)*

### **3.1.5 Steps for Resolving Complaints**

- In considering the possible outcome of a complaint, the Inquiry Committee may consider all previous complaints which were not dismissed.
- After considering a complaint, the Inquiry Committee may take no further action if the matter is considered to be trivial, frivolous, vexatious, or made in bad faith; or, if the Inquiry Committee finds that the conduct and competence of the Registered Social Worker is satisfactory.

*Act s. 27(4)*

- The Inquiry Committee may enter a complaint resolution agreement with a registered social worker.

*Act s.30*

- The Inquiry Committee may request a registrant who is the subject of a complaint and investigation to:

- Undertake not to repeat the conduct that is of concern;
- Undertake to take appropriate educational courses specified by the Inquiry Committee;
- Agree to a reprimand;
- Agree to any other action specified by the Inquiry Committee.

*Act s.30(1)*

- The Inquiry Committee may direct the Registrar to issue a citation for a hearing regarding a complaint if:
  - The matter being investigated is more serious;
  - A complaint resolution agreement cannot be reached with the social worker;

*Act s.27(2)*

- The Inquiry Committee must notify both the complainant and the registrant of its decision.

### ***3.1.6 Hearings of the Discipline Committee***

- Once a decision has been reached to constitute a formal hearing panel to adjudicate a complaint, the Registrar will issue a citation that:
  - Names the affected Registered Social Worker;
  - Describes the nature of the complaint;
  - Specifies the time, date, and place of the hearing;
  - Advises the social worker that the hearing can proceed in his or her absence.

*Act s.31 (1)*

- The citation must be delivered to the Registered Social Worker in question either in person or by registered mail, providing a minimum of 30 days notice of the hearing.

*Act s 31(2)*

- If the subject matter is a complaint, the Registrar must notify the complainant in writing of the time, date, and place of the hearing, providing a minimum of 14 days notice.

*Act s.31(3)*

- If a citation is cancelled by the Inquiry Committee or the Board, then the social worker in question and the complainant must be notified in writing.

*Act s. 31(4)*

- The registrant may give the Inquiry Committee a written proposal, at any time before the beginning of a hearing, to consent to an order regarding the complaint.

*Act s.32(1)*

- The registrant may give the Discipline Committee a written proposal once a hearing has commenced to consent to an order regarding the complaint.

*Act s. 32(2)*

- The Inquiry Committee or the Discipline Committee may accept or reject the proposal in its discretion.

*Act s. 32(3)*

- Once a citation has been issued, the Discipline Committee must hold a hearing to adjudicate the complaint.

*Act s.33*

- The Discipline Committee may sit in panels of three members to be appointed by the chair of the committee; all members of a panel constitute a quorum.

*Bylaws, s. 18*

- No member of the Discipline Committee may sit in a hearing of a matter in which he or she was involved as a member of the Inquiry Committee.

*Bylaws, s. 16(2)*

- Information about the date, time, and subject matter of the hearing will be provided to any person on request and posted on the college website.

*Bylaws, s.  
60(3).*

- The respondent and the College may appear as parties and with legal counsel at a hearing of the Discipline Committee.

*Act s.33(4)*

- A complainant may be represented by legal counsel, at the complainant's cost, at a hearing of the Discipline Committee.

*Act s.33(5)*

- If a respondent does not attend, the hearing panel may adjourn or may proceed to hear the complaint, and take appropriate action.

*Act s. 33(8)*

- The Discipline Committee may order a person to attend a hearing to give evidence, and to produce relevant records under his or her possession.

*Act s. 33(9)*

- Any person required to appear before a hearing of a hearing panel will be provided notice in person or by registered mail.

*Bylaws, s. 60(4)*

- The Discipline Committee has powers to take emergency actions to protect the public.

*Act s. 33(11)*

- Hearing panels must consider the past history of disciplinary decisions of a Registered Social Worker in determining the penalties and actions required if he or she is found guilty.
- The Discipline Committee, on completion of the hearing, may
  - Dismiss the matter;
  - Determine that the respondent
    - has not complied with the Act,
    - has not complied with a standard, limit, or condition under the Act,
    - has committed professional misconduct or conduct unbecoming a professional,
    - has incompetently practiced social work, or
    - suffers from incapacity or impairment affecting social work

practice.

*Act s. 34(1)*

- If the matter is not dismissed the Discipline Committee may
  - Reprimand the respondent,
  - Impose limits or conditions on social work practice,
  - Suspend the registration,
  - Cancel the registration,
  - Fine the respondent.

*Act. s. 34(4)*

### ***3.1.7 Definitions of Misconduct and Incompetence***

- Misconduct means:

*Bylaws, s. 61*

- Conviction of a criminal offence relevant to the practice of social work and the reputation of the social work profession;
- Contravention of the *Social Workers Act*, or any *Act* designed to protect the health of the public, or any Rules under these *Acts*;
- Conduct considered to be contrary to the best interests of the individuals, groups, or communities served;
- Conduct considered to bring the social work profession into disrepute;
- Conduct considered to be contrary to the ethics or standards of practice as approved by the Board;
- Engagement in the practice of social work while impaired by alcohol, a drug, illness, or other dysfunction;
- Giving information concerning a client or services to a client without the client's consent, unless required to do so by law;
- Failure to provide within a reasonable time and without cause any report requested by a client;
- Charging fees that are excessive for the services performed;

- Charging fees for services not performed;
  - Providing un-necessary services;
  - Receiving a fee from another person for referring a client;
  - Failure to supervise a person who is under the responsibility of the social worker;
  - Using a term, title, or designation other than ones authorized by the *Social Workers Act*, and the accompanying rules;
  - Permitting, counselling, or assisting any person who is not registered as a social worker to represent himself or herself as being registered;
  - Misrepresentation in applying for or renewing registration;
  - Misrepresentation of special skills or qualifications;
  - Failure to reply within 30 days to any written communication from the BCCSW;
  - Issuing reports or statements that are known, or ought to be known, to be false or misleading;
  - Advertising falsely or in misleading ways;
  - Failure to comply with the results of hearing panels.
- Incompetence means:

*Bylaws, s. 61(b)*

- Lack of knowledge, skills, or judgment;
- Disregard for the welfare of the public;
- Failure to comply with the standards of practice approved by the Board;

### **3.1.8 Confidentiality**

- Inquiry processes are confidential.

*Rules, Section 50*

- The names of complainants, clients, or their families will be kept confidential, unless there is consent to release such information.

*Rules, Section 62(3)*

- No one is permitted to disclose any information or records that are part of the investigation of a complaint except if required by law.

*Rules, Section 50(1)*

- Disclosure is possible in those limited circumstances where the identity of the Registered Social Worker has already been disclosed to the public; or, where the complaint has become generally known to the public.

*Rules, Section 50(2)*

- Information about the date, time, and place of a hearing of a hearing panel will be provided to any person on request.
- A hearing of the Discipline Committee must be held in public unless the Discipline Committee excludes the public from all or part of the hearing when specific privacy concerns prevail or another proceeding may be prejudiced or safety of a person may be jeopardized.

*Act s. 33(6)*

- All hearings of the Discipline Committee will be recorded, and any person may request a transcript of that part of the hearing that the person was entitled to attend.

*Bylaws s.60(8)*

### **3.1.9 Notifications and Reports**

- Written notification will be provided to any Registered Social Worker for whom a complaint has been received, and is being investigated.

*Bylaws, s. 56(1)*

- Written notification will be provided to any person, who makes a complaint about a Registered Social Worker, of the results of the investigation and the actions taken.

*Act s. 27(6)*

- If the Inquiry Committee deems that the complaint does not require a citation, it reports to the Board regarding its

investigation and decision.

*Act s. 28*

- A complaint resolution agreement is a detailed record of the actions agreed to by a Registered Social Worker who is the subject of a complaint, including agreements regarding reprimands or any undertaking made by the Registered Social Worker.

*Act s. 30*

- An order of the Discipline Committee must be in writing, must include reasons for the order and must be delivered to both the respondent and any complainant.

*Act s.34(6)*

- At the conclusion of a hearing, if the Discipline Committee considers it in the public interest, the Registrar must notify the public of the name of the registrant and the reasons for disciplinary action, while protecting the privacy of a person harmed, abused, or exploited by the registrant.

*Act s. 36*

- Notification may be made by a posting on the College's website.

*Act s.36(3)*

### **3.2 Appeals**

- A person who is aggrieved by an order of the Discipline Committee may appeal that decision to the Supreme Court within 30 days of receipt of the Discipline Committee's action.

*Act s. 35*

- An appeal to the Supreme Court is a review on the record unless the court is satisfied that a new hearing or admissions of further evidence is necessary in the interests of justice.

*Act s. 35(7)*

- The Supreme Court may make an order confirming, reversing, or varying the decision of the Discipline Committee; refer the matter back to the Discipline Committee with or without directions; or make any other order it considers appropriate in the circumstances.

*Act s. 35(8)*

### **3.3 Fees and Costs**

- There are no fees for members of the public to submit a complaint regarding an individual Registered Social Worker.
- The costs borne by witnesses to a hearing panel will be reimbursed, including:
  - Travel expenses
  - Child care expenses.
  - Under some circumstances, lost income

### **3.4 Marketing**

- Marketing or advertising undertaken by a Registered Social Worker must be true, accurate, not misleading, verifiable, and in accord with the public's interest in the social work profession.

*Bylaws, s. 69(2)*

- Marketing or advertising by a Registered Social Worker must not:

*Bylaws, s. 66(3)*

- Be likely to lead to advantage being taken of people in a weakened state, whether physical, mental, or emotional;
- Be likely to lead to unjustified expectations about the outcomes that social work practice can achieve;
- Imply that a social worker can achieve results not achievable by other Registered Social Workers;
- Imply that a social worker can achieve results by improperly influencing others, or using improper means;

- Compare services with those of another Registered Social Worker, a person authorized to provide health care services, or another health profession;
- Falsely claim a specialist title.
- A Registered Social Worker may not state publicly that he or she speaks on behalf of the Board.

*Bylaws, s.69(4)(a)*

- A Registered Social Worker may not endorse any property, investment, or service unless these relate directly to the social work profession.

*Bylaws, s. 66(4)(b)*

- Statements regarding fees must be complete, allowing a person to understand the nature and extent of services and their costs.

*Bylaws, s. 69(5)(a)*

- Statements regarding fees must not compare with the fees of other Registered Social Workers.

*Bylaws, s.69(5)(b)*

- Registered Social Workers must retain copies of all marketing or advertising for a minimum of 1 year, and must provide copies of such to the Board upon request.

*Bylaws, s. 69(7)*

## **Relationship with Employees**

In order to properly conduct its business and meet its mandate, the British Columbia College of Social Workers requires competent staff. The BCCSW has a respectful workplace policy and is committed to treating staff fairly.

## **Part 4 - Relationship with Employees**

### **4.1 General**

- 4.1.1 Ethics
- 4.1.2 Legal Obligations Regarding Staff
- 4.1.3 Accountabilities
- 4.1.4 Employee Expectations
- 4.1.5 Workplace Conduct
- 4.1.6 Code of Conduct

### **4.2 Policies Regarding the Registrar**

- 4.2.1 Social Workers Act
- 4.2.2 Chief Executive Officer
- 4.2.3 Appointment
- 4.2.4 Directing
- 4.2.5 Reporting
- 4.2.6 Areas of Responsibility
- 4.2.7 Monitoring the Registrar's Performance
- 4.2.8 Compensation Package
- 4.2.9 Professionalism
- 4.2.10 Complaints
- 4.2.11 Discipline and Termination
- 4.2.12 Employment Agreement

### **4.3 Policies Regarding Staff**

- 4.3.1 Expectations
- 4.3.2 Hiring, Directing, and Reporting
- 4.3.3 Professionalism
- 4.3.4 Dispute Resolution Process
- 4.3.5 Termination of Employment
- 4.3.6 Term Employees
- 4.3.7 Compensation

### **4.4 Policies Regarding Staff Hiring**

- 4.4.1 Hiring Responsibilities
- 4.4.2 Qualifications and Experience
- 4.4.3 Selection Process
- 4.4.4 Criminal Record Checks

## **4.5 Personnel Manual**

- 4.5.1 Employment agreement
- 4.5.2 Employee records
- 4.5.3 Orientation
- 4.5.4 Probation
- 4.5.5 Attendance
- 4.5.6 Hours of Work
- 4.5.7 Overtime
- 4.5.8 Annual Performance Appraisals
- 4.5.9 Salaries
- 4.5.10 Employee benefits
- 4.5.11 RRSP Contributions
- 4.5.12 Annual vacation
- 4.5.13 Holidays
- 4.5.14 Sick leave
- 4.5.15 Paid and unpaid leaves
- 4.5.16 Staff development
- 4.5.17 Discipline Process
- 4.5.18 Dispute Resolution

## **4.1 General**

### **4.1.1 Ethics**

- There will be no discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, and age.
- The workplace will be fair and equitable.

### **4.1.2 Legal Obligations Regarding Staff**

- The BCCSW must abide by:
  - The *Employment Standards Act*;
  - The *Human Rights Code*;
  - Work Safe B.C. regulations;
  - The *Freedom of Information and Protection of Privacy Act*;
  - Case law as it relates to employer/employee relationships;
  - Case law as it relates to contractual relationships.

### **4.1.3 Accountabilities**

- The Registrar reports directly to the Board.
- The Board has the authority to hire, supervise, evaluate, discipline, and terminate the Registrar.
- All other staff and contractors report to the Registrar.
- The Registrar has the authority to hire, supervise, evaluate, discipline, and terminate all other staff and contractors.
- No Board member may intervene with the Registrar's on-going relationships with staff and contractors.

### **4.1.4 Employee Expectations**

- All employees can expect:
  - To be treated with respect, honesty, fairness and inclusiveness;

- A job description outlining his or her duties;
- An initial orientation;
- A probation period of 3 months;
- Regular feedback on their performance;
- An annual evaluation;
- An annual review of salary and benefits;
- Opportunities for on-going professional development.

#### **4.1.5 Workplace Conduct**

- BCCSW is committed to a safe and respectful workplace environment.
- The Registrar, as the chief executive officer, has a responsibility to ensure a safe and respectful workplace, and to model appropriate behaviour.
- Behaviour that is disruptive and disrespectful creates an unproductive and uncooperative work environment which compromises effective work.
- Respectful workplace conduct includes:
  - Being courteous, polite, respectful and considerate towards others;
  - The inclusion of all people, including those with different strengths and opinions;
  - Managing conflicts and disagreements using conflict resolution processes;
  - Encouraging and supporting individuals to learn and practice personal conflict resolution and respectful workplace skills.

#### **4.1.6 Code of Conduct**

- All employees are expected to conduct themselves in ways that reflect favourably upon the integrity of the Board, the College, and the social work profession generally.
- Staff members are expected to avoid conflicts of interest between their work with BCCSW and other parts of their lives.
- Employees will act with respect, fairness, honesty, inclusiveness, and confidentiality in all relationships, including: members of the public, members of the social work profession, other organizations related to the social work profession, BCCSW Board, committee, and task force members, and other staff.

## **4.2. Policies Regarding the Registrar's Position**

### **4.2.1 Social Workers Act**

- The position of Registrar is prescribed in the *Social Workers Act* which governs BCCSW.

### **4.2.2 Chief Executive Officer**

- The Registrar is the chief executive officer of BCCSW.

### **4.2.3 Appointment**

- The Registrar is appointed by the Board of BCCSW.

### **4.2.4 Directing**

- The Board has the responsibility and authority to direct the work of the Registrar.
- No individual Board, committee, or task force member has the authority to direct the Registrar.

### **4.2.5 Reporting**

- The Registrar reports to the Board of BCCSW.

### **4.2.6 Areas of Responsibility**

- The Registrar is responsible and has the delegated authority for:

#### **(a) BCCSW Mandate**

- Acting in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Being well informed about the College, and the issues within the regulatory practice of the social work profession;
- Being well informed of the quasi-judicial roles and responsibilities of the Board and some Board committees;
- Acting within the *Social Workers Act* and the related Bylaws;

#### **(b) BCCSW Board**

- Acting within the policy framework established by the Board;
- Implementing the strategic directions, outcomes, and annual priorities established by the Board;
- Reporting to and keeping the Board informed;

- Ensuring that the Board is not surprised;
- Supporting the Board;
- Ensuring that minutes are taken at Board meetings;
- Ensuring that all Board committees and task forces have the staff support they need;

**(c) BCCSW Finances and Administration**

- Developing an annual budget for discussion by the Finance Committee and approval by the Board;
- Managing finances within the annual budget as approved by the Board;
- Managing risks related to information, financial, staff, facilities, equipment, and reputation;
- Maintaining all administrative systems, including information, records, finances, office, facilities, and equipment;

**(d) BCCSW Staff and Contractors**

- Developing and recommending personnel policies and procedures for discussion and approval by the Board;
- Hiring, supporting, supervising, directing, evaluating, disciplining and terminating all staff and contractors;
- Setting staff salaries and benefits within the approved budget and the overall personnel policy;
- Acquiring professional advice such as legal counsel, accounting, information technology and facility management;

**(e) Registration**

- Maintaining a register of Registered Social Workers and on-line Registry;
- Processing applications for registration, and making first level registration decisions within Board policy;
- Referring concerns about registration applications to the Registration Committee;

**(f) Public Complaints**

- Processing public complaints about registered social workers within Board policy;
- Referring such complaints to the Inquiry Committee;

**(g) Communications**

- Relating externally to government ministries, other social work bodies, other regulatory bodies, and other concerned individuals and organizations;
- Informing Registered Social Workers about regulatory practice issues;
- Promoting the regulation of the social work profession;
- Acting as the head of the College for the purposes of the *Freedom of Information and Protection of Privacy Act*;

## **(h) Strategic Thinking**

- Providing information to the Board regarding environmental changes and trends, and strategic issues, likely to affect BCCSW;
- Working with the chairperson of the Board of the BCCSW to identify new issues requiring attention, clarify operational and policy aspects of these new issues, and make recommendations to the Board regarding delegation of these new issues;
- Supporting the Board's strategic planning processes.

### **4.2.7 *Monitoring the Registrar's Performance***

- The purpose of monitoring the Registrar is to determine the degree to which:
  - The *Social Workers Act* is being implemented;
  - Board policies are being fulfilled;
  - Board priorities are being achieved.
- The Board will conduct an annual evaluation of the Registrar's performance.
- The Board may monitor implementation of Board policies by any process at any time.
- The annual review of the Registrar's performance will use the following benchmarks:
  - Achievement of the Board's strategic directions and priorities
  - Compliance with the Board's policy governance framework
  - Fulfillment of the Registrar's job description
- The annual evaluation of the Registrar is the responsibility of the chairperson of the Board of BCCSW.

### **4.2.8 *Compensation Package***

- The Board has the authority to set the compensation package for the Registrar.
- The compensation package will include:
  - Salary;
  - Benefits;
  - Registered Retirement Savings Plan or alternative contributions;
  - Annual vacation leave;
  - Professional development contributions;
  - Travel allowances.
- The Board will establish through annual negotiations a compensation and benefits package for the Registrar that:
  - Is competitive with similar positions in comparable sized professional regulatory bodies;

- Establishes the process and criteria for annual salary increases, and changes in the compensation package;
  - Satisfies the guidelines, regulations and legislation imposed by the government of BC.
- The chairperson will represent the Board in the annual negotiations with the Registrar regarding the compensation package.

#### **4.2.9 Professionalism**

- The Registrar is expected to act professionally.
  - The Registrar is assumed to have the knowledge, skills, and experience to carry out his or her responsibilities and expectations well; and, to be committed to acquiring such knowledge, skills, and experience.
  - The Registrar will use common sense and wisdom, and act as reasonable person.
  - The Registrar will act ethically and with integrity, promoting a positive public image for the social work profession and the College

#### **4.2.10 Complaints**

- All complaints from staff regarding the Registrar's treatment of staff or conduct will be addressed using the dispute resolution policy outlined in the Personnel Policies (4.5).

#### **4.2.11 Discipline and Termination**

- Only the Board of BCCSW has the authority to discipline and/or terminate the Registrar.

#### **4.2.12 Employment Agreement**

- The Board of BCCSW will sign a written employment agreement with the Registrar.
- This employment agreement will be reviewed annually at the time of the annual compensation review.

### **4.3 Policies Regarding Staff**

#### **4.3.1 Expectations**

- All staff can expect:
  - A written job description outlining their areas of responsibility and duties;
  - A written employment agreement;
  - A copy of staff policies;
  - An initial orientation;
  - A defined probation period;

- On-going supervision and regular feedback regarding their performance;
- An annual performance appraisal;
- An annual review of their salary and benefits package;
- Opportunities for on-going professional development related to their work.

#### ***4.3.2 Hiring, Directing, and Reporting***

- The Registrar has full authority to hire, supervise, direct, evaluate, discipline, and terminate staff.
- All staff report to the Registrar.

#### ***4.3.3 Professionalism***

- All staff members are expected to act professionally.
  - Staff members are assumed to have the knowledge, skills, and experience to carry out their responsibilities and expectations well, or, are committed to acquiring such knowledge, skills, and experience.
  - Staff members will use common sense and wisdom, and act as reasonable persons.
  - Staff members will act ethically and with integrity, promoting a positive public image for the social work profession and the College

#### ***4.3.4 Termination of Employment***

- The Registrar has authority for terminating the employment of any employee.

#### ***4.3.5 Term Employees***

- Term employees are people hired for a fixed term.
- There is no probationary period for term employees.
- Term employees are not eligible for benefits.
- Term employees do not receive paid vacation, but will receive 4% salary compensation as prescribed by the Employment Standards Act.

#### ***4.3.6 Compensation***

- Staff salaries and benefits will be set to ensure internal fairness and equity based on equivalent work responsibilities and expectations.
- The Registrar has authority to set staff salaries and benefits as part of the overall annual budget process.

## **4.4 Policies Regarding Staff Hiring**

### **4.4.1 *Hiring Responsibilities***

- The Board has the sole responsibility for hiring the Registrar.
- The Registrar has the sole responsibility and authority for hiring all other staff.
- The Registrar may ask the Board to become involved in a staff hiring process.

### **4.4.2 *Qualifications and Experience***

- All staff will have the qualifications and experience required to fulfill their defined areas of responsibility and duties.
- Selection of a successful candidate for a staff position will be based on matching the job requirements with the skills, education, and experience of the most qualified candidate.
- The Registrar will ensure that staff who, when hired, have certain gaps in their qualifications and experiences, have the opportunities to fill these gaps through on the job training and experience, on-going supervision, and external workshops and courses.

### **4.4.3 *Selection Process***

- Staff will be hired on the basis of:
  - A formal job application, including a resume
  - A formal job interview
  - Reference checks

### **4.4.4 *Criminal Record Checks***

- Criminal record checks will be required where appropriate.

## **4.5 Personnel Policies**

### **4.5.1 *Employment Agreement***

- Policy Statement: All employees will receive a written letter of employment agreement prior to their commencing work, outlining:
  - Their job description, areas of responsibility, and duties;
  - Their date of commencing employment;
  - The conditions of their employment;
  - Their salary, employee benefits, and annual vacation leave.

#### **4.5.2 Employee Records**

- Policy Statement: BCCSW will maintain a confidential employee record for each employee, including:
  - The job application, references checks and resume;
  - Notes taken during the employee job interview;
  - The employment agreement letter;
  - Probationary period evaluation summary;
  - Annual performance appraisals;
  - Summary of annual professional development;
  - Documentation of any disciplinary actions;
  - Confirmation of credentials.

#### **4.5.3 Orientation**

- Policy Statement: All employees will receive an initial orientation within 2 weeks of starting their position covering:
  - The *Social Workers Act*;
  - BCCSW, its mandate, policies, and programs;
  - BCCSW's Policy Manual.

#### **4.5.4 Probation**

- The probationary period is an opportunity for a new employee to:
  - Become oriented to and learn about BCCSW and their work expectations;
  - Demonstrate their capacities to fulfill their work expectations;
  - Expect closer and more frequent supervision;
  - Identify and address gaps in their knowledge and skills related to their work expectations;
  - Make a clear decision about their own fit with BCCSW and the job.
- The probationary period is an opportunity for BCCSW to:
  - Assist a new employee to become part of the BCCSW staff team;
  - Provide close supervision and on-going feedback to a new employee;
  - Identify and address gaps in the knowledge and skills of a new employee;
  - Make a clear decision about the new employee's fit with BCCSW.
- Policy Statements:
  - The probationary period for all employees is three (3) months, except in special circumstances determined by the Registrar.
  - Termination of a new employee within the probationary period is subject to the requirements of the *Employment Standards Act* regarding the termination of any employee.

#### **4.5.5 Attendance**

- Each employee is expected to be present through the full working day.
- Any employee who is absent from work is responsible for notifying the Registrar, and for providing reasons for their absence.

#### **4.5.6 Hours of Work**

- The normal work week consists of 35 hours, and the normal work day consists of seven (7) hours.
- Normal office hours are from 9:00 am to 5:00 pm.
- Employees are entitled to a one (1) hour unpaid lunch break, and two fifteen (15) minute paid coffee breaks.
- Employees may flex their working hours with the approval in writing of the Registrar and within the requirements of the *Employment Standards Act*.

#### **4.5.7 Overtime**

- Overtime is understood as defined by the *Employment Standards Act*. Approved overtime will be compensated at a rate set by the *Employment Standards Act*.
- All overtime must be approved in writing by the Registrar.
- Non approved overtime will not be compensated.
- Overtime cannot be accumulated beyond five (5) days, without the written approval of the Registrar.

#### **4.5.8 Annual Performance Appraisals**

- Background: Annual performance appraisals are an opportunity to:
  - Recognize the work of an employee and their contribution to BCCSW
  - Identify and address challenges faced by the employee in carrying out their work
  - Set training and professional development objectives for the next year
  - Set work priorities for the next year
- Policy Statement: All employees will receive an annual performance appraisal.
- Procedure: The performance appraisal will be based on:
  - Job description;

- Staff self evaluation of their accomplishments, strengths, and challenges;
  - The Registrar's evaluation of their accomplishments, strengths, and challenges;
  - A discussion with the Registrar, resulting in mutual agreement regarding their performance and their priorities for the next year;
- Policy Statement: Annual performance appraisals are not related to annual salary increases.

#### **4.5.9 Salaries**

- An employee's initial salary will be specified in their initial letter of employment agreement.
- All employees will have their salaries reviewed once every twelve (12) months.

#### **4.5.10 Employee Benefits**

- Employee Medical Services Plan coverage will be fully paid by BCCSW, and will commence on the first day of employment.
- Beyond the Medical Services Plan benefit, employees do not receive benefits during their probation period.
- Employees working 17.5 hours or more are entitled to join the group benefits plan which includes the following benefits:
  - Extended medical and dental insurance
  - Group life insurance
  - Accidental death and disability insurance
  - Long term disability insurance
- Insurance benefits are effective only after approval by the insurance provider.
- BCCSW will pay 100% of the costs of the Medical Services Plan, extended medical and dental insurance, accidental death and disability insurance, and group life insurance benefits.
- The employee pays the full premium for long term disability insurance.
- BCCSW will pay the premiums for medical services and extended health benefits, as described above, until the date that an employee is eligible for Long Term Disability benefits. BCSSW will pay the same premiums for one year from the start of an employee receiving Long Term Disability benefits as long as the employee continues to receive Long Term Disability benefits.
- BCSSW will not pay the employer's contribution for medical and extended health benefits if an employee is on unpaid leave of absence. While on a leave the staff

person may elect to pay the premiums themselves in order to have their coverage continue.

#### ***4.5.11 Contributions in lieu of pension***

- BCCSW will pay an additional five percent (5%) of the employee's salary in lieu of pension.

#### ***4.5.12 Annual Vacation***

- Regular full-time administrative staff receive three weeks of vacation for the first year of service. After the first year, additional vacation shall be accumulated at the rate of one day per year to a maximum of four weeks per year.
- Regular full-time professional staff receive three weeks of vacation for the first year of service. After the first year, additional vacation shall be accumulated at the rate of one day per year to a maximum of five weeks per year.
- Part-time employees receive paid vacation on a prorated basis.
- The Registrar may employ a system of vacation scheduling.
- Employees may carry over a maximum of one (1) week, or prorated equivalent, of paid vacation time from one year to another.
- If an employee terminates their employment prior to the end of their probationary period, they will be paid vacation pay under the provisions of the *Employment Standards Act*.
- In the years that an employee joins the BCCSW or leaves BCCSW, their vacation entitlement will be prorated, and may be paid out.

#### ***4.5.13 Holidays***

- BCCSW recognizes eleven (11) paid holidays throughout the year:
  - New Year's Day
  - Good Friday
  - Easter Monday
  - Victoria Day
  - Canada Day
  - BC Day
  - Labour Day
  - Thanksgiving Day
  - Remembrance Day
  - Christmas Day
  - Boxing Day

- The Registrar has the right to close the offices during Christmas week. Those days off will be considered part of an employee's paid annual vacation and/or compensatory time in lieu of overtime.

#### ***4.5.14 Sick Leave***

- Background: Sick leave is intended to protect an employee against undue financial loss in the event of an illness. An updated medical certificate may be required every month during an extended leave for medical reasons.
- Policy Statements:
  - Sick leave cannot be used to extend vacation periods or statutory holidays.
  - Full-time employees earn one sick day for each month worked.
  - Full-time employees can accumulate up to sixty (60) sick days, which is equivalent to five years of sick leave accumulation.
  - Part-time employees earn sick leave on a prorated basis, and may accumulate unused sick leave to the maximum amount that can be earned over a five year period.
  - Unused sick leave will not be paid out on cessation of employment.
  - Any employee absent from work for illness/injury reasons may be asked to provide a physician's report using a medical certificate form, approved by the Registrar, requesting information necessary to explain the absence due to illness/injury.

#### ***4.5.15 Paid and Unpaid Leaves***

- Policy Statements:
  - The Registrar may grant up to three (3) consecutive days of leave with pay for family emergencies and other compassionate reasons on an annual basis.
  - The Registrar will grant up to three (3) consecutive days of leave with pay for bereavement related to immediate family members.
  - Pregnancy and parental unpaid leaves will be granted in accordance with the *Employment Standards Act*.
  - Leave for jury duty will be granted in accordance with the *Employment Standards Act*.
  - The Registrar may grant up to twelve (12) months of unpaid leave.

#### ***4.5.16 Staff Development***

- BCCSW encourages all employees to continue their training and professional development.
- Policy Statements:
  - The Registrar has authority to approve staff requests regarding training and professional development.

- BCCSW may pay all or part of the costs of training and professional development, and may grant leave with or without pay for employees when attending training and professional development.

#### ***4.5.17 Discipline Process***

- Policy Statements:
  - BCCSW generally uses a step approach to discipline, starting with a verbal warning, and followed by written warnings and then specific disciplinary action, including termination.
  - If an employee's behaviour is considered by the Registrar to seriously put at risk BCCSW, then the Registrar may choose to discipline or terminate the employee without using the full step by step approach.
- Disciplinary issues include:
  - Unethical or illegal behaviours;
  - Unprofessional behaviours;
  - Behaviours not conducive to a safe and respectful workplace;
  - Habitual lateness and lack of attendance;
  - Lack of job performance;
  - Failure to adhere to college policies.

#### ***4.5.18 Dispute Resolution Process***

- Employees who have concerns about other employees or the Registrar have a right to raise these with the Registrar, orally or in writing, and without prejudice.
- Employee concerns will be addressed by the Registrar respectfully, honestly, and in a timely manner. All efforts will be made to use step by step constructive problem solving processes to resolve employee concerns.
- If an employee feels that their concerns have not been adequately addressed, they may present their concerns formally in writing to the Registrar. The Registrar has five (5) days in which to respond.
- In exceptional circumstances, an employee has a right to direct their concerns in writing to the Executive Committee of BCCSW, and/or may appeal the Registrar's decision in writing to the chairperson of the Board. Such exceptional circumstances relate to situations where the Board's policies regarding staff appear to be transgressed, and/ or where the reputation of BCCSW may be at risk. The chairperson will meet with the Registrar and the employee within thirty (30) days of receipt of the employee's letter to attempt to resolve the issues.
- The decisions of the Executive Committee are final and binding.

## **Administrative Matters**

Like all organizations, the College must pay attention to internal administrative matters: finance, staff, facilities, and information. Without maintaining a healthy organization, the College cannot deliver consistent and quality services to Registered Social Workers, the social work profession, and the general public.

## **Part 5 – Administrative Matters**

### **5.1 Finances**

- 5.1.1 Board
- 5.1.2 Board Financial Policies
- 5.1.3 Budgets
- 5.1.4 Finance Committee
- 5.1.5 Honoraria
- 5.1.6 Expense Guidelines

### **5.2 Facilities and Equipment**

- 5.2.1 Responsibilities
- 5.2.2 Maintenance

### **5.3 Information Management**

- 5.3.1 Privacy
- 5.3.2 Record Retention

## **5.1 Finances**

### **5.1.1 Board**

- The Board has overall fiduciary responsibility for the College.
- The Board carries out this responsibility through the Finance Committee, and by:
  - Establishing financial policies and procedures;
  - Approving the annual budget;
  - Reviewing and approving regular financial statements, and reports from the Finance Committee;
  - Reviewing and approving the yearend financial statements, and the audited financial statements;
- The Board may raise or borrow funds in any manner it determines to carry out the purposes of the College.

*Bylaws, s. 26*

- The Board may invest funds in any investments authorized under section 15 of the *Trustee Act*.

*Bylaws, s.27*

- The Board may set registration fees which must be approved by the Minister for Children & Family Development.
- The Board must appoint a chartered accountant or a certified chartered accountant to prepare the review engagement.

*Bylaws, s.28*

- A copy of the financial review engagement report must be included in the annual report.

*Bylaws, s.28(3)*

### **5.1.2 Financial Policies**

- The fiscal year of the College is the calendar year.

- Banking must be done with a chartered bank, trust company, or credit union.

*Bylaws, s.25*

- The Registrar must submit the yearend financial statement to the accountant within 60 days of the end of the fiscal year.

*Bylaws, s.28(2)*

- There will be an annual balanced budget, developed by the Registrar and the Finance Committee, and approved by the Board.
- The Registrar has the authority to manage operational finances within the approved budget.
- The Board will review financial statements and reports from the Finance Committee at every Board meeting.
- There will be an annual external review engagement report, carried out by an auditor approved by the Board.

### **5.1.3 Budgets**

- Each Board committee or task force may be given a budget for the year or for the extent of their work.

### **5.1.4 Finance Committee**

- The Finance Committee will consist of the Chair of the Finance Committee, the Chair and the vice-chair of the Board.

*Bylaws, s.20(1)*

- The responsibilities of the Finance Committee include:

*Bylaws, s.20(2)*

- Overseeing the financial administration system: accounting, planning, budgeting, reporting, and safekeeping assets;
- Reviewing regular financial reports for the Board;
- Overseeing year-end financial reports for review by the auditor;

- Advising the Board on financial issues;
- Advising the Board on legal and regulatory matters relating to financial management;
- Developing and recommending to the Board financial policies and procedures.

### **5.1.5 *Honoraria***

- The Board has the power to set and pay honoraria for Board members.

#### *Bylaws, s.11*

- Honoraria for Board members participating in Discipline Committee hearings will be paid only when the hearing is scheduled independent of a Board meeting.
- The honorarium for each Board member is \$300 annually, paid at the end of the year.
- The Chair of the Board will receive an additional annual honorarium of \$300.
- The honorarium for Discipline Committee members will be \$200 per day for meetings over 4 hours in length, and \$100 per day for meetings under 4 hours in length.

### **5.1.6 *Expense Guidelines***

- The College will pay travel expenses for Board members, committee and task force members, and staff engaged in the business of the College.
- Mileage will be paid at a rate established annually for travel to and from a place of business or residence and the Board, committee, or task force meeting.
- Out of town travel will usually be by air at the lowest available rate.
- A standard hotel room rate will be paid for the number of nights necessary to conduct the business.
- A meal rate will be established annually.
- Any disputes regarding expenses will be decided by the Executive Committee.

## **5.2 Facilities and Equipment**

### **5.2.1 Responsibilities**

- The Registrar is responsible for all negotiating, signing leases, and maintaining all facilities and equipment.
- The Registrar may sign facility and equipment leases.
- The Registrar carries out these responsibilities within the Board's policies and budgets.

### **5.2.2 Maintenance**

- All facilities and equipment will be kept well maintained to ensure safe, quality, and efficient working conditions for staff.

## **5.3 Information Management**

### **5.3.1 Privacy**

- All Board, committee, and task force members, and all staff, must comply with the requirements of the *Freedom of Information and Protection of Privacy Act*.
- All information management systems must comply with the requirements of the *Freedom of Information and Protection of Privacy Act*.

### **5.3.2 Record Retention**

- All files regarding Registered Social Workers are retained indefinitely.
- All files regarding complaints are retained indefinitely.
- All Board records such as minutes, annual reports, and annual financial statements are retained indefinitely.
- All administrative files related to on-going financial matters are retained for seven years.
- All files on leases, rental agreements, and insurance are kept as long as they are in effect.

- All files containing personal or financial information are kept locked and secure.
- Back-up copies of electronic files are kept in a safety deposit box.

## **Communications**

The College cannot effectively carry out its mandate without proactive communications with the general public, members of the social work profession, Registered Social Workers, and other related social work and regulatory bodies.

The College has a duty to inform and communicate with the Minister of Children and Family Development and his or her staff.

## **Part 6 – Communications**

- 6.1 Annual Report**
- 6.2 Newsletters and Other Information Materials**
- 6.3 Registration and Inquiry Status**
- 6.4 Provider Registry Service/ CHARD**
- 6.5 Copyright**

## **6.1 Annual Report**

- There will be an annual report.

*Bylaws, s. 13*

- The annual report will be submitted to the Minister of Children and Family Development within 120 days following the end of the fiscal year.

*Bylaws, s. 13*

- Each Registered Social Worker will receive a copy of the annual report.

*Bylaws, s. 22*

- The annual report will be available to any person requesting it.

*Bylaws, s. 22*

- The annual report is posted on the website.

## **6.2 Newsletters and Other Information Materials**

- The Board publishes a newsletter several times annually.
- The newsletter is sent to all Registered Social Workers.
- The newsletter is sent to members of the public upon request.
- The newsletter is sent to government officials, libraries, and some agencies.
- The newsletter is posted on the website.

## **6.3 Registration and Inquiry Status**

- When an inquiry about the registration status of a person is received, the Registrar must disclose:

*Bylaws, s. 23(1)*

- Whether or not the person is a Registered Social Worker or a former Registered Social Worker;

- Whether or not a hearing panel on a discipline matter or the Discipline Committee has ever issued an order relating to this person, and the details of the order;
- Whether or not the person has signed a consent order;
- The details of the consent order, pertaining to a change in the person's registration status or a restriction on his or her professional social work practice.
- Except with the consent of the persons affected, the Registrar must not release the names of complainants, clients, or their families or information which might enable a person inquiring about the status of a Registered Social Worker to establish the identity of a complainant, client, or family.
- Information about the date, time and subject matter of a Discipline Committee Hearing will be provided to any person on request and posted on the college website.  
*Bylaws, s. 60(3)*
- Information about a decision of the Registrar, any committee or Board panel regarding an application for registration may not be disclosed to the public regarding a specific applicant, unless authorized under the *Freedom of Information and Protection of Privacy Act*.

#### **6.4 Provider Registry Service/ CHARD**

- The College has entered an agreement to provide data from the register to the Ministry of Health Provider Registry Service. The names and registration status of all registered social workers will be included in PRS.
- The College has agreed that this information about social workers may be provided to the Community Health Care and Resource Directory, an on-line listing of health care providers which will be accessible to physicians.

- Any potential expansion of data-sharing must be formally authorized by the College through the Information Sharing Agreement with the Ministry of Health.

## **6.5 Copyright**

- Any non-profit organization may use the copyrighted materials of the College at no cost and is requested to acknowledge the College as the source of these materials.

**Appendix A  
Fee Schedule  
2010**

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**Registration year is February 1 to January 31 2010**

**Application Fee:** \$120.00 Non-refundable

**Registration Fee:**

Full & Clinical:	\$255.00*	per year
New Graduate:	200.00	for first and following year
Non-practicing:	\$63.00	(25% of annual fee)

**Late Fees:**

Full & Clinical:	\$89.00	(35% of registration fee)
Non-practicing:	\$22.00	(35% of annual fee)

\* Pro-rated in the first year of registration

## APPENDIX B

### Terms of Reference for Committees

#### EXECUTIVE COMMITTEE

***Mandate:***

The mandate of the Executive Committee is to provide advice to the Chairperson in the development of board activities; act on behalf of the Board in emergency situations between Board meetings; act as the Personnel Committee for the College.

***Composition:*** Chair, Vice-Chair, and Treasurer

***Appointment:***

Members are appointed by the Board for a period of one year and may be re-appointed. The committee is accountable to the Board.

***Decision-making:***

- The bylaws and procedures that govern Board meetings and Board decision-making apply to the Executive Committee.
- A quorum will be two of the three officers.
- Consensus decision-making is preferred, ensuring full enough discussion of the issues that all committee members can agree to live with a decision even if they do not fully agree with it.
- If consensus cannot be reached, the committee will make decisions by majority vote, following the principles of Robert's Rules of Order.
- The chairperson may vote during the committee's decision-making process.

***Meetings:***

Meetings may be held in person, by teleconference, or by internet and email.

***Committee Records:***

- Minutes will be prepared for each meeting and distributed to all committee members.
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office.
- Confidential personal information held by committee members must not be held at a person's worksite and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker.
- The committee or task force shall prepare an annual report for the Board.

***Responsibilities:***

Executive committee is expected to:

- Work within the *Social Workers Act*, and the related Bylaws;
- Work within the policy framework established by the Board;
- Develop and recommend appropriate policies and procedures for Board approval

- Keep the Board informed about the on-going work of the committee;
- Keep the Board informed in a timely manner of key issues considered, and decisions made, by the committee;
- Provide the Board with clear recommendations, including background information, perspectives considered, options considered, and rationales.

***Expectations of Committee Members:***

Executive committee members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be committed to on-going learning as a committee or task force member;
- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;
- Treat other committee or task force members with respect, fairness, honesty, and inclusiveness;
- Communicate directly with other committee or task force members, not through third parties;
- Be accountable to other committee or task force members, and hold them accountable.

***Executive Committee Chairs:***

The responsibilities of chairpersons of executive committee are:

- Providing overall leadership to the committee;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes, and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;
- Providing leadership to ensure that the work of the committee is done effectively and in a timely manner.

***Staff:***

The role of staff for the Executive Committee is to provide professional advice to the committee based on their knowledge of regulatory issues, legislation, registrants' concerns, and the interrelationship with external organizations and issues. Responsibilities include:

- Assisting the committee chair with preparation of the agenda and distribution of background material
- Prepare and distribute the minutes

- Provide information and advice to the committee on relevant issues, including background research and data-gathering
- Prepare draft reports on recommendations of the committee and the annual report

## Terms of Reference

### REGISTRATION COMMITTEE

#### ***Mandate:***

The Registration Committee is responsible to:

- Ensure the Registration policies outlined in the *Social Workers Act* and the Bylaws are being followed.
- Develop recommendations for registration policies for approval by the Board.

The activities and scope of the Registration Committee are outlined in the *Social Workers Act* and Bylaws of the BC College of Social Workers. Specific activities referred to in the *Social Workers Act* and Bylaws include:

- Conducting reviews/holding hearings, as per section 14 of the Act, requested by applicants regarding registrar's decisions under section 13(2), refusing registration;
- Reaching decisions regarding such applications within the options outlined in section 14(5) of the Act;
- Providing written reasons to applicants for the decisions made regarding registration, as per section 14(6) of the Act;
- Responding by way of a review to the registrar's delivery of applications where she is not satisfied that the applicant is qualified to be a registrant as per sections 49.1(3) and 49.1(4) of the Bylaws;
- Directing the form of application for reinstatement following nonpayment of fees (section 51 of Bylaws).

The committee is accountable to the Board.

#### ***Composition/ Membership:***

The registration committee consists of five members appointed by the board it is not necessary for any of these to be board members.

- Members are appointed by the Board for a period of one year and may be re-appointed to a maximum of six years.
- The board will designate a committee chair from among the members of a committee.

#### ***Decision-making:***

- The bylaws and procedures that govern Board meetings and Board decision-making apply to committees.
- A quorum is constituted by majority of members of the committee.
- Consensus decision-making is preferred, ensuring full enough discussion of the issues that all committee members can agree to live with a decision even if they do not fully agree with it.
- If consensus cannot be reached, the committee will make decisions by majority vote, following the principles of Robert's Rules of Order.
- Abstentions are not considered votes under Robert's Rules of Order, and thus cannot be noted in minutes.
- The chairperson may vote during the committee's decision-making process.
- In case of an equality of votes for and against a motion, the chair shall not cast a second vote, and the motion fails.

***Meetings:***

- Meetings may be conducted in person or by mail, electronic means, facsimile, telephone or videoconference.
- Meetings will occur regularly, at a minimum of 8 times per year, or at the call of the chair.

***Committee Records:***

- Minutes will be prepared for each meeting and distributed to all committee members.
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office.
- Confidential personal information held by committee members must not be held at a person's worksite and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker.
- The committee will submit a report of its activities annually to the board for inclusion in the annual report.

***Responsibilities:***

The committee is expected to:

- Work within the *Social Workers Act*, and the related Bylaws;
- Work within the policy framework established by the Board;
- Develop and recommend appropriate policies and procedures for Board approval;
- Undertake tasks as assigned by the board;
- Keep the Board informed about the on-going work of the committee;
- Keep the Board informed in a timely manner of key issues considered, and decisions made, by the committee;
- Provide the Board with clear recommendations, including background information, perspectives considered, options considered, and rationales;

***Expectations of Committee Members:***

Individual committee members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be committed to on-going learning as a committee member;

- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;
- Treat other committee members with respect, fairness, honesty, and inclusiveness;
- Communicate directly with other committee members, not through third parties;
- Be accountable to other committee members, and hold them accountable.

***Committee Chairs:***

The responsibilities of the chairperson of the committee include:

- Providing overall leadership to the committee;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes, and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;
- Providing leadership to ensure that the work of the committee or task is done effectively and in a timely manner.

***Staff:***

The role of staff is to provide professional advice to the committee based on their knowledge of regulatory issues, legislation, registrants' concerns, and the interrelationship with external organizations and issues. Responsibilities include:

- Assisting the committee chair with preparation of the agenda and distribution of background material
- Prepare and distribute the minutes
- Provide information and advice to the committee on relevant issues, including background research and data-gathering
- Prepare draft reports on recommendations of the committee and the annual report

## Terms of Reference

### REGISTRATION APPEALS COMMITTEE

**Mandate:** The mandate of the Registration Appeals Committee is to hear appeals from the registration Committee in accordance with section 15 of the *Social Workers Act*.

**Composition:** Three to five members

**Appointment:** Members are appointed by the Board for a period of one year and may be re-appointed. The committee is accountable to the Board.

**Decision-making:**

- The committee shall meet in person, via telephone conference call, or via electronic exchange of information, at the discretion of the chair.
- The committee may appoint panels of three or more members to sit and hear appeals. The committee shall appoint a chair for each panel.
- A quorum will be a majority of members of the committee. In the case of a panel appointed to conduct an appeal, a quorum will be 100% of the appointed panel members.
- The Chair may be delegated to make certain procedural rulings or orders in advance of a hearing.
- The Chair shall, unless required otherwise by the Act, Bylaws, or Regulations, conduct meetings of the committee in accordance with Robert's Rules of Order, and shall conduct hearings of panels in accordance with the principles of natural justice. The committee shall make decisions by a majority vote of those members present.
- The chairperson may vote during the committee's decision-making process.
- In case of an equality of votes for and against a motion, the chair shall not cast a second vote, and the motion fails.

**Meetings:**

- Meetings may be held in person, by teleconference, or by internet and email. Panels may choose, at their discretion, to conduct appeals through means of written correspondence rather than a hearing.

**Committee Records:**

- Minutes will be prepared for each meeting and distributed to all committee members. Transcripts will be kept of any in person appeal hearings.
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office.
- Confidential personal information held by committee members, must not be held at a person's worksite other than the office of a self-employed person, and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker.
- The committee or task force shall prepare an annual report for the Board

***Responsibilities:***

Board committees and task forces are generally expected to:

- Receive and consider appeals in a timely manner;
- Keep all personal information confidential, unless permitted otherwise by law;
- Avoid any conflict of interest;
- Develop and recommend appropriate policies and procedures for Board approval;
- Keep the Board informed about the on-going work of the committee;

***Expectations of Committee Members:***

Individual committee members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Treat other committee or task force members with respect, fairness, honesty, and inclusiveness.

***Committee Chair:***

The responsibilities of the Chair include:

- Providing overall leadership to the committee;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes, and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;
- Making interim and procedural rulings are required under the Act, Bylaws, and Regulations;
- Providing leadership to ensure that the work of the committee or task force is done effectively and in a timely manner.

## **Terms of Reference**

### **QUALITY ASSURANCE COMMITTEE**

#### ***Mandate:***

- To review the standards of practice so as to enhance the quality of practice of registrants and to reduce incompetent, impaired or unethical practice of registrants;
- Establish and maintain a quality assurance program to promote high standards of practice among registrants. This will include the study, review and recommendations regarding professional issues that impact social work practice;
- Identify strategies to address these issues and recommend actions to the Board for approval.

#### ***Composition/ Membership:***

Six members appointed by the board and must include one appointed public board member.

#### ***Appointment:***

Members are appointed by the Board for a period of one year and may be re-appointed. The committee is accountable to the Board.

#### ***Decision-making:***

- The bylaws and procedures that govern Board meetings and Board decision-making apply to committees.
- A quorum is constituted by majority of members of the committee.
- Consensus decision-making is preferred, ensuring full enough discussion of the issues that all committee members can agree to live with a decision even if they do not fully agree with it.
- If consensus cannot be reached, the committee will make decisions by majority vote, following the principles of Robert's Rules of Order.
- Abstentions are not considered votes under Robert's Rules of Order, and thus cannot be noted in minutes.
- The chairperson may vote during the committee's decision-making process.
- In case of an equality of votes for and against a motion, the chair shall not cast a second vote, and the motion fails.

#### ***Meetings:***

- Meetings may be conducted in person or by mail, electronic means, facsimile, telephone or videoconference.
- Meetings will occur regularly, at a minimum of 8 times per year, or at the call of the chair.

#### ***Committee Records:***

- Minutes will be prepared for each meeting and distributed to all committee members.
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office.

- Confidential personal information held by committee members must not be held at a person's worksite and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker.
- The committee will submit a report of its activities annually to the board for inclusion in the annual report.

***Responsibilities:***

The committee is expected to:

- Work within the *Social Workers Act*, and the related Bylaws;
- Work within the policy framework established by the Board;
- Develop and recommend appropriate policies and procedures for Board approval;
- Undertake tasks as assigned by the board;
- Keep the Board informed about the on-going work of the committee;
- Keep the Board informed in a timely manner of key issues considered, and decisions made, by the committee;
- Provide the Board with clear recommendations, including background information, perspectives considered, options considered and rationales.

***Expectations of Committee Members:***

Individual committee members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be committed to on-going learning as a committee member;
- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;
- Treat other committee members with respect, fairness, honesty, and inclusiveness;
- Communicate directly with other committee members, not through third parties;
- Be accountable to other committee members, and hold them accountable.

***Committee Chairs:***

The responsibilities of the chairperson of the committee include:

- Providing overall leadership to the committee;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes, and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;

- Providing leadership to ensure that the work of the committee or task is done effectively and in a timely manner.

*Staff:*

The role of staff is to provide professional advice to the committee based on their knowledge of regulatory issues, legislation, registrants' concerns, and the interrelationship with external organizations and issues. Responsibilities include:

- Assisting the committee chair with preparation of the agenda and distribution of background material;
- Prepare and distribute the minutes;
- Provide information and advice to the committee on relevant issues, including background research and data-gathering;
- Prepare draft reports on recommendations of the committee and the annual report.

## Terms of Reference

### INQUIRY COMMITTEE

#### ***Mandate:***

The mandate of the Inquiry Committee is to investigate all complaints regarding Registered Social Workers, including complaints made against someone who was previously registered but is not currently registered.

The activities and scope of the Inquiry Committee are outlined in the *Social Workers Act* and Bylaws of the BC College of Social Workers. Specific activities include investigating a complaint, which may involve appointing an inspector and requiring the Registered Social Worker to provide information, and taking steps to resolve complaints. Complaint resolution agreements are described in Section 30 of the Act. Where possible, complaints will be resolved without a quasi-judicial hearing, through consent. The Inquiry Committee must notify both the complainant and the registrant of its decision.

If, during the course of an investigation or pending a hearing of the discipline committee, the Inquiry Committee considers extraordinary actions necessary to protect the public, it can set limits or conditions on the practice of social work by the registrant who is the subject of the complaint. The Inquiry Committee may direct the Registrar to issue a citation for a hearing regarding a complaint if the matter being investigated is more serious or a complaint resolution agreement cannot be reached with the social worker.

***Composition:*** Five members, three of whom are Board members and one of these must be a public board member. The Board will designate a committee chair from among the members of the Committee.

#### ***Appointment:***

Members are appointed by the Board for a period of one year and may be re-appointed. The committee is accountable to the Board.

#### ***Decision-making:***

- The bylaws and procedures that govern Board meetings and Board decision-making apply to committees and task forces;
- A quorum will be a majority of members of the committee;
- Consensus decision-making is preferred, ensuring full enough discussion of the issues that all committee members can agree to live with a decision even if they do not fully agree with it;
- If consensus cannot be reached, the committee will make decisions by majority vote, following the principles of Robert's Rules of Order;
- Abstentions are not considered votes under Robert's Rules of Order, and thus cannot be noted in minutes;
- The chairperson may vote during the committee's decision-making process;
- In case of an equality of votes for and against a motion, the chair shall not cast a second vote, and the motion fails.

***Meetings:***

- Meetings are held primarily in person, to facilitate discussion of the complaint issues. Teleconference and email may be used.

***Committee Records:***

- Minutes will be prepared for each meeting and distributed to all committee members;
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office;
- Confidential personal information held by committee members must not be held at a person's worksite and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker;
- The committee shall prepare an annual report for the Board.

***Responsibilities:***

Board committees and task forces are generally expected to:

- Work within the *Social Workers Act*, and the related Bylaws;
- Work within the policy framework established by the Board;
- Develop and recommend appropriate policies and procedures for Board approval;
- Keep the Board informed about the on-going work of the committee;
- Keep the Board informed in a timely manner of key issues considered, and decisions made, by the committee or task force;
- Provide the Board with clear recommendations, including background information, perspectives considered, options considered, and rationales.

***Expectations of Committee Members:***

Individual committee and task force members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee or task force members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Be committed to on-going learning as a committee or task force member;
- Be open to new ideas and innovations within the College, and within regulatory practice of the social work profession;
- Treat other committee members with respect, fairness, honesty and inclusiveness;

- Communicate directly with other committee or task force members, not through third parties;
- Be accountable to other committee or task force members and hold them accountable.

***Committee Chair:***

The responsibilities of the Chair include:

- Providing overall leadership to the committee or task force;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;
- Providing leadership to ensure that the work of the committee or task force is done effectively and in a timely manner.

***Staff:***

The role of staff is to provide professional advice to the committee based on their knowledge of regulatory issues, legislation, registrants' concerns, and the interrelationship with external organizations and issues. Responsibilities include:

- Assisting the committee chair with preparation of the agenda and distribution of background material;
- Prepare and distribute the minutes;
- Provide information and advice to the committee on relevant issues, including background research and data-gathering;
- Prepare draft reports on recommendations of the committee and the annual report.

## **Terms of Reference**

### **DISCIPLINE COMMITTEE**

#### ***Mandate:***

The mandate of the Discipline Committee is to hear and determine matters set for hearing by citation issued at the direction of the Inquiry Committee in accordance with Division 3 of the *Social Workers Act*.

#### ***Composition:***

Five members, one of whom must be an appointed public member

#### ***Appointment:***

Members are appointed by the Board for a period of one year and may be re-appointed. The committee is accountable to the Board.

#### ***Decision-making:***

- The committee shall only meet for the purpose of conducting hearings, which must be held in person and be open to the public unless the committee makes an order pursuant to the provisions of the *Social Workers Act*;
- The Chair shall appoint a panel of three to five members for each hearing, and shall appoint a chair for each panel constituted. A quorum at any hearing of the panel shall be 100% of the panel members;
- The Chair of any panel may be delegated to make certain procedural rulings or orders in advance of a hearing, in accordance with the Act, Bylaws, or Regulations;
- The Chair shall, unless required otherwise by the Act, Bylaws, or Regulations, conduct all hearings in accordance with the principles of Natural Justice. The committee shall make decisions by a majority vote of those members present;
- The chairperson may vote during the committee's decision-making process.

#### ***Committee Records:***

- Minutes will be prepared for each meeting and distributed to all committee members. Transcripts will be kept of any in person appeal hearings;
- Committee records, including minutes, agendas, reports and other documents will be maintained at the College office;
- Confidential personal information held by committee members, must not be held at a person's worksite other than the office of a self-employed person, and must be maintained in a locked, secure setting consistent with the standards expected of a registered social worker;
- The committee or task force shall prepare an annual report for the Board.

#### ***Responsibilities:***

Board committees and task forces are generally expected to:

- Receive and consider matters in a timely manner;
- Keep all personal information confidential, unless permitted otherwise by law;
- Avoid any conflict of interest;
- Develop and recommend appropriate policies and procedures for Board approval;
- Keep the Board informed about the on-going work of the committee

***Expectations of Committee Members:***

Individual committee members are expected to:

- Act in ways to ensure the full protection of the public, and the efficient and effective achievement of the mandate of the College;
- Attend all meetings and be well prepared and conversant with the background materials and the agenda;
- Listen to other committee members' perspectives, ask questions, and participate in the discussions and decision-making;
- Act and make decisions on behalf of the whole public and the whole social work profession, while bringing different perspectives into the committee's or task force's discussions and decision-making;
- Support well-informed, consistent, timely, quality, transparent, and efficient decision-making;
- Act strictly within the Board's policies regarding confidentiality and conflict of interest;
- Treat other committee or task force members with respect, fairness, honesty, and inclusiveness.

***Committee Chair:***

The responsibilities of the Chair include:

- Providing overall leadership to the committee;
- Preparing the meeting agendas in consultation with the relevant staff person;
- Communicating with the relevant staff person regarding meeting schedules, agendas, minutes and follow up work;
- Chairing meetings and facilitating discussions;
- Reviewing minutes;
- Making interim and procedural rulings are required under the Act, Bylaws and Regulations;
- Providing leadership to ensure that the work of the committee or task force is done effectively and in a timely manner.