

## ***Annual Report 2016-2017 – Facts & highlights***

### **By the numbers – cases received**

Fiscal 2016-2017 (April 1, 2016-March 31, 2017): **21,328**

Provincial ministries and programs: **10,440** (pp. 68-69)

Municipalities: General – **2,667** (breakdown pp. 72-75); Closed meetings – **109** (stats p. 76)

School boards: **945** (breakdown p. 70) Universities: **175** (breakdown p. 71)

Top provincial organizations by case volume: p. 67

Top correctional facilities by case volume: p. 67

Most common topics by case volume:

Municipalities (p. 34); Universities (p. 47); School boards (p. 44)

### **What's new – complaint trends and proactive work**

- Independent police oversight reviewer recommended Ombudsman's jurisdiction be expanded to include Office of the Independent Police Review Director (p. 18).
- Correctional facilities were directed to investigate inmate-on-inmate assaults, an issue repeatedly flagged by the Ombudsman (p. 21).
- Administrative tribunals improved procedures and made more resources available for people representing themselves in hearings (p. 24).
- New resolution unit launched at senior (assistant deputy minister) level to tackle Family Responsibility Office issues; review launched of international cases of unpaid support (p. 26).
- New municipal legislation will require all municipalities to have a code of conduct and to provide access to an integrity commissioner, as routinely recommended by the Ombudsman (p. 31).
- 19 municipalities now audio/video record closed meetings, as the Ombudsman recommends (p. 38).
- Ministry of Transportation began auditing returned mail in wake of issues with some 225 returned driver's licence suspension notices per week (p. 55).
- Seniors can now schedule driver's licence renewal tests by email or at ServiceOntario after a problem with backlogs (p. 55).

## Investigations

New and pending investigations: Driver's licence reinstatement fees, launched May 2017 (p.56); school busing problems in Toronto, to be finalized in late summer (p. 45)

First investigations of municipalities: *Procuring Progress* (City of Brampton, March 2017) found no maladministration but proposed best practices (p. 34); *Counter Encounter* (Red Rock, May 2017) found township wrongly banned councillor from municipal building (p. 34).

Ongoing systemic case assessments: Monitoring continues of medical advice to Workplace Safety and Insurance Board (p. 51); and Workplace Safety and Insurance Appeals Tribunal backlog (p. 51).

### Updates on completed investigations:

- *Out of Oversight, Out of Mind* (tracking of inmates in segregation, released April 2017): Province committed to all **32** recommendations, echoed by independent reviewer (p. 21).
- *Nowhere to Turn* (services for adults with developmental disabilities who are in crisis, released August 2016): **132** new cases received as of March 31, senior officials working to address recommendations, improve supports and find appropriate placements (p. 28).
- *A Matter of Life and Death* (provincial direction on police de-escalation training, released June 2016): (p. 19). Advisory committee, research and training improvements under way (p. 19).
- *In the Line of Duty* (operational stress injury among police, released October 2012): New legislation requires all police services to have post-traumatic stress disorder plans. (p. 20).
- *Oversight Unseen* and *Oversight Undermined* (Special Investigations Unit, released 2008 and 2011): New legislation to bolster police oversight to be introduced in fall 2017 (p. 19).
- *Better Safe Than Sorry* (monitoring of drivers with uncontrolled hypoglycemia, released April 2014): New medical reporting requirements to be introduced January 2018 (p. 56).
- Non-emergency medical transfer services (no report issued, May 2011): Consultations on regulations promised in 2011 now expected later in 2017 (p.53).
- *The Right to be Impatient* (newborn screening, released September 2005): Improved screening and sample testing time over weekends, 30<sup>th</sup> test to be provincewide by end of 2017 (p. 53).

### **Individual case highlights – how Ombudsman intervention helped**

- Inmate put in segregation cell and neglected after surgery, moved to clean cell and received medical attention (p. 21).
- Inmate with a high-risk pregnancy transferred to specialized clinic (p. 24).
- FRO refunded an additional \$40,000 to man after taking \$143,000 from his pension for support payments for ex-wife who had been dead for 13 years (p. 25).

- Woman received almost \$100,000 in support payments owed by her ex-husband after years of inaction by FRO (p. 29).
- ODSP reviewed service standards and helped man who got no response for months (p. 27).
- Parents of two adult sons with developmental disabilities received funds via two ministries to help them care for them at home (p. 30).
- Municipality revised its procedure by-law after two councillors complained to Ombudsman about their council's poor record-keeping (p. 32).
- Homeless woman was cleared to apply for municipal housing after Ombudsman's review found no evidence that she had a previous debt, as municipality maintained (p. 33).
- Municipality inspected flood damage after initially dismissing homeowner's complaint (p.35).
- College reimbursed student \$1,400 in fees charged due to miscommunication (p. 42).
- College student received \$1,880 grant after Ombudsman review found mistake (p. 42).
- School board clarified its procedures for decisions about school closures (p. 44).
- School board reviewed mother's concerns about grade for student with autism (p. 46).
- PhD student allowed to appeal exam failure when university misapplied policy (p. 48).
- More than 4,000 injured workers compensated for damage caused by back braces (p. 50).
- Government-approved vendor fixed woman's wheelchair after initially refusing (p. 52).
- Prescription renewal for woman's migraine medication expedited; arrived just in time (p. 53).
- Driver compensated for erroneous medical suspension of licence for almost a year (p. 54).
- Woman reimbursed \$1,368 she was shortchanged due to errors by Office of Public Guardian and Trustee (p. 57).
- ServiceOntario began tracking mail after woman's identification documents lost (p. 59).
- Man's birth certificate amended after 2001 name change never recorded (p. 60).
- Woman refunded for two years of overbilling by municipal hydro (p. 61).