

In our June newsletter: Ombudsman welcomes colleagues from across Canada for annual fairness talks, our Office celebrates Pride and National Indigenous History Month, and much more

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ONTARIO OMBUDSMAN NEWSLETTER



Ombudsman Paul Dubé welcomes colleagues from across Canada for annual fairness talks

Celebrating 2SLGBTQ+ communities

Connecting with Chiefs during National Indigenous History Month

Here, there and everywhere

How we helped

Careers

Ombudsman Paul Dubé welcomes colleagues from across Canada for annual fairness talks



Ombudsman Paul Dubé welcomed ombudsman colleagues from Canadian provinces and territories for the annual meeting of the Canadian Council of Parliamentary Ombudsman (CCPO), held at his office in downtown Toronto June 5-7.

"Sharing ideas and best practices through this annual meeting, as well as through our regular webinars and working groups, is not only inspiring, but better equips us with the tools we need to help citizens," said Ombudsman Dubé, who also holds the role of President of the CCPO.

"An Ombudsman is free, accessible, and uniquely positioned to set matters straight between government administration and the public. Across Canada, ombudsman offices resolve tens of thousands of cases every year, helping people with everything from government services, to child protection concerns, to municipal or school board issues, to language rights."

CCPO members were also welcomed by the Honourable Elizabeth Dowdeswell, Lt. Governor of Ontario, at Queen's Park. "We appreciate the Lieutenant Governor's continued support of the Ombudsman institution, and of the important role our offices play in protecting democracy," said Ombudsman Dubé.

[Read more about the meeting here.](#)

Celebrating 2SLGBTQ+ communities



Happy Pride!

On June 25, Ombudsman Ontario staff, family, and friends had a contingent in the Toronto Pride Parade. We were honoured to participate and demonstrate our Office's support for and allyship with 2SLGBTQ+ communities.

"I was so proud to be part of such an enthusiastic group of Ombudsman staff," said Ombudsman Paul Dubé (pictured above holding the end of our banner, on the left). "The right to be who you were meant to be, and to love whomever you choose, are fundamental human rights and our organization will always stand in support of those protecting them."



We also had a presence at Youth Pride Durham on June 17, which is hosted by the Durham Children's Aid Society and other community organizations to celebrate 2SLGBTQ+ children, youth and families. Our staff talked with scores of young people and adults about our work, including how we help 2SLGBTQ+ youth in the child welfare system, who often report feeling unsafe and isolated. One of the ways we help is through our Children and Youth Unit's 2SLGBTQ+

Outreach Team, which meets regularly with service providers and young people, with a focus on how services must take sexual orientation, gender identity and gender expression into account.

Last month, Toronto Pflag – an organization that supports and advocates for all forms of gender identity and expression – spoke to our staff about the power of allyship, and how

solidarity with 2SLGBTQ+ communities has never been more important. Our Office is committed to fighting for fairness for 2SLGBTQ+ communities and a more equitable future for people of all gender expressions.

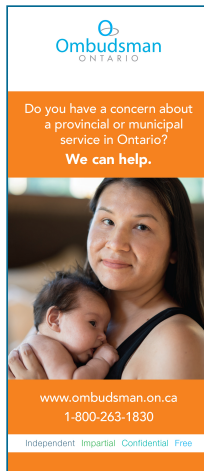
Connecting with Chiefs during National Indigenous History Month



June is National Indigenous History Month, an important opportunity to learn about the cultures, traditions and experiences of First Nations, Inuit and Métis people in Canada. This year marks the eighth anniversary of the release of the Truth and Reconciliation Commission's (TRC) 94 Calls to Action. The TRC was formed after residential school survivors came forward to share their truths about Canada's horrific legacy of residential schools. (For more, visit the website for the [National Centre for Truth and Reconciliation Commission](#).)

We were honoured this month to participate in the trade show for the Annual Chiefs Assembly of the Chiefs of Ontario, held in Thunder Bay June 13-15. We appreciated the chance to speak directly with members of First Nations communities and explain how we can be an amplifying voice for Indigenous issues at the municipal and provincial levels, and were grateful that so many attendees shared their personal stories with us.

Are you Indigenous and having problems with municipal or provincial public services? We



are a culturally safe space and can help you exercise your rights. [Click here to read more about the ways we can help.](#)

Here, there and everywhere



Get treated fairly: The role of the Ombudsman in Toronto and Ontario

On June 20, Ontario Ombudsman Paul Dubé and Toronto Ombudsman Kwame Addo were hosted by the Toronto Public Library as part of its Seniors Month programming. They discussed how an ombudsman can help ensure people are treated fairly by municipal or provincial public sector services. They spoke about what to expect when contacting the Ombudsman, and urged people to reach out to our offices directly if they aren't sure where to turn.

[Did you miss the presentation? Watch the recording today!](#)

If you are interested in learning more about our Office, please [contact us](#) to schedule a presentation.

Municipal matters: Advice on integrity officers at AMCTO

On June 12, General Counsel Laura Pettigrew and Senior Counsel Joanna Bull, two of our Office's experts in municipal issues, delivered an in-person workshop at the 2023 annual conference for the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) in Niagara Falls. Along with local government expert John Mascarini, they offered tips on how municipalities can set up their integrity commissioners for success. Watch for more on this topic later this summer.

New resources: AMCTO attendees were the first to see our latest municipal "tip cards" on by-law enforcement and trespass notices. [Download all of our tip cards here](#), or [contact us](#) if you'd like hard copies!

Reinforcing common goals about child welfare

On June 12, Children and Youth Unit Director Diana Cooke met with nearly 200 staff members from the Ministry of Children, Community and Social Services' Child Welfare Protection Division. This was an important opportunity to share information about child welfare issues our Office is monitoring, and highlight the strong working relationships needed to proactively identify issues and resolve concerns quickly.

Celebrating Francophone milestones in Toronto

On June 21, Carl Bouchard, Interim French Language Services Commissioner, was invited to attend the graduation ceremony for more than 40 students at the Toronto campus of the French-language College La Cité. He tweeted that it is important "to motivate young people to continue their education and career path in French."



On June 20, Interim Commissioner Bouchard was among dignitaries marking the 50th anniversary of the Bureau du Québec à Toronto (the province of Quebec's Toronto office).

The event highlighted the close ties that unite Francophones across Canada.



On June 27, he also met with Sylvie Sylvestre, President of Réseau francophone des Conseils de familles Ontario (Ontario network of Francophone family councils), an organization that works with long-term care home residents and staff to improve the long-term-care experience. Ms. Sylvestre reached out to us after reading – in this section of our newsletter – about the Interim Commissioner’s ongoing series of meetings with Francophone stakeholders.

Our newsletter keeps Ontarians informed of our Office’s work! Please share it with anyone you think might be interested.

HOW WE HELPED



[Welcome home](#)

A senior contacted our Office after restrictions were placed on his visits with his wife at her long-term care home, after he raised concerns with a nurse about his wife's care. Although we do not have direct jurisdiction over long-term care homes, Ombudsman staff made inquiries with a manager at a regional office of the Ministry's Performance Improvement and Compliance Branch, which sparked a surprise inspection at the home. The home agreed to review the man's visit restriction and made changes to the care his wife was receiving.

[Click here to learn more about how we helped Ontarians with their problems](#)



[Review askew](#)

A 16-year-old girl living in a group home told us she had asked her children's aid society worker to initiate a review of her placement because she felt unsafe, but the caseworker didn't follow up with her.

We contacted the caseworker, who told us she thought the teen was happy where she was living. But when we spoke again to the youth, she told us this was incorrect.

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

Click here to learn more about how we helped with issues or problems concerning children and youth



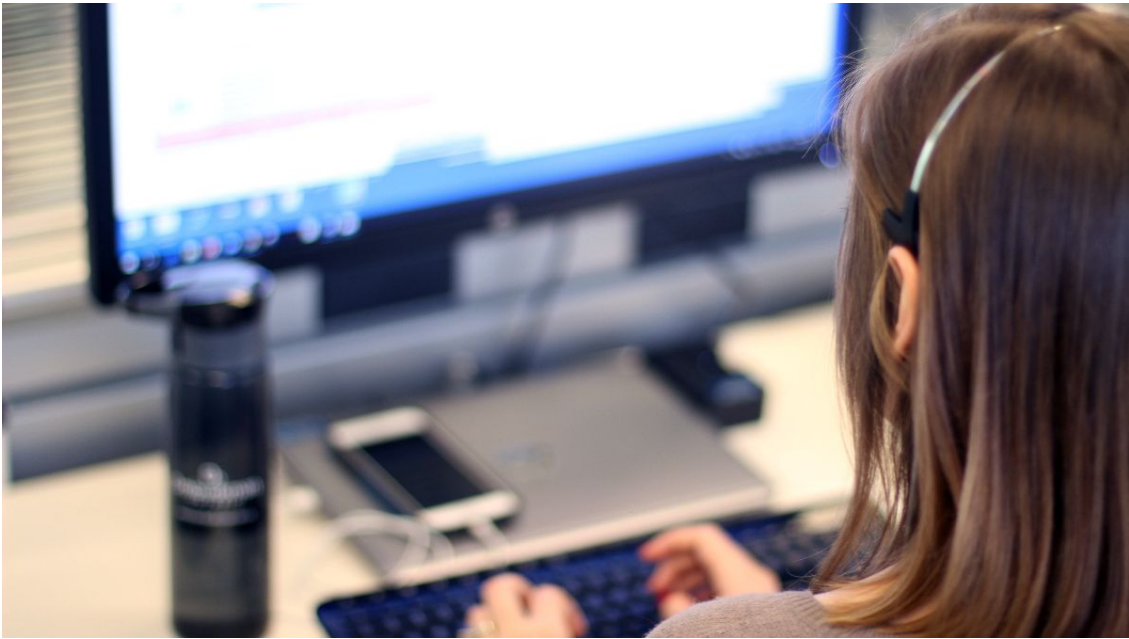
Services in French at home

A woman contacted us because she was unable to obtain home care services in French for her spouse, who had lost the ability to speak English due to health problems. She explained to us that the health care services provided in French through her local Home and Community Care Support Services office were not consistent. She told us that often a bilingual worker would stay on for a year or two, only to be replaced by a unilingual English worker. For more than six months, her spouse did not receive any care services in French.

We raised this issue with the local agency responsible for this man's case. The agency approached the home care service provider to ensure services in French were offered. The woman confirmed that, in the wake of our intervention, her husband was receiving regular home care services in French.

Learn more about the French Language Services Unit which answers questions and takes complaints about services in French

CAREERS



We continue to hire new staff. [Check out all of our open positions in the Careers section of our website.](#)

WE OFFER:

- Collaborative, exciting work with exceptional colleagues passionate about public service
- Comprehensive health, dental and vision benefits
- Generous paid maternity and parental leave
- Hybrid working environment with an office centrally located on the subway line
- A commitment to work-life balance
- Defined-benefit pension plan through the Ontario Pension Board
- Ongoing training and professional development opportunities

APPLY TODAY!

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. The Ombudsman's investigations have benefited millions of Ontarians and prompted widespread reforms, including improved newborn screening, a more secure lottery system, and better tracking of inmates in segregation.

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.

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