



The PUSH for MUSH

HOW DOES ONTARIO MEASURE UP?

The Ombudsman's authority as established by the *Ombudsman Act* to oversee the delivery of public services has not been modernized

in more than 35 years Ontario has fallen behind in oversight of non-governmental organizations providing critical public services referred to as the "MUSH" sector - municipalities (except for the ability to investigate complaints about closed meetings in some cases) universities school boards, hospitals nursing homes and long-term care facilities, police and children's aid societies The Ombudsman of Ontario's authority with respect to this sector is the most limited in Canada

[Annual Report 2012-2013 update - No Rush for MUSH](#)

[Annual Report 2011-2012 update - Beyond Scrutiny: The Push for MUSH](#)

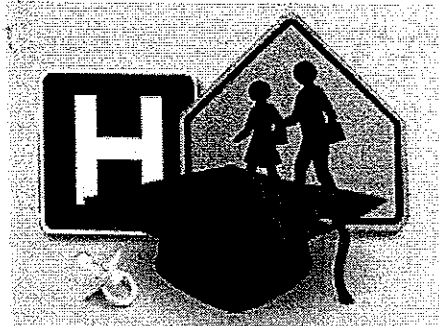
[Annual Report 2010-2011 update - Beyond Scrutiny: Opening up the MUSH sector to oversight](#)

How the mandate of Ontario's Ombudsman compares to other Canadian Ombudsman in key public service areas:

Provinces	Boards of Education	Child Protection Services	Public Hospitals	Nursing Homes and Long-Term Care Facilities	Municipalities	Police Complaints Review Mechanism	Universities
Ontario	No	No	No	No	No ¹	No	No
Alberta	No	Yes	Yes ²	Yes ³	No	Yes	No
British Columbia	Yes	Yes	Yes ⁴	Yes	Yes	No	Yes
Manitoba	No	Yes	Yes	Yes	Yes	Yes ⁵	No
New Brunswick	Yes	Yes ⁶	Yes ⁷	No	Yes	Yes ⁸	No
Newfoundland and Labrador	Yes	Yes	Yes	Yes	No	Yes	Yes
Nova Scotia	Yes	Yes	Yes	Yes	Yes	Yes	No
Quebec	No	Yes ⁹	Yes	Yes	No	Yes	No
Saskatchewan	No	Yes	Yes	Yes	No	Yes	No
Yukon	Yes	Yes	Yes	Yes	Yes	No ¹⁰	No

Amended: June 7, 2011

- 1 In Ontario the Ombudsman has jurisdiction to investigate complaints about some municipal closed meetings.
- 2 In Alberta the Ombudsman has jurisdiction to investigate complaints about the patient concerns resolution processes of hospitals.
- 3 In Alberta the Ombudsman has jurisdiction to investigate complaints about the patient concerns resolution processes of long-term care facilities and nursing homes
- 4 In British Columbia the Ombudsman also has jurisdiction over regional health boards and regional hospital districts
- 5 In Manitoba the Ombudsman s jurisdiction over police which are municipal flows



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