



THE Watchdog

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Ombudsman honoured by two universities

Ontario Ombudsman André Marin will be celebrated this week by Carleton University, where he completed his Bachelor of Arts degree in political science in 1985 before pursuing studies in law. The university is hosting a reception on November 1 to award him its highest alumni honour, the [A.D. Dunton Award of Distinction](#), which recognizes outstanding alumni achievement.

In September, Mr. Marin also received the [Order of Merit](#) from his other alma mater, the University of Ottawa, where he graduated with degrees in both civil and criminal law. The Order of Merit celebrates alumni who have made remarkable contributions to the legal profession and demonstrated exceptional community and social engagement.



From left: Ombudsman André Marin received the Order of Merit at the University of Ottawa, with fellow honouree Mme. Josée Touchette, University of Ottawa Prof. Sébastien Grammond, and honouree Mme. Madeleine Renaud.

Ombudsman welcomes new and returning MPPs

Ombudsman André Marin congratulated all Members of Provincial Parliament who were elected on October 6. "I particularly want to welcome the 31 new MPPs to Queen's Park," he said. "As the new legislative session begins, I'd like all MPPs to know our Office is there to assist them with any problems their constituents bring forward about government services. We handle thousands of complaints a year and have worked successfully with MPPs of every political stripe to resolve them."

The Ombudsman's Office will be distributing information kits to MPPs about how complaints are handled and invite MPPs and constituency staff to call or email if they have any questions, or would like to request a presentation on how the Office works.

Sharpening Your Teeth at home and abroad

The Ontario Ombudsman's world-renowned training program in how to conduct systemic investigations marks its fifth anniversary this fall. From November 28-30, our annual training conference in Toronto will welcome more than 60 representatives of ombudsman offices and investigative agencies from Ontario, across Canada and around the world. The Ombudsman is pleased to welcome some 35 attendees from the Ontario Public Service this year, including several deputy ministers and assistant deputy ministers. This year's keynote speaker will be Ontario Secretary of Cabinet Shelly Jamieson.*

In October, "Sharpening Your Teeth" training was also delivered (on a full cost-recovery basis) to a wide range of agencies attending the United States Ombudsman Association conference in Jacksonville, Florida – supported by the International Ombudsman Institute – and in Trinidad & Tobago. (The Trinidad course focused on police oversight and was praised as the ["highest international standard"](#).)

Next up: The first-ever edition of 'SYT' in French – "Aiguisez-vous les dents" – will be delivered at the offices of the Quebec Ombudsman in November.

*NOTE: The course is now full but there is a waiting list. Contact Susan Mason at smason@ombudsman.on.ca for more information.

Case updates

Niagara Health System: Since the appointment of a provincial supervisor on August 31, the Ombudsman has been able to receive complaints about this hospital. Almost 60 complaints have been received to date and are under review.

The Ombudsman's Office oversees and investigates about 500 provincial ministries, agencies, tribunals, and Crown corporations.

[File a complaint online](#)

Phone: 1-800-263-1830, Fax: 416-586-3485 / TTY 1-866-411-4211

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WEB APP

Our web app is almost ready – soon it'll be even easier to contact us and keep up with news about our Office through your smartphone.



Watch for our news release in the coming weeks!

INVESTIGATIVE TRAINING

Check out our [Google map](#) of all the places that have received Sharpening Your Teeth training!



CONNECTING ONLINE

The Ombudsman now has more than **5,450** Twitter followers and more than **1,600** Facebook fans.

Thanks for your

OPP handling of stress injuries: This systemic investigation, launched in March, is nearing completion and the Ombudsman will soon begin preparing his report.

Special Investigations Unit: The Ombudsman's investigation into the Ministry of the Attorney General's implementation of his recommendations from his 2008 report on the SIU is complete and his report is in the process of being finalized.

Anyone who has relevant information that could be useful to any of our investigations is asked to call 1-800-263-1830 during office hours or submit a complaint form at www.ombudsman.on.ca.

Speeches: "Opening Doors, Minds and Government"



On October 12, the Ombudsman kicked off the Distinguished Speaker Series at the University of Western Ontario in London, Ont. with a speech to law students about the important of openness and accountability in government. [View the video](#) of his speech.

Mr. Marin has also been invited to give the [Annual Public Policy Address](#) at York University's McLaughlin College on November 7 at 5:30. The speech will be posted on our website after the event.

Office of the Ombudsman of Ontario | Bureau de l'Ombudsman de l'Ontario
1-800-263-1830 - Complaints Line | Ligne des plaintes | 1-866-411-4211 - TTY | ATS

comments, conversation, and feedback!

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