



THE WATCHDOG

Newsletter

WWW.OMBUDSMAN.ON.CA

[SUBSCRIBE TO OUR E-NEWSLETTER](#)

[UNSUBSCRIBE](#)

[FRANÇAIS](#)

IN PROFILE: OMBUDSMAN ANDRÉ MARIN

Q&A

The Watchdog

In the aftermath of the Sammy Yatim shooting, ombudsman **André Marin** wants to change the way cops use lethal force

BY MALCOLM JOHNSTON



Your de-escalation investigation is underway. Aren't police already trained in de-escalation?

They are trained in police college, but after that, it's left to each force. I'm looking at province-wide guidelines.

You must make a lot of enemies. Does your job impinge on your social calendar?

Sure. I'm left off of invite lists all the time. It doesn't bother me.

You're also combative, especially in your press conferences. Were you a fighter as a kid?

No, I'm more of an arguer. I grew up on the same street as Dalton McGuinty in Ottawa. He was 10 years my senior. We used to throw snowballs at each other. Maybe that's what got me started.

Ombudsman André Marin gave a revealing interview in the October edition of Toronto Life magazine.

The Ombudsman discussed his investigation into provincial direction to police for de-escalating conflict situations, childhood snowball fights with former premier Dalton McGuinty, and his vice: Wendy's quarter-pounders. Pick up a copy of [Toronto Life](#) for the full article.

And on September 17, CBC Radio's Anna Maria

Tremonti interviewed the Ombudsman on The Current. During the in-depth, 24-minute interview, he spoke about his reaction to the Sammy Yatim streetcar shooting, his recently-announced investigation into police de-escalation, and how he's learned to have a thick skin. [Listen to the interview here.](#)

SEPTEMBER 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

Bell Trinity Square
483 Bay St., 10th Floor, South Tower
Toronto, ON
M5G 2C9

Phone: 1-800-263-1830

Fax: 416-586-3485

TTY: 1-866-411-4211

Email: info@ombudsman.on.ca



**WELCOME BACK, QUEEN'S
PARK!**

The Ontario Provincial Legislature returned from the summer break on September 10. Welcome back to the MPPs - we look forward to a productive session!



SHARPENING YOUR TEETH TRAINING: TORONTO, JAN. 20-22, 2014



Registration is now open for the next session of Ontario Ombudsman André Marin's training course for ombudsmen and administrative investigators, "Sharpening Your Teeth." The course, which is tailored for oversight agencies and administrative watchdogs, will be held January 20-22, 2014 in Toronto, Ontario, Canada at Twenty Toronto Street, the Ontario Bar Association Conference Centre.

"Our Sharpening Your Teeth course is, above all else, a practical one. We teach techniques that can be scaled for offices around the world, larger or smaller," said Mr. Marin. "We focus on the skills that make oversight agencies leaders in their respective fields - planning a thorough and rigorous investigation, strong interviewing skills, the ability to write persuasive reports, and making sure the message doesn't get lost in the media shuffle."

The three-day training course will cost \$975 plus applicable taxes and will cover all the basics of planning, announcing, executing and publicly reporting on an investigation, including such topics as investigation planning, interviewing witnesses, assessing evidence, report writing, communications and using digital and social media tools.

This advanced course is geared towards ombudsmen, investigators, and



OMBUDSMAN IN THE NEWS

We publish some of the stories mentioning the Ontario Ombudsman's Office on our website! Read them in [our Newsroom](#).



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. In September, the office held a silent auction to help raise funds. The team has already raised close to \$3,000. [You can donate to the Ombudsman Watchdogs here](#). The Run for the Cure, on October 6, is dedicated to raising funds for breast cancer research, education and awareness programs.

other professional watchdogs. People working in those sectors will be given priority in registration because the course content is tailored specifically to their work.

In the past, the course has welcomed participants from around the world, including Australia, Bermuda, Kenya, South Korea, Israel, Brazil, Ireland, Holland, Thailand, the Caribbean, and the United Kingdom.

- [Learn more about this year's course](#)
- [Read about the Ombudsman's systemic investigations](#)

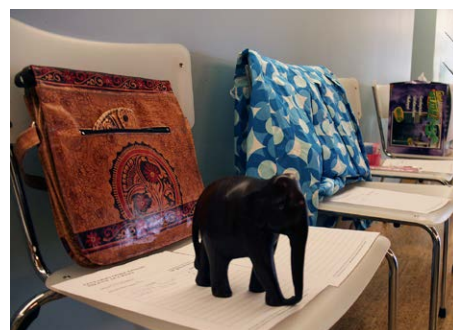
If you're interested in attending, please get in touch with us at training@ombudsman.on.ca.

Watch our [SYT video](#) to hear what last year's participants had to say:



INVESTIGATION UPDATES

- [Direction to police on de-escalation](#): This investigation into the direction provided to police by the Ministry of Community Safety and Correctional Services for de-escalating conflict situations is in the fact-finding stage.
- [Monitoring of unlicensed daycares](#): 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, and we have received more than 900 complaints. The report is expected to be completed late this year or early 2014. We continue to take complaints and resolve individual cases.
- [Monitoring of drivers with uncontrolled hypoglycemia](#): The Ombudsman's report and recommendations in this investigation are now being drafted.



CLOSED MEETING INVESTIGATION UPDATE

Closed meetings in the City of London, Ont.:

The draft report regarding an alleged closed meeting at a local watering hole has been sent to councillors. The Ombudsman gave them until September 27 to respond. Once the Ombudsman has finalized his report, it will be sent to the city, which must make it public.

STAYING CONNECTED

The Ombudsman now has over [2,364 Facebook fans](#) and [16,125 Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca

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.

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

Bell Trinity Square, 483 Bay St., 10th Floor, South Tower
Bell Trinity Square 483, rue Bay 10e étage, Tour Sud, Toronto, Ontario, M5G 2C9, Canada

Si vous avez reçu ce bulletin électronique en anglais et souhaitez le recevoir en français, [envoyez-nous un courriel](#).