



Newfoundland & Labrador

College of
Social Workers

2021-22 Annual Report

Excellence in Social Work: The Roadmap

2021-2024 Strategic Plan

VISION Excellence in Social Work

MISSION

NLCSW advances and promotes ethical and professional social work practice in the public interest.

VALUES

Integrity
Respect
Collaboration
Social Justice

Newfoundland & Labrador

College of Social Workers

WHO WE ARE

NLCSW is established by legislation to regulate and advance the practice of social work in Newfoundland and Labrador.

NLCSW VALUES

These values represent the underlying philosophies upon which NLCSW operates and this plan is built:

INTEGRITY: Leading with integrity ensuring actions and processes are clear, impartial, and ethical

RESPECT: Valuing the perspectives and dignity of all people

COLLABORATION: Building purposeful relationships based on mutual respect and cooperation

SOCIAL JUSTICE: Valuing fairness, inclusivity, and equity

STRATEGIC GOALS

REGULATORY LEADERSHIP

- Enhance social work regulation and the registration process through continuous quality review
- Advance the professional conduct review process through ongoing evaluation
- Collaborate with other organizations towards regulatory excellence
- Focus on achieving excellence in regulatory governance

PRACTICE EXCELLENCE

- Provide leadership in the development of practice resources
- Support the continuing competency of social workers
- Promote expertise, diversity, and leadership in social work practice
- Advance the social determinants of health through a social justice framework

STAKEHOLDER ENGAGEMENT

- Promote understanding of social work regulation and NLCSW's role
- Engage in continuous evaluation of communication strategies
- Enhance public engagement
- Collaborate to advance the diversity and scope of social work



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The photos throughout the report were submitted by Registered Social Workers. Photo Credits:
Pg. 5 – June Kirkland-Smith, Sherwink Trail
Pg. 9 – Katherine Taylor-Rogers, Bonavista
Pg 12 – Rebecca French, Signal Hill Trail
Appendix A – Megan Spurrell, Labrador

Message from the Board Chair & Executive Director/Registrar

We are pleased to present the 2021-22 Newfoundland and Labrador College of Social Workers (NLCSW) Annual Report covering the period from March 1, 2021 – February 28, 2022.

The fiscal year began with input from NLCSW members, [board](#), [committees](#), and [staff](#) as part of our strategic planning process. The result was a detailed roadmap to guide NLCSW decision-making throughout all levels of the organization for the next 3 years.

“NLCSW’s 2021-24 Strategic Plan marks a renewed commitment to a vision and mission that continues to advance our public protection mandate. Through a recommitment to the values of integrity, respect, collaboration and social justice, NLCSW is well positioned to work towards the 3 strategic goals outlined in the plan.”
– NLCSW Board Chair Cheryl Mallard

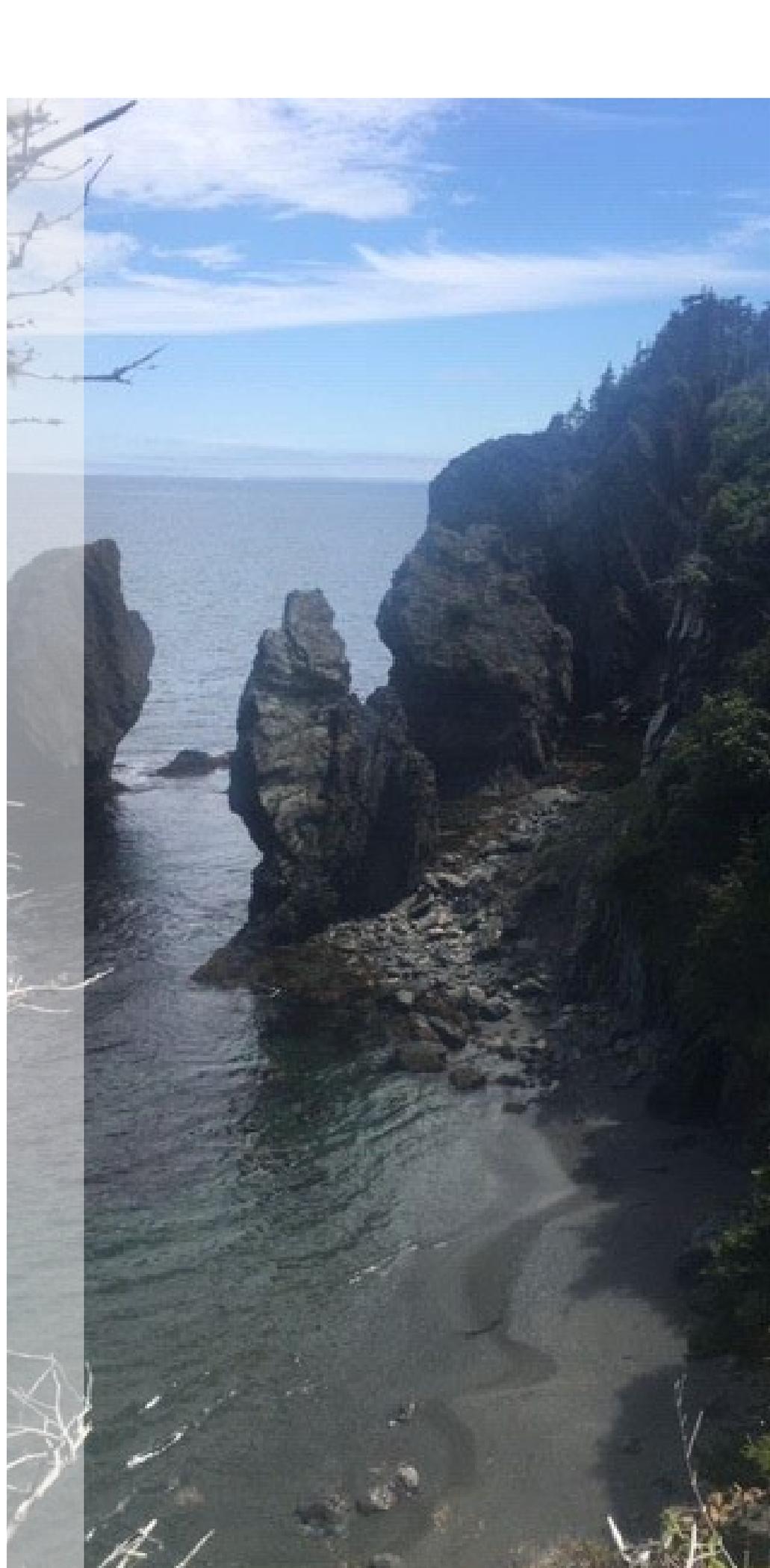
The vision of NLCSW remains Excellence in Social Work. We look forward to working with all stakeholders as we continue to advance this vision.



Cheryl Mallard
Cheryl Mallard
NLCSW Board Chair
MSW, RSW



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



2021-22 By the Numbers

Practice Resources:

- **11** New Releases
- **5** Resources Updated

Continuing Professional Education (CPE):

- **19** Hours Provided
- CPE Event Registration Surpassed **4000**

Ethical/Practice Consults Provided: **76**

Social Media:

- Twitter Feed **16%** Increase in Followers
- YouTube Channel **53%** Increase in Subscribers
9440 Total Views

2021-22 Membership Profile

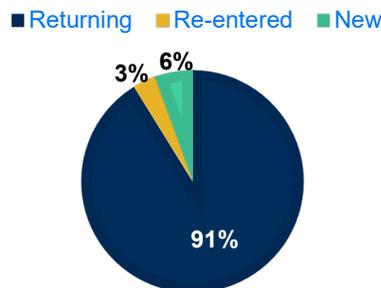
Number of Registrants & Non-Practicing Members



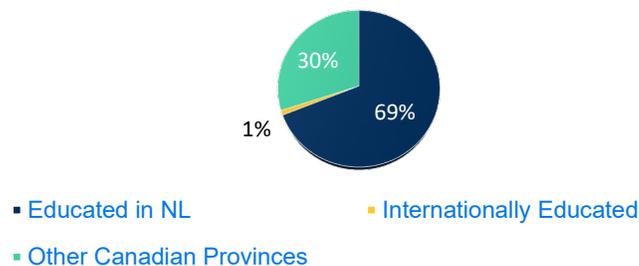
Registration Year	Net Growth in Registrants
2017-18	1.6%
2018-19	1.7%
2019-20	1.8%
2020-21	1.6%
2021-22	3.9%

Growth in the number of Registered Social Workers (RSWs) has been a consistent trend since social work became a regulated profession in **1992**.

2021-22 Registrant Breakdown



2021-22 New Registrant Breakdown



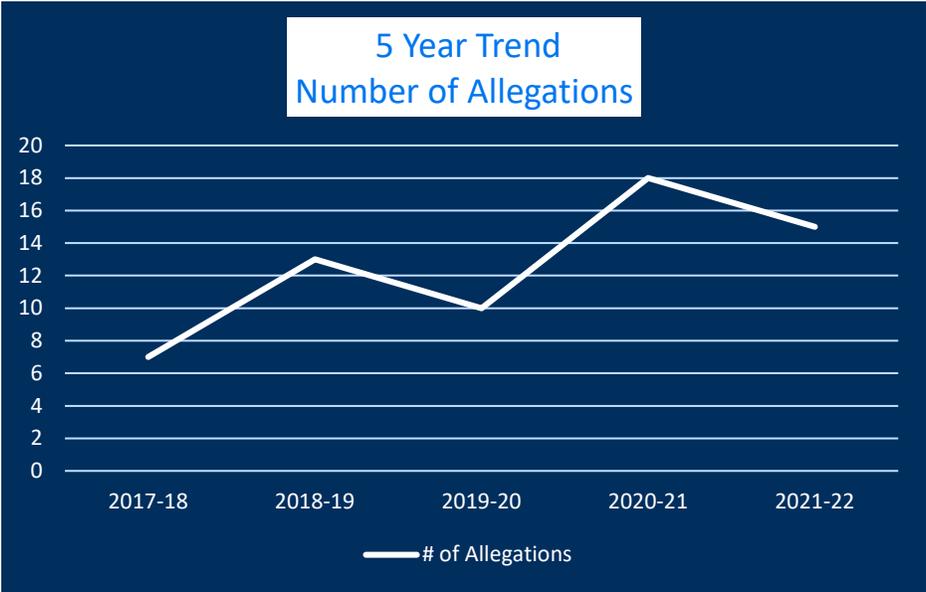
Average Age of Registrants: **42**

Largest Employer: **Regional Health Authorities**

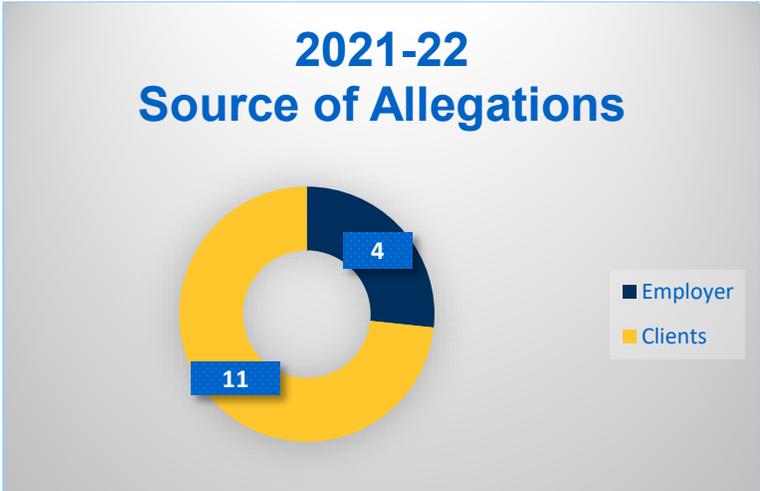
Professional Conduct Review (PCR) 2021-22 Overview

NLCSW is committed to advancing the PCR process through ongoing evaluation and stakeholder engagement. In 2021-22, key activities included:

- Introduction of exit surveys for complainants and respondents involved in the PCR process. This will be an ongoing initiative with the information gathered being used to help inform the PCR process by identifying areas for potential improvement.
- Development of a risk assessment tool for assessing allegations against practice. This has proven to be a valuable decision-making tool for NLCSW’s Complaints Authorization Committees (CACs).
- Enhanced training for both CACs and [Disciplinary Panel](#). While new board members received training regarding the role/function of CACs as part of their regular board orientation, CAC refresher training was also provided in 2021-22. The training needs of the panel were also reviewed, resulting in a session focused on the PCR processes in advance of matters being referred to the panel.
- Employer education sessions. NLCSW was pleased to offer several sessions to the Department of Children, Seniors and Social Development beginning in 2021-22. These sessions, focused on the PCR processes, registration and quality assurance, are slated to continue into the next year.



PCR 2021-22 Overview



ALLEGATION OUTCOME	TOTAL
DISMISSED	10
REFERRAL TO HEARING	2
ALTERNATIVE DISPUTE RESOLUTION	1
CAUTION AND COUNSEL	1
INVESTIGATION IN PROGRESS	1

2021-22 Key Actions/Activities

New Strategic Plan Released

- Development of the [2021-24 Strategic Plan](#) involved a collaborative process with feedback gathered from NLCSW members, board, committees and staff. This input laid the groundwork for all discussions and served to inform the final plan. The pages that follow detail the key actions and activities from 2021-22 which served to advance the strategic goals of **Regulatory Leadership**, **Practice Excellence**, and **Stakeholder Engagement**.

Regulatory Leadership

- NLCSW worked with the Association of Social Work Boards (ASWB) and testing centre Pearson Vue to add another testing site for the re-entry to practice exam. A site in Stephenville was secured and work continues to secure more sites.
- Growth in the provision of electronic social work services continued in 2021-22. NLCSW's board approved an electronic practice fee for RSWs from other Canadian jurisdictions. The renewal period for this group was also harmonized to coincide with NLCSW's annual registration renewal period.
- As part of NLCSW's commitment to continuous quality improvement of the registration/renewal process, a streamlined version of the Update My CPE tracking tool was released. Usage of this tool, which currently sits at 40% of NLCSW's membership, is expected to trend upwards into the next year.
- NLCSW continued to collaborate with other organizations with a focus on advancing regulatory excellence. This included ongoing collaboration with the Health Regulators Network of NL, Canadian Council of Social Work Regulators (CCSWR), ASWB and the International Federation of Social Work Regulators. A noteworthy development in 2021-22 was the commencement of a project by the CCSWR to create a resource guide to examine regulatory practices and policies from an anti-racist lens.

NLCSW's website has a section dedicated solely to [electronic practice](#) which includes practice criteria and resources for RSWs as well as information for clients.



Practice Excellence

- A key objective in [NLCSW's 2021-24 Strategic Plan](#) is to provide leadership in the development of practice resources. The numbers highlighted on page 5 of this report demonstrate NLCSW's commitment to advancing this objective.
- NLCSW released a [Position Statement on Conversion Therapy](#), opposing the use of conversion or reparative approaches in social work practice and joined with the Canadian Association of Social Workers in supporting Bill C-6: An Act to Amend the Criminal Code (Conversion Therapy). In December 2021, the House of Commons unanimously agreed to pass the bill.
- NLCSW supported the continuing competency of social workers with **19** hours of education offered during 2021-22. In keeping with the Truth and Reconciliation Commission of Canada Calls to Action, the final education event for the year brought together a panel of experts who addressed collaborative relationship building in professional practice and fostering cultural competence. All education offerings are recorded and available for viewing on [NLCSW's YouTube channel](#).
- As part of supporting the continuing competency of social workers, NLCSW provided **76** ethical consultations. Boundaries, documentation, interjurisdictional practice, and private practice were some of the themes that emerged. These themes helped inform NLCSW's practice resources and education sessions throughout the year.
- The work of NLCSW's ad-hoc [Private Practice Advisory Committee](#) continued in 2021-22. Committee highlights included the completion of a comprehensive survey with social work private practitioners and release of a resource document titled [FAQ for Members of the Public](#). This resource was designed to help members of the public find a private practitioner who can meet their needs.
- NLCSW actively engaged with the Health Accord NL Task Force over the course of 2021-22. Priorities for better health and health care as well as the social work role in primary health care were shared as part of the engagement process. All discussions were informed by [NLCSW's Social Determinants of Health Policy Framework](#).

Practice Excellence

Promoting and Recognizing Social Work Leadership



Left: 2021 CASW Distinguished Service Award Recipient Dr. Shelly Birnie-Lefcovitch

Above: 2021 NLCSW Pride in the Profession Award Recipient Tammy Manning

2021 Award Recipients

The award recipients were recognized during a virtual celebration held during Social Work Month 2021. Excerpts from their speeches were published in the [July 2021 edition of Connecting Voices](#).

Stakeholder Engagement

- As part of the official release of the new strategic plan, NLCSW committed to sharing the key actions and activities that flow from each of the strategic goals. This process was designed to illustrate the important linkage between the strategic plan and the work of NLCSW. Communication that has been released to date can be accessed at [NLCSW 2021-2024 Strategic Plan | NLCSW](#).
- The [Spotlight on Social Work Regulation Series](#) was introduced as a new communication and engagement tool in 2021-22.
- FAQ modules for [new applicants](#) and [renewing registrants](#) were designed and added to NLCSW's website.
- As reported on page 7, stakeholder engagement in relation to the PCR process was strengthened in 2021-22 with the introduction of exit surveys for complainants and education sessions for employers.
- Key stakeholders, including NLCSW members, social work employers, and students received regular electronic updates from NLCSW throughout the year.
- A Social Worker Workforce Model Expert Group, chaired by the Department of Health and Community Services, was officially formed in 2021-22. NLCSW, along with representatives from the Regional Health Authorities, the Department of Children, Seniors and Social Development, Public Service Commission, public sector unions, and Memorial University School of Social Work worked collaboratively to develop a comprehensive social work workforce model. A final report is expected in spring 2022.



[Spotlight on Social Work Regulation](#) is a communication tool designed to promote an understanding of social work regulation and NLCSW's role, a key objective detailed in [NLCSW's 2021-24 Strategic Plan](#).



**Appendix A:
Audited Financial
Statements
Year Ended
February 28, 2022**

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Financial Statements
For the Year Ended February 28, 2022**

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Anthony J. Smith

Chartered Professional Accountant

P.O. Box 299
Bay Roberts, NL
A0A 1G0
Telephone: 709-786-1470
Facsimile: 709-786-7999
Email: tony.smith@nf.sympatico.ca

1.

INDEPENDENT AUDITOR'S REPORT

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

Opinion

I have audited the financial statements of the Newfoundland and Labrador College of Social Workers, which comprise the balance sheet as at February 28, 2022, and the statement of operating revenue and expenditure and changes in net assets and internally restricted reserves, and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Newfoundland and Labrador College of Social Workers as at February 28, 2022, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles for not-for-profit organizations.

Basis for Opinion

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

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

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian generally accepted accounting principles for private enterprises, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free of material misstatement, whether due to fraud or error. In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the organization's financial reporting process.

Auditor's Responsibilities for the Audit of Financial Statements

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

As part of an audit in accordance with Canadian generally accepted auditing standards, I exercise professional judgement and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for an opinion. The risk of not detecting a material misstatement from fraud is higher than the one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.
- Obtain an understanding of internal controls relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Newfoundland and Labrador College of Social Workers' internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Newfoundland and Labrador College of Social Workers' ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my audit opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Newfoundland and Labrador College of Social Workers to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Bay Roberts, Newfoundland and Labrador

May 6, 2022



Chartered Professional Accountant

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Balance Sheet
As at February 28, 2022**

	2022	2021
Assets		
Current		
Cash	\$ 695,250	\$ 697,688
Investments	902,678	853,971
Prepaid expenses	4,976	4,600
	<u>1,602,904</u>	<u>1,556,259</u>
Capital Assets (Note 2)	188,729	195,820
Total Assets	\$ 1,791,633	\$ 1,752,079
Liabilities		
Current		
Accounts payable and accruals	\$ 76,928	\$ 82,156
Statutory payroll remittances	13,009	12,633
Prepaid registration fees	676,948	649,518
	<u>766,885</u>	<u>744,307</u>
Accrued Employee Severance (Note 3)	51,615	50,603
	<u>818,500</u>	<u>794,910</u>
Net Assets		
Unrestricted	276,696	276,180
Internally restricted reserves (Page 4)	696,437	680,989
	<u>973,133</u>	<u>957,169</u>
Total Liabilities and Net Assets	\$ 1,791,633	\$ 1,752,079

On Behalf of the Board:

 Chair

 Executive Director/Registrar

See accompanying notes to the financial statements

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS**

**Statement of Changes in Net Assets
For the Year Ended February 28, 2022**

			2022	2021
	Unrestricted Net Assets	Internally Restricted Reserves	Total	Total
Balance, beginning of year	\$ 276,180	\$ 680,989	\$ 957,169	\$ 947,427
Excess of revenue over (under) expenditure	64,516	(48,552)	15,964	9,742
Allocations to reserves	(64,000)	64,000	-	-
Balance, end of year	<u>\$ 276,696</u>	<u>\$ 696,437</u>	<u>\$ 973,133</u>	<u>\$ 957,169</u>

**Statement of Changes in Internally Restricted Reserves
For the Year Ended February 28, 2022**

				2022	2021
	Disciplinary	Building	General Contingency	Total	Total
Balance, beginning of year	\$ 407,656	\$ 63,333	\$ 210,000	\$ 680,989	\$ 673,791
Revenues	2,000	-	-	2,000	4,000
Expenditures	(50,552)	-	-	(50,552)	(56,802)
Allocations to reserve from current year surplus	48,000	1,000	15,000	64,000	60,000
Balance, end of year	<u>\$ 407,104</u>	<u>\$ 64,333</u>	<u>\$ 225,000</u>	<u>\$ 696,437</u>	<u>\$ 680,989</u>

See accompanying notes to the financial statements

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Statement of Operating Revenue and Expenditure
For the Year Ended February 28, 2022**

	2022	2021
Revenue		
Registration fees	\$ 676,833	\$ 658,875
Investment income	5,992	10,646
Miscellaneous (Note 4)	10,690	12,350
	<u>693,515</u>	<u>681,871</u>
Expenditure		
Advertising and promotion	-	274
Amortization	9,848	11,612
Consultant fees	4,404	3,805
Heat and light	3,680	3,168
Information technology maintenance	31,394	19,452
Insurance	6,378	5,874
Interest and bank charges	11,863	10,399
Legal fees	5,086	7,460
Maintenance	6,407	6,469
Memberships, licenses and fees	61,166	61,311
Miscellaneous	749	625
Municipal tax	9,520	9,442
Office supplies	3,282	4,445
Photocopying	541	806
Postage	2,633	3,427
Professional development and training	3,018	2,532
Professional fees	8,478	8,347
Salaries and employee benefits	449,911	446,521
Telephone	8,869	11,025
Travel and meetings	1,772	2,333
	<u>628,999</u>	<u>619,327</u>
Excess of revenue over expenditure for the year	<u>\$ 64,516</u>	<u>\$ 62,544</u>

See accompanying notes to the financial statements

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Cash Flow Statement
For the Year Ended February 28, 2022**

	2022	2021
Cash provided from (used in)		
Operating activities:		
Excess of revenue over expenditure for the year	\$ 64,516	\$ 62,544
Items not involving cash:		
Amortization	9,848	11,612
	<u>74,364</u>	<u>74,156</u>
Changes in non-cash working capital items:		
Prepaid expenses	(376)	(31)
Accounts payable and accruals	(4,216)	13,426
Statutory remittances payable	376	1,527
Prepaid registration fees	27,430	9,863
	<u>97,578</u>	<u>98,941</u>
Investing activities:		
Purchase of capital assets	(2,757)	(7,143)
(Increase) decrease in investments	(48,707)	107,142
	<u>(51,464)</u>	<u>99,999</u>
Financing activities:		
Revenues credited to reserve funds	2,000	4,000
Expenses charged to reserve funds	(50,552)	(56,802)
	<u>(48,552)</u>	<u>(52,802)</u>
Net increase (decrease) in cash and cash equivalents	(2,438)	146,138
Cash and cash equivalents, beginning of year	697,688	551,550
Cash and cash equivalents, end of year	<u>\$ 695,250</u>	<u>\$ 697,688</u>

See accompanying notes to the financial statements

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Notes to the Financial Statements
For the Year Ended February 28, 2022**

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

1. Significant Accounting Policies

Basis of presentation

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

Cash and cash equivalents

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

Capital assets

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

Financial instruments

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

Internally restricted reserves

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

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS
Notes to the Financial Statements (Continued)
For the Year Ended February 28, 2022**

1. Significant Accounting Policies (Continued)

Investments

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

Measurement Uncertainty

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

Revenue recognition

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

2. Capital Assets

			2022	2021
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Land	\$ 125,500	\$ -	\$ 125,500	\$ 125,500
Building - 5%	108,417	67,505	40,912	43,065
Furniture and equipment - 20%	61,573	51,107	10,466	13,082
Computer hardware - 30%	89,649	77,798	11,851	14,173
	<u>\$ 385,139</u>	<u>\$ 196,410</u>	<u>\$ 188,729</u>	<u>\$ 195,820</u>

**NEWFOUNDLAND AND LABRADOR
COLLEGE OF SOCIAL WORKERS**
Notes to the Financial Statements (Continued)
For the Year Ended February 28, 2022

3. Accrued Employee Severance

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

4. Miscellaneous Revenue

	2022	2021
Advertising and promotion	\$ 340	\$ 700
Application fees	5,500	6,250
Late fees	3,450	4,150
Private practice fees	1,400	1,250
	<u>\$ 10,690</u>	<u>\$ 12,350</u>

5. Financial Risk Management

The College is potentially exposed to various risks through its financial instruments. The Board of Directors has overall responsibility for the oversight of these risks and reviews the organization's policies on an ongoing basis to ensure that these risks are appropriately managed. As of February 28, 2022, all relevant sources of risk exposure are considered negligible.

