

## **Ombudsman Hits the Road**

**Toronto, October 19, 2009** – Toronto Ombudsman Fiona Crean is taking her office on the road to four communities representing downtown Toronto, Scarborough, Etobicoke and North York.

The sessions with City Councillors and members of the public this fall are designed to let the public know about the Ombudsman's Office and what it does, as well as to get feedback on the priorities for the Ombudsman's first strategic plan, which is being drafted for release in 2010.

Crean said she is committed to making sure that residents have equitable access to the Office's services, noting that she intends to get to all wards over the next couple of years.

Meetings are as follows:

**Tues, October 20, Scarborough City Centre, 7-9pm**  
150 Borough Drive (McCowan Road and Ellesmere Road)

**Thurs, November 19 in North York, 7-9pm**  
location to be announced

**Wed, November 25, Scadding Court Community Centre, 7-9pm**  
707 Dundas St W (at Bathurst)

**Thurs, December 3 in Etobicoke, 7-9pm**  
location to be announced

The Office of the Ombudsman is committed to being responsive and accountable to the City of Toronto and its residents. It is responsible for reviewing public complaints about administrative unfairness and making recommendations to City Council to improve service.

-30 -

For more information: Contact Deb Wharton. 416 392 7094