



British Columbia College of Social Workers

**2020
ANNUAL
REPORT**

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Board & Staff 2020

BOARD

Chair – James (Jim) Campbell, RCSW

Vice Chair - Cheney Cloke, Public Member

Social Work Members

Sonia Andhi Bilkhu, RSW

Selena Bateman, RSW

Ellice Daniel, RSW

Connie Kaweesi, RCSW

Jenny Morgan, RSW

Christina Rodrigues, RSW

Sandra Wilson, RSW

Staff

Sheila Begg, RSW

Mark Hillenbrand, RCSW

Hoon Kim, JD

Madelaine Kirk, JD

Alana Prashad, RSW

Public Members

Denese Espeut-Post, LLB

Natalie Shorten

Cheryl Nahu

Rosa Sackey, BA

Tracy Singh, BA-candidate

Navid Tehrani, BS

Letter to the Minister

April 30, 2021

Honourable Mitzi Dean
Minister of Children and Family Development
Parliament Buildings
Victoria, BC

Dear Minister Dean:

I would like to begin by welcoming you in your appointment as Minister of Children and Family Development. It is my pleasure to provide you with the Annual Report of the BC College of Social Workers for the year ending December 31, 2020. This Report reflects the work of the College throughout the year in meeting its mandate as established by our enabling legislation, the *Social Workers Act*.

As the regulatory body for Social Workers in BC, the College acts within its statutory authority to develop and administer policies and procedures and practices that reflect the mandate of the College, which is, superintending the practice of registered social workers to protect the public from preventable harm.

The College has continued work on a number of initiatives and projects identified as strategic priorities:

1. Strengthening relationships with Indigenous people by implementing cultural safety in the College's work that supports the *Declaration of Commitment to Cultural Safety and Humility*.
2. Strengthening College capacity through planning with MCFD and CABRO on public appointments so they align with the *Declaration of Commitment* and Mary Ellen Turpel-Lafond's report, *In Plain-Sight, Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care*.
3. Continuing consultations with stakeholders provincially and internationally regarding emerging issues in social work practice and the regulation of social workers.
4. As a member of BC Health Regulators, the College continues to review policies and internal processes to ensure compliance with Cayton Report recommendations.
5. Continuing consultations with MCFD and MOH, plus stakeholders, regarding removal of the exemptions in the *Social Workers Act Regulations*, and prioritizing changes to the College's *By-laws* to enhance public protection.

I would like to acknowledge the dedication and exceptional work carried out by the College's Board of Directors, and expertise provided by the College Registrar and staff this past year.

Respectfully,



Dr. James (Jim) Campbell, RCSW
Chair of the Board
BC College of Social Workers

Chair's Report

COVID-19 PANDEMIC

Early in 2020, the COVID-19 pandemic was announced Provincially and Internationally. The health care directives stemming from it caused changes in how the College and staff operated; by adapting duties to work safely from home rather than on-site. The staff continued to respond to registrants who were also being impacted; by having to shift to virtual practice, working from home, or wearing PPE with safety precautions when being in the presence of clients was required. In addition to these practice changes, registrants were required to respond to client situations that had been unthought of prior to COVID-19. The College's staff informed registrants of these ongoing changes in health care and practice requirements. The staff are to be commended for their adaptability in continuing their work of helping others in such an unprecedented time.

Similar to most organizations, COVID-19 directives resulted in College Board and committees moving from in-person meetings to virtual mediums. Shortly after, the College held its 2020 Annual General Meeting by Zoom. Changing to this virtual medium had the positive result of increased attendance by registrants throughout the province; using such a platform will likely continue in future years.

TECHNOLOGICAL CHANGE

At the same time as COVID-19 pandemic impacts on office attendance were occurring, the College went through a necessary and overdue process of decommissioning its aged hardware computer server system to move to a cloud-based platform. This change process took several months, requiring staff and Board members to use both systems during the test trials and transition.

ENHANCING SOCIAL WORK PRACTICE

The Quality Assurance (QA) Committee focus was the ongoing project of evaluating and revising the Standards of Practice and Social Work Code of Ethics. The QA committee implemented an audit of Continuing Professional Development (CPD) submissions to confirm the importance of on-going learning. The QA committee also collaborated with the Indigenous Committee to initiate anti-Indigenous racism and anti-racist learning as a required component of the CPD program.

Due to COVID-19 there was a change in the CPD requirement for 2020 and 2021. Usually registrants are to report a minimum of 40 hours of CPD activities each year from at least three of the six categories of CPD activities. However, due to the impacts of COVID on work and training, the College set 40 qualifying hours for any of the six categories of activity. This provided registrants with more flexibility in CPD activities due in-person training and conferences being cancelled.

The Registration Committee and College staff monitored the impact of the COVID-19 pandemic on registration applications. There was an increase in temporary applications due to trans-jurisdictional practice increases due to moving to virtual platforms. There was also an increase in provisional registration applications, particularly in Health Care sector hiring. Health Care employers utilized the Provisional class of registration to transition new graduates from students to employees while waiting to complete the qualifying entry exam.

INDIGENOUS RECONCILIATION

The College's focus on Indigenous reconciliation historically created the Towards Developing Respectful Relationships group that contacted with Nashwito Creek to gather Indigenous input on how the College might achieve this. Guided by their report, the Indigenous Committee was formed to work with the Board and College staff to determine how to fulfill the Nashwito recommendations.

Subsequently, on March 1, 2017 BC health care regulators agreed to make the health care system more culturally safe for Indigenous people by signing the "*Declaration of Commitment to Cultural Safety and Humility*" to improve the quality of health services. This declaration committed the 23 regulatory bodies to report on their progress annually by outlining strategic activities that demonstrate how they are meeting their commitment to cultural safety and humility.

More recently, on November 30, 2020, Mary Ellen Turpel-Lafond report: "*In Plain-Sight, Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care*" was released. The recommendations, and Indigenous Committee's, specify changes the College needs to make; a commitment to anti-Indigenous racism work, mandatory training for Board and staff on Indigenous Cultural Safety and Humility, ensuring Indigenous representation on the Board in public appointees and elected members, hiring a College staff Indigenous Lead, and support for these roles by Elders; plus, development of culturally safe policies and procedures.

An initial response by the Board was the commitment for a vacant Board Director public appointee to be an Indigenous person with knowledge that would support the College in its development of cultural safety. The Board position was written to reflect this, in collaboration with the Crown Agencies and Board Resourcing Office (CABRO) and Ministry of Children and Family Development (MCFD). The interview panel included the Board Chair, Indigenous Chair, and representatives from CABRO and MCFD. The panel's recommendation for appointment was delayed due to the Provincial election. The subsequent appointment of a new Provincial Cabinet and Minister for Children and Family Development lead to the Minister's appointment of an Indigenous Board Director in early 2021.

To encourage registration, the Indigenous Committee produced a video highlighting Indigenous Registered Social Workers and the role of the College. The video was shown at the College 2020 Annual General Meeting (AGM) to very positive reviews, following which it was posted on the College's website.

The Indigenous Committee worked in collaboration with the Registration Committee to implement a process for registrants to voluntarily self-identify as Indigenous. The option to self-identify went live mid-2020 for 2021 registration renewals. This data will inform the College on numbers of self-identified Indigenous registrants. The Indigenous Committee will provide oversight to ensure self-determination regarding control, access, and possession of self-specific data.

CAYTON REPORT / ENHANCING PUBLIC SAFETY

On April 12, 2019, BC's Minister of Health had released the initial Cayton Report outlining 21 recommended changes to the *Health Professions Act* and the regulatory framework in BC. The Health Minister invited stakeholders to provide feedback by June 14, 2019; when the College made an initial submission (see College website).

Following a review of submissions, on November 27, 2019, the Health Minister announced a plan to reduce the number of health care regulatory colleges; to focus on public protection, with changes in governance and processes to increase transparency of complaints and disciplinary processes; as well as to have Boards composed of members appointed on merit and competence.

2020 started with the College making its second submission on January 10, 2020 to the Ministry of Health regarding the Cayton report and its recommendations of major reforms for health professional regulators. The Ministry of Children and Family Development (MCFD) was advised of and provided copies both submissions by the College (see College website).

STAKEHOLDER RELATIONS

The intention was following the second Cayton submission was for the College to meet with Ministry of Children and Family Development (MCFD) and Ministry of Health (MOH), as well as other stakeholders regarding changes recommended by the Cayton Report, including the removal of exemptions. However due to the COVID-19 pandemic, MCFD and MOH staff were re-deployed to pandemic priorities the majority of 2020. In addition to the pandemic, there was also a governmental pause on planning due to the Provincial election, then waiting for the subsequent appointment of Cabinet and a new Minister of MCFD; the result being a limited number of meetings with the ministries occurred during the year.

STRATEGIC PLANNING

The College has historically held a Strategic Planning session every second year (following the College election). The last Strategic planning session occurred in November 2017, with the plan to have the next session in November 2019. To assist this process a consultant was hired; part of the expectation being to review previous Strategic Planning since formation of the College. During this process, questions arose in consideration of the Cayton Report such as; how much progress had the Board and College made on the past strategic priorities, and how do these strategic priorities align with Cayton Report recommendations?

Through this process it was learned descriptors from previous Strategic Planning were primarily graphic illustrations developed at the sessions (posted on College website). There were limited supplemental documents to measure achievement of the objectives, or the resources and staffing allocated to achieve them. Due to this the Board decided to collate strategic plans and priorities the College had identified in past sessions, organize them in topic areas, with the aim of identifying key priorities to prioritize them, and determine how they could be resourced.

A “Vantage Point” strategic planning framework was used to assist the Board with this process. The framework consists of aspects the Board develops under its governance mandate, which are: Vision, Mission, Success, and Priorities. These lead to management of operations; defining the strategies by creating Activities and Performance Objectives for each, including resources, responsibilities and timeframes to measure the achievement of each. During this process, it was recognized that strategic planning needs to occur throughout the year to evaluate progress, rather than every second year.

STRENGTHEN COLLEGE CAPACITY

While the Board strategic planning process was occurring, the Registrar and staff reviewed workloads based on operational priorities of College, such as; registration, complaints, inquiries, and practice consultations. This internal review demonstrated workload of the staff had been increasing due to membership requirements; which in turn reduced staff capacity to assume Board strategic priorities or Indigenous reconciliation commitments.

The Chair of the Finance Committee, Board and College also reviewed historic and current budgets and staffing levels. It was noted while costs had been increasing, there had been no registration or fee increases since the College was formed over 10 years ago; which also resulted in decreasing staff capacity. With the necessity to provide staff resources to address workload requirements and strategic commitments, the Board requested MCFD approval for a fee increase which was granted.

The Registrar then identified for the Board the new staff positions essential to provide core operational support for the College to meet current mandated responsibilities, and which additional positions are required to meet organizational requirements to registrants, plus work on strategic plans, and meet Indigenous reconciliation commitments.

This trifecta resulted in - the Board acknowledging the number of expectations that had been created through strategic planning over the years that had not been resourced; awareness of the workload staff had been absorbing with limited capacity to achieve new expectations; and Board support of additional resources to maintain operations and meet strategic commitments. Based on this intersection, the Board approved an increased 2020/21 budget which created several new positions; one being a College staff Indigenous lead.

Enhance Board Capacity

A collaborative consensus process was developed to elect the Board Executive Committee. The process includes aspects of succession planning, matching skill sets to roles, and ensuring diversity. In alignment with the Cayton report, a policy was also approved for Board members to apply for relevant governance and regulation training throughout their tenure. Similarly, registrants interested in running for a Board Director position are recommended to take CARBO's training on Board responsibilities.

In summary, I would like to express my appreciation to Board members for their commitment to take on and complete this process over the year; and College Registrar and staff for their willingness to work with the Board to achieve this outcome. It is hoped this in-depth strategic planning and operational review provides more responsive services to registrants, the College the resources it needs to meet its Declaration commitments and areas of prioritization in the future.

Respectfully,



Dr. James (Jim) Campbell, RCSW
Chair of the Board
BC College of Social Workers

Registrar's Report

I am grateful to have the opportunity to submit this report as the Registrar and CEO of the British Columbia College of Social Workers. This past year, 2020 was significantly impacted by the COVID-19 worldwide pandemic. The pandemic brought unprecedented challenges to the work of the College. I am grateful for the selfless dedication of the staff, Board and Committee members to ensure the work of the College continued uninterrupted.

The College continues to protect the public by successfully carrying out the responsibilities and duties of the *Social Workers Act*. These responsibilities and duties include setting standards for the Registration of Social Workers, establishing a Quality Assurance Program, establishing Standards of Practice and investigating and addressing complaints.

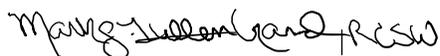
In 2020 staff, Board members and Committee members collaborated on many important projects. The 2020 work and collaboration included navigating the immediate need to implement COVID-19 social distancing protocols leading to a transition of meeting by videoconference. Some of the 2020 projects included:

- Board of Directors engaged in a year long process of evaluating previous College strategic plans to inform the ongoing effort of setting medium and long-term strategic direction and action items.
- The Quality Assurance Committee continued to evaluate and revise the Standards of Practice, implemented an audit of Continuing Professional Development (CPD) submissions, reacted to the impact of COVID-19 on continuing education opportunities and initiated a project to include anti-Indigenous racism and anti-racist learning as a required ongoing component of the CPD program.
- The Finance Committee monitored and provided expertise in the management of College finances leading to 2021 fee increase bylaw change.
- The Indigenous Committee debuted their video highlighting Indigenous Social Work and Indigenous Registered Social Workers and in collaboration with the Registration Committee developed and implemented a process to voluntarily self-identify as Indigenous on the College's registration portal.
- The Inquiry Committee continued to investigate, evaluate, and address complaints and implemented a process of updating Inquiry policies and procedures.
- The Registration Committee collaborated with the Indigenous Committee to implement the option to self-identify as Indigenous on the College's online registrant portal.

In 2020 people and organizations organized and participated in powerful protests across the world, calling for meaningful efforts to be taken by individuals, government, and non-government entities to eliminate the individual and systemic racism and discrimination that exists within our societies. These events, calling for the creation of a just and equitable society, free of racism and discrimination, are a call to action for the College to examine and improve its practices to make a positive difference. I am committed to continually review my practice and the College's policies, procedures, and guidelines to ensure they are embedded with cultural safety and humility.

Looking forward to 2021, my focus and leadership direction will continue to be on protecting the public of British Columbia through the implementation of professional social worker regulation outlined the *Social Workers Act*. Priority areas of focus will include increasing the operational capacity of the College, learning about racism and best practices to decolonize and dismantle systemic racism and enhancing public protection through bylaw modernization.

Please feel free to contact me at the College. I welcome any feedback and value any opportunity to answer questions and to provide information about the College, its mandate of public protection and the professional regulation of social workers.



Mark J. Hillenbrand, MSW, LISW, RCSW
Registrar – CEO
BC College of Social Workers

Registration Committee

Committee Members in alphabetical order:

Connie Kaweesi (Chair), RCSW

Allison Mounsey, RCSW

Christina Rodrigues RSW

Hanna Scrivens, RSW

Tamana Shahsamand RSW

Ivylina Williams, RSW

The Registration Committee is tasked with reviewing registration decisions under section 14 of the *Social Workers Act* and S. 49 of the Bylaws. The Committee may also make recommendations to the Board about new registration policies. The Committee consists of five members appointed by the Board but not all are required to be Board Members.

Registration decisions in 2020:

- 419 registrations were granted, of which:
 - 330 were in the Full class
 - 19 were in the Clinical class
 - The remaining were registered in the temporary, non-practising or provisional class of registration
- 8 applications were refused, of which:
 - 1 Clinical (RCSW) applicant was refused registration for failing to pass the applicable licensure exam within the one-year exam authorization period, after making one or more unsuccessful attempts
 - 7 Full (RSW) applicants were refused registration for failing to pass the applicable licensure exam within the one-year exam authorization period, after making one or more unsuccessful attempts

Registration Highlights:

The advent of the world-wide COVID-19 pandemic resulted in an increase in the use of the Temporary and Provisional classes of registration. As students and individuals returned to home bases in British Columbia, continuity of care was addressed through the use of virtual service platforms. As a result, social workers delivering virtual services across Provincial lines sought Temporary registration. In 2019, a total of 5 Temporary registrations were granted, in 2020, 75 Temporary registrations were granted. In 2020, Temporary registrations increased by 14 times the amount granted in 2019.

The impact of COVID-19 on the Health Care sector resulted in an increase in the use of Provisional registrations. Health Care employers utilized the Provisional class of registration to transition new graduates from students to employees. In 2019, a total of 16 Provisional registrations were granted, in 2020, 33 Provisional registrations were granted. In 2020, Provisional registrations increased by 106 percent.

Bylaw and Policy developments:

In 2020, the Registration Committee collaborated with the Indigenous Committee to begin collecting self-identified Indigenous demographic information. Registrants now have the option to self-identify as Indigenous community members using the College’s online registrant services portal.

The Registration Committee monitored the increase in the use of the Temporary class of registration to provide virtual services across Provincial lines. The Committee reviewed the creation of an electronic practice class of registration and considered options to address virtual workforce mobility.

The Registration Committee identified the Clinical class of registration as a registration class that is in need of bylaw improvements. Currently bylaw 42.(2)(b) defines a requirement for Clinical registration as a “course of study in each of the following clinical content areas: human development and behavior from a biopsychosocial perspective; assessment and diagnosis based on the understanding and use of diagnostic criteria and evidenced-based screening and assessment tools that are standardized and validated; and psychotherapy and clinical practice including evidence-based approaches.” Applicants would be better served with a clear definition of what constitutes a “course of study.”

Additionally, Clinical registration bylaw 42.(2)(c) defines an additional requirement of “a minimum of 3,000 hours of supervised clinical social work experience.” Improvement to this bylaw would include a clarification of the expectations of supervised clinical social work experience.

Review of Registration decisions:

The Registration Committee received no requests for review of the Registrar’s decisions.

Provisional Extension requests:

The Bylaws allow for a Provisional Registration to be extended for up to one year. The Registration Committee received no requests for extension of Provisional Registration.

Restoration of Registration requests:

A registrant may apply to be restored to the register as outlined in the *Social Workers Act* section 12(5). The Registration Committee received no requests for restoration to register.

Registration Statistics:

- 5,137 total registrants on December 31, 2020

Total Registrants by Class on December 31, 2020

Full (RSW)	4,442
Clinical (RCSW)	209
Non-practising	443
Provisional	16
Temporary	27
Total Registrants	5,137

New Registrations Granted in 2020

Full (RSW)	330
Clinical (RCSW)	19
Non-practising	0
Provisional	33
Temporary	75
Total Registrations Granted	457



The total number of registrants has increased by 2.7%, or 135 registrants, from December 31, 2019 to December 31, 2020.

Inquiry Committee

Selena Bateman, RSW
Shannon Bender-Bell, RCSW
Denese Espeut-Post (Chair), Public Appointee
Christina Rodrigues, RSW
Sandra Wilson, RSW

The Inquiry Committee is established by the *Social Workers Act* for the purpose of receiving and investigating complaints about registrants in adherence to the duties and objectives of the College in protecting the public.

As is set out in the *Social Workers Act*, after receiving a complaint, the Registrar has two options. After conducting a preliminary assessment, the Registrar, if authorized by the Board, may dismiss all or part of a complaint or the complaint may be delivered, along with assessment and recommendations to the Inquiry Committee.

After considering the information gathered during the investigation, the Inquiry Committee may take no further action, enter into a Complaint Resolution Agreement in which the registrant agrees to undertake certain remedial actions, or direct the Registrar to issue a formal notice of a Disciplinary Hearing, called a citation. The College may also receive reports from employers or other registrants under section 39 or 40 of the *Act* which sets out a duty to report the conduct of a social worker that involves allegations of physical or significant emotional harm, sexual abuse or exploitation of a client.

When the College receives these reports, they are delivered to the Inquiry Committee and an investigation follows. Finally, the conduct of registrants may be investigated under the Inquiry Committee’s own motion.

The Committee held 8 meetings in 2020.

The College opened 25 inquiry files in 2020. This number is down 9% from 2019.

Of these 25 files:

- 3 were dismissed by the Registrar
- 2 were resolved with no further action as the Committee found the social worker’s conduct to be satisfactory (closed)
- 0 was resolved through a complaint resolution agreement (“CRA”)
- 5 files are under investigation by the Committee
- 15 files are still in the preliminary phase and have not yet been presented to the Committee

A total of files remain active from previous years:

- 1 active investigation from 2018
- 4 open and active CRAs, 1 from 2015, 2 from 2017 and 1 from 2018
- 2 open, 9 active investigations, 17 closed and 0 CRAs in 2019

Data on Inquiry Files Opened in 2020

Total number: 25

Table 1 – 2020 Inquiry Files by Outcome

Dismissed by Registrar	3
Satisfactory conduct	2
CRA (one signed, one unsigned)	0
Still under active investigation	5
Still under preliminary Assessment	15

Table 2- 2020 Inquiry Files by Genesis

Complaint	25
Own Motion Investigation - Duty to Report Letter	0
Own Motion Investigation - Other source	0

Table 3 – Inquiry Files by Subject Matter

Misconduct ¹	7
Conduct Unbecoming ²	9
Competence ³	9

Table 4 – Summary of Open Inquiry Files

Files opened in	Open ¹	Open CRA ²
2020	25	0
2019	21	1
2018	1	1
2017	0	3
2016	0	0
2015	0	1
		Total:28

⁴ Open includes: All files on which the IC have not made a final s.27(4) decision, and all files that have been dismissed by the Registrar but are still within the 60 day timeframe for the IC to choose to open an investigation

⁵ Includes signed CRAs that have outstanding obligations but are not in breach

Discipline Committee

Sonia Andhi Bilkhu, RSW
 Arpna Bhullar, RSW
 Cheney Cloke (Chair), Public Member
 Ellice Daniel, RSW
 Harvir Dhaliwal, RSW
 Daniel Gallant, RSW

The Discipline Committee was established by the *Social Workers Act* for the purpose of hearing matters that are subject to citation by the Inquiry Committee. While most complaints before the Inquiry Committee are resolved through remedial measures, there are some circumstances where a Disciplinary Hearing is required. Typically, if the information in a complaint file indicates serious concerns about the behaviour or conduct of the registrant that cannot be resolved through remedial action alone, the Inquiry Committee will direct the Registrar to issue a citation or a Hearing by the Discipline Committee.

The Hearing is generally open to the public.

No citations were issued during the 2020 year.

¹ Misconduct investigations look into conduct occurring during the course of practicing Social Work

² Conduct unbecoming investigations look into conduct occurring outside of the course of practice which is so egregious it could harm the public’s trust in the profession or otherwise bring the profession into disrepute

³ Competence investigations look into the Registrant’s physical and mental competence to practice

Registration Appeals Committee

Amenda Kumar, RSW
Hardeep Mann, RSW
Traci Marriott (Chair), RSW
Alison Van Schie, RSW

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

No requests for review were brought to the Registration Appeals Committee in 2020.

Quality Assurance Committee

Lorry-Ann Austin, RSW
Selena Bateman (Chair), RSW
Antoine Coulombe, RSW
Natalie Lachance, RSW
David Lemire, RSW
Natalie Shorten, Public Member

In accordance with the College Bylaws, the Quality Assurance Committee is responsible for the Continuing Professional Development (CPD) Quality Assurance Program. It may also engage in a review of the standards of practice. The goal of the Quality Assurance Program is to protect the public by enhancing the quality of practice and reducing unethical or incompetent practice among registrants.

Standards of Practice Update

The Quality Assurance Committee continued the standards of practice revision and modernization project. The Committee developed a strategy to complete and publish the standards. The strategy includes further committee engagement as an ongoing process of seeking stakeholder feedback on practical application of the standards to inform a continuous review and improvement process of the draft standards. Following this, a review of the draft standards by the Association of Social Work Boards (ASWB), a review by College legal counsel and Board approval.

Continuing Professional Development

The committee developed and implemented a pilot audit of 2019 CPD submissions. The audit showed that registrants are committed to self-evaluation, practice improvement and are engaging in quality continuing professional development activities.

In March of 2020, the COVID-19 worldwide pandemic social distancing requirements eliminated the ability of registrants to gather in groups for continuing education opportunities. The committee swiftly reacted by revising CPD requirements to allow for increased recognition of CPD hours obtained by video conference technology and self-study.

Collaboration with Indigenous Committee

Committee members expressed a strong commitment to equity, diversity, and inclusion. The committee collaborated with the College Indigenous Committee to include anti-Indigenous racism and anti-racist learning hours as a required ongoing component of the CPD program.

Continuing Professional Development (CPD) Timely Submission Analysis

Of the 4,600 registrants that were required to submit their CPD by the October 31, 2020 deadline, 3,600 (79.3 %) submitted their CPD on time.

The registration status of the 950 registrants (20.7 %) who missed the deadline was changed to 'Not in Good Standing – CPD' on November 1, 2020.

Claims for Continuing Professional Development Waivers

In 2020, the College received no continuing professional development waivers.

Policy Committee

Sonia Andhi Bilkhu, RSW
James (Jim) Campbell (Chair), RCSW
Denese Espeut-Post
Connie Kaweesj, RCSW
Jenny Morgan, RSW
Christina Rodrigues, RSW

The Policy Committee is established to draft and publish College policies as needed.

Indigenous Committee

Lynn Kenoras Duck Chief, RSW
Melanie Lansall, RSW
Norma Manuel, Indigenous Elder
Jenny Morgan (Chair), RSW
Olivia Palomino Meraz, RSW
Wendy Simon, RSW
Ferne Strain, RSW
Sandra Wilson, RSW



The 2020 BCCSW Indigenous Committee began the year by transitioning to meeting by video conference. Although video conferencing allowed many to safely continue meeting during the COVID-19 Pandemic, it was noted that in-person meetings allow a greater depth to personal relationship building. The Indigenous Committee expressed a commitment to return to in-depth personal relationship building as soon as safely possible. The Committee also recognized that intentional connection with others is indicated to help counter the isolation and loneliness caused by social distancing requirements.

2020 saw an expansion in geographic representation of Indigenous Committee members. Represented locations included Vancouver, Prince George, Chase and Kamloops.

In 2020, the Indigenous Committee accomplishments and action steps included:

- The Indigenous Committee video highlighting Indigenous Social Work and Indigenous Registered Social Workers was debuted at the 2020 BCCSW Annual General Meeting. During the last six months of 2020, the video has been highlighted on the College website. Since the video has been made available for viewing on the website, the video has been viewed over 700 times.
- The Indigenous Committee, in collaboration with the Registration Committee developed and implemented a process to voluntarily self-identify as Indigenous on the College's registration portal. The option to self-identify as Indigenous went live mid-year 2020. The Indigenous Committee noted that the data will help inform the College's priority of increasing the numbers of self-identified Indigenous registrants. The Committee developed oversight principles to ensure self-determination regarding ownership, control, access and possession of self-specific data.
- The inclusion of an Indigenous elder at Committee meetings continued to be a priority. The Committee was grateful that Indigenous elder Norma Manuel was able to join the Committee for a meeting in December.
- The Indigenous Committee identified an opportunity to improve communication between the Committee and the Board of Directors. The Chair of the Board was invited to participate in Committee meeting to identify opportunities to strengthen alliance and collaboration between the Committee and Board. The Chair of the Board attended a Committee meeting to discuss improved communication opportunities.
- The Indigenous Committee and the Registrar – CEO reviewed the Province's, *In Plain Sight*, investigation into Indigenous-specific racism within the health care system as conducted by Mary

Ellen Turpel Lafond. The importance and significance of identifying and eliminating systemic racism was reiterated.

- College strategic priorities were reviewed, and the Indigenous Committee expressed the importance of including the following items in the College strategic plans.
 - Ensuring Indigenous representation on the College Board of Directors.
 - Transitioning the role of the Indigenous Committee, from the role of Committee to the role of Advisory Council.
 - Implementation of the recommendations identified in the Nashwito Creek report and College initiative *Towards Developing a Respectful Relationship*.
 - Development and hiring of a staff position focused on Indigenous Initiatives and Cultural Safety and Humility.
 - Implementation of the regulation specific recommendations identified in the Province's, *In Plain Sight*, investigation into Indigenous-specific racism within the health care system as conducted by Mary Ellen Turpel Lafond.

Finance Committee

James (Jim) Campbell, RCSW
Cheney Cloke, Public Appointee
Denese Espeut-Post (Chair), Public Appointee
Sandra Wilson, RSW

The Finance Committee established under BCCSW Bylaw 20, consists of at least three Board Members appointed by the Board in accordance with byl 21(8) and is responsible for:

- (a) Managing the Board's system of Financial Administration, including:
 - (i) Accounting practices and systems, including classification of accounts, internal control and auditing systems;
 - (ii) Financial planning;
 - (iii) Budgetary control;
 - (iv) Ensuring the safekeeping of Board assets, including assets held in Trust;
 - (v) Managing College revenues, including receipt, recording and control of funds and deposit to accounts maintained by the Board;
- (b) Advising the Board on the needs of the Board in regard to Financial Administration, and the financial implications of Board decisions; and
- (c) Developing, establishing and administering, for the approval of the Board, financial policies, and systems and procedures essential to the Financial Administration of the Board.

**BRITISH COLUMBIA COLLEGE OF
SOCIAL WORKERS**

**FINANCIAL STATEMENTS
December 31, 2020**

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

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INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of British Columbia College of Social Workers, which comprise the statement of financial position as at December 31, 2020, and the statement of changes in net assets, statement of operations and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the College as at December 31, 2020, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the College in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the College's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the College or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the College's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- ◆ Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

INDEPENDENT AUDITOR'S REPORT, CONTINUED

- ◆ Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the College's internal control.
- ◆ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ◆ Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the College's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the College to cease to continue as a going concern.
- ◆ Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



REID HURST NAGY INC.
CHARTERED PROFESSIONAL ACCOUNTANTS

VANCOUVER, B.C.
April 14, 2021

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

STATEMENT OF OPERATIONS For the year ended December 31, 2020

	2020	2019
	\$	\$
REVENUES		
Renewal fees	1,159,309	1,108,653
Registration fees	44,882	45,386
Application fees	53,880	57,120
Interest and other	12,301	33,286
	1,270,372	1,244,445
OPERATING EXPENDITURES		
Bank and credit card charges	36,350	31,632
Computer support	102,377	50,073
Criminal records review program costs	31,416	37,380
Depreciation	10,298	11,436
Director fees	34,752	17,193
Insurance	8,911	8,804
Meeting expenses	9,386	13,568
Memberships	682	5,303
Office equipment	6,747	8,525
Office supplies	6,987	12,260
Printing	3,234	7,694
Professional fees	52,625	64,565
Rent	116,679	96,635
Salaries and benefits	605,016	608,019
Staff development	441	2,063
Standards project	121	410
TDRR project	2,736	24,713
Telephone and utilities	9,719	9,970
Travel and accommodation	7,376	65,761
	1,045,853	1,076,004
EXCESS OF REVENUES OVER EXPENDITURES	224,519	168,441

The accompanying notes are an integral part of these financial statements.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

STATEMENT OF CHANGES IN NET ASSETS For the year ended December 31, 2020

	Hearings Fund	Operating Reserve Fund	Operating Fund	Total 2020	Total 2019
	\$	\$	\$	\$	\$
BALANCE, BEGINNING OF YEAR	180,381	240,000	1,335,986	1,756,367	1,587,926
Excess of revenues over expenditures	-	-	224,519	224,519	168,441
Inter-fund transfers	105,168	260,190	(365,358)	-	-
BALANCE, ENDING OF YEAR	285,549	500,190	1,195,147	1,980,886	1,756,367

The accompanying notes are an integral part of these financial statements.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

STATEMENT OF FINANCIAL POSITION As at December 31, 2020

	2020	2019
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash	550,684	898,864
Investments (Note 5)	1,739,377	1,053,902
Accounts receivable	3,000	-
Prepaid expenses	13,190	11,698
	2,306,251	1,964,464
TANGIBLE CAPITAL ASSETS (Note 6)	24,974	22,658
SECURITY DEPOSIT	7,359	7,359
	2,338,584	1,994,481
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	27,746	44,150
Due to government agencies	15,904	4,770
Deferred revenue	314,048	189,194
	357,698	238,114
NET ASSETS	1,980,886	1,756,367
	2,338,584	1,994,481

Approved on behalf of the Board:

 Director

 Director

The accompanying notes are an integral part of these financial statements.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

STATEMENT OF CASH FLOWS For the year ended December 31, 2020

	2020	2019
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenditures	224,519	168,441
Items not requiring the outlay of cash:		
Depreciation	10,298	11,436
	234,817	179,877
Change in non-cash working capital items:		
Accounts receivable	(3,000)	6,193
Prepaid expenses	(1,492)	4,707
Accounts payable and accrued liabilities	(16,404)	17,608
Due to government agencies	11,134	(5,498)
Deferred revenue	124,854	(31,574)
	349,909	171,313
CASH FLOWS FROM INVESTING ACTIVITIES		
Acquisition of tangible capital assets	(12,614)	(1,553)
Acquisition of investments	(685,475)	(700,198)
	(698,089)	(701,751)
DECREASE IN CASH AND CASH EQUIVALENTS	(348,180)	(530,438)
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	898,864	1,429,302
CASH AND CASH EQUIVALENTS, END OF YEAR	550,684	898,864

The accompanying notes are an integral part of these financial statements.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

NOTES TO THE FINANCIAL STATEMENTS December 31, 2020

1. PURPOSE OF THE ORGANIZATION

The mandate of the British Columbia College of Social Workers (the College) is to act in the public interest and to superintend the profession of social worker in British Columbia. The College establishes and maintains standards of practice and standards of ethics.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements are prepared in accordance with Canadian accounting standards for not-for-profit organizations. The significant policies are detailed as follows:

(a) Fund accounting restricted

The Operating Fund reports the assets, liabilities, revenues and expenses related to the College's registration activities.

The Operating Reserve Fund reports the assets, liabilities, revenues and expenses related to the College's extraordinary registration activities.

The Hearings Fund reports the assets, liabilities, revenues and expenses related to the College's hearing activities.

(b) Cash equivalents

The College's policy is to disclose bank balances under cash and cash equivalents, including bank overdrafts with balances that fluctuate frequently from being positive to overdrawn and highly liquid temporary investments usually with a maturity period of three months or less from the date of acquisition. Investments that the College cannot use for current transactions because they are pledged as security are excluded from cash and cash equivalents.

(c) Tangible capital assets

Tangible capital assets are recorded at cost. The College provides for depreciation using the declining balance method at rates designed to depreciate the cost of the tangible capital assets over their estimated useful lives. No depreciation is recorded in the year of disposal. The annual depreciation rates are as follows:

Computer equipment	Declining balance	50%
Computer software	Declining balance	50%
Furniture and equipment	Declining balance	20%
Leasehold improvement	Straight-line	10 years

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

NOTES TO THE FINANCIAL STATEMENTS December 31, 2020

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, CONTINUED

(d) Revenue recognition

i) The College follows the restricted fund method in which externally restricted contributions are recognized as received in the fund corresponding to the purpose for which they were contributed. Unrestricted contributions are recognized in the Operating Fund when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Fees are recognized during the fiscal period in which they relate. Fees received in advance of the period to which they relate are recorded as deferred income.

ii) Interest and other income are recognized as revenue in the period the income is earned. The change in the difference between the fair value and cost or cash and cash equivalents at the beginning and end of each year is reflected in the statement of revenues and expenditures. All interest income earned is reported as revenue of the Operating Fund.

(e) Income taxes

The College is exempt from income taxes under the provision of the Income Tax Act as a not-for-profit organization.

(f) Use of estimates

The preparation of the financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires that management make estimates and assumptions about future events that affect the reported amounts of assets, liabilities, revenues and expenses as at the end of or during the reporting period. Management believes that the estimates used are reasonable and prudent, however, actual results could differ for those estimates. Significant areas requiring the use of management estimates relate to the determination of the useful lives of assets for amortization, recognition of deferred revenue, and the amounts recorded as accrued liabilities.

(g) Financial instruments

(i) Measurement of financial instruments

The College initially measures its financial assets and liabilities at fair value, except for certain related party transactions that are measured at the carrying amount or exchange amount, as appropriate.

The College subsequently measures all its financial assets and financial liabilities at cost or amortized cost, except for investments in equity instruments that are quoted in an active market, which are measured at fair value. Changes in fair value are recognized in excess or deficiency of revenues in the period incurred.

Financial assets measured at amortized cost on a straight line basis include cash, accounts receivable and security deposits.

Financial liabilities measured at amortized cost on a straight-line basis include accounts payable and accrued liabilities and amounts due to government agencies.

Financial assets measured at fair value include investments in GICs and mutual funds.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

NOTES TO THE FINANCIAL STATEMENTS December 31, 2020

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, CONTINUED

(ii) Impairment

For financial assets measured at cost or amortized cost, the College determines whether there are indications of possible impairment. When there is an indication of impairment, and the College determines that a significant adverse change has occurred during the period in the expected timing or amount of future cash flows, a write-down is recognized in excess or deficiency of revenues. A previously recognized impairment loss may be reversed to the extent of the improvement. The carrying amount of the financial asset may not be greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in excess or deficiency of revenues.

(iii) Transaction costs

Transaction costs related to financial instruments that will be subsequently measured at fair value are recognized in net income in the period incurred. Transaction costs related to financial instruments subsequently measured at amortized cost are included in the original cost of the asset or liability and recognized in net income over the life of the instrument using the straight-line method.

3. COMMITMENTS

The College's premises are leased under an operating lease with the term ending March 31, 2022. In addition to basic rent, the College is required to pay a portion of certain operating costs and property taxes. The College also has operating leases with respect to equipment rentals. The estimated commitments for the next five years are as follows:

2021	65,434
2022	19,551
2023	4,257
2024	2,337

4. FINANCIAL INSTRUMENTS

The College is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the College's risk exposure and concentration as of December 31, 2020.

(a) Fair value

The fair value of current financial assets and current financial liabilities approximates their carrying value due to their short-term maturity dates. The fair value of long-term financial liabilities approximates their carrying value based on the presumption that the College is a going concern and thus expects to fully repay the outstanding amounts. In the opinion of management the fair value risk exposure to the College is low and is not material.

BRITISH COLUMBIA COLLEGE OF SOCIAL WORKERS

NOTES TO THE FINANCIAL STATEMENTS December 31, 2020

(b) Interest rate risk

Interest rate risk is the risk that the value of a financial instruments might be adversely affected by a change in the interest rates. In seeking to minimize the risks from interest rate fluctuations, the College manages exposure through its normal operating and financing activities. The College is exposed to interest rate risk primarily through its investments. In the opinion of management the interest rate risk exposure to the College is low and is not material.

5. INVESTMENTS

Institution	Instrument	Matures	Interest Rate	Value
				\$
Royal Bank of Canada	GIC	June 17, 2021	1.10 %	679,999
Royal Bank of Canada	GIC	January 27, 2021	0.35 %	285,549
Bank of Nova Scotia	GIC	July 12, 2021	2.30 %	250,000
Royal Bank of Canada	GIC	July 12, 2021	0.40 %	500,190
Royal Bank of Canada	Mutual Fund			23,639
				1,739,377

6. TANGIBLE CAPITAL ASSETS

	Cost	Depreciation	2020 Net	2019 Net
	\$	\$	\$	\$
Computer equipment	96,021	84,936	11,085	2,805
Computer software	105,297	102,436	2,861	5,721
Furniture and equipment	48,660	38,464	10,196	12,745
Leasehold improvement	5,546	4,714	832	1,387
	255,524	230,550	24,974	22,658

7. COVID-19

On March 11, 2020, the World Health Organization categorized COVID-19 as a pandemic. The potential economic effects within the College's environment and in the global markets due to the possible disruption in supply chains, and measures being introduced at various levels of government to curtail the spread of the virus (such as travel restrictions, closures of non-essential municipal and private operations, imposition of quarantines and social distancing) could have a material impact on the College's operations.

The extent of the impact of this outbreak and related containment measures on the College's operations cannot be reliably estimated at this time.