

In our July newsletter: Work with us in English and French! Big opportunities at the Ombudsman! Plus, our annual report release in August and more

[View this email in your browser](#)

[Forward to a friend](#)



COMING SOON: WATCH FOR OUR 2021-2022 ANNUAL REPORT!



On August 10 at Queen's Park, Ontario Ombudsman Paul Dubé will release his 2021-2022 Annual Report, detailing the latest stories, statistics, and news from his Office over the past year.

[Watch the livestream of the Ombudsman's press conference on our website at 9:30 a.m. on August 10!](#)

Work with us in English and French!

Canadian Council of Child and Youth Advocates comments on the UN Committee on the Rights of the Child's observations for Canada

Here, there and everywhere

How we helped: Case summaries

BILINGUAL? HELP US HELP ONTARIANS IN ENGLISH AND IN FRENCH!



Our Office is growing! Come work with us...in English and French! We are on the lookout for talented bilingual individuals to join our team of Early Resolution Officers and make use of their language skills each day serving Ontarians.

When someone contacts the Ombudsman with a question or complaint, they will most likely interact with an Early Resolution Officer – or “ERO” for short. They are the first point of contact with the public, and a large part of their work is to help Ontarians by resolving their complaints and answering their questions efficiently and with care.

EROs are quick thinkers, resourceful and very good listeners. They get to the heart of a complaint by asking questions, reviewing documents and researching relevant policies and programs. They also provide referrals for complaints and questions that fall outside the

Ombudsman's scope of oversight.

EROs can help Ontarians with complaints about nearly all provincial government and public sector services, including ministries, municipalities, universities, school boards, services for children and youth in care, and services provided in French.

Not a complaint? No problem! EROs can also answer general questions about government and public sector services and point people in the right direction.

EROs help thousands of people each year in both official languages. It makes for busy days and full caseloads, but they are experts at navigating bureaucracy and cutting through red tape to find the right answers.

Like the sound of this work? [Find out more on our website!](#)



Send this to a friend who might be interested in applying!

[Canadian Council of Child and Youth Advocates comments on the UN Committee on the Rights of the Child's observations for Canada](#)



On June 9, 2022, the United Nations Committee on the Rights of the Child released its latest Concluding Observations on Canada's progress in implementing the UN Convention on the Rights of the Child (UNCRC). The Canadian Council of Child and Youth Advocates (CCCYA), of which our Office is a member, released a [media statement](#) reacting to the Committee's observations.

The Committee urged Canada, which ratified the UNCRC in 1991, to do more for children's rights and take action on recommendations outstanding from 2012, including developing a comprehensive federal law, and making corporal punishment illegal.

The CCCYA supported the Committee's recommendations, particularly its call for improved suicide prevention and mental health programs for young people.

HERE, THERE AND EVERYWHERE



Informing CAS complaint intake workers about our role

On July 14, staff from the Ombudsman's Children and Youth Unit met virtually with a group of Greater Toronto Area [children's aid society](#) (CAS) workers who handle frontline complaints. The presentation provided information about the steps we take when complaints are brought to our Office, and what CAS workers can expect when we get involved in a case.

Ombudsman staff discussed how we help young people in care, by staying involved and monitoring their complaints through to resolution. If the issue is not resolved to our satisfaction, we may make further inquiries or initiate an investigation.

Our staff also shared case examples and resources available to young people in care and service providers, including our "[Know Your Rights in Care](#)" brochure and posters, our "[Watchdog](#)" contact cards, and [online videos](#) explaining the work of the Children and Youth Unit.

We frequently update our website, including our [Children and Youth Unit page](#). Please visit our website for more information or to make a complaint.



Collegial interactions

In late July, Senior Counsel Robin Bates was invited to speak to a group of international students at the “Improving the International Student Experience” summit co-organized by Sheridan College and the City of Brampton. She highlighted some of the types of complaints we can help international students resolve – for example, issues with loans and grants, problems with the Ontario Student Assistance Program, difficulties resulting from unclear communications or service delays, and referrals to internal complaint processes.

[Read more about the types of post-secondary-related complaints we've resolved.](#)



Providing insight to the next generation of school board superintendents

On July 9, Early Resolutions Manager Paul Sloan presented virtually to the Supervisory

Officer's Qualification Program (SOQP) as part of a training course. The presentation and lively discussions centred on our Office's focus on administrative fairness and how we resolve complaints with school boards, including common complaints like virtual schooling, special education, student transportation, and more.

[Learn more about how our Office resolves school board complaints.](#)



Municipal matters: Watch for us at AMO 2022

On August 14 and 15, Ombudsman staff will be at the Association of Municipalities of Ontario's 2022 annual conference as it returns in person to Ottawa. Stop by our booth in the Exhibit Hall to pick up helpful municipal resources like our recent reports and ["tip cards" for municipal best practices](#), learn about our online digest of open meeting investigations, and say hello to our friendly staff!

[Learn more about how we resolve municipal complaints.](#)

HOW WE HELPED: CASE SUMMARIES



Timely help

A concerned adult contacted our Office on behalf of a youth who was denied a [Voluntary Youth Services Agreement](#) (VYSA) by a children's aid society (CAS). VYSAs are available to 16- and 17-year-olds who have left home because of concerns about their safety, and who are in need of child protection services.

[Read more to learn about how we helped her.](#)



Tax delay

A Francophone man complained to us after he called a provincial land tax office for assistance with a late payment and had to wait on hold for more than an hour to speak to a French-speaking agent. He told us that after the call, he called back to “test” how long the wait would be if he chose service in English – and he was answered within minutes.

[Read about how we fixed the issue.](#)



Pressed for cash

A college student who was taking “compressed” courses over the summer questioned why she didn’t qualify for full-time OSAP funding, as her college had previously determined that her compressed course load made her eligible.

[Read what happened when we stepped in.](#)

Do you want to follow us on social media?

Subscribe to our [Facebook](#), [Twitter](#) or [Instagram](#) channels to keep up with all the latest information from our Office, and learn how we can help you!



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, as well as child protection services and French language services. Ombudsman Paul Dubé was reappointed for a second five-year term, beginning on April 1, 2021.

The Ontario Ombudsman's work takes place on traditional Indigenous territories across the province we now call Ontario, and we are thankful to be able to work and live on this land.

Copyright © 2022 Ontario Ombudsman, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).