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OMBUDSMAN ANNOUNCES NEW INVESTIGATION

On August 8, Ontario Ombudsman André Marin announced a systemic investigation into the direction provided to police by the Ministry of Community Safety and Correctional Services for de-escalating conflict situations.

After completing a case assessment in the wake of the recent Toronto police shooting of Sammy Yatim, the Ombudsman notified the Ministry of the formal investigation. It will be completed within the next 6-12 months by the Special Ombudsman Response Team (SORT). [Read more](#)



Mr. Marin's press conference was webcast live on our website.

- ▶ [Ombudsman's opening remarks \(PDF\)](#)
- ▶ [Watch the video of the press conference](#)

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

AUGUST 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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**IN THE NEWS: "POLICE
USE OF FORCE AND A
PROMISING
INVESTIGATION"**

"The decision by André Marin, the Ombudsman of Ontario, to investigate the provincial government's guidelines on police use of force is welcome news. The investigation will not conflict with any other and can only serve to shed more light on an issue that is of growing concern to the

email info@ombudsman.on.ca.

OMBUDSMAN NAMED ONE OF CANADA'S TOP 25 LAWYERS

Ontario Ombudsman André Marin has been named one of the country's top lawyers in *Canadian Lawyer* magazine's annual "Top 25 Most Influential" list.

"Holding those in power responsible and accountable, Marin is the voice of reason, logic, justice and of our society's most marginalized citizens. Courageous, tenacious, principled, innovative," some voters in the survey said.

[Read more.](#)



VISIT OF SHANGHAI DELEGATION

On August 7, Ombudsman André Marin and Deputy Ombudsman Barbara Finlay met with a municipal government delegation from Changning District in Shanghai, China. They explained the Ombudsman's role and systemic investigations, as well as his recent report on the use of force in Ontario jails.

public."

-Editorial, *Globe and Mail*,
August 11, 2013

[Read more](#)

RUN FOR THE CURE

For the sixth year in a row, Ombudsman staff will participate in the Canadian Breast Cancer Foundation's Run for the Cure, as the "Ombudsman's Watchdogs" team. Last week they kicked off fundraising with a "Breakfast for the Cure" at the office. The Run for the Cure, on October 6, is dedicated to [raising funds for breast cancer research](#), education and awareness programs.



NEWBORN SCREENING IMPROVEMENTS CONTINUE

Ontario Ombudsman Andre Marin says he's proudest of his 2005 investigation into newborn screening in Ontario, which prompted improvements that took the province from "worst to first" in Canada and today saves some 50 babies each year from potentially fatal conditions.

On August 20, the province introduced additional testing to screen for a 29th condition - up



from just 2 before the Ombudsman's investigation. Read the [Ministry of Health and Long-Term Care press release](#), or take a look at the Ombudsman's original report, "[The Right to be Impatient](#)"

INVESTIGATIONS UPDATE

- › [Monitoring of unlicensed daycares](#): Launched on July 15, this investigation into how the Ministry of Education responds to complaints and concerns relating to unlicensed daycare providers is in the fact-finding stage.
- › [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 relevant to these investigations can contact our office at 1-800-263-1830, file an online complaint or email info@ombudsman.on.ca.

STAYING CONNECTED

The Ombudsman now has over [2,300 Facebook fans](#) and [15,172 Twitter followers](#)! Thank you for your continued support in helping us reach this milestone. Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca

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

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