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THE WATCHDOG

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VOICE OF THE VULNERABLE

ONTARIO OMBUDSMAN'S TOP 10 STORIES OF 2013

The role of ombudsman has traditionally been to speak for those who cannot, to give ordinary citizens access to justice through independent, impartial investigations of government services.

In Ontario in 2013, the Ombudsman's work focused on serious issues affecting some of the province's most vulnerable people, including inmates who were abused by their jailers, victims of police shootings, developmentally disabled adults in crisis, and children in unlicensed daycares.

The Ombudsman also called attention to the ongoing need to, among other things, strengthen the Special Investigations Unit, regulate the non-emergency medical transfer industry, repair the patchwork oversight of municipal meetings, and extend the Ombudsman's mandate to the MUSH sector.

DECEMBER 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](#)



**Happy holidays from the
Ontario Ombudsman!**



Ontario Ombudsman André Marin would like to wish you a very happy holiday and all the best in 2014!

We are open during the holidays, but will be closed on the afternoon of



Here are the Ombudsman's **Top 10 stories of 2013**, selected with the help of our office's social media followers.

- 10. Public engagement at an all-time high
- 9. Ombudsman's influence honoured
- 8. Spotlight on MUSH sector
- 7. Making non-emergency transportation of patients safer
- 6. Exposing municipal secrecy: Open Meeting Law Enforcement Team investigations
- 5. Excessive use of force by correctional officers: Ombudsman report
- 4. Children in unlicensed daycares: New investigation
- 3. De-escalation of police/citizen conflicts: New investigation
- 2. Supreme Court supports transparent police oversight: Police lawyers must not vet notes in Special Investigations Unit cases, judges rule
- 1. Adults with developmental disabilities in crisis: 1,000+ complaints and counting

[Read the detailed list](#)

December 31 and the full day
on January 1, 2014.

STAYING CONNECTED

The Ombudsman now has more
than [2,456 Facebook fans](#)
and [17,750 Twitter followers](#)!

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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