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SHARPENING YOUR TEETH

WATCHDOGS HONE SKILLS AT TRAINING COURSE



Ontario Ombudsman André Marin hosted his seventh annual investigative training course, [Sharpening Your Teeth \(SYT\)](#), in Toronto from January 20-22, 2014.

More than 70 oversight and investigations staff from around Ontario and across Canada met in Toronto during one of the coldest weeks of the year to learn about investigation planning, interviewing witnesses, harnessing new technologies as investigative tools, and writing and publicizing reports.

The Ombudsman's presentation on social media on the second day of the course was live-tweeted, with participants joining in. [Check out the tweets](#)

Want to see what presenters and participants had to say? [Watch a short video from this year's SYT here.](#)

What did participants think?

JANUARY 2014

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](#)



#OOLIVE AT UOTTAWA



Ontario Ombudsman André Marin spoke to a French-language common law class at the University of Ottawa on January 13. He discussed the history of Ombudsmanship in Canada, his particular role, and how recourse to the Ombudsman is often more efficient than going through the court system.

A FULL 360

- "Superb course! Very professionally presented. I feel fortunate to have been able to participate."
- "An innovative approach, proven results. Thanks for sharing insight."
- "Very enjoyable, informative and drawing on outstanding experience. The content was pitched at the right level and presented with fun and enthusiasm."

Next year's course will be from **January 19-21, 2015** in Toronto.

The Ontario Ombudsman has also delivered customized training courses to investigative agencies around the world, always on a complete cost-recovery basis. If you are interested in hosting such a course or have any questions, please contact training@ombudsman.on.ca.

OMBUDSMAN OF ALL THINGS



NOW magazine noticed that while the Ombudsman tweets about his work most of the time, he also likes to engage in informal conversation with followers about things like movies, television and music. NOW's Jonathan Goldsbie put together this tongue-in-cheek look at some of the Ombudsman's tweets in ["Ombudsman of All Things"](#).



The Ombudsman was interviewed in French by TFO's 360 for a segment about closed municipal meetings in Ontario. He also discussed the lack of independent hospital oversight in the province.

[See the full piece \(in French\) here](#) - the Ombudsman's appearance is at around the 41-minute mark.

IN THE NEWS

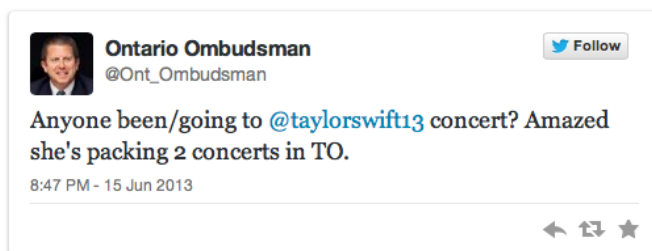
The Ombudsman spoke with the Globe and Mail about the need for independent, impartial oversight of hospitals after Health Minister Deb Matthews raised the prospect of a new province-wide patient advocate.

[Read the story here](#)

Municipal meetings were also in the news again as media discussed the importance of a unified, cohesive investigative structure for closed meetings.

- ["Put Ombudsman André Marin in charge of probing all city back-room meetings"](#) (Toronto Star)
- ["Municipal government: Why so many hush-hush meetings?"](#) (Globe and Mail)
- ["Mayoral mischief: Canada's growing cities face a problem of oversight"](#) (Globe and Mail)

Ombudsman of Music



STAY CONNECTED

The Ombudsman has more than 2,561 [Facebook fans](#) and 18,468 [Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca.

INVESTIGATION UPDATES

- [Ontario direction to police on de-escalation](#): The fact-gathering stage of this investigation is ongoing.
- [Monitoring of unlicensed daycares](#): Investigators have finished gathering evidence. The evidence is being reviewed and a preliminary report is being drafted.
- [Adults with developmental disabilities in crisis](#): The fact-gathering is nearing completion, and we have received 1,041 complaints. We continue to take complaints and resolve individual cases.
- [Monitoring of drivers with uncontrolled hypoglycemia](#): The Ombudsman's preliminary report and recommendations in this investigation are being drafted and will be sent to the Ministry of Transportation in the coming weeks for a response.
- [New investigation](#): The Ombudsman will be announcing a new investigation in early February. Stay tuned!

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
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