

Ontario Ombudsman Paul Dubé releases his 2023-2024 Annual Report. Find dozens of stories of Ontarians we've helped, investigation updates and much more.

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ONTARIO OMBUDSMAN NEWSLETTER



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Ontario Ombudsman Paul Dubé's ninth [Annual Report](#), released on June 26, reflects record and near-record complaints in several areas of his jurisdiction, including those focused on the rights of vulnerable children, people with disabilities, inmates and Ontarians seeking services in French.

The Ombudsman received **27,030** cases – complaints and inquiries – in fiscal 2023-2024, and resolved **57%** of them in two weeks or less. The near-record case volume is up 10% from the previous year and is among the Office's highest in decades.

"To see such large numbers of people seek our help in these areas is heartening," the Ombudsman says in the report. "Although there can be many factors underlying an increase – or decrease – in complaints, what is undeniable is that more Ontarians now have recourse to their Ombudsman than ever before, for a wider variety of issues... As this report illustrates, the results we obtain for them are tangible and significant."

For the first time, this Annual Report also includes an outline of Ombudsman Ontario's new three-year [strategic plan](#). "Our plan prioritizes service excellence and value for all Ontarians, with the aim – as always – of improving public services through our work," the Ombudsman writes. He plans to publish an update when the office marks its 50th anniversary next year.

READ THE REPORT

READ OUR STRATEGIC PLAN

In the news:

- [Investments needed to address 'threadbare' supports for Ontarians with complex needs: ombudsman](#) - The Trillium
- ['Poor living conditions' in Ontario's overcrowded jails top complaints to ombudsman](#) - Toronto Star
- [Jails top Ontario's ombudsman complaint list](#) - CHCH
- [Up North with Jonathan Pinto](#) - CBC

HOW WE HELPED ONTARIANS THIS YEAR

SOCIAL SERVICES

After living in hospital for eight years, a 56-year-old man with developmental disabilities got help to move to a supported living arrangement. In another case, the Ontario Disability Support Program paid a woman \$10,000 after her benefits were mistakenly suspended for more than a year.



[Read more about how we resolved complaints about the Ontario Disability Support Program, the Ontario Autism Program, the Family Responsibility Office, Ontario Works, developmental services, and other programs.](#)

LAW & ORDER



Ombudsman staff visited correctional facilities and helped vulnerable inmates with issues related to overcrowding, medical care, segregation, incidents of use of force, and access to programs.

[See more examples of how we've resolved complaints related to corrections, policing, and administrative tribunals like the Landlord and Tenant Board.](#)

MUNICIPALITIES

The Ombudsman called on municipalities to remove fees for filing complaints to local integrity commissioners, and municipal administrators welcomed the Ombudsman's new best-practice resources about integrity commissioners and codes of conduct.



[Learn about how we also assisted Ontarians with issues with by-law enforcement, housing, municipal closed meetings, infrastructure and zoning, and more.](#)



EDUCATION

A single mother of a child with special needs got a “life-changing” grant of \$11,000 from the Ontario Student Assistance Program after waiting nearly five years.

[Find out more about how we helped students and their families resolve issues with Ontario school boards, universities, colleges, and related Ministry of Education programs like OSAP.](#)

CHILDREN AND YOUTH

After doing a presentation at a group home, staff from our Children and Youth Unit met privately with the young residents, several of whom raised concerns about their rights to privacy, safety, food, and education not being respected.



After we shared these concerns, the Ministry of Children, Community and Social Services visited the home and found 50 areas of non-compliance with its licence. We followed up with all of the young people to ensure their concerns were addressed.

[Learn how we helped children and youth in care with problems related to foster homes, group homes or treatment placements, children's aid societies, and youth justice facilities.](#)



FRENCH LANGUAGE SERVICES

Thanks to help from our French Language Services Unit, a blind Francophone man now receives documents from a health centre that are accessible and in French.

[Read more about the unprecedented 511 cases our French Language Services Unit received in fiscal 2023-2024.](#)

Watch this quick video for 2023-2024 Annual Report highlights



"[Your Early Resolution Officer's] willingness to assist me was so welcoming after the terrible experience I had gone through. She listened, provided me with some comforting words and followed up with [the agency]. What an amazing experience with someone who finally understood the importance of my situation."

– Letter from complainant, spring 2024

Celebrating June with Pride



Happy Pride Month! Our Children and Youth Unit's 2SLGBTQIA+ Outreach Team participated in several Pride events this month, including Durham Youth Pride in Whitby (June 22), the Pride Prom: Wonderland organized by Sherbourne Health at Buddies In Bad Times Theatre (June 25), and a dinner and dance organized by the Catholic Children's Aid Society of Toronto for queer youth and allies (June 27).

This weekend, June 28-30, you'll find us at the Toronto Pride StreetFair and Parade – come say hello! We are proud to continue demonstrating our commitment to a more equitable future for people of all gender identities and sexual orientation.

National Indigenous History Month



Throughout this National Indigenous History Month, Ombudsman staff have attended several Indigenous-led events across the province. Our booth at the 16th annual Maamwi Kindaaswin Powwow in North Bay welcomed more than 350 people. We also had a booth at the Chiefs of Ontario Annual Assembly and gave presentations at the Payukotayno Deputy Chief and Band Reps meeting in Timmins. We shared information about our Office and its role, particularly our work with children and youth in care and with Indigenous communities, and distributed our brochures in various Indigenous languages.

[Here, there and everywhere](#)

Taking the pulse of health services in French



On June 5, French Language Services Commissioner Carl Bouchard spoke at the Annual General Meeting of the Réseau du mieux-être francophone du Nord de l'Ontario, a health care planning entity for services in French in Northern Ontario. The Commissioner shared stories about how we help people access health services in French, and spoke about how the province has followed [recommendations](#) made by our Office to improve French language services. He reminded members that the more they [share their experiences with us](#), the better we can monitor how the government of Ontario complies with the *French Language Services Act* – and the more we can help.

Reaching out to residential care providers

On June 6, staff from the Children and Youth Unit hosted a booth and delivered a presentation at the annual conference of the Ontario Association of Residences Treating Youth (OARTY), which represents independent residential care providers for young people across the province. Our staff discussed our Office's role and how we help children and youth in care.



Meeting municipal managers

From June 9-11, our staff attended the annual conference for the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) in the Town of the Blue Mountains. At the trade show, we spoke with delegates about municipal matters, answering questions about our oversight of various public sector bodies and discussing the outcomes of past investigations. We also shared resources featuring best practice tips for integrity commissioners and closed meetings, which can also be found on our website.

Careers

“ I work with really passionate, caring and intelligent people. I enjoy getting to work on many different areas of law, like administrative and municipal law, or in the education sector. No two complaints are the same. It's very rewarding when I achieve a good outcome on a file – because I know I've made a difference in someone's life.”

— Brittany, Legal Counsel



We continue to hire new staff – and currently have an opening for an [Early Resolution Officer - General Unit \(12 month Contract\)](#) and a [Legal Summer Student \(2025-2026\)](#)!

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
- Ongoing training and professional development opportunities

APPLY NOW

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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