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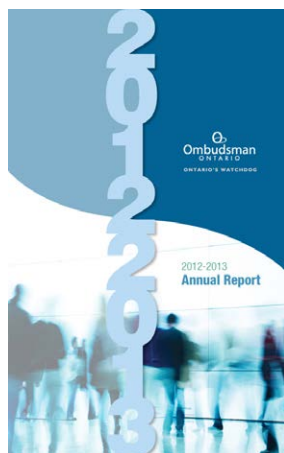
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ANNUAL REPORT 2012-2013

Ombudsman urges province to tackle "unfinished business", expand oversight, in annual report



Ontario Ombudsman André Marin urged the provincial government to make better use of his "multipurpose" office in untapped areas of oversight, and address "unfinished business" arising from his recent investigations.

In his [Annual Report](#), reviewing the 19,726 cases received by his office in the past fiscal year, Mr. Marin highlights the many ways he and his staff helped citizens with bureaucratic problems, flagged trending problems to senior officials, and exposed major systemic issues like operational stress injuries among police and abuse of inmates by correctional officers.

While noting that the government has welcomed most of his recommendations and implemented positive changes, Mr. Marin cites several high-profile cases where it failed to follow through. [Read more](#)

JULY 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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**WHERE OMBUDSMAN
CAN'T GO:
NATIONAL POST**



The news conference was webcast live on our website, and the public was also asked to join the conversation with a live chat later that same afternoon.

- [Read the report](#)
- [Ombudsman's opening remarks](#) (PDF)
- [Facts and highlights](#) (PDF)
- [Watch the video of the press conference](#)

The Ombudsman and senior staff, as well as a special guest - the Director of the Ontario Special Investigations Unit, Ian Scott - participated in a live chat after the report release, answering questions on everything from the latest investigations to the MUSH sector to non-emergency transportation in Ontario. [Catch up here.](#)



And watch a [behind-the-scenes video](#) of the Annual Report:



"...While other provincial ombudsmen dealt with systemic and individual problems in hospitals, we turned away 369 complaints, because only in Ontario are hospitals barred from ombudsman scrutiny. In Ontario, the routine excuse to keep my office out is the network of some 100 "patient advocates" — including at the Ornge air ambulance service."

-André Marin, op-ed, *National Post*

[Read more](#)

INVESTIGATION UPDATES

- [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. 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.

Anyone who has information



NEW INVESTIGATION

Ombudsman to investigate monitoring of unlicensed daycares

Ontario Ombudsman André Marin [announced](#) he will conduct a systemic investigation into how the Ministry of Education responds to complaints and concerns relating to unlicensed daycare providers.

After completing a case assessment in the wake of the recent death of a child in a home-based daycare in Vaughan, the Ombudsman has notified the Ministry of the investigation. It will be conducted by the Special Ombudsman Response Team (SORT).

"In view of the high level of public interest in proceeding with this case, I have directed SORT to complete the fact-finding stage of the investigation within the next 90 days," Mr. Marin said. [Read more here](#)

The Ombudsman is asking anyone who has information relevant to the investigation to contact his office at 1-800-263-1830, [file an online complaint](#) or email info@ombudsman.on.ca.

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PRIDE AND REMEMBRANCE RUN

On June 29, a team of Ombudsman Watchdogs participated in the Pride and Remembrance Run in Toronto. The Run is the largest run of its kind in Canada, and this year they raised almost \$100,000 for LGBT charities.



STAYING CONNECTED

The Ombudsman now has more than **13,997** [Twitter](#) followers and **2,240** [Facebook](#) fans. Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca

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