



**Opening remarks: Ontario Ombudsman Paul Dubé
Webinar, “What to expect when the Ombudsman calls”
March 31, 2016**

Good morning everybody. Thanks for coming out bright and early on, what in Toronto at least, is a very soggy day, a very wet day indeed.

This is the first time that the Ontario Ombudsman has ever done a live webinar, and I’m happy to see that we’ve had such a great response, a positive response. As you know, this jurisdiction over municipalities, universities, and school boards is entirely new for us. So I’m excited to be taking on this role at a very historic time.

I think that it’s very important for this Office to build relationships and to continue building relationships among stakeholders; especially new stakeholders, like yourselves. This is a big priority for me as I take on this role at this historic time.

My intention, and the intention of the office, is to keep the lines of communication open amongst all stakeholders. The Ombudsman Ontario team is already off to a great start. They’ve been doing outreach events across the province of Ontario. They’ve been meeting with municipalities, universities, and school boards to discuss the role and the function, and answer your questions and take your suggestions on how we can work better together.

Generally, the theme of this webinar is ‘What to expect when the Ombudsman comes calling’. What I like to say, and it’s my motto as Ombudsman, is that what you can expect are no surprises.

Our oversight involves assessing fairness and transparency and I think that as an Ombudsman, it’s important to walk the talk, and to be fair and to be transparent in your processes and in your procedures.

What I hope people will learn about me, as I evolve in this role, is that fairness is very important to me. Fairness is part of my DNA and I like to say I’m hard-wired for fairness. And that’s what an Ombudsman does – we



evaluate fairness, to determine if services, procedures, and programs work as they should.

We're not here to name, blame, and shame – that's not what the game is about. In fact, most of our work is done behind the scenes; it's out of the public eye. So, whenever possible, my priority is to find “win-win-win” situations. I can't stress this enough so we want to hear from you, we want to interact with you. That's how we can work with you and help you serve the citizens of Ontario better – and maybe we can prevent problems and complaints from arising.

It's really about making things better for the people of Ontario. I know you want that, and I want that, too.

So without further ado, I'll let my new colleagues, Laura and Sue, explain more about our office, how we deal with complaints, and what to expect when we call. I promise, we do not bite.

Thank you.