

Read about the Ombudsman's latest investigation report, *Suspended State*, and more in our September newsletter.

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OMBUDSMAN TARGETS MTO'S DRIVERS LICENSE SUSPENSION SYSTEM



Ombudsman Paul Dubé has called on the Ministry of Transportation to overhaul the way it notifies drivers whose licenses are suspended for unpaid fines - a process his investigation found to be unreasonable, unjust and wrong.

The Ombudsman's latest report, [Suspended State](#), released on September 27, details systemic problems with the Ministry's communications, record-keeping and customer service that have resulted in too many people unwittingly driving with invalid licences.



Noting that drivers are responsible for paying their fines, Mr. Dubé points out it is the Ministry's responsibility to notify them when they have lost their privilege to drive - and his investigation found it lacking on several fronts. "The notices are confusing, complicated and poorly formatted, and never actually state that failure to pay a fine will result in license suspension," he writes in the report.

A key problem is that the Ministry sends suspension notices by mail, but doesn't track the estimated 4% that are returned undelivered. "Thousands of drivers never receive these notices, or are confused by them," he writes. "Unaware that their licenses are invalid, they continue to drive, at considerable personal and financial risk - to themselves and others."

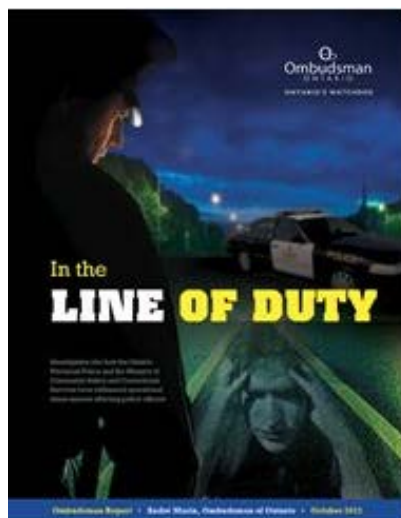
In the interest of "protecting the public from the potentially catastrophic consequences of having unknowingly suspended drivers on the road," the Ombudsman makes 42 recommendations, most of which the Ministry has begun to address. [Read more](#)

IN THE NEWS

- [Ontario to modernize driver's license system after Star probe \(Toronto Star\)](#)
- [Driver's license suspension system "fundamentally flawed": Ontario ombudsman \(CBC News\)](#)
- [Thousands of suspended, uninsured drivers on Ontario's roads don't even know it, ombudsman finds \(The Ottawa Citizen\)](#)

OMBUDSMAN ASSESSING NEW COMPLAINTS ABOUT OPP HANDLING OF OFFICERS' OPERATIONAL STRESS INJURIES AND SUICIDE

On September 18, 2018, Ontario Ombudsman Paul Dubé announced an [assessment](#) into new complaints and issues related to suicides and operational stress injuries among Ontario Provincial Police officers, to



determine whether or not a follow-up investigation is warranted.

In 2012, the Ombudsman's office conducted an in-depth systemic investigation into how the OPP and the Ministry of Community Safety and Correctional Services addressed operational stress injuries affecting provincial officers. The resulting 155-page report, [*In the Line of Duty*](#), revealed more officers had died by suicide over the previous 23 years than were killed doing police work.

The report examined the resources available to officers as well as the persistent stigma surrounding operational stress injuries and PTSD, and made 32 recommendations to improve services and programs.

*"Every year we get calls for potentially suicidal officers; no one knows much what to do." –
OPP Staff Psychologist (p. 119, In The Line of Duty)*

"As I learned recently of the tragic deaths of three more OPP officers by suicide, I was left wondering whether it was time for my office to follow up on our 2012 systemic investigation," Mr. Dubé said. "We have begun with preliminary research and encourage people affected by the issue of operational stress injuries in the OPP to come forward with their stories as we lay the groundwork for a possible investigation."

A VISIT FROM THE ONTARIO LEGISLATURE INTERNS



Ombudsman Paul Dubé welcomed the 2018 OLIP Interns to our office in Toronto, Sept. 18.

In mid-September, Ombudsman Paul Dubé welcomed the interns from the 2018-2019 Ontario Legislature Internship Programme to our office. They discussed who we oversee, how and when we would launch an investigation, and how our office makes recommendations to improve governance in addition to resolving individual issues.

The Ontario Legislature Internship Programme is a 10 month, non-partisan programme that allows interns to serve Members of Provincial Parliament. The Programme is aimed at recent graduates of a Canadian university, and applicants come from a wide array of academic backgrounds.

OUT AND ABOUT



Ombudsman staff had the opportunity to speak with delegates and hand out our information and resources at the Ontario East Municipalities Conference in Cornwall from September 12-14, 2018.

With oversight of the province's [400-plus municipalities](#), the Ombudsman strives to be a valuable resource to local policymakers by offering [tailored resources](#) and sensible recommendations to resolve issues. Attending municipal conferences and events helps municipal staff and councillors better understand our mandate and how we work with them to resolve issues.

At the Ontario East Municipalities Conference, Ombudsman staff heard from councillors, municipal staff, and other local stakeholders about the kinds of issues facing small, large, rural and urban eastern Ontario municipalities. Read about some of the municipal cases we've resolved on our website [here](#).

WATCH AND LEARN: MUNICIPAL OVERSIGHT

Want to know more about municipal oversight? Ombudsman Dubé addressed the Federation of Northern Ontario Municipalities in 2017 to explain how he works with municipalities to resolve complaints effectively and proactively. [Watch more](#).



LEARN MORE: INDIVIDUAL RESOLUTIONS

Curious to read more about how the Ontario Ombudsman's Office has helped Ontarians find resolutions to their problems? [Click here](#) to access our case summary database, or read some of our recent case resolutions below.

- [Identity crisis](#)
- [Family re-covered](#)
- [It's where you live](#)



**Going in circles?
We can help.**

**Vous tournez en rond?
Nous pouvons vous aider.**

[File a complaint online 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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