



Annual Reports

Region of Waterloo — June 1, 2019 – May 31, 2020
June 1, 2020 – May 31, 2021



Waterloo Area
Municipal Ombuds Office

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ABOUT OUR OFFICE

Waterloo Area Municipal Ombuds Office

What is an Ombudsman?

An ombudsman is an Officer of Council responsible for looking into whether administrators are properly applying the by-laws and policies of the municipal corporation. While the ombudsman has no power to overturn decisions, they do make recommendations and can bring matters to the highest levels of the Region for consideration.

The ombudsman has the authority to consider complaints that administrators are misusing their power, failing to use their discretion or acting unfairly. They will conduct a thorough and fair investigation and make findings based on evidence.

An ombudsman will also provide information and guidance to citizens and work between Regional administration and individuals to solve problems informally when possible.

An ombudsman provides an Annual Report to Council with recommendations for any changes to policies or practices that he or she feels are needed.

Jurisdiction

The Waterloo Area Municipal Ombuds Office derives its legal authority from the Ombudsman Act of Ontario, which under section 14 (4.3) sets out the jurisdiction of the municipal Ombudsman. In effect the Municipal Ombudsman has all of the same rights to investigate as would the Provincial Ombudsman.

Our Philosophy

“Partnering With”, rather than “Oversight Of” is our approach to the work. We view Complaints as a Resource that municipalities can learn and grow from. We are remedial and not punitive in our orientation toward both complainants and institutional respondents.

Scope of Services

Matters that ARE within the Ombuds' Mandate to Investigate are:

1. Where the Region/City or Township has not followed appropriate procedures in arriving at a decision;
2. Where the Region/City or Township has acted in a way that is contrary to its own rules, procedures or By-laws;
3. Where the Region/City or Township has made a decision that is outside of its powers to make;
4. Where the Region/City or Township has failed to take a specific action that it is required to under its rules, procedures or By-laws;
5. Any decision or recommendation made, act done or omitted to be done in the course of the administration of the Region/City or Township, so long as it does not fall under the list of matters that are *not within our mandate to investigate (see below)*.

Matters that are NOT within the Ombuds' Mandate are:

1. Any Region/City or Township decision, recommendation, act or omission in respect of which there is a right of appeal, review or objection to any court or tribunal, until that right of appeal, review or objection has been exercised, or the time for the exercise of that right has expired;
2. Cases where the inquirer has not taken their complaint to the Region/City or Township first;
3. Decisions, recommendations, acts or omissions of a legal advisor or counsel to the Region/City or Township;
4. Complaints regarding closed meetings of Council;
5. Complaints that are within the mandate of the Integrity Commissioner;
6. Complaints where the subject matter is deemed to be trivial, frivolous, vexatious or an abuse of the Ombuds Office process or which are not made in good faith, in the opinion of the Ombuds Office;
7. Issues related to labour and employment matters;
8. Cases *where more than one (1) year has passed* since the inquirer learned of the facts on which the complaint or inquiry is based, unless special circumstances exist.

Process

Inquirers must provide (within one year as above) a completed and signed Complaint Form with consent to disclose such evidence and information as is necessary to conduct a full, fair and impartial inquiry or investigation. Complaints and Inquiries **must** originate with the affected party; the Ombuds does not accept complaints from interested, but unaffected third parties.

Initial Review

An Initial Review is conducted to decide whether a file may be investigated. During the Review, the following questions are considered:

- Did the inquirer already go through the Region/City or Township's internal complaint process? If not, the inquirer will be referred to the appropriate Region/City or Township office;
- Is the complaint or concern within the Ombuds Office's mandate?

Inquirers and the respondent, where appropriate, are advised of the outcome of the Initial Review.

An Initial Review may result in the inquirer and the Region/City or Township being advised that the issue may be investigated. It may also result in an Initial Review Letter advising the Inquirer (and respondent if appropriate) that the file is being closed because the inquiry is not within the Ombuds Office mandate, together with a referral to the appropriate body to lodge a complaint, wherever possible.

Early Resolution

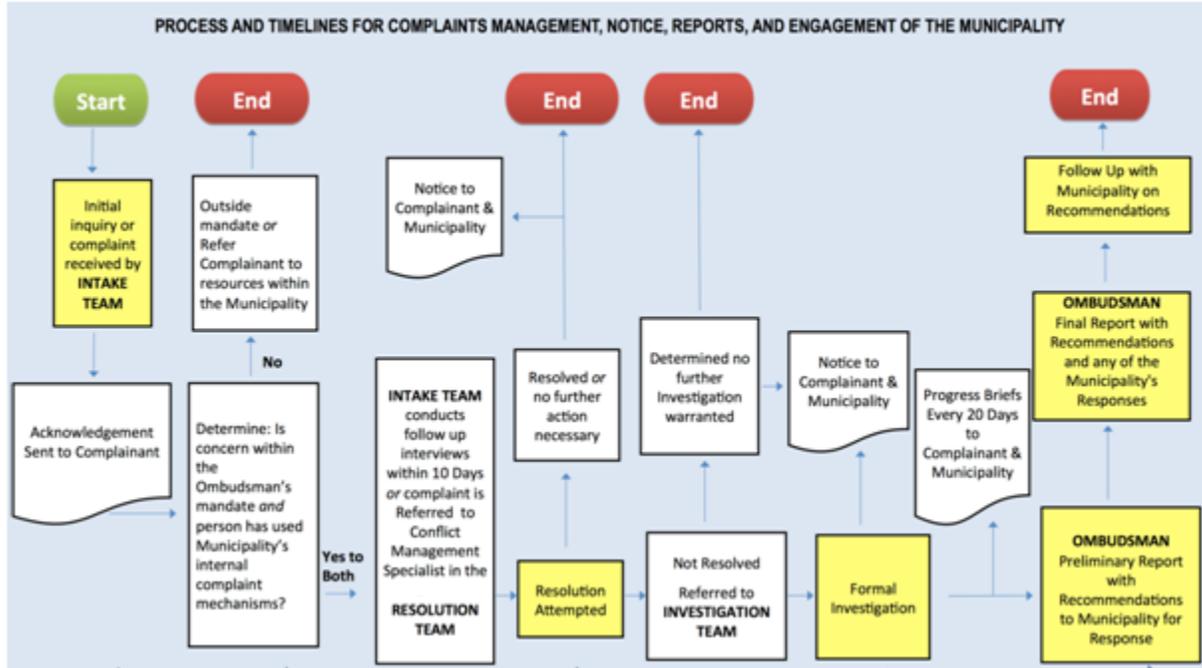
For inquiries that proceed, the Investigator will review all of the documentation that was provided by both the inquirer and the Region/City or Township. If the Investigator believes that the issue(s) may be able to be resolved consensually, the matter may be referred for early resolution through a Conflict Management Professional.

Investigation

If a resolution is not possible, the matter will be referred back to the Investigator who will continue investigating the complaint and who may contact the inquirer and the Region/City or Township to schedule interviews and gather information.

The Report will contain the Investigator's findings, either recommending a remedy for the concern to the Region/City or Township or rejecting the complaint. In either case, the Report will contain reasons for the decision. Ombuds Offices cannot order a municipality or an inquirer to take any steps, but may make recommendations with persuasive reasons. Such recommendations are often followed.

Process Flowchart



Privacy at Waterloo Area Municipal Ombuds Office

Waterloo Area Municipal Ombuds Office collects personal information from Inquirers and Member Regions, Cities or Towns for the purpose of resolving disputes. Waterloo Area Municipal Ombuds Office ensures that the personal information of our clients remains confidential and secure. This Privacy Policy (“Policy”) describes the ways Waterloo Area Municipal Ombuds Office is committed to ensuring that all private and confidential information is protected for the Inquirer and the Member Region, City or Town. This Policy is intended to ensure that the privacy of individuals is protected in the use, collection, disclosure, and storage of personal and/or confidential information by Waterloo Area Municipal Ombuds Office. This Policy complies with and supplements the guidelines and mandates of Canada’s federal private sector privacy law, the Personal Information Protection and Electronic Documents Act.

Waterloo Area Municipal Ombuds Office will manage personal information in an open and transparent way. This Policy is available to anyone free of charge.

Waterloo Area Municipal Ombuds Office Commitment

Waterloo Area Municipal Ombuds Office is committed to keeping all personal information private and confidential. With written consent, we will collect personal information from the Member Region, City or Town and the Inquirer in order to investigate the complaint. Any and all information collected from the Member Region, City or Town and the Inquirer will only be used for the purpose of determining the proper resolution and/or recommendations. Waterloo Area Municipal Ombuds Office is committed to protecting the security of the files it maintains and there are security measures implemented in order to maintain the security.

Information Collected

While the personal information that Waterloo Area Municipal Ombuds Office collects depends on the nature of the complaint, the personal information may include your home address and telephone number, and any and all personal and identifiable information that is obtained by the region, city or town about the Inquirer. We collect personal information from the Inquirer, the Member Region, City or Town, and others as necessary, to facilitate the investigation and resolution of a complaint. We will limit the amount and type of personal information we collect by ensuring we only collect such information that is reasonably necessary and directly related with the complaint in dispute. All personal information will be collected by lawful and fair means.

Accountability

Waterloo Area Municipal Ombuds Office is accountable for all personal information in its possession or control. Policies and procedures have been established to comply with this Policy.

Consent Required

We will not collect, use, or disclose any personal information without first obtaining consent, except where required or permitted by law. Consent may be withdrawn at any time. Further assistance in resolving the complaint may not be available if consent is withdrawn.

Use of Personal Information

Waterloo Area Municipal Ombuds Office will only use or disclose your personal information for the intended and identified purposes and reasons for which the information was collected, except where required and permitted by law. Waterloo Area Municipal Ombuds Office will take such reasonable steps as necessary to ensure that the personal information collected is accurate, complete, relevant, and up to date. We will inform individuals of the purpose for which personal information will be used before or when they consent to its collection.

Access to Personal Information

A person may access their personal information held by Waterloo Area Municipal Ombuds Office that has been provided to us and is in our possession. Parties should contact their region, city or town directly to access their personal information provided to us by that Member Region, City or Town in the course of our dispute resolution process.

Website

Our online website www.civicombuds.ca is hosted on servers that are owned and managed by a third party.

Security

Waterloo Area Municipal Ombuds Office has taken the proper and necessary steps to ensure all information pertaining to our clients' files is secured and protected against theft, unauthorized use, modification, and loss. Security-protected databases are used to store online files, and specific security measures are used to ensure the files are monitored through multiple security scans of the online content as well as numerous checks to prevent common website hacks like cross-site scripting, SQL injection, brute-force password attacks, etc.

Breach of Privacy

A complaint about a breach of privacy must be in writing, and directed to Waterloo Area Municipal Ombuds Office. The individual making the privacy complaint must give Waterloo Area Municipal Ombuds Office sixty (60) days to respond.

THE OMBUDSMAN'S MESSAGE

June 1, 2019 to May 31, 2020

This Report is the fourth to the Region of Waterloo. The Waterloo Area Municipal Ombuds Office began operation on September 1, 2016 and provides service to the Region, the City of Waterloo and the Townships of Wilmot, and Woolwich. This reporting period runs from June 1, 2019 to May 31, 2020, a period of twelve (12) months.

The Ombuds Advisory Committee meets periodically when there are business issues to discuss or to receive the Annual Report.

The office received eight (8) inquiries between June 1, 2019 and May 31, 2020. This is one less than last year's usage when nine (9) inquirers sought out the office in twelve (12) months. We were surprised to observe that there was a slight decrease in the usage of the office this year over last. We find that often, as people use the office word gets out and the volume builds over time. Several of the larger municipalities, including Waterloo experienced an increase in usage last year.

Seven (7) of those inquiries did not provide us with a completed Complaint, Consent and Confidentiality form. Three (3) matters pertained to Waterloo Regional Housing (WRH) several of which had to do with ongoing issues with WRH. For the most part we found that WRH were attending to their responsibilities however there was some urgency on the complainant's part. This was brought to the attention of WRH. One inquiry was from a business unhappy with disruption caused because of construction. Information and a referral were provided.

One case became a formal complaint, formalized by filing a Complaint, Consent and Confidentiality Form. This individual had been unsuccessful in trying to get on an emergency shelter list. We were able to help by connecting them to the right person at WRH, who assisted in determining their eligibility.

Because the Office is accessible and easily discovered by using an internet search, we do still tend to receive complaints of a general nature which are outside our jurisdiction. Our belief is that, with the cities of Cambridge and Kitchener not participating in the Waterloo Area Municipal Office's mandate, jurisdiction becomes fractionalized from the public's point of view, making the Waterloo Area Municipal Ombuds Office appear bureaucratic at times.

Less surprising to us are the inquiries we receive concerning services or decisions of the City of Kitchener. As the largest city in the Region, it is not surprising that a Kitchener resident would expect that a Municipal Ombuds Office for the Waterloo Area would assist with difficulties in dealing with the municipal government there. For that reason, we include a brief description of some of these inquiries, as we have in previous years.

We continue to look for ways to keep this service useful and relevant to citizens of the Regional Municipality of Waterloo.

A handwritten signature in cursive script that reads "Richard A. Russell". The signature is written in dark ink on a light-colored background.

Richard A. Russell B.A., LL.B., C. Med. C. Arb.
Ombudsman, Waterloo Area Municipal Ombuds Office

Region Summary – 2019 - 2020



Region of Waterloo – June 1, 2019 – May 31, 2020:

Inquiries: Seven (7)

The Ombuds Office defines an inquiry as a contact with a person about an issue which may or may not fall within the Office's jurisdiction. These are often in the nature of "touches" where we act as a conduit from the Inquirer to the appropriate resource to resolve their issue(s). The threshold is that with inquiries the individual is not asked to provide a Complaint, Consent and Confidentiality Submission Form which permits us to talk with persons on the other side of a complaint. Typically, these are dealt with by our Intake & Early Resolution Consultant with little input from the Ombudsperson.

1. A business owner along King Street North contacted our office regarding the road construction and obstruction to their business. They had not contacted anyone at the City or Region. Our office contacted the Region who advised us that there is a link to the Region's website, which outlined the process to submit a claim with respect to the interruption of business due to construction. The Region also provided us with contact information for a Senior Solicitor, within the Region, so that we could pass along to the business owner, advising that this Solicitor would be able to assist them with their claim.
2. We received a telephone inquiry with respect to Construction and Development within the Region of Waterloo. The Inquirer was concerned with Council approving construction within the Region. Our office provided the Inquirer with contact information to the Region's Building Department to commence addressing their concerns.
3. Our office receives multiple telephone messages left in the evening & on weekends from a Complainant. Their complaint and concerns presented each time are not within our office's jurisdiction and we have advised limitations of our office on numerous occasions. The Complainant continues to contact our office. When we are able to reach the Complainant by telephone to have discussions with respect to their complaints, they seem to be satisfied with our explanations and suggestions on who to approach for assistance.
4. We received a voicemail complaint about the Grand River Transit System, stating that the buses will not stop and pick them up. They left their name and a telephone number. The telephone number left was for the Region's family support office and there is no one who works there with the name left on our voicemail.

5. An employee from the Region of Waterloo contacted our office with respect to issues they were having with an Elected Official. They were advised by the Integrity Commissioner that the complaint was not within their office's jurisdiction. We advised the employee that issues related to labour and employment matters are also not within our mandate. We referred them to their Human Resources Department.
6. A Resident in Waterloo Regional Housing called to advise our office that they were not receiving assistance from Regional Housing with respect to a dispute the Complainant was having with their neighbour. Upon further discussion with the Resident, our office was advised that the Complainant was attending a meeting at the end of the week with Conflict Resolution Staff from the Region. We explained that our office was an office of last resort. We provided some information on ensuring they exhaust all internal measures through the Region and provided some suggestions on how to approach things at the meeting with the Conflict Resolution Staff.
7. Our office received a call from a concerned friend of someone who lives in Waterloo Regional Housing. We advised that our office was an office of last resort and that if the concerns were already brought forward to the Region's internal complainant process, they could then approach our office. We provided them with a Complaint, Consent and Confidentiality form via email and never received a signed complaint form.

Complaints: One (1)

A Complaint is defined by the Ombuds Office as an allegation that may or may not be within the jurisdiction of the Waterloo Area Municipal Ombuds Office, but which requires further fact finding to determine in what way the Office may assist. It involves the completion of the Complaint, Consent and Confidentiality Submission Form outlining in writing the nature of the complaint, and giving the Office permission to begin to gather information, disclose information to civic officials, facilitate discussions, make suggestions and recommendations, as well as to investigate as required.

1. Our office received a completed on-line Complaint, Consent and Confidentiality form outlining concerns that despite numerous attempts by the Complainant to contact someone at Regional Housing, they were not receiving a response. The Complainant was attempting to get on the emergency shelter list and felt they were being denied due to previous rent arrears. Our office was able to assist in connecting the Complainant with the appropriate person at Regional Housing who assisted in confirming their eligibility for community housing with Special Priority status.

City of Kitchener

Inquiries: Five (5)

1. We received a telephone call from a Resident in the City of Kitchener who had a concern with their water bill. We advised them that our office does not handle inquires for the City of Kitchener and provided them with contact information for the Ontario Ombudsman's Office.
2. Our office received a telephone call from a person who was visiting the City of Kitchener from out of Town. They received a parking ticket and wanted to have the ticket reversed. We provided them with contact information for the City of Kitchener's By-Law office and explained that our office did not have jurisdiction over the City of Kitchener.
3. A voice mail message was left complaining about the taxicab service in the City of Kitchener. No return telephone number was left.
4. A resident from the City of Kitchener called regarding a permit they had requested from the City. They were advised that the City of Kitchener could not locate the permit in their files. Our office provided them with contact information for a specific person at the City of Kitchener who would be able to assist them.
5. A City of Kitchener Resident called with respect to a seven (7) year battle they were having with respect to zoning. They advised they went through the City's internal process. Our office explained that we do not have jurisdiction over the City of Kitchener and provided them with contact information for the Ontario Ombudsman's Office.

General Inquires: Five (5)

1. An email complaining about the Township of North Dumfries Building Department was received in our office. The email outlined that the complaint was with respect to an order to comply issued for construction without a building permit. We recommended they go back to Township and advised our office does not have oversight for the Township of North Dumfries.
2. The Office of the Ontario Ombudsman called to inquire if we handle complaints with respect to the City of Kitchener. We advised them that we do not.
3. A person living in PEI was trying to get in touch with the Ontario Ombudsman's Office and could not reach them on the 1-800 number listed on their website. Our office called the Ontario Ombudsman's office asking them to contact the Complainant in PEI.
4. Our office received a complaint about a Parole Officer who was instructing the Complainant to file his parole papers with a different office. We asked the Complainant to speak with his Parole Officer to get further information on why there was a change in filing his documents with a different office.
5. A call came in with respect to a complaint about their Insurance Company. Our office advised them to contact the Insurance Ombudsman.

THE OMBUDSMAN'S MESSAGE

June 1, 2020 to May 31, 2021

This Report is the fifth to the Region of Waterloo. The Waterloo Area Municipal Ombuds Office began operation on September 1, 2016, and provides service to the Region, the City of Waterloo and the Townships of Wilmot, and Woolwich. This reporting period runs from June 1, 2020, to May 31, 2021, a period of twelve (12) months.

The Ombuds Advisory Committee meets periodically when there are business issues to discuss or to receive the Annual Report.

The office received four (4) inquiries between June 1, 2020, and May 31, 2021. This is four (4) less than last year's usage when eight (8) inquirers sought out the office in twelve (12) months. We were not especially surprised to observe that there was a major decrease in the usage of the office this year over last. During the entire time covered by this time period the Region, like most of Ontario, was disrupted by the province's response to the COVID pandemic. Several of the larger municipalities, including the City of Waterloo experienced a decrease in usage last year.

Two (2) of those inquiries did not provide us with a completed Complaint, Consent and Confidentiality form. One of the complaints came from a resident at Waterloo Regional Housing. They were worried about neighbours dealing drugs and causing a disruption. They did not feel the Housing Office was taking them seriously. We asked for them to complete our Complaint, Consent and Confidentiality form, so we could inquire into the matter, but this was not forthcoming. Another inquiry pertained to Regional Council. They believed that a decision was voted on and passed without all of the relevant information being considered. We asked that a Complaint, Consent and Confidentiality form be completed. One was never received.

Two (2) cases became formal complaints, formalized by filing a Complaint, Consent and Confidentiality Form. The first involved a resident in Waterloo Regional Housing (WRH) who was distressed about moving to a new building. The Complainant had provided a physician's letter, advising that the new location would cause anxiety for her. Our inquiries disclosed that WRH had not received the doctor's note. We were given permission to forward it on to WRH. Once the letter was in their hands, they were able to work out a location that would best provide for her needs.

Another Complaint was never completely documented, our Complaint, Consent and Confidentiality Form was received, but their complaint was not included, instead, they

advised that they would call in their many concerns. The complainant continued to be ill-defined and for the most part outside of the Office's jurisdiction.

Because the Office is accessible and easily discovered by using an internet search, we do still tend to receive complaints of a general nature which are outside our jurisdiction. Our belief is that, without the cities of Cambridge and Kitchener participating in the Waterloo Area Municipal Office's mandate, jurisdiction becomes fractionalized from the public's point of view, making the Waterloo Area Municipal Ombuds Office seem less than helpful at times.

Less surprising to us are the inquiries we receive concerning services or decisions of the City of Kitchener. As the largest city in the Region, it is not surprising that a Kitchener resident would expect that a Municipal Ombuds Office for the Waterloo Area would assist with difficulties in dealing with the municipal government there. For that reason, we include a brief description of some of these inquiries, as we have in previous years.

We continue to look for ways to keep this service useful and relevant to citizens of the Regional Municipality of Waterloo.



Richard A. Russell B.A., LL.B., C. Med. C. Arb.
Ombudsman, Waterloo Area Municipal Ombuds Office

Region Summary – 2020 - 2021



Region of Waterloo – June 1, 2020 – May 31, 2021:

Inquiries: Two (2)

The Ombuds Office defines an inquiry as a contact with a person about an issue which may or may not fall within the Office's jurisdiction. These are often in the nature of "touches" where we act as a conduit from the Inquirer to the appropriate resource to resolve their issue(s). The threshold is that with inquiries the individual is not asked to provide a Complaint, Consent and Confidentiality Submission Form which permits us to talk with persons on the other side of a complaint. Typically, these are dealt with by our Intake & Early Resolution Consultant with little input from the Ombudsperson.

1. Our office received a call from a Complainant living in Waterloo Regional Housing. They had concerns that their neighbours were dealing drugs and there was always a lot of noise. They felt that Waterloo Regional Housing was not taking their concerns seriously. We emailed a Complaint, Consent and Confidentiality form and a completed form was never received.
2. Our office received a call with respect to a decision made by the Region of Waterloo's Council. The Complainant felt that they did not take all evidence into consideration when passing a vote. They did not disclose what the vote was regarding. Our office emailed the Complainant to provide our Complaint, Consent and Confidentiality form. A completed form was never received.

Complaints: Two (2)

A Complaint is defined by the Ombuds Office as an allegation that may or may not be within the jurisdiction of the Waterloo Area Municipal Ombuds Office, but which requires further fact finding to determine in what way the Office may assist. It involves the completion of the Complaint, Consent and Confidentiality Submission Form outlining in writing the nature of the complaint, and giving the Office permission to begin to gather information, disclose information to civic officials, facilitate discussions, make suggestions and recommendations, as well as to investigate as required.

1. We received a call from a resident living in Waterloo Regional Housing who was quite distressed about being moved to a new location. Upon receipt of their completed and signed Complaint, Consent and Confidentiality form our office contacted Waterloo Regional Housing. The Complainant had indicated that a letter from their doctor was provided advising the new location would cause great stress and difficulty for the Complainant. Waterloo Regional Housing had not received a copy of this letter. Our office received permission from the Complainant to forward the letter from their Physician to Waterloo Regional Housing. Upon receipt of the letter, the Region was able to work with the Complainant and arrange for a new location that would best suit her needs. Our file was closed.
2. After receiving multiple voicemail messages left in the evening & on weekends from a Complainant, we received a signed Complaint, Consent and Confidentiality form stating that they would call in with their concerns, as there are too many to write down. We continue to receive messages after hours and over the weekends. Their complaint and concerns presented each time are not within our office's jurisdiction and we have advised limitations of our office on numerous occasions. Complainant continues to contact our office. When we are able to reach the Complainant by telephone to have discussions with respect to their complaints, they seem to be satisfied with our explanations and suggestions on who to approach for assistance.

City of Kitchener

Inquiries: Five (5)

1. We received an email with respect to concerns over the lack of educational support for a disabled child attending a school in the City of Kitchener. Our office responded to advise the Complainant that our office does not have jurisdiction over education and provided them with detailed information and links for a Special Education Advisory Committee in the Region of Waterloo and the Ontario Ombudsman's Office.
2. The Ontario Ombudsman's Office emailed to inquire if it was within our mandate to review complaints with respect to the Waterloo Region Small Business Centre (SBEC).

The SBEC is run out of the City of Kitchener. The Cities of Kitchener, Cambridge and Waterloo provide a staff person to SBEC. The Region only provides an annual funding allotment to the SBEC to support their work and they do not provide any staff. The Region of Waterloo has a funding agreement with them. Matthew Chandy who is the Region's Ec. Dev person, sits on their Board of Advisors. The staff report to the Executive Director of the Centre who is staff from the City of Kitchener. Kitchener staff including the Executive Director, report to the Director of Economic Development at the City of Kitchener.

As the SBEC is run in Kitchener's building and there is Kitchener staff, we advised the Ontario Ombudsman's Office they would have greater jurisdiction.

3. A resident in the City of Kitchener called our office with concerns about the hydro lines behind their property. Corporations are not within our office's mandate unless the individual Council in question has specifically included them in the Agreement or in writing subsequently. None of the Councils have done so to date.

As their concerns relate to the City of Kitchener and the local Hydro provider, we advised that this complaint would fall within the scope of the Ontario Ombudsman's Office. We provided a website link outlining details on how to contact them, along with their telephone number.

We recommended that when they contacted the Ontario Ombudsman's Office, they advise them that had already contacted our office and we informed them that each municipality had decided to limit the role of our office to "strictly municipal matters" and did not include the various electricity distributors in the mandate.

4. A resident in the City of Kitchener called leaving a message asking for assistance in getting a child tax benefit payment for her new baby. She explained she was on ODSP and receiving the child tax benefit for her other children. Our office returned her call, leaving a detailed message with the suggestion to work with her ODSP Case Worker to get assistance in applying for the child tax benefit for her new child.

5. A detailed email from a Complainant in the City of Kitchener was received outlining their concerns with respect to the installation of water mains that have impacted the homeowner's property. They expressed concerns about the increase in their water bill and the installation of a gas meter. Our office called the Resident to explain this was not within our office's jurisdiction and provided them with contact information for the Ontario Ombudsman's Office.

General Inquiries: Fifteen (15)

1. We received a call regarding a complaint about the Canadian Emergency Response Benefit and referred the caller to the appropriate government office.
2. A call came through to our office with respect to the Management of Conestoga College in Cambridge. We explained that Colleges were not within our Office's jurisdiction and advised them to go through the College's internal complaint process before approaching the Ontario Ombudsman's Office.
3. We received a complaint with respect to the City of Cambridge, regarding a sewer back-up into their home. They had a claim opened with the City and felt they were not acting fast enough. Our office advised them to work through the City's internal complaint process and once done, they could contact the Ontario Ombudsman's Office as we were no longer the Ombudsman for the City of Cambridge.
4. A complaint was called into our office regarding the Mayor of Cambridge. The Complainant was referred to the Integrity Commissioner.
5. We received a call from a parent with concerns regarding the Waterloo Region District School Board. The caller was provided with contact information for the Ontario Ombudsman's Office, as the School Board is not within our office's jurisdiction.
6. A voicemail message was left stating they had an issue with the police. When our office returned the Complainant's call, they advised us the issue was resolved.
7. We received a call from a Resident in Waterloo who said the Police had come into their apartment stating they had a warrant. They were told that they had been seen damaging some equipment in the building. The Complainant felt the Police were racial profiling. We explained the limitations of our office and provided them with contact information for the Office of the Independent Police Review Director (OIPRD).
8. A call came in from a person in distress who had been asked to leave the House of Friendship in Waterloo. They asked for assistance in helping them get back into the shelter to obtain their medication and belongings. We received their verbal permission to contact the Shelter. Our office spoke with the Shelter Manager asking for their assistance in how we could help facilitate. They knew of the individual and assured our office that they were working with them to get them crisis support and housing. The Shelter Manager was personally going to get in touch with the individual.

9. We received a voicemail message providing a claim number and a telephone number to return their call. The number left was incorrect. A second message citing the same claim number was left along with the correct telephone number. Our office returned their call and left a message asking what the claim number referred to, as our office does not have a claim number matching the one provided. No further calls were received.
10. An email was received outlining several concerns with respect to COVID-19 and the handling of the pandemic response by the Mayor of Waterloo and the Medical Officer of Waterloo. The Complainant felt that the pandemic is false and fabricated. They were referred to the Ontario Ombudsman's Office.
11. A voicemail message was left by someone upset that they received duplicate bills for their car insurance. Our office returned their call and referred them to their Insurance Company's Ombudsman's Office.
12. Several voicemail messages were left by someone asking for a return call. There were no details provided about their concerns. Each time our office received a message, we returned their call and left a voicemail asking for further details on how we could assist. They eventually stopped calling.
13. A Resident living in Oakville called our office with a complaint about a local charity. They explained in the voicemail message that they had been referred to our office by the Attorney General's Office. Our research indicated that complaints about non-profit agencies are overseen by the CRA and the Attorney General's office. We contacted the Ontario Ombudsman's Office to see who they would refer the Complainant too. They indicated that this was a grey area and it could be something their Office would look into, depending on if the organization is Incorporated Provincially or Federally. They suggested that our office provide the Complainant with their contact information to assist. We in turn called and left a detailed message outlining how to contact the Ontario Ombudsman's Office.
14. Our office took a call from a resident in the Region of Waterloo who was trying to evict a tenant. The lease had expired, and the tenant allowed a new person to move into the property. They explained they had been trying to contact the Landlord and Tenant Board and have not had any response. We suggested they contact the Ontario Ombudsman's Office, who has oversight of the Landlord and Tenant Board.
15. A call was received in our office looking for assistance in helping to get a refund for their airline tickets through CAA. Explained this was not within our office's jurisdiction.



Waterloo Area
Municipal Ombuds

Contact Information

<http://www.civcombuds.ca>

36 Dundas Street, Dundas, ON L9H 1A2

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Fax: 905-627-5362

Email: ombuds@civcombuds.ca