

MANITOBA OMBUDSNEWS



Ombudsman, Access and Privacy Newsletter

MANITOBA OMBUDSMAN GOES TO SCHOOL

Manitoba Ombudsman's outreach and participation in schools is now underway with the completion of *Joining the Herd: A Handbook on Participating in Manitoba's Government*. The handbook contains learning activities for use with the Grades 6, 9 and 11 Social Studies curriculum, which focuses on Canada and Canadian government. Included in the learning activities are web hunts on the Manitoba government, Legislative Assembly and Ombudsman, debates, constitution drafting, Ombudsman cases for discussion and an Ombudsman word puzzle. For teachers, there are outlines of the applicable skills, specific learning out-

comes and focusing questions related to the curriculum.

As part of the "Ask the Ombudsman" feature of the handbook, representatives from our office are pleased to present to Grade 6, 9 and 11 classes around Manitoba, as scheduling permits. For arrangements, contact Gail Perry, Manager Research and Education at 982-9139 or 1-800-665-0531 (toll free in Manitoba).

Schools were informed of the Ombudsman's program by letter in September 2006 and by a message in January, that accompanied delivery of the Ombudsman's new school poster. A copy of *Joining the Herd* is being sent to these schools. Although to date,

the handbook has not been translated into French, presentations in French are available.



2006 ANNUAL REPORT

The first few months of 2007 have seen our Annual Report Committee working to develop our *2006 Annual Report* for submission to the Legislative Assembly and to the public.

The format has changed since last year with the Ombudsman producing one report featuring information and statistics about both the Ombudsman and the

Access and Privacy Divisions of the office. The 2006 report will focus on the role of the Ombudsman in assisting and promoting accountability.

The office will again produce the Annual Report in CD format, allowing wider distribution at lower cost, and once it is tabled in the Legislature will post it on our web site www.ombudsman.mb.ca.

In this Issue	
Manitoba Ombudsman Goes to School	1
2006 Annual Report	1
Youth Rights Pamphlets	2
Law Day 2007	2
New Help on Access and Privacy	2
Introducing Our Intake Services Team	3
Manitoba Ombudsman: Conference Updates	3
Upcoming Events	4





YOUTH RIGHTS PAMPHLETS



Our office in collaboration with the Manitoba Human Rights Commission and the Office of the Children's Advocate has developed a series of pamphlets on the Rights of Youth. These publications are unique to Manitoba and offer practical information on a variety of topics.

The first four publications: *On the Job*, *You and School*, *Human Rights* and *Criminal Justice* have been in circulation for over a year now. The *On the Job* pamphlet includes information ranging from health and safety, social insurance numbers, and employment standards, employment insurance, to harassment and discrimination on the job. *You and School* examines school and education, weapons and violence, as well as bullying and harassment. The *Human Rights* pamphlet takes a look at the broad concepts of human rights internationally, nationally and provincially. *Crimi-*

nal Justice provides information about Canada's criminal law for young persons 12-17 years of age.

The next four publications are targeted for release in Spring 2007. The topics covered are Neglect and Abuse, Family Matters, Youth in Care and Adoption.

All pamphlets are available in both French and English. They can be found on the following web sites:

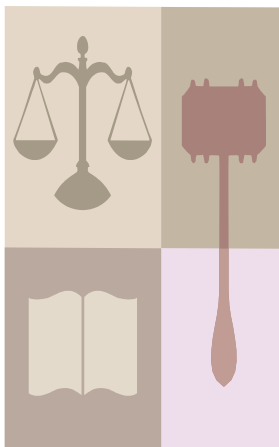
www.gov.mb.ca/hrc,

www.childrensadvocate.mb.ca,

www.ombudsman.mb.ca

LAW DAY 2007

The Manitoba Ombudsman Office will be participating as an exhibitor at Law Day 2007 on Sunday, April 15, 2007. Law Day is dedicated to the celebration of the Canadian Charter of Rights and Freedoms and is an event that is co-hosted by both the Canadian and the Manitoba Bar Associations. This year marks the 23rd Law Day internationally and the sixteenth Law Day Open House held at the Winnipeg Law Courts. The doors of the Law Courts



located at 408 York Avenue will be open to the public between 12:00 p.m. and 3:30 p.m. The day includes activities such as guided tours of the Law Courts, interactive exhibits, student mock trials, legal information sessions and a special sitting of Citizenship Court. Admission is free and refreshments will be available. Come out and learn about the Laws of Manitoba and Canada.

NEW HELP ON ACCESS AND PRIVACY

Public sector bodies and trustees play a critical role in our investigations of complaints under *The Freedom of Information and Protection of Privacy Act* (FIPPA) and *The Personal Health Information Act* (PHIA). They supply information, background, opinions and records which are key components of an investigation. Obtaining all the information we need quickly and concisely has a positive impact

on the speed with which a complaint can be resolved and an investigation concluded.

We have developed a series of *Practice Notes* for responding to complaints under FIPPA and PHIA to assist public sector bodies and trustees in providing this information to our office.

The *Practice Notes* set out the information required for various

types of access and privacy complaints. They are available on our web site www.ombudsman.mb.ca.





INTRODUCING OUR INTAKE SERVICES TEAM

Did you know...

The Intake Services Team responded to 2647 inquiries in 2006

In 2006, the Manitoba Ombudsman created the Winnipeg Intake Services Team. Three Complaints Analysts and a Manager comprise the team that is the first point of contact with our office for members of the public. Intake Services is responsible for responding to inquiries by providing information about the right of complaint under *The Ombudsman Act*, *The Freedom of Information and Protection of Privacy Act*, and *The Personal Health Information Act*.



Inquiries are reviewed to determine how our office can be of assistance. This involves determining jurisdiction, obtaining clarifying information about complaints, explaining the complaint investigation process, providing referrals, resolving complaints informally and opening cases for investigation. Additional information about our office can be found on our web site or the Intake Services Team can be reached toll free at 1-800-665-0531 or (204) 982-9130.

MANITOBA OMBUDSMAN: CONFERENCE UPDATES

Manitoba Ombudsman staff participated in the Forum of Canadian Ombudsman conference "Social Safety Nets and the Ombudsman" in Edmonton from February 11 – 13, 2007.

Topics discussed at the conference included evolving trends in ombudsman work, issues and challenges relating to social safety nets and plain language communication. One of our investigators participated on the panel addressing the application of administrative fairness and the question of whether changes in standards are necessary.

A conference for access and privacy investigators from across Canada, hosted by the Office of

the Privacy Commissioner of Canada, in cooperation with our office, is being held in Winnipeg on March 28 and 29, 2007.

Staff from our office will attend sessions examining current issues in the health, private and technology sectors.

Staff are heading to Regina for the Prairie Health Information Pri-



vacancy Day 2007 conference and workshop to be held on April 16 and 17, 2007.

Our office, together with the Office of the Information and Privacy Commissioner of Alberta and the Office of the Information and Privacy Commissioner of Saskatchewan, is hosting this conference. The focus of this conference will be on demystifying present and future health information privacy challenges.

The Ombudsman will participate on a panel addressing current and future issues surrounding secondary usage of health information. Another staff member will present cases of interest.

**Winnipeg Office**

750 - 500 Portage Ave.
Winnipeg, MB R3C 3X1
Phone: 204-982-9130
Fax: 204-942-7803
Toll Free in MB: 1-800-665-0531

Brandon Office

603 - 1011 Rosser Ave.
Brandon, MB R7A 0L5
Phone: 204-571-5151
Fax: 204-571-5157
Toll Free in MB 1-888-543-8230

WEB SITE: www.ombudsman.mb.ca

UPCOMING EVENTS

- April 16, 2007 - Conference, "Prairie Health Information Privacy Day 2007", Regina, Saskatchewan
(more information posted at: www.verney.ca/phipd2007)
- April 18, 2007 - Brown Bag Talk, "Protecting Personal and Personal Health Information when Working Outside the Office", for Access and Privacy Officers and Coordinators.
- April 23 & 24 2007 - Manitoba Council of Administrative Tribunals Second Annual Conference



If you wish to subscribe to the Manitoba OmbudsNews or be removed from our distribution list please send your e-mail address to Ideandrade@ombudsman.mb.ca

Manitoba Ombudsman: Ombudsman and Access and Privacy Divisions