

The release date for our upcoming annual report and more in this month's newsletter!

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WATCH FOR THE OMBUDSMAN'S 2018-2019 ANNUAL REPORT IN JUNE!

Read about how we helped more Ontarians than ever, as historic changes were made to the Ombudsman's mandate - and find out the top complaint trends and improvements made as a result of Ombudsman investigations. Our 2018-2019 Annual Report is set to be released June 25, 2019. Stay tuned to our [Twitter](#) and [Facebook](#) for more details.

HOW WE CAN HELP: CHILDREN AND YOUTH IN CARE

On May 1, our Office was given [the power to investigate complaints and address concerns from and about children and youth in care](#) (including about Children's Aid Societies, foster and group homes, secure treatment facilities, and residential licensees across Ontario).

- **IN THE NEWS:** ['We have the people to do it': Ontario ombudsman pledges 'care' in taking over child welfare probes](#) (CBC Thunder Bay)

Children and youth have the right to contact the Ombudsman if they have concerns about their care - and service providers are required to ensure they have the means to contact us, and can do so without delay. We can help in English and French, and many other languages.

Since May 1, we have received close to 150 complaints, including 115 about Children's Aid

Societies and 14 about residential licensees. Here are just three examples:

A 15-year-old who had been in a group home for three years sought our help in moving into a foster home where he could become more independent. Our staff explained his right to a placement review through the Residential Placement Advisory Committee, which he was not aware of. He requested the review, and his children's aid society worker started the process to make it happen.

Another young person in a treatment group home called us, saying she felt like she had no one to talk to. We determined that she was connected to a children's aid society and a children's mental health agency, but she wasn't aware of either and had never met with anyone from either. Workers from both committed to reaching out to her.

A pregnant youth called us for help when she went for an ultrasound and was told her health card was cancelled. She thought her children's aid society worker had cancelled her health coverage. We determined that the card wasn't cancelled, but required updated information, which she quickly received.

[Learn more or contact us](#)

INTERNATIONAL MINORITY LANGUAGES CONFERENCE - LESS THAN A MONTH AWAY!



**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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26 ET 27 JUIN 2019

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www.ombudsman.on.ca | info@ombudsman.on.ca | 1-800-263-1830

Tickets are still available for this year's International Association of Language Commissioners Association's Annual International Conference, held in Toronto and featuring experts in minority and second language rights from around the world.

Speakers will include the esteemed Right Honourable Richard Wagner, P.C., Chief Justice of Canada; Perry Bellegarde, National Chief of the Assembly of First Nations; Dr. Mpho Monareng, Chief Executive Officer of the Pan South African Language Board; and Michael Cook, Inuit Language resource Coordinator, Inuit Tapiriit Kanatami. [See the full program and list of speakers here.](#)

Tickets are going fast - [get yours today.](#)

Follow the conference on [Twitter](#) and [Facebook](#) for the latest updates!

MUNICIPAL MAY: OUT AND ABOUT

This month, Ombudsman staff were at several municipal conferences, from Thunder Bay to Pembroke, to answer questions from stakeholders and provide resources like our "tip cards" for municipal accountability, and guides to the municipal open meeting rules. The most common complaints we receive about municipalities are related to by-law enforcement, councils, housing, and infrastructure. See our 2017-2018 Annual Report section on these trends [here](#).



Our staff were at the Federation of Northern Ontario Municipalities' annual conference in Sudbury, May 8 and 9. We demonstrated [our new online digest tool for closed meetings](#) and our new [Open Meetings Guide for Municipalities](#). You can also download or print the guide and resources like our [municipal tip cards](#) from our website.

We were in Pembroke at the Ontario Small Urban Municipalities conference May 1 to 3. Staff answered questions from councillors and other municipal officials and handed out copies of our municipal reports (you can read them all [here](#)). To

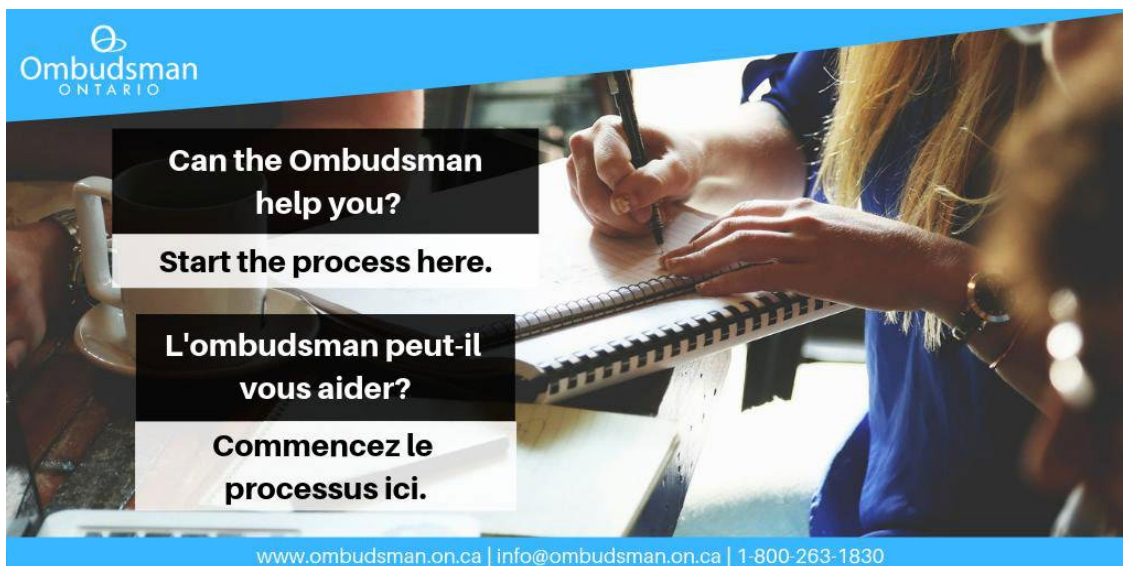
learn more about our oversight of municipalities, [click here](#).



We also shared information about our wide oversight of everything from provincial social services to school boards to children's aid societies at Mayfest, hosted by the Ontario Association of the Deaf on May 10 and 11. To learn more about who we oversee, you can visit our website [here](#).

Coming up in June, you can catch Ontario Ombudsman staff at:

- [The Government and Community Services Fair](#) in Etobicoke.
- [The annual conference for the Association of Municipal Managers, Clerks, and Treasurers of Ontario](#) in Huntsville.
- [The Ontario Association of Residences Treating Youth 2019 Annual Conference](#) in Alliston.



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[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, municipalities, universities, school boards, child protection services and French language services. Ombudsman Paul Dubé began his five-year term on April 1, 2016.

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