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NEW ACTING OMBUDSMAN APPOINTED

ANDRÉ MARIN THANKED FOR 10 YEARS OF SERVICE



Barbara Finlay has been named acting Ombudsman of Ontario, pending the Legislative Assembly's selection process to fill the position permanently. Ms. Finlay has served with the Ontario Ombudsman's office since 2005 as Deputy Ombudsman and Director of Operations.

The Ombudsman's office thanks André Marin for his outstanding service and achievements in more than 10 years as Ombudsman. Mr. Marin pioneered the use of large-scale systemic investigations, using techniques now emulated by watchdogs around the world. Most of his recommendations stemming from some 35 such investigations and reports were accepted, prompting government reforms affecting millions of people. These included improvements to newborn screening, lottery security, property tax assessments, crime victim compensation, support for police with operational stress injuries, access to drug funding, investigations of abuse in jails, and monitoring of unlicensed daycares.

SEPTEMBER 2015

The Ombudsman investigates public complaints about Ontario government agencies. His office oversees more than 500 provincial ministries, agencies, tribunals, boards, commissions and Crown corporations, as well as school boards and, starting January 2016, municipalities and universities.

[FILE A COMPLAINT ONLINE](#)

Ombudsman Ontario

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COME WORK WITH US!

In the next few months, we'll be growing our team as we expand to oversee municipalities, universities



Mr. Marin also called for greater scrutiny of the broader public sector throughout his tenure, culminating in legislation expanding the Ombudsman's mandate for the first time in 40 years – to municipalities, universities and school boards.

Pending the selection of a permanent Ombudsman, Ms. Finlay stressed that the work of the office continues on all fronts, including resolving and investigating individual and systemic cases relating to provincial government bodies, school boards and closed municipal meetings, and preparing for the new mandate over municipalities and universities.

[Read the full press release](#)

CALLS FOR OVERHAUL, STRICT CONTROL OF "ILLEGAL" POLICE PRACTICE

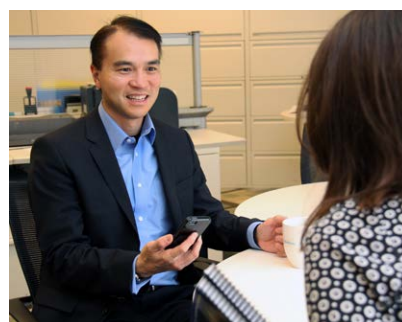
On September 24, the Ombudsman's office publicly released its [submission](#) to the provincial government on the subject of police street checks. The submission was made in August as part of the Ministry of Community Safety and Correctional Services' public consultation on the practice often known as "carding."

Carding is "wrong and illegal" and "a form of arbitrary detention contrary to section 9 of the Canadian Charter of Rights and Freedoms," states the August 31 submission by then-Ombudsman André Marin, entitled *Street Checks and*

and school boards. The Office received additional funding to hire Early Resolutions Officers, Investigators, Legal Counsel, Communications, and other staff.

We're always accepting resumes.

[Read about the types of roles we hire and send us your application!](#)



OMBUDSMAN'S OFFICE WELCOMES CHINESE DELEGATION



The Ombudsman's Office welcomed a delegation of civil servants from Guangdong Province, China, on September 17. Acting Deputy Ombudsman and Senior Counsel Wendy Ray (centre) explained how the Ombudsman's office operates, what our mandate covers, and the type of complaints we receive.

RUN FOR THE CURE



"Street Checks and Balances"

**Submission in response to the
Ministry of Community Safety
and Correctional Services'
consultation on proposed
Ontario regulation for street checks**

**André Marin
Ombudsman of Ontario
August 31, 2015**

Balances.

[Read the full press release](#)

[Read the Ombudsman's submission](#)

NEW MANDATE: SCHOOL BOARDS - 100+ CASES TO DATE

Since new legislation enabling the Ontario Ombudsman to take complaints about school boards took effect on September 1, the Office has received 117 complaints and inquiries about this sector: 74 relating to English public school boards; 36 about English Catholic school boards; one each for French public and Catholic boards; and five in which a board was not specified.

The most common issues include school bus service, student discipline, and special education supports. All cases so far have either been resolved through referrals or are being assessed - no formal investigations have yet been launched.



The Office is conducting a survey of all boards in Ontario to compile a database of policies, and is reaching out to various education stakeholder groups to share information about this new jurisdiction, through new brochures and presentations by senior Ombudsman staff. On September 25, Acting Ombudsman Barbara Finlay delivered a presentation to the Ontario Public School Boards' Association, addressing some trustees' concerns and generating helpful discussion. The Toronto

chapter of the Ontario Association of Parents in Catholic Education also hosted a presentation by Director of Investigations Sue Haslam and Wendy Ray, Senior Counsel and Acting Deputy Ombudsman, on September 28.

► [School Board Brochure](#)

We want to connect with parent and school board groups!
Contact us at thewatchdog@ombudsman.on.ca if you'd like brochures or

It's the eighth year running for the cure for the [Ombudsman Watchdogs](#). We're inspired every year by the memory and courage of colleagues and loved ones who are dealing with this disease. See you at the Run on October 4th!



OO CELEBRATES 40 YEARS

On October 30, 1975, Arthur Maloney was sworn in as Ontario's first Ombudsman. Forty years later, the Office has resolved hundreds of thousands of individual complaints, made recommendations to help millions of Ontarians, and extended its reach into the broader public sector with oversight of municipalities, universities and school boards.

As Mr. Maloney said in 1975, "The ombudsman has proven to be a successful and effective means to humanize government and to smooth the rough edges of relationships between the citizen and government administrators."

Watch for more about the Office's 40th anniversary in the next few weeks!

want to check our availability to speak to your organization.

ROUNDTABLES FOCUS ON EXPANDING OVERSIGHT

On September 21 and 22, the Ombudsman's Office partnered with Canada's Public Policy Forum to launch a series of roundtables to hear from municipal, university, and school board stakeholders about the Office's expanded mandate. The first two roundtables, in Toronto and Ottawa, brought together 30 participants to ask questions, put forward suggestions, and discuss concerns about the new jurisdiction. More roundtables and a public conference are expected to be held later this fall and in the new year.

- ▶ [Read about the Ombudsman's new jurisdiction over municipalities, universities and school boards](#)

INVESTIGATIONS UPDATE

Ontario direction to police on de-escalation:

Ombudsman staff are in the process of finalizing this report.

Adults with developmental disabilities in crisis:

Staff continue to resolve individual cases and take complaints - more than 1,300 to date. The large-scale systemic investigation continues.

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.

STAY CONNECTED

The Ombudsman has **3,887** [Facebook fans](#) and **33,376** [Twitter followers](#)!

Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca.

And stay connected with our office in both official languages! Follow our French Twitter account: [@Ont_OmbudsmanFR](#).

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

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