

The Record

2011 First Quarter

Inside

I just want to say

Toronto's Ombudsman
talks about changes

reporting back

The Ombudsman's
Annual Report

out and about

what we've been up to

...we will continue to render high quality service to the people of Toronto and to City Council as best we can with the funds that are available.

Read about what Fiona Crean, Toronto's Ombudsman has to say.

Your Ombudsman

It's about reporting back

I just want to say



In the meantime, we are tightening our purse strings by going to a quarterly newsletter and only publishing it online.

If you would like a hardcopy, please let us know and we will send it to you.

Also, on the Ombudsman's website, we are posting our expenses as a part of our commitment to transparency.

It's a new year

You may have seen in the media that City Council has turned down my request for a budget increase of \$105,000 so that I could do more systemic investigations.

City Council instead approved a 5% decrease to this office's 2011 budget, setting the amount at \$1,391.2.

Council has made its decision, and we will continue to render high quality service to the people of Toronto and to City Council as best we can with the funds that are available.

We will be transparent in keeping both residents and City Council informed as to the effect of the lack of sufficient resources, if and when there is any reduction in service such as an increase in waiting time or if our ability to fulfil our statutory responsibilities is impaired.

This has been in the works since the fall and now that we have established the administrative support, we will post at the end of every quarter.

When you go to our website, you may notice we have redesigned its contents to make it more accessible so send us your feedback!


Finally, I am pleased to note that City Council accepted and adopted all the recommendations of our recent investigation called *A Duty to Care*, an investigation into Municipal Licensing & Standards' treatment of a resident with dementia. Council also received and adopted our 2010 annual report at its February session.

Fiona Crean
Ombudsman

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reporting back



“I want to thank those hundreds of residents who have shown the courage to come forward with their complaints, thereby contributing to the improvement of public service. On behalf of my team, I also want to thank those every day heroes—the many public servants who have gone the extra mile.”

The Ombudsman's Annual Report 2010

The Ombudsman's 2010 Annual Report was adopted by City Council in February 2011. She is required by the City of Toronto Municipal Code §3-7 to “report annually to Council on the activities of his or her office and the discharge of his or her duties.”

In the 2010 Annual Report, the Ombudsman updated the recommendations that she made in her first annual report that:

Toronto Public Service (TPS)

develop and publish its internal complaints systems and procedures and TPS publish its customer service standards.

The Ombudsman made six recommendations for the coming year: that the TPS fulfil the first two recommendations as well as report back to City Council in March 2011; that the public service improve its record keeping practices by setting standards for record-keeping; that the TPS set service standards for communications with residents;

and finally that the City Manager hold all employees accountable for meeting service standards.

The Ombudsman also included a review of the top ten case categories and the top ten areas that ranked highest in number of complaints.

For more details visit our website: ombudstoronto.ca

out and about

what we have been up to

The Ombudsman has been out doing information sessions with various public service groups of employees, most recently with Toronto Fire Services, about the role of this office and how we can work together.

Two workshops with Councillors' staff have now been conducted and the office looks forward to supporting one another in serving residents.

The Ombudsman spoke recently at the Forest Hill Rotary Club and the Holy Cross seniors' group in East York. She spoke to the groups about public service standards for zoomers and how the role of an ombudsman may be helpful in having their

problems addressed when city government fails them.

International Women's Day was on March 8, 2011. The very first International Women's Day was launched in 1911 by Clara Zetkin on March 19.

The date was chosen because on March 19, during 1848 revolution, the Prussian king recognized for the first time the strength of the armed people and gave way before the threat of an uprising.

Among the promises he made, which he later failed to keep, was the introduction of votes for women. In 1913, International Women's Day was moved to March 8 and

has remained the global date honouring that celebration.

On March 21, the International Day for the Elimination of Racial Discrimination is observed. On that day, in 1960, police opened fire and killed 69 people at a peaceful demonstration in Sharpeville, South Africa, against the apartheid "pass laws."

Many of these people were children in school uniforms. Proclaiming this day in 1966, the United Nations General Assembly called on the international community to redouble its efforts to eliminate all forms of racial discrimination.

talk to us

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about Toronto's Ombudsman

Fiona Crean is the City of Toronto's first Ombudsman and the Office opened in April 2009.

Her years as Ombudsperson for York University and Executive Director of the Ontario Ombudsman's Office have given her significant experience in conflict resolution, good governance and promoting accountability in the public sector.

Prior to taking on her post, Fiona worked for a number of years at the Ontario Human Rights Commission and was the Assistant Deputy Minister in the Ontario Ministry of Community Safety and Correctional Services, responsible for addressing systemic racism and sexism.

We've revamped our website and want to know what you think!