



THE WATCHDOG

Newsletter

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Ombudsman releases first Annual Report of new mandate

On Wednesday, November 2, Ombudsman Paul Dubé released his 2015-2016 Annual Report. The report reviews our Office's work over the last fiscal year and provides an update on significant developments in the subsequent six months. It is also the first annual report that includes our expanded jurisdiction of municipalities, universities and school boards.



Featuring a completely overhauled visual design, the report includes highlights from the 22,118 cases we received regarding the 1,000+ public sector bodies we now oversee, as well as updates on our proactive resolution of issues and our major systemic investigations.



NOVEMBER 2016

The Ombudsman is an independent officer of the Ontario legislature who conducts oversight of provincial government agencies and municipalities, universities and school boards. Ombudsman Paul Dubé began his five-year term on April 1.

[FILE A COMPLAINT ONLINE](#)

Ombudsman Ontario

Bell Trinity Square
483 Bay St., 10th Floor, South
Tower Toronto, ON
M5G 2C9

Phone: 1-800-263-1830

Fax: 416-586-3485

TTY: 1-866-411-4211

Email: info@ombudsman.on.ca



**CLOSED MUNICIPAL
MEETINGS**

City of Niagara Falls

Case Summary

“An inmate complained that he had sat in jail for days after becoming eligible for parole because a parole hearing had not been scheduled for him. He had signed a consent form to delay his hearing past his parole eligibility date, but said he had only done so because he was told the Parole Board was not available sooner. As a result of this case, the Parole Board eliminated the consent form, to ensure that hearings are held before an inmate’s eligibility date, as required by law.”

- Ontario Ombudsman 2015-2016 Annual Report, p. 20



- › [Read the 2015-2016 Annual Report](#)
- › [Watch the Annual Report press conference](#)

In the news

- › [Ombudsman's annual report notes complaints about Peel schools](#) (Brampton Guardian)
- › [Agency that enforces child support payments gets most complaints, Ontario ombudsman says](#) (Toronto Star)
- › [Reeveley: Ontario man locked up for not paying child-support bills he never got](#) (Ottawa Citizen)

New help in wake of Ombudsman report: ReportON expansion

On November 16, the government of Ontario [announced an expansion of ReportON](#), a telephone and email service to report actual or suspected neglect of adults with developmental disabilities. The move is part of the province's response to the Ombudsman's investigative report on services for adults with developmental disabilities who are in crisis, [Nowhere to Turn](#), released August 24.

Among Ombudsman Paul Dubé's 60 recommendations - all of which were accepted - was that the Ministry of Community and Social Services develop an urgent response mechanism to help adults with developmental disabilities get help outside of regular business hours.

Since the release of our report, we have received some 67 new complaints regarding people with developmental disabilities who are in crisis; our staff continues to assist them and their families on a case-by-case basis.

- › [Read the Ontario government's ReportON news release](#)
- › [Read the Ombudsman's report Nowhere to Turn](#)

The Ombudsman found that the City of Niagara Falls violated open meeting requirements by voting behind closed doors to commit \$10 million to a proposed partnership with a post-secondary institution.

[Read the letter.](#)

Town of Grimsby

The Ombudsman found that the council for the Town of Grimsby contravened the *Municipal Act* by discussing a municipally-controlled corporation in a closed meeting on May 2, 2016.

[Read the letter.](#)

OUTREACH

November was a month full of outreach and events, including an invitation to speak at the biennial [International Ombudsman Institute World Conference](#), in Bangkok, Thailand. Ombudsman Paul Dubé gave a presentation on how our office has implemented its newly expanded jurisdiction. He was also acclaimed as the IOI's new Regional President for North America.



The Ombudsman also traveled to Ottawa and presented to the [Forum of Canadian Ombudsmen](#) on our office's recommendations for

What's ReportON?

ReportON is a telephone line and email address to report actual or suspected abuse or neglect of **adults with a developmental disability**



In the news

- ▶ [Use ReportON to report abuse of adults with developmental disabilities \(City Centre Mirror\)](#)

School busing investigation continues

On September 26, Ombudsman Paul Dubé announced a systemic investigation into school busing problems at the Toronto District School Board and Toronto Catholic District School Board. Since the school year started, we have received more than 100 complaints related to this investigation. Members of the Special Ombudsman Response Team are conducting witness interviews, gathering evidence and reviewing documents. Our investigation process can be seen in more detail [here](#).

- ▶ [Read the press release](#)

Broader public sector: Recent cases

We've received more than **4,271** complaints about municipalities, universities, and school boards since our jurisdiction over those sectors came into effect. We've had **1,058** school board complaints since September 1, 2015, and since January 1, 2016 we've received **2,995** complaints about municipalities and **218** about universities. Most of these cases have been resolved informally, usually through referral to local officials.

Recent cases

improving segregation practices in Ontario. In May, the Ombudsman recommended the province abolish indefinite segregation – you can read his submission to the Ministry of Community Safety and Correctional Services [here](#).

Early in November, Deputy Ombudsman Barbara Finlay welcomed the [Ohio Legislative Fellows](#) to our office and explained the role and function of the Ontario Ombudsman.



Ombudsman staff also spoke at the [People for Education](#) annual conference on the [first year](#) of our oversight of school boards.

WHAT'S NEW?



What's new at our office? Check out the [Ombudsman's latest post](#) about his most recent speeches and reports, and other activities by our team.

WANT TO WORK WITH US?

We're looking for talented people to join our **investigations and early resolutions** teams, and an

Universities

A student complained to our office and claimed two of his teeth had been damaged by a faulty dental bridge installed by his school's medicine and dentistry clinic. After Ombudsman staff contacted the school, the clinic investigated the concern and found his treatment was appropriate and not the cause of his damaged teeth. However, the school offered to cover the full cost of repairing the bridge under the condition of signing a release of liability, which the student refused. Since the student was interested in pursuing legal action, we suggested he seek legal advice.

School boards

A man working at a school complained to our office after being terminated from his position. He was dealing with the Ontario Labour Relations Board at the time about his termination as well as about his lack of union representation. Our staff provided referral information to the man and suggested he continue through the Ontario Labour Relations Board process.

[Check out our brochures](#) to learn more about municipal, university and school board complaints, or [fill out a complaint form here](#).

Have a complaint about a municipality? [Read this first](#)

Have a complaint about a university? [Read this first](#)

Have a complaint about a school board? [Read this first](#)

executive administrative assistant.

Learn more about early resolutions [here](#). Learn about investigations [here](#).



STAY CONNECTED

Ombudsman Ontario has **4,505 Facebook** likes and **37,523 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](https://twitter.com/Ont_OmbudsmanFR).

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

Bell Trinity Square, 483 Bay St., 10th Floor, South Tower

Bell Trinity Square 483, rue Bay 10e étage, Tour Sud, Toronto, Ontario, M5G 2C9, Canada

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