

The CN Tower is shown on the left side of the image, extending from the bottom towards the top. It features a tall, slender shaft with a prominent circular observation deck near the top, and a spire with a red and white striped tip. The background is a clear blue sky with a few wispy white clouds at the bottom right.

2020 ANNUAL REPORT

**Susan E. Opler
Ombudsman**

**Presentation to Toronto City Council
May 6, 2021**



MESSAGE FROM THE OMBUDSMAN: LESSONS LEARNED

- Transparent, clear and honest messaging people can understand is critical.
- There is huge value in working together.
- The City can make things happen more quickly than it ever thought possible.
- We will not have a truly healthy and prosperous city until we address the barriers that the most vulnerable and marginalized among us face.

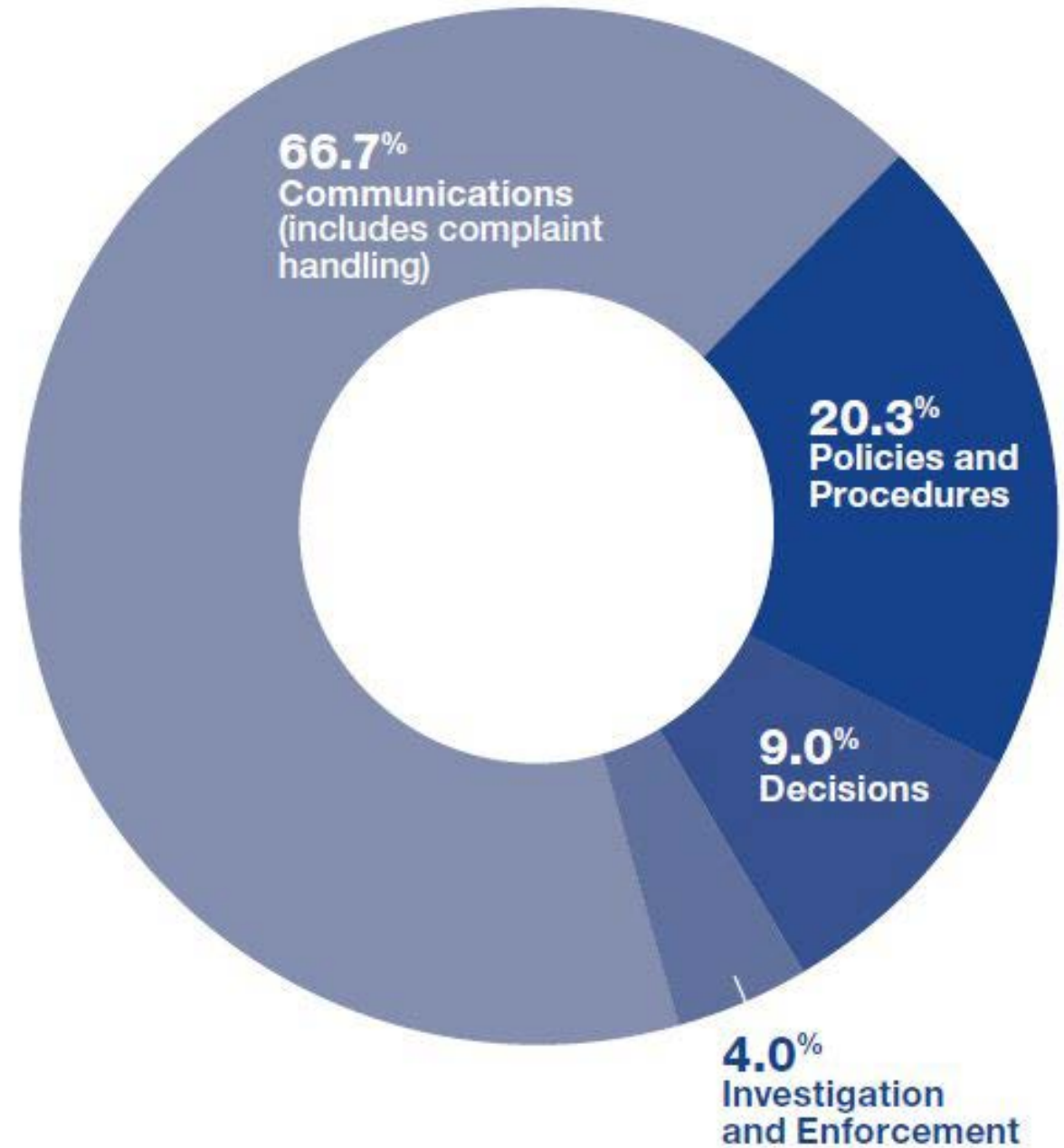




2020 BY THE NUMBERS

- **Staff:** Ombudsman + 13
- **Cases Handled:** 2,429 (4.7% increase from 2019, 57.2% increase from 2016)
- **Public Reports:** 4
- **Cases Closed within 30 Days:** 85.3%
- **Consultations with City Staff:** 14
- **Formal Recommendations Made:** 11
- **Formal Recommendations Monitored:** 160

WHAT WE HEARD: FAIRNESS PROBLEMS



BECAUSE OF OT

- The City undertook an ongoing review of its pandemic-related communications to the public.
- Management of the City-operated long-term care homes did an end-to-end process review of COVID-19 testing for residents, to identify and eliminate any avoidable delays.
- Shelter Support and Housing Administration improved how it reports, analyzes and uses data related to services for people experiencing homelessness.





BECAUSE OF OT

- Toronto Public Health directed the public to the most current available provincial information about COVID-19 outbreaks in Toronto's long-term care homes.
- The TTC is improving training for its Special Constables on serving people experiencing mental illness or distress, and on how to properly exercise their legal authority under the *Mental Health Act*.
- TCHC is doing a complete communications and process review of how it handles over-housed households and has agreed to cover moving costs for tenants who must move to another unit because they are "over-housed."

“You make a difference because you allow people an opportunity to be heard. And you remind a big publicly funded institution that policy impacts real people and that they can do better. Sometimes they even listen.”

Member of the public





Ombudsman
Toronto

Listening. Investigating. Improving City Services.

Listening.

Investigating.

Improving City Services.