

An office milestone, the Ombudsman's February Message, and more.

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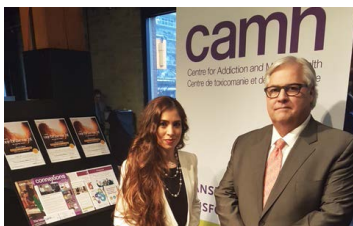
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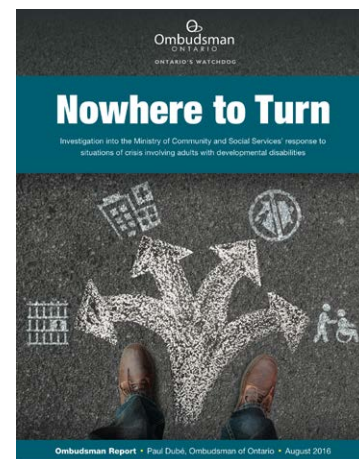


OMBUDSMAN'S FEBRUARY MESSAGE

In this month's message, Ombudsman Paul Dubé discusses the importance of supports for people with a mental illness. As he notes, "We must continue to work towards breaking down barriers and do more to help these people access care and support." [Read it here.](#)

DEVELOPMENTAL SERVICES UPDATE

On February 24, six months after the Ministry of Community and Social Services committed to implementing all of the recommendations from the Ombudsman's investigation into services for adults with developmental disabilities who are in crisis, it provided us with an update on its efforts. Minister Helena Jaczek also [released a statement](#), noting more work needs to be done. Since the release of our report, [Nowhere to Turn](#), we have received 114 new complaints and our staff continue to help families resolve individual issues. We will continue to monitor the Ministry's progress.



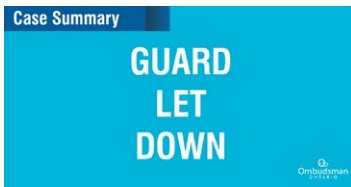


OUTREACH EVENTS

In February, the Ombudsman attended the [2017 Ontario Principals' Council Provincial Council Meeting](#) to speak about the Ombudsman's oversight of school boards. [You can watch his presentation here](#), which includes examples of school board complaints we've resolved.

MUNICIPAL CLOSED MEETINGS

In February, the Ombudsman published reports about closed municipal meetings in the City of London and the Municipality of Brockton. [Read about our closed meeting investigations here.](#)



CASE SUMMARY

We helped a man renew his security license, which wasn't processed due to human error – and saved his job in the process. [Read about how we stepped in.](#)

CAREERS WITH THE OMBUDSMAN

Interested in working with the Ombudsman? We're looking for Investigators, Early Resolution Officers, Administrative Assistants and Information Officers. [Click here to learn more about what it means to be a part of our Office.](#)



FRENCH WEBINAR

Coming soon – the French version of our webinar for municipalities and school boards. Would you or a colleague like to hear more about our processes in French? Sign up for our webinar by emailing



outreach@ombudsman.on.ca. [The English versions can be viewed anytime on our website here.](#)

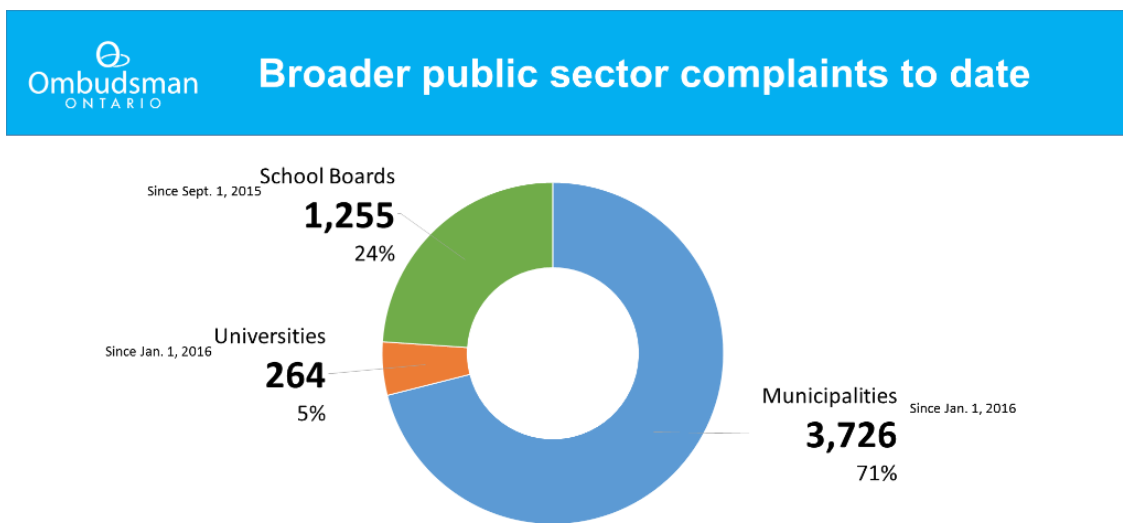
NEW JURISDICTION: BROADER PUBLIC SECTOR CASES

We handle more than 22,000 complaints a year – most are about Ontario government bodies, but we now oversee municipalities, universities and school boards as well.

Here's a look at how those latter complaints break down:

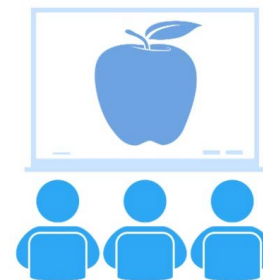
Since Jan. 1 2016, we've dealt with 3,726 municipal & 264 university cases; since Sept. 1 2015, we've handled 1,255 school board cases.

[Learn more here](#)



SCHOOL BOARD CASE SUMMARY

A mother contacted our Office because she wanted her younger son to ride on the same bus as his older



brother, who has special needs. We made inquiries and determined the school board had a policy for seating on buses for students with special needs, and would consider the request if the mother provided more information about why the two needed to travel together. We referred her to the school board's policy on the issue, as well as its appeal process.

[File a complaint or contact us here](#)

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, 2016.

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