

Read about the Ombudsman's new oversight of child protection issues and French language services.

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MAY 1: OMBUDSMAN CAN NOW TAKE COMPLAINTS ABOUT CHILD PROTECTION, FRENCH LANGUAGE SERVICES



Ontario Ombudsman Paul Dubé today encouraged Ontarians who have complaints about child protection issues or French language services to contact his office, as new legislation expanding his mandate takes effect today.

“Today represents an unprecedented chance for three separate offices, each providing vital services to the people and institutions of Ontario, to combine forces and enhance their impact as one larger, stronger, more impactful oversight organization,” Mr. Dubé said.

“With our teams now assembled, I am confident in our joint ability to make a difference for more Ontarians than ever.”

“Our new units are made up of people who are as passionate as the rest of our staff about access to justice, good governance, and protecting human rights,” the Ombudsman said.

“Ontarians can rest assured that these professionals will continue to provide expert and efficient service.”

The [Children and Youth Unit](#) is directed by Diana Cooke, formerly the Advocate’s director of investigations. The unit will answer questions, provide information about the rights of children and youth, and handle complaints and investigations related to children’s aid societies, residential licencees, and services provided under the *Child, Youth and Family Services Act*, 2017.

The [French Language Services Unit](#) is headed by Acting Commissioner Jean-Gilles Pelletier, formerly the FLSC’s executive director. The unit will address complaints and conduct investigations to ensure that the rights of Ontarians and the obligations of government agencies are respected according to the *French Language Services Act*.

Mr. Dubé has already announced he will conduct a Canada-wide search to fill the role of Commissioner, who will be under the Ombudsman’s direction but encouraged to do proactive work in promoting the rights of francophones and maintaining community relationships.

Mr. Dubé also recognized the contributions of the former Advocate and French Language Commissioner in the areas he now oversees. “I would be remiss if I didn’t recognize the expertise and pioneering work of Irwin Elman and François Boileau over the past decade,” he said. “I have assured them and their colleagues who are continuing with us that we will respect and build on their efforts and the important relationships they built.”

[Read more](#)

LANGUAGE CONFERENCE - EARLY BIRD RATE



INTERNATIONAL ASSOCIATION OF LANGUAGE COMMISSIONERS ASSOCIATION INTERNATIONALE DES COMMISSAIRES LINGUISTIQUES

VIth ANNUAL INTERNATIONAL CONFERENCE

**Protecting Linguistic Minorities,
Building Stronger Societies**

JUNE 26 AND 27, 2019

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VI^e CONFÉRENCE INTERNATIONALE ANNUELLE

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Join us at the annual conference for the International Association of Language Commissioners, this June in Toronto.

Presenters will include Perry Bellegarde, National Chief of the Assembly of First Nations; Raymond Th  berge, Official Languages Commissioner of Canada ; Dr. Mpho Monareng, Chief Executive Officer of the Pan South African Language Board ; Evelyn Papatsi Kublu-Hill, National Inuit Language Coordinator, Inuit Tapiriit Kanatami ; Slavi  a Mladenovi  , Language Commissioner of Kosovo ; and The Right Honourable Richard Wagner, P.C., Chief Justice of Canada, among others.

Early-bird tickets are on sale – register here

HERE, THERE AND EVERYWHERE

On April 24 and 25, Ombudsman staff attended the Northwestern Ontario Municipal Association's 2019 Annual Conference in Thunder Bay, with a booth dedicated to municipal resources and [our new online digest tool for closed meetings](#). At the conference, General Counsel Laura Pettigrew also presented to delegates about how municipalities can develop codes of conduct, what to expect when the Ombudsman calls and more. [Learn more about how we work with municipalities.](#)



On April 25, Deputy Ombudsman Barbara Finlay gave a presentation to the Ontario Catholic School Trustees' Association in Toronto. The Deputy Ombudsman discussed our office's relationship with school boards and trustees, as well as gave a general overview of how our office works and what to expect when the Ombudsman calls. To learn more about our oversight of school boards, [click here](#).

Coming up in May, Ontario Ombudsman staff will attend:

- [The Ontario Small Urban Municipalities conference](#)
- [The Federation of Northern Ontario Municipalities conference](#)
- [Mayfest](#)
- [The Ontario Association of Public School Business Officials annual conference](#)
- The Canadian Council of Child and Youth Advocates annual general meeting

CASE SUMMARY: NO PLACE LIKE HOME

The parents of two adult sons with highly complex medical needs and developmental disabilities contacted our Office because they felt they were in crisis. They wanted to continue to care for their sons at home, but were experiencing their own health challenges. [Find out how we helped.](#)



[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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