



OMBUDSMAN INVESTIGATION REPORT

An Investigation into the Provision of Emergency Human Services following the 200 Wellesley Street Fire

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| Date: | May 1, 2012 |
| To: | City Council |
| From: | Ombudsman |
| Wards: | All |
| Reference Number: | |

SUMMARY

In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into the City's provision of emergency human services following the 200 Wellesley Street fire.

RECOMMENDATIONS

The Ombudsman recommends that:

City Council adopts the recommendations contained in this investigation report.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This investigation was conducted pursuant to section 171(1) of COTA, which allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

COMMENTS

Pursuant to my governing legislation, the investigation found that the actions and omissions of the City were unreasonable.

My report makes 15 recommendations to the City Manager. They are made in the public interest and intended to provide systemic improvements.

The City Manager has accepted my recommendations.

CONTACT

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Ombudsman

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SIGNATURE

A handwritten signature in black ink, consisting of a stylized 'F' and 'C' followed by a long horizontal stroke.

Fiona Crean

Ombudsman

ATTACHMENT

An Investigation into the Provision of Emergency Human Services following the 200 Wellesley Street Fire.