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Read Ontario Ombudsman Paul Dubé's fourth annual report, released June 25

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OMBUDSMAN RECORDS ONE OF “BUSIEST YEARS” IN OFFICE’S HISTORY: COMPLAINTS UP 30%, JURISDICTION EXPANDED TO NEW AREAS

[In his 2018-2019 annual report](#), released on June 25, Ombudsman Paul Dubé reported on an historic year in which his office handled a 30% surge in complaints and saw its mandate expanded for the second time in four years.

Mr. Dubé detailed the highlights of the **27,419** complaints his office received from the public in 2018-2019, and updated numerous investigations and case resolutions related to provincial government bodies, municipalities, universities and school boards.



“The stories in this report serve as reminders of the profound human impact our work can have,” he said, noting that he hopes to make similar strides with his new oversight of French language services and child protection, which were transferred to his office as of May 1.

The Ombudsman also released [an update](#) on his office’s work in the two new areas that were transferred to his jurisdiction as of May 1, when new legislation eliminating the formerly independent offices of the French Language Service Commissioner and the Provincial Child Advocate for Children and Youth took effect.

Acknowledging the “tremendous work” done by his predecessors in these areas, the Ombudsman added: “We are committed to building on their success” with the francophone community and with children and youth in care.

Read the full report here

**Watch this short video to learn more about
our year!**



ANNUAL REPORT AT A GLANCE



27,419

Total cases received



45%

closed within
one week



61%

closed within
two weeks

TOP 3 COMPLAINT TOPICS



5,711

Correctional facilities



3,002
Municipalities



2,411
Ontario Cannabis Store

CASE HIGHLIGHTS

A mother who receives support for her adult child with disabilities sought our help after she inadvertently provided inaccurate information to the Family Responsibility Office, resulting in the termination of her support and a \$21,000 credit to the payor. With the help of Ombudsman staff, her support was reinstated and the credit withdrawn. [Read more about how our Office has dealt with complaints about the Ontario Autism Program, the Ontario Disability Support Program and developmental services programs for adults and children, among others.](#)



SOCIAL SERVICES



HEALTH

A transgender woman complained that OHIP had wrongly refused her application for prior approval for breast reconstruction surgery. After our Office intervened, she was able to submit a new application, which was accepted. [Read more about what we've done to help with health care issues in the province, from complaints about LHINs, to the assistive devices program, to OHIP, here.](#)

A man who purchased products from the Ontario Cannabis Store was surprised to find that the parcel he received was just an empty box. Understandably, he wanted a refund - but before he got a refund, the OCS told him he had to return the box. After our Office stepped in, the OCS expedited his original order and he didn't have to return the empty parcel. [Click here to find out how we helped Ontarians with complaints about the Ontario Cannabis Store, driver's licences, lottery problems, and more.](#)



MONEY & PROPERTY



An inmate complained to us that staff at his correctional facility had taken his eyeglasses and refused to return them. Our Office made inquiries with the facility and confirmed that the inmate's glasses had been lost. Officials at the jail agreed to ensure that he received a new prescription, and committed to paying the cost of the replacement glasses. [Read more about complaint trends in correctional facilities, legal aid complaints, and issues with administrative tribunals here.](#)

OMBUDSMAN HOSTS INTERNATIONAL LANGUAGE CONFERENCE

Language commissioners, ombudsmen and language rights experts from around the world [gathered in downtown Toronto this week](#) for the sixth annual conference of the International Association of Language Commissioners. The conference coincided with the 50th anniversary of Canada's *Official Languages Act* and the United Nations' declaration of 2019 as the Year of Indigenous Languages.

Panelists from six continents explored the pivotal role of ombudsmen and language commissioners in the protection of minority-language communities, and as indispensable tools for societal integration, peace building and conflict prevention in multi-ethnic and multi-linguistic societies.

"To have some of the foremost language commissioners and ombudsmen gathered here in our province to share strategies and best practices is, for me, the best of all possible worlds," said Ombudsman Paul Dubé at the conference.

Meeting with his colleagues from other jurisdictions is a key part of ongoing learning as his office takes on the responsibilities related to French language services, the Ombudsman said.

The conference's closing keynote speaker, Supreme Court of Canada Chief Justice Richard Wagner, noted that "language barriers undermine all aspects of civic life - health care, employment, political participation and access to justice."

Justice Wagner recognized the IALC's important work in protecting minority language groups, stating that when we remove barriers for linguistic minorities, "we do more than help them, we build a society that is more inclusive and just for all."



[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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