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THE Watchdog

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NEW INVESTIGATION: OMBUDSMAN LOOKING INTO LIMITED FUNDING OF HERCEPTIN



Ms. Anzarut on Twitter

The Ombudsman has tasked his Special Ombudsman Response Team (SORT) to investigate the Ministry of Health and Long Term Care's decision not to fund the drug Herceptin for breast cancer patients whose tumours are less than one centimetre in diameter. The team has interviewed affected patients and family members, including Jill Anzarut, whose case was detailed in several media stories, including [this one in the Globe and Mail](#).

The Ombudsman began reviewing the case February 28 and launched the investigation March 18, saying, "Based on our informal interviews with oncologists and officials from Cancer Care Ontario and the Ministry, I've determined that this case raises issues serious enough to warrant a systemic investigation." [Read more](#)>>

The Ombudsman's Office oversees and investigates close to 500 provincial ministries, agencies, tribunals, and Crown corporations.

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Phone: 1-800-263-1830, Fax: 416-586-3485 / TTY 1-866-411-4211

Email: info@ombudsman.on.ca

Write: Ombudsman Ontario, Bell Trinity Square, 483 Bay St., 10th Floor, South Tower, Toronto, ON M5G 2C9.



ANNUAL REPORT

The Ombudsman's annual update on all our major investigations, individual complaints, pro-active resolutions and results we've obtained for Ontarians will be released in June – and we'll have a full report in the next edition of this newsletter.

NEW INVESTIGATION: OPP HANDLING OF STRESS INJURIES

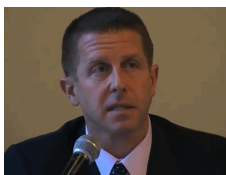
Interviews are underway in the Ombudsman's investigation into how the Ontario Provincial Police (OPP) deals administratively with operational stress injuries (OSI) among its members, after the Ombudsman received some 30 complaints from current and former OPP officers. Launched March 31, the SORT probe is also looking at the Ministry of Community Safety and Correctional Services' administrative processes relating to OSI in police services across Ontario. Among the issues raised by complainants is that those who suffer from depression, anxiety, addiction or post-traumatic stress disorder as a result of their duties are often stigmatized and ostracized and that there is a prevailing attitude that they should just "Suck it up," and get on with their jobs, said Ombudsman André Marin. [Read more](#)>>

UPDATE: NON-EMERGENCY MEDICAL TRANSFER PROBE

SORT has completed the evidence-gathering phase of the Ombudsman's non-emergency medical transfer vehicle investigation. The investigation focuses on whether the Ministry of Health and Long-Term Care and the Ministry of Transportation are ensuring that adequate measures are in place in this industry to protect the public in light of complaints about patient safety, lack of infection control and poorly trained staff. The Ombudsman announced in January that the investigation would take 90 days. He is now in the process of drafting a preliminary report and recommendations. [Read more](#)>>

OUTREACH EVENTS

Mr. Marin returned to the University of Windsor faculty of law on March 29 to deliver his popular lecture on "Accountability in the Administrative State" to 150 first-year law students – focusing this year on his investigation into the expansion of police powers during the G20 summit in Toronto (Caught in the Act) and his probe of the Ontario Lottery and Gaming Corporation. [Read the speech](#).

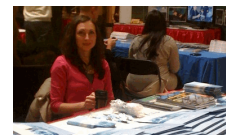


The Law Union of Ontario's winter conference on February 26 featured an all-star panel on the G20 and oversight of policing, including Ombudsman Marin, the Director of the Office of the Independent Police Review Director (Gerry McNeilly), and Special Investigations Unit Director (Ian Scott).

Video taken by a participant in the event is posted at the blog wearechangetoronto.org. [Read the Ombudsman's remarks](#) | [Watch the video](#)

Members of the public snapped up Ombudsman reports, brochures and information packages at the February 26 Government and Community Services Fair in Etobicoke, sponsored by MPPs Donna Cansfield and Laurel Broten.

Deputy Ombudsman Barbara Finlay participated in a panel discussion on "The Public Works Protection Act and the G20" at the Student Public Interest Network Legal Action Workshop (SPINLAW) at the University of Toronto on



TRAINING

Our fifth annual training course in conducting systemic investigations - **Sharpening Your Teeth: Investigative Training for Administrative Watchdogs** – will be held in Toronto, November 28-30, 2011. For information on course content and registration, send an email to training@ombudsman.on.ca or contact Sue Mason at 416-586-3453.

CONNECTING ONLINE

The Ombudsman now has more than **4,200** Twitter followers and more than **1,400** Facebook fans. Thanks for your comments, conversation, and feedback!

We're also in the midst of

March 12. Ombudsman staff also participated in the Ontario Bar Association's Public Interest Day on March 11.



redesigning our website and would love to hear your suggestions for improvements at thewatchdog@ombudsman.on.ca

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