

AGENDA

Day One: Monday, January 19, 2015

- 8:00 to 9:00 a.m.** **Registration and continental breakfast**
- 9:00 to 9:30 a.m.** **Introduction and welcome**
- 9:30 to 10:30 a.m.** **Intake and Triage**
Learn about the intake and triage process, and how 20,000 complaints are triaged, or flagged and escalated to become large-scale systemic investigations each year.
- 10:30 to 10:45 a.m.** **BREAK**
- 10:45 a.m.**
to 12:15 p.m. **Systemic Investigations**
An introduction on identifying systemic issues and conducting effective and efficient investigations. Learn what a systemic investigation is, how to decide when to launch one, and how to make sure it stays on track, on time and on budget.

ADVANCED INVESTIGATIVE TRAINING FOR ADMINISTRATIVE WATCHDOGS

January 19-21, 2015 – Ontario Bar Association Conference Centre – 20 Toronto St.

Day One – Monday, January 19, 2015 – continued

- 12:15 to 1:15 p.m.** **LUNCH (served in the adjoining room)**
- 1:15 to 1:45 p.m.** **Principles of Excellent Investigations**
A discussion of the eight principles that underpin thorough and objective investigations of any kind.
- 1:45 to 3:15 p.m.** **Investigation Planning**
Learn how to develop an effective investigation strategy, avoid “issue creep”, pinpoint sources of evidence, obtain documents, anticipate potential roadblocks, use resources efficiently, and set realistic milestones and timelines.
- 3:15 to 3:30 p.m.** **BREAK**
- 3:30 to 5:00 p.m.** **Scenario and group preparation of investigation plans**
Review a fact scenario, break into groups and prepare detailed investigation plans based on the scenario.

Day Two: Tuesday, January 20, 2015

8:00 to 9:00 a.m. Continental breakfast

**9:00 to 10:30 a.m. Old Watchdogs, New Tricks:
Using Social Media in Investigations**
Learn how to interact with the public and track issues on social media, how to use Twitter, Facebook and other digital tools during investigations, and how to make sure your voice is heard in the crowd.

10:30 to 10:45 a.m. BREAK

10:45 to 11:30 a.m. Case Study: *Careless About Child Care: Investigation into complaints about unlicensed daycares*
The session will discuss how the Special Ombudsman Response Team moved through this investigation, from assessing the issue, to sifting through a significant amount of documentation, to publishing the report, *Careless About Child Care*.

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Day Two – Tuesday, January 20, 2015 – continued

**11:30 a.m.
to 12:30 p.m.**

Case Study: *The Code*: Use of force against inmates
Learn how investigators planned and conducted the Ombudsman’s investigation into allegations of excessive use of force against inmates, including interviewing more than 180 individuals, and obtaining and reviewing large quantities of video and documentary evidence.

12:30 to 1:30 p.m.

LUNCH (served in adjoining room)

1:30 to 2:30 p.m.

Keynote Speech by Steve Orsini, Secretary of the Cabinet, Head of the Ontario Public Service and Clerk of the Executive Council

2:30 to 2:45 p.m.

BREAK

2:45 to 4:45 p.m.

Witnesses and Interviewing
Review interview techniques, including how to identify and prioritize witnesses, prepare for and conduct interviews, put witnesses at ease and deal with witnesses who are less than co-operative, as well as how to overcome common problems and errors made by interviewers.

SHARPENING your TEETH



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5:00 to 7:00 p.m.

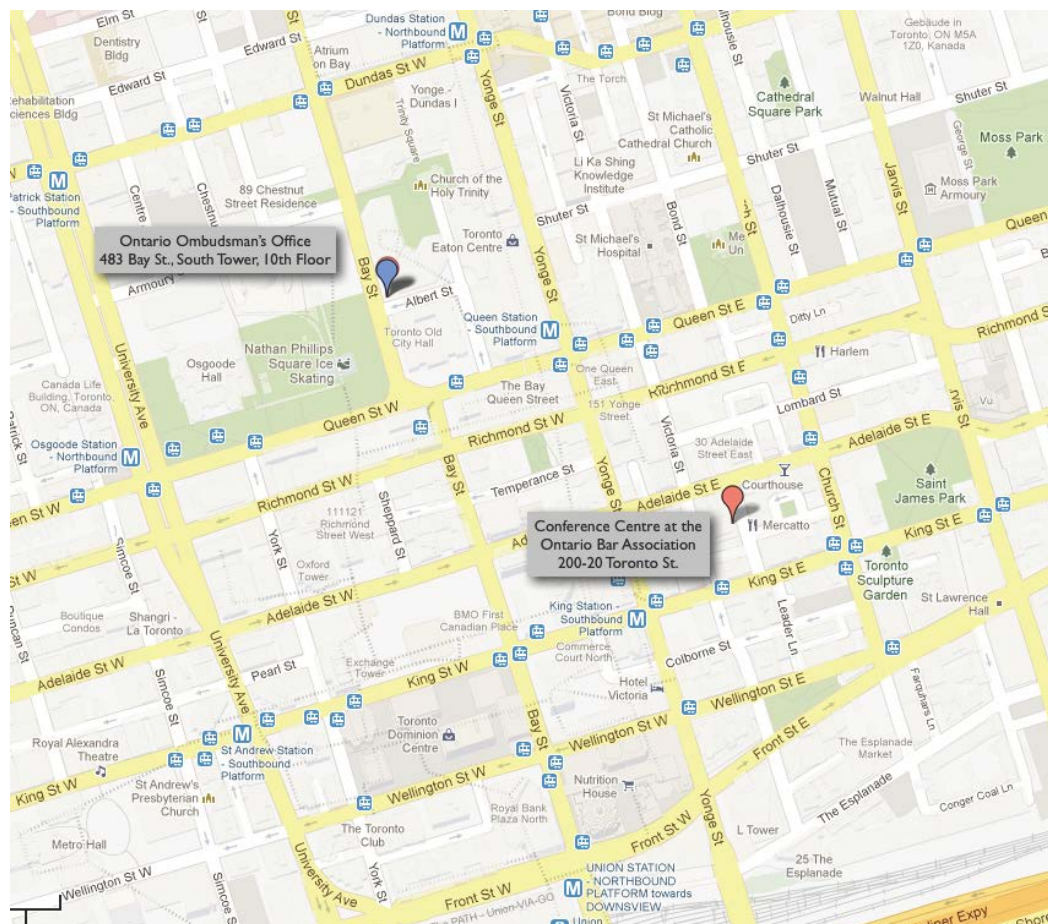
Reception at the Ontario Ombudsman's Office

Office of the Ombudsman of Ontario
483 Bay Street, 10th Floor, South Tower
Toronto

(For directions, see map below)

Hors d'oeuvres, soft drinks and a selection of Ontario wines and beers will be served.

Directions to reception: 20 Toronto St. to 483 Bay St., 10th Floor, South Tower



Day Three: Wednesday, January 21, 2015

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| 8:00 to 9:00 a.m. | Continental breakfast |
| 9:00 to 10:30 a.m. | Assessing Evidence
Learn how to weigh the evidence gathered in an investigation, including through social media, for sufficiency, reliability and relevance. As an exercise, participants will evaluate mock evidence based on the investigation planning scenario. |
| 10:30 to 10:45 a.m. | BREAK |
| 10:45 a.m.
to 12:15 p.m. | Getting it Write
Review tips and best practices for writing strong, engaging, persuasive reports on investigations, and review mock samples of writing based on the investigation planning scenario. |
| 12:15 to 1:15 p.m. | LUNCH (served in adjoining room) |

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Day Three – Wednesday, January 21, 2015 – continued

1:15 to 2:15 p.m.

Watchdogs Bark: Communicating Your Investigation

This session will focus on getting your message out via traditional news media, Internet and social media.

Discussion will include strategies for getting and keeping the public's attention through good media relations and monitoring, report packaging, news conference planning and the strategic use of social media.

2:15 to 2:45 p.m.

Closing remarks and conclusion

Final questions and answers, and closing remarks