

NEW NAME,  
SAME COMMITMENT TO EXCELLENCE



ANNUAL  
REPORT  
2020-21

Newfoundland & Labrador

College of  
Social Workers

Newfoundland & Labrador  
**College of  
Social Workers**

NLCSW is established by legislation as the regulatory body and professional association for social workers in Newfoundland and Labrador.





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## MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR/REGISTRAR

We are pleased to present the annual report for the Newfoundland and Labrador College of Social Workers (NLCSW) which covers the period from March 1, 2020 to February 28, 2021.

The start of our fiscal year coincided with the first province wide lockdown in response to the COVID-19 pandemic. Thankfully, [NLCSW's board](#), [committees](#), and [staff](#) were able to quickly pivot and adjust, ensuring the important work of the organization was able to continue despite the uncertainty that surrounded the pandemic.

While the COVID-19 pandemic had a profound impact on the mental health and social circumstances of individuals and families, it also served to highlight the value of the social work profession to the overall health and well-being of the people of this province.

The pages of this report reflect the many activities, accomplishments and milestones that occurred over the course of the 2020-21 fiscal year, most notably our name change from association to college. While our name changed, our commitment to advancing and promoting ethical and professional social work practice in the public interest remained the same.

The vision of NLCSW remains *Excellence in Social Work*. We extend our sincere appreciation to everyone who continued to advance this vision during 2020-21.

*Cheryl Mallard*

*L. Crockwell*



**NLCSW Board Chair  
Cheryl Mallard  
MSW, RSW**



**NLCSW Executive  
Director/Registrar  
Lisa Crockwell  
MSW, RSW**



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## REFLECTING ON THE GROWTH OF A PROFESSION

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Effective September 30, 2020, the Newfoundland and Labrador Association of Social Workers (NLASW) became the Newfoundland and Labrador College of Social Workers (NLCSW). This change stemmed from legislative amendments to [the Social Workers Act](#).

While the pages of this report reflect the many accomplishments and achievements realized during the 2020-21 fiscal year, the name change provided an opportunity to reflect on the history of the organization and the social work profession in NL. Read more about NLCSW's historical milestones at [https://nlcsw.ca/NLCSW\\_History](https://nlcsw.ca/NLCSW_History).

## 2020-21 HIGHLIGHTS

### **18** Practice Resources Released/Updated:

- NEW Releases:
  - ✓ 4 Ethical Compass
  - ✓ 4 Documentation Matters
  - ✓ 3 Practice Matters
  - ✓ 3 COVID-19 Specific Resources
  - ✓ 1 Interjurisdictional Social Work Practice FAQ & Practice Guidance for Social Workers in NL
- Updated:
  - ✓ Resource Guide for Private Practice
  - ✓ Ethical Decision Making in Social Work Practice
  - ✓ Standards of Practice for Social Workers in NL

### **14** Hours of Continuing Professional Education (CPE)

Offered. Registrants for CPE Events **2569**

### **13th** Annual CPE Audit Conducted

**65** Average Number of Credits Obtained by Audit Participants, far exceeding minimum requirement of 40

### **18** Electronic Updates Released:

- ✓ 12 NLCSW Member Updates
- ✓ 3 Employer Updates
- ✓ 3 Student Updates

Ethical/Practice Consults **55**

## 2020-21 MEMBERSHIP PROFILE

**1676** Total Membership

- **1607** Registered Social Workers (RSWs)
- **69** Non-Practicing Members
- **2%** Increase in Total Membership from 2019-20

**Consistent Growth** in Membership  
since Social Work Regulation in **1992**

Average Age of RSWs **43**

**93%** Employment Rate for RSWs

Largest Employer – Regional Health Authorities  
**42%**

## 2020-21 KEY ACTIVITIES

### FROM NLASW to NLCSW

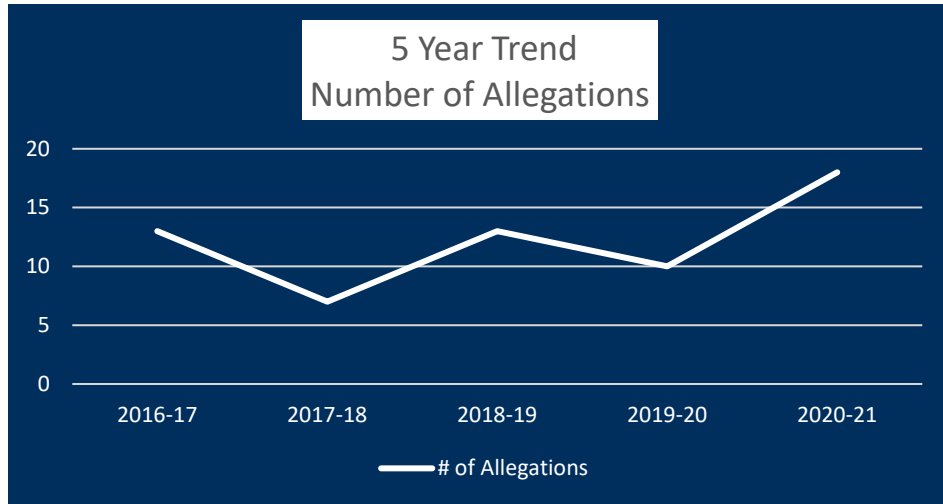
- The name change from association to college resulted in the official unveiling of a new logo on September 29, 2020. The NLCSW logo was designed to maintain the iconic history of NLASW while also reflecting the dynamic future envisioned for NLCSW. The name change transition continued over the fall of 2020 and included updates to all external communication channels including [NLCSW's website](#), email and social media accounts. Key NLCSW documents including the [Standards of Practice](#) were updated. Extensive communication with members, employers, vendors as well as provincial, national and international partners was ongoing throughout this process.

### REGULATION

- In response to the COVID-19 pandemic, a registration protocol was put in place in the event the capacity of the social work workforce had to be increased quickly. In conjunction with the Department of Health and Community Services, the Social Workers Regulations were amended in April 2020 to permit the use of declarations to expedite registration if required. While it was essential to have these options in place, neither had to be availed of during the 2020-21 fiscal year.
- NLCSW's ongoing quality assurance (QA) activities were captured under the umbrella of a QA program in 2020-21. In accordance with the *Act*, the program includes professional development and promotes continuing competence and quality improvement.
- NLCSW's [Electronic Social Work Practice Criteria](#) gained additional traction as a result of the COVID-19 pandemic. An internal system was developed for the review, approval and tracking of RSWs from other Canadian jurisdictions engaging in electronic practice in NL. As noted on page 6 of this report, NLCSW also released a [FAQ and guideline document on interjurisdictional practice for social workers in NL](#).
- NLCSW continued to be actively involved with the following - Health Regulators Network of NL, Canadian Association of Social Workers (CASW), Canadian Council of Social Work Regulators (CCSWR) and the Association of Social Work Boards (ASWB). NLCSW met regularly with these groups to monitor the impact of the COVID-19 pandemic on regulatory operations, the social work profession and the public.

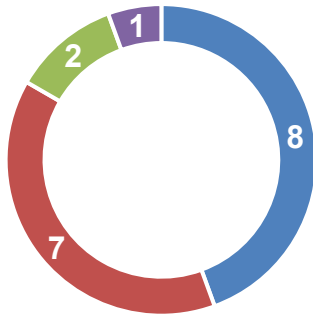


## PROFESSIONAL CONDUCT REVIEW



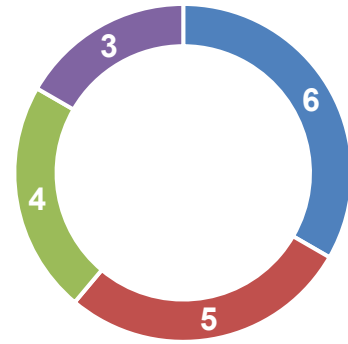
## 2020-21 BREAKDOWN

### Sources of Allegations



- Employer
- Clients
- Community
- NLCSW Registrar

### Types of Allegations



- Integrity/Competency
- Integrity
- Confidentiality
- Competency

Allegation Outcome	Total
Dismissed	9
Alternate Dispute Resolution	3
Caution and/or Counsels	2
Referral for Hearing: 1 Sanctioned 1 Hearing Pending	2
Investigation Ordered	1
Under Review	1

## PRACTICE

- Resource pages dedicated to the COVID-19 pandemic were added to the NLCSW website. The [COVID-19 and Social Work Practice Resource Page](#) became a repository for all information regarding social work practice during the pandemic. The [COVID-19: Information for the Public Resource Page](#) was developed to provide insight and direction for members of the public.
- In addition to COVID-19 specific practice resources, a wide range of other topics were explored. Examples included electronic and interjurisdictional practice, social work documentation, and the ethics surrounding the disclosure of client information.
- While the pandemic curtailed CPE offerings during April – May 2020, NLCSW was still able to offer an impressive 14 hours of CPE over the course of the registration year. Visit [NLCSW's YouTube channel](#) to view the full range of CPE offered.
- A new tracking form for ethical/practice consultations was developed, resulting in a more accurate picture of the number of consultations completed. As reported on page 6 of this report, a total of 55 consultations were provided. Consultations focused on boundaries, dual/multiple relationships, conflicts of interest, as well as electronic and private practice.
- NLCSW remained committed to exploring the valuable role social workers could play in the K-12 education system through meetings with the Department of Education and Early Childhood Development.
- As a member of the search committee, NLCSW continues to participate in the search for the new Dean of Memorial University's School of Social Work.
- NLCSW continued to work with the Department of Health and Community Services and the interim Dean of Memorial University's School of Social Work to advance the social work workforce study.
- A new Private Practice Advisory Committee was established. The ongoing work of this committee will include analyzing current trends within this practice area, developing mechanisms to support private practice, heighten its profile, and strengthen standards.
- NLCSW contributed the social work perspective as part of the annual pre-budget consultation process. A focus on mental health, poverty reduction, children and youth and seniors was highlighted in [NLCSW's 2020 Pre-Budget Submission](#).

## PROMOTION

- As noted on page 6, members, employers and students received regular electronic updates. Regular tweets and website updates were also part of NLCSW's goal to engage stakeholders through effective communication.
- Regular editions of NLCSW's esteemed newsletter, [Connecting Voices](#) were released in 2020-21. The publication moved to solely online in July 2020. The consensus, following a jurisdictional scan as well as consultations with stakeholders, was that an online publication was more accessible and environmentally friendly.
- The NLCSW [Did You Know Information Series](#) continued to expand with the addition of fact sheets for the practice areas of Privacy and Access as well as Rehabilitation. These additions brought the total number of fact sheets produced to 28.
- NLCSW advanced the social work perspective through continued collaboration with the CASW, Memorial University School of Social Work, NL Public Health Association and End Homelessness St. John's.
- NLCSW participated in Health Accord NL's ongoing engagement process including meeting with the co-chairs and sharing NLCSW resources that align with the direction of the work of the task force.

## CONGRATULATIONS 2020 AWARD WINNERS

While the formal event to celebrate the award winners could not take place due to the pandemic, the awards were presented through an outdoor physically distant visit with NLCSW staff.

Acceptance speeches were also published in the [July 2020 edition of Connecting Voices](#).

### Glenn Drover National Award for Outstanding Service: Ellen Oliver



### CASW Distinguished Service Award: Michelle Ryan



### NLCSW Pride in the Profession Award: Kenda Riggs



# APPENDIX A:

Financial Statements of

NEWFOUNDLAND AND LABRADOR  
COLLEGE OF SOCIAL WORKERS

YEAR ENDED FEBRUARY 28, 2021

**NEWFOUNDLAND AND LABRADOR  
COLLEGE OF SOCIAL WORKERS  
Financial Statements  
For the Year Ended February 28, 2021**

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## INDEPENDENT AUDITOR'S REPORT

**To the Members of the  
Newfoundland and Labrador College of Social Workers:**

### **Opinion**

I have audited the financial statements of the Newfoundland and Labrador College of Social Workers, which comprise the balance sheet as at February 28, 2021, and the statement of operating revenue and expenditure and changes in net assets and internally restricted reserves, and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Newfoundland and Labrador College of Social Workers as at February 28, 2021, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles for not-for-profit organizations.

### **Basis for Opinion**

I conducted my audit in accordance with Canadian generally accepted auditing standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the organization in accordance with the ethical requirements that are relevant to my audit of the financial statements in Canada, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my 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 Canadian generally accepted accounting principles for private enterprises, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free of material misstatement, whether due to fraud or error. In preparing the financial statements, management is responsible for assessing the organization'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 organization or cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the organization's financial reporting process.

### **Auditor's Responsibilities for the Audit of Financial Statements**

My objectives are to obtain reasonable assurance about whether the financial statements are as a whole free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but it 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.

2.

**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

As part of an audit in accordance with Canadian generally accepted auditing standards, I exercise professional judgement and maintain professional skepticism throughout the audit. I 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 an opinion. The risk of not detecting a material misstatement from fraud is higher than the one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.
- Obtain an understanding of internal controls 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 Newfoundland and Labrador College of Social Workers' 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 Newfoundland and Labrador College of Social Workers' ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my audit opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Newfoundland and Labrador College of Social Workers 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.

I 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 I identify during my audit.

Bay Roberts, Newfoundland and Labrador  
May 7, 2021



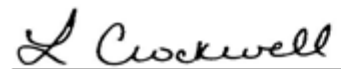
Chartered Professional Accountant

NEWFOUNDLAND AND LABRADOR  
 COLLEGE OF SOCIAL WORKERS  
**Balance Sheet**  
**As at February 28, 2021**

	2021	2020
<b>Assets</b>		
Current		
Cash	\$ 697,688	\$ 551,550
Investments	853,971	961,113
Prepaid expenses	4,600	4,569
	<u>1,556,259</u>	<u>1,517,232</u>
Capital Assets (Note 2)	195,820	200,289
<b>Total Assets</b>	<b>\$ 1,752,079</b>	<b>\$ 1,717,521</b>
<b>Liabilities</b>		
Current		
Accounts payable and accruals	\$ 82,156	\$ 78,596
Statutory payroll remittances	12,633	11,106
Prepaid registration fees	649,518	639,652
	<u>744,307</u>	<u>729,354</u>
Accrued Employee Severance (Note 3)	50,603	40,740
	<u>794,910</u>	<u>770,094</u>
<b>Net Assets</b>		
Unrestricted	276,180	273,636
Internally restricted reserves (Page 4)	680,989	673,791
	<u>957,169</u>	<u>947,427</u>
<b>Total Liabilities and Net Assets</b>	<b>\$ 1,752,079</b>	<b>\$ 1,717,521</b>

On Behalf of the Board:

 Chair

 Executive Director/Registrar

**See accompanying notes to the financial statements**



NEWFOUNDLAND AND LABRADOR  
COLLEGE OF SOCIAL WORKERS

**Statement of Changes in Net Assets**  
**For the Year Ended February 28, 2021**

			2021	2020
	Unrestricted Net Assets	Internally Restricted Reserves	Total	Total
Balance, beginning of year	\$ 273,636	\$ 673,791	\$ 947,427	\$ 893,016
Excess of revenue over (under) expenditure	62,544	(52,802)	9,742	54,411
Allocations to reserves	(60,000)	60,000	-	-
Balance, end of year	<u>\$ 276,180</u>	<u>\$ 680,989</u>	<u>\$ 957,169</u>	<u>\$ 947,427</u>

**Statement of Changes in Internally Restricted Reserves**  
**For the Year Ended February 28, 2021**

				2021	2020
	Disciplinary	Building	General Contingency	Total	Total
Balance, beginning of year	\$ 403,791	\$ 70,000	\$ 200,000	\$ 673,791	\$ 622,000
Revenues	4,000	-	-	4,000	2,000
Expenditures	(40,135)	(16,667)	-	(56,802)	(32,209)
Allocations to reserve from current year surplus	40,000	10,000	10,000	60,000	82,000
Balance, end of year	<u>\$ 407,656</u>	<u>\$ 63,333</u>	<u>\$ 210,000</u>	<u>\$ 680,989</u>	<u>\$ 673,791</u>

**See accompanying notes to the financial statements**

NEWFOUNDLAND AND LABRADOR  
 COLLEGE OF SOCIAL WORKERS  
 Statement of Operating Revenue and Expenditure  
 For the Year Ended February 28, 2021

	2021	2020
<b>Revenue</b>		
Registration fees	\$ 658,875	\$ 639,123
Investment income	10,646	20,477
Miscellaneous (Note 4)	12,350	11,800
	681,871	671,400
<b>Expenditure</b>		
Advertising and promotion	274	6,824
Amortization	11,612	12,276
Consultant fees	3,805	1,586
Heat and light	3,168	3,448
Information technology maintenance	19,452	12,749
Insurance	5,874	5,757
Interest and bank charges	10,399	9,136
Legal fees	7,460	7,153
Maintenance	6,469	6,097
Memberships, licenses and fees	61,311	59,201
Miscellaneous	625	905
Municipal tax	9,442	9,464
Office supplies	4,445	6,180
Photocopying	806	10,846
Postage	3,427	5,642
Professional development and training	2,532	4,140
Professional fees	8,347	8,239
Salaries and employee benefits	446,521	389,758
Telephone	11,025	10,289
Travel and meetings	2,333	17,090
	619,327	586,780
<b>Excess of revenue over expenditure for the year</b>	<b>\$ 62,544</b>	<b>\$ 84,620</b>

See accompanying notes to the financial statements

NEWFOUNDLAND AND LABRADOR  
 COLLEGE OF SOCIAL WORKERS  
 Cash Flow Statement  
 For the Year Ended February 28, 2021

	2021	2020
Cash provided from (used in)		
<b>Operating activities:</b>		
Excess of revenue over expenditure for the year	\$ 62,544	\$ 84,620
Items not involving cash:		
Amortization	11,612	12,276
	74,156	96,896
Changes in non-cash working capital items:		
Prepaid expenses	(31)	(83)
Accounts payable and accruals	13,426	7,825
Statutory remittances payable	1,527	508
Prepaid registration fees	9,863	11,243
	98,941	116,389
<b>Investing activities:</b>		
Purchase of capital assets	(7,143)	(22,102)
(Increase) decrease in investments	107,142	(76,833)
	99,999	(98,935)
<b>Financing activities:</b>		
Revenues credited to reserve funds	4,000	2,000
Expenses charged to reserve funds	(56,802)	(32,209)
	(52,802)	(30,209)
Net increase (decrease) in cash and cash equivalents	146,138	(12,755)
Cash and cash equivalents, beginning of year	551,550	564,305
Cash and cash equivalents, end of year	\$ 697,688	\$ 551,550

See accompanying notes to the financial statements

**NEWFOUNDLAND AND LABRADOR  
COLLEGE OF SOCIAL WORKERS  
Notes to the Financial Statements  
For the Year Ended February 28, 2021**

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The Newfoundland and Labrador Association of Social Workers (NLASW) was created on September 1, 1993, with the proclamation of the *Social Workers Association Act* by the Legislature of the Province of Newfoundland and Labrador. New legislation governing the practice of social work was proclaimed on March 31, 2011. The new *Act Respecting the Practice of Social Work* (short title *Social Workers Act*) replaces the previous *Social Workers Association Act*. Effective September 30, 2020, amendments to the *Social Workers Act* resulted in a name change, from NLASW to the Newfoundland and Labrador College of Social Workers (NLCSW). The *Social Workers Act* continues to give the College authority to regulate the practice of social work in the province and to govern the profession in accordance with the legislation. The liability of the membership is limited. The College is a not-for-profit organization exempt from income tax by virtue of Subsection 149(1) of the *Income Tax Act* of Canada.

**1. Significant Accounting Policies**

**Basis of presentation**

These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations and are in accordance with Canadian generally accepted accounting principles.

**Cash and cash equivalents**

The organization's cash and cash equivalents are comprised of cash deposits with a Canadian financial institution.

**Capital assets**

Capital assets are recorded at cost. Amortization on assets is calculated using the declining balance method at the rates indicated in note 2.

**Financial instruments**

The College initially measures its financial assets and financial liabilities at fair value. It subsequently measures them at amortized cost. Amortized cost is the amount at which a financial instrument is initially recognized minus principal repayments, plus or minus the cumulative amortization of any difference between that initial amount and the maturity amount, and minus any reduction for impairment. The financial instruments measured at amortized cost include cash, accounts receivable and accounts payable and accruals.

**Internally restricted reserves**

Reserves are allocated from operating surpluses to provide for future expenses in relation to disciplinary costs, building expenses and general unforeseen contingencies. The Board of Directors will determine the amount to be allocated to the reserves on an annual basis. Actual expenses will be charged against the reserves.

NEWFOUNDLAND AND LABRADOR  
 COLLEGE OF SOCIAL WORKERS  
 Notes to the Financial Statements (Continued)  
 For the Year Ended February 28, 2021

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1. **Significant Accounting Policies (Continued)**

**Investments**

Investments consist of guaranteed investment certificates issued by a Canadian financial institution with a maturity date less than one year and are recorded at cost plus accrued interest unless otherwise indicated.

**Measurement Uncertainty**

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates. Estimated life of capital assets is the most significant item that involves the use of estimates.

**Revenue recognition**

Registration fees are due by the end of February of each year and are recognized as revenue on the first day in the subsequent fiscal year. Other sources of revenue are recognized upon the collection of cash. Other contributions are recognized using the deferral method of accounting.

2. **Capital Assets**

			2021	2020
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Land	\$ 125,500	\$ -	\$ 125,500	\$ 125,500
Building - 5%	108,417	65,352	43,065	45,332
Furniture and equipment - 20%	61,573	48,491	13,082	15,318
Computer hardware - 30%	86,892	72,719	14,173	14,139
	<u>\$ 382,382</u>	<u>\$ 186,562</u>	<u>\$ 195,820</u>	<u>\$ 200,289</u>

NEWFOUNDLAND AND LABRADOR  
 COLLEGE OF SOCIAL WORKERS  
 Notes to the Financial Statements (Continued)  
 For the Year Ended February 28, 2021

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**3. Accrued Employee Severance**

The College accounts for employee severance using the accrual basis of accounting. Severance is payable to qualified employees based on the Association's policies and employment contracts.

**4. Miscellaneous Revenue**

	2021	2020
Advertising and promotion	\$ 700	\$ 2,500
Application fees	6,250	5,050
Late fees	4,150	3,100
Private practice fees	1,250	1,150
	<u>\$ 12,350</u>	<u>\$ 11,800</u>

**5. Financial Risk Management**

The College is potentially exposed to various risks through its financial instruments. The Board of Directors has overall responsibility for the oversight of these risks and reviews the organization's policies on an ongoing basis to ensure that these risks are appropriately managed. As of February 28, 2021, all relevant sources of risk exposure are considered negligible.

