



SAFETY, LICENSING APPEALS &
STANDARDS TRIBUNALS ONTARIO



Annual Report

2016 2017

Office of the Executive Chair
Safety, Licensing Appeals and Standards Tribunals Ontario

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Executive Chair Message

A Message from the Executive Chair

Four years ago, the Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO) was established as Ontario's third tribunal cluster. Since that time, SLASTO has been on a journey of rapid and continuous change; and 2016 was no different.

Change is not always easy, even in the best of times. It requires a clear vision as to where the organization is heading; it requires a workforce which feels part of the process; it requires organizational commitment to learning and supporting its people; and importantly, it requires steadfast commitment and dedication to the people it serves.

Over the past year, SLASTO has maintained its focus on the strategies and initiatives outlined in the Business Plan. While some initiatives were targeted to specific tribunal developments, others supported the broader SLASTO organization. Ultimately, the values of accessibility, accountability, integrity and fairness remain at the core of all our undertakings.

Some key highlights over the past reporting period include:

- The Licence Appeal Tribunal celebrated the one-year mark since implementing the Automobile Accident Benefit Service – an important service that ensures people who are entitled to accident benefits receive them sooner. To mark this milestone, we traveled across the province to meet with stakeholders and users – we listened; and in response, we have continued to simplify and improve processes.
- The Ontario Parole Board (OPB) implemented a number of improvements to the Circle hearing process for Indigenous peoples. Circle hearings are now Elder-led; there is greater availability for translators for Indigenous languages; and there is greater opportunity for applicants to share their unique circumstances and to present alternative options to incarceration as set out by the Gladue decision. By implementing these recommendations, the OPB now delivers an administrative process that is more respectful, inclusive, accessible, and most importantly, a process that is more responsive to the unique needs of Indigenous peoples.
- The Ontario Civilian Police Commission (OCPC) introduced a method for stakeholders and users to electronically submit case documents. This application will help modernize the way the OCPC conducts business and encourages the electronic submission of materials in order to be more efficient, environmentally friendly, and accessible.
- The Animal Care Review Board and Fire Safety Commission have implemented mandatory case conferences, a key tool in achieving early resolution.

Our membership and staff reflect the diversity of Ontario, ensuring SLASTO has the knowledge, expertise and experience to fulfill its mandates. It is the skill and commitment of our decision-makers and staff that ensure fairness and excellent service delivery to meet the needs of the public we serve.

I would like to take this opportunity to thank members and staff who serve the Ontario public with dedication. I look forward to further progress at SLASTO in 2017-18 as we continue to provide administrative justice as a key part of Ontario's justice system.

Sincerely,

Linda P. Lamoureux

Executive Chair

Safety, Licensing Appeals and Standards Tribunals Ontario



**DID YOU
KNOW**

Clustering began in Ontario in 2010 with the establishment of the Environment and Land Tribunals Ontario. One year later, the Social Justice Tribunals Ontario was established. SLASTO was designated as the third adjudicative tribunal cluster on April 1, 2013.

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Executive Lead Message

A Message from the Executive Lead

I am pleased to have this opportunity to take a look back at this year and share some of our accomplishments. I am impressed with the efforts of staff and members as we continue to transform the organization and improve our services to the public. Each of our tribunals and business areas has been involved in and dare I say embraced change and we have a great deal to be proud of.

The most significant transformation took place on April 1, 2016, the start of the year, with the implementation of the Automobile Accident Benefits Service (AABS) as a new division of the Licence Appeal Tribunal (LAT). Staff and members had been working extremely hard over the previous year to ensure that all of the necessary administrative and decision making infrastructure, information, processes and tools were available and ready. Throughout the year, we have been learning and identifying ways to improve our services.

Technology improvement is an area that we have focused on. Over the year we identified and planned improvements to the case management systems at three of our tribunals (the Animal Care Review Board, Fire Safety Commission and Licence Appeal Tribunal). These developments will improve the data we receive so we can more quickly identify areas for improvement.

It is important to ensure our people and services reflect the needs of the diverse population we serve. In addition to the way in which the Ontario Parole Board delivers services to Indigenous applicants, SLASTO is committed to an active offer of French language services and to actively engaging with the Francophone community to ensure its services reflect and meet the needs of the French speaking population it serves. In March, consultations on our draft French Language Services Policy were held and we are currently planning for implementation of the new policy in the next fiscal year.

SLASTO will continue to undertake ambitious changes and tackle challenges to ensure we serve the changing interests of the public. I would like to thank all staff and members for their hard work and I look forward to another exciting year to come.

Sincerely,

Ellen Wexler

Executive Lead

Safety, Licensing Appeals and Standards Tribunals Ontario

Social Justice Tribunals Ontario

Environment and Land Tribunals Ontario



About SLASTO

About SLASTO: Who We Are

Our Mandate

The Safety, Licensing Appeals and Standards Tribunals Ontario is a cluster of five tribunals that resolve and decide matters arising from over 30 statutes relating to public protection and safety – including compensation claims and licensing, policing, parole, fire safety, and animal care orders.

Pursuant to Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act, responsibility for automobile accident benefits dispute resolution moved from the Financial Services Commission of Ontario to SLASTO's LAT on April 1, 2016.

Our Mission

The Safety, Licensing Appeals and Standards Tribunals Ontario will deliver administrative justice in a fair, independent and timely manner. We promote public confidence through integrity and excellence, and by being accessible, accountable and responsive.

Our Vision

The Safety, Licensing Appeals and Standards Tribunals Ontario will be a leader in administrative justice as an integrated cluster of tribunals resolving and deciding matters of public protection and safety.

The Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO) is an adjudicative cluster comprised of the following five administrative tribunals:

- The Animal Care Review Board (ACRB);
- The Fire Safety Commission (FSC);
- The Licence Appeal Tribunal (LAT);
- The Ontario Civilian Police Commission (OCPC); and
- The Ontario Parole Board (OPB)

As per the Ministry of the Attorney General's (MAG) website, an administrative tribunal is "an autonomous agency that is independent of the provincial government and is responsible for settling disputes between the Province of Ontario and its citizens. An administrative tribunal is also known as an agency, board or commission".

Clusters are established through regulation under the *Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009* (ATAGAA), when the matters

of two or more tribunals can operate more effectively and efficiently as part of a cluster rather than on their own.

As a cluster, SLASTO resolves and decides matters arising from over 30 statutes relating to human and animal protection, public safety and the public interest. SLASTO is guided by the following four core values:

Accessibility

Publications, communications and facilities will provide full and equitable access. Practices and procedures will be designed to promote informed and meaningful participation, and support diversity and inclusion.

Accountability

High quality services are delivered consistently and with regard to value for money, resulting in a fair and accessible experience for parties, stakeholders, staff and members.

Integrity

Staff and members will act with honesty and professionalism, exhibiting the highest standards of public service.

Fairness

Proceedings will be conducted impartially and parties will have a reasonable opportunity to be heard. Decisions will be principled and based on the facts, the applicable law and the merits of the case.

About SLASTO: Organizational Structure

The cluster is led by an Executive Chair, who assumes the powers, duties and functions previously assigned to the Chairs of each constituent tribunal. The Executive Chair is accountable to the Minister for the performance of SLASTO in fulfilling its mandate. The Executive Chair also serves as Ethics Executive for all SLASTO's Order-in-Council appointees.

The cluster is also led by an Executive Lead, who is accountable to the Executive Chair to implement SLASTO's policies and operational decisions. The Executive Lead is also accountable to the Deputy Minister for the management of SLASTO's operations. The Executive Lead serves as the Ethics Executive for all SLASTO's Ontario Public Service staff.

Each constituent tribunal maintains its adjudicative independence and legislative mandate, however, all tribunals benefit from the coordination and sharing of resources, expertise, best practices, processes, and administrative and professional development support of the cluster.

While clusters may be structured differently, SLASTO contains the following functional units:

- Adjudication
- Operations
- Legal Services
- Strategic Business Services
- Communications
- Human Capital

Adjudication

SLASTO's adjudication unit is led by a team of Associate Chairs who provide strategic leadership and day-to-day oversight of their respective tribunals. Associate Chairs are supported by a team of Vice Chairs and Members who primarily conduct dispute resolution.

Operations

SLASTO's operations unit is supported by a team of operational staff who provide case management support for every matter brought before the tribunals. They act as the primary contact for parties and ensure files are complete and ready to proceed to case conferences and hearings.

Legal Services

SLASTO's legal unit is supported by a team of lawyers who provide legal support to adjudicators, conduct quality assurance reviews of decisions and manage matters that may be statutorily appealed or judicially reviewed.

Strategic Business Services

SLASTO's strategic business services unit is supported by a team of corporate and financial staff who manage the organization's allocation from MAG and ensures the organization operates in compliance with government corporate directives, regulations and legislation.

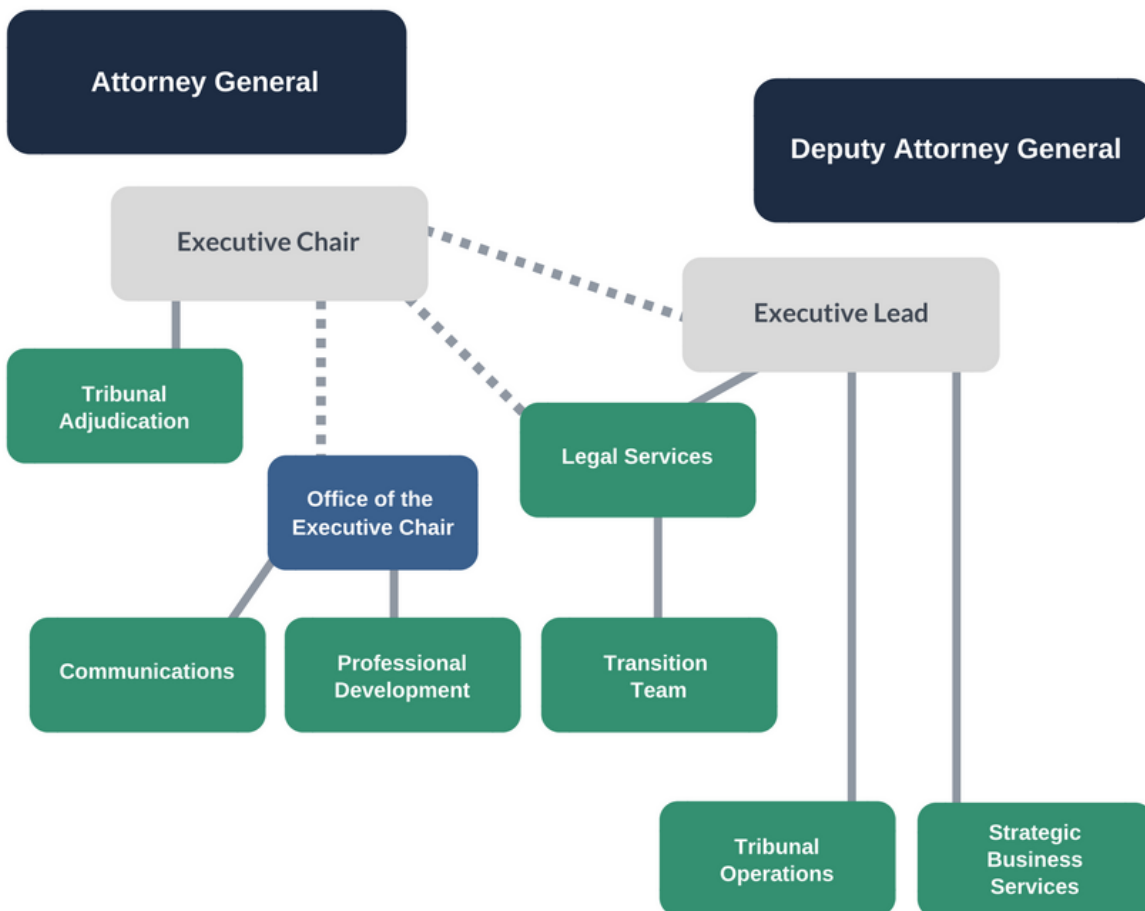
Communications

SLASTO's communications unit is supported by a team of communications professionals who ensure that SLASTO takes a streamlined approach to communications across all functional areas. The communications portfolio is diverse, including matters of media relations, issues management, stakeholder relations, corporate communications, marketing and public relations.

Human Capital

SLASTO's human capital unit is supported by a team of staff who are responsible for the recruitment and management of the organization's staff complement. They also provide ongoing professional development and training to both staff and adjudicators for any legislative and regulatory changes made to the tribunals' jurisdiction as well as other core training objectives.

At a high-level, SLASTO's organizational structure can be viewed as:



About SLASTO: Tribunals & Divisions



Animal Care
Review Board
ACRB



Fire Safety
Commission
FSC



Licence Appeal
Tribunal
LAT



General Service
LAT-GS



Automobile Accident
Benefits Service
LAT-AABS



Ontario Civilian Police
Commission
OCPC



Ontario Parole
Board
OPB

About SLASTO:

Governance & Accountability

While the cluster reports to MAG for administrative purposes as set out in the Memorandum of Understanding (MOU), SLASTO and its constituent tribunals are independent in all matters affecting:

- Dispute resolutions, assessments, investigations and decision-making
- Assessment and management of adjudicators, and
- Relationships, dealings and communications with tribunal users and persons affected by their services.

The ATAGAA and related regulations have further strengthened and made the accountability framework for clusters transparent through provisions involving:

- Requirements for **public accountability documents**, including mandate and mission statements, consultation policies, service standard policies, ethics plans and member accountability frameworks (such as position descriptions and codes of conducts);
- Requirements for **governance and accountability documents**, including memorandum of understanding, business plans and annual reports; and
- **Requirements for members** and the need for the selection process to be competitive and merit-based.



DID YOU KNOW

"The Ministry of the Attorney General established the Agency Relations Division in 2011 as part of the government's ongoing effort to maintain effective relationships with agencies and to ensure a continued focus on governance.

In 2015, the Tribunal Relations Unit (previously under the Policy and Adjudicative Tribunals Division) was transferred to the Agency Relations Division, resulting in the Agency and Tribunal Relations Division (ATRD).

ATRD is responsible for the ministry's non-adjudicative agencies and programs and the adjudicative tribunals that fall within the ministry's three adjudicative clusters. It provides the ministry with strategic leadership on agency- and tribunal-related issues, while focusing on relationships and governance in a manner that balances oversight and accountability."

- Excerpt from www.infogo.gov.on.ca



SLASTO
In Review

SLASTO in Review: Strategic Directions

As identified in the 2015-2018 Business Plan, SLASTO has a number of strategic directions and initiatives that will continue to lead the cluster down a transformative path over the next three years.

The strategic directions maintain a focus on:



By focusing on **Organizational Transformation**, SLASTO will continue to build an integrated organization that is proactive, innovative and agile.

By focusing on **Building Public Confidence**, SLASTO will continue to provide accessible and responsive service that is consistent, accountable and independent.

By focusing on the **Investment in People**, SLASTO will continue to provide education and development, succession planning, engagement and diversity initiatives that are supportive of adjudicators and staff.

Specific initiatives have been identified to meet these strategic directions, and include outcomes and performance measures in order to ensure that progress can be tracked, and activities are prioritized to accomplish these goals.

An underlying principle of all SLASTO initiatives is to ensure that the cluster is able to respond to variances in workload resulting from a variety of factors such as changes to its mandate, the legislation it supports, and variances in caseload.

Over its fourth year, SLASTO has made significant progress in its transformation to a cluster model. The cluster has put in place key structures to enable flexibility and the maximization of its resources, and has demonstrated that it is well-positioned to adapt to change as the Government carries out its agenda. To achieve the full potential of the clustering model, SLASTO has co-located the majority of its operations at 25 Grosvenor Street in Toronto, with its remaining offices to follow in 2018. Specific initiatives undertaken in the 2016-2017 period are highlighted throughout this report.

SLASTO in Review: Financial Performance

SLASTO continued to operate within the cluster budget allocation in 2016-17. SLASTO's workload is driven by its caseload.

As of April 1, 2016, LAT began receiving applications under the Insurance Act, and the Statutory Accident Benefits Schedule (SABS). SLASTO's overall budget now reflects the operational costs of the addition of the Automobile Accident Benefits Services (AABS) jurisdiction. Under Regulation 160/16, Assessment of Expenses and Expenditures – Statutory Accidents Benefits, the total cost of the LAT-AABS program is assessed to the industry twice per year and recorded as revenue in the Public Accounts Statement of Revenue.

The budget allocation for 2016-2017 SLASTO non-AABS and AABS was \$20,349,900. A constraint of 2.7% was then applied to the SLASTO non-AABS portion of the allocation. The revised allocation for the year is \$20,156,900.

The Memorandum of Understanding (MOU) is signed by the Minister and Executive Chair and outlines the accountability relationship between the Minister, the Ministry of the Attorney General, the Executive Chair and the Executive Lead. Check out SLASTO's MOU on our website.

**DID YOU
KNOW**

SLASTO's Expense Category

Operating Expenses	2016-17 Actuals (excluding LAT-AABS)	2016/17 Actuals (LAT-AABS only)
Salaries and Wages	\$3,445,016	\$5,931,731
Benefits	\$571,536	\$803,800
Transportation & Communications	\$454,970	\$278,071
Services	\$2,203,576	\$1,560,837
Supplies & Equipment	\$78,929	\$63,287
Sub-total Operating Expenses	\$6,754,027	\$8,637,726
Recoveries	-\$318,312	-
Facilities and Capital Costs*	-	\$2,524,372
Total Expenditures	\$6,435,715	\$11,162,098

Revenue	2016-17 Actuals Non-AABS	2016/17 Actuals AABS
Application Filing Fees**	\$55,300	\$617,235
Reimbursement of Expenditures*** – Automobile Accident Benefits Service	-	\$10,542,910
Total Revenue	\$55,300	\$11,160,145

Notes:

* Includes \$649,372 facility and \$1,875,000 capital costs for AABS. The facility and capital costs for non-AABS are paid by the MAG's Capital Budget.

**Application Filing Fees deposited in the Consolidated Revenue Fund.

*** Reimbursement of Expenditures from Insurance Companies for the Automobile Accident Benefits Service deposited in the Consolidated Revenue Fund. Reimbursement of Expenditures includes total operating actuals minus application filing fees and interest earned on overdue accounts.

SLASTO in Review: **Communications**

SLASTO recognizes that its ability to deliver fair and transparent services and ensure consistent access to justice is contingent on establishing and maintaining strong communications with parties, the public and stakeholders. This is especially important as SLASTO's tribunals continue to undergo complex changes to their jurisdiction and processes.

Over the last year, SLASTO has developed a communications strategy that specifically aims to:

- Raise awareness of SLASTO's jurisdiction and ongoing changes;
- Promote a client/customer-service orientated approach in all SLASTO interactions and communications with the public;
- Promote consistency in communication processes and messaging to help parties/public/stakeholders get the information they need quickly and efficiently;
- Position SLASTO as a trusted adjudicative tribunal cluster with well-trained and expert adjudicators and consumer-friendly processes.

While the communications team supports various aspects of SLASTO's tribunals, some notable achievements over the last reporting period include:

Open Data

In 2016-17, the Ontario government launched an Open Data Directive, which maximizes access to government data by requiring all data be made public, unless it is exempt for legal, privacy, security, confidentiality or commercially-sensitive reasons.

As a government agency, SLASTO is committed to this initiative. We recognize that it helps parties, public and stakeholders better understand the service being delivered; and what to expect about a case lifecycle.

It also supports public engagement and participation by allowing Ontarians to develop their own analysis, insights, and digital products.

Over the last fiscal year, SLASTO took initial steps by publicly listing all the datasets in our data inventory and whether each dataset is open, under review, or restricted. The datasets could then be provided by request. Over the next year, the datasets will be available by download directly on our website.

Feedback & Information Channels

While SLASTO contains various business lines, ranging from appeals of animal care orders to considerations for provincial parole, it was important for us to establish a one-window approach for the public. This means that if you require general information,

have open data requests, or wish to provide feedback about your experience before us, you can now do so with one central email: SLASTOinfo@ontario.ca. You will always receive a confirmation of receipt and a reply that is responsive to your needs.

Media Inquiries

The media plays an important role in our society and SLASTO is committed to providing media with information on its policies and operations in a timely and transparent manner.

Over the last reporting period, our communications team has streamlined the way in which media may contact us by utilizing SLASTOinfo@ontario.ca as the same one-window approach.

Website

SLASTO currently maintains a public internet homepage with direct links to its constituent tribunals, which includes general information about their respective tribunals, links to relevant legislation, policy information and contact information.

The website:

- Provides access to all documents required by the Adjudicative Tribunals Accountability, Governance and Appointments Act (ATAGAA) such as the Stakeholder Consultation policy.
- Is maintained with current information regarding its activities consistent with requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *French Language Services Act (FLSA)*.
- Is written in plain language easily understood by the public and users accessing SLASTO's services.

However, we recognize that improvements can be made. After all, more and more people are using websites as a primary way to access services. Websites are being used to house electronic filing applications, more interactive publications and data, and can serve as a key tool in citizen engagement.

Over the last year, SLASTO initiated a project to revitalize the website with the underlying goal of being informative, easy to navigate and engaging.

The new website will be launched in the 2018-19 fiscal year.

SLASTO in Review: Diversity, Inclusion & Accessibility

Multi-Year Accessibility Plan

In 2013, SLASTO developed a Multi-Year Accessibility Plan which is available on its website to guide its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

This fiscal year, SLASTO is committed to review the accessibility plan to ensure effective implementation. In addition, by the end of this fiscal year, working with IT partners, SLASTO will ensure that all web pages adhere to accessibility policies.

By taking an integrated approach, the cluster will continue to ensure that its service delivery is responsive to the diverse communities it serves and that it promotes an inclusive workforce. This plan is an essential part of our Mission Statement's expressed commitment to be accessible, accountable and responsive, and is aligned with MAG's Agency Inclusion Vision:

“Agencies are responsive to and inclusive of the diversity of Ontario through their people and processes, with measurable results.”



DID YOU
KNOW

SLASTO's members (adjudicators) are publicly appointed by Order-in-Council. While they are recommended for appointment by the Executive Chair, an Order-in-Council means the Cabinet of the government makes the final decision. This part of SLASTO's workforce differs from the other functional units, which are comprised of staff of the Ontario Public Service (OPS). To learn more about public appointments, visit Ontario's Public Appointments Secretariat.

Implementation of SLASTO’s Accessibility Plan will be guided by four key strategies:



DID YOU KNOW

“The *Accessibility for Ontarians with Disabilities Act*, or **AODA**, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).” – excerpt pulled from www.accessontario.ca/aoda.

SLASTO in Review:

French Language Services

SLASTO provides services to the public in both English and French languages in accordance with the *French Language Services Act* (FLSA).

FLS Policy

SLASTO is committed to an active offer of French language services (FLS) and to actively engaging with the Francophone community to ensure its services reflect and meet the needs of the population it serves. As part of this commitment, SLASTO is developing an FLS Policy. Its purpose is to:

- Reflect SLASTO's commitment to the provision of French Language Services and to establish the cluster as a leader in the administrative justice sector;
- Comply with the provisions of the FLSA in guaranteeing all persons and corporate entities the right to receive services in French; and
- Inform the public about the manner in which French language services are provided by SLASTO.

Over the last year, SLASTO conducted stakeholder consultations and aims to release its policy in the fall of 2017.

Training

Over the last year, SLASTO participated in a justice sector-wide training program that provided French language training to adjudicators and staff who have the responsibility of delivering services in French as required by the FLSA.

The training program included specific workshops and mock bilingual hearings commonly held by adjudicative tribunals; presentations and workshops on FLS and recent jurisprudence; and information sessions on tools and resources available for bilingual professionals such as legal terminology, diversity and inclusion, mental health, etc.

Recruitment

SLASTO has also increased the geographic and cultural representation by recruiting more members from diverse groups, including an increased number of members with French language competencies.

SLASTO in Review: Human Capital

Professional Development

From its inception, SLASTO has been committed to providing ongoing professional development training for its members and staff in order to ensure that the cluster meets its legislated mandate.

Several training sessions have occurred this past reporting period, including tribunal specific training such as Tarion training, Statutory Accident Benefits Schedule (SABS) training, Dealing with Medical Evidence and Ontario Parole Board Risk Assessment training. SLASTO has also provided many adjudicative and client service excellence training sessions such as decision writing, dealing with self-represented litigants and being an ambassador of service.

SLASTO's integrated professional development program provides members and staff with a level of legal and substantive knowledge required to analyze the facts and law, make timely and well-reasoned decisions, resolve cases consistent with the statutory mandate of the tribunal and provide practical knowledge to conduct fair proceedings.

The professional development program aligns with SLASTO's strategic direction, which is to invest in people while promoting public confidence through integrity and excellence, and having highly skilled personnel who are accessible, accountable and responsive.

Cross-Appointment Strategy

SLASTO has implemented a cross-appointment strategy for adjudicators across its five constituent tribunals. This means that members appointed to one tribunal are also able to adjudicate cases for other selected tribunals in the cluster.

Cross-appointments enhance processes and outcomes across the tribunals by ensuring consistency and the ability to respond effectively to increasing jurisdiction or changing caseload demands across the province. Given the significant caseload implications from the transfer of the Automobile Accident Benefits Services, cross-appointments will be a strategic mechanism for managing the expected initial surge in the cluster's caseload, and over a sustained period.

Over the next planning cycle, SLASTO will continue to consider cross-appointments across all of the tribunals as a strategy to ensure adjudicative excellence, enhance operational efficiencies, improve service and support succession planning.

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Animal Care Review Board

Animal Care Review Board (ACRB)

MANDATE

The ACRB resolves disputes and conducts hearings regarding animal welfare matters under the authority of the *Ontario Society for the Prevention of Cruelty to Animals Act* (the “Act”) including orders for the care, treatment and removal of animals in distress.

STATUTE(S) OF AUTHORITY

Ontario Society for the Prevention of Cruelty to Animals Act, R.S.O. 1990, c. O.36

APPEALS AND APPLICATIONS

Background

The Ontario Society for the Protection of Cruelty to Animals (OSPCA) is a charitable organization that provides animal protection services through a network of directly operated branches and independently operated affiliate humane societies located across the province.

To carry out its mandate, the OSPCA Act provides each inspector or agent of the OSPCA with the “powers of a police officer” to enforce the Act, “or any other law in force in Ontario pertaining to the welfare of or the prevention of cruelty to animals.”

The Act prohibits any person from causing an animal to be in distress. The Act provides two primary mechanisms for protecting animals that are in distress: issuance of compliance orders and removal of animals.

There are three types of appeals and applications to the ACRB under the Act:

- Request for return of an animal removed under s. 14(1) of the Act
- Application for revocation of a compliance order made under s. 13(1) of the Act
- Appeal of a compliance order made under s. 13(1) of the Act

ACRB appeals involve a wide range of appellants/applicants, including individual pet owners, breeders, farmers and operators of other businesses involving animals. Many of them are self-represented.

Request for Return of an Animal

An inspector or agent has the authority to remove an animal on behalf of the OSPCA for the purpose of providing it with food, care or treatment to relieve its distress where:

- a veterinarian has examined the animal and advised in writing that the health and well-being of the animal necessitates its removal;
- the inspector or agent has inspected the animal, has reasonable grounds for believing that the animal is in distress and the owner or custodian of the animal is not present and cannot be found promptly; or
- a s. 13 order relating to the animal has not been complied with.

An owner or custodian of any animal that was removed under s. 14(1) of the Act can request the return of the animal by providing written notice of hearing to the Chair of the ACRB within five business days of the removal. There is no right to request a hearing regarding the return of an animal if a justice of the peace or provincial judge has made an order authorizing the OSPCA to keep in its care an animal that was removed by an OSPCA inspector or agent.

Appeal of Compliance Order

Where an inspector or agent has reasonable grounds for believing that an animal is in distress, he or she may order the owner or custodian of the animal to:

- take such action as may be necessary to relieve the animal of its distress (e.g., orders relating to the provision of food, water, shelter, care, etc.); or
- have the animal examined and treated by a veterinarian at the expense of the owner or custodian.

An animal owner or custodian can appeal against the compliance order by providing written notice to the Chair of the Board within five business days of receiving the order.

Application for Revocation of Compliance Order

An owner or custodian may also apply in writing to the Chair of the ACRB for revocation of a compliance order if in the opinion of the owner the animal has ceased to be in distress.

POWERS OF THE BOARD

The ACRB has the following powers following a hearing:

- Confirm, revoke or modify a compliance order.
- Order that an animal that was removed be returned to the owner or custodian, and may make an accompanying order with terms and conditions.
- Order the OSPCA to pay to the owner or custodian of an animal some or all of the costs of complying with an order.
- Order the owner or custodian to pay to the OSPCA some or all of the cost of providing food, care or treatment to an animal that was removed under s. 14(1).

KEY HIGHLIGHTS

Case Conferences

In 2016-2017, 64% of ACRB appeals were withdrawn following a case conference(s). The significant success rate in resolving matters before they reach a hearing demonstrates the positive impact of case conferences.

Expanding on Existing Technology

Currently, ACRB data and statistics are manually collected to generate outcome reports. Upgrade initiatives to the current case management system have included ACRB reporting capabilities. This will increase efficiencies and provide the Board with the ability to identify trends and areas for improvement. Implementation of the upgraded system is expected to roll out June 2017.

Public Access to ACRB Decisions

The Canadian Legal Information Institute (CanLII) is an online platform that offers free public access to court and tribunal decisions. In 2016, the ACRB revised its decision formats to be compatible with CanLII posting requirements.

All ACRB decisions from January 2015 onward are now publically available on CanLII. This initiative supports SLASTO's commitment to accountability and transparency.

ACRB cases can relate to a wide variety of animals including companion animals, captive wildlife, farm animals, and animals at boarding and breeding operations.

**DID YOU
KNOW**

OPERATIONAL PERFORMANCE

Performance Measures	Target	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
Hearing date will be scheduled within 5 business days of receipt of a completed appeal (statutory obligation)	100%	100%	90%	100%
First hearing event will take place no later than 10 business days after receipt of a completed appeal (statutory obligation).	100%	100%	95%	100%
Decisions of the Board will be released within 30 days of the hearing.	80%	75%	20%	100%

CASELOAD OVERVIEW

Caseload	2016-2017	2015-2016	2014-2015
Appeals opened	11	21	23
Appeals closed	16	23	17
Active appeals at fiscal year end	0	5	7
Hearings held	2	7	9
Decisions rendered	4	5	1



Fire Safety Commission

Fire Safety Commission (FSC)

MANDATE

The FSC resolves disputes and conducts hearings regarding fire safety matters under the authority of the *Fire Protection and Prevention Act, 1997* (“FPPA”).

STATUTE(S) OF AUTHORITY

Fire Protection and Prevention Act, 1997, S.O. 1997, c.4 Ontario Fire Code, O. Reg. 213/07

APPEALS AND APPLICATIONS

Background

There are three types of appeals and applications to the FSC under the FPPA:

- Appeal of an inspection order or a review order of the Fire Marshal
- Application for authorization to complete the work required under an order
- Appeal of an order to pay costs of completing the work required under an order

Property owners who appeal orders to the FSC range from individual homeowners to the owners/operators of apartment buildings and various commercial and industrial operations. A number of them are self-represented.

Appeal of inspection orders and Fire Marshal review orders

A fire department inspector who has carried out an inspection of land or premises has broad authority under the FPPA to order the owner or occupant to take any measure necessary to ensure fire safety. The authority to order the owner or occupant to do anything respecting fire safety includes the power to order an owner or occupant to do anything relating to the containment of a possible fire, means of egress, fire alarms and detection, fire suppression and the preparation of a fire safety plan. Inspectors also have the ability to order an owner or occupant to remedy any contravention of the Ontario Fire Code.

A person who is aggrieved by an inspection order can request a review of the order by the Fire Marshal. In most cases, the Fire Marshal reviews the inspection order and

issues a review decision and order. Either party can appeal the Fire Marshal's order to the FSC. The Fire Marshal can also refuse to consider the matter and refer it directly to the FSC for a hearing.

Application for authorization to do work

An inspector can apply to the FSC for an order authorizing him or her to do the work required under an order. The FSC can authorize the inspector to do the work or have it done if failure to do the work would seriously endanger the health or safety of any person or the quality of the natural environment, and the person required to do the work refuses to comply or is not complying with the order, is not likely to comply promptly, is not likely to carry out the order competently, or requests the assistance of the inspector in complying with the order.

Appeal of order to pay costs

The Fire Marshal, an assistant to the Fire Marshal or a fire chief can issue an order to pay the costs incurred by the province or a municipality for completing the work authorized by the FSC. They can also issue an order to pay costs where they had reasonable grounds to believe that a risk of fire posed an immediate threat to life and took steps to remove or reduce the threat. A person who receives an order to pay costs can appeal to the FSC.

At a hearing, the FSC must consider only whether any of the costs specified in the order are: (a) unreasonable, or (b) do not relate to a thing that the person was required to do by an order, or that the Fire Marshal was authorized to do in circumstances where there was an immediate threat to life.

POWERS OF THE COMMISSION

The FSC has the following powers following a hearing:

- Confirm, amend or rescind an inspection order or review order of the Fire Marshal, or make any other order the FSC deems appropriate.
- Authorize an inspector to have the work required under an order completed; rescind the order; or amend the order or make any other order the Commission deems should have been made under the relevant section and order the inspector to have the work completed.
- Confirm, amend (including explicit power to increase) or rescind an order to pay costs.

KEY HIGHLIGHTS

Case Conferences

In 2016-2017, almost 70% of appeals were withdrawn following a case conference(s). The significant success rate in resolving matters before they reach a hearing demonstrates the positive impact of case conferences.

Expanding on Existing Technology

Currently, FSC data and statistics are manually collected to generate outcome reports. Upgrade initiatives to the current case management system (FileMaker), have included FSC reporting capabilities. This will increase efficiencies and provide the FSC with the ability to identify trends and areas for improvement. Implementation of the upgraded system is expected to roll out June 2017.

Public Access to FSC Decisions

The Canadian Legal Information Institute (CanLII) is an online platform that offers free public access to court and tribunal decisions. In 2016, the FSC revised its decision formats to be compatible with CanLII posting requirements. All FSC decisions from January 2015 onward are now publically available on CanLII. This initiative supports SLASTO's commitment to accountability and transparency.



**DID YOU
KNOW**

Having a bonfire during a fire ban could cost you \$450 if you are caught and issued an Order to Pay Costs by the Fire Department.

OPERATIONAL PERFORMANCE

Performance Measures	Target	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
A hearing will be scheduled to take place within 45 days of receipt of a completed appeal	80%	97%	72%	N/A
Decisions will be released within 60 days of the final hearing event	80%	50%	60%	92%

CASELOAD OVERVIEW

Caseload	2016-2017	2015-2016	2014-2015
Appeals opened	37	39	28
Appeals closed	28	38	25
Active appeals at fiscal year end	22	13	12
Hearings held	10	5	10
Decisions rendered	6	6	13

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Licence Appeal Tribunal

Licence Appeal Tribunal (LAT)

MANDATE

The LAT adjudicates applications and resolves disputes concerning compensation claims and licensing activities regulated by several ministries of the provincial government, including those activities that have been delegated to designated administrative authorities.

STATUTE(S) OF AUTHORITY

While the majority of appeals and applications involve medical suspension of driver's licences, impoundment of motor vehicles, new home warranty claims, and automobile accident benefit disputes, the statutes under which appeals to the LAT may be made also include:

LAT's Statutes of Authority	
<i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i>	<i>Intercountry Adoption Act, 1998, S.O. 1998, c. 29</i>
<i>Alcohol and Gaming Regulation and Public Protection Act, 1996, S.O. 1996, c. 26</i>	<i>Liquor Control Act, R.S.O. 1990, c. L.18</i>
<i>Bailiffs Act, R.S.O. 1990, c. B.2</i>	<i>Liquor Licence Act, R.S.O. 1990, c.L. 19</i>
<i>Board of Funeral Services Act, R.S.O. 1990, c. F.36</i>	<i>Motor Vehicle Dealers Act, 2002, S.O. 2002, c.30 Schedule B</i>
<i>Building Code Act, 1992, S.O. 1992, c. 23</i>	<i>Ontario New Home Warranties Plan Act, R.S.O. 1990, c. O.31</i>
<i>Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1</i>	<i>Paperback and Periodical Distributors Act, R.S.O. 1990, c.P.1</i>
<i>Child and Family Services Act, R.S.O. 1990, c. C.11</i>	<i>Payday Loans Act, 2008, S.O. 2008, c.9</i>
<i>Collection and Debt Settlement Services Act, R.S.O. 1990, c. C.14</i>	<i>Post-secondary Education Choice and Excellence Act, 2000, S.O. 2000, c. 36, Sched.</i>
<i>Consumer Protection Act, 2002, S.O. 2002, c. 30 Sched. A</i>	<i>Private Career Colleges Act, 2005, S.O. 2005, c.28, Sched. L</i>

LAT's Statutes of Authority	
<i>Consumer Reporting Act, R.S.O. 1990, c. C.33</i>	<i>Private Security and Investigative Services Act, 2005, S.O. 2005, c. 34</i>
<i>Discriminatory Business Practices Act, R.S.O. 1990, c. D.12</i>	<i>Real Estate and Business Brokers Act, 2002, S.O. 2002, c. 30 Sched. C</i>
<i>Film Classification Act, 2005. S.O. 2005, c. 17</i>	<i>Retirement Homes Act, 2010, S.O. 2010, c. 11</i>
<i>Funeral, Burial and Cremation Services Act, 2002, S.O. 2002, c. 33</i>	<i>Travel Industry Act, 2002, S.O. 2002, c. 30 Sched. D</i>
<i>Gaming Control Act, 1992, S.O, 1992, c. 24</i>	<i>Vintners Quality Alliance Act, 1999, S.O. 1999, c. 3</i>
<i>Highway Traffic Act, R.S.O.1990, c. H.8</i>	<i>Horse Racing Licence Act, 2015, S.O. 2015, c.38, Sched.9</i>
<i>Insurance Act, R.S.O. 1990, c. 1.8</i>	

APPEALS & APPLICATIONS

The most common appeal types to the LAT-GS are:

- Appeal of a driver's licence suspension, cancellation etc. for medical reasons
- Appeal of a long-term vehicle impoundment
- Appeal of a Tarion Decision: breach of warranty – construction defect

Appeal of driver's licence suspension, cancellation etc. for medical reasons

The Highway Traffic Act (HTA) allows the Registrar to suspend or cancel a driver's licence if the driver has a medical condition or addiction that is likely to significantly interfere with the person's ability to drive safely. The Minister of Transportation also has the power to downgrade a licence, impose or remove conditions or remove endorsements from a driver's licence as a result of a medical condition or addiction. These decisions are often made after the Registrar receives a report from a medical practitioner which obligates medical practitioners to report any person 16 years of age or older who has a condition that may make it dangerous for them to drive.

A decision of the Registrar or of the Minister may be appealed to the LAT-GS. An appeal of a medical suspension must be decided by a panel that includes a legally

qualified medical practitioner. The LAT-GS has the powers following a hearing to confirm, modify or set aside the decision of the Minister or Registrar.

Appeal of long-term vehicle impoundment

The HTA allows the owner of a motor vehicle to appeal a long-term vehicle impoundment to the LAT-GS. A vehicle is detained and impounded when the driver of the vehicle has a suspended licence as a result of certain Criminal Code convictions. The impound period is 45 days for the first impoundment, 90 days for the second, and 180 days for the third during a 2-year period. The LAT-GS has the powers following a hearing to confirm the impoundment or order the Registrar to release the motor vehicle.

Appeal of Tarion Decision: breach of warranty – construction defect

The Ontario New Home Warranties Plan Act (ONHWPA) creates statutory warranties that all vendors and builders of new homes must provide to the owners. These warranties include that the homes are fit for habitation and constructed according to applicable standards. The ONHWPA provides for compensation from a “guarantee fund” for breach of the statutory warranties. Tarion Warranty Corporation (Tarion) administers the fund and makes decisions on whether a homeowner is entitled to compensation from the fund, and in what amount. Tarion’s decisions can be appealed to the LAT-GS. The LAT-GS has the powers following a hearing to confirm, deny, or set aside Tarion’s decision.

LAT – Automobile Accident Benefits Service (AABS)

Effective April 1, 2016, the Tribunal began accepting applications to the new Automobile Accident Benefits Service (LAT-AABS) system that aims to quickly resolve disagreements between individuals and insurance companies about accident benefits.

In the first year of operation, the resolution rate was high: approximately 65% of applications were resolved prior to hearing, with approximately 1% resolved at hearing.

LAT-AABS has delivered an efficient and standardized system for filing applications for dispute resolution. Following the launch of the program in April 2016, LAT-AABS entered into an 18-month implementation phase, where processes and technology are being reviewed with the aim of continuous improvement.

LAT-AABS is also working to develop and implement an online filing program for the next fiscal year.

LAT DIVISIONS

LAT currently has two main divisions; the General Service (GS) & the Automobile Accident Benefits Service (AABS). AABS was developed as part of the Ontario

government's automobile insurance Cost & Rate Reduction Strategy, in which it transferred the jurisdiction for the Automobile Insurance Dispute Resolution System from the Financial Services Commission of Ontario to LAT.

HIGHLIGHTS

Case Conferences

In June 2016, LAT-GS implemented case conferences for all appeals to include education related to process, narrowing of the issues, focusing on opportunities for settlement and hearing preparation for all parties.

For appeals under the Highway Traffic Act (HTA):

- 63% of medical appeals and 35% of vehicle impoundment appeals were withdrawn prior to the hearing.

For appeals under the Ontario New Home Warranties Plan Act (ONHWPA):

- 73% of Tarion claim appeals were withdrawn after the case conference.

The success rates in resolving matters before they reach a hearing demonstrate the positive impact of case conferences.

Case conferences have also proven to be highly effective for LAT-AABS cases, with approximately 65% of cases resolved prior to a hearing, and less than 1% of cases proceeded to a hearing.

Case Management Meetings

SLASTO tribunals hold regular case management meetings with representatives from SLASTO Legal Services Team, Associate/Vice Chairs and Operations to identify and proactively manage complex appeals that require a multi-disciplinary and collaborative approach to case manage and facilitate expeditious resolutions.

In late November 2016, additional changes and enhancements were made to LAT-AABS' existing case management system. These enhancements not only improved the efficiency and effectiveness of the existing system but also further simplified internal business processes and procedures. This process of improvement will continue over the implementation period.

Tarion Review and Appeals

Upon the completion of the Tarion review conducted in August 2016, the LAT-GS is working to develop practical, understandable and accessible materials for self-represented parties. The LAT-GS is in the process of creating information sheets and resources to be made available and publicly posted on SLASTOs website to help clients prepare and present their Tarion appeal before the LAT-GS.

Upgrades to Existing Technology

LAT-GS' upgrade initiatives to the current case management system are expected to roll out in June 2017. The upgraded system, through its new adaptable working interface and enhanced reporting capacities will increase efficiencies and provide the Tribunal with the ability to identify trends and areas of improvement.

LAT-AABS also established a scheduling unit to better manage the scheduling of case files and adjudicative assignments. This includes identifying specific scheduling needs at the intake level. LAT-AABS met its internal service standard of scheduling a first case conference within 45-60 days 62% of the time.

LAT is responsible for over 25 different appeal types, including certain decisions of the Vintners Quality Alliance Ontario (VQA) regarding wineries.

**DID YOU
KNOW**

OPERATIONAL PERFORMANCE

The following are performance measures that are tracked for LAT-GS' main adjudicative functions, excluding LAT-AABS.

Performance Measures	Target	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
A hearing will take place within 30 days of receipt of a completed appeal in medical appeals under the Highway Traffic Act (HTA), motor vehicle impoundments under the HTA, and in appeals of immediate suspension orders regarding businesses or business privileges	80%	100%	100%	99.6%
If a statutory period regarding an order of immediate suspension will expire in less than 30 days, a hearing will be scheduled to commence within the statutory period	100%	100%	100%	100%
In all other appeal types, the first hearing event will be scheduled to take place within 60 days of receipt of a completed appeal.	80%	96%	99.7%	100%
A final decision will be issued within 30 days of the final hearing event.	80%	90%	90%	91%

* The LAT-GS has changed its focus to early resolution and implemented the process of conducting comprehensive case conferences. As these changes take effect, it is expected that hearing events will decline, as cases are resolved before a hearing.

As a new program, LAT-AABS is in process of establishing performance measures and will identify these over the next year.

CASELOAD OVERVIEW

LAT-GS caseload and appeal overview *excluding LAT-AABS			
	2016- 2017 Actual	2015- 2016 Actual	2014- 2015 Actual
Appeals opened	540	599	706
Appeals closed	565	603	712
Active appeals at fiscal year end	151	176	180
Hearings held	238	204	286
Decisions rendered	197	178	244

LAT-AABS Statistical Overview	
Number of Applications Received	6,590*
Number of Applications Settled/Withdrawn	4,281
Number of Case Conferences Held	3,055
Number of Cases Proceeded to Hearing	169
Number of Decisions Rendered	78

*Final caseload numbers are not known at this point as LAT-AABS is still a relatively new program.

The logo consists of a large teal circle on the left side of the page. Inside the circle, the text "Ontario Civilian Police Commission" is written in white, bold, sans-serif font, stacked in three lines. The rest of the page is white.

Ontario Civilian Police Commission

Ontario Civilian Police Commission (OCPC)

MANDATE

The Ontario Civilian Police Commission (OCPC) adjudicates applications, conducts investigations and resolves disputes regarding the oversight and provision of policing services. The OCPC derives its legislative authority from the *Police Services Act, R.S.O. 1990, c. P.15 (PSA)*.

STATUTE(S) OF AUTHORITY

Police Services Act, R.S.O. 1990, c. P.15

BACKGROUND

The OCPC is responsible for ensuring that adequate and effective police services are provided throughout Ontario. Pursuant to the PSA, the OCPC has the authority to investigate policing-related matters, hold different types of hearings and make recommendations with regard to the delivery of police services in a community as follows:

Appeals

The OCPC hears appeals of decisions from police disciplinary hearings concerning complaints about police conduct made by members of the public or initiated by chiefs of police. The OCPC has the authority under the PSA to:

- Confirm, vary or revoke the decision of the hearing officer; and
- Substitute its own decision.

Investigations and Inquiries

The OCPC may investigate and inquire into the administration of a municipal police service, the manner in which policing services are being provided and the policing needs of a municipality. In so doing, the OCPC may investigate and inquire into the conduct or work performance of:

- Police officers;
- Chief of police;
- Members of local police services boards;
- Auxiliary members of a police service;

- Special constables; and
- Municipal law enforcement officers.

Public Complaints

The OCPC oversees public complaints about police conduct, policies and services provided by a police service where the complaints are related to events that occurred prior to October 19, 2009. The OCPC continues to complete outstanding public complaint review files and has the following powers under the PSA to:

- Confirm the decision of the Chief of Police / Ontario Provincial Police (OPP) Commissioner;
- Refer the matter back to the police service involved or another police service for further investigation;
- Find misconduct of a less serious nature; or
- Order a disciplinary hearing.

Following 2009, the jurisdiction to oversee public complaints about police officers was transferred to the newly established Office of the Independent Police Review Director (OIPRD).

Hearings of the First Instance

The OCPC may hold different types of hearings of the first instance (the initial hearing where the application was first heard), with the authority to:

- Decide disputes between local police services boards and municipal councils about annual police budgets;
- Determine whether a disabled member of a police service has been accommodated;
- Adjudicate disputes about membership in municipal police bargaining units; and
- Determine whether prescribed standards of police services are being met.

Approvals

The OCPC approves the appointment of First Nations Constables to perform specified duties in designated geographical areas.

In late 2015 and early 2016, a mandate review was conducted in relation to the OCPC and the two other civilian oversight agencies (Office of the Independent Police Review Director (OIPRD) and Special Investigations Unit (SIU). Justice Michael Tulloch conducted an additional review of the OCPC, OIPRD and SIU on behalf of the government. The report was publically released April 6, 2017. While it is uncertain what recommendations will be accepted, the Ministry of the Attorney

General (MAG) committed to introducing new legislation in the fall of 2017. The degree to which this will affect the OCPC is unknown at this time but it is certain that if legislation is passed, all aspects of the OCPC and parts of SLASTO will be affected.

HIGHLIGHTS

Electronic Submissions of Materials

The Commission introduced a method for which stakeholders can submit documents electronically. Continuing into the next fiscal year, the OCPC is piloting an application program that serves as an alternative method for submitting materials up to 300 MB in size. This material is often confidential, containing personal, health and financial information. This application will help modernize the way the OCPC conducts business and encourages the electronic submission of materials in order to be more efficient, environmentally friendly, and accessible.

OCPC's first Chair, Judge Bruce J.S. MacDonald, headed the #1 Canadian War Crimes Investigation Unit from 1945-1946.

**DID YOU
KNOW**

OPERATIONAL PERFORMANCE

The following are performance measures that are tracked for OCPC's main adjudicative functions.

Performance Measures	Target	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
Disciplinary appeals – a case conference will be scheduled within 60 days after all documents are filed in accordance with the Rules; following the final case conference, a hearing will be held within 90 days.	80%	80%	50%	50%
First Instance Proceedings – a hearing will be held within 90 days after all documents are filed in accordance with the Rules.	80%	100%	N/A	8%
Section 54(1) Approval Requests – will be processed within 5 business days of receipt of the request.	80%	100%	100%	100%
All decision types will be released within 90 days after the final event.*	80%	11%	42%	60%

*The OCPC focused on conducting comprehensive case conference(s) that resulted in most appeals resolving before a hearing. The few appeals that do proceed to a hearing are more complex and required additional decision writing time.

CASELOAD OVERVIEW

Caseload	2016- 2017 Actual	2015- 2016 Actual	2014- 2015 Actual
Appeals opened	18	17	13
Appeals closed	9	14	14
Active appeals at fiscal year end	29	20	17
Hearings held	16	14	15
Decisions rendered	9	12	14
Investigation requests received	20	22	9
Investigation cases closed	17	18	5
Investigation cases pending	5	6	5

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Ontario Parole Board

Ontario Parole Board (OPB)

MANDATE

The OPB consider applications for supervised conditional release of adult offenders (referred to herein as applicants) sentenced to less than two years to an Ontario provincial correctional institution. This includes applications for parole and temporary absences of greater than 72 hours.

The OPB underwent a mandate in review in 2015. It made a series of recommendations to assist the OPB in better achieving its mandate. The recommendations focused on making significant improvements to the OPB in four areas: processes and procedures, decision-making, operations, and legislative framework. In response to that review and others (Auditor General, Ontario Ombudsman), SLASTO is working with MAG to identify resources necessary to meet the requirements identified in these reviews.

STATUTE(S) OF AUTHORITY

Although provincially-established, the OPB has roles and responsibilities under both federal and provincial legislation applicable to corrections, including:

- *Corrections and Conditional Release Act, S.C. 1992, c. 20;*
- *Prisons and Reformatories Act, R.S.C., 1985, c. P-20;*
- *Youth Criminal Justice Act, S.C. 2002, c.1;*
- *Ministry of Correctional Services Act, R.S.O. 1990, c. M.22; and*
- *Regulation R.R.O. 1990, Reg. 778.*

POWERS OF THE BOARD

Parole

The OPB is authorized to consider adult applicants for parole who are serving sentences in provincial institutions. Parole is an opportunity for an applicant to serve the remainder of their sentence in the community under certain conditions set out by the Board.

An applicant is eligible for parole after serving one-third of their sentence. In Ontario, the law provides that applicants sentenced to a term of imprisonment of 180 days or more are automatically scheduled to be seen by the OPB once they have reached their parole eligibility date.

The OPB makes an assessment based on a number of factors:

- Risk factors and needs at the time of incarceration, including case-specific factors such as details of the offence(s), criminal history, substance abuse and mental health issues;
- The applicant's institutional behaviour including the benefit of interventions which may have reduced the risk posed by the applicant, the benefit from treatment and programs while incarcerated and the applicant's understanding of the offense and his/her criminal behaviour; and
- How the applicant's release plan will allow a safe and successful return to the community, particularly in relation to community support, availability of programs and counselling, supervision controls and whether additional conditions are required to manage risk in the community.

When making a decision to release an applicant on parole, the law requires the OPB be satisfied that:

- The applicant will not be a risk to society by committing another crime before the end of his/her sentence or by violating the conditions of release; and
- Parole will help the applicant become a law-abiding citizen.

The OPB has the authority under the Ministry of Correctional Services Act to:

- Grant parole with conditions that are considered necessary;
- Deny parole;
- Suspend a parolee's parole and authorize the re-committal of the parolee to custody; and
- Lift the suspension of the parole or revoke the parole.

Temporary Absences

An applicant may request an absence from the institution, with or without escort, for a defined period. In Ontario, the OPB shares this authority with institutional superintendents, who retain responsibility for all temporary absences that are escorted or under 72 hours in duration when unescorted. The OPB has responsibility for all unescorted temporary absences of 72 hours and longer.

Temporary absences, which are renewable, allow the applicant to be away from the institution for a specific purpose for short periods (up to 60 days). An applicant may be granted a temporary absence to prepare for a successful return to the community by participating in drug/alcohol treatment or other programs, upgrading education or attending work.

All are key factors in reducing an applicant's risk to re-offend and increase his or her chances for success. A temporary absence may also be granted for medical or humanitarian reasons.

Each temporary absence is regulated by a set of terms and conditions with which the applicant must comply. The OPB may impose any condition it considers appropriate and relevant to the risk and needs of the individual applicant.

HIGHLIGHTS

Circle Hearings

In December 2015, Canada's Truth and Reconciliation Commission issued a report with 94 Calls to Action, urging all levels of government to work together towards reconciliation. In response to the Truth and Reconciliation Commission's Calls to Action, SLASTO recognized the urgency for action and as a first step conducted a review of the OPB's Circle Hearing process.

To show commitment in being an active partner in reconciliation, SLASTO took immediate action and implemented the following recommendations:

- Ensuring all Circle hearings are facilitated by an Elder, not an OPB member.
- Ensuring protocols of the Circle are respected.
- Increasing the availability of translators for Indigenous languages.
- Ensuring that applicants are provided with the opportunity to share their unique circumstances and present alternative options to incarceration within an applicant's parole plan, as set out by the Gladue decision.

By implementing these recommendations, the OPB now delivers a process that is respectful, inclusive, accessible, and most importantly, a process that is responsive to the unique needs of Indigenous peoples.



DID YOU
KNOW

OPB is the oldest parole board in Canada and is one of two provincial parole boards in the country, Quebec is the other.

OPERATING PERFORMANCE

Performance Measures	Target	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
Decisions will be rendered within 24 hours of the hearing event.	80%	100%	100%	100%

CASELOAD OVERVIEW

Caseload	2016-2017 Actual	2015-2016 Actual	2014-2015 Actual
Applications received	4,377	1377*	1210*
Decisions rendered	3,038	1277*	1210*

* The Ontario Parole Board changed its reporting methodology for the fiscal year 2016-2017 to be more inclusive of the various case events, such as parole and temporary absence considerations and requests for review — the numbers for previous years are not directly comparable.



SLASTO's Members

Member Name	Tribunal	Appointment Start Date	Appointment End Date
Basanta , Giselle	ACRB	2015/09/16	2017/09/15
Fortier , Marie	ACRB	2015/07/22	2016/10/21
Friedland , Jennifer	ACRB	2016/05/30	2018/05/29
Greenbaum , Bryant	ACRB	2016/01/29	2018/01/28
Helt , Maureen	ACRB	2006/10/05	2016/10/04
Hicks , Barbara	ACRB	2016/11/02	2018/11/02
Jovanovic , Stephen	ACRB	2017/01/11	2022/01/10
Kromkamp , John	ACRB	2016/01/15	2018/01/14
Lamoureux , Linda	ACRB	2014/01/01	2018/12/31
McQuaid , Patricia Eileen	ACRB	2016/11/23	2021/11/22
Menard , Louise	ACRB	2006/10/05	2016/10/04
Moccio , Santina	ACRB	2016/02/17	2018/02/16
Montano , Nives	ACRB	2016/02/10	2018/02/09
Osborne , Katie	ACRB	2016/09/28	2021/09/27
Ramdayal , Raymond	ACRB	2015/09/08	2017/09/07
Ritacca , Luisa	ACRB	2016/02/24	2018/02/23
Sanford , M. Laurie	ACRB	2015/06/22	2018/06/21
Treksler , Nicole Patricia	ACRB	2015/08/12	2017/08/11
Victor , Marisa	ACRB	2016/10/05	2018/10/04
White , Dr. Eleanor	ACRB	2014/09/08	2016/09/07
Basanta , Giselle	FSC	2015/09/16	2017/09/15
Fortier , Marie	FSC	2014/10/22	2016/10/21
Friedland , Jennifer	FSC	2016/05/30	2018/05/29
Greenbaum , Bryant	FSC	2016/01/29	2018/01/28
Hicks , Barbara	FSC	2016/11/02	2018/11/01
Jovanovic , Stephen	FSC	2017/01/11	2022/01/10
Kromkamp , John	FSC	2016/01/15	2018/01/14
Lallouz , Isaac	FSC	2016/02/03	2018/02/02
Lamoureux , Linda	FSC	2014/01/01	2018/12/31
Louwers , Dr. Jeroen	FSC	2014/09/08	2016/09/07
Louwers , Dr. Jeroen	FSC	2016/09/08	2019/09/07
McLean , Donald Edward	FSC	2012/09/12	2017/09/11
McQuaid , Patricia Eileen	FSC	2016/11/23	2021/11/22
Montano , Nives	FSC	2016/02/10	2018/02/09
O'Neill , Tammy	FSC	1996/07/26	2016/12/06
Osborne , Katie	FSC	2016/09/28	2021/09/27
Ramdayal , Raymond	FSC	2015/09/08	2017/04/12
Ritacca , Luisa	FSC	2016/02/24	2018/02/23
Ritcey , Douglas James	FSC	2015/12/22	2017/12/21

Member Name	Tribunal	Appointment Start Date	Appointment End Date
Treksler , Nicole Patricia	FSC	2015/08/12	2017/08/11
Trudell , Marc Bernard	FSC	1994/07/20	2016/04/28
Victor , Marisa	FSC	2016/10/05	2018/10/04
Weinrieb , Steven	FSC	1998/05/27	2018/01/30
White , Dr. Eleanor	FSC	2014/09/08	2016/09/07
Woods , Daniel	FSC	1998/05/27	2016/05/26
An , Lan	LAT	2016/06/27	2016/12/31
Anwar , Khizer	LAT	2016/10/18	2018/10/17
Baker , Blaine	LAT	2017/02/02	2019/02/01
Basanta , Giselle	LAT	2015/09/16	2017/09/15
Bass , Julia	LAT	2016/06/22	2018/06/21
Belanger-Hardy , Louise	LAT	2016/05/30	2018/05/29
Bickley , Catherine	LAT	2016/08/08	2018/08/07
Black , David	LAT	2016/06/22	2018/06/21
Blais , Geneviève	LAT	2008/05/07	2017/05/06
Borenstein , Dr. David	LAT	2015/11/03	2020/11/02
Caryll , David B.	LAT	2016/04/16	2018/04/15
Cassidy , Patricia	LAT	2006/10/05	2016/10/04
Castel , Jacqueline	LAT	2015/04/02	2017/10/02
Crljenica , Theodore	LAT	2016/03/23	2018/03/22
D'Amours , Marc	LAT	2006/11/15	2016/11/14
Daoud , Meray	LAT	2017/01/03	2019/01/02
Farlam , Avril	LAT	2016/06/30	2018/06/29
Ferguson , Christopher	LAT	2016/12/07	2018/12/06
Flude , D. Gregory	LAT	2016/02/08	2019/02/07
Flynn , Dr. Kevin	LAT	2016/05/28	2018/05/27
Fortier , Marie	LAT	2014/10/22	2016/10/21
Friedland , Jennifer	LAT	2016/05/30	2018/05/29
Gahir , Harinder	LAT	2016/11/15	2018/11/14
Go , Avvy	LAT	2016/02/24	2018/02/23
Gosio , Paul	LAT	2016/11/16	2018/11/15
Gottfried , Ruth	LAT	2016/03/23	2018/03/22
Grant , Derek	LAT	2016/07/20	2018/07/19
Greenbaum , Bryant	LAT	2016/01/29	2018/01/28
Hamud , Billeh	LAT	2016/11/30	2018/11/29
Hans , Rupinder	LAT	2016/06/22	2018/06/21
Harmison , Gemma	LAT	2017/02/06	2019/02/05
Harper , Jacqueline	LAT	2017/02/03	2019/02/02
Hicks , Barbara	LAT	2016/11/02	2018/11/01
Hines , Rebecca	LAT	2016/11/16	2018/11/15
Hunter , Terry	LAT	2016/06/22	2018/06/21
Johal , Sandeep	LAT	2016/10/18	2018/10/17

Member Name	Tribunal	Appointment Start Date	Appointment End Date
John , Anita	LAT	2016/06/30	2018/06/29
Jovanovic , Stephen	LAT	2017/01/11	2022/01/10
Kowal , Karina	LAT	2016/10/17	2018/10/16
Kromkamp , John	LAT	2016/01/15	2018/01/14
Lallouz , Isaac	LAT	2016/02/24	2018/02/23
Lamoureux , Linda	LAT	2014/01/01	2018/12/31
Leslie , Claudette	LAT	2016/04/26	2018/04/25
Lester , Chloe	LAT	2016/04/20	2018/04/19
Livingstone , Katherine	LAT	2017/01/11	2019/01/10
Macklin , Richard	LAT	2016/10/05	2018/10/04
Maedel , Ian	LAT	2017/02/02	2019/02/01
Makhamra , Samia	LAT	2016/02/08	2019/02/07
Makos , Bruce	LAT	2016/02/24	2017/03/13
Markovits , Robert	LAT	2017/01/16	2019/01/15
Marzinotto , Lori	LAT	2016/02/08	2019/02/07
Mather , Susan	LAT	2016/10/05	2018/10/04
McCauley , Alexander	LAT	2015/10/12	2017/10/11
McQuaid , Patricia Eileen	LAT	2016/11/23	2021/11/22
Montano , Nives	LAT	2016/02/10	2018/02/09
Msosa , Aggrey	LAT	2016/02/08	2018/02/07
Neilson , Deborah	LAT	2016/07/18	2018/07/17
Nemet , Joseph	LAT	2016/02/24	2018/02/23
Norris , Brian	LAT	2016/09/06	2018/09/05
Osborne , Katie	LAT	2015/09/08	2017/09/07
Paluch , Cezary	LAT	2016/12/12	2018/12/11
Pay , Cynthia	LAT	2016/03/23	2017/04/02
Proulx , Chantal	LAT	2006/11/15	2016/11/14
Purdy , Monica	LAT	2016/11/16	2018/11/15
Ramdayal , Raymond	LAT	2015/09/08	2017/09/07
Restoule , Karen	LAT	2016/05/04	2017/04/05
Richards , Lloyd (J. R.)	LAT	2016/02/08	2017/01/19
Ritacca , Luisa	LAT	2016/02/24	2018/02/23
Sanford , M. Laurie	LAT	2016/06/22	2018/06/21
Sapin , Susan	LAT	2016/01/15	2018/01/14
Savage , Dr. Peter	LAT	2017/03/22	2019/03/21
Sewrattan , Christopher	LAT	2016/06/22	2018/06/21
Shapiro , Jeffrey	LAT	2016/09/06	2018/09/05
Sharma , Rakesh	LAT	2017/01/16	2019/01/15
Spence , Evelyn	LAT	2016/10/05	2018/10/04
Spencer , Mary Ann	LAT	2016/05/30	2018/05/29
Sweeney , Terrance	LAT	2008/08/12	2016/08/11

Member Name	Tribunal	Appointment Start Date	Appointment End Date
Austin			
Theoharis , Jeanie	LAT	2016/03/09	2018/03/08
Treksler , Nicole Patricia	LAT	2016/03/23	2019/03/22
Trojek , Heather	LAT	2016/02/08	2019/02/07
Truong , Anna	LAT	2016/02/08	2019/02/07
Turnbull , Dr. David Ian	LAT	2003/08/21	2016/08/20
Victor , Marisa	LAT	2016/10/05	2018/10/04
Watt , Robert	LAT	2017/01/11	2019/01/10
White , Dr. Eleanor	LAT	2016/02/08	2019/02/07
Whitehead , Dr. Katherine	LAT	2016/02/12	2019/02/11
Yee , Gary	LAT	2012/08/16	2017/08/15
Castel , Jacqueline	OCPC	2014/10/03	2017/10/02
Conacher , Roy B.	OCPC	2007/05/16	2017/04/29
Crljenica , Theodore	OCPC	2016/03/23	2018/03/22
Dhanani , Zahra	OCPC	2013/12/19	2016/12/18
Fortier , Marie	OCPC	2014/10/22	2016/10/21
Gavsie , David C.	OCPC	2013/04/01	2016/04/26
Greenbaum , Bryant	OCPC	2016/01/29	2018/01/28
Jovanovic , Stephen	OCPC	2017/01/11	2022/01/10
Kromkamp , John	OCPC	2016/01/15	2018/01/14
Lamoureux , Linda	OCPC	2014/01/01	2018/12/31
Osborne , Katie	OCPC	2015/09/08	2017/09/07
Paivalainen , Seppo	OCPC	2016/09/08	2019/09/07
Restoule , Karen	OCPC	2016/05/04	2019/05/03
Tinglin , Winston	OCPC	2016/10/22	2019/10/21
Moccio , Santina	OPB	2012/06/06	2017/06/05
Nikota , Gary	OPB	2017/03/01	2019/02/28
Osborne , Katie	OPB	2015/09/08	2017/09/07
Paivalainen , Seppo	OPB	2016/09/28	2019/09/07
Parent , Sylvie	OPB	2015/10/31	2017/10/30
Ramdayal , Raymond	OPB	2017/02/12	2019/02/11
Reeve , Priscilla	OPB	2007/02/12	2017/02/11
Reynolds , Douglas	OPB	2012/04/11	2017/04/10
Riddell , Richard	OPB	2007/04/11	2017/04/10
Roedding , Blair	OPB	2017/03/08	2019/03/07
Ross , Gail	OPB	2016/04/18	2017/04/17
Sant , Peter C.	OPB	2012/02/12	2017/02/11
Stephenson , James	OPB	2011/04/18	2017/04/17
Sturgeon , Neil B.	OPB	2017/03/01	2018/02/28
Ward , Sheila	OPB	2007/05/02	2017/05/01
Williams , Edward	OPB	2007/05/16	2017/05/15
Wong , Pauline	OPB	2007/02/12	2017/02/11