

NOTE: UNDER EMBARGO to 2 p.m., November 2, 2016

Annual Report 2015-2016 – Facts and Highlights

By the numbers – cases received

Fiscal 2015-2016 (April 1, 2015-March 31, 2016): **22,118**

First six months of fiscal 2016-2017 (April 1-September 30, 2016): **10,830**

Provincial ministries and programs: **11,568** in 2015-2016; **5,176** to Sept. 30, 2016

Municipalities: General – **918** from Jan. 1-March 31, 2016; **1,367** to Sept. 30, 2016
(excluding complaints about municipal police services)

Closed municipal meetings – **45** from Sept. 1, 2015-March 31, 2016; **35** to Sept. 30, 2016

School boards: **398** from Sept. 1, 2015-March 31, 2016; **472** to Sept. 30, 2016

Universities: **92** from Jan. 1-March 31, 2016; **95** to Sept. 30, 2016

What's new – significant cases, complaint trends and proactive work

Ombudsman submissions on legislative change:

- Segregation (solitary confinement) of inmates in provincial correctional facilities (p. 17)
- Police oversight review (p. 17)
- Regulating police street checks/"carding" (p. 16)
- Review of municipal legislation (p. 39 and p. 43)

Top provincial organizations, by case volume, fiscal 2015-2016 (p. 61)

Top correctional facilities, by case volume, fiscal 2015-2016 (p. 61)

New jurisdiction, most common topics by case volume:

Municipalities (p. 38); Universities (p. 36); School boards (p. 30)

"MUSH sector" update: Ombudsman oversees **Municipalities** (p. 37) and **Universities** (p. 34) as of Jan. 1, 2016, and **School** boards as of Sept. 1, 2015 (p. 29).

New Patient Ombudsman oversees **Hospitals**, long-term care and Community Care Access Centres as of July 1, 2016 (p. 49); Provincial Advocate for Children and Youth investigates **children's aid societies** as of March 1, 2016 (p. 21). Oversight of **police** is unchanged (p. 16), but now the subject of an independent provincial review (p. 17).

Systemic investigations

New systemic investigations launched: Toronto school busing (p. 33); City of Brampton procurement practices (p. 41)

Pending systemic case assessments: Medical advice to Workplace Safety and Insurance Board (p. 47); Workplace Safety and Insurance Appeals Tribunal backlog (p. 48).

Updates on completed investigations:

- *Nowhere to Turn* (services for adults with developmental disabilities who are in crisis, released August 2016): 60 recommendations accepted, new cases continue to come in since report release (p. 23).
- *A Matter of Life and Death* (provincial direction on police de-escalation training, released June 2016): 22 recommendations accepted, first Ministry progress report received (p. 19).
- *In the Dark* (billing and customer service at Hydro One, released May 2015): Hydro One reported improvements, no longer in Ombudsman's jurisdiction, created internal ombudsman (p. 45).
- *Careless About Child Care* (monitoring of unlicensed daycares, released October 2014): All 113 recommendations now addressed (p. 27).
- *Better Safe Than Sorry* (monitoring of drivers with uncontrolled hypoglycemia, released April 2014): Recommendation to allow public to report potential dangerous drivers declined (p. 53).
- *The Code* (use of excessive force by correctional officers, released June 2013): Closed-circuit and hand-held video not yet implemented (p. 19).
- *In the Line of Duty* (operational stress injury among police, released October 2012): New integrated mental health strategy for Ontario Provincial Police and others (p. 20).
- Non-emergency medical transfer services (no report issued, May 2011): Regulations promised in 2011 not expected until 2018 (p.50).
- *The Right to be Impatient* (newborn screening, released September 2005): Improved screening and sample testing time over weekends and added 30th test (p. 50).
- *Between a Rock and a Hard Place* (services for children with acute special needs, released May 2005): Helped two families who were wrongly advised to surrender custody to get residential care for their children (p. 24).

Individual case highlights – how Ombudsman intervention helped

- Inmate held in segregation for a total of nine months received psychiatric help, moved to general population (p. 17).
- Woman in custody awaiting trial receives medical attention after having seizure, breaking foot, lying on floor in pain for hours (p. 18).
- FRO prompted to take action against man who owed more than \$300,000 in support (p. 21).
- Woman received \$9,700 in support payments held up in U.S. court (p. 24).
- Father jailed for failure to pay child support received apology from FRO, which sent notice of payment to wrong address (p. 21).
- Woman received \$4,900 in disability support after 7-month wait for ODSP response (p.24).
- Student whose college closed reimbursed \$1,000 for books after poor customer service from provincial officials (p.28).
- School boards implemented processes for complaints about trustees (p. 30).

- School boards agreed to improve communication of bus route changes (p. 33).
- School board transportation consortium apologized to parent and improved driver training after mistaken dropoff of 4-year-old (p. 33).
- Municipality improved transparency after nepotism complaints (p.39).
- Senior billed by municipal hydro for wrong apartment had \$3,000 catch-up bill waived (p.40).
- Gel estrogen funded for transgender woman after drug program criteria shown to be outdated (p.49).
- Woman reimbursed \$1,200 for medication by provincial drug program (p. 51).
- GO Transit improved public communication about Presto card “tap off” requirement (p. 53).
- Senior’s licence reinstated in a day after Ministry of Transportation misplaced his medical report and said it would take a month to process replacement (p. 54).
- Driver fined \$325 for unknowingly using an invalid licence; Ministry of Transportation computer system updated so licences can’t be issued if not complete (p. 54).
- Woman reimbursed \$1,700 lost due to errors and delays by Office of the Public Guardian and Trustee (p. 56).
- Formerly homeless man who lacked documentation obtained birth certificate (p. 57).
- Security guard obtained licence after three-month delay (p. 57).