

# Application & Renewal

## Policy Manual



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## Policy Statement

The Nova Scotia College of Social Workers exists to serve and protect Nova Scotians by effectively regulating the profession of social work. We work in solidarity with Nova Scotians to advocate for policies that improve social conditions, challenge injustice and value diversity.

Self-regulation is a statutory privilege granted to Nova Scotia College of Social Workers by the Government of Nova Scotia enabling the profession of social work to regulate itself in the public interest.

The Nova Scotia College of Social Workers believes that regulation is paramount to social work as the profession holds a specialized body of knowledge and values which positions the NSCSW as the most appropriate organization to develop standards for education and practice and to ensure those standards are met.

The Supreme Court of Canada has concluded that it is difficult to overstate the importance in our society of the proper regulation of our learned professions. The primary purpose of the establishment of self-governing professions is the protection of the public. This is achieved by ensuring that only the qualified and the competent professionals are permitted to practice and that members of the profession conform to appropriate standards of professional conduct.

This Policy Manual will more clearly outline the policies and procedures of the NSCSW's Board of Examiners and their role in the implementation and enforcement of the Social Workers Act (1993). This manual will specially address the policies of the Board of Examiners around the following:

- **Who** can practice by defining entry to practice requirements and procedure and license renewal requirements.
- **What** members call themselves and the use of protected titles.
- **What** members can do within their scope of practice, and what non-members cannot do.

The Board of Examiners priority is protection of the public. In order to ensure the regulatory, complaints and discipline decisions of the College are at arm's length from the overall governance of the organization the Board of Examiners has autonomy over regulatory, complaints and discipline decisions, except for when the Act or Regulations grant an appeal process.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

The Board of Examiners priority is the protection of the public. In order to ensure the regulatory, complaints and discipline decisions of the College are at arm's length from the overall governance of the organization, the Board of Examiners has autonomy over regulatory and complaints and discipline decisions, except for when the Act or Regulations grant an appeal process.

### *Procedure*

1. The Board of Examiners, is ensured by Council, that they have the resources and supports to conduct and oversee all regulatory, complaint and discipline functions.
2. The Board of Examiners is responsible for all regulatory, complaints and discipline decisions and ensures that on all regulatory matters protection of the public remains the priority.
3. The Council will monitor the performance of the Board of Examiners, Complaints and Discipline Committees at Council meetings through a summary written report and/or a verbal report by the committee chair related to specific recommendations by the Board of Examiners.
4. The Executive Director/ Registrar will act as the staff liaison to the Board of Examiners to ensure communication between Council and the Board of Examiners.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

1. Members of the Board of Examiners will act in the best interest of the public and manage its regulatory affairs with diligence and prudence.
2. Decisions of the Board of Examiners will promote the College's purposes and well-being rather than any private interest.
3. Board of Examiners members will faithfully attend scheduled Board of Examiner meetings. Necessary absences will be reported with as much advance notice as possible.
4. Board of Examiners members will be respectful of each other and NSCSW staff during Board meetings and in their Board related functions. This will be demonstrated by respecting individual and professional diversity, respecting an individual's right to unique beliefs, and respecting the value of following the Code of Conduct for meetings.
5. Board of Examiner members will follow College legislation, regulation By-laws and policy in their decision-making.
6. Board of Examiner members will avoid conflicts of interest. Any conflict, perceived or real, will result in the member recusing themselves from any participation in the matter.
7. Participation in a Board of Examiner's vote will not occur if there is a real or perceived conflict of interest.
8. Board of Examiner members will promote the good name and interests of the College outside the College and seek to have others hold it in high esteem.
9. Board of Examiner members will maintain the College's confidential and privileged information as private matters. Confidential information discussed at the Board of Examiners meeting shall not be shared beyond the Board, except in situations where they are required to report information to the appropriate authorities (i.e., child abuse and neglect).
10. The Board of Examiners may adopt revisions or additions to the Code as deemed necessary to promote the best interest of the NSCSW and proper functioning of the Board. Failure to uphold the Code of Conduct may result in a vote by the Board of Examiners to remove a Board member.
  - a. The Board member alleged to have violated the Code may not participate in the vote but may speak to the issues raised.
  - b. The Board may adopt additional procedures governing removal of a Council member.



Approved by the Board of Examiners: December 18, 2019

## *Policy*

NSCSW maintains a Registry in which the names of those persons who qualify for registration under the Social Workers Act (1993) are displayed.

## *Procedure:*

1. An applicant's name is entered in the NSCSW Registry once the criteria for registration has been met. The following information is entered in the Registry:
  - a. level of degree obtained;
  - b. unique registration number;
  - c. membership category;
  - d. registration class; and
  - e. practice with restrictions.
2. After the initial registration process has been completed, more detailed information is entered and maintained on the registration database.
3. Changes in a member's name are entered in the Registration database following receipt of appropriate documentation (e.g. birth, marriage, change of name certificates).
4. Notification from the Executive Director/Registrar, Complaints Committee or Discipline Committee of a resignation or revocation of a member's registration, the date and year of such resignation or revocation is entered into the Registration database.
5. Upon receiving notification of a member's death their registration information is removed from Registry but will remain in the Registration database.
6. The Registry is open for inspection to members or the public. All information entered in the Register and the Registration database is done under the direction of the Executive Director/ Registrar.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

NSCSW maintains an electronic Registration database in which the history of all registrants who qualified for registration under the Social Workers Act (1993) are entered, maintained and stored. The Registration database may also contain information resulting from the Professional Conduct process as directed by the Executive Director/Registrar, Discipline Committee, Complaints Committee, Registration Appeals Committee or the Board of Examiners.

### *Procedure*

1. The member's name and unique registration number, degree(s) obtained, current address, current email address, phone number, place of employment, criminal record check information, registration history, professional conduct decisions are entered in and maintained in the electronic database with the information from their application, educational institution and year of graduation, location, date of entry and fees paid.
2. Changes in a member's name are entered in the electronic database following receipt of appropriate documentation (e.g. birth, marriage, change of name certificates). Notification from the Executive Director/ Registrar, Discipline Committee, Complaints Committee, Registration Appeals Committee or the Board of Examiners of restrictions and/or conditions, the date and year of such decision are entered in the "Notes" section of the electronic database.
3. All registrants with restrictions and/or conditions attached to their Registration are noted in the NSCSW registration database.
4. Notification from the Executive Director/Registrar, Discipline Committee, Complaints Committee, Registration Appeals Committee or the Board of Examiners of the revocation of a member's registration, the date and year of such revocation are entered in the "Notes" section of the database and the member's registration status is changed to "Refused Registration."
5. Upon notification of the death of a member, the member's status on the registration database is changed to "other" with the reason "deceased" and date of death is entered into the member's individual file which is filed separately within the NSCSW office.
6. All information entered in the database is done so by Regulatory and Application Administrator or Executive Assistant, under the direction of the Executive Director/Registrar.
7. Changes to registration status are completed by Regulatory and Applications Administrator or the Executive Assistant in consultation with the Executive Director/Registrar.
8. Access to the registration database is restricted to NSCSW staff only.
9. The registration database is not open for inspection to members or the public.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

The practice of social work means the provision of professional services to clients through the use of social work knowledge, theory, skills, judgement and values acquired through a program from an approved faculty of social work. The professional services to clients referred to may include:

- a) intervention through direct contact with clients, including assessment, case management, client-centered advocacy, education, consultation, counselling, crisis intervention and referral;
- b) community development founded on the principles of social justice that focus on mobilizing individuals to employ their skills to effect community change by community capacity building and community- based participation research;
- c) direct or indirect provision of administrative, educational, policy or research services including:
  - i. the development and promotion of social policies focused on improving social conditions and promoting social justice;
  - ii. the development, the provision and the administration of social-work services programs;
  - iii. the supervision of individuals providing social work services; and
- d) any such other activities as may be prescribed by the Regulations.

In order to engage in social work practice as defined by the Social Workers Act Section 5(A) an applicant must hold a BSW or MSW from a Canadian Association of Social Work Education accredited program or meet the requirements of Policy #BOE09 on competence assessments.

### *Procedure*

1. In accordance with Regulation 4(1) application for registration with the College with a degree in social work from an accredited school shall include the following information:
  - a. the applicant's full name;
  - b. post-secondary education and the institutions at which that education was received;
  - c. the social work education which the applicant has attained;
  - d. the professional experience of the applicant;
  - e. the names and completed forms from two persons that give reference as to character and competence of the applicant;
  - f. job description and/or an employer's letter describing the applicant's employment, where applicable;

- g. a criminal records check (must be from the last 6 months); and
    - h. a child abuse registry check (must be from the last 6 months) or
    - i. a vulnerable person check, when a child abuse registry check is unavailable (must be from the last 6 months).
2. An application for registration with the College shall be accompanied by the application fee, and:
  - a. any proofs outlined in section 1(1) of the Regulations;
  - b. a statement in which the applicant agrees to adhere to the Code of Ethics;
  - c. any document that otherwise satisfies the Board that they are competent to perform the role of a social worker.
3. Applicants have 6 months to complete the application process once they have submitted their application. If the application is not completed within the 6 months the application will be cancelled.
4. As documents are uploaded or received at the office they are inputted into the “Status Bar” in the Database.
5. When all documents have been received, the application will be forwarded to the Board of Examiners for approval.
6. Applications must be completed 5 days before the Board of Examiners meet to be forwarded to the Board of Examiners.
7. The Board will determine registration status as a Registered Social Worker or Social Worker Candidate.
8. Applicants will be notified within 5 days of being approved and will be issued an invoice for membership dues. Membership fees for first time applicants are prorated based on Schedule A of the NSCSW By-laws.
9. Applicants have 30 days to complete payment. If payment is not received within 30 days the applicants must pay the application fee again.
10. Once payment is received the member will receive notice that their application is complete.
11. The new member will be displayed in the Registry of the College.
12. The new member will be able to download a certificate of registration, the NSCSW will not print and mail certificates.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

Registered Social Workers from other Canadian jurisdictions are entitled to an equivalent title in Nova Scotia. The NSCSW primary mandate is protection of the public, if an applicant from another province meets all requirements of the Act, Regulations and By-laws then mobility will be assured. The NSCSW holds a legitimate objective under the Canadian Free Trade Agreement. Registrants who have graduated from social work diploma/certificate programs in Alberta or Saskatchewan or who have graduated from a non-approved (non-accredited) social work program are not eligible for registration.

### *Procedure*

1. In addition to requirements laid out in Policy #BOE05 applicants must submit a letter of good standing from their regulatory authority.
2. Applicants from a CASWE accredited program will have their credentials assessed and reviewed by the Board of Examiners:
  - a. If the applicant has been in practice for more than two years they will be registered as a Registered Social Worker;
  - b. if the applicant has been registered for less two years, they will be required to complete 1250 hours of Candidacy;
  - c. if the applicant has been registered for less than one year, they will be required to complete 2500 hours of Candidacy.
3. Based on the information provided in the application, the Board will determine registration status as a Registered Social Worker or Social Worker Candidate.
4. Applicants who do not have a CASWE accredited degree or equivalent, who were registered as a RSW in jurisdictions under substantial equivalency programs are eligible for provisional status.
  - a. Provisional status will be granted upon evidence that an applicant has been accepted to a CASWE accredited social work program.
  - b. Applicants must present a letter to the Board of Examiners with their plans for completing the requirements of a CASWE accredited program.



Approved by the Board of Examiners: December 18, 2019

## *Policy*

The NSCSW Board of Examiners recognizes the Mutual Recognition of Accredited Degrees signed by the Canadian Association of Social Work Educators and the Council of Social Work Education. Under this agreement:

*Any Masters or Baccalaureate degree from an education program accredited by the CSWE will be accepted as substantially equivalent to a masters or baccalaureate degree from an education program accredited by CASWE.*

## *Procedure*

1. In addition to requirements laid out in Policy #BOE05 applicants must submit a letter of good standing from their regulatory authority.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

Applicants with social work credentials from a school outside of Canada may be eligible for registration as a Registered Social Worker or Social Worker Candidate in Nova Scotia.

Applicants will need to have their social work academic credentials evaluated by the Canadian Association of Social Workers (CASW) as equivalent to a minimum of a Bachelor of Social Work obtained from a social work program accredited by the Canadian Association for Social Work Education.

*Procedure*

1. In addition to requirements laid out in Policy #BOE05 applicants must ensure that the CASW forwards a signed and dated letter confirming the outcome of the social work credential evaluation directly to the College.
2. Applicants are responsible for any fees that apply to have their credentials assessed.
3. If the CASW evaluation concludes that the academic credentials are not equivalent to at least a Canadian Bachelor of Social Work degree then the applicant is not eligible for Registration.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

Nova Scotia applicants must demonstrate that they have the skills, competence and good character to practice social work in Nova Scotia. Applicants must provide proof for purposes of evaluating the education, character, and experience of an applicant for registration with the College.

*Procedure*

1. The applicant must have obtained a degree in social work from a social work program accredited by the Canadian Association for Social Work Education.
2. The applicant must have obtained a degree from a social work program or an equivalent program offered outside Canada and approved by Council as equivalent to a social work program accredited by the Canadian Association for Social Work Education.
3. The applicant has completed two years of experience that, in the opinion of the Board, demonstrates competence in the field of social work (Social Workers Act (22)(2)(a)).
4. The applicant must provide references of persons who have had professional supervision over the applicant to the effect that the applicant is a person suitable for registration and stating the number of years of experience the applicant has had in the field of social work under direct supervision.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

An applicant for registration pursuant to Section 24 of the Social Workers Act shall include evidence that they have met the following requirements:

### *Procedure*

1. The applicant must arrange for original transcripts from a Doctoral, Master or Bachelor Degree in social work or a Graduate level diploma in social work to be sent directly to the NSCSW office. The letter must be stamped and sealed by the university; or
  2. The applicant must arrange to have an original assessment report from the Canadian Association of Social Workers verifying that academic credentials are the equivalent to a CASWE accredited social work program to be sent directly to the NSCSW office;
  3. The applicant can send a written confirmation from the Registrar's office an accredited school of social work that states the applicant has fulfilled all the requirements for a Doctoral, Master or Bachelor degree in social work, or a graduate level diploma in social work and that the degree will be issued to the applicant at the next convocation.
    - a. Applicants must arrange to send original transcripts within 2 months of their convocation.
  4. An original copy of a criminal record check created within the last 6 months of the initial application, must be verified at the office. Once it has been verified the original can be returned to the applicant at the applicant's expense;
- or
5. A digital copy sent directly to the NSCSW's My Back-Check account; and
  6. An original stamped letter from an authorized child abuse registry office stating that the applicant is in good standing. Once it has been verified the original can be returned to the applicant at the applicant's expense.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

Applicants are required to submit a job description when they apply for Registration or when they are applying to resign their registration to assess if a job description aligns with the social work scope of practice as outlined in Section 5(A) of the Act, jobs will be assessed by either the Executive Director/ Registrar or Regulatory and Practice Consultant.

### *Procedure*

1. Applicants are to submit the job description for assessment during the application process, or
2. When a member wishes to resign, because they have changed positions and believe their new position is not within the scope of the practice, they must submit a job description for their new position.
3. Job descriptions will be placed in a matrix (See Appendix # 1) and assessed against the scope of practice.
4. If 50% of the job description falls within the scope of practice then the applicant is eligible for Registration as long as they comply with all other requirements of the Legislation, Regulations and By-laws.

**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

The NSCSW is committed to providing responsive, accountable leadership to ensure the highest standards of social work for Nova Scotians. To ensure this we are committed to timely responses to applicants throughout the process.

### *Procedure*

1. Upon completion of the online application form and receipt of the application fee, applicants have 6 months to submit all necessary supplemental documentation. If an applicant does not complete the process within 6 months, they are required to begin the application process again (including paying the application fee).
2. Applications must be completed 5 days before the Board of Examiners meeting in order for the Board to review the application.
3. After the Board meeting the applicant will be notified of their application status within 5 business days of the decision.
4. Applicants have 30 days after notice of status has been sent out to pay their remaining fees.
5. Should a Member wish to appeal the decision of the Board of Examiners they must send a letter to the Executive Director/ Registrar within 30 days of receiving notice.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

The NSCSW work is grounded in integrity and professionalism which calls on us to be respectful of the inherent dignity of every individual and strive for cultural humility and social change. The NSCSW follows the established national Code of Ethics and adheres to the values of the social work profession. To ensure our responsibilities to both professional and organization values the NSCSW provides accommodations for the application process.

Applicants who believe the process discriminates against them on the ground(s) prohibited by the Nova Scotia Human Rights Act (2012), may request in writing that they be provided accommodation to eliminate or reduce the effects of the prohibited discrimination during the application process. For the purpose of this policy, “Grounds” is defined as age; race; colour; religion; creed; sex; sexual orientation; gender identity; gender expression; physical disability; mental disability; an irrational fear of contracting an illness or disease; ethnic; national or aboriginal origin; family status; marital status; source of income; political belief/affiliation or activity; individual’s association with another individual or class of individuals having characteristics referred to above.

*Procedure*

1. Applicants are responsible to submit a written request for accommodation to the Executive Director/Registrar no later than 30 days after the initial application is made.
2. The written request must include the following information:
  - a. completed and signed “Applicant Accommodation”- form by the applicants; and
  - b. completed and signed “Applicant Accommodation – Documentation of Disability Related Needs” form by the applicant’s health care professional if the accommodation requested is based on a physical or mental disability.
3. The decision to approve or deny the accommodation will be made by NSCSW Executive Director/ Registrar.
4. Applicants are responsible for associated costs related to participating in the accommodation process, which may include providing additional information to NSCSW upon request and considering alternative accommodations proposed by NSCSW.
5. Documentation received from the applicant related to the accommodation application will not be released to any third party or used in any other NSCSW proceeding without the applicant’s consent.
6. The Executive Director/ Registrar will communicate the decision in writing to the applicant if the request is denied. A reason for the decision will be included in the letter.
7. The Executive Director/ Registrar will maintain a secure and separate file for each applicant that contains the confidential medical information provided with the application form to substantiate the request for an accommodation. Once the decision has been

rendered the applicant's documentation will be returned to the candidate via regular mail. The decision letter will be kept on the applicant's file.

8. If the applicant's request for accommodation is based on a physical or mental disability, the applicant must complete the appropriate section of the Applicant Accommodation – Documentation of Disability Related Needs form and forward the form to a qualified health professional to complete. The health care professional must describe the accommodation required to overcome the application process. After the form has been completed and signed, the health care professional is responsible to return the documents to NSCSW.
9. NSCSW defines a qualified health professional as someone who has known the applicant for a period of time and has been actively involved in the treatment of their disability.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

Documents that are not in English or French must be translated before they are submitted to the College.

### *Procedure*

1. Applicants must provide original documents plus a precise word-for-word translation to English or French. This must be a certified translation, accompanied by a cover letter from an accredited translator including:
  - a. the exact name of the documents which have been translated;
  - b. the method by which the accredited translator received the documents;
  - c. any comments about the accuracy of the documents;
  - d. the date of the translation; and
  - e. the accredited translator's identification number and/or seal.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

The NSCSW must verify an original criminal record check. This is done through either the local police department or visit <http://www.backcheck.net/nscsw>. The collection of criminal records is directly related to the NSCSW's capacity to protect the public, to determine the character of the applicant, and to assess potential risks to the public. The NSCSW recognizes that social workers who have experienced issues with the justice system can bring valuable first voice experience to their practice. If upon application for registration, an individual cannot obtain a clear record of conduct then further assessment is required. The NSCSW is committed to ensuring that the protection of the public remains a priority and will work with applicants to assess risk to the public.

### *Procedure*

1. The Executive Director/Registrar presents the application for registration to the Board of Examiners and will indicate if the applicant cannot obtain a clear record. The Board will then assign two reviewers.
2. Applicants will be asked to expand on the following:
  - a. the nature of the offense(s);
  - b. the time frame in which the offense(s) occurred;
  - c. the circumstances surrounding the offense(s);
  - d. the potential impact on practice;
  - e. the potential or actual impact on the public interest; and
  - f. any other factor which the Registrar or Registration Committee considers relevant.
3. The reviewers will present their assessment back to the Board of Examiners for consideration. The Board may take one of the following steps:
  - a. The applicant can be approved for Social Work Candidacy;
  - b. The applicant can be approved for Social Work Candidacy and be asked to inform their Candidacy Mentor of potential risks;
  - c. The applicant can be registered with a provisional status with conditions to meet with the Board of Examiners for additional assessments; or
  - d. The Board may deny the application.
4. The applicant may require additional documentation and information to complete the assessment process.
5. Following review, the applicant is provided with a written response outlining the reasons for the decision.

6. Applicants affected by a decision of the Board of Examiners may appeal in accordance with regulation 13(1).
7. Criminal record checks will be kept in a secure file as long as the member is registered. Should an issue emerge with the members professional conduct, criminal records will be used as an assessment tool to determine risk of reoffending.

**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

The Child Abuse Registry contains the names of persons who have been found by the court to have abused children. It is used to screen prospective foster and adoptive parents, and prospective employees or volunteers who are or would be working with children. The collection of child abuse registry is directly related to the NSCSW's capacity to protect the public to determine the character of applicant.

### *Procedure*

1. If an applicant resides outside Nova Scotia, forms may be made available through the province's child welfare agency or government department.
2. If the province does not conduct a Child Abuse Registry check, applicants should communicate this in writing to the Regulatory and Application Administrator and ensure that they include a vulnerable persons' check.
3. All Child Abuse Registry checks must come from the Department of Community Services' head office.
4. Child Abuse Registry checks will be kept in a secure file. Should an issue emerge with the members professional conduct, criminal records will be used as an assessment tool to determine risk of re-offending.
5. If an applicant is registered on the Child Abuse Register, they will not be registered as a social worker.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

To ensure the protection of the public, only members entered in the NSCSW Registry (the roster of active members) are eligible to use the designation “RSW or SWC” and to practice social work in Nova Scotia in accordance with Section 53, 54, and 55 of the Act.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

Notwithstanding any other provision of the Legislation, Regulations or By-laws, where the Executive Director/ Registrar or the Board of Examiners, Complaints or Discipline committees determine that it is in the interest of the public to issue registration with conditions or restrictions, such conditions or restrictions shall be noted in the registration database and where necessary the Registry.

### *Procedure*

1. If notice of a disciplinary action from another jurisdiction is received for a member holding current registration, a summary outlining the nature of the complaint shall be obtained from the other jurisdiction. On receipt, the summary will be reviewed by the Executive Director/ Registrar to determine if the complaint impedes the registration process.
2. Conditions or restrictions can be placed on the registration by any one of the following:
  - a. another licensing jurisdiction;
  - b. the Executive Director/Registrar;
  - c. the Complaints Committee,
  - d. the Discipline Committee;
  - e. the Registration Appeal Committee; or
  - f. any Committee authorized by the College to impose conditions or restrictions.
3. A person who holds registration with conditions or restrictions is permitted to engage in the same activities as a member with Registration not subject to conditions or restrictions, subject only to the conditions or restrictions that have been imposed.
4. Where a person disagrees with restrictions or conditions imposed by the Executive Director/ Registrar or the Board of Examiners, the person may appeal the imposition of the conditions or restrictions to the Registration Appeal Committee.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

The Executive Director/ Registrar, the Board of Examiners or the Registration Appeal Committee may waive any of the criteria for registration that aligns with the objects with the Section (5) of the Social Workers Act.

*Procedure*

Waived Criteria for Registration applies under the following conditions:

1. It is required under the Canadian Free Trade Agreement;
2. It is otherwise required by law;
3. It is consistent with the objects and purpose of the College Section (5) of the Social Workers Act and the Executive Director/ Registrar, the Board of Examiners or the Registration Appeal Committee consider it appropriate.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

Temporary Registration to practice social work may be issued to applicants for the purpose of allowing applicants to practice social work while awaiting approval by the Board of Examiners.

### *Procedure*

1. The Executive Director/ Registrar can issue a temporary registration to an applicant: who is not currently registered to practice social work in another jurisdiction; who is seeking to be a Registered Social Worker, Social Worker Candidate, Registered Social Worker (Provisional) or Private Practice for a period of 30 days.
2. Temporary registration can be issued by the Executive Director/Registrar, after processing the appropriate documentation which must include:
  - a. original transcripts;
  - b. criminal record check; and
  - c. child abuse registry check.
3. All documents as outlined in Regulation 4(1) must be processed by the office at the end of the 30 days.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

An individual currently registered and in good standing to practice social work in another jurisdiction may, upon prior written application to and approval by the Executive Director/ Registrar, practice social work in Nova Scotia within the scope of practice designated by such Registration no more than 30 days per year without applying for Registration.

### *Procedure*

1. Registration in such other jurisdiction is substantially similar to the requirements for Registration in Nova Scotia.
2. Applicants must submit a letter of good standing to the Nova Scotia College of Social Workers for processing.
3. The Executive Director/ Registrar shall respond in writing within 5 days of application.
4. The 30-day period shall commence on the date of approval by the Executive Director/ Registrar of the written application.
5. The applicant is not required to pay fees for inter-jurisdictional practice.
6. The social worker who provides services under this Section 10(1) of the Regulations shall be deemed to have submitted to the Nova Scotia College of Social Workers and be bound by the requirements of the Social Workers Act.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

In response to a disaster or emergency declared by the Province of Nova Scotia or the Government of Canada, an individual currently registered and in good standing to practice social work in another jurisdiction who is providing social work services within the scope of practice designated by Social Workers Act Chapter 12 subsection 5(A)1 and 5(A)2 and whose professional registration in all other disciplines are current and in good standing may, upon prior written notice to the Executive Director/Registrar and without otherwise applying for registration, provide such services in this jurisdiction for the time said emergency or disaster declaration is in effect.

### *Procedure*

1. Individuals exercising rights under section 11(1) of the NSCSW Regulations shall be deemed to have submitted themselves to the jurisdiction of Nova Scotia College of Social Workers and to be bound by the Social Workers Act.
2. Individuals who have at any time surrendered any professional registration under threat of administrative disciplinary sanction or in response to administrative investigation, or have any professional registration currently under suspension, revocation, or agency order restricting or limiting practice privilege, with the exception of expired or lapsed registration due to voluntary non-renewal of such registration, are ineligible to practice under this section 11(1) of these Regulations.
3. In addition, temporary practice in the case of a declared disaster is not limited to prior written application but upon written notice to the Executive Director/ Registrar.
4. Furthermore, the time period for temporary practice under a declared disaster is limited to the time that the emergency or disaster declaration is in effect.
5. This temporary practice approach provides the Board of Examiners with valuable information as to who is practicing within the jurisdiction in the event of a reported complaint or wrongdoing.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

The practice of Social Work defined by the Social Workers Act (Chapter 12 sections 5(A)1 and 5(A)2 in Nova Scotia through electronic social work services or other means, regardless of the location of the practitioner, shall constitute the practice of social work and shall be subject to Regulations under the Act.

Social workers from other Canadian jurisdictions who wish to engage in electronic social work practice with clients in Nova Scotia will have to verify their credentials with NSCSW beforehand, and are responsible for knowing current [Regulations](#) and [practice standards](#) that exist in this province, and adhering to additional requirements as appropriate.

The titles Registered Social Worker and Social Worker Candidate and the practice of social work are regulated in Nova Scotia through the [Social Workers Act](#) and is subject to the [Social Workers Regulations](#). For information about the standards specific to electronic social work practice, review [Standard 9: Technology & Storage of Files](#) from the NSCSW Standards of Practice, and the [Standards for Technology and Social Work Practice](#) published by the National College of Social Workers and College of Social Work Boards.

Residents of other jurisdictions who wish to engage in electronic social work practice with clients in Nova Scotia must be registered members in good standing in the other jurisdiction *based upon criteria for registration which is equal to the criteria in this province* (See Policy BOE#05). Specifically, individuals must hold a bachelors, masters or doctoral degree in social work accredited by the Canadian Association for Social Work Education, the Council on Social Work Education or international equivalent and possess a clear certificate of conduct.

### *Procedure*

1. To apply to our College for entitlement to engage in electronic social work practice from outside Nova Scotia, the social work regulatory body in the applicant's home jurisdiction must verify their status directly with our College.
  - a. Download the [Electronic Social Work Form](#) from our website.
  - b. Complete the first half of the verification section (page one)
  - c. Read and complete the declaration section (page two)
  - d. Provide the partially completed form to the social work regulator in the home jurisdiction, so *they* can complete the remainder of the form before they send it to the College.
2. Before engaging in private practice in Nova Scotia, social workers in other jurisdictions must also ensure that they hold a professional liability insurance policy with adequate coverage for the provision of electronic social work services in Nova Scotia.
3. Each Registered Social Worker who has been approved to engage in electronic social work practice from outside the province is responsible for keeping NSCSW up to date on

their status, and immediately informing the College of any changes to their contact information.

- a. Every year after renewing registration with the social work regulatory body in their home jurisdiction, the individual must mail to the College an original copy of a letter of good standing from that organization.
- b. If the College does not receive a timely update that confirms new registration dates and continued good standing, the entitlement to engage in electronic social work practice in Nova Scotia will expire.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

Where the Act authorizes an appeal under section 25(3) of the Social Workers Act from a decision of the Board of Examiners, the appeal shall be conducted by the Registration Appeal Committee.

The Registration Appeal Committee shall be appointed by the Chair of the Board of Examiners.

It shall be made up of at least one public member and no less than two Registered Social Workers who are in good standing and who were not part of the registration review process.

### *Procedure*

1. Where an application for registration is denied, or where an applicant disagrees with terms and conditions of registration, or where an application for the renewal of a registration is denied, the applicant may submit a written request for review by a Registration Appeal Committee.
  - a. The applicant may apply to the Board of Examiners within thirty days from the date of written receipt of the refusal, for a review of its decision, by providing to the Registrar a notice in writing indicating the grounds for the review.
  - b. The Registrar will directly forward the applicant's request for review to the Registration Appeal Committee.
2. Following receipt of the written notice of appeal, within 60 days the Registration Appeal Committee shall determine, based on the complexity and the nature of the issues for decision, the manner in which the review shall be conducted, which may include:
  - a. hearing of the matter, where both parties have the opportunity to present evidence and to make oral submission;
  - b. review of the written record together with written or oral submissions from the parties, as determined by the Registration Appeal Committee;
  - c. such other procedure as the Registration Appeal Committee may determine.
3. In a review before the Registration Appeal Committee, the parties are the applicant and the College (through a representative appointed by the Executive Director/ Registrar).
4. The Registration Appeal Committee may determine its own procedure and may:
  - a. adjourn or postpone a proceeding from time to time;
  - b. amend or permit the amendment of any document filed in connection with the proceedings;
  - c. where a hearing is held:

- i. order pre-hearing procedures, including pre-hearing conferences that are held in private, and direct the times, dates and places of the hearing for those procedures;
- ii. order that a hearing, parts of a hearing or pre-hearing conference be conducted using a means of telecommunication that permits the parties and the committee to communicate simultaneously;
- iii. administer oaths and affirmations;
- iv. receive and accept such evidence and information on oath, affidavit or otherwise as the Registration Appeal Committee in its discretion sees fit, whether admissible in a court of law or not.

### *Evidence*

1. The following evidence is not admissible at a Registration Appeal Committee review process unless the opposing party has been given at least 10 days' notice before the review:
  - a. in the case of written or documentary evidence, an opportunity to examine the evidence;
  - b. in the case of evidence of an expert, a copy of the expert's written report or if there is no written report, a written summary of the evidence and the qualifications of the expert; or
  - c. where the Registration Appeal Committee authorizes the attendance of witnesses, the identity of the witnesses.
2. Notwithstanding the above, the Registration Appeal Committee may, in its discretion, allow the introduction of evidence that would be otherwise inadmissible and may make directions it considers necessary to ensure that the party is not prejudiced.
3. Where the Registration Appeal Committee has determined to hold a hearing, and the applicant fails to attend the hearing, the Registration Appeal Committee may proceed with the review in any event.
4. At the conclusion of the review process, the Registration Appeal Committee shall make its decision within a reasonable time and shall render a written decision with its reasons within a reasonable time.
5. The decision of the Registration Appeal Committee is final.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

Unless refused or revoked registration, a Registration remains in effect until the end of the registration year in which it is issued. The Executive Director/Registrar must renew a registration where the registration holder completes the required steps.

### *Procedure*

1. The College makes available the “Annual Registration Renewal” to all members three calendar months prior to the end of the current registration year (December 31).
2. Members receive an email reminder to complete and enter in all Professional Development hours based on Policy #BOE30 for the year and to complete the online application form and pay the registration fee.
3. Members who do not remit the registration fee and the Annual Renewal application prior to the start of the next registration year, are removed from the registry effective January 1 of that year, and shall forfeit all rights and privileges of their membership until the renewal is complete. A member who has been refused registration can apply for reinstatement and will pay an additional, \$25 after one week, \$50 after two weeks, \$75 after three weeks, and after three weeks \$100 reinstatement fee.
4. The College provides on the website [www.NSCSW.org](http://www.NSCSW.org) annual renewal information, a step by step guide to complete the renewal. As well, a member may contact the NSCSW staff to assist members in the process of completing the renewal.
5. Members eligible for annual registration renewal are required to provide an active and current email address. If the member does not receive the email notification, they are responsible to update their email on their NSCSW member profile.
6. NSCSW reserves the right to verify any information provided by the member.
7. The annual registration fee is non-refundable once the registration year for which it was paid has commenced. If a refund is requested prior to the start of the current registration year (prior to December 31), the member will be moved to inactive registration status and their name will be removed from the Registry on the NSCSW Website.
8. Data personally entered by the member through the online member portal is reviewed and verified by NSCSW staff.
9. If the criteria for Reinstatement has not been met, the NSCSW Executive Director/ Registrar:
  - a. notifies the member, via email no later than January 7, that they have been refused registration;
  - b. notifies the member that they must connect with NSCSW staff by January 3 in order to verify their employment status; and

- c. notifies the member that if they do not connect with NSCSW staff by January 31, notice will be sent to listed employer(s) that the member has been refused registration.
10. Any member charged with, pleaded guilty to, been convicted or found to be guilty in or out of Canada of any offense that is inconsistent with the proper professional behavior of a member including conviction under the Criminal Code of Canada or other legislation is required to advise the Executive Director/Registrar through their annual renewal.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

Associate registrants may resume active practice after they have informed the Executive Director/ Registrar of their proposed change of status, have fulfilled the Professional Development requirements, and have paid any outstanding fees owed to the College.

*Procedure*

1. Applicant has fulfilled their professional development requirements.
2. Fees must be paid in full before Associate members may resume active status.
3. Except for those members who have been on Parental leave for 12 months, their fee to switch to an active member is waived and they can continue to practice as an Active member.
4. If Associate members engage in the practice of social work, the Associate member is deemed to have resumed active practice and shall pay to the College any outstanding fees or penalties, including the annual registration fee or balance thereof, and a further fee, as referred to in "Schedule A" of the By-laws.

**Approved by the Board of Examiners: December 18, 2019**

*Policy*

A person who has been refused registration for non-payment of fees or failure to submit the required renewal forms may, up to the end of the calendar year in which the fees were due, apply for reinstatement. The person shall pay a reinstatement application fee as referred to in Schedule A of the By-laws, and the fee for the full registration year.

*Procedure*

1. The person shall submit the completed registration renewal forms, including proof of having completed the professional development requirements.
2. When the person who has been refused, registration has paid the required fees and submitted the completed registration renewal forms, the Executive Director/ Registrar may reinstate the person.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

A person who has been refused registration for non-payment of fees or failure to submit the required renewal forms or has resigned from the College before the end of two calendar years may apply for reinstatement. The person shall pay a reinstatement application fee as referred to in Schedule A of the By-laws, and the fee for the full registration year.

### *Procedure*

1. The person shall submit:
  - a. the completed registration renewal forms;
  - b. demonstrate that their skills have been maintained; evidenced by professional development activities;
  - c. an updated Criminal Record Check; and
  - d. an updated Child Abuse Registry Check.
2. Except if that person has continually practiced social work in another province under registration issued by the authority of such province, the person shall submit:
  - a. complete registration renewal forms;
  - b. a letter of good standing from that province;
  - c. pay application fee as referred to in Schedule A of the By-laws, and the fee; for the full or pro-rated registration fee.
3. When the person who has been refused registration or has resigned from the College has paid the required fees, and submitted the completed registration renewal forms, the Executive Director/ Registrar may reinstate the person.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

A person who has been refused registration for non-payment of fees or failure to submit the required renewal forms, or who has resigned from the College after two calendar years, must re-apply as an initial applicant for registration, and complete 1250 hours of Candidacy. Except if that a person has continually practiced social work in another province issued by the authority of such province.

### *Procedure*

1. If a person has continually practiced social work in another province, this person shall submit:
  - a. a complete registration renewal form;
  - b. a letter of good standing from that province;
  - c. pay the application fee as referred to in Schedule A of the By-laws, and the fee for the full or pro-rated registration fee.
2. When the member who has been refused registration or has resigned from the College has paid the required fees and submitted the completed registration renewal forms, the Executive Director/ Registrar may reinstate the person.
3. The member will be registered using the title Social Worker Candidate.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

All Registered Social Workers, Social Worker Candidates and Registered Social Workers (Provisional) shall ensure their skills are in keeping with current knowledge and practices in the field of social work. All Registered Social Workers, Social Worker Candidates and Registered Social Workers (Provisional) are required to report professional development activities annually. Reporting may include formal and informal activities outlined in the NSCSW professional development activities found on the NSCSW website. Registration approval/renewal cannot be granted until the requirements for professional development have been met and supplied. If the professional development inventory does not meet the requirements, the renewal cannot be completed and the member will not be a Registered Social Worker, Social Worker Candidate or Registered Social Worker (Provisional) for the upcoming year.

### *Procedure*

1. Active Registered Social Workers, Social Worker Candidates and Registered Social Workers (Provisional) must complete 40 hours of professional development annually.
  - a. 20 of the 40 professional development hours completed must be formal professional development hours.
2. When renewing registration for the first time only, professional development requirements will be pro-rated, to reflect the portion of the year in which the RSW/SWC was registered. For example:
  - a. Registration granted in April 1 of that year will have to record 30 hours of Professional Development when renewing in December of that year;
  - b. Registration granted in July 1 of that year will have to record 20 hours of Professional Development when renewing in December of that year; or
  - c. Registration granted in October 1 of that year, will have to record 10 hours of Professional Development in December of that year.
3. Members must also complete 5 hours of social work Ethics professional development over a 5-year period in addition to their annual 40 hours.

### *Associate Member Professional Development Requirements*

1. All Associate members including those on parental leave, unemployment, or sick leave (pro-rated up to one year) shall report a minimum of 20 hours of professional development which may be accumulated solely through volunteer activities and/or self-directed study.
2. Associate members must also complete 5 hours of social work Ethics professional development over a 5-year period in addition to their annual 20 hours.

3. Pro-rated professional development shall be based on the percentage of the year the member was an associate member.
  - a. For example if a member was an Associate member for 6 months and an Active member for 6 months:
    - i. The 20 hours of informal Professional Development required for Associate status is prorated to 10 hours;
    - ii. The 40 hours of combined formal and informal training is prorated to 20 hours with half of those hours having to come from the formal professional development category;
    - iii. The total prorated professional development hours required would 30 hours with 10 hours having to be from the formal category.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

Members must keep a record of the professional development hours and verification of Formal Activities (Most formal activities will have credentials listed on their promotional material and certificates will be provided upon completion).

### *Procedure*

1. Records should be kept for the previous 3 years.
2. The College may, at any time, conduct an audit of records kept under in accordance with Section 20(1) of the Regulations to ensure the validity of data that is recorded on applications to the College respecting the professional development hours completed.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

A member may apply to resign from the College by giving written notice of their resignation to the Executive Director/ Registrar.

### *Procedure*

1. The Executive Director/ Registrar shall determine whether it is consistent with the objectives of the College to accept the resignation of a member.
2. Requests for resignations will assess whether the member is retiring, moving jurisdictions or changing positions.
3. If the members are changing positions, new job descriptions must be assessed based on Policy #BOE11.
4. Where the Executive Director/ Registrar denies the application for resignation, the member may apply to the Board of Examiners within 30 days of date of notification of the denial, for a review of the decision, by providing to the Executive Director/ Registrar a notice in writing indicating the grounds for the review.
5. The Board of Examiners shall consider the application for resignation and may:
  - a. approve the application where it is in the public interest to do so; or
  - b. deny the application.

Where the Board of Examiner denies an application for resignation, that decision is final.

6. Where the Executive Director/ Registrar or the Board of Examiners approves an application for resignation, the resignation is effective on the date determined by the Executive Director/ Registrar or the Board of Examiners.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

The Nova Scotia College of Social Work leaves this discretion up to the MSW/PhD private practice Social Worker. It is the responsibility of the MSW/PhD private practitioner to supervise and assess the competencies of a Registered BSW practitioner to do work in their practice and to assess that the Registered BSW practitioner is working within their scope of practice. The Nova Scotia College of Social Work would advise that you check with your private practice insurer on this matter.

### *Procedure*

1. The BSW practitioner needs to be registered with the NSCSW either as a SWC (Social Work Candidate) or an RSW (Registered Social Worker).
2. The Private Practitioner will inform the Executive Director/ Registrar of any BSW social workers who will be working in their practice.
3. The Executive Registrar will place a note on both the Private Practitioners and BSW social workers file in the database.
4. If the BSW social worker leaves the Private Practice the Private Practitioner must inform the Registrar. A note of this change will be placed in the database.



**Approved by the Board of Examiners: December 18, 2019**

### *Policy*

The Board of Examiners requires that private practitioners have their scope of practice approved in accordance with section 55(1)(e) of the Act.

### *Procedure*

1. Should a private practitioner wish to change their scope of practice they must submit the following for assessment by the Board:
  - a. an updated Curriculum Vitae demonstrating their relevant practice experience in the desired scope of practice;
  - b. a reference letter from a registered social worker who can verify the competency to practice within the desired scope; and
  - c. any other certificates of evidence requested by the Board of Examiners in order to verify the competency within the desired scope of practice
2. The Executive Director/Registrar will provide a written response to the private practitioner within 5 days of the decision of the Board of Examiners on the change to their scope of practice.
3. Should the private practitioner disagree with the Board of Examiners decision they are entitled to appeal that decision under section 13(1) of the Regulations.



Approved by the Board of Examiners: December 18, 2019

### *Policy*

The new Candidacy/Mentorship program is designed to provide graduates of accredited schools of social work with a strategic, supportive, and educational professional development experience rooted in principles of adult learning. By linking new graduates, those re-entering practice, and those registering for the first time, with experienced practitioners the Candidacy/Mentorship program provides educational and supportive mentorship in effort to assist the candidate as they integrate knowledge, apply skill, and action ethics.

Candidates gain valuable support as new graduates throughout their 2500 hours of practice through regular, structured, and documented meetings with their mentor. They are supported as they develop a professional identity, grapple with ethical issues, explore professional concerns related to their practice experience, integrate theory and practice, develop self-awareness, and refine a unique practice framework.

This policy is in place to provide options to transition Candidates who were approved under the old Candidacy Regulations into the new regulations.

### *Procedure*

1. All Social Worker Candidates who began Candidacy before September 1<sup>st</sup>, 2018, may complete the Candidacy program under the old program requirements.
2. Social Worker Candidates approved for Candidacy between March 1<sup>st</sup> and August 31<sup>st</sup> of 2018 may upon application to the Executive Director/ Registrar change their requirements to meet the new regulations.
  - a. Social Worker Candidates seeking approval for transition must submit a learning agreement for approval under the new framework.
  - b. If approved all practice and mentoring hours accumulated under the old framework will be counted towards the new requirements.
3. Social Worker Candidates approved for Candidacy before March 1<sup>st</sup>, 2018 may upon a written application to the Executive Director/Registrar change their requirements to meet the new regulations.
  - a. Social Worker Candidates seeking approval for transition must submit a report to the Executive Director/Registrar demonstrating how their previous Candidacy and Mentorship experience aligns with the new regulations
  - b. If approved all practice and mentoring hours accumulated under the old framework will be counted towards completion under the new regulations.
4. Where the Executive Director/Registrar denies approval for transition into the new program, the Social Worker Candidate may apply to the Board of Examiners within thirty days of date of notification of the denial for a review of the decision, by providing to the Board of Examiners a notice in writing indicating the grounds for the review.



## Appendix #1

## Job Description Scope Assessment

### *Registration Requirement*

Registration with the College is mandatory if you hold a social work credential and are practicing within the Scope of Practice. The Scope of Practice for social workers in Nova Scotia is connected to society’s most vulnerable people. Children, youth, seniors, people with mental or physical disabilities, individuals in the correctional system, and families on social welfare, are some of the populations with whom social workers interact with every day. Social workers practice in settings such as family services agencies, children’s protection agencies, hospitals, school boards, correctional institutions, and welfare administration agencies.

Social workers are not only involved at the individual or group level, but at the community and organizational level. They are expected to promote social change, and critically assess the status quo of their environment based on specific knowledge of theories, histories and vulnerabilities of the various people, social groups and individuals in their society (Social Workers Act. 1993, c. 12, s. 5(2)).

### *Social Workers Act*

5A (1) For the purpose of this Act, the practice of social work means the provision of professional services to clients through the use of social work knowledge, theory, skills, judgment and values acquired through a program from an approved faculty of social work.

### *Job Scope Matrix*

The goal of this matrix is to evaluate applicants job descriptions and their relationship with the scope to determine if registration is required.

| Scope of Practice                                | Delivery Model  | Job Description | Relationship to scope |
|--|-----------------|-----------------|-----------------------|
| Intervention through direct contact with clients | Assessment      |                 |                       |
|  | Case Management |                 |                       |



# NSCSW

NOVA SCOTIA  
COLLEGE OF  
SOCIAL WORKERS

| Scope of Practice   | Delivery Model   | Job Description | Relationship to scope |
|---|--|-----------------|-----------------------|
|   | Client-Centred Advocacy  |                 |                       |
|   | Education  |                 |                       |
|   | Consultation   |                 |                       |
|   | Counselling  |                 |                       |
|   | Crisis Intervention  |                 |                       |
|   | Referral   |                 |                       |
| Community development founded on the principles of social justice | Mobilizing individuals to employ their skills to effect community change |                 |                       |
|   | Community capacity building a community-based participation research.    |                 |                       |



# NSCSW

NOVA SCOTIA  
COLLEGE OF  
SOCIAL WORKERS

| Scope of Practice   | Delivery Model  | Job Description | Relationship to scope |
|---|---|-----------------|-----------------------|
| Direct or indirect provision of administrative, educational, policy or research services including: | Development and promotion of social policies focused on improving social conditions and promoting social justice. |                 |                       |
|   | Development, the provision and the administration of social work services programs.                               |                 |                       |
|   | Supervision of individuals providing social work services.  |                 |                       |

*Summary of Assessment:*



# NSCSW

NOVA SCOTIA  
COLLEGE OF  
SOCIAL WORKERS

## *Definitions:*

**Assessment:** Assessment involves gathering and assessing multidimensional information about the client's (hyperlink to definition) situation using appropriate social work knowledge and theory with a focus on strengths-based assessment to develop a plan that involves all the relevant parties and levels.

**Case Management:** Case management is a continuous and collaborative process where clients, and their community supports, identify needs and goals.

**Client-Centered Advocacy:** Representing an individual or community in order to protect them or advance their cause

**Education:** The process of facilitating learning, or the acquisition of knowledge, skills, values, beliefs, and habits.

**Consultation:** A deliberation between a social worker and/or a team or community member on a case or issue within scope of practice.

**Counseling:** The range of supportive approaches and techniques used with individuals, families and groups that supports clients understand themselves and others better, improve social functioning, gain skills in fulfilling social roles, and making necessary or desired changes in their lives.

**Crisis Intervention:** The practice which focuses on supporting clients deal with overwhelming crisis situations by drawing upon their strengths and resources to get them through the crisis and return to a normal level of functioning, and in which a professional may take a more directive role because of the client's inability to proceed.

**Referral:** A referral can be an official document, such as a letter signed by the social worker making the referral. Often, though, a referral is simply information about another agency: the social worker writes down the phone number / address of another agency, passes it on to the client, and explains what service(s) the other agency provides.

**Mobilizing Community:** An area of social work which focuses on social change within a community based on an identified need.

**Community Capacity Building:** Community capacity building is defined as the "process of developing and strengthening the skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt, and thrive in the fast-changing world."

**Community-Based Participation Research:** A collaborative approach to research that involves all partners and stakeholders in all phases of the process (problem identification, research design and implementation, interpretation, and goals for action) and equally includes professionals and community members based on the value of their perspectives and skills.

**Social Policy Analysis and Development:** The activity of evaluating a social policy in regard to its intent, underlying values, procedures, legality, cost-effectiveness, political aspects, and outcomes in addressing the social problem which is addressed by the social policy.

**Administrative Social Work:** Social Work administrators are concerned with large units of people administer social service programs or manage institutions.

**Supervision of Social Work Services:**

1. **Administrative supervision** is synonymous with management. It is the implementation of administrative methods that enable social workers to provide effective services to clients. Administrative supervision is oriented toward agency policy or organizational demands and focuses on a supervisee's level of functioning on the job and work assignment.
2. **Clinical supervision** focuses on the skills, abilities, knowledge, and regulation of the practitioner to build on their competencies.
3. **Educational supervision** focuses on professional concerns and relates to specific cases. It helps supervisees better understand social work philosophy, become more self-aware, and refine their knowledge and skills. Educational supervision focuses on staff development and the training needs of a social worker to a particular caseload. It includes activities in which the supervisee is guided to learn about assessment, treatment and intervention, identification and resolution of ethical issues and evaluation and termination of services.
4. **Supportive supervision** decreases job stress that interferes with work performance and provides the supervisee with nurturing conditions that complement their success and encourage self-efficacy.