



THE WATCHDOG

Newsletter

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FRANÇAIS

TOP 25 MOST INFLUENTIAL

OMBUDSMAN HONoured BY CANADIAN LAWYER MAGAZINE

For the second year in a row, 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.

Voters praised Mr. Marin as a "highly reputable and responsive" official who "listens to the people" and takes action against "unfair policies" by Ontario government agencies. This past year, his "determination" to shine a light on government "has led Ontario to table legislation expanding the ombudsman's powers of oversight to municipalities, universities, and school boards," the magazine notes.



The leaders in Canadian Lawyer's other four categories are as follows:

- Changemakers: Supreme Court of Canada Chief Justice Beverley McLachlin
- Criminal Law/Human Rights: Prof. Alan Young, Osgoode Hall Law School, Toronto
- Corporate/Commercial: Simon Fish, BMO Financial Group, Toronto
- The World Stage: Louise Arbour

[Read the full piece here](#)

AUGUST 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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OPPORTUNITY FOR ACCOUNTABILITY

The Toronto Police Services Board has a golden opportunity to assert its civilian authority when it hires the next police chief, Ontario Ombudsman André Marin argues in an op-ed piece

SPEECH TO CANADIAN BAR ASSOCIATION

Can social media be more powerful than the courts? Should lawyers argue their cases in the 'court of public opinion'? On August 17, the Ombudsman spoke as part of a panel at the Canadian Bar Association's annual legal conference, held this year in St. John's, Newfoundland, about how lawyers should deal with the media.

[Watch the video](#)



INVESTIGATIONS UPDATE

- › [Hydro One billing practices](#): Investigators are in the fact-gathering stage and taking individual complaints - more than 8,500 have been received since the investigation was announced on Feb. 4.
- › [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 has been sent to the Ministry for comment before the report is finalized.
- › [Adults with developmental disabilities in crisis](#): The fact-gathering is nearing completion, and we have received **close to 1,200** complaints. We continue to take complaints and resolve individual cases.

Anyone who has information relevant to our ongoing investigations can contact our office at 1-800-263-1830, file an online complaint or email: info@ombudsman.on.ca.

in the Toronto Star, published August 13. Accountability to civilian oversight should be part of the chief's job description, Mr. Marin says.

[Read the full piece](#)

#ICEBUCKETCHALLENGE

Ontario Ombudsman André Marin was nominated by Hydro One CEO Carm Marcello to do the ALS #icebucketchallenge, a fundraising campaign for ALS that's gone viral across the country and raised millions of dollars for [ALS research](#). He accepted the challenge on August 21 and, with the help of staff, [took a cool bath with a big bucket of ice water](#). Staff donated generously to the cause - and to win the chance to douse the boss!



STAY CONNECTED

The Ombudsman has 3,106 [Facebook fans](#) and 25,045 [Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca.

1-800-263-1830 - Complaints Line | Ligne des plaintes | 1-866-411-4211 - TTY | ATS

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