

Minister accepts all 32 Ombudsman recommendations to reform flawed segregation system.

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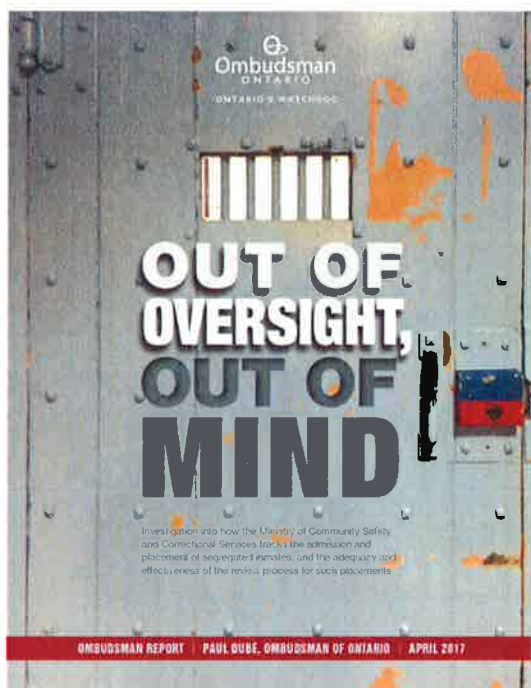
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MINISTER ACCEPTS ALL 32 OMBUDSMAN RECOMMENDATIONS TO REFORM FLAWED SEGREGATION SYSTEM





OUT OF OVERSIGHT, OUT OF MIND

On April 20, 2017, Ontario Ombudsman Paul Dubé called on the province to reform its flawed system of placing and tracking inmates in solitary confinement, after his latest investigation revealed numerous issues putting vulnerable people at risk.

The Ministry of Community Safety and Correctional Services accepted all 32 of the Ombudsman's recommendations.

- [Read the facts and highlights](#)
- [Read the Ombudsman's remarks](#)
- [Watch the Ombudsman's press conference](#)
- [Watch the Minister's response](#)

[Read the full report here](#)

OMBUDSMAN CALLS FOR CLEAR NEW LAW, STRONG OVERSIGHT OF INMATE SEGREGATION

The Ombudsman's investigation found that many inmates are not only held in segregation much longer than 15 days – which the United Nations considers to be “cruel, inhuman and degrading” – but that many such placements are not properly tracked or reviewed.

The Ombudsman's Office receives about 4,000 complaints about correctional facilities each year. Between April 1, 2013 and March 31, 2017, it received 827 complaints about segregation. Although the Ministry resolved several individual cases and pledged a “comprehensive review” of segregation policy in 2015, complaints continued to rise, says Ombudsman Dubé, who also made recommendations for reforms during the Ministry's spring 2016 consultations on the issue.

The Ombudsman's report includes a response from the Ministry, setting out how it has responded to each recommendation so far; it has agreed to report back to the Ombudsman every six months on its progress. Ombudsman Dubé also shared his report with Mr. Howard Sapers, the former Correctional Investigator of Canada, whom the

Ministry appointed in November 2016 to conduct an independent review of the use of segregation and the correctional system. [Read more.](#)

OMBUDSMAN IN THE NEWS

- ['Unreasonable, wrong, oppressive': Segregation tracking system a failure, ombudsman reports](#) - Ottawa Citizen
- ['Serious problems' in use of segregation in prisons, Ontario ombudsman reports](#) - Toronto Star
- [Ombudsman slams Ontario's solitary-confinement practices](#) - Globe and Mail
- [Globe editorial: Solitary confinement: Define it, document it, reform it, end it](#) - Globe and Mail



Click above to watch the Ombudsman's press conference.

NOWHERE TO TURN

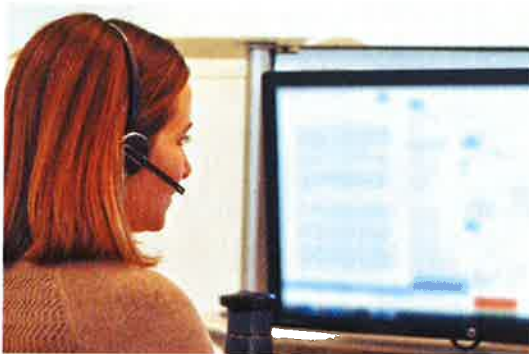
In mid-April, Ombudsman Dubé spoke at the Abuse Prevention Conference, a workshop for personal support workers and discussed his report "[Nowhere to Turn](#)".



In late April, Ombudsman Dubé addressed a conference hosted by the [Ontario Association on Developmental Disabilities](#) to discuss "[Nowhere to Turn](#)" and the challenges and solutions for adults with developmental disabilities.

COMING SOON TO AN EVENT NEAR YOU

May is looking to be a productive month for outreach at the Ombudsman's Office. Early in the month, staff will be at the [64th Annual Ontario Small Urban Municipalities Conference and Trade Show](#). Later in the month, Ombudsman Dubé will be addressing the [2017 Federation of Northern Ontario Municipalities' Northeastern Municipal Conference](#), and Ombudsman staff will also be attending the [Ontario Municipal Administrators' Association's 2017 Spring Workshop](#).



CAREERS WITH THE OMBUDSMAN

Are you looking for a challenging and rewarding career? We're looking for Investigators, Early Resolution Officers, a Communications Officer, Information Officers and an Articling Student. [Click here to learn more about what it means to be a part of our Office.](#)

NEW JURISDICTION: BROADER PUBLIC SECTOR CASES

We handle more than 22,000 complaints a year – most are about Ontario government bodies, but we now oversee municipalities, universities and school

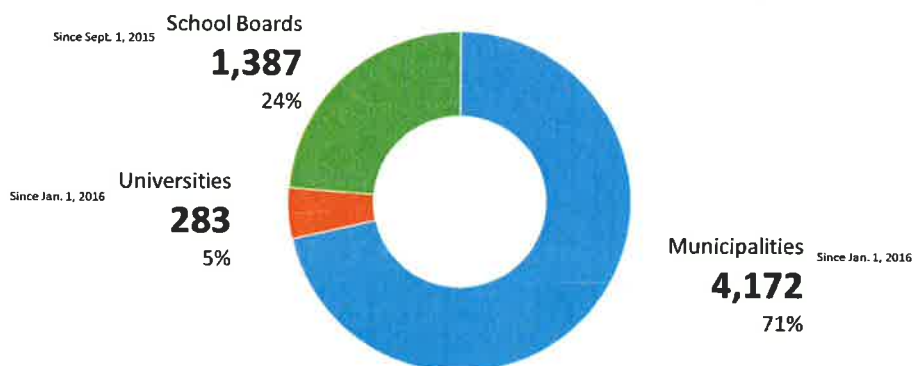
boards as well.

Here's a look at how those latter complaints break down:

Since Jan. 1 2016, we've dealt with 4,172 municipal & 283 university cases; since Sept. 1 2015, we've handled 1,387 school board cases.

[Learn more here](#)

Broader public sector complaints to date



File a complaint or contact us here

The Ombudsman is an independent officer of the Ontario legislature who conducts oversight of provincial government agencies and municipalities, universities and school boards. Ombudsman Paul Dubé began his five-year term on April 1, 2016.

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