

Annual Report 2007-2008 – Facts and Highlights

Total complaints and inquiries received: 16,754

Complaints involving MUSH sector (outside mandate): 2,129

- **Municipalities** (excluding closed meeting complaints): 939
- **Universities**: 31
- **School Boards**: 79
- **Hospitals and long-term care facilities**: 276
- **Children's aid societies**: 431
- **Police and OCCPS**: 373

New and pending Special Ombudsman Response Team (SORT) cases:

- *A Test of Wills* (Legal Aid Ontario): **Page 23** – Legal Aid overhauled its “big case” management practices; Ministry of the Attorney General pledged to try to recover \$1 million wasted in defence of Richard Wills.
- *Life and Breath* (Oxygen saturation monitors for children): **Page 25** – Funding approved for devices that allow kids with severe respiratory conditions to be treated at home instead of hospital; Ministry of Health and Long-Term Care's Assistive Devices Program now under full review.
- *Building Clarity* (MCGS and Tarion): **Page 26** – Ministry of Government and Consumer Services agreed to provide more information to homeowners regarding its relationship to Tarion Warranty Corp.
- *PET Peeves* (PET scan program): **Page 27** – Investigation into patient access to Positron Emission Tomography scan program, launched in September 2007; expected to be completed in late summer.
- *Scarborough and William Osler hospitals* (under Ministry of Health and Long-Term Care supervision): **Page 35** – SORT's assessment of complaints is ongoing; supervisors' progress is being monitored.

Updates on earlier investigations:

- *Getting it Right* (Municipal Property Assessment Corp., 2006): **Page 33** – Property tax freeze comes off this fall, MPAC forms and website were overhauled; province passed law reversing the onus in appeals so MPAC must prove its assessments are accurate.
- *A Game of Trust* (Ontario Lottery and Gaming Corp., 2007): **Page 28** – Alcohol and Gaming Commission now oversees lotteries and new system of retailer registration and checks; numerous changes made to tickets and ticket-checking systems; OLG is actively returning to culture of public service over profit.

- *Adding Insult to Injury* (Criminal Injuries Compensation Board, 2007): **Page 30** – CICB was given an additional \$120 million to hire staff and clear backlog; McMurtry task force reviewing system.

Successes achieved by Ombudsman staff (see **Case Summaries** section, **Page 36**):

- A foster mother to two special-needs boys who was denied a decade’s worth of payments was paid \$184,299. (**Page 37**)
- Emergency call buttons for female inmates at the Central East Correctional Centre that were turned off because staff considered them a “nuisance” were reactivated. (**Page 40**)
- A learning-disabled man who had struggled for years to complete his college courses before being told there was a four-year time limit was granted his diploma. (**Page 37**)
- An ex-husband who escaped paying family support through the Family Responsibility Office (FRO) for years was arrested and paid his ex-wife \$42,000. (**Page 39**)
- A man who paid for prostate surgery in the U.S. because OHIP failed to tell him the operation could be done here was reimbursed \$30,000. (**Page 42**)

New Mandate: Municipal Open Meeting Enforcement (to be handled by Open Meeting Law Enforcement Team, or OMLET – Page 16):

- Complaints since new “sunshine law” in effect Jan. 1, 2008: 61
- Investigations and reports by Ombudsman: 2 – in Fort Erie and Sudbury
- Municipalities where the Ombudsman can investigate closed meetings: About 200
- Municipalities using other investigators: About 240
- Investigations and reports by other investigators: Unknown

-30-

Aussi disponible en français

For further information, please contact:

Linda Williamson
 Director of Communications
 Tel: 416-586-3426
 lwilliamson@ombudsman.on.ca

or Patricia Tomasi
 Communications Officer
 Tel: 416-586-3402
 ptomasi@ombudsman.on.ca