

children were met. The Ombudsman did not publish a formal report because the issue was resolved. The Phoenix Centre has been able to hire more staff and meet the ongoing demand for services in subsequent years.

The Ministry continues to provide the Ombudsman with regular updates on the status of military families awaiting services from the Phoenix Centre, and SORT staff also make regular contact with the Phoenix Centre and the base.

During the past year, an average of **103** military clients have received services each month, while **23** have waited for family and child therapy and four waited for group services – however, wait times are no longer than 4-6 weeks. The Ombudsman has applauded the Ministry's willingness to work with the federal government on this issue and will continue to monitor developments.



A Game of Trust – Ontario Lottery and Gaming Corporation

The Ombudsman's investigation of the Ontario Lottery and Gaming Corporation (OLG), detailed in the March 2007 report *A Game of Trust*, resulted in dramatic changes to the lottery system. The Ombudsman's recommendations – stressing the need for the OLG to return to its role as a public servant and change its culture to protect the public from theft and fraud perpetrated by retailers – have all been implemented.

In the spirit of accountability, however, the OLG pursued some of the recommendations further. In February 2009, for example, it released the results of a private audit that indicated "insiders" (mostly ticket retailers) had claimed almost \$200 million in lottery

prizes since 1995 – nearly twice what OLG had originally estimated. The Ombudsman was concerned that this indicated that theft and fraud could still be a problem within the system, and he gave OLG six months to show it had addressed the issue. Otherwise, he said he would consider recommending that retailers be restricted from playing lotteries.

In September 2009, the OLG announced it was banning retailers from purchasing lottery tickets in their own stores, effective November 2009. The initiative was supported by the Ontario Convenience Stores Association.

The Ombudsman welcomed this development, noting that the OLG deserved kudos for the proactive way it had embraced and implemented his recommendations.

“We nudged the OLG forward on this issue and I’m pleased to see that the government has stepped in and made the right decision.”

– Ontario Ombudsman André Marin, as quoted by *The Canadian Press*, September 14, 2009