

Ombudsman Paul Dubé's one-year anniversary with the Office, our first systemic municipal investigation, and more.

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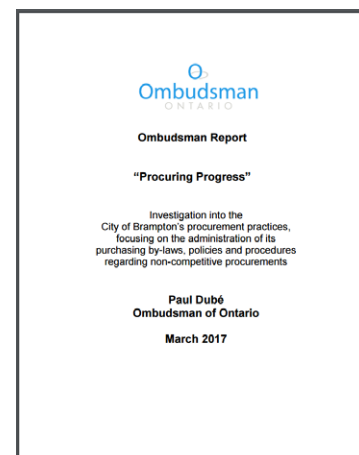


OMBUDSMAN'S MARCH MESSAGE

In this month's message, Ombudsman Paul Dubé celebrates his first anniversary with the Office and the growth of our energetic team, and reflects upon the Office's work. "We need to continue to drive positive change and demonstrate our value to the people of Ontario," he remarks. [Read his Message here.](#)

PROCURING PROGRESS

On March 6, 2017, Ombudsman Dubé released his first systemic investigation involving a municipality. Procuring Progress examines non-competitive procurement in the City of Brampton. In the investigation, Ombudsman Dubé found no evidence of maladministration, but did recommend best practices to improve the city's existing procedures. [Read the report here.](#)





OUTREACH EVENTS

In mid-March, Ombudsman Dubé met with Professor Kimiyoshi Toyama, to contribute to Professor Toyama's research on municipal oversight. Professor Toyama is president of the Japanese Association for Ombudsman Studies, visiting Canada to meet with various ombuds.

OUTREACH EVENTS

On March 24, Ombudsman Dubé attended a conference hosted by the [Centre for Addiction and Mental Health](#) to discuss his recent systemic investigation into services for adults with developmental disabilities in crisis. [Read his speech here.](#)



UPCOMING OUTREACH

April is already shaping up to be a busy month for outreach at the Ombudsman's Office. Early in the month, staff will be at the [National Business Improvement Area Association](#) conference. Later on, Ombudsman Dubé will be addressing the [Ontario Association on Developmental Disabilities](#), and we'll also be attending an event hosted by [Parents Engaged in Education](#).

CASE SUMMARY

A woman who was seriously injured in a car accident contacted us after waiting seven months to receive her application for ODSP benefits. [Read what happened when our staff stepped in.](#)





UNIVERSITY RESOURCES

On February 16, 2017, Wendy Ray, General Counsel, and Sue Haslam, Director of Investigations, spoke at the [Ontario Universities Registrars' Association's](#) 2017 Annual Conference on how Ombudsman Dubé works with universities to resolve complaints. [Watch the complete video on our website.](#)

CAREERS WITH THE OMBUDSMAN

Are you looking for a challenging and rewarding career? We're looking for Investigators, Early Resolution Officers, Communication Officers, Administrative Assistants and Information Officers. [Click here to learn more about what it means to be a part of our Office.](#)



FRENCH WEBINAR

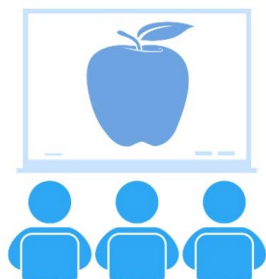
Just this past week, we hosted a French webinar for municipalities and school boards. Would you or a colleague like to hear more about our processes in French? You can watch our webinar online [here](#). [The English versions can be viewed anytime on our website here.](#)

MUNICIPAL CASE SUMMARY

A woman's Ontario Works case worker suspended her benefits, claiming she had received a settlement that



meant she was no longer entitled to them. The woman was unable to pay rent and contacted our Office for help. After Ombudsman staff intervened, Ontario Works discovered the settlement had no effect on her benefits entitlement and that her benefits were being withheld in error. Ontario Works provided the woman with her benefit payments and she was able to pay her rent.



SCHOOL BOARD CASE SUMMARY

A mother reached out to our Office after her complaints to the school's principal about the bullying her son was experiencing had not been addressed. We explained to her that we are an Office of last resort, and facilitated communication between the school board superintendent and the woman.

NEW JURISDICTION: BROADER PUBLIC SECTOR CASES

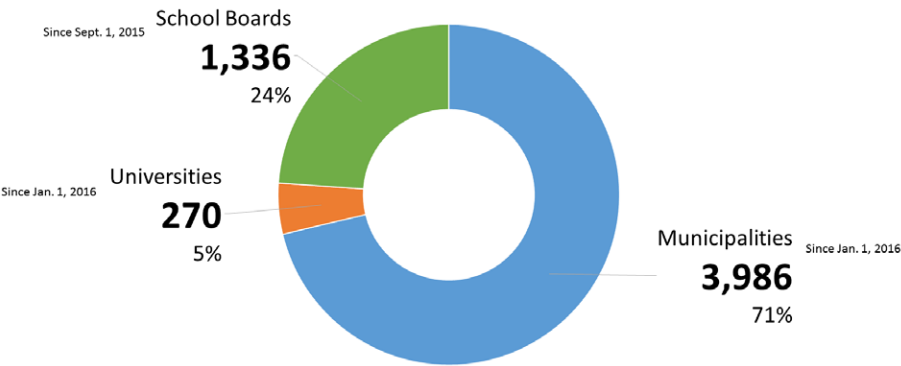
We handle more than 22,000 complaints a year – most are about Ontario government bodies, but we now oversee municipalities, universities and school boards as well.

Here's a look at how those latter complaints break down:
Since Jan. 1 2016, we've dealt with 3,986 municipal & 270 university cases; since Sept. 1 2015, we've handled 1,336 school board cases.

[Learn more here](#)



Broader public sector complaints to date



[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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