



# THE WATCHDOG

## Newsletter

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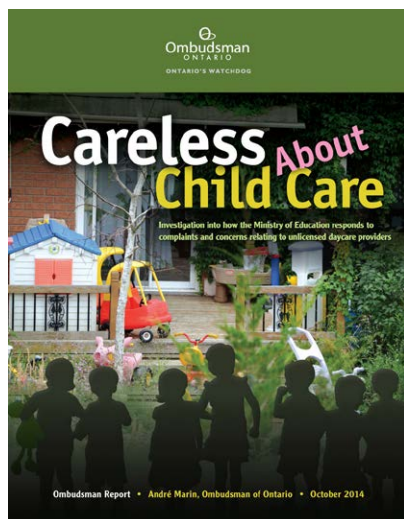
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## GET TOUGH ON ILLEGAL DAYCARES: OMBUDSMAN

### "WHAT COULD BE MORE URGENT THAN PROTECTING CHILDREN?"



In a report released on Oct. 22, *Careless About Child Care*, Ontario Ombudsman André Marin called on the province to take urgent action to protect children in unlicensed daycares, after his latest investigation revealed a "legacy of dysfunction" and systemic government ineptitude that has put them at risk for years.

Most concerning, Mr. Marin said, was a "reactive, passive and conflicted enforcement culture"

amongst those entrusted with ensuring unlicensed daycare operators comply with the law - "to the detriment of ensuring the health, welfare and safety of children."

The Ombudsman made an unprecedented **113 recommendations** in the report, **all of which have been accepted**; the Ministry estimates that 95 are already being addressed – including the establishment this summer of a dedicated enforcement unit for investigating complaints about unlicensed daycares.

[Read the full report](#)

[Press release](#)

[Facts and highlights \(PDF\)](#)

OCTOBER 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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**CARELESS ABOUT  
CHILD CARE:  
FACTS AND HIGHLIGHTS**

Among other things, the Ombudsman's investigation found:

➤ [Incomplete complaint records](#)

[Ombudsman's remarks \(PDF\)](#)

## LET THE SUN SHINE IN

Congratulations to all new and returning Ontario municipal council members!

- [Read our handy guide to open municipal meetings, the Sunshine Law Handbook](#)
- [Learn more about the open meeting law with our FAQ](#)
- [Find out who your closed meeting investigator is](#)
- [Read about our investigations of closed municipal meetings](#)
- [Learn more about Bill 8 and Ombudsman oversight of municipalities](#)



"Our experience in investigating this area of municipal government has told us that some councillors are blissfully ignorant of their legal obligations."

-Ontario Ombudsman  
André Marin

[Watch his speech](#) about municipal oversight and Bill 8 at the Hamilton Hive conference, October 18

Mr. Marin also spoke with Hamilton journalist Joey Coleman about accountability at the municipal level, and the advice he'd give newly-elected municipal politicians. [Watch the full interview](#)

## REACHING OUT

- The Ombudsman [spoke at St. Paul University in Ottawa](#) about the importance of ethics in government. He also talked about the need for oversight of municipalities and universities.
- Deputy Ombudsman Barbara Finlay discussed the Ombudsman's role and function with visiting members of the Public Service Commission of South Africa.
- Senior counsel Wendy Ray spoke to visiting members of the Beijing Municipal Commission for Discipline Inspection and Supervision Bureau about how ombudsmen promote good governance.

- Poor evidence gathering during investigations
- Managers discouraging the use of technology to identify illegal daycares
- Light penalties and a lack of enforcement

[Read more](#)

### IN THE NEWS

- [Protect our children with licensed daycare spaces](#) (*Toronto Star* editorial)
- [Liberal nanny state failed our children](#) (*Toronto Sun* editorial)
- [Ontario ombudsman slams 'systematic government ineptitude' for daycare deaths](#) (*Toronto Star* article)

### WE'RE HIRING!

We're hiring an Early Resolutions Officer! EROs are our front-line staff who manage an individual caseload of files, as well as assist with trend analysis to identify complaint patterns and potential systemic issues.

Apply by Nov. 23.

[Check out the posting](#)



### NORTHERN EXPOSURE

The Standing Committee on  
Government Operations of the



Northwest Territories has invited Ombudsman André Marin to a [public town hall meeting](#) to discuss the importance of independent ombudsman oversight, with an eye to establishing the first-ever Ombudsman for the Northwest Territories.

**WHEN:** 7 p.m. MDT (9 p.m. EDT)  
November 3, 2014

**WHERE:** The Great Hall of the  
Legislative Assembly of the  
Northwest Territories (or on Twitter  
at #OOLive)

Watch for the video of his  
presentation later in the week.

## INVESTIGATIONS UPDATE

- › [Hydro One billing practices](#): This investigation is ongoing, with more than 9,000 complaints received so far.
- › [Ontario direction to police on de-escalation](#): Fact-gathering in this investigation is nearing completion, after which the Ombudsman's report and recommendations will be drafted.
- › [Adults with developmental disabilities in crisis](#): As the investigation wraps up and the Ombudsman's report is being drafted, we continue to resolve individual cases and take complaints - more than 1,200 to date.

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](mailto:info@ombudsman.on.ca).

## STAY CONNECTED

The Ombudsman has 3,206 [Facebook fans](#) and 26,754 [Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at [thewatchdog@ombudsman.on.ca](mailto:thewatchdog@ombudsman.on.ca).

**Office of the Ombudsman of Ontario | Bureau de l'Ombudsman de l'Ontario**  
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