



Nova Scotia Office of the Ombudsman – 2019-20 Business Plan

Department/Office/Agency: Nova Scotia Office of the Ombudsman		
Prepared by: Brock McDougall	Executive Director Approval (Approved)	Ombudsman Approval (Approved)
Ombudsman's Mandate (OM): See Legislated mandate		
Legislated Mandate (LM): The Ombudsman is established as an Independent Officer of the House of Assembly, a commissioner for investigations. The Office of the Ombudsman investigates complaints arising from the administration of provincial or municipal laws within Nova Scotia. The Office of the Ombudsman may also initiate investigations of administrative activities and practices, (own motion investigations) or matters referred to it by a committee of the House. The primary mandate of the Office of the Ombudsman is to review and respond to citizens' concerns with respect to the administration of provincial and municipal laws, pursuant to the Ombudsman Act. In addition, the mandate includes a proactive role in relation to programs and services for children, youth, seniors, and adult correctional facilities, as well as systemic and policy reviews. The Office also investigates allegations of disclosure of wrongdoing pursuant to the Public Interest Disclosure of Wrongdoing Act and Regulations, as well as has investigative responsibility under the House of Assembly's Policy on the Prevention and Resolution of Harassment in the Workplace.		
Ombudsman's Priority (OP)*: *The Office of the Ombudsman is an Independent Office of the Legislature		
Priorities/Goals: <ol style="list-style-type: none">1. Complaint Resolution: Ensure fair and accountable public sector administration by addressing complaints in a timely, comprehensive, objective, and independent manner. With a dedicated focus on matters related to children, youth, seniors, correctional services inmates, and diversity.2. Education and Outreach: Broad public awareness and understanding of the role and mandate of the Office of the Ombudsman, and access to services. Increase presence within diverse communities, areas relating to children, youth, seniors, and government stakeholders.3. Public Policy and Initiatives: Ensure the review and development of sound and effective government policy and procedures; with a focus on children, youth, seniors, and diversity initiatives.		



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Priorities/Activities/Initiatives for 2019-2020 Listed, grouped or numbered in order of importance/priority Please note category: Government Strategic Goal / Ministerial Mandate/ Legislated Mandate /Department Priority					
Category	Priority Ranking	Activity/Initiative - Brief description	Timing of Implementation	Source of Funding	Expected Outcomes
Legislated Mandate – Ombudsman Act	1	Seniors Summit – In keeping with the role and mandate of our Seniors Services section, the Office will be hosting a provincial Seniors Summit. Nova Scotia is one of the highest senior’s population in Canada and it is expected to significantly increase in the coming years. The purpose of the senior’s summit is to engage with seniors and gather feedback regarding the role of the Office of the Ombudsman and issues impacting seniors, their caregivers and families and what role the Office of the Ombudsman can have to better assist them.	Oct 2019	\$18,000 One-time new funds requested.	<p>Awareness of our role among seniors, their families, and caregivers.</p> <p>Engage seniors to determine areas we can better service them, their families and caregivers.</p>
Legislated Mandate – Youth Services	2	Ombudsman Youth Advisory Committee – stemming from the Youth Summit and report, the establishment of an advisory committee of young people who will provide input, advice and guidance from a youth perspective on the role and mandate of our Office on issues impacting children, youth, their families, and service providers.	Recurring Meetings	\$3,500 Ombudsman General Budget	Engage diverse youth from across the province to determine how we can better serve children and youth, including youth in care and custody.



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<p>Legislated Mandate – Ombudsman Act, Public Interest Disclosure of Wrongdoing Act (PIDWA)</p>	<p>3</p>	<p>Training – Continue to develop staff skills and operational capacity in investigation and complaint handling services.</p>	<p>Ongoing</p>	<p>\$28,000 Training Budget</p>	<p>Support staff and operational capacity in conducting fair and efficient reviews and investigations of complaints received under the Ombudsman Act, Public Interest Disclosure of Wrongdoing Act, and the House of Assembly’s Policy on the Prevention and Resolution of Harassment in the Workplace</p>
<p>Federal Provincial Relations</p>	<p>Planned/committed work/activity for 2019/20</p>	<p>At the request of our national Public Interest Disclosure of Wrongdoing counterparts, hosting the 2019 PIDWA annual meeting. PIDWA officials and their staff from across Canada will attend these meetings. This is the first time Nova Scotia will have hosted this national event, however, we have been guests in other provinces.</p>	<p>Sept 22-24, 2019</p>	<p>\$10,000 One-time new funds requested.</p>	<p>National recognition and accountability in the field of Disclosure of Wrongdoing.</p> <p>Inter-provincial relationship building / information sharing opportunity</p>
<p>Access By Design 2030: Achieving and Accessible Nova Scotia.</p>	<p>Department commitment or planned initiatives</p>	<p>Website redesign and refresh. Commitment for improved accessibility and internal capability for content development and functionality across various mediums and platforms.</p>	<p>January 2019</p>	<p>\$22,000 combined one time and reallocated from general budget.</p>	<p>Staff training on web-based applications.</p> <p>Improved website content and accessibility.</p> <p>Improved public communication and information sharing</p>