

Speaking Up for Fairness

2025/2026 Annual Report of
the Northwest Territories Ombud



Northwest Territories Ombud

We speak up for fairness

July 1, 2026

HONOURABLE SHANE THOMPSON

SPEAKER LEGISLATIVE ASSEMBLY

Dear Mr. Speaker:

It is my duty and privilege to submit the Annual Report of the Northwest Territories Ombud, pursuant to section 43 of the Ombud Act, for the period from April 1, 2025 to March 31, 2026.

Sincerely,

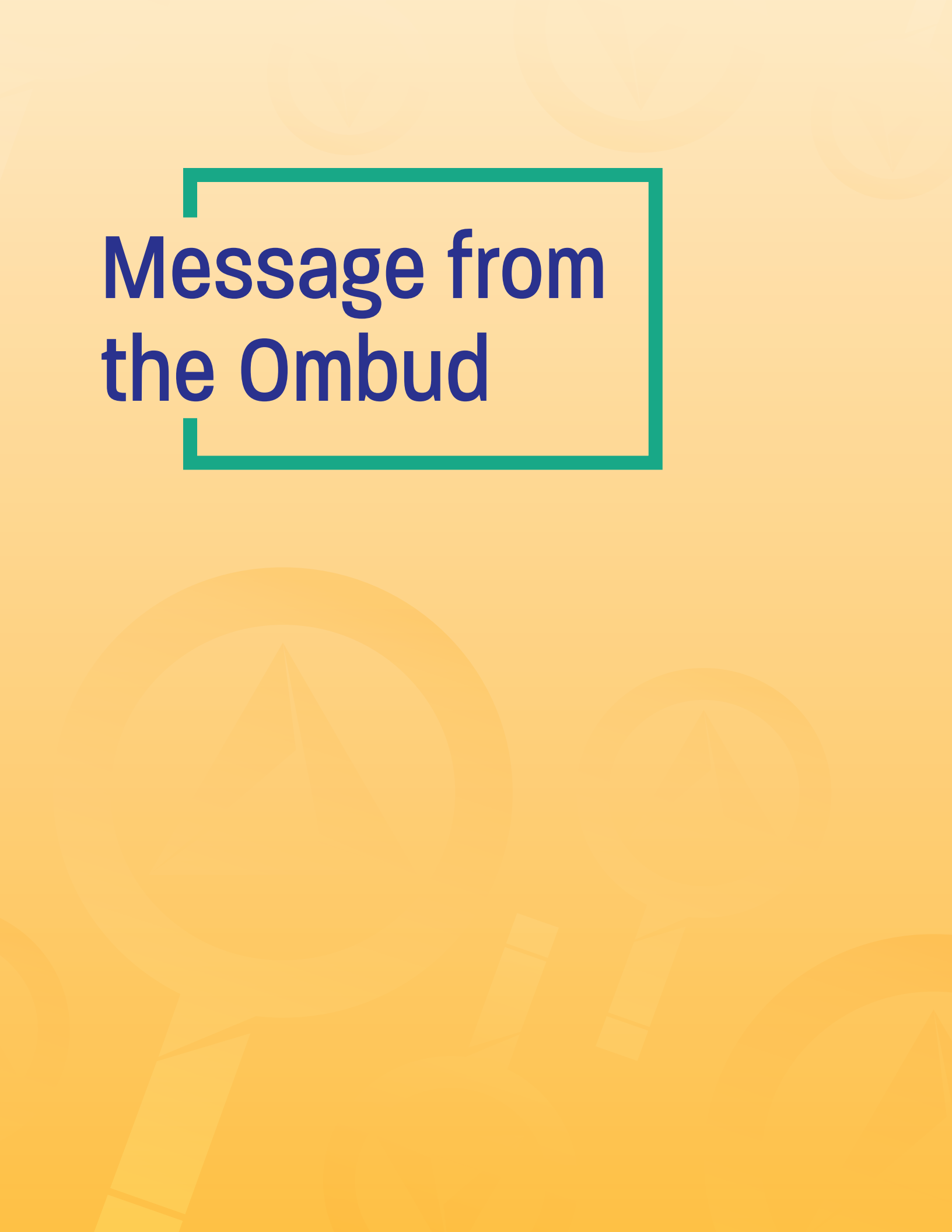
Herzog

Krista Carnogursky

Ombud

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Message from the Ombud

I am pleased to present the Annual Report of the Northwest Territories Ombud for the 2025-2026 fiscal year.

The Ombud is an independent officer of the Legislative Assembly who speaks up for administrative fairness within territorial government authorities and works to effect positive change for residents while supporting continual improvement within government systems.

This year, our office adopted new approaches and implemented targeted initiatives aimed at addressing service gaps and strengthening the support we provide to residents of the Northwest Territories. In response to concerns regarding the availability of independent services for children and youth, we developed and launched promotional materials specifically designed for this segment of the population. It is essential that children, youth, and their caregivers are aware that our office can assist when issues arise with government authorities.

These resources included a poster and pamphlet tailored to younger audiences. I would like to sincerely thank the



Departments of Education, Culture and Employment, Justice, and Health and Social Services for agreeing to display these materials in their public spaces and for sharing this information with the clients and families they support. Planned initiatives for the coming year include youth engagement sessions across the North, as well as the development of a distinct and appropriate approach for receiving and processing complaints from children and young people.

For the first time, the Ombud was asked to provide feedback on proposed legislation. This represents an important milestone for our office and for the Government of the Northwest Territories. Early engage-

ment of the Ombud in the legislative process allows potential administrative fairness issues to be identified and addressed at the outset, and demonstrates a commitment to fair, transparent, and accountable legislation, policies, and procedures for all residents.

This year also marked the introduction of a new approach to the training we provide to the public service. Training can now be delivered online, increasing accessibility, and the content will be tailored to specific departments using relevant, real-life case studies. These case studies help illustrate how the principles of administrative fairness can be achieved and maintained across a wide range of roles and often highlight positive practices that are already in place within departments.

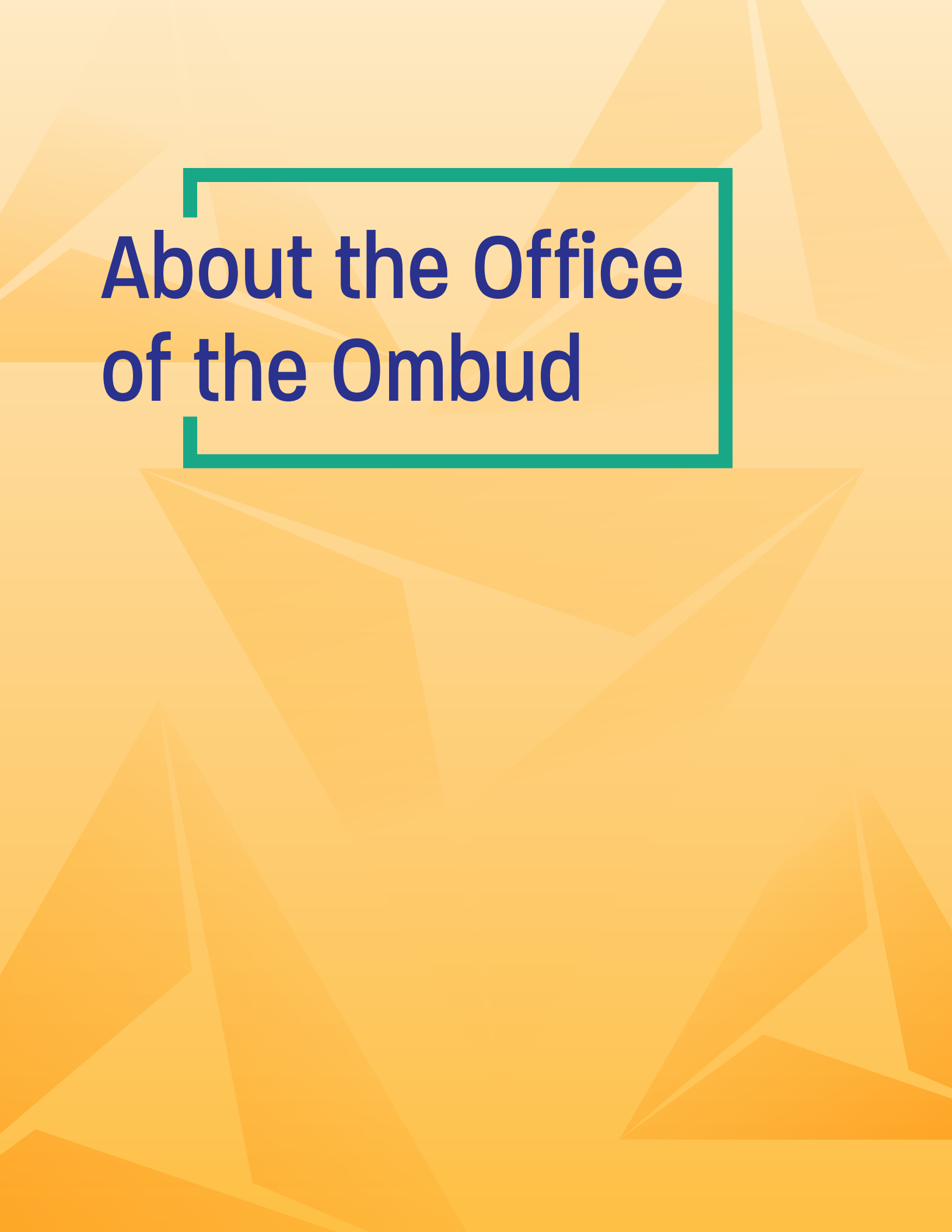
Finally, we began a more in-depth analysis of the data collected by our office. This report includes a breakdown of complaints received regarding the three departments with the highest number of complaints. Examining this information allows us to identify trends and determine whether a systemic review may be warranted. Comparing complaint themes with demographic information can also help identify potential systemic barriers. For example, if the majority of complaints concerning a particular service are brought forward by Indigenous residents, it could signal the need for an own motion investigation to determine if there are

underlining systemic factors effecting a large group of residents.

This year saw the highest number of inquiries progress to the complaint stage, with only one matter proceeding to a formal investigation. This outcome highlights several important observations. First, it confirms the value of our outreach efforts, as awareness of the Ombud's role and services continues to grow. Second, it reflects the strong collaboration and cooperation we receive from the departments and agencies we work with when addressing complaints.

In the vast majority of cases, issues brought forward are resolved quickly and efficiently once referred to the appropriate department, often through internal adjustments made to prevent the issue from recurring. I would like to extend my sincere appreciation to the departments for their continued cooperation, proactive engagement, and commitment to addressing concerns within applicable policies and frameworks. Their dedication to resolving issues early and fairly plays a critical role in promoting administrative fairness and strengthening public trust.

Krista Carnogursky
Ombud



About the Office of the Ombud

We are an independent office of the Legislative Assembly that speaks up for fairness in territorial government administration and services.

We listen to and investigate complaints from people who feel they have been treated unfairly by territorial authorities. We can also investigate matters on our own initiative without receiving a specific complaint. We work to find fair solutions and to help improve government services.

Our mandate includes public education on the role of the Ombud and the principles of administrative fairness.

Jurisdiction of the Office of the Ombud

The Ombud can look into “matters of administration”. Administrative matters include most of the day to day dealings people have with employees of territorial government departments and agencies. Administrative matters do not include, for example, political matters like Cabinet and MLA decisions, decisions by the courts, actions by lawyers who are representing the government, or clinical decisions by health care professionals, such as diagnosis and treatment decisions.

The Schedule to the **Ombud Act** sets out the government departments and agencies that are within the Ombud’s jurisdiction, and includes GNWT Departments, Housing NWT, education, health, and housing authorities, and many other agencies. With the coming into force of Bill 61 **An Act to Amend the Ombud Act** on July 1, 2023, the Ombud’s jurisdiction now includes a number of other territorial public agencies such as housing associations and the rental office.

We cannot investigate:

- Federal government departments or agencies
- Indigenous governments
- Municipal governments
- MLAs
- Legislative Assembly and Executive Council
- Courts
- Police
- Private businesses and individuals

How We Do Our Work

The answers to our questions help us to know whether the matter is something that we can look into, and whether there are other options that might fix the problem faster. For example, if people have not contacted anyone within the government authority about the problem, or if there is an appeal process they have not tried, we usually ask them to do that first. If that does not work out, we let them know to contact us again.

Our intake process is confidential. We do not share your name or information, or take action on your complaint, without your consent.

We help navigate.

Sometimes bureaucracy can be confusing or intimidating. It is not always easy to know where to start. We can help point you in the right direction. We often refer people to contacts or processes within government authorities that they might not have been aware of and that can fix some problems. We also refer people to other services and complaint processes for matters that are outside of our mandate.

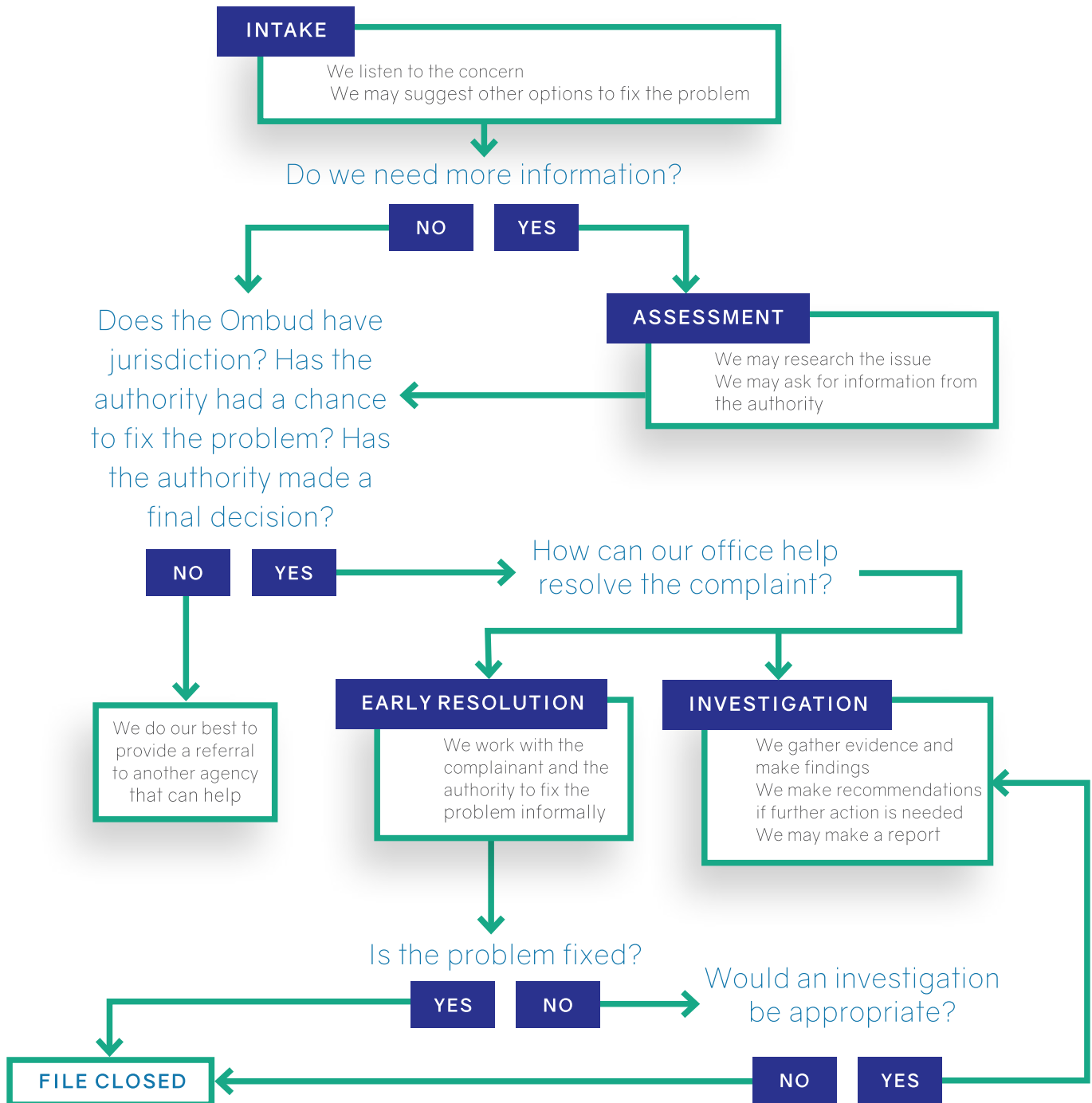
We work with people to solve problems.

People and government authorities are not always able to work out problems themselves. If the matter is within our mandate, we see what we can do to help solve the problem. Our Office does not take sides with either the complainant or the public authority. Our role is to speak up for fairness.

We can often fix problems informally through our early resolution process. Early resolution involves listening to both sides, asking questions, gathering information, and discussing options.

Sometimes we decide we need to do a more formal investigation. We make this decision based on a number of considerations, including the kind of evidence we think we will need to get to the bottom of the matter, and whether we think formal recommendations might be appropriate. At the end of an investigation, we let the person who made the complaint and the government authority know what our findings were. Depending on the outcome of the investigation, we might then make recommendations to fix the problem. If the government authority does not take action, we may make a report to the Legislative Assembly.

Our Process



What is administrative fairness?

Every day, government organizations take actions and make decisions that affect many areas of people's lives. Administrative fairness is the standard of conduct that government organizations in a democratic society owe to people.

Government organizations are expected to treat people fairly and reasonably. For example, they need to follow rules, provide clear information about processes and decisions, and deal with people with honesty and respect.

Although there is no single definition of fairness, there are some basic principles and practices that can help to describe it.

The Fairness Triangle: Three Sides of Fairness¹

Decision

What was decided?

- Did government have the legal authority to make the decision?
- Was the decision based on relevant information?
- Was the decision oppressive or unjust?
- Was the decision wrong in fact or law?

Process

How was it decided?

- Was the person given enough information to know what was required?
- Was the person given an appropriate chance to present their views?
- Did government take the time to listen?
- Did government provide reasons for decisions?
- Was the decision made within a reasonable time?
- Was the decision-maker unbiased?

Service

How was the person treated?

- Was government approachable?
- Was confidentiality respected?
- Was government honest and forthright?
- Did government offer an apology if a mistake was made?



Fairness is not always simple. Context is important in deciding whether something is fair. Fairness does not mean that government has to agree to every request, or treat everyone exactly the same.

¹ Fairness by Design: An Administrative Assessment Guide; *Canadian Council of Parliamentary Ombudsman*, 2022.

2025/2026

Inquiries and Complaints



Inquiries include all contacts to the Office about general information requests and case files (potential complaints).

Complaints are those matters where our Office intervenes by initiating either an early resolution process or an investigation. Many inquiries are resolved before they reach the complaint stage. Those that progress through to the complaint stage are worked through using our Early Resolution model of collaborative problem-solving. Those that cannot be resolved move on to investigation. Investigations are formal processes that require informing the Department or Agency Head with notice that a complaint cannot be resolved using our informal process.

Uniquely, if a complaint can be resolved, but requires a change on the Department or Agency's behalf, our Office may make an Administrative Suggestion.

Administrative suggestions are suggestions made to Authorities in writing, to informally resolve a situation and/or to prevent similar situations from recurring. They are less formal than recommendations, which would be provided in a report following an investigation.

Systemic issues will often require systemic solutions. **Own-motion investigations** are investigations that are started on the Ombud's initiative and are not limited to a specific complaint but driven by an overall systemic need.

From April 1, 2025, to March 31, 2026, the Office received 255 inquiries. We closed 240 files, including 15 carried over from the previous fiscal year.



Investigation Activity

- As of fiscal year-end, 6 complaint files remained open.
- During the fiscal year, the Office had 3 investigations.
- At year-end, 2 complaint-driven investigations had recently been initiated with the Department, and we look forward to working toward their resolution.
- 1 investigation was completed.

The past three years have been the three highest for volumes of inquiries to date, reflecting the positive impact of our ongoing outreach efforts. Although 2025-2026 ranked second in overall inquiry numbers, it saw the highest number of inquiries advancing to the complaint stage since the Office was established. We also continue to see a steady increase in the complexity and variability of inquiries, both among those that proceed to complaints and those that do not. This growth in both volume and complexity is expected to continue as it mirrors trends reported by Ombud offices across Canada.

How Inquiries Resolved

RESOLUTION	
• Alternate Process	45
• Discontinued	14
• Moved to Early Resolution	60
• No Jurisdiction - No Referral Given	11
• No Jurisdiction - Referral Given	32
• Systemic	18
• Referred back to Organization	50
• Resolved at Intake	16

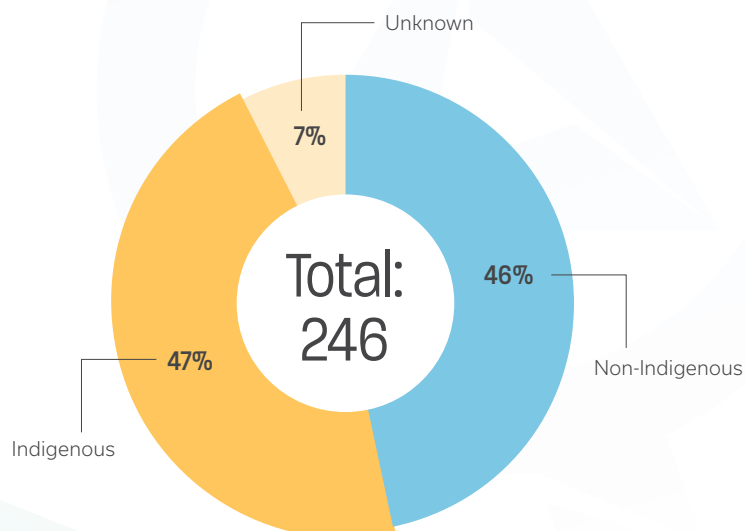
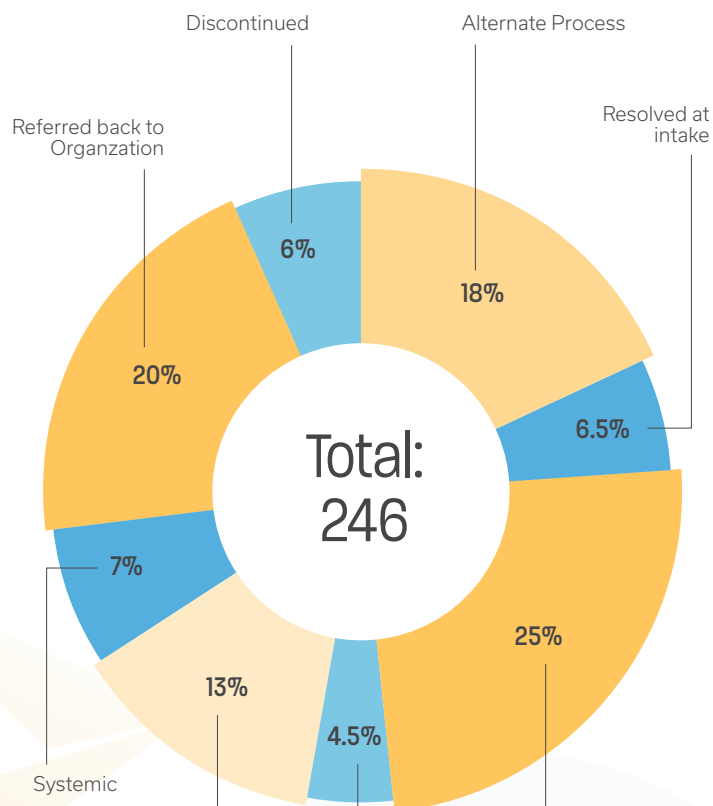
TOTAL INQUIRIES	246
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# OF INQUIRIES THAT DID NOT PROCEED AS COMPLAINTS	186
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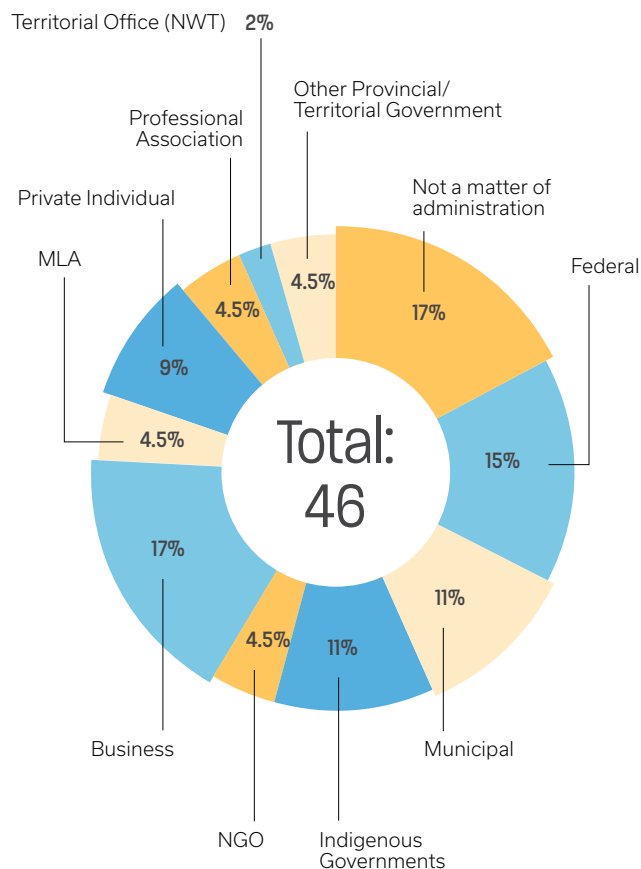
# OF INQUIRIES THAT BECAME COMPLAINTS - EARLY RESOLUTION	60
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INDIGENOUS STATUS OF COMPLAINTS	
Indigenous	115
Non-Indigenous	113
Unknown	18

TOTAL INQUIRIES	246
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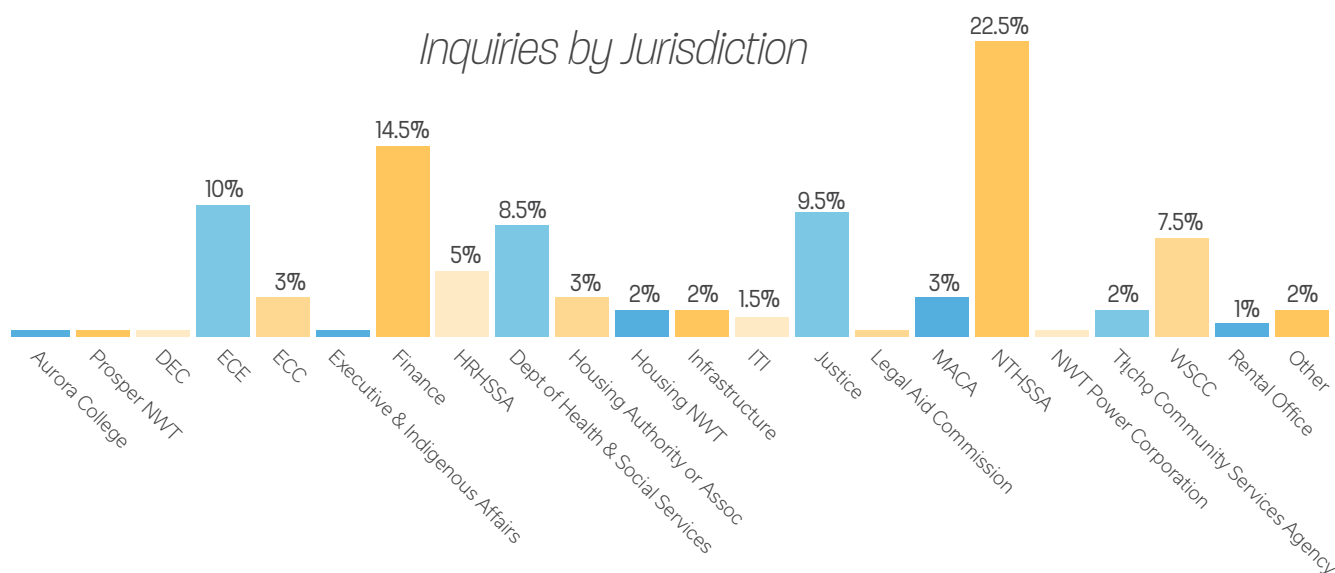


Non-Jurisdiction Inquiries



NON-JURISDICTIONAL	
• Business	8
• Federal government	7
• Indigenous government	5
• Municipal government	5
• Non-government organization	2
• Not a matter of administration	8
• Other Provincial/Territorial government	2
• Pre-2016	0
• Private Individual	4
• Professional Association	2
• Territorial office	1
• MLA	2
TOTAL	46

Inquiries by Jurisdiction



Inquiries by Jurisdiction

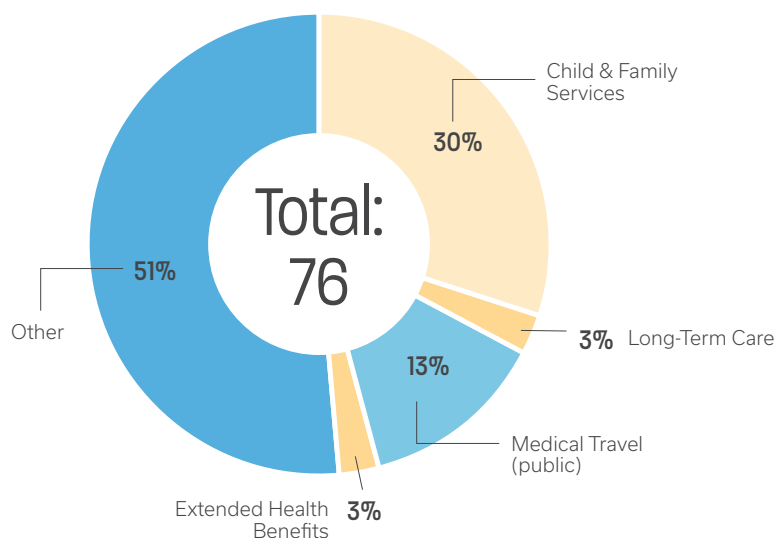
JURISDICTIONAL			
• Aurora College	1	• Justice	19
• Prosper NWT	1	• Legal Aid Commission	1
• District Education Authority	0	• Liquor Commission	0
• Divisional Education Councils	1	• Liquor Licensing Board	0
• Education, Culture & Employment	20	• Municipal & Community Affairs	6
• Environment & Climate Change	6	• NWT Health & Social Services Authority	45
• Executive & Indigenous Affairs	1	• NWT Hydro Corporation	0
• Finance	29	• NWT Power Corporation	1
• Hay River Health & Social Services Authority	10	• Status of Women Council	0
• Health and Social Services	17	• Surface Rights Board	0
• Housing Authority	6	• Tłįchǫ Community Services Agency	4
• Housing NWT	4	• Workers' Safety & Compensation Commission	15
• Infrastructure	4	• Worker's Advisor	0
• Inuvialuit Water Board	0	• Rental Office	2
• Industry, Tourism & Investment	3	• Unspecified/Other	4
TOTAL			200

Top 3 Breakdown of Highest Complaints by Department

HEALTH RELATED COMPLAINTS

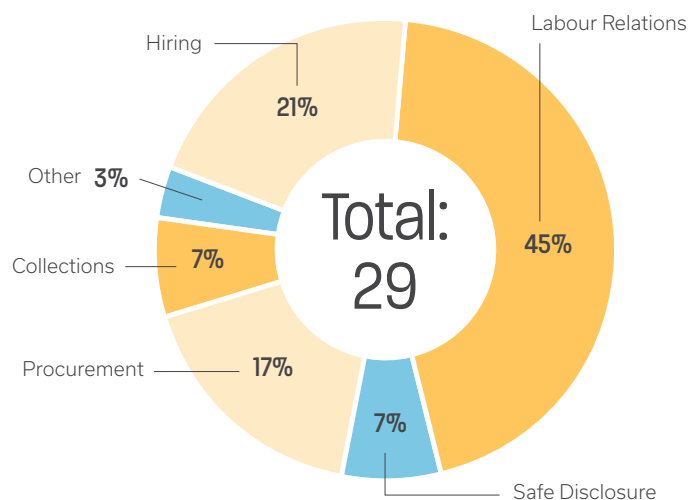
(NTHSSA, TCSA, HSS, HRHSSA COMBINED):

Child & Family Services	23
Long-Term Care	2
Medical Travel (public)	10
Extended Health Benefits	2
Health - Other	39
TOTAL	76



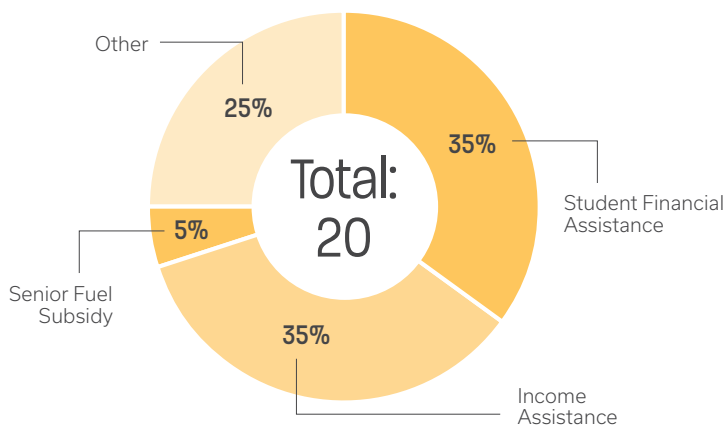
FINANCE

Hiring	6
Labour Relations	13
Collections/Debt related issues	2
Procurement	5
Safe Disclosure	2
Other	1
TOTAL	29



EDUCATION, CULTURE & EMPLOYMENT

Student Financial Assistance	7
Income Assistance	7
Senior Fuel Subsidy	1
Other	5
TOTAL	20



2025/2026

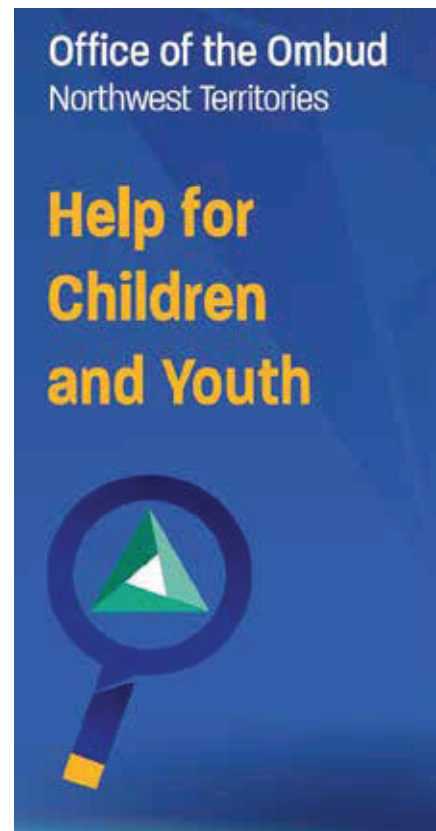
Achievements and Highlights

This past year saw many new developments and some noteworthy successes for the office. An especially important and gratifying complaint file was successfully closed and a wonderful outcome achieved with the help of Housing NWT at an Elders' residence. Since its construction, the Elders in the home were missing some essential accessories to aid them with everyday living and to make their home more accessible and comfortable. With the aid of Housing NWT, and our continued efforts to install shower grab bars and window curtains, we are happy to report that every resident who wanted or needed these items, now has access to them in their residence. One complaint led to a positive change for all the other residents and all residents are now benefitting from safer showers and cooler living quarters in the summer months. More about this complaint in our featured case study below.

A heartfelt thank you to Housing NWT for installing these items. This complaint came to us directly from in-person outreach efforts made by the Ombud in her 2024 outreach trips.

The office also successfully launched youth focused promotional materials. We are now able to offer information about the Ombud office that speaks to a younger audience and lets them know what rights they may have when dealing with the Territorial government and its agencies. It is important for youth to know that our office may be able to help when issues arise with Student Financial Assistance, Motor Vehicles and Licensing, Child and Youth Services or any other territorial public service they interact with. The departments of Education Culture and Employment, Justice and Health and Social Services have all agreed to display our pamphlets and posters in schools across the NWT, custodial centers and social services waiting areas. The materials are also being provided to all foster parents across the NWT.

Going forward, the Office plans to do youth engagement sessions across the Territory to bring our materials and offer our services directly to young people.



Engagement on upcoming legislation

This past year, the Office has provided feedback on a number of currently pending legislation including the: Vital Statistics Act; Civil Forfeiture Act; Trespass to Property Act (Both bills that form the new Safer Communities and Neighbourhoods legislation); Act to Amend the Public Service Act.

We are pleased that for many of the public consultations, the Ombud Office was asked by the Legislature to provide feedback directly to committee. We are happy to do so and will continue to do so when asked upon.

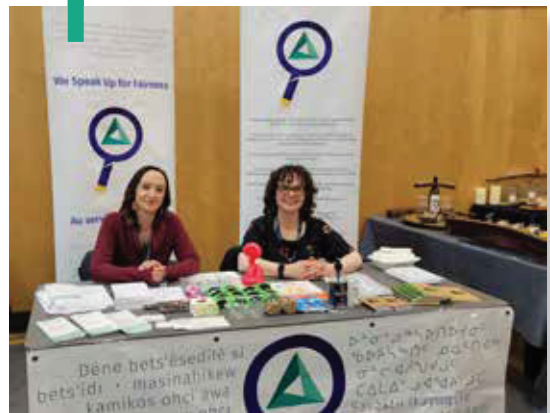
2025/2026

Public Education and Outreach

This year marked a new step in the direction of online course offerings for the Office. In conjunction with the Department of Investment, Tourism and Industry (ITI), we created and delivered case study driven training sessions in the month of February. 25 employees of the Department attended our 2-hour workshops that were purpose-built with ITI in mind. This course will also be continuing into the new fiscal year in May.

We were thrilled to see how much the staff already knew about the principles of administrative fairness and the lengths the staff go to ensure fair process, decisions and service in their everyday work. Kudos to them.

The Ombud was also on the road this past year. We attended the Yellowknife Trade Show





in May; the Newcomers Welcoming Event in Yellowknife in August; the Northwest Territories Association of Communities Annual General Meeting in February; and a whole office tour of the South Mackenzie Correctional Centre in March.

The Ombud also attended the Canadian Council for Parliamentary Ombuds Annual General Meeting in Charlottetown.



The Deputy Ombud was also invited to give a presentation in Yellowknife at the Northern Economic Development Practitioner's Conference in October. This interaction led to the previously mentioned case study training sessions with ITI.

The year also saw our Office highlighted in the media. The Ombud was interviewed by the francophone online newspaper Aquilon, and by CBC Radio North on their morning show The Trailbreaker.

2025/2026

Examples of Our Work

" I really feel heard and acknowledged right now.

That is great news! Huge burden lifted off my shoulders!

I appreciate talking to you so much because at first I was just like, "I'm so angry!", but now I see that this can move forward in a positive way.

After talking to you, at least I can really feel my blood pressure has gone down.

Thank you so much for all of your help and information, totally understand and really appreciate you getting back to me so quickly.

I was fuming when I called your office, but I am feeling much better now.

"

These were some of comments we heard last year from people about our work. Sometimes people are not sure who to talk to about their concerns and need a referral to point them in the right direction.

Sometimes people do not believe government is taking their issues seriously. They are often angry. Even if it is too late for them, many people would like problems to be fixed so that the same thing does not keep happening to others. Sometimes people find it hard to trust government and may fear the worst: that someone is making things difficult for them on purpose. They are skeptical that procedure and policy was followed. Sometimes government is not clear or transparent enough about its processes and decisions. Sometimes government does not communicate with people in a way that works for them. And sometimes people fall through cracks in the system.

These are all situations where our Office has been able to help through our independent and free of charge services. We do this through referrals, our early resolution process, and our investigation powers. We get information from and speak directly with the officials who can help us understand what happened and work with us to come up with solutions. This is different from most other processes. We pride ourselves on our collaborative process and our ability to problem-solve with both parties in the name of administrative fairness.

Featured Case Study

Elders' Residence

What Happened

During one of her community tours, the Ombud visited residents at a seniors' housing complex. The building had been constructed by Housing NWT and was made up of public housing units managed by the local Housing Authority.

Featured Case Study Continued

While speaking with residents, two Elders raised concerns about their apartments. They had moved into the building shortly after construction was completed several years earlier, but they still did not have curtains installed which has direct impacts on the temperature in the apartments. They also shared serious safety concerns about the absence of grab bars in their showers. Both Elders explained that they had been asking for curtains and grab bars for years, but despite repeated requests, nothing had changed.

What We Did

We contacted the Housing Authority to request that curtains and grab bars be installed in all units in the building. The Housing Authority explained that they needed to work with Housing NWT to address the issue, both because of some technical reasons and because the costs exceeded their budget.

Despite these efforts, multiple delays followed. Some supplies could be ordered by the Housing Authority, while others had to be obtained by Housing NWT due to budget constraints. A postal strike delayed the delivery of certain items. Installation of the window coverings required coordination with another organization, and technical challenges arose because of the angle of the walls. Staffing vacancies at the regional Housing NWT office also affected progress at different points.

What Happened Next

Our Office continued to monitor the situation closely and followed up regularly to address ongoing delays. Eventually, Housing NWT informed us that the window coverings had been installed and that shower grab bars had arrived and were scheduled to be installed that week.

We followed up with the two Elders who had raised the concerns. They confirmed that the window coverings were now in place, but told us they still did not have shower grab bars and did not understand why. We raised this with Housing NWT. They explained that grab bars had been ordered for all units, but staff had recorded that only one resident had agreed to have them installed, with the remaining residents declining.

The two Elders told us they had always wanted grab bars in their unit and still did. They added that they could not understand why anyone would say no, noting, "We are all seniors — we all need them."

Featured Case Study Continued

What We Did Next

The Ombud requested that shower grab bars be installed immediately in the units of the two Elders who had clearly confirmed their consent. She also asked that housing staff speak with every other resident individually to ensure there were no communication issues affecting residents' responses.

To support this, the Ombud provided clear guidelines on how staff could explain the purpose and benefits of the grab bars, that there was no cost, and the need to consider cultural factors, language differences, and hearing barriers when communicating with residents.

The Final Result

Shower grab bars were installed in every unit in the building. All residents now have access to this important safety feature. These improvements will have direct benefits to their health and safety and will benefit the next residents in that complex.

Why This Matters

This case highlights how easily important issues can remain unresolved when responsibilities are shared across more than one organization. The two Elders had been raising their concerns for years, and even after our Office became involved, progress was slowed by technical, administrative, and logistical barriers. Without ongoing follow up, the issue could have remained unresolved indefinitely.

This case also underscores the value of in person, community based outreach. The Elders who raised these concerns would not have contacted the Ombud Office on their own. It was only through face to face conversation during a community visit by the Ombud that trust was built and their voices were heard.

Finally, the outcome shows the critical role that clear communication plays in achieving fair results. The misunderstanding about residents declining grab bars demonstrates how language, cultural context, and other communication barriers can affect consent and decision making — particularly for seniors. By ensuring explanations were clear, accessible, and tailored to residents' needs, a solution was reached that improved safety and dignity for everyone in the building.

Example #1

Early Resolution

Reggie

What Happened

Reggie is from a small community with few government resources and even fewer staff to talk to. His position with the GNWT had ended months ago and was waiting for his Record of Employment (ROE) to be issued so he could begin the process of applying for Employment Insurance. He was trying to contact his previous Department but could not get an answer about why his ROE was taking so long

What We Did

We let Reggie know that he was correct, that ROEs need to be completed in a timely manner and that under labour law, should be issued no later than 2 weeks after someone's employment ends. We initiated his complaint with the Department of Finance.

The Result

Within less than a day of initiating the complaint, Reggie's ROE was provided to him.

Why This Matters

Reggie had been trying on his own to contact various people and departments, including the Federal Government. He could not get help from any of the people he spoke to because through no fault of his own, he did not know where he should ask about his ROE.

As it turned out, a simple electronic filing error had occurred, and the issue was resolved as soon as we contacted the Department of Finance about the status of his ROE.

Example #2

Early Resolution

Angela

What Happened

Angela lived in another province and had been receiving a lifetime pension from WSCC for the past 25 years. One month, her payment didn't arrive on the usual date. She waited for a while in case it was simply delayed, then called and left a message for her case worker. When she didn't receive a call back and her payment still didn't arrive, Angela wasn't sure what to do next.

By the time she contacted our Office, Angela had missed three months of pension payments and was understandably very concerned

What We Did

When we contacted WSCC, we learned that they had been trying repeatedly to reach Angela by phone but were not getting an answer. We asked WSCC for the phone number they had on file and discovered it did not match the number Angela gave to us. Angela confirmed that her phone number had changed and realized she had not notified WSCC. With her consent, we provided WSCC with her updated contact information.

WSCC also explained their annual process for pension recipients. Each year, they mail out a form that recipients must complete and return in order to confirm their information and continue receiving benefits. Angela had returned this form every year except the most recent one. WSCC had tried to call her to explain that the form was required before payments could continue, but they were using her outdated phone number and were unaware it was no longer current.

Angela does not use email, so when WSCC was unable to reach her by phone, they had also sent her additional copies of the form along with a written explanation by mail. Angela recalled receiving the forms but told us she had thrown them away, assuming that after so many years of receiving a pension, it was no longer necessary to confirm her information.

Example #2 Continued

The Result

WSCC sent Angela another copy of the required form. Now that she understood its importance, Angela completed and returned it right away. WSCC promptly resumed her pension payments and issued retroactive payments for the three months she had missed.

Why This Matters

Most complaints we see come down to communication issues. In this case, WSCC was actively trying to resolve the problem, but they only had an outdated phone contact. While they also tried to reach her by mail, Angela did not fully understand the importance of the mailed correspondence.

Situations like this show how easily people can fall through the cracks when communication breaks down, especially for individuals who rely on paper correspondence or have limited access to technology. Our Office can play a helpful role in reconnecting people and systems, clarifying misunderstandings, and ensuring that communication barriers do not prevent individuals from receiving benefits they depend on.

Example #3

Early Resolution

Ryan

What Happened

Ryan received an email from his ECE Client Officer telling him that his benefits under the Income Assistance program were being stopped. The reason given was that he had not provided the required financial information by the deadline.

Example #3 Continued

Ryan contacted his Client Officer and explained that he had already sent the requested documents several times over the previous few months by email. He then sent the documents again. His Client Officer confirmed that his benefits would resume going forward now that the documents had been received. However, she told Ryan that she could not find any records showing he had submitted the information before the deadline, so he would not receive retroactive payments for the period when his benefits had been denied.

Ryan explained that problems with his email were making it difficult for him to prove that he had sent the documents earlier, even though he knew he had done so. Concerned about losing benefits he relied on, Ryan contacted our Office for help.

What We Did

We spoke with ECE about Ryan's situation. Ryan was able to find a large volume of records, which we helped him to go through so that the relevant information could be identified and summarized in an explanation of what happened for ECE to review.

The Result

ECE accepted that Ryan had taken the required steps to submit his documents before the deadline. As a result, the denial of benefits was rescinded, and Ryan received retroactive payments for the period during which his benefits had been stopped.

Why This Matters

This case highlights the impact that technical barriers and record keeping challenges can have. Ryan did what he was asked to do, but email issues meant the information he sent was not easy to verify, and it was difficult for him to try and explain what had happened without some outside support.

2025/2026

Financials

ACCOUNT	EXPENDITURES (\$s)
COMPENSATION & BENEFITS	<u>736,009</u>
OTHER EXPENSES	
Travel & Transportation	17,262
Materials & Supplies	18,756
Purchased Services	33,812
Contract Services	68,089
Fees & Payments	1,522
COMPUTER EXPENSES	18,207
TOTAL OTHER EXPENSES	<u>157,648</u>
TOTAL	<u>893,656.53</u>

Recommendations from the Ombud

Section 45 of the Ombud Act allows for amendments to be made by Cabinet and states: "The Commissioner, on the recommendations of the Executive Council, may, by order, add or remove authorities to the Schedule."

It is recommended that the authorities listed within the Schedule of the Ombud Act be amended to include: "All childcare facilities as defined in the Child and Family Services Act".

This amendment would expand the Ombud's jurisdiction to allow investigations into complaints involving private contractors or individuals providing care to children under the Child and Family Services Act, an area that is currently outside our jurisdiction. The request for this legislative change is supported by a steady increase in complaints received by our office regarding children and youth in foster homes or care facilities.

ʔerihł'ís Dēne Sų́líné yatı t'a huts'elkēr xa beyáyatı theʔą ʔat'e, nuwe ts'ēn yółtı.

Dēne Sų́líné

Kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

nēhiyawēwin

If you would like this information in another official lanugage, call us.

English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

Jii gwandak izhii ginjik vat'atr'ijāhch'uu zhit yinohtan jì', diits'āt ginohkii.

Dinjii Zhu' Ginjik

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Innuiaqtun

ᑕᑲᑯᑦ ᑎᑎᑦᑲᑯᑦ ᐱᑦᐱᑦᐱᑦ ᐃᑯᑎᑯᑦᑲᑦᐱᑦᐱᑦ, ᐅᑦᑎᑦᐅᑦᑲᑦᐱᑦᐱᑦ.

Inuktitut

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.

Inuvialuktun

Edı gondı dehgáh got'ıe zhatıé k'éé edat'éh enahddhé nıde naxets'é edahfı.

Dene Kədə

K'áhshó got'ıne xədə k'é hederı ʔedıhtı'é yerıniwé nıde dúle.

Dene Zhatıé

Tłıchq yatı k'éé. Dı wegodı newq dè, gots'o gonede.

Tłıchq



Office of
the Ombud

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