



**ANNUAL  
REPORT  
2020-21**



# ANNUAL REPORT



2020 - 2021

*From left to right: Miguel LeBlanc, Executive Director; Nicole Augustine, NBASW Intern; Laure Piccetto, Communications Officer; Martine Paquet, Registrar; Shae McCarthy, Administrative Assistant; Keara Grey, Social Work Consultant.*

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# President's Report

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This last year has been difficult for many and even very difficult for some. Our professional and personal lives have been shaken and challenged. We've had to change the way we do things and pivot on a dime to make sure services continued to be delivered to the most vulnerable. Social workers have had to deal with increasing tragedies such as deaths, job losses, mental health issues and isolation. I sincerely appreciate those who were willing to roll up their sleeves, to dig in and to help. Social work truly is essential, especially in these trying times. Board members, staff and those who participated on committees also contributed their knowledge, expertise, and time to get so many things done this year despite the pandemic.

Despite the tremendous doom and gloom, I want to highlight some of the achievements of the Association that I am particularly proud of:

1. **The Continuing Professional Education policy.** Susan Gavin and her committee did an excellent job in clarifying a policy that so desperately needed to be updated. The Board spent many hours discussing the content, pros, and cons.



2. **The Cultural Competence Standards Regarding Social Work with Indigenous Peoples.** I really wish all members could have been part of the development process. I was privileged to do so, and you will reap the benefits of that work. The NBASW is leading in the country in the work we are doing in this area. Stay tuned for more on this and the training that will be available to all of you.

3. **The Promotion of the Profession Campaign** started last year with a social media presence and continues this year. You will see an expansion of that presence this fall and winter. We have been able to secure funds from the Departments of Social Development and PETL for this purpose. Our Promotion of the Profession pillar also extended to an increase in press releases, public statements, media interviews and meetings with government, law enforcement agencies, and universities. The goal, always to highlight the importance of social work and the role we can play in areas such as wellness checks and mental health. I was so happy to see front line Social Workers interviewed, where their essential and positive work was highlighted during National Social Work Month this year. Our Facebook page and Website also continue to grow with interest.

4. **Standards regarding Telehealth services, Naloxone and the Capacity of Minors to Consent to Social Work Services** were developed. All of these are tools that make it easier for social workers to do their jobs.

I can proudly say that by all accounts, the past year has been a very successful one. The NBASW continues to thrive, membership is increasing, and we are achieving our goals of promoting excellence in social work practice and protecting the public. Again, this would not be possible without the hard work and perseverance of the staff, Board, and volunteers.

I personally want to thank Miguel LeBlanc for his contributions and leadership to the Board and the Executive who will all be returning for another 2 years. The NBASW is in solid financial health, the staff are strong, and dedicated to providing good services to you, the membership.

In closing, it has been my honour to represent the NBASW over the past two years and I am proud to have the opportunity to continue.

**Géraldine Poirier Baiani, RSW**  
**President**

# Executive Director's Report

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As the Executive Director, I am responsible for providing strategic leadership and executive support to the President and Board of Directors to meet the vision, mission, and strategic objectives of the organization. I encourage each of you to review the strategic pillars and committee reports, which provide a snapshot of some of the strategic activities that the Association has executed over the past year. As Executive Director, I am responsible to lead, plan, and execute the implementation and operationalization of the five-year Strategic Plan's four pillars: member engagement, promotion of the profession, protection of the public, and governance and resources for the Provincial Association.

This upcoming year, the Association's Strategic Plan is in its final year and I want to inform members that a consultation process will be started in the fall of 2021 to develop a new Strategic Plan. I look forward to meeting with many of you to discuss the strategic goals of the next five years.



**Miguel LeBlanc, BSW, MSW, RSW**  
Executive Director

## **Board of Directors**

We are pleased to have representatives from across the province on our Board. Having representation from all regions in New Brunswick, including two First Nations Representatives and a public representative appointed by the Minister of Health, offers a wealth of perspective, knowledge, and experience that is crucial for fulfilling the NBASW's missions of protecting the public and ensuring excellence in social work practice. Currently, there are Board vacancies from the Chaleur, Charlotte County, and Woodstock/Perth Andover Chapters. If you are interested in filling one of these positions, we encourage you to reach out to the NBASW office.

The Board of Directors met five times this fiscal year, once in person and four times through online conference links. An additional meeting was called to discuss the Continuing Professional Education Policy that is being brought to this year's Annual General Meeting. All Board meetings were adapted to adhere to the physical distancing measures set in place by the province, due to the COVID-19 pandemic. Board meetings provide the opportunity to discuss different Chapter initiatives, concerns, special projects, and the governance of the Association, among other important issues. I want to thank all members of the Executive and of the Board of Directors for their ongoing leadership and commitment to the Association, in ensuring the two legislated mandates are fulfilled.

## **Staffing**

I want to express my sincere appreciation and thanks to my team: Martine Paquet, Registrar; Keara Grey, Social Work Consultant; Isabelle Agnew, Communications Officer; Laure Piccetto, Communications Officer in Interim; and Shae McCarthy, Administrative Assistant.

This year we had the honor of hosting several student placements. Most students operated virtually, while some were able to come into the office to work in person, respecting our COVID-19 operational measures.

From April to May 2020, St. Thomas University social work students Jonathan Ginnish, Kerry Landry, Kaleigh Simpson and Valarie Spencer completed their Social Action Field Placements with us. During the summer, two St. Thomas University students worked with us: Lisa Hanke, a social work student, continued the work of operationalizing the new Advanced Practice Registered Social Work (APRSW) category of registration while Grace Baker, a Bachelor of Arts student, focused on developing the Technology Standards that were adopted in the fall of 2020. During the fall, Valarie Spencer returned for her Direct Practice Placement and worked on multiple projects, most specifically on undertaking research for the development of the Standards Regarding the Capacity of Minors to Consent to Social Work Services. Lastly, we were joined by social work students Lauren Ripley and Nicole Augustine, a Master of Social Work student from the Wilfred Laurier University Indigenous Field of Study, in the spring of 2021. Lauren continued the research and work on APRSW while Nicole researched potential models of integrating healing circles and restorative justice approaches into NBASW Disciplinary Hearings to make the process more culturally appropriate for Indigenous social workers and/or clients.

We continue to welcome any students who would like to do internships, placements, or practicums with us at the Association.

### Committees

As you will see in the Committee Reports, most meetings were held online, to adhere to safety measures put in place by public health. Although the meetings were slightly less conventional, the Committees remained busy, actively engaging in a variety of projects, specific to their Committee roles. I am grateful for each Committee's work and truly appreciate the dedication of members who continue to volunteer their time to the advancement of our profession and the NBASW. I look forward to seeing their ongoing work next year.

### Chapters

Chapters play a valuable role in our Association as they help create a welcoming space for members to meet and to continue to grow as professionals and colleagues. As this year was especially challenging for Chapter members to meet and gather physically, I would like to thank everyone involved with their local Chapters for their continued efforts to provide social and education activities for members in your regions, especially considering the challenging circumstances we have all had to face.

#### Our Vision

The NBASW envisions a professional organization that reflects the values of social work, provides ethical leadership and instills public confidence.

#### Our Mission

The NBASW is an association that protects the public and promotes excellence in social work practice.

#### Our Values

The NBASW Code of Ethics (2007) identifies these core values:

- Respect for the inherent dignity and worth of persons and the pursuit of social justice;
- Integrity in professional practice;
- Confidentiality in professional practice;
- Competence in professional practice;
- Diversity

# Meet Our Board Members

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## Board of Directors 2020-21

### Executive

President: Géraldine Poirier Baiani, RSW  
Vice President : Carole Gallant, RSW  
Secretary : Julie Ouellette, RSW  
Treasurer : Luc Poitras, RSW  
Past President: N/A

### Other Representatives

CASW Representative: Barb Whitenect, RSW  
Mi'gmaq First Nations Representative: Theresa Dawn Louis, RSW  
Wolastoquiyik First Nations Representative: Michelle Sacobie, RSW  
Public Member: Candice Pollack

### Chapter Directors

Acadian Peninsula: André-Marc Friolet, RSW  
Chaleur: Vacant  
Charlotte County: Vacant  
Edmundston/Grand-Falls: Karine Levesque, RSW  
Fredericton: Susan Gavin, RSW  
Miramichi: Mylène Morris, RSW  
Moncton: Jenny Haché, RSW  
Restigouche: Vickie Maltais, RSW  
Saint John: Ian Rice, RSW  
Sussex: Sheena MacDonald, RSW  
Woodstock/Perth Andover: Vacant

# Meet Our Committee Chairs

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## Committee Chairs

By-laws: *Anne Caverhill, RSW*  
Complaints: *Omer Savoie, RSW*  
Discipline: *Genevieve Forest-Allard, RSW*  
Education: *Susan Gavin, RSW*  
Examiners: *Geneviève Bourgeois, RSW*  
Indigenous Guidance: *Theresa Dawn Louis, RSW & Michelle Sacobie, RSW*  
Practice, Issues, Ethics & Standards: *Vacant*  
Promotion of the Profession: *Théo Saulnier, RSW*  
Social Action: *Erin Jackson, RSW*

# Meet Our Office Staff

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Executive Director



**Miguel LeBlanc,  
BSW, MSW, RSW**

Miguel leads and manages a team of professional employees. He is responsible for all matters related to the organization's Board of Directors, chapters, Strategic Plan, and stakeholder and government relations.

Registrar



**Martine Paquet, RSW**

Martine is the primary contact for practice standards, ethics and disciplinary processes. Martine also supports the regulatory process related to applications for registration.

Social Work Consultant



**Keara Grey, RSW**

Keara is responsible for activities related to the promotion of the social work profession, member engagement and social policy. She provides support to the Education Committee and the Social Action Committee.

Communications  
Officer



**Laure Piccetto**

Laure is responsible for the creation and planning of activities related to communications and media relations. This involves writing communications materials, and planning and arranging events.

Administrative  
Assistant



**Shae McCarthy**

Shae is the first point of contact for the office and is responsible for day-to-day general inquiries, as well as reception of members and the public. Shae assists the Association staff by coordinating all administrative activities in support of the goals, vision and mission of the Association.

# NBASW Strategic Plan

The four Strategic Pillars of our Strategic Plan provide an exciting time of change for our Association and we encourage everyone to take the time to consult the Strategic Plan, which can be found on our website.

We've accomplished a lot from our Strategic Plan this year, but the following pages outline a snapshot of the main accomplishments of the Association during the year 2020-21.



## Member Engagement

- Revised and distributed annual member satisfaction survey to members to evaluate results against baseline data.

- Met with Department of Health (DOH) representatives to implement Zoom for Healthcare to all social workers in New Brunswick at no cost. The implementation has been extended until 2022.

- Met with Senator Nancy Hartling, RSW, and members from the Indigenous Guidance Committee to discuss potential areas of collaboration.

- Met with First Nations Child and Family Directors to discuss discipline hearing process and to find ways the NBASW can make discipline hearings culturally safe for First Nations persons.

- Met with Child Protection Legislation Committee.

- Monitored, evaluated, and analyzed the website and social media for effectiveness and member satisfaction.

- Attended the First Nations Emergency Health Directors – Atlantic Indian Day Schools meeting.

- Attended regular meetings with the CASW Code of Ethics and Scope of

Practice Committee to develop Code of Ethics engagement strategy and revision of Scope of Practice.

- Provided a presentation to the Fredericton Chapter regarding the NBASW Code of Ethics.

- Created COVID-19 page to facilitate member inquiries during the pandemic.

- Created and evaluated the Association's first AGM Satisfaction survey to establish baseline data from AGM Attendees and adapt the Annual Event according to the respondent's feedback.

- Developed Guidelines Regarding Social Work and the Use of Naloxone and incorporated stakeholder feedback into the document, which was adopted by the Board in September 2020.

- Offered NBASW's first ever virtual Annual General Meeting to allow member participation in accordance with safety orders during the COVID-19 pandemic.

- Ordered various promotional items based on annual member survey requests and distributed over 3000 units to members, including water bottles, note pads, tote bags, lanyards, masks, and pens.

- Worked with CASW and speakers to coordinate four webinars: two in English and two in French.

- Worked with Education Committee to finalize updated CPE Policy, which was brought to the members for consultation.

- Consulted members on Safe Injection Sites, the Continuing Education Policy, Telehealth Standards and Cultural Competence Standards.

- Continued work on the Cultural Competence Standards Regarding Social Work With Indigenous Peoples, based on member and committee feedback. The standards were recently adopted.

- Prepared and distributed 4 quarterly issues of the NBASW Newsletter.

- Prepared and sent 28 COVID-19 related emails to members.

- Prepared and released 4 social media videos on chapter placement, the TRC's call to actions, wellness, and social work being an essential profession.

- Resumed activity on the Twitter platform.

- Updated job bank on website.



## Promotion of the Profession

- Several meetings with the Minister of Post Education, Training, and Labour, and Deputy Minister about unfavorable comments about the St. Thomas University School of Social Work and the misunderstanding about the school of Social Work at UdeM. PETL has agreed to work with the NBASW to help financially with the cost of rolling out the next phase of the public campaign, to promote the social work profession in a positive light.
- Met with Department of Health and the Minister of Post Education, Training, and Labour representatives on multiple occasions on the development of a supply and demand analysis and strategic plan for the social work profession in New Brunswick.
- Met separately with the NB Association of Chiefs of Police executive, Assistant Deputy Minister of Social Development, and Assistant Commissioner of RCMP J Division individually, to discuss wellness checks and mobile crisis units.
- Met with the Public Services Librarian (Fredericton) to get funding for a social work position.
- Attended STU Field Education Committee Meeting.
- Developed and submitted brief with recommendations for the Family Services Act consultation.
- Led the Essential Allied Health Professions bi-weekly video conference meetings to discuss gaps, priorities, and opportunities in responding to COVID-19.
- Organized and facilitated media coverage of the social work profession throughout the year and during Social Work Month. Rolled out Social Media Communications for Social Work Month.
- Launched Promotional campaign and monitored progress throughout.
- Several meetings with VP of Communications, VP of Academics, and the Director of School of Social Work at St. Thomas University about comments from Minister Holder.
- Facilitated the process required to enable New Brunswick social workers to provide mental health and additional support to the province of Nova Scotia after the mass shootings. At this time, a few members have started the process and more will be completed if there is a need for more support. The NBASW is prepared for this request if there is a need.
- Met with Child and Youth Advocate Office regarding the Standards Regarding the Capacity of Minors to Consent to Social Work Services.
- Attended the Child Welfare consultation by the Department of Social Development.
- Attended the ASWB delegate assembly meetings via video conference.
- Attended the four meetings with Department of Health (DOH) regarding DOH Human Resource Strategy.
- Participated in Canadian Association of Social Workers Federation meeting.
- Developed and submitted a vision paper for the GNB budget health-care consultation.
- Accepted the invitation to the private Pre-Budget Consultation form Minister of Finance, Ernie Steeve, with other Executive Directors and CEO's.
- Developed and submitted a budget recommendation paper for the GNB budget consultation.
- Attended the GNB Budget lock-in.
- Developed a Provincial Election Document.
- Supported the Promotion of the Profession in its third annual Promote my Profession contest.



## Protection of the Public

- The Standards Regarding the Capacity of Minors to Consent to Social Work were adopted by the Board in February 2021, which asserts that if a social worker deems a minor to be mature enough to provide consent to social work services, then only their consent would be required.
- Implemented the roster system to help in the Department of Health's response to COVID-19 and communicated with Non-Practicing Members and those in Private Practice to accumulate names and interest.
- Updated the website's "Find a Member" page to reflect current member statuses for 2020-2021.
- Attended meetings of the CASW committee whose purpose was revising the CASW Scope of Practice and CASW Code of Ethics. The updated Scope of Practice was accepted and released.
- Provided an information session to new members of the Complaints and Discipline Committees.
- Developed Nomination Process and Eligibility Criteria Policy for the Complaints and Discipline Committee.

- Developed a New Complaint Form, which can now be found on the NBASW website.

- Answered ethical and practice questions from members.

- Provided an online presentation on the NBASW role, mandate and the NBASW Code of Ethics to members of the Military Family Resource Center (MFRC) Board of Directors.

- Developed Standards Regarding Telehealth Services, the Use of Technology and Social Work Practice, which were adopted by the Board in November 2020. The Association also developed a letter of guidance regarding technology and social work practice.

- Updated the Criminal Record Check Policy.

- Met with Fredericton Police Chief, Deputy Chief, and Horizon about mental health and wellness checks as well as body cameras to understand the pilot project being proposed. The result included a letter by the Chief of Police to the Minister of Health to have to 24/7 access to the mobile crisis team.

- Attended Council of Social Work Regulators national meeting.

- Met with Barb Martin, Elder, Indigenous Guidance Committee, to develop a webinar for members about the Truth and Reconciliation Commission (TRC).

- Continued discussions about developing an Indigenous process for disciplinary hearing.

- Provided an online information session on the new Standards regarding Telehealth Services to social work students at UdeM.



## Governance & Resources

- Successfully tested the Intelivote Services Platform. The platform was key in hosting the NBASW's first electronic election of the Board executive candidates, in 2020's Treasurer Election.

- Implemented improvements to online membership renewal platform as identified in the renewal post-mortem analysis.

- Updated Association email domain to end in "@nbasw-attsnb.ca" and adapted the Administrative Assistant's email address to begin with "info" to further adhere to our bilingual mandate.

- Implemented wellness section on website and in Newsletter.

- Completed digitization of archived member files (files closed for 5+ years), in partnership with Archives NB.

- Engaged CIRA/Beauceron cybersecurity training services for all permanent personnel.

- Developed Chapter map to serve as a reference for members and facilitate communication with Chapters.

- Re-evaluated and implemented a new presentation of the Become a Member page and subsequent tabs on NBASW website to reflect current By-Laws.

- Developed a draft Operational Plan, including the framework for an APRSW work plan with staff.

- Attended national Canadian Association of Social Workers federation meetings.

- Participated in bi-weekly meetings with CEO's and Executive directors of major New Brunswick Associations, Societies, and Colleges to discuss gaps, priorities, and opportunities in response to COVID-19.

- Prepared document of all upcoming meetings and gatherings for staff members to follow the WHO's recommendations on COVID-19 office contingency planning.

- Developed and implemented the NBASW Reopening Operational Plan for the office following the public health and work safe guidelines.

- Revised the NBASW Operational Plan 2020-2021 due to COVID-19.

We would like to take this opportunity to thank all members who are actively participating in their Association. Without your contributions, the NBASW would not be as strong as it is. We also want to encourage each of you to become involved with your chapters at the local level, or get involved in our committees and the Board. By being involved you are helping to promote our great profession and supporting one another by increasing your network of colleagues in your community.

# Association Development

This year was a busy one for the NBASW! We were pleased to be joined by more students throughout the year, participated in lots of social action and social policy discussions, and much much more! Below are just some of the things our Registrar, Martine Paquet, RSW, our Social Work Consultant, Keara Grey, RSW, and our Communications Officer, Laure Piccetto, did this year.



*NBASW President, Géraldine Poirier Baiani, Past President, Claude Savoie, and Edmundston/Grand-Falls Chapter Director, Karine Levesque, at the Annual ASWB Meeting. Congratulations to Karine on being elected Secretary of the ASWB Board!*

## 01 Social Action & Social Policy

Over the past year, the NBASW was hard at work furthering social action and social policy.

The NBASW was happy to host various webinars this year, including Social Work and Interprofessional Collaboration: Challenges and Benefits presented by Penelopia Iancu and Isabel Lanteigne and The TRC Calls to Action: the Role of Social Workers, presented by Barb Martin. A sincere thank you to all the speakers for sharing their work and knowledge of these important topics! The Association also wishes to thank members for the high levels of participation and engagement with the webinars this year. If any members would like to offer a webinar, please don't hesitate to reach out to the NBASW team.

The NBASW was proud to host many student placements over the past year, including a St. Thomas University PD-BSW Social Action Placement, a Canada Summer Jobs student, various student through the St. Thomas University Magnet program and a MSW student in the Indigenous Field of Study from Wilfred Laurier University. All of the students were involved with various social action and social policy initiatives during the course of their placements. The Association wishes to thank all of these students for the amazing and important work that they've done!

Despite the ongoing COVID-19 pandemic, the NBASW staff continued their involvement with various external com-

mittees focused on social action and progressive social policy, including sitting on the Round Table for Crime and Public Safety and working with the Fredericton Public Library. Staff looks forward to continuing to work with these committees in the upcoming year.

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## 02 By-laws

During the 2020 AGM, By-Law revisions were proposed for sections 3.2.0, 5.2.2, 7.3.0 , and 7.3.1, and 2 new By-Laws were proposed, specifically, sections 6.1.6 and 7.3.3. All amendments and newly proposed By-Laws were adopted.

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## 03 Support to Committees

The Registrar, Social Work Consultant, and Communications Officer are each responsible for supporting at least one NBASW Committee.

This year, the Registrar, Martine Paquet, supported the Practice Issues, Ethics and Professional Standards Committee, the Committee of Examiners, the Complaints Committee, and the Discipline Committee.

Social Work Consultant, Keara Grey, worked with the Education Committee, Indigenous Guidance Committee, and the Social Action Committee.

Communications Officer, Isabelle Agnew, and Communications Officer in Interim, Laure Piccetto, have supported the Promotion of the Profession Committee.

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## 04 Member Engagement

We continue to work towards improving member engagement by working with members and groups across the province, as well as continue our annual Communications Survey. This helps us to determine how members view our communications, tell us how they feel engaged, and how we can improve. Additionally, Martine and Keara attended several presentations with the Schools of Social Work and met with students to discuss student engagement. If you have any ideas for engaging members, please feel free to reach out to us at [info@nbasw-attsnb.ca](mailto:info@nbasw-attsnb.ca)

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## 05 Social Media & Digital Communications

Our Communications Officer, Laure Piccetto, is happy to report that our mass email communications have maintained steady numbers in the past year, while our social media and website engagement numbers experienced high increases. Our promotional campaign has significantly boosted our online presence over the past year. It has boosted our online presence to help educate the public about social work and improve public perception of the profession. To see more about our communications performance including engagement and impression data, please see page 14.

# 06

## Ethics

As Registrar, Martine provided several consultations on ethics to members who have consulted with the NBASW. Martine also provided a presentation on the NBASW Code of Ethics to the Board of Directors of the Military Family Resource Centre and a presentation on Retirement and Social work to the Fredericton chapter. If your chapter would like to receive a presentation on the Code of Ethics, on the NBASW Disciplinary process, or on other NBASW Standards and Guidelines, please do not hesitate to contact the Registrar by email or by phone at 506-444-9196.

# 07

## Schools of Social Work

We continue to promote the Association by giving presentations on the membership application process and benefits of membership to future social workers from Université de Moncton and St. Thomas University. We also continue to welcome students for their internships, one of whom wanted to share a few words:

*“During my winter internship with the New Brunswick Association of Social Workers, I have collaborated on developing the Advanced Practice Registered Social Worker (APRSW) registration. Specifically, I continued the previous student’s work compiling Masters of Social Work Programs that fully, partially, or minimally meet requirements set out in the NBASW By-Laws (2020) and developing rationales based on available course material and the Demonstration of Knowledge (2020). Through experiential learning, I have developed a solid understanding of what the policy process entails, i.e., forming committees, writing Terms of Reference, and creating appropriate internal documents.*

*Through engaging in weekly team meetings, I have learned much about the operations of and roles within the NBASW and have enjoyed getting to know the team personally. I am very appreciative of how welcoming and supportive everyone has been, especially with me working from another province. From my first team meeting, I was encouraged to share my thoughts and ideas, which has been extremely empowering both personally and professionally. I am incredibly grateful to have had this opportunity and am excited to continue working with the Association during the Summer 2021 Internship.”*



Lauren Ripley, NBASW Intern

# 08

## Membership

From April 1, 2020 to March 31, 2021, the total numbers approved by the Registrar was 205, which is 25 more than last year. A more detailed breakdown is as follows:

- The Registrar approved 109 Practicing Member applications (15 more than last year);
- The Registrar refused 1 application;
- The Registrar approved 27 Temporary Authorized Member applications (4 less than last year);
- The Registrar approved 58 Students Member applications (21 more than last year); and
- The Registrar approved 9 Reinstatement applications (9 less than last year).

# 09

## Reinstatements

A person who wants to become a member of the NBASW after having let their membership lapse for at least one year must submit an application for reinstatement. All applications for reinstatement are considered by Registrar. During the past year, the Registrar approved 9 reinstatements applications (8 less than the previous year).

# 10

## Complaints, Discipline and Reports

During the year, no report was received by a health professional alleging that this person had reason to believe that another health professional and member of the NBASW had sexually abused a client. Please see the Complaints and Discipline committee reports for additional information.

# 11

## COVID-19

In March of 2020, the global COVID-19 pandemic took everyone by surprise. Throughout the year, the office was in regular contact with the Department of Health (DOH) and sent 28 COVID-19 related emails to the membership. In its first wave, the Association led an Ad Hoc Committee with other health professionals. The NBASW was proactive in communicating with members to stay informed on the provincial safety guidelines, COVID-19 operational plans, and to at how this would affect day to day practice for social workers. An operational plan was developed for the NBASW office and a COVID-19 section on the NBASW website was quickly implemented to answer imminent questions, and the Association opted to operate remotely. Additionally, the NBASW pushed for social workers working in private practice to be considered essential so they could resume services in the initial province-wide red alert level. During the second wave, operations resumed in person for some, with operational plans in place to ensure client and practitioner safety. Throughout the third wave, social workers were deemed eligible for the COVID-19 vaccines and the Zoom for Healthcare license was extended to March 2022, thanks to the Association who pushed for these implementations. The wellness section was implemented in the quarterly newsletter and the website, to remind all members that their self-care is as essential as the services they provide.

Social workers have been a backbone in New-Brunswick communities, and it is essential to recognize, as the demands for services saw a significant increase since the beginning of the pandemic. We understand that this has been an extremely demanding year and we thank you for all of your hard work throughout. New Brunswick is lucky to have such dedicated social workers.

# 12

## Public Promotional Campaign

March 2020 marked the launch of our public promotional campaign. Phase 1 of the campaign consisted of launching the ads created by the M5 Marketing firm on Facebook and Google to improve the public perception of social workers. Since our last Annual report, the number of impressions has drastically increased. From April 1, 2020 to January 31, 2021, the public campaign ads were displayed more than 4.6 million times on Facebook and Google. During that same time period, the ads were clicked 29,734 times, indicating that the clickthrough rate was at 0.65%, meaning that the ads have been performing well.



**4.6 MILLION**  
Impressions



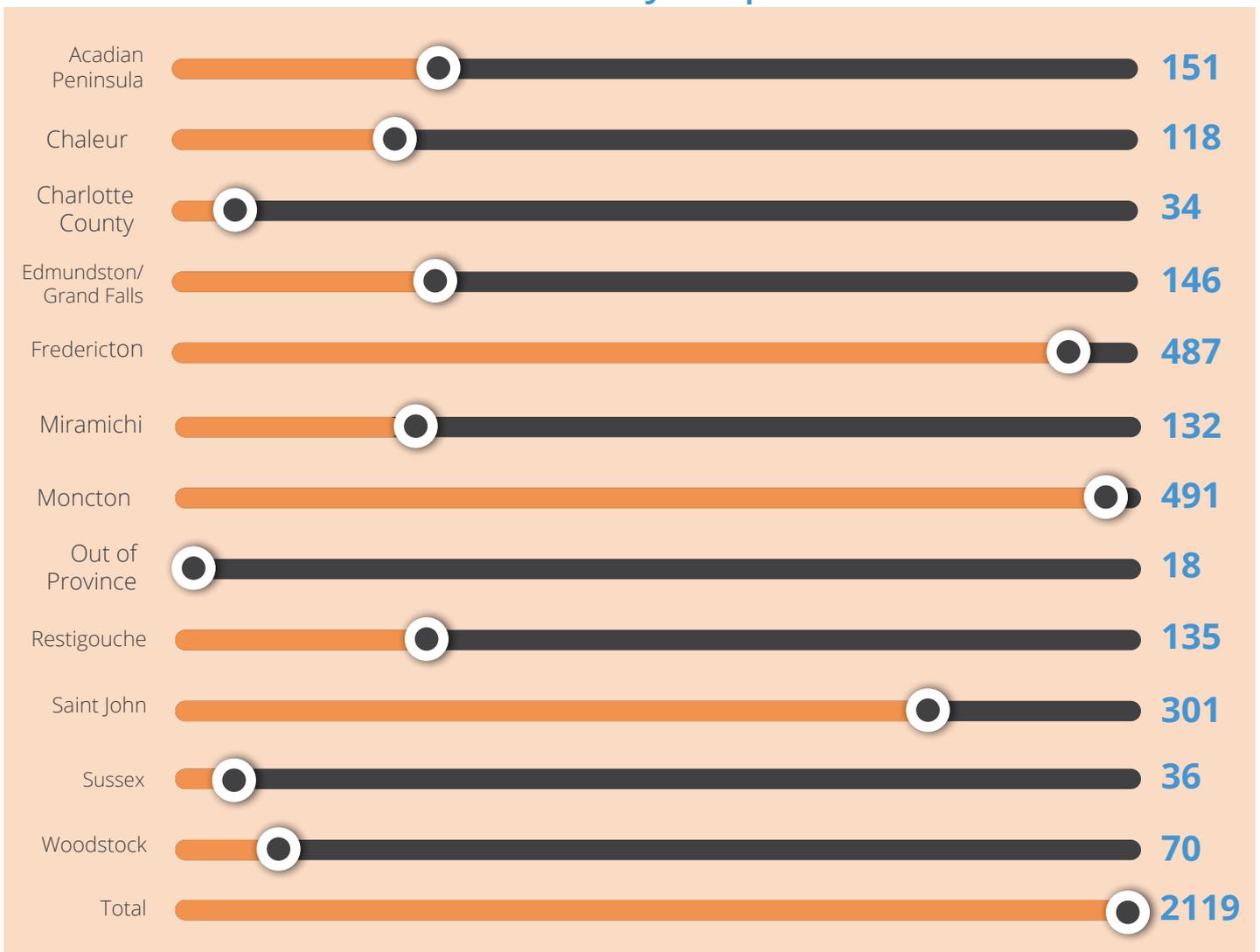
**29,734**  
Clicks

# Member Statistics

## Member Language



## Members by Chapter



## Members by Education



# Communications Statistics

The NBASW worked hard this year to improve its communications. The Communications Officer, Laure Piccetto, is pleased to present the following communications statistics:

## NBASW Facebook

2122  
LIKES

Our English and French Facebook pages have seen a record year in like increases. As of March 2021, the Facebook pages combined had 2122 likes, meaning our Facebook “likes” increased by 53% in the last year.

+53%

## NBASW Website

Total Pageviews



109,856

Unique Pageviews



89,237

Total Website Sessions



55,978

## NBASW Mass Emails

39%

Open Rate on  
Emails to members

- In 2020-2021, the Association averaged 3.83 emails per month to members.
- Of those emails, the average email saw an open rate of 39%.
- The industry standard open rate is 25%. We remain significantly above this average in both official languages.

## NBASW Media Coverage

2

Number of presentations to stakeholders of the public

2

Number of proactive letters to the editor to promote the profession

4

Number of proactive media interviews that promote the profession

# CASW Representative's Report

I respectfully submit this report on the events of this past year of the CASW board and greatly thank the board and the members of the NBASW for allowing me to experience this valuable opportunity during a very different and difficult time.

COVID -19 has led to the CASW hosting all their meeting by Zoom over the 2020-21 year as with most other organizations. COVID did not pose an obstacle for the continued work of our National body and moving strategically forward with the four pillars of the strategic implementation plan, which now has outcome measure added to each pillar.

The CASW has done much work over this past fiscal year with respect to the represented Provincial/Territorial partners. Ontario (OASW) has rejoined the Association as of April 2021 allowing the CASW to have a more National voice. Although Alberta rejoined several years ago that Provincial participation will change with the Alberta Association moving from an Association status to a College status. Alberta will have separate regulations for both its Association and College so by 2023 there may be impacts on financial and participation on the CASW board from the judication of Alberta.



The Strategic plan for CASW now has progress/outcome measures attached to each of the activities listed under the pillars.

## **Pillar 1: Promoting the profession includes:**

- Two-year Social Work is essential media campaign; website migration from Drupal to Backdrop, banner and colours and logo changed.
- Support Private Members Bill on National Strategy Guaranteed Basic Income Act
- Letters to MPs: New Scope of Practice; Social Work is Essential masks; committee on Conversion Therapy

## **Pillar 2: Social Workers value their profession as Essential:**

- Hill Times article on economic and Mental health parity
- CASW witness on Divorce Act
- MOU and work on policy position for work with Association of Black Social Workers (ABSW)
- Code consultation of Indigenous social workers
- Ongoing participation on Public Health professional forum
- Development and participation on Mental Health action Plan and pre-budget submissions

## **Pillar 3: Strengthening the profession**

- 10 hours of direct practice continuing education delivered through webinars
- Webinars offered on systemic racism and collective journeys of reconciliation
- Launch of practice publication on members benefits and services
- Strengthen of profession with activities associated with reunification of Ontario Association of Social Work (OASW).

Communication with the membership and getting information is critical to the CASW organization and development of the website for the next 2 to 4 years is key to achieving action items in the strategic plan.

In closing I want to take this opportunity to wish everyone a safe and healthy summer as we continue to work and live in this very different time of COVID-19.

**Barb Whitenect, RSW**  
**CASW Representative**

# Committee Reports

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A number of committees help complete the important work that the NBASW does. The following are this year's committee reports.

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## 01 By-laws Committee

After 3 years of concerted work which resulted in new By-Laws, proclaimed once the New Brunswick Association of Social Workers Act became legislation in June 2019, with subsequent amendments passed in 2020 at the AGM, this past year did not result in any proposals for change.

Preliminary discussions have been in place, however, regarding anticipated amendments with respect to embellishment of the Association interfacing with the universities as our regulatory body for potential members. Research is being convened towards this goal and conversations have begun with the schools of social work. This will warrant further committee work going forward.

A terms of reference document was developed and approved for our Committee which consists of Valerie DeLong, Sheryl Noble, Tanya Smith, and Geraldine Poitier Baiani. Miguel LeBlanc, Martine Paquet, and Keara Grey continue to provide exceptional support, guidance, and leadership from the NBASW office.

**Anne Caverhill, RSW**  
**By-laws Committee Chair**

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## 02 Complaints Committee

The Mandate of the Complaints Committee is to review the written representations of the Complainant and the Respondent and obtain relevant records and documents. Under section s.17(6) of the Act, the Complaints Committee is required to consider and investigate the conduct of a Member, or a former Member, when a written Complaint has been filed with the Registrar. If the members of the Complaints Committee are satisfied that the complaint should not be dismissed, they may take appropriate action to resolve the Complaint or refer the matter for a hearing by the Discipline Committee. On complex issues, the Committee may consult with NBASW's legal counsel for legal advice on action to be taken and with help drafting the decision letters. When a complaint requires more thorough investigations, the Committee can request the services of an investigator.

The Complaints Committee is composed of at least two NBASW Members and one public representative who is appointed by the Minister of Health. For the year 2020-2021, the Complaints Committee was comprised of Chairperson - Omer Savoie, three Members - Carole Poitras, Mylene Breau, Anouk McGraw, and two Public Members - Norma Dube and Lia Daborn.

With the help of the Registrar, the Complaints Committee meets once or twice per month through Microsoft Teams. Most meetings are held during the lunch hour and I would like to thank everyone on the committee for being so ac-

The average timeframe for 33 complaint cases from open to close is 28.30 working days

36 new complaints were received in 2020-21; 7 were carried over.

Of these 43 complaints, 28 were dismissed and 5 were referred to the Discipline Committee. There are currently 10 ongoing matters.

commodating. From April 01, 2020 to March 31, 2021, the Complaints Committee received 36 new complaints in addition to the 7 complaints that were carried over from the previous year. Of these 43 complaints, 28 were dismissed and 5 were referred to the Discipline Committee. There are currently 10 ongoing matters.

As the Chairperson, I can attest that each complaint is thoroughly reviewed without prejudice. If a conflict exists or the perception of a conflict is identified, that member recuses themselves from that complaint. In addition to the review of complaints, the Complaints Committee also developed a Nomination Process and Eligibility Criteria Policy which was approved by the Board of Directors in February 2021.

Finally, I would like to thank the Complaints Committee Members and the Registrar Martine Paquet for their support and dedication. You truly help make this committee fun to be a part of.

**Omer Savoie, RSW**  
**Complaints Committee Chair**



*Previous President, Claude Savoie, at the 2020 Banquet*

*Treasurer, Luc Poitras, at the 2020 Banquet*

## 03 Committee of Examiners

The members of the Committee over this past year have been as follows: Geneviève Bourgeois (Chairperson), Chantal Haché Chiasson, Jenny Haché (regular members), and Jessica Melanson (Public member).

During the year, the Committee reviewed the first draft of the Policies and Procedures Manual of the Committee of Examiners. Members will continue their work during the next fiscal year.

In June 2019, the Committee of Examiners delegated to the Registrar the authorities identified in section 11(5) of the NBASW Act and sections 3.3.0, 3.3.1 and 3.3.2 of the NBASW By-laws. Since the delegation of authorities, the Registrar is now able to consider and approve all new candidates who are applying for membership with the Association in one of the following categories: Practicing Member, Temporary Authorized Member, Student Members and Reinstatement applications.

From April 1, 2020 to March 31, 2021, the total numbers approved by the Registrar was 205, which is 25 more than last year. A more detailed breakdown is as follows:

- The Registrar approved 109 Practicing Member applications (15 more than last year);
- The Registrar refused 1 application;
- The Registrar approved 27 Temporary Authorized Member applications (4 less than last year);
- The Registrar approved 58 Students Member applications (21 more than last year); and
- The Registrar approved 9 Reinstatement applications (9 less than last year).

The average processing time is 3 working days (from the time the NBASW received the last application requirements to the time the file is reviewed by the Registrar).

There currently are 2 open positions on the Committee of Examiners. If you are interested in joining, please reach out to the NBASW!

I would like to thank all members of the Committee for their ongoing work and dedication.

**Geneviève Bourgois, RSW**  
**Committee of Examiners Chair**

## 04 Discipline Committee

The Discipline Committee membership consists of a minimum of three members including the chairperson, a regular member of the NBASW as well as the public representative to have quorum. The current members of the Discipline Committee include Genevieve Bourgeois Breau, Carla Gregan-Burns and Cindy Marshall as regular members, Paul Blanchard as public representative and myself, Genevieve Forest-Allard as chairperson.

During the fiscal year 2020-2021, five new matters were received by the Discipline Committee and one complaint was carried over from the previous fiscal year for a total of six active files. Of these six matters, two were completed and four are currently ongoing.

The Discipline Committee developed a Nomination Process and Eligibility Criteria policy which was approved by the Board of Directors in February 2021.

As the Chairperson of the Discipline Committee, I wish to remind members of available resources to support them in their practice. These are located on the website of the NBASW under information for members and include such documents as the Code of Ethics, the Ethical Decision Making document as well as the Standards of Practice and Guidelines.

In closing, recognizing that this year has been challenging for all, I wish to thank the committee members for their hard work, our legal counsel for his availability and our Registrar, Martine Paquet for her expertise, dedication to our organization as well as her continuous support.

**Geneviève Forest-Allard, RSW**  
**Discipline Committee Chair**

**2.8**  
**business days between full application and registration approval**

**205**  
**members approved by the Committee of Examiners in 2020-21**

**5**  
**discipline cases were completed in 2020-21**

**2 cases take an average of 78.5 working days for disciplinary cases, from opening to close**

## 05 Education Committee

The Education Committee is composed of Jennifer Dwyer, Jennifer Furrow and Susan Gavin (Chairperson and Board Liaison) with support from the NBASW Social Work Consultant, Keara Grey. Since the last report was submitted at the 2020 AGM, the committee reviewed and approved several bursary and award applications.

In 2020-2021, the Education Committee continued its work to amend the continuing professional education policy (CPE) document. Despite the restrictions imposed by COVID-19, the committee continued to meet frequently by telephone and MS Teams and exchanged information by email. The members of the committee developed the proposed CPE policy after analyzing the results of two separate sets of consultations with NBASW members. The consultation documents sent to members consisted of a survey in November 2019 which resulted in 290 responses and a request for feedback on a draft policy in September 2020 which resulted in 110 responses (including a regional chapter). Documents that were provided to the membership for the latter consultation included a copy of the draft policy and a three-column document describing the current policy, the proposed changes and the rationale for the amendments.

The committee appreciates those members who took time to provide their comments. In addition to the member consultations, the committee reviewed other provincial and territorial social work CPE policies, researched policies of other regulated professional groups and reviewed academic research on the subject. The committee presented the proposed amended CPE policy to the NBASW Board of Directors at a few separate meetings which resulted in further amendments being made, such as the removal of a CPE audit process. The new proposed CPE policy will be brought to the membership for approval at the 2020-21 AGM. On behalf of the committee, I wish to express our deepest appreciation for the contributions by a long-standing member of the committee, Tanya Smith, whose term on the committee has recently ended.

**Susan Gavin, RSW**  
**Education Committee Chair**

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## 07 Indigenous Guidance Committee

The Indigenous Guidance Committee has held several meetings over the past year, all of which were virtual to adhere to the necessary COVID-19 safety measures. For the duration of the year, the Committee was hard at work developing the Cultural Competence Standards Regarding Social Work with Indigenous Peoples, which outline the minimum standard of knowledge and skills social workers must have when working with Indigenous peoples.

The Standards were sent for member consultation between March 10th and March 31st, 2021. During the consultation, the NBASW received four responses, all of which were extremely positive and in support of the Standards. The Committee appreciates all feedback received during the consultation process. After two years of work developing the Standards, the Committee is thrilled to announce that they were adopted at the May 2021 Board of Directors Meeting and are currently in effect.

The Committee has started the work of developing training based on the Standards, which it hopes to provide to members next year. We encourage everyone to educate themselves on the Standards and their ethical responsibilities as social workers and look forward to continuing our important work with the Association in the coming year.

**Theresa Dawn Louis, RSW and Michelle Sacobie, RSW**  
**Indigenous Guidance Committee Co-Chairs**

## 07 Practice Issues, Ethics and Professional Standards Committee

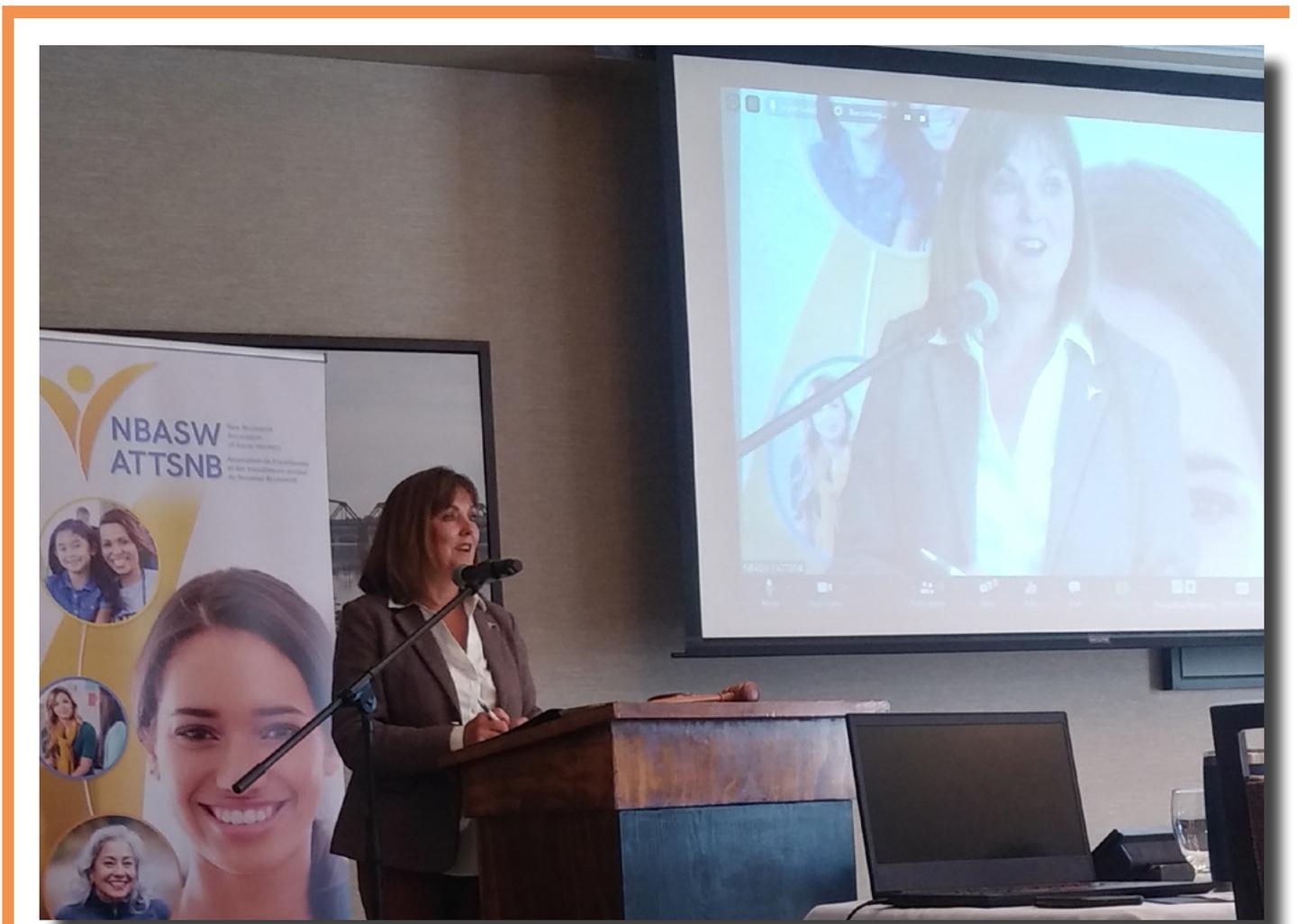
The members of the Practice Issues, Ethics and Professional Standards Committee are Erica Vienneau, Kathleen MacPhee, Anouk McGraw, and Jenny Haché. For your information, some positions are vacant on the committee. These positions need to be filled in order to continue the important work of the committee. If you are interested in participating, please inform the NBASW office.

During the year, members of the Committee were consulted during the development of the Standards Regarding Telehealth Services, the Use of Technology and Social Work Practice and on the Standards Regarding the Capacity of Minors to Consent to Social Work Services.

The Committee received one Ethical Submission, on Consent and Confidentiality, from the membership during 2020-2021. Members look forward to continuing to provide this valuable consultation service to members in the upcoming year. The NBASW Registrar, Martine Paquet is also the primary contact for Practice Standards and Ethics, therefore if you have any ethical questions, please feel free to contact Martine Paquet, or complete the Practice Issues, Ethics and Professional standards form that can be found on the NBASW website.

I would like to thank all of the members of the committee for their ongoing work and dedication.

**Jenny Haché, RSW**  
**Board liaison**



*NBASW President, Géraldine Poirier Baiani, Presenting at the 2020 Annual General Meeting*

# 08

## Promotion of the Profession Committee

This year, the Promotion of the Profession Committee has continued with the work already under way. In spite of the pandemic, we have continued meeting virtually and by conference call.

We have continued our work on the terms of reference and held our third annual “Promote my Profession” contest in March. Congratulations to winners Amy O’Keefe and Melanie Polley!

Most of our work has been focused on continuing initiatives to promote the profession, and we have continued to work with the M5 firm. The first phase of our plan was to educate the public about all the things social workers do. According to the feedback we have received and the figures (statistics) provided to us by m5, this first objective is something for us to be proud of. Right now, the committee is beginning work on the second phase, which involves getting a full understanding of the roles and impacts of New Brunswick social workers.

Over the coming year, the committee is going to work on our promotional plan and look at our definition of “honorary member”, consulting different current definitions to see which one would best meet our needs.

I would like to thank Communications Officer, Laure Piccetto, as well as Executive Director Miguel LeBlanc, for their availability and contributions. I also thank the other members of the committee—Karine Levesque, Carla Gregan-Burns, Vickie Maltais and Géraldine Poirier Baiani—for all their fine work, especially since our schedules have changed a bit during the pandemic. Last but not least, thank you to all of you, New Brunswick social workers, for your support and your constructive comments on social media and elsewhere. They are very much appreciated.

**Théo Saulnier, RSW**  
**Promotion of the Profession Committee Chair**

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# 09

## Social Action Committee

The Social Action Committee was happy to welcome several new members this year. Currently, the committee includes Erin Jackson (Chair), Jenny Haché (Board Liaison), Samantha Martin, Olivia Newcombe, Joelle Blais, and Zo Bourgeois. The Committee also wishes to thank Erica Vienneau, former Board Liaison, for her involvement with the Committee the past two years.

Despite the challenges brought on by the pandemic, the Social Action Committee met by video chat to hear about the work the St. Thomas University Post-Degree Bachelor of Social Work students did as part of their Social Action Placement with the NBASW. The placement focused on researching Safe Injection Sites and determining what were New Brunswick social workers’ perceptions of Safe Injection Sites. The Committee provided the students with valuable feedback and insight on the subject.

The Committee also provided instrumental feedback in the development of various NBASW documents, including the Guidelines Regarding Social Work and the Use of Naloxone, which was adopted by the NBASW Board of Directors in September 2020 and which made it clear that social workers can administer Naloxone while working when an overdose is reasonably suspected, as long as they are competent in doing so and there are no other qualified health professionals present.

The NBASW wishes to thank the committee members for their ongoing commitment to furthering social action and looks forward to seeing what activities the Social Action Committee takes on in the coming year.

**Submitted on behalf of the Social Action Committee,**  
**Keara Grey, RSW,**  
**NBASW Social Work Consultant**

## Seeking New Committee Members

The NBASW currently has a number of vacancies on various committees. We are always looking for new members to join our committees and offer their unique expertise to the groups. Volunteering on a committee is a great way to interact with fellow New Brunswick social workers, earn CPE hours, and get involved in your Association.

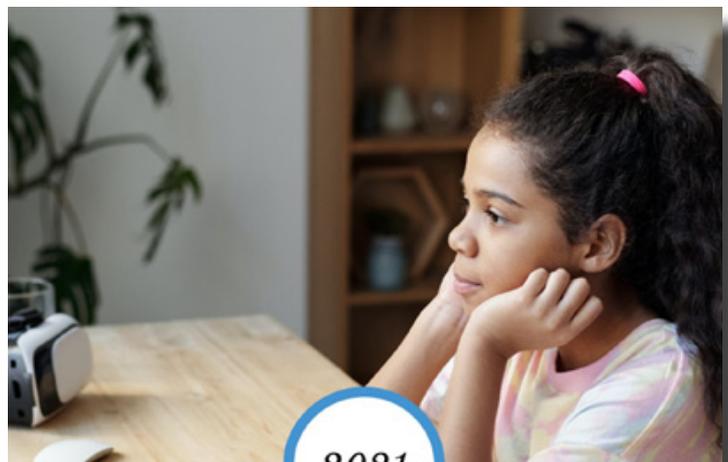
If you're interested in joining one of the Committee, please visit our website for more information on what each committee does and fill out the application form. You can also contact our office by emailing [info@nbasw-attsnb.ca](mailto:info@nbasw-attsnb.ca) for more information.

# Development of Documents, Guidelines and Standards

During the past year, the NBASW published documents for various government consultations, including 2021-2022 Pre-Budget Consultation Recommendations and Vision for Health Care in New Brunswick papers. In both papers, the NBASW emphasized the importance of New Brunswickers having access to timely and appropriate mental health services when they need them most, including during crisis situations to which police respond. Throughout the year, the NBASW has continued advocating for an on-call mental health intervention model that be made available, province-wide, on a 24/7 basis. This model would allow police to call upon on-call social workers to provide in-person mental health and crisis intervention services. This proposed model has been viewed favourably by the police officials with which it was discussed and the NBASW looks forward to continuing these discussions in the coming year.

During the past year, the NBASW was proud to adopt various guidelines and standards documents that not only serve to provide clarity and guidance to social workers, but that help further social justice issues. These documents included the **Guidelines Regarding Social Work and the Use of Naloxone**, the **Standards Regarding Telehealth Services**, the **Use of Technology and Social Work Practice**, the **Cultural Competence Standards Regarding Social Work with Indigenous Peoples**, and the **Standards Regarding the Capacity of Minors to Consent to Social Work Services**. These documents were highlighted as priorities for the Association, due to the recurring questions that both social workers and members of the public had regarding these subjects.

With regards to social action and progressive social policy, the **Standards Regarding the Capacity of Minors to Consent to Social Work Services** are particularly noteworthy. For years, the Association received calls from both social workers and members of the public regarding children and youth wishing to receive services, but who did not have a legal guardian willing to provide consent for them to receive these services. Knowing that these children and youth, some of the most vulnerable individuals in society, were falling through the cracks led the Association to develop the standards, after seeking legal advice and consulting with a variety



2021

### STANDARDS REGARDING THE CAPACITY OF MINORS TO CONSENT TO SOCIAL WORK SERVICES

New Brunswick Association of Social Workers

Adopted by the Board of Directors February 27, 2021



of key stakeholders. The Standards Regarding the Capacity of Minors to Consent to Social Work Services are based on the Mature Minor Doctrine, a common law Supreme Court ruling that states that anyone who has the capacity to fully understand the nature and consequences of treatment, regardless of age, can consent to receiving services. This provides clarity to social workers that they can provide services to children and youth who have the capacity to provide consent. In adopting these Standards, more children and youth of New Brunswick will be able to access social work services when they need them most. The NBASW plans to begin developing an accompanying guideline regarding capacity assessments in the coming year.

The Association looks forward to continuing furthering social action initiatives, in addition to continuing advocacy and engagement in the development of social policy, in the coming year.

## Did you know?

The mature minor doctrine is common-law that states if a child or youth is able to fully understand the nature and consequences of a proposed treatment, they can consent to receiving services. There is no minimum age on being able to provide consent, it is based on individual capacity.

# Chapter Reports

The NBASW membership belongs to 11 individual chapters, which are divided regionally. Each member of the Association belongs to a chapter, and chapters address regional issues for membership, help members with professional development, and act as a liaison between their members and the Board of Directors. The following are this year's chapter reports.

## 01

### Acadian Peninsula Chapter

The executive of the Acadian Peninsula Chapter of the NBASW is made up of the following members: André-Marc Friolet, Chapter Director; Geneviève Bourgeois, President; Annette Comeau, Treasurer; Julie Lanteigne, Secretary; Théo Saulnier, Advisor. The executive has met a few times by Zoom to maintain regular contact during the COVID-19 pandemic. The Acadian Peninsula Chapter now has a private Facebook group, called "ATTSNB Chapitre de la Péninsule acadienne", which has 88 members so far. Facebook helps us to facilitate communication with our members and share local, provincial, and national information about social work with them.

We also send out important information by email, in order to reach as many members as possible. We have held contests that have been very popular on our Facebook page and have brought people together. For the first contest, we asked members to share the ways they have found to manage stress. We also held a contest for Valentines Day, and asked members to share the name of a social worker who deserved the prize and why. The contest went well and brought out a positive feeling that everyone can appreciate during the pandemic. On a personal note, this contest really made me smile and was a reminder that, even during difficult times such as the COVID-19 pandemic, we can encourage each other, acknowledge the great strengths, and fine qualities of our colleagues, and say so right out loud. It was a great activity. We also distributed promotional items to several members during Social Work Month. The executive has a lot more ideas and hopes to reach out to even more members over the coming year. I wish everyone continued success!

**Geneviève Bourgeois, RSW**  
**Acadian Peninsula Chapter President**

# 02

## Edmundston/Grand Falls Chapter

The Edmundston/Grand-Falls Chapter of the NBASW has remained active in spite of a very different year! With the wind in our sails after a successful relaunch, there we were, stopped dead by a pandemic that has shaken the world. Members of the executive have still shown themselves, however, to be dedicated and motivated, by holding monthly meetings virtually. In spite of the restrictions that have been imposed and the impossibility of organizing meetings and the educational session included in the operational plan, we have tried to keep the chapter active and give it a higher profile by reaching out to members via Facebook and having informal dialogues in some professional sectors. It has been important to keep everyone feeling involved and supported in their essential roles, given all the uncertainty related to the pandemic; we have exchanged quotes, news and announcements from the NBASW, such as the new guidelines, as well as the theme and contest for National Social Work Month: Social Work is Essential.

In order to meet members' expectations, a survey was sent to members last February, with the help of NBASW Communications Officer Laure Piccetto, who provided exceptional support. Thank you, Laure! A significant number of members were pleased to fill out the survey, which enabled us to determine expectations, interests, and needs of members regarding training and meetings. A contest will be held soon for the participants. The feedback enabled us to amend the operational plan and begin organizing virtual educational sessions for the next few months, while hoping for an annual meeting for members in person next fall. As of the writing of this report, we are about to distribute masks and tote bags received from the NBASW, and we are working on a first webinar for members in partnership with the NBASW Registrar for next May, as well as special recognition for members. Stay tuned.

The members of the 2021 executive are Fernand Sirois, President (first term, extended), Monique Dubé-Michaud, Vice-President, Kristine Johnson-Leblanc, Secretary (first term, extended), and Sandra Soucy, Acting Treasurer. The chapter would like to thank outgoing Vice-President Julie Ouellette and outgoing Treasurer Alain Clavette for their time and interest in relaunching the chapter! Finally, we would really like to be able to present a "more normal" report next year about awarding prizes and distinctions. Until that time, we would like to acknowledge the dedication of all social workers in every sector in the province, as well as the NBASW staff, who have been enthusiastic advocates of community needs during the fight against the pandemic. During this critical year, we have been able to adjust our service delivery and change our schedules and work tools to be there for the most vulnerable. This is front-line warriors' work, which is seldom acknowledged. Bravo for being Essential to all New Brunswickers!

**Fernand Sirois, RSW and Karine Levesque, RSW**  
**Edmundston/Grand Falls Chapter President and Chapter Director**

# 03

## Fredericton Chapter

The Fredericton Chapter executive consists of President, Tara Hay, Vice President Kaitlin Pauley, Secretary Maureen MacNeil and Chapter Director Susan Gavin.

The chapter in partnership with the Fredericton education committee has been able to conduct business meetings and educational sessions on a regular basis beginning in the Fall. Covid has provided challenges, but we were able to take advantage of technology and switch to virtual meetings. The chapter purchased a Zoom license and the sessions and meetings have been successful. We are seeing an increase in how many members are joining, which has been very encouraging. The educational sessions are an excellent opportunity for members to enhance their knowledge, network and be informed about chapter activities. In support of Social Work month, the education committee has historically hosted a full day event for the membership, but with the restrictions this year they were able to organize a Paint and Sip virtually, which members were given the opportunity to relax and connect with their creative side.

Due to the pandemic the chapter was unable to host the 2020 AGM, but the chapter executive, along with Valerie Delong, Cassandra Tarfa and Murray Weeks have been working hard to ensure that the AGM this year will be a success. The Fredericton chapter is fortunate to have a very active and organized Education Committee, chaired by Valerie Delong. The education committee has been able to plan a variety of educational sessions to help support the entire membership. In November 2020 they planned an interactive virtual interactive event on Mindfulness and Yoga with Dr. Bill Cook & Wendy Carty. This was a just what we needed in the midst of the pandemic to remem-

ber how to take care of ourselves with feeling grounded and relaxed. In December when everything is busy, we prepared a Christmas themed game of trivia. To start off the new year we got back to business and Murray Weeks provided an informative session on Narrative Therapy. Switching gears again to provide members with information to help them plan for their retirement the committee had a presentation from Martine Paquet and Moore Financial/Wealth Management which had tips and suggestions for every age to help them be more informed about the choices and options for retirement. As mentioned above, for Social Work Month we were encouraged to use a different part of our mind and be creative with Géraldine Poirier Baiani guiding us in a beautiful painting of a bright red flower.

The Fredericton chapter had a very successful year and is looking forward to increasing its engagement with chapter members in the coming year. The chapter welcomes more members to become involved with chapter events and welcomes suggestions for future educational topics. The Fredericton chapter offers wonderful ways for local social workers to network and learn about what is going on in other areas of social work practice.

**Tara Hay, RSW**  
**Fredericton Chapter President**



*Tara Hay, Fredericton Chapter President, Susan Gavin, Fredericton Chapter Director, and Chapter members Valerie Delong, Cassandra Tarfa, and Kaitlin Pauley at a Chapter meeting.*

## 04 Miramichi Chapter

Since the beginning of the Covid-19 pandemic, the Miramichi Chapter has not been very active. I only began my involvement in the chapter in December 2019 therefore I cannot really compare other years to the current one, but my colleagues agree that we have been at a standstill. We have not been doing any in person activities.

Last March we organized a gift card give away every week for the month of March during the Social Work Month. Members were really encouraged by this, therefore this year we tried again with great success, all the members, especially the winners, were pleased. During the month of February, the Miramichi Youth House held their coldest night of the year fundraising campaign to help at risk youth in the community. The chapter decided that we would do a 50/50 draw in support of this fundraiser. The Executive donated for the local chapter and our members also participated. This participation from our members was very much appreciated from the Miramichi Youth House, with Covid restrictions this fundraiser looked different than previous years.

As mentioned, we have not been doing in person activities therefore there are no pictures to attach. The chapter is hopeful that we will be able to start in person activities that will increase participation.

**Mylène Morris, RSW**  
**Fredericton Chapter Director**

## 05 Moncton Chapter

The past year has had many challenges for social workers. The current COVID-19 pandemic has meant office closure and working from home for some, while others have had to work with the public under less-than-ideal circumstances. Social workers have risen above and beyond to offer quality services to their clients, while trying to manage, more often than not, a substantial increase in caseload. We thank you for your continued dedication to our profession!

With the pandemic, the year got off to a slow start. It was decided not to hold an event in the summer. Face-to-face meetings and activities were not possible, so we took it to an online platform and this has worked out well. We have also kept in contact with our members through email and our Facebook page.

Meetings were held on September 2nd 2020, September 30th 2020, November 10th 2020, and February 18th 2021 to plan the AGM and Chapter activities. Two positions became available, that of Director and President, and it was decided to have a meeting on October 5th to welcome any new members who might be interested in joining our committee.



*Moncton Chapter Members gathered online at the 2020 Moncton Chapter Gingerbread tree event night*

The AGM was held on October 13th 2020. Committee members were voted in as follows: Jenny Élise Haché as Director, Valerie Roy-Lang as President, Cindy Budd as Vice-President, John Eatmon as Treasurer, Leanne Trites as Secretary, and Stephanie Savoie as a regular member.

The former Director and the former President, Erica Vienneau and Jennifer-Anne Geddes were recognized and thanked for their contributions to the Moncton Chapter. A Rock Painting Night was held on October 15th 2020 which included trivia questions and prizes to be won. Our holiday event was held on December 10th 2020 and included gingerbread tree decorating, an ugly sweater contest, trivia questions and prizes to be won. In February 2021 a survey was sent to our members to find out which activities or events they would like held for the coming year. Many took part in the survey and we received a lot of recommendations for the coming year as well as positive feedback from our members. Finally, on March 26th 2021 we welcomed Tammy Ward, former RCMP officer, yogi, and motivational speaker, who gave us a presentation she titled 'Self Care – You Cannot Pour from an Empty Cup'. Members who participated gave a lot of positive feedback on the presentation.

Although the past year has been challenging and we were not able to hold face to face meetings, we have had a good turnout at our online events. We thank our members and wish for a better year ahead!

**Moncton Chapter President,  
Valerie Roy-Lang, RSW**

## 06 Saint John Chapter

This was a challenging year for networking and educational opportunities for the Saint John Chapter largely in part to COVID-19 pandemic restrictions. We had initially hoped to have the opportunity to gather in December for our usual Christmas Social and again in March for Social Work week. Both were cancelled as we could not find venues large enough to be able to gather. We have had some discussions for educational opportunities in 2021 via platforms like Teams or Zoom but this is still in the planning phase.

We have been fortunate in having an influx of new graduates come to Saint John for employment opportunities and they have shown some interest in being a part of the local chapter of the NBASW. This has renewed some energy in the chapter to get working on ways to support education and advocacy opportunities. Although the year has been a difficult one, it's also highlighted the essential role social workers have in our community.

**Ian Rice, RSW  
Chapter Director**

## 07 Sussex Chapter

In the midst of our social work celebrations of March last year, our plans were cancelled due to the COVID-19 pandemic. Since then, our chapter had been quiet until we had our first meeting of the year in February. At our meeting, we made plans to celebrate social work month. In March, we gathered virtually and enjoyed a nice meal from Knock's Cafe in our offices. We played social work bingo (the squares related to our work and included things like 'dog bit me', 'made a difference', 'practiced self care', etc), did a word unscramble and word search (with the words being related to social work of course!). A fun time was had by all! Cards were also distributed to our membership.

We plan to have another meeting before the years end to select a winner for the bursary that we offer to high school students going into a social work related field. I want to give a special thank-you to our social work celebration planning committee: Christine Mitton, Crystal Parlee, Connie Folkins, Jean Beyer, Jessica McMillan and Sharon Brown. And another thank-you to our committee: President: Sharon Brown, Vice-President: Anisa Pynn, Treasurer: Pam Cole, and Director: Sheena MacDonald.

Thank-you to the NBASW staff and all social workers for working to make our profession better!

**Sharon Brown, RSW  
Sussex Chapter President**

# 08 Restigouche Chapter

The Restigouche Chapter has held one meeting for its members since last year. It was difficult due to COVID-19 to do activities and meetings, however during this year's social work month, the Restigouche Chapter took the opportunity to become more active again for the members of the Restigouche region.

For this year's Social Work Month in March, we had the privilege of participating in Julie Thériault-Guitard's workshop on The Power to Transform Our Lives. This workshop was able to highlight the importance of taking care of yourself as well as the importance of recognizing the strength that we have, in order to make changes for a more healthy and balanced life.

Again, during Social Work Month, we did a few draws, one being the 2021-2022 membership.

We also hosted a guest by ZOOM to introduce us to Canada's Indigenous Families Act for Child Welfare.

Considering that our chapter will be the one that will take care of the next Annual General Meeting in 2022, the chapter will form an organizing committee in order to ensure the smooth running of the 2022 Annual General Meeting.

On behalf of all of our Chapter members, we hope each of you have a great 2021 and find the strength to keep working during this global pandemic.

**Vickie Maltais, RSW**  
**Restigouche Chapter President**



# Financial Statement

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To the Members of The New Brunswick Association of Social Workers Incorporated

## *Opinion*

We have audited the financial statements of The New Brunswick Association of Social Workers Incorporated (the Association), which comprise the statement of financial position as at March 31, 2021, and the statements of changes in net assets, operations and cash flow 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 Association as at March 31, 2021, and the results of its operations and its cash flow 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 Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

Management is responsible for the preparation and fair presentation of the financial statements in accordance with 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 Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association'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 Association'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 Association'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 Association 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.

Fredericton, New Brunswick  
May 7, 2021



CHARTERED PROFESSIONAL ACCOUNTANTS

**THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED**

**Statement of Financial Position**

**March 31, 2021**

	2021	2020
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 1,125,028	\$ 883,746
Term deposits <i>(Note 3)</i>	558,535	713,539
Accounts receivable	3,512	-
Prepaid expenses	4,512	2,408
	1,691,587	1,599,693
PROPERTY AND EQUIPMENT <i>(Note 4)</i>	25,506	30,999
INTANGIBLE ASSETS <i>(Note 5)</i>	12,005	23,780
	\$ 1,729,098	\$ 1,654,472
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 87,963	\$ 79,314
Government remittances payable	8,059	7,782
Unearned membership dues <i>(Note 6)</i>	622,162	588,429
	718,184	675,525
<b>NET ASSETS</b>		
Unrestricted	225,863	130,053
Restricted	747,540	794,115
Invested in Property and Equipment and Intangible Assets	37,511	54,779
	1,010,914	978,947
	\$ 1,729,098	\$ 1,654,472

**THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED**

**Statement of Changes in Net Assets**

**Year Ended March 31, 2021**

	Unrestricted	Restricted	Invested in Property and Equipment and Intangible Assets	2021	2020
NET ASSETS - BEGINNING OF YEAR	\$ 130,053	\$ 794,115	\$ 54,779	\$ 978,947	1,040,523
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	75,478	(23,293)	(20,218)	31,967	(61,576)
INVESTMENT IN PROPERTY AND EQUIPMENT AND INTANGIBLE ASSETS	(2,950)	-	2,950	-	-
INTERFUND TRANSFERS (Note 7)	23,282	(23,282)	-	-	-
NET ASSETS - END OF YEAR	<u>\$ 225,863</u>	<u>\$ 747,540</u>	<u>\$ 37,511</u>	<u>\$ 1,010,914</u>	<u>978,947</u>

**THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED**

**Statement of Operations**

**Year Ended March 31, 2021**

	2021	2020
<b>REVENUE</b>		
Membership dues	\$ 757,320	\$ 738,073
Interest	4,854	11,266
Other	6,491	360
Wage subsidies and recoveries	18,225	-
	786,890	749,699
<b>EXPENSES</b>		
Board and executive meetings	6,485	19,984
Chapter rebates	21,221	19,635
Committee expenses	2,128	24,195
Complaints and discipline	26,346	37,195
Credit card fees	16,977	15,946
Dues - C.A.S.W., C.C.S.W.R., and A.S.W.B.	76,887	71,318
Equipment lease	-	6,062
Insurance	8,081	7,549
Meetings and conventions	14,508	15,956
Office	13,361	14,376
President's expenses	414	5,540
Professional fees	26,257	27,228
Public relations and promotions	18,111	1,594
Rent	33,942	33,942
Salaries, wages and subcontracts	392,151	366,222
Scholarships	2,500	5,000
Services to members	35,554	30,097
Staff expenses	2,657	15,153
Telephone	10,835	8,527
Travel and donations	237	417
Website and computer support	2,760	12,708
	711,412	738,644
	75,478	11,055
<b>RESTRICTED INCOME (EXPENSE)</b>		
Interest (restricted)	8,137	10,387
Re-Opening of Act	-	(17,439)
Public campaign	(31,430)	(44,132)
	(23,293)	(51,184)
	52,185	(40,129)
<b>OTHER EXPENSES</b>		
Amortization of property and equipment	(8,444)	(9,817)
Amortization of intangible assets	(11,774)	(11,630)
	(20,218)	(21,447)
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>\$ 31,967</b>	<b>\$ (61,576)</b>

**THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED**

**Statement of Cash Flow  
Year Ended March 31, 2021**

	2021	2020
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency) of revenue over expenses	\$ 31,967	\$ (61,576)
Items not affecting cash:		
Amortization of property and equipment	8,444	9,817
Amortization of intangible assets	11,774	11,630
	52,185	(40,129)
Changes in non-cash working capital:		
Accounts receivable	(3,512)	-
Prepaid expenses	(2,104)	26
Accounts payable and accrued liabilities	8,649	2,817
Unearned membership dues	33,733	24,559
Government remittances payable	277	(2,926)
	37,043	24,476
	89,228	(15,653)
<b>INVESTING ACTIVITIES</b>		
Purchase of property and equipment	(2,950)	(7,930)
Purchase of intangible assets	-	(1,156)
Term deposits	155,004	(14,174)
	152,054	(23,260)
<b>INCREASE (DECREASE) IN CASH</b>	<b>241,282</b>	<b>(38,913)</b>
<b>CASH - BEGINNING OF YEAR</b>	<b>883,746</b>	<b>922,659</b>
<b>CASH - END OF YEAR</b>	<b>\$ 1,125,028</b>	<b>\$ 883,746</b>

# THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED

## Notes to Financial Statements

Year Ended March 31, 2021

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### 1. DESCRIPTION OF OPERATIONS

The New Brunswick Association of Social Workers is a not-for-profit organization that governs and regulates social work services provided to the public in the Province of New Brunswick.

### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### Basis of presentation

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

#### Cash and cash equivalents

The Association considers cash on hand, short-term deposits and balances with banks, net of overdrafts as cash or cash equivalents. Bank borrowings are considered to be financing activities.

#### Financial instruments policy

The Association considers any contracts a financial asset, liability, or equity instrument as a financial instrument, except in certain limited circumstances. The Association accounts for the following as financial instruments:

1. Cash and cash equivalents
2. Trade and other receivables
3. Payables and accruals
4. Term deposits

A financial asset or liability is recognized when the Association becomes party to contractual provisions of the instrument.

The Association initially measures its financial assets and financial liabilities at fair value, except for certain non-arm's length transactions.

Financial assets or liabilities obtained in related party transactions are measured in accordance with the accounting policy for related party transactions except for those transactions that are with a person or entity whose sole relationship with the Association is in the capacity of management in which case they are accounted for in accordance with financial instruments.

The Association subsequently measures its financial assets and financial liabilities at cost or amortized cost less any reduction for impairment, except for term deposits which are measured at fair value.

The Association removes financial liabilities, or a portion of, when the obligation is discharged, cancelled, or expires.

**THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED**

**Notes to Financial Statements**

**Year Ended March 31, 2021**

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Property and equipment

Property and equipment is stated at cost or deemed cost less accumulated amortization. Property and equipment is amortized over its estimated useful life on a declining balance basis at the following rates:

Furniture, fixtures and equipment	20%, 30%
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The Association regularly reviews its property and equipment to eliminate obsolete items.

Intangible assets

The website design and development costs are capitalized and being amortized on a straight-line basis over four years.

Use of estimates

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. Such 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.

Revenue recognition

Membership dues, interest and other revenues are recognized on the accrual basis as earned. Project grants are recognized as revenue in the year in which the related expenses are incurred.

3. TERM DEPOSITS

Term deposits are interest bearing at rates of 1.10% and have maturity dates within one year.

4. PROPERTY AND EQUIPMENT

	Cost	Accumulated amortization	2021 Net book value	2020 Net book value
Furniture, fixtures and equipment	\$ 148,156	\$ 122,650	\$ 25,506	\$ 30,999

5. INTANGIBLE ASSETS

	2021	2020
Website design and development costs	\$ 47,098	\$ 47,098
Accumulated amortization	(35,093)	(23,318)
	\$ 12,005	\$ 23,780

# THE NEW BRUNSWICK ASSOCIATION OF SOCIAL WORKERS INCORPORATED

## Notes to Financial Statements

Year Ended March 31, 2021

### 6. UNEARNED MEMBERSHIP DUES

This amount represents dues collected for the 2021-2022 year, net of associated CASW fees.

### 7. RESTRICTED NET ASSETS

The Board of Directors has internally restricted resources for specific purposes as follows:

The Contingency fund can be accessed for day to day operations of the Association in the event of a revenue shortfall.

The Defence fund can be accessed in order to cover the legal and associated costs of disciplinary hearings.

The Scholarships fund can be accessed to cover the costs of bursaries awarded by the Association.

The Public Campaign fund can be accessed for future projects as determined by the Board of Directors.

The Communication Officer fund can be accessed in order to cover the costs related to the communication officer.

	2021		2020
Contingency	\$ 412,426	\$	410,580
Defense	228,147		200,801
Scholarship	31,007		31,007
Public Campaign	75,960		92,403
Communication Officer	-		59,324
	<u>\$ 747,540</u>	\$	<u>794,115</u>

During the year, the Association transferred \$3,651 to the Unrestricted Fund from the Contingency Fund, \$25,618 to the Defence Fund from the Unrestricted Fund, \$14,100 to the Public Campaign Fund from the Unrestricted Fund, and \$59,349 to the Unrestricted Fund from the Communication Officer Fund.

### 8. SIGNIFICANT EVENTS

On March 11 2020, the World Health Organization characterized the outbreak of a strain of the novel coronavirus ("COVID-19") as a pandemic which has resulted in a series of public health and emergency measures that have been put in place to combat the spread of the virus. The duration and impact of COVID-19 is unknown at this time and it is not possible to reliably estimate the impact that the length and severity of these developments will have on the financial assets and condition of the Association in future periods.

# Notes

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# Notes

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