

2023 ANNUAL REPORT



ALBERTA COLLEGE OF
SOCIAL WORKERS



2023
**ANNUAL
REPORT**

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BACKGROUND

The Alberta College of Social Workers (ACSW) serves as the regulatory college for the profession of social work in Alberta. ACSW's mandate and purpose, as legislated by the *Health Professions Act* (HPA), is to serve and protect the public interest by working to ensure that social workers provide safe, ethical, and competent services to Albertans.

The HPA outlines ACSW's regulatory mandate and responsibilities to govern and regulate the practice of social work by setting and maintaining standards for education, mandatory registration, continuing competence, professional conduct, the practice of restricted activities and the clinical practice specialization. The HPA provides for protection of title for use by registered social workers (RSWs) and a broadly defined scope of practice.



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The Alberta College of Social Workers serves as the regulatory college for the profession of social work in Alberta.





MANDATE & PURPOSE

Under the *Health Professions Act*, the mandated objectives of the ACSW are:

- To serve and protect the public interest
- To regulate and provide direction to the social work profession
- To establish, maintain and enforce requirements for registration and continuing competence
- To establish and maintain requirements for practice enhancements including the clinical practice specialization and the practice of restricted activities
- To establish, maintain and enforce Standards of Practice and a Code of Ethics
- To establish and maintain a complaints and discipline process to address unprofessional conduct
- To approve social work education programs for registration

PROTECTION OF THE PUBLIC

Under the *Health Professions Act*, the role of a regulatory college is to “carry out its activities and govern its regulated members in a manner that protects and serves the public interest”. To fulfill this role, ACSW has adopted a Code of Ethics and Standards of Practice to guide the professional activities of social workers across fields of practice. The Continuing Competence Program requires all registrants to maintain and enhance their current practice knowledge and

skills. Members of the public are able to refer complaints about a social worker acting in an unprofessional manner. Complaints can be investigated by the ACSW to address unprofessional conduct and to determine if discipline is required. We work together with social workers to uphold accountability and public trust for the clients, families, and communities we serve in Alberta.



ACSW STRUCTURE

PROFESSIONAL REGULATION | PUBLIC PROTECTION



ACSW COUNCIL

ACSW COUNCIL MEMBERS:

Siu Ming Kwok, RSW, PRESIDENT
 Peter Baylis, RCSW, VICE PRESIDENT
 Katie Richardson, RSW, SECRETARY
 Daryl Pamplin, RSW, TREASURER
 Wilda Listener, RSW, INDIGENOUS SOCIAL WORK
 COMMITTEE CHAIRPERSON
 Samuel Mammen, RSW, MEMBER AT LARGE
 Dayirai Kapfunde, RCSW, MEMBER AT LARGE

Trevor Liskowich, PUBLIC MEMBER
 Laura Delfs, PUBLIC MEMBER
 Elizabeth Goldie, PUBLIC MEMBER
 Allen Billy, PUBLIC MEMBER
 Geraldine Smith, PUBLIC MEMBER
 Bradley Pickering, PUBLIC MEMBER
 Vacant, PUBLIC MEMBER

COUNCIL

The ACSW Council is established under the *Health Professions Act* and is responsible to fulfill its duty to govern the profession and oversee the regulatory activities of the College, ensuring all duties are carried out in a manner that serves and protects the public interest.

The Council is comprised of fourteen members, 50 percent

regulated members and 50 percent public members.

Regulated members are elected through the election process established in the ACSW Bylaws while public members are appointed by the Government of Alberta. The Indigenous Social Work Committee Chairperson holds a designated seat on Council as one of the regulated members.

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The Council is comprised of fourteen members, 50 percent regulated members and 50 percent public members. Regulated members are elected through the election process established in the ACSW Bylaws while public members are appointed by the Government of Alberta.



GOVERNANCE

The Council is responsible for the governance of the profession through the development of regulations, Standards of Practice, a Code of Ethics and bylaws to regulate the practice of social work in Alberta.

As per the HPA, governance committees are established by Council to support the College in performing its legislated mandate. Governance Committees and Committees of

Council include the Executive Committee, the Finance Committee, the Bylaws Committee, the Human Resources Committee, the Nominations and Recruitment Committee and the Indigenous Social Work Committee. Legislated regulatory committees include the Registration Committee, Discipline Committee, Continuing Competence Committee, Professional Social Work Education Committee and Clinical Committee.

THE GOVERNANCE GOALS ACHIEVED IN 2023 INCLUDED:

- Council approved amendments to the Standards of Practice which addressed legislative requirements set out in amendments to the HPA. The updated Standards of Practice were implemented in March 2023.
- Council approved an update to the Continuing Competence Program Manual.
- Council approved the new Health Profession Restricted Activity Regulation.
- Council approved a change to the registration requirements for new graduate applicants, standardizing the supervised practice hour requirement.
- Council approved social work education programs for the Keyano College Social Work Diploma Program and the Bow Valley College Social Work Diploma Program.
- Council approved updates to the fee schedule for implementation in January 2024.
- Council affirmed governance appointments in accordance with the HPA.
- Council appointed new committee members to fill vacancies on all legislated and regulatory committees.
- Council approved the 2022 audited financial statements and appointed KBH Chartered Professional Accountants as auditors for the 2023 financial year.
- Council approved the ACSW Annual Report 2022 for submission to the Minister of Health and it was released for publication in April 2023.



PUBLIC MEMBERS' REPORT

Public members are appointed by the Alberta government to assist colleges in carrying out their mandate to govern the profession in a manner that protects and serves the public interest.

The role of public representatives on the Council is to enhance a college's ability to balance the values and interests of its regulated members with those of the public to help it act fairly and adhere to statutory requirements as set out by the *Health Professions Act* and any other applicable legislation. Tribunals also call on public members from a tribunal roster to participate in hearing tribunals or Complaint Review Committees to hear evidence, make decisions and establish sanctions if appropriate.

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Public members represent a variety of professional backgrounds and offer perspectives on matters at hand that are external to that of regulated members of the profession.

Public members are appointed by Order-In-Council and may serve a maximum of two three-year terms. Public members represent a variety of professional backgrounds and offer perspectives on matters at hand that are external to that of regulated members of the profession.

To ensure that the views of the average Albertan are represented in the ACSW, public members are given rights and responsibilities equal to those of elected members of ACSW Council, including representation on various Committees of Council and legislative committees. Together, public members and elected members of the profession bring a diverse skill set and perspective to



Council that ensures strong governance in the public interest. Public members are committed to being fully informed about ACSW issues, plans, concerns, and aspirations. This is achieved by active involvement in activities beyond Council meetings, such as serving on regulatory and governance committees and participating in other ACSW initiatives, such as contributing to the ACSW Strategic Plan and engaging in governance training.

In accordance with the *Health Professions Act*, the composition of the College Council must consist of 50 percent public member representation and 50 percent profession representation. On the ACSW Council, there are seven seats available for public member representation, with six seats filled. In 2023, the public members on the ACSW Council were: Laura Delfs, Trevor Liskowich, Elizabeth Goldie, Allen Billy, Geraldine Smith and Bradley Pickering, forming part of a dedicated Council which serves the public interest through governance of registered social workers in Alberta.



PRESIDENT'S REPORT

SIU MING KWOK, PHD, RSW



2023 was ACSW's first year with a single mandate of regulatory function, as well as our first year executing the 2023-2025 strategic plan. This year we focused on the importance of public protection, allyship, fairness and transparency, competence and accountability.

These focuses derive from the vision and values of our current strategic plan. Our vision is "Albertans trust social workers who are competent and accountable for providing safe and ethical social work services." In order to maintain the trust of Albertans, the values we use to make decisions and guide our actions include public interest and public protection; professionalism, competence, and lifelong learning; allyship, reconciliation, and equity; fairness, consistency, and transparency.

With public protection in mind, ACSW invited Harry Cayton, an internationally recognized advisor on professional regulation and governance as the keynote speaker for the ACSW Regulatory and Governance Summit in June 2023. The message from Harry's presentation was clear and loud – the decisions of regulatory colleges are made in the public's interest. It nicely set the tone for ACSW in our first year with a single mandate.

For allyship, ACSW has a strong and close relationship with the Canadian Council of Social Work Regulators (CCSWR), a national body of which I am also president. As president of CCSWR, I participate in the intersectoral committee which comprises the three pillars of the social work profession: CCSWR; the Canadian Association of Social Workers;

and the Canadian Association for Social Work Education. Internationally, we have a solid partnership with the Association of Social Work Boards (ASWB). A highlight for the year was when ACSW hosted Dr. Stacey Hardy-Chandler, CEO of ASWB, to present online at the ACSW 2023 June Council meeting about the themes of diversity, equity, and inclusion. ACSW also engages with and supports ASWB's initiatives to reform and improve the ASWB's competency assessment process.

For fairness and transparency, we have a very strong and functional Council based on a co-governance model with 50 percent public members. With public accountability and public transparency as our mandate, this strong Council will lead us in striving for regulatory excellence.

For competency and accountability, ACSW is planning to develop its Code of Ethics in order to enhance social work practice in the context of Alberta and further strengthen governance of the profession with the aim of the protection of public interest.

We have accomplished a lot in year one. With continued support from ACSW staff and Council, I am confident we will continue our excellent contributions towards the regulation of the social work profession in this province.



EXECUTIVE DIRECTOR & REGISTRAR'S REPORT



JODY-LEE FARRAH, MSW, RSW

ACSW's 2023-2025 strategic plan cycle is guiding the way during a period of transformational change and growth. This was ACSW's first year under the sole mandate of governing Alberta's social work profession in the public interest.

The progress made and goals achieved were only possible through the contributions of ACSW's incredible Council members, committee volunteers and staff. A new vision, "Albertans trust that social workers are competent and accountable for providing safe and ethical social work services," is at the heart of regulating a strong social work profession in the public interest. Together in leadership, I am confident that the work achieved in 2023 has laid a solid foundation for ACSW to continue growing as the professional regulatory college.

In our strategic plan, ACSW focused on our ability to demonstrate organizational excellence, including completing a review to determine a structure to achieve our goals. It is important that ACSW has appropriate resources to fully meet legislative requirements and provide guidance to regulated members in their professional obligations and service to Albertans.

Our priorities and actions will be guided by our values: public interest and protection; professionalism and lifelong learning; allyship and equity; fairness and transparency. We aim to be accountable for our regulatory work, identifying areas of improvement and prioritizing how to measure our progress. To do this, we are growing our human resource capacity, improving communications with the development of a new website, exploring new technology to keep pace with a growing profession, and modernizing our regulatory processes.

As a regulated profession under the *Health Professions Act*, ACSW worked diligently to meet and implement regulatory changes legislated through amendments to the HPA. We are pleased to have completed amendments to the Standards of Practice and are committed to ongoing review of the standards. ACSW is also committed to our engagement with the Fairness to Newcomers Office to understand Alberta's *Fair Registration Practices Act* and *Labour Mobility Act* and the college's responsibilities under these statutes. We continue to work to ensure fair and transparent pathways to registration, and aim to build stronger relationships with employers, working together to protect the public and strengthen the profession through mandatory registration.

We value our robust relationships with our regulatory partners as we collaborate to strengthen professional regulation. We remain actively engaged with the Canadian Council of Social Work Regulators, the Canadian Association of Social Work Education, the National Indigenous Accreditation Board, and the Association of Social Work Boards. We value our partnership with the Alberta Federation of Regulated Health Professions and our work with other regulated health professions in Alberta.

Our profession holds a collective commitment to ethical and competent social work practice. I look forward to our work together as we strive to strengthen our regulatory practice in governing the social work profession.



REGISTRANT INFORMATION

NEW REGISTRANTS

820 new complete applications for registration were received, all of which were approved. New registrants include 601 new graduates from approved programs, of which 501 were from Alberta. Of the total new registered social workers, 65 were not new graduates, 93 were gained through labour mobility, 5 were from the USA and 56 have international qualifications. No applications were submitted through the substantial equivalence process. Throughout the year, 176 applications were reinstated after being cancelled.

REVIEWS BY COUNCIL

There were no registration application reviews conducted by Council in 2023.

NUMBER AND TYPES OF REGISTERED SOCIAL WORKERS

At the end of 2023, ACSW had a total of 9,397 regulated members, which is an increase of 428 registered social workers over 2022. 598 practice permits were not renewed, three active practice permits were restricted, and none were denied. At the end of the year, there were 607 inactive registered social workers.

PATIENT RELATIONS PROGRAM

ACSW contracts with Homewood Health to administer the Patient Relations Program to provide therapy for eligible complainants. In 2023, one complainant

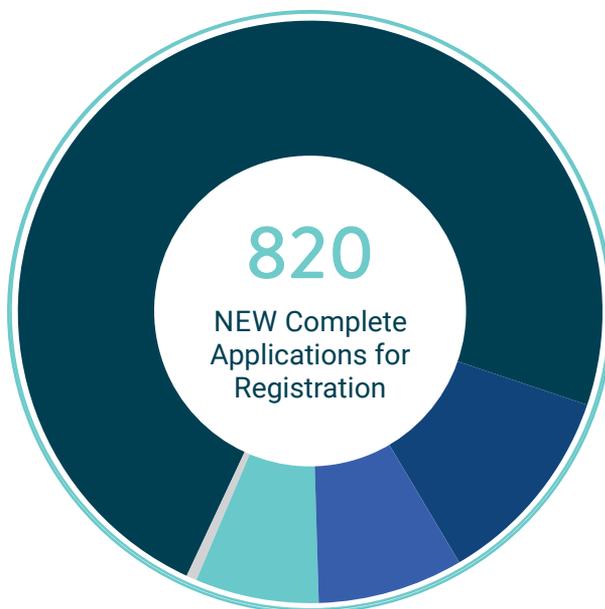
participated in the Patient Relations Program for harm caused by alleged sexual abuse/sexual misconduct.



MEMBERSHIP DETAILS



- ACTIVE
8,671
- INACTIVE
607
- COURTESY
REGISTRY
119



- NEW
GRADUATES
601
- LABOUR
MOBILITY
93
- NOT NEW
GRADUATES
65
- INTERNATIONAL
56
- AMERICAN
5





COMPLAINT DIRECTORS' REPORT

During 2023, the role of complaints director was shared by Sheryl Pearson, MSW, RSW, LLB and Bruce Llewellyn, MSW, RSW. Toni Harrison acted as the hearings director.

The ACSW may only act upon complaints against social workers who are currently registered or who have been registered within the last two years. In 2023, the ACSW received a total of 122 complaints and carried over 51 complaints from previous years. There were 16 complaints filed in 2023 that were deemed to be “no jurisdiction” and could not be acted upon.

The hearings director is responsible for selecting registered social workers (appointed by the ACSW Council) and public members (appointed by the Government of Alberta) to sit on Complaint Review Committees and Hearing Tribunals. When a

complaint is dismissed (either under s. 55(2) or s. 66(3)), the complainant may apply for a review of the decision within 30 days. In 2023, there were six requests for complaint review. Four decisions to dismiss were upheld by Complaint Review Committees and the remaining two cases have a decision pending. Two Complaint Review Committee decisions were referred to the ombudsman for a decision on whether the review was conducted in an administratively fair manner.

There were seven hearings in 2023. None of the hearings were closed to the public. An additional nine complaints are scheduled for a hearing in 2024. In 2023, all Complaint Review Committees as well as consent agreement hearings were conducted online. Contested hearings were held in person at the Parlee McLaws offices.

DISCIPLINE COMMITTEE

FUNCTIONS OF THE COMMITTEE ARE:

- To review dismissed complaints appealed by complainants and to adjudicate outcomes in accordance with s. 68 of the *Health Professions Act*;
- To adjudicate matters referred to hearing, and determine practice limitations such as practice restrictions, fees, and coursework for registrants in the case of findings of unprofessional conduct as per Division 4 of the HPA; and
- To act as investigators and prepare an investigation report for matters referred to investigation by the complaints director as per Division 3 of the HPA.

The ACSW Discipline Committee consists of 38 registered social workers appointed by Council to serve on Complaint Review Committees, Hearing Tribunals and as complaint investigators. The committee members received training and preparation to fulfill this important public protection role. Investigators may complete the National Certified Investigator Training provided by the Council on Licensure, Enforcement and Regulation (CLEAR). All members of the committee take cross-training in discipline offered by the ACSW in conjunction with Parlee McLaws, Field

Law, or the Alberta Federation of Regulated Health Professions. Since 2019, mandatory training has included Trauma Informed Training for Regulatory Organizations provided by the Alberta Federation of Regulated Health Professions. The complaints directors refer to the Discipline Committee list to appoint investigators. Currently there are 14 registered social workers and 1 external investigator who may be contracted to conduct complaint investigations.



COMPLAINTS CHART

2023 Complaints	122
Complaints dismissed pursuant to s. 55(2) (e) or (f)	38
No jurisdiction (person not a regulated member)	16
Investigator appointed pursuant to s. 55(2)(d)	38
Expert appointed to assess subject matter pursuant to s.55(2)(c)	1
Referred directly to hearings director to schedule a hearing	0
Withdrawn	4
Members dealt with under section 118	0
Resolved under section 55(2)(a) or (a.1)	9
<i>Res judicata</i> (same complaint filed more than once)	1
Initial decision pending	15
2023 Complaints investigated	38
Referred to hearing s.66(3)(a)	5
Dismissed s. 66(3)(b)	12
Referred for expert opinion	1
Resolved	1
Investigations in progress/decisions pending as of Dec. 31	19
Complaints arising in 2023 due to allegations of sexual abuse/sexual misconduct	3
Investigator appointed s. 55(2)(d)	3
Investigations in progress/decisions pending as of Dec. 31	1
2019 Complaints pending decision (as of Dec. 31, 2022)	11
Investigator appointed pursuant to s. 55(2)(d)	11
Investigations pending decisions	11
Hearings in 2023	7
All hearings were open to the public	
Complaints scheduled for hearings/pending/stayed	9
Complaint reviews in 2023	6
Complaint reviews scheduled/pending	1
Appeals of 2023 complaints to Council or the court	0



REGISTRATION COMMITTEE

The Registration Committee is a legislative committee of ACSW established under the *Health Professions Act* to advise Council on matters relating to the establishment, maintenance, and enforcement of standards for registration.

FUNCTIONS OF THE COMMITTEE ARE:

- To determine, in accordance with HPA regulations, a combination of education, experience, practice or other qualifications that demonstrate the competence required for registration as a regulated member;
- Where necessary, to require an applicant for registration to undergo assessment for the purpose of determining whether the applicant would create a danger to the public or be unsafe for practice;
- To impose conditions on an approval of registration that are deemed to be in the best interest of the public, and to monitor compliance with any conditions imposed on registration or a practice permit;
- To review applications for reinstatement from individuals cancelled under part 4 of the HPA; and,
- To carry out other duties relevant to the registration of members as assigned by the Council or Registrar.

In consultation with the Registrar, this committee advises Council on matters relating to registration and implementation of requirements from the *Health Professions Act*, *Labour Mobility Act*, and *Fair Registration Practices Act*. Based upon committee recommendations, policy was implemented to create equal and transparent provisional supervised practice hour requirements for all applicants. In addition

to policy work, this committee has reviewed increasingly complex new and reinstatement applications that require additional consideration to protect the public and the reputation of the social work profession. Members of the committee participated in the inaugural ACSW Regulatory and Governance Summit and connected with other legislative committee members.



CONTINUING COMPETENCE COMMITTEE

The Continuing Competence Committee (CCC) is a legislative committee established under the *Health Professions Act* to advise Council on matters relating to the establishment, maintenance, and enforcement of the continuing competence program.

FUNCTIONS OF THE COMMITTEE ARE:

- Maintain the Continuing Competence Program under the *Health Professions Act*;
- Regularly review and assure currency of the Standards of Practice; and,
- Ensure effective communication with registered social workers about the competence program.

The CCC fulfills its mandate by making recommendations to ACSW Council on matters pertaining to the program; auditing continuing competence portfolios on a quarterly basis; monitoring compliance where required; and initiating projects or activities related to the continuing competence program.

The CCC met over the course of the year with scheduled meetings that include portfolio audits each quarter and one additional meeting scheduled to address the business of the committee.

In 2023, the CCC completed a review of the Continuing Competence Program Manual and made recommendation to Council to approve updates to the program. The updated

program manual was published in March 2023. The CCC has focused on new initiatives, exploring the continuing competence programs implemented in other social work colleges across Canada. Efforts were made to consider new formats of the self-assessment tool to improve meaningful self-reflection. The committee has worked to shape and include equity, diversity, and inclusion requirements and opportunities into the program. Committee members also attended the ACSW Regulatory and Governance Summit and connected with other regulatory volunteers. Lastly, the CCC welcomed new committee members to support their ongoing work.



PROFESSIONAL SOCIAL WORK EDUCATION COMMITTEE

FUNCTIONS OF THE COMMITTEE ARE:

- To establish the ACSW Social Work Diploma Program Standards and requirements for program approval;
- To oversee the implementation of the Social Work Diploma Program accreditation process and make recommendations to Council regarding program approval; and
- Identify processes for monitoring programs in accordance with established competencies and standards.

Under the *Health Professions Act*, the ACSW Council is authorized to approve social work education programs, ensuring that graduates will meet the established qualifications for registration. There are twelve social work

diploma programs delivered by post-secondary educational institutions throughout Alberta, including eight colleges, three universities, and one polytechnic.

THE ROLE OF THE PROFESSIONAL SOCIAL WORK EDUCATION COMMITTEE

The Professional Social Work Education Committee (PSWEC) is the regulatory committee established under the ACSW Bylaws to advise and make recommendations to ACSW Council regarding social work education standards, policies, the program review process and approval status for new and established social work education programs in Alberta focusing on Alberta-based social work diploma programs. ACSW consults with both the Minister of Health and the Minister of Advanced Education and duly considers feedback from the ministers to inform the program approvals. The PSWEC protects the public interest by establishing standards to ensure the delivery of high-quality social work education

programs throughout Alberta, aiming to facilitate competent and professionally skilled social work graduates prepared to enter Alberta's social work workforce.

To guide outcomes of the program review process, ACSW has established the Standards for Social Work Diploma Programs. In collaboration with the Alberta Association of Social Work Diploma Programs, the PSWEC and college staff, the review process is based on a peer review model and strives to ensure a process that is equitable, fair, inclusive, and serves the public interest, including learners enrolled in social work diploma programs.



APPROVED PROGRAMS

In 2023, led by ACSW, the review teams completed two social work diploma program reviews: Keyano College Social Work Diploma Program re-accreditation and Bow Valley College Social Work Diploma Program candidacy status review.

Following the completion of the program reviews, consultation was completed with the Minister of Health and the Minister of Advanced Education. Upon recommendation of the PSWEC, Council granted approval status for periods of four years and seven years respectively. A special review was conducted in response to concerns regarding one program, ensuring that

the ACSW Standards are upheld, and the program’s integrity is maintained. The ACSW, with PSWEC, also provided support to three programs seeking program expansion by either increasing the number of student seats in the program or growing to develop and deliver a bachelor or master level degree program.

Looking ahead to 2024, there are two program reviews scheduled in the upcoming year: Red Deer Polytechnic (formerly Red Deer College) and Medicine Hat College, both for re-accreditation.

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There are twelve social work diploma programs delivered by post-secondary educational institutions throughout Alberta, including eight colleges, three universities, and one polytechnic.

ALBERTA SOCIAL WORK DIPLOMA PROGRAMS

- Bow Valley College - Calgary
- Keyano College - Fort McMurray
- MacEwan University - Edmonton
- Maskwacis Cultural College - Maskwacis
- Medicine Hat College - Medicine Hat
- Mount Royal University - Calgary
- NorQuest College - Edmonton
- Northern Lakes College - Slave Lake
- Portage College - Lac La Biche
- Red Deer Polytechnic - Red Deer
- University nuhelot’jine thaiyots’j nistameyimâkanak Blue Quills - St. Paul
- Yellowhead Tribal College - Edmonton





CLINICAL COMMITTEE

FUNCTIONS OF THE COMMITTEE ARE:

- To make recommendations to Council on policies and procedures related to requirements for inclusion on the Clinical Specialty Registry; and
- To review applications from those applying to be registered clinical social workers.

The Clinical Committee is a regulatory committee accountable to the ACSW Council, which has delegated the committee the authority to oversee the clinical registry which grants the right to use the title of registered clinical social worker (RCSW).

The Clinical Committee surveyed clinical supervisors and past clinical committee members on several potential clinical policy issues under consideration and are using this information while drafting and implementing changes and recommendations. Members of the committee participated in ACSW's inaugural Regulatory and Governance Summit and connected with other legislative committee members.

The total number of registered clinical social workers at the end of 2023 was 364. The committee met four times for full-day meetings and three times for lunch hour meetings.

The committee reviewed:

- Pre-supervision applications: 48
- Post-supervision applications: 23
- Porting applications: 1
- Clinical Social Work Supervisor applications: 10

There were 108 evaluations and 32 applicants approved to write the exam.



INDIGENOUS SOCIAL WORK COMMITTEE

FUNCTIONS OF THE COMMITTEE ARE:

- To advise Council on matters related to Indigenous social work practice. Membership of the committee includes up to seven Indigenous social workers

appointed by Council and up to three ex-officio members invited for their wisdom/expertise.

The Indigenous Social Work Committee (ISWC) held six meetings in 2023. The ISWC continued to fully immerse themselves in understanding their role within the regulatory structure of the College. The committee met with Jody-Lee Farrah, ACSW Executive Director and Registrar, and Siu-Ming Kwok, ACSW Council President, in April for an in-person half-day discussion about the transition of the ACSW to its single mandate. The committee spent the remainder of the day discussing the role of Indigenous social work within the legislative framework. On June 21

and September 30, the committee, along with the ACSW, acknowledged National Indigenous Peoples Day and Orange Shirt Day respectively. On June 21, the committee released a statement to registered social workers acknowledging National Indigenous Peoples Day. In acknowledgement of Orange Shirt Day, the committee curated a list of resources that includes suggested readings, podcasts, and videos to support RSWs in their social work practice. In 2024, the committee will be focusing on recruitment and establishing their role within the ACSW.





PROFESSIONAL PRACTICE AND PARTNERSHIPS

In 2023, the professional practice team continued to provide practice guidance and support to registrants. Our work is grounded in our regulatory mandate of public protection and regulating registrants through registration, continuing competency, and complaints and discipline.

PROFESSIONAL PRACTICE

We value our relationship with educators and students, and this was demonstrated by providing four virtual and three in-person presentations, preparing students for registration expectations and entry to professional social work practice. Approximately 300 students attended province-wide.

We are committed to ethical practice and supporting registrants through practice support. We continue to offer practice guidance to registrants and responded to an average of 20 inquiries per week from social workers seeking practice support. We encourage social workers to use their Standards of Practice and Code of Ethics whenever navigating practice and ethical issues.

ACSW also hosted a Regulatory and Governance Summit with presentations on topics like regulation and public protection that was well attended by ACSW’s regulatory volunteers. We understand the importance of continuing education and ensuring that our volunteers are supported in upholding our mandate.

PARTNERSHIPS

ACSW is a member of the Canadian Council of Social Work Regulators and the Association of Social Work Boards and

benefits from these organizations’ purpose of strengthening public protection by supporting social work regulatory bodies to advance competent and ethical social work practices. ACSW is also a member of the Alberta Federation of Regulated Health Professions, which promotes and advances regulation in the pursuit of excellence in serving the public interest. We value working together to share best practices in professional regulation to support public protection while advancing a strong social work profession in Alberta and across Canada and the United States.

ACSW also values building strong collaborative relationships with employers. We continue to support this work as an engaged member of the Alberta Health Services (AHS) Provincial Social Work Council and the AHS Social Workers Working with Children’s Services Working Group. Additionally, ACSW joined AHS’s Allied Health & Rehabilitation Coalition to provide support and guidance on workforce strategy, including employee recruitment and retention initiatives.

Lastly, ACSW is a member of the Council on Licensure, Enforcement and Regulation and the Canadian Network of Agencies of Regulation. College staff, council and committee members have accessed professional development and networking opportunities to advance knowledge in regulatory best practices and strategies and innovation.





TREASURER'S REPORT

The 2023 audited financial statement officially represents the financial position of the Alberta College of Social Workers as of December 31, 2023, and its results of operations for the year then ended.

In 2023, ACSW revenues were \$3,839,220 and expenses were \$3,270,969 before extraordinary and other items. The primary source of revenue for the College is registration fees where the figure for this source for 2023 was \$3,666,894. Other sources of revenue include disciplinary fines, advertising, and the Alberta Health grant. The College generated interest income in the amount of \$133,815.

The ACSW is required to maintain a contingency fund as part of its legislated functions. The fund is maintained and directed by Council to ensure that the College remains fiscally responsible and able to meet expenses for a minimum of 6 months or more in case of disruptions in revenue, unanticipated costs, or business disruptions events. At the end of 2023, the contingency fund was \$2,494,121. To ensure that the contingency fund remains compliant with ACSW financial policies and is substantially able to support the operations of the College, surplus revenue is directed to the contingency fund after allocating a portion to internally restricted funds as approved by Council.

The College is continuing to see a steady and consistent growth in its registrant base. In 2023, the College conducted its governance business through in-person meetings and activities while also continuing to utilize technology for Council, committee, and business meetings virtually. Of note, regulatory colleges have been steadily experiencing

an increase in complaints, which has impacts in legal fees and costs associated with carrying out the complaints and discipline process.

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ACSW remains financially sound in both Capital and Operations budgets and is well positioned to continue our work in public protection through regulation of the profession in 2024.

The Finance Committee is pleased to advise that the organization's financial position is sound and will continue to advise Council on financial matters to ensure that the ACSW has the capacity to meet the financial obligations required to fully meet the legislated mandate set out in the Health Professions Act.

ACSW remains financially sound in both Capital and Operations budgets and is well positioned to continue our work in public protection through regulation of the profession in 2024.



INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF ALBERTA COLLEGE OF SOCIAL WORKERS

Opinion

We have audited the financial statements of Alberta College of Social Workers (the College), which comprise the statement of financial position as at December 31, 2023, and the statements of operations, changes in net assets and 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, 2023, and the results of its operations and 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 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.

Other Information

Management is responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover

the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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.
- 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.

KBH Chartered Professional Accountants
Edmonton, Alberta
March 22, 2024



FINANCIAL STATEMENTS

Alberta College of Social Workers
(Incorporated under the Social Work Profession Act of Alberta)

Statement of Financial Position

December 31, 2023

	2023	2022
ASSETS		
CURRENT		
Cash	\$ 1,282,287	\$ 1,221,826
Accounts receivable	300	27,482
Prepaid expenses	59,597	48,011
	1,342,184	1,297,319
LONG TERM INVESTMENTS (Note 4)	4,990,039	4,565,318
EQUIPMENT & LEASEHOLD IMPROVEMENTS (Note 5)	230,405	136,984
	\$ 6,562,628	\$ 5,999,621
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 208,296	\$ 303,788
Deferred revenues		
Membership dues	2,029,549	1,917,193
Clinical registry	10,800	9,400
Deferred contribution related to grant (Note 6)	3,400	16,161
	2,252,045	2,246,542
LEASE INDUCEMENT	96,721	107,468
	2,348,766	2,354,010
NET ASSETS		
Invested in equipment and leasehold improvements	230,405	136,984
Internally restricted for disability support	50,000	50,000
Internally restricted for discipline and complaints	1,000,000	750,000
Internally restricted for communications and promotions activities	250,000	250,000
Internally restricted for future capital asset replacement	189,336	136,523
Contingency fund	2,494,121	2,322,104
	4,213,862	3,645,611
	\$ 6,562,628	\$ 5,999,621

CONTINGENT LIABILITY (Note 8)

COMMITMENTS (Note 9)

Alberta College of Social Workers

Statement of Operations

Year Ended December 31, 2023

	2023	2022
REVENUE		
Membership dues	\$ 3,666,894	\$ 3,473,524
Interest	133,815	94,403
Disciplinary fines	15,850	4,750
Advertising	9,900	12,425
Alberta Health grant (Note 6)	12,761	-
	3,839,220	3,585,102
EXPENSES		
Amortization	56,266	35,344
Council activities	50,579	116,127
Finance and banking	105,910	103,798
Legislative committees	44,884	38,452
Corporate administration	352,330	324,732
Profession practice support	9,800	5,896
Regulatory complaints	627,870	547,751
Regulatory supplies and printing	15,275	12,963
Regulatory training	11,457	2,441
Staff travel and accommodations	25,349	10,520
Wages and benefits	1,971,249	1,931,880
	3,270,969	3,129,904
EXCESS OF REVENUE OVER EXPENSES BEFORE EXTRAORDINARY AND OTHER ITEMS		
	568,251	455,198
EXTRAORDINARY AND OTHER ITEMS		
Seed funding to new Social Workers Association of Alberta (Note 7)	-	(226,237)
Revenues and expenses related to Association activities (Schedule 1)	-	(141,563)
	-	(367,800)
EXCESS OF REVENUE OVER EXPENSES		
	\$ 568,251	\$ 87,398



Alberta College of Social Workers

Statement of Change in Net Assets

Year Ended December 31, 2023

	NET ASSETS AT BEGINNING OF YEAR	Transfers	Excess (deficiency) of revenue over expenses	Investment in equipment and leasehold improvements	NET ASSETS AT END OF YEAR
Invested in equipment and leasehold improvements	\$ 136,984	\$ -	\$ (56,266)	\$ 149,687	\$ 230,405
Internally restricted for disability support	50,000	-	-	-	50,000
Internally restricted for discipline and complaints	750,000	250,000	-	-	1,000,000
Internally restricted for communications and promotions activities	250,000	-	-	-	250,000
Internally restricted for future capital asset replacement	136,523	202,500	-	(149,687)	189,336
Contingency fund	2,322,104	172,017	-	-	2,494,121
Unrestricted	-	(624,517)	624,517	-	-
	\$ 3,645,611	\$ -	\$ 568,251	\$ -	\$ 4,213,862

Alberta College of Social Workers

Statement of Cash Flows

Year Ended December 31, 2023

	2023	2022
OPERATING ACTIVITIES		
Excess of revenue over expenses	\$ 568,251	\$ 87,398
Items not affecting cash:		
Amortization of equipment and leasehold improvements	56,266	35,344
Lease inducement	(10,747)	77,188
	613,770	199,930
Changes in non-cash working capital:		
Accounts receivable	27,181	(27,356)
Inventory	-	6,381
Prepaid expenses	(11,586)	25,018
Accounts payable and accrued liabilities	(53,729)	48,674
Deferred revenue		
Membership dues	112,356	53,459
Clinical registry	1,400	(3,018)
Deferred contribution related to grant	(12,761)	-
	62,861	103,158
Cash flow from operating activities	676,631	303,088
INVESTING ACTIVITIES		
Purchase of equipment and leasehold improvements	(149,687)	(152,459)
Accounts payable and accrued liabilities - equipment and leasehold improvements	(41,762)	41,762
Proceeds on sale of investments	1,401,954	1,070,864
Purchase of investments	(1,826,675)	(1,237,857)
Cash flow used by investing activities	(616,170)	(277,690)
INCREASE IN CASH FLOW	60,461	25,398
Cash - beginning of year	1,221,826	1,196,428
CASH - END OF YEAR	\$ 1,282,287	\$ 1,221,826



1. PURPOSE OF ORGANIZATION

The Alberta College of Social Workers was incorporated under the Health Professions Act (HPA). The College operates to regulate and govern the profession of social work in the province of Alberta. Under the HPA the College is to serve and protect the public interest; establish, maintain and enforce requirements for registration and continuing competence; establish, maintain and enforce Standards of Practice and a Code of Ethics; establish and maintain a complaint and discipline process and approve social work education programs for registration. The College is a not-for-profit organization for income tax purposes. No dividends may be paid or assets distributed to members of the College.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

BASIS OF ACCOUNTING

The financial statements were prepared in accordance with Canadian accounting standards for not for profit organizations.

MEASUREMENT UNCERTAINTY

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

Estimates made by management include the assessment of the useful life of capital assets and the recognition and measurement of provisions and contingencies along with the key assumptions pertaining to the likelihood and magnitude of an outflow of resources.

FINANCIAL INSTRUMENTS

Initial measurement

The College initially measures its financial assets and liabilities originated or exchanged in arm's length transactions at fair value. Financial assets and liabilities originated or exchanged in related party transactions, except for those that involved parties whose sole relationship with the College is in the capacity of management, are initially measured at cost.

The cost of a financial instrument in a related party transaction depends on whether the instrument has repayment terms. If it does, the cost is determined using its undiscounted cash flows, excluding interest and dividend payments, less any impairment losses previously recognized by the transferor. Otherwise, the cost is determined using the consideration transferred or received by the College in the transaction.

Subsequent measurement

The College subsequently measures all its financial assets and 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 income in the period incurred.

Financial assets measured at amortized cost include cash, accounts receivable and long term investments. Financial liabilities measured at amortized cost include accounts payable and accrued liabilities. The College had no investments in equity instruments in 2023 or 2022.

Impairment

For financial assets measured at cost or amortized cost, the College determines whether there are indications of possible impairment. When there are, 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 income. If the indicators of impairment have decreased or no longer exist, the previously recognized impairment loss may be reversed to the extent of the improvement. The carrying amount of the financial asset may be no 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 income.

Transaction costs

Transaction costs attributable to financial instruments subsequently measured at fair value and to those originated or exchanged in a related party transaction are recognized in income in the period incurred. Transaction costs related to financial instruments originated or exchanged in an arm's length transaction that are subsequently measured at cost or amortized cost are recognized in the original cost of the instrument. When the instrument is measured at amortized cost, transaction costs are recognized in income over the life of the instrument using the straight-line method.

Cash and cash equivalents

Cash and cash equivalents consists of funds held at financial institutions.

Long term investments

Investments in equity instruments are stated at market value. Changes in market value is recognized in income as unrealized gains or losses from investments.

Investments in guaranteed investment certificates are measured at amortized cost.

Equipment and leasehold improvements

Equipment and leasehold improvements are stated at cost less accumulated amortization. Equipment and leasehold improvements are amortized using the following rates and methods:

Computer equipment	20%	straight-line method
Database upgrades	20%	straight-line method
Furniture	20%	straight-line method
Leasehold improvements	10 years	straight-line method
Office equipment	20%	straight-line method
Website development	33%	straight-line method

Equipment and leasehold improvements acquired during the year but not placed into use are not amortized until put into use.

Lease inducement

Tenant lease inducements are amortized on a straight line basis over the term of the lease.

Revenue recognition

The College follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Membership dues and other revenues are recognized as revenue in the period to which they relate.

Membership dues that are received in advance for the next fiscal year are recorded as deferred membership dues.

Interest income is recognized as it is earned.

Contributed goods and services

The College records the fair market value of contributed goods and services only in the circumstances when the fair market value is determinable and when the goods and services would otherwise be purchased by the College.

3. FINANCIAL INSTRUMENTS

The College is exposed to various risks through its financial instruments. The following analysis provides information about the College's risk exposure and concentration as of December 31, 2023.

LIQUIDITY RISK

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The College is exposed to this risk mainly in respect of its receipt of funds from its members and its accounts payable and accrued liabilities. The College's objectives when managing its resources are to safeguard its ability to continue as a going concern with sufficient capital to pay for monthly operating costs as they come due and to fund regulatory activities and programs. The College prepares an annual budget of operating costs which is updated as necessary and approved by Council. In addition, the College has committed to establishing a minimum accumulated surplus of \$1,500,000 as a contingency fund. This fund is to be used for unforeseen legal liabilities, discipline costs and other unanticipated expenses incurred during the operating year. In order to maintain or adjust operating resources,



membership fees are reviewed by the Council and proposed increases can be made provided that two thirds of the Council members approve the increase.

MARKET AND INTEREST RATE RISK

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk impacts interest rate risk which is the risk that the fair value of a financial instrument might be adversely affected by a change in the interest rates. The exposure of the College to interest rate risk arises from its interest bearing assets.

4. LONG TERM INVESTMENTS

	2023	2022
Scotia money market fund	\$ 144,997	\$ 44,439
Guaranteed investment certificates including accrued interest	4,845,042	4,520,879
	\$ 4,990,039	\$ 4,565,318

The guaranteed investment certificates bear interest at rates ranging from 0.70% to 5.62% and mature on dates from January 2024 to December 2028.

5. EQUIPMENT AND LEASEHOLD IMPROVEMENTS

	Cost	Accumulated amortization	2023 Net book value
Computer equipment	\$ 57,631	\$ 31,205	\$ 26,426
Database upgrades	246,208	246,208	-
Furniture	179,321	77,012	102,309
Leasehold improvements	80,269	11,859	68,410
Office equipment	46,520	13,260	33,260
Website development	16,287	16,287	-
	\$ 626,236	\$ 395,831	\$ 230,405

	Cost	Accumulated amortization	2022 Net book value
Computer equipment	\$ 35,701	\$ 21,380	\$ 14,321
Database upgrades	246,208	246,208	-
Furniture	120,252	47,903	72,349
Leasehold improvements	38,324	3,832	34,492
Office equipment	19,778	3,956	15,822
Website development	16,287	16,287	-
	\$ 476,550	\$ 339,566	\$ 136,984

6. DEFERRED CONTRIBUTION RELATED TO GRANT

The College from time to time is approved for grants restricted for specific projects. In 2017, the College received a grant from Alberta Health. The funds were restricted for the technical support required to develop a data file extract program that will facilitate the transfer of health service provider data from the College to the Alberta Provider Directory. The following is a summary of the grant funds received and the amounts disbursed during the year.

	2023	2022
Alberta Health Grant (Grant for the development of a data file extract program)		
Opening balance	\$ 16,161	\$ 16,161
Less authorized expenditures	(12,761)	-
	\$ 3,400	\$ 16,161

7. DIVESTMENT OF ASSOCIATION FUNCTIONS

Bill 46, the Health Statutes Amendment Act, 2020 received royal assent on December 9, 2020. It updated the health legislation to improve governance and accountability with respect to the health-care system and health professionals in the Province of Alberta. The most significant amendment that impacted the Alberta College of Social Workers was Section 73 which related to the cease and divestment of Colleges from association responsibilities. In response, the College undertook a plan to identify all

association functions it previously performed and assessed the financial position with respect to the regulatory function of the College and any association. As part of the plan, the College provided financial assistance in the amount of \$226,237 for the establishment of the professional association in 2022.

8. CONTINGENT LIABILITY

The College has been named as a defendant in a statement of claim seeking damages in the amount of \$400,000. Management believes the claim is without merit and has engaged legal counsel to defend its position. No amounts have been accrued in these financial statements related to this claim.

9. COMMITMENTS

The College operates from leased premises under a long term lease with a commencement date of January 1, 2023 until March 31, 2033.

The total minimum lease payments required and an estimate of the College's proportionate share of operating costs are as follows:

2024	\$ 171,164
2025	171,164
2026	176,324
2027	178,044
2028	178,044
Thereafter	784,206
	\$ 1,658,946

The College has entered into a contract with Olatech Business Hosting Corporation to provide the College use of the in1touch software and client support for the period from January 1, 2024 to December 31, 2024 at an annual cost of \$45,360, plus support fees at \$210 per hour for extra support hours.

The College has entered into a contract with Code Technology operating as Bird Communications to complete the second phase of the Information Management System Discovery Project. Phase one of the project was to assess the College's information management systems and identify any gaps and opportunities for improvement. Phase two of the project will include implementation of the recommendations and actions identified in Phase one of the project. The contract period is from July 1, 2023 to July 1, 2024 with a total estimated commitment of \$88,260 plus project expenses. Total costs incurred for phase two of the project was \$18,275.

The College has entered into a contract with Scenic Consulting Services for an Accreditation Coordinator to manage and lead the social work diploma program accreditation and re-accreditation process. The company is contracted until December 31, 2024 at a daily rate of \$1,500. Potential payments arising from the contract are variable depending on the number of accreditation reviews done during the year. In the current year, two accreditation reviews were completed for a total cost of \$42,494.

Alberta College of Social Workers

Revenues and Expenses Related to Association Activities (Schedule 1)

	2023	2022
REVENUE		
Special projects	\$ -	\$ 785
Sponsorships	-	94,942
	-	95,727
EXPENSES		
Canadian Association of Social Workers membership fees	-	133,849
Promotion of social work	-	5,964
Divestment costs	-	97,477
	-	237,290
DEFICIENCY OF REVENUES OVER EXPENSES FROM ASSOCIATION ACTIVITIES	\$ -	\$ (141,563)



STRATEGIC PLAN 2023-2025

VISION

Albertans trust that social workers are competent and accountable for providing safe and ethical social work services.

MISSION

The Alberta College of Social Workers serves Alberta's diverse population by regulating the practice of social work. We set standards and administer fair and reliable processes for registration, continuing competence, and discipline.

VALUES

The values we use to make decisions and guide our actions include:

- Public interest and public protection
- Professionalism, competence, and life-long learning
- Allyship, reconciliation, and equity
- Fairness, consistency, and transparency



STRATEGIC GOALS

● We demonstrate regulatory excellence

- Albertans and social workers understand the role of the Alberta College of Social Workers
- Registration, continuing competence, and professional conduct processes are fair, transparent, and reliable
- Registered social workers are held accountable for safe, competent, and ethical practice

● We are leaders in the integration of the principles of Truth and Reconciliation

- Principles of Truth and Reconciliation are integrated into the policies and procedures of the ACSW
- Principles of Truth and Reconciliation are integrated into the practice standards and expectations for regulated members

● We are leaders in the integration of the principles of Equity, Diversity, and Inclusion

- Principles of Equity, Diversity and Inclusion are integrated into the policies and procedures of the ACSW
- Principles of Equity, Diversity and Inclusion are integrated into the practice standards and expectations for regulated members

● We demonstrate organizational excellence

- ACSW adheres to governance best practices
- ACSW adheres to operational best practices
- ACSW develops and maintains strong relationships with stakeholders
- ACSW provides clear, comprehensive, and consistent communication

