

# ***NEWS RELEASE***

**For Release:** June 2, 2011

**Manitoba Ombudsman releases 2010 Annual Report under *The Ombudsman Act, The Freedom of Information and Protection of Privacy Act, The Personal Health Information Act and The Public Interest Disclosure (Whistleblower Protection) Act.***

Manitoba Ombudsman Irene Hamilton released her Annual Report for the calendar year 2010. The report highlights the variety of work undertaken by the office, and includes summaries of several investigations and reviews conducted by both the Access and Privacy Division and the Ombudsman Division.

"This annual report contains a cross section of case summaries that illustrate how my office can assist individuals and how we can have a positive impact on government programs and services more broadly" Irene Hamilton noted. In 2010, office staff responded to 4127 complaints and inquiries.

## **FIPPA and PHIA Highlights:**

- The Access and Privacy Division investigated several cases of interest, including the Manitoba Labour Board's practice of publishing names and personal information on the Board's website (**pages 23-25**) and the Rural Municipality of La Broquerie's use of surveillance cameras in its municipal office (**pages 26-29**).
- The Access and Privacy Division launched its FIPPA Access Practices Assessment, auditing the Workers Compensation Board, Manitoba Justice, the University of Manitoba, Manitoba Hydro, and Manitoba Innovation, Energy and Mines (**pages 29-32**). The Division also assessed the timeliness of Manitoba Public Insurance in meeting the mandatory requirements of FIPPA (**pages 32-33**).
- The Ombudsman commented on privacy implications of eChart Manitoba, Manitoba's electronic health record system that was launched in late 2010 (**pages 34-35**).

## **The Ombudsman Act Highlights:**

- The Ombudsman Division investigated several cases of interest, including the refusal of Anishinaabe Child and Family Services and First Nations of Southern Manitoba Child and

Family Services Authority to follow an Adjudicator's order relating to the placement of foster children (**pages 46-47**), and the agreement of the Manitoba Disaster Assistance Appeal Board to re-hear a matter because an individual appearing before the board did not receive sufficient information about the hearing process or the Board's rules of procedure prior to the initial hearing (**page 48**).

- The Ombudsman Division conducted a systemic investigation into the Protection for Persons in Care Office, a matter that was first initiated under *The Public Interest Disclosure (Whistleblower Protection) Act* (**pages 51-52**).

***The Public Interest Disclosure (Whistleblower Protection) Act Highlights:***

- Eight new cases were received in 2010, one was carried over from 2009, and two were declined, resulting in seven pending cases at the end of 2010 (**page 52**).

The 2010 Annual Report is available at <http://www.ombudsman.mb.ca> by clicking on "Reports and Publications" under either the Ombudsman or Access and Privacy Divisions. It is also available on CD or in print by calling (204) 982-9130 (Winnipeg) or 1-800-665-0531 (toll free in Manitoba). The CD version includes Manitoba Ombudsman publications.

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