

Paul Dubé talks school busing with Steve Paikin on The Agenda, hosts the Netherlands Ombudsman on a visit, and more.

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"I LOOK FOR WIN-WIN-WIN SITUATIONS": OMBUDSMAN ON *THE AGENDA*



[Watch the interview here](#)

Ombudsman Paul Dubé was a guest of Steve Paikin's on TVO's [The Agenda](#) on September 6, 2017. He discussed [The Route of the Problem](#), his August report about school busing problems in the Toronto District and the Toronto Catholic District school boards at the start of the 2016-2017 school year.

The boards have taken the report's 42 recommendations seriously, Mr. Dubé said, and

have worked to implement them so as not to repeat the same mistakes. "There are no heads in the sand this year," he said, adding that he is encouraged by the changes already in place, including improved tracking of school buses and better communication with parents.

The Ombudsman also spoke about the importance of collaborating with public sector bodies to address complaints. "[My job] is about finding solutions," he said. "I look for win-win situations whenever possible."

OMBUDSMAN IN THE NEWS

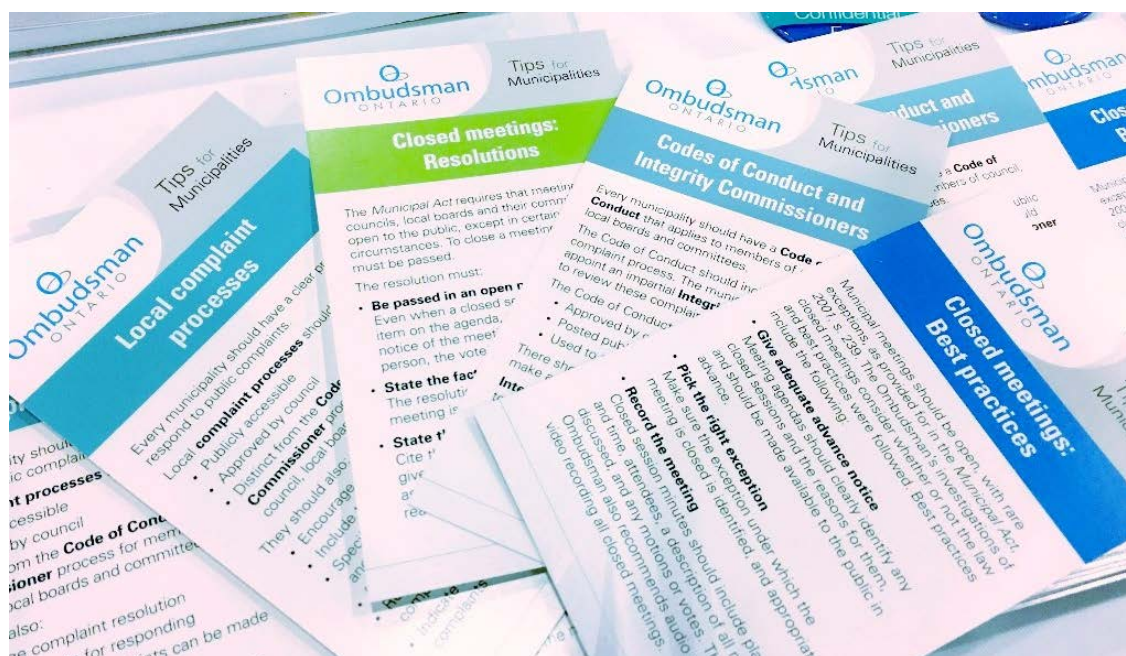
- [Stop Ontario jails from putting sick inmates in solitary, rights commission demands](#) - Ottawa Citizen
 - [Municipalities working towards hiring local watchdog](#) - The Review
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NEW YEAR, NEW OPEN MEETING RULES

On January 1, 2018, changes to the municipal meeting rules - part of the former Bill 68, the *Modernizing Ontario's Municipal Legislation Act, 2017* - will come into effect. These include a clearer definition of "meeting," and several new exceptions to permit councils to meet in camera (for example, to discuss confidential information supplied by another government body, a "trade secret," or certain types of financial information).

Other changes, requiring municipalities to have codes of conduct and provide access to an integrity commissioner, will not come into effect until March 1, 2019. These are changes that have long been recommended by the Ombudsman. For more details, visit www.ontario.ca/laws/proclamations and search "*Modernizing Ontario's Municipal Legislation Act, 2017*." You can also read about the Ombudsman's investigations of closed meetings [here](#).

Questions about when to close a meeting, or how to create a local complaint process? Find our tip cards at our booths or on our website.



OMBUDSMAN'S OFFICE, IPC HIT IT OFF

Ombudsman staff took on their counterparts from the Information and Privacy Commissioner in a friendly softball game on September 14. Team Ombudsman was narrowly defeated, 17-16, but looks forward to a rematch.

RUN FOR THE CURE

Speaking of home runs, our staff team, the [Ombudsman Watchdogs](#), is participating in the Run for the Cure for the 10th consecutive year on October 1, honouring colleagues and loved ones who have dealt with breast cancer. See you there!



SEE YOU IN OCTOBER!

Keep an eye out for Ombudsman staff and



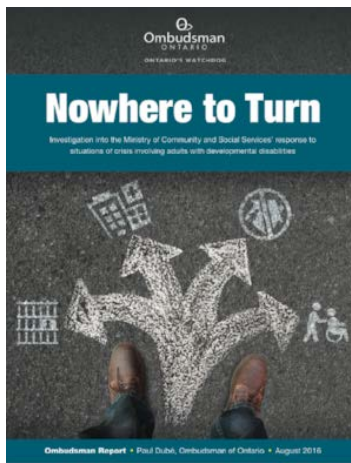
resources at outreach events next month in Mississauga at the [Older Adult Centres' Association of Ontario](#) fair, in Toronto at the [Developmental Services Ontario Toronto Region](#) information fair and in Unionville/Markham at the [Parents Engaged in Education](#) school council workshop.



OMBUDSMAN OUTREACH

This month, Ombudsman Paul Dubé shared his expertise as a panellist at the Forum of Canadian Ombudsman/Osgoode Hall Essentials for Ombuds professional development course (pictured here with co-panellists Guy Parent, Veterans Ombudsman; Mary McFadyen, Saskatchewan Ombudsman; and Johanne Savard, Montreal Ombudsman). He also met with Netherlands Ombudsman Reinier van Zutphen to share common challenges and best practices, and attended the annual conference of the [National Association of Civilian Oversight of Law Enforcement](#) in Spokane, Wash. Ombudsman staff were at several municipal events, including the [Ontario East Municipalities Conference](#) in Kingston, and the [Association of Francophone Municipalities of Ontario](#) conference in The Nation.

INVESTIGATION UPDATE:



NOWHERE TO TURN

The Ministry of Community and Social Services continues to report to the Ombudsman every six months on its progress in implementing his 60 recommendations to improve services for adults with developmental disabilities, released a year ago in his August 2016 report, [Nowhere to Turn](#). The Ministry's latest "[Spotlight on Transformation](#)" newsletter notes some of its recent efforts. Meanwhile, Ombudsman staff handle new complaints in this area every week – since the report was issued, we have received more than 200 new cases, and have helped many people in crisis find suitable placements.



CAREERS WITH THE OMBUDSMAN

Are you interested in social justice issues and questions of procedural fairness in the public sector? We're hiring! [Click here to learn more.](#)

CASE SUMMARY

An Ontario Disability Support Program recipient, who was also caring for a sick relative, came to us for help after his shelter payments had been suspended without explanation. We contacted the ODSP office and found out the man's caseworker was on leave of absence, and other staff were checking her voicemail messages but not her email. We asked ODSP to get in touch with the man and, after he submitted some updated documents, his shelter payments were reinstated. Read more successful case resolutions [here](#).

BROADER PUBLIC SECTOR CASES

This month marks two years since the Ombudsman's mandate was expanded to include school boards. Since September 1, 2015, we've received 1,777 complaints and inquiries about school boards.

Our mandate was also expanded to municipalities and universities on January 1, 2016. Since that date, we've received 5,258 cases about municipalities and 368 about universities.

Like most of the 21,000-plus cases we receive each year, all but a few of these have been resolved without need for formal investigation.

[Learn more here](#)

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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