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ANNUAL REPORT 2012-2013

Ontario Ombudsman's 2012-2013 Annual Report to be released on July 16

Ontario Ombudsman André Marin will release his Annual Report for the 2012-2013 fiscal year at a news conference on Tuesday, July 16. The report provides updates on recent and ongoing investigations, significant complaint trends, and statistics on complaints - including those about the "MUSH" sector (municipalities, universities, school boards, hospitals and long-term care homes, children's aid societies and police).

Mr. Marin's news conference will be webcast live on our website at 11 a.m. on July 16. There will also be an opportunity for the public to make comments and ask the Ombudsman questions online - as well as view our first behind-the-scenes video on the making of the Annual Report. More details will be posted soon on ombudsman.on.ca, [Facebook](#) and [Twitter](#).

► [Read previous Annual Reports](#)

REPORT RELEASE

Ombudsman calls on ministry to crack the pervasive "code of silence" in Ontario correctional facilities

JUNE 2013

The Ombudsman investigates public complaints about Ontario government agencies. His office oversees more than 500 provincial ministries, agencies, tribunals, boards, commissions and Crown corporations.

[FILE A COMPLAINT ONLINE](#)

Ombudsman Ontario

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WE'RE HIRING!

We're hiring an articling student for 2014-2015! The student will work as part of the Ontario Ombudsman legal team. Deadline to apply is July 5.

[Learn more here](#)



On June 11, the Ombudsman released his report on his investigation into the use of excessive force against inmates in Ontario correctional facilities. In his report, *The Code*, the Ombudsman called on the Ministry of Community Safety and Correctional Services to crack the pervasive “code of silence” under which some guards in the province’s correctional institutions use excessive force against inmates and conspire to cover it up.

“It is important to remember that inmates, regardless of why they are incarcerated, are human beings deserving of respect, dignity and humane treatment,” Mr. Marin states in the report.

Mr. Marin makes 45 recommendations to the government to end this “dysfunctional culture” and ensure such incidents are properly investigated and disciplined. The Ministry has pledged to implement the Ombudsman’s recommendations.

- [Read the report](#)
- [Press release](#)
- [Ombudsman's opening remarks \(PDF\)](#)
- [Facts and highlights \(PDF\)](#)
- [Watch the video](#)

On June 20, the Ontario Public Service Employees Union (OPSEU), which represents correctional officers in Ontario, held a press conference in response to the Ombudsman’s report.

- [Read the Ombudsman's response to OPSEU](#)

Investigation updates



WALK NOW FOR AUTISM SPEAKS

Hundreds of people braved the rain on June 16 to come out and support Walk Now for Autism Speaks in Toronto. Deputy Ombudsman Barbara Finlay spoke to the crowd about the Ombudsman’s investigation into services for adults with developmental disabilities in crisis, including autism, and congratulated them for raising hundreds of thousands of dollars for autism research.



PUBLIC SECTOR INTEGRITY

- [Adults with developmental disabilities in crisis](#): The investigation is nearing completion. Evidence will be reviewed and the report drafted over the next few months, with an expected release later this year. Complaints continue to come in - we have received more than 875 so far, and we continue to take complaints and resolve individual cases wherever possible.
- [Monitoring of drivers with uncontrolled hypoglycemia](#): The Ombudsman's report and recommendations in this investigation are now being drafted.

These investigations are being conducted by the Special Ombudsman Response Team (SORT). Anyone who has information relevant to these investigations can contact our office at 1-800-263-1830, file an online complaint or email info@ombudsman.on.ca.

Ombudsman keynote address

Ombudsman André Marin delivered the morning keynote address at the Financial Management Institute's Public Sector Management Workshop in Toronto on June 4.

- [Watch his presentation here](#)



Champions of change

"Another way that we have come into the 21st century, in terms of the way we do business, is how we use social media. ...We're able to connect with people really quickly, in real time, to let them know about our office, things that we're doing, and the results that we're getting."

-Laura Pettigrew, Senior counsel, Ombudsman Ontario

COMMISSIONER

On May 27, Ombudsman André Marin and Deputy Ombudsman Barbara Finlay met with the federal Public Sector Integrity Commissioner, Mario Dion, to share best practices. Among other things, they discussed the Ombudsman's case management tracking system, and Mr. Dion praised the Office's use of technology and modern, open-concept layout.



STAYING CONNECTED

The Ombudsman now has more than **13,636** [Twitter](#) followers and **2,197** [Facebook](#) fans. Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca

On May 26, senior counsel Laura Pettigrew spoke about how the Ontario Ombudsman's Office uses technology and social media, at the Council of Canadian Administrative Tribunals' annual conference in Toronto. [Watch the presentation here.](#)



Office of the Ombudsman of Ontario | Bureau de l'Ombudsman de l'Ontario

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