



THE WATCHDOG

Newsletter

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OMBUDSMAN SHORTLISTED FOR TOP LAWYER LIST

Ontario Ombudsman nominated for the second year as one of Canada's top lawyers



For the [second year in a row](#), Ontario Ombudsman André Marin has been shortlisted as one of the nominees for Canadian Lawyer Magazine's Top 25 Most Influential Lawyers in Canada.

In 2013, Mr. Marin was selected for one of the coveted 25 spots, with the magazine describing him as “an honest and tenacious advocate who has been effective in pushing the boundaries to ensure [Ontarians] are fairly treated.”

This year, nominators commented that Mr. Marin “continues to be a tenacious advocate ensuring Ontarians are treated fairly and their tax dollars are not wasted.” They also noted his new, ongoing investigation into Hydro One billing practices, and his recently released reports involving “jailhouse brutality and the Transportation ministry’s tracking of inmates uncontrolled hypoglycemia.”

Online voting for the 2014 Top 25 is open to the public until **June 9** and results will be announced in August. Read more [here](#).

[Vote here!](#) | [Read last year's list](#)

Parliamentary ombudsmen meet in Toronto

On May 12 and 13, Ontario Ombudsman André Marin and Deputy Ombudsman

MAY 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](#)

Ombudsman Ontario

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IN THE NEWS

On April 30, the Ontario Ombudsman released his report on how the Ministry of Transportation monitors drivers with potentially dangerous medical conditions. Read some of the media coverage:

► [Driving with medical conditions can be deadly, Ontario ombud warns](#)

Barbara Finlay hosted this year's annual meeting of the Canadian Council of Parliamentary Ombudsman. During these two days, the provincial watchdogs had the opportunity to meet and share common issues, experiences and best practices.



Attending the Toronto meeting were (from left to right): New Brunswick Ombudsman Charles Murray, Saskatchewan Ombudsman Mary McFadyen, Newfoundland and Labrador Citizen's Representative Barry Fleming, Ontario Ombudsman André Marin, Quebec Ombudsman (Protectrice du citoyen) Raymonde Saint-Germain, British Columbia Ombudsperson Kim Carter, Nova Scotia Ombudsman Christine Delisle-Brennan and Yukon Ombudsman Diane McLeod-McKay.

► [Read a recap of the meeting on Storify](#)

Sign up for our new SYT training newsletter!

Since 2007, the Ontario Ombudsman has offered [Sharpening Your Teeth \(SYT\) training](#) to investigators, ombudsmen and other professional watchdogs. The course teaches advanced investigation techniques, using the Ontario Ombudsman's proven models for conducting systemic investigations.

We would like to ensure that you continue to receive announcements and information about SYT training courses, so in accordance with Canada's new Anti-Spam Legislation we have created a separate newsletter with information specifically about SYT. As of July 1, 2014, **we will no longer share SYT information in our regular monthly newsletter.**

This new SYT training newsletter, which we will send out several times every year, will announce conference dates, costs, and itinerary for the upcoming January 2015 course, along with information about our customized global courses (held on a cost-recovery basis) and other future training opportunities.

([Toronto Star](#))

- [Ontario must do more about drivers with hypoglycemia: Ombud](#) ([Toronto Sun](#))
- [Low blood sugar and getting behind the wheel; Ombud sheds light on oversight of diabetics](#) ([Hamilton Spectator](#))

OMBUDSMAN SPEECH

The Ombudsman spoke to the Ontario Association of Police Service Boards on Saturday, May 24 about the value of civilian police oversight, and the need for police oversight agencies to use their powers judiciously.

[Watch a video of his speech here.](#)



ANNUAL REPORT RELEASE

The Ontario Ombudsman's 2013-2014 Annual Report will be released in June. Stay tuned for the exact date!

WE'RE HIRING!

Would you like to work with the Ombudsman? We take a proactive approach to recruiting. Please [take a look at the positions we typically look to fill](#), and [send us your résumé](#). Right now, we're looking for an Articling Student and an Early Resolutions Officer.

[Read more](#)

- If you wish to receive our new SYT training newsletter, [please sign up here!](#)

If you are experiencing problems signing up for the newsletter on your mobile device, please send us an email at training@ombudsman.on.ca.

To learn more about SYT training, [visit our website](#). If you have any questions, please contact us at training@ombudsman.on.ca. If you'd like to stop receiving the new SYT newsletter at any time, [please click here](#).

Ten Thousand Coffees

On May 29, the Ombudsman met with lawyer Lisa Feldstein for a coffee. It was part of the Ten Thousand Coffees program, which matches students, recent grads, and young professionals with experts in their fields. They chatted about the challenges of setting up a niche practice in health law (Lisa is the founder of <http://familyhealthlaw.ca>), as well as Bill 179, which would have introduced oversight of hospitals and long-term care but died when the legislature was dissolved for the 2014 election.



Investigations update

- [Hydro One billing practices](#): Investigators are in the fact-gathering stage and taking individual complaints - more than 7,700 have been received since the investigation was announced on Feb. 4.



STAY CONNECTED

The Ombudsman has 3,003 [Facebook fans](#) and 22,698 [Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca.

- › [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. A preliminary report is being drafted.
- › [Adults with developmental disabilities in crisis](#): The fact-gathering is nearing completion, and we have received close to 1,150 complaints. We continue to take complaints and resolve individual cases.

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

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