



Safety, Licensing Appeals and Standards Tribunals Ontario

● 2014-2015 Annual Report ●

**Animal Care Review Board
Fire Safety Commission
Licence Appeal Tribunal
Ontario Civilian Police Commission
Ontario Parole Board**

Safety, Licensing Appeals and Standards Tribunals Ontario

Safety, Licensing Appeals and Standards Tribunals Ontario

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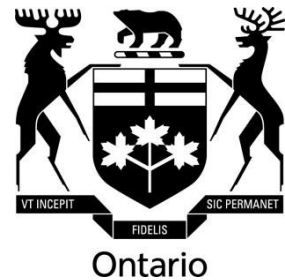
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June 30, 2015

The Honourable Madeleine Meilleur
Ministry of the Attorney General
11th Floor, 720 Bay Street
Toronto, Ontario
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Madam Attorney General:

RE: Safety, Licensing Appeals and Standards Tribunals Ontario, 2014 – 2015 Annual Report

On behalf of the Safety, Licensing Appeals and Standards Tribunals Ontario, it is our pleasure to submit to you the cluster's 2014-2015 Annual Report. The foregoing reflects the cluster's activities for the fiscal year ending March 31, 2015.

The cluster is committed to building an effective and efficient organization, through the initiatives outlined in this Report and our Business Plan and to providing quality services to the people it serves.

Yours Sincerely,

Linda P. Lamoureux, Executive Chair
Safety, Licensing Appeals and Standards Tribunals Ontario

Anne Marie Predko, Executive Lead
Safety, Licensing Appeals and Standards Tribunals Ontario

cc: Patrick Monahan, Deputy Attorney General
Ali Arlani, Assistant Deputy Attorney General, Agency and Tribunal Relations Division

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Part 1:

Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO)

Executive Chair's Message

As I begin my second year leading the Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO), I am struck by the broad range of issues within its jurisdiction – compensation, licensing, policing, parole, fire safety and animal care – and the myriad of opportunities to improve the quality and delivery of administrative justice services.

Before they were clustered together to form one organization, each tribunal focused on its individual mandate. Since its inception, SLASTO's focus has been the provision of an integrated range of services in a fair, consistent, effective and accessible manner. To that end, SLASTO has made some notable progress in this reporting period, including:

- Establishment of a consolidated legal services unit;
- Establishment of a consolidated financial services unit;
- Establishment of a formalized and ongoing professional development program for appointees and staff;
- Commencement of a cross-appointment strategy for members; and
- Phased implementation of standardized decision templates.

As we move into our second reporting period, our organization's team of staff and members are continuing to implement the strategic directions identified in SLASTO's Business Plan, including organizational transformation. By April 2016, SLASTO will reflect a scalable and streamlined business model that is well positioned to administer its current and future jurisdiction.

With respect to future jurisdiction, Bill 15, *Fighting Fraud and Reducing Automobile Insurance Rates Act, 2014*, received Royal Assent in November 2014. When proclaimed, the changes to various Acts will transfer responsibility for automobile insurance Statutory Accident Benefit dispute resolution from the Financial Services Commission of Ontario to the Licence Appeal Tribunal, a constituent tribunal of SLASTO. The purpose of the change is to streamline the dispute resolution process, deliver faster and more efficient service and respond to consumer concerns.

My thanks to the members and the staff whose dedication and commitment to the work of SLASTO have contributed to resolving and deciding matters of importance to the public, in a fair, independent and timely manner. In particular, I would like to thank SLASTO's former Executive Lead, Lynn Norris, who was instrumental in SLASTO's development, and has

taken on new challenges in the Ministry of the Attorney General. I am pleased to welcome two key members of the SLASTO executive team as of January 2015 - Anne Marie Predko, Executive Lead and Benson Cowan, Manager, Legal Services, who have provided invaluable leadership to members and staff.

Finally, I must take the opportunity to welcome those members of the cluster who were appointed during this reporting period and farewell to those whose terms ended.

Yours sincerely,

Linda P. Lamoureux
Executive Chair
Safety, Licensing Appeals and Standards Tribunals Ontario

A. Mandate, Mission and Vision

SLASTO's 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.

SLASTO's 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.

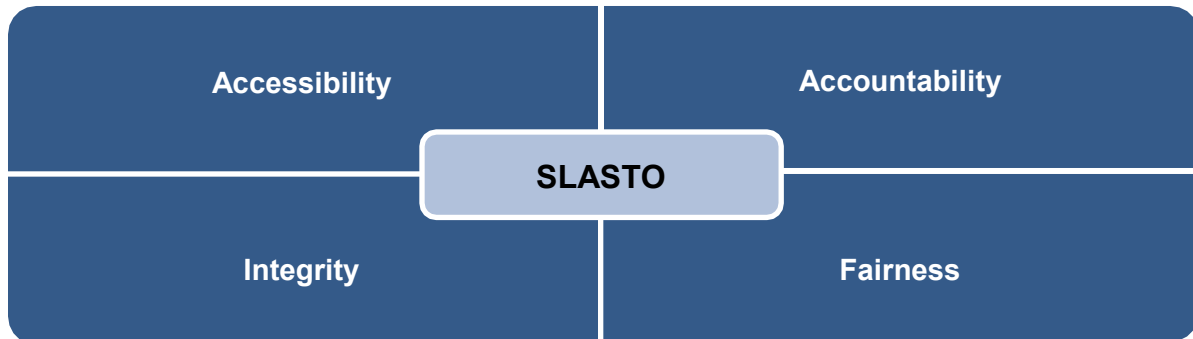
SLASTO's Vision

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.

B. Core Values

The core values for SLASTO are the guiding principles of the cluster, which forms the foundation upon which constituent tribunals fulfill their mandates.

SLASTO's core values include:



These principles can be further understood as:

- 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.

C. Legislative Authority

On April 1, 2013, the Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO) was designated as the third adjudicative tribunal cluster under *the Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009 (ATAGAA or the 'Act')*. The Act permits the government to designate two or more adjudicative tribunals as a cluster if, in the opinion of the Lieutenant Governor in Council, the matters that the tribunals deal with are such that they can operate more effectively and efficiently as part of a cluster than alone. Moreover, the clustered tribunals' operations and dispute resolution

will benefit from the coordination and sharing of resources, expertise, best practices and administrative and professional support.

With the creation of SLASTO, five constituent tribunals were transferred to the responsibility of the Ministry of the Attorney General, including the:

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

An Executive Chair, who also assumes the powers, duties and functions legislatively assigned to the Chair of each constituent tribunal, leads the cluster. While under the leadership of the Executive Chair, each constituent tribunal maintains its adjudicative independence and legislative mandate.

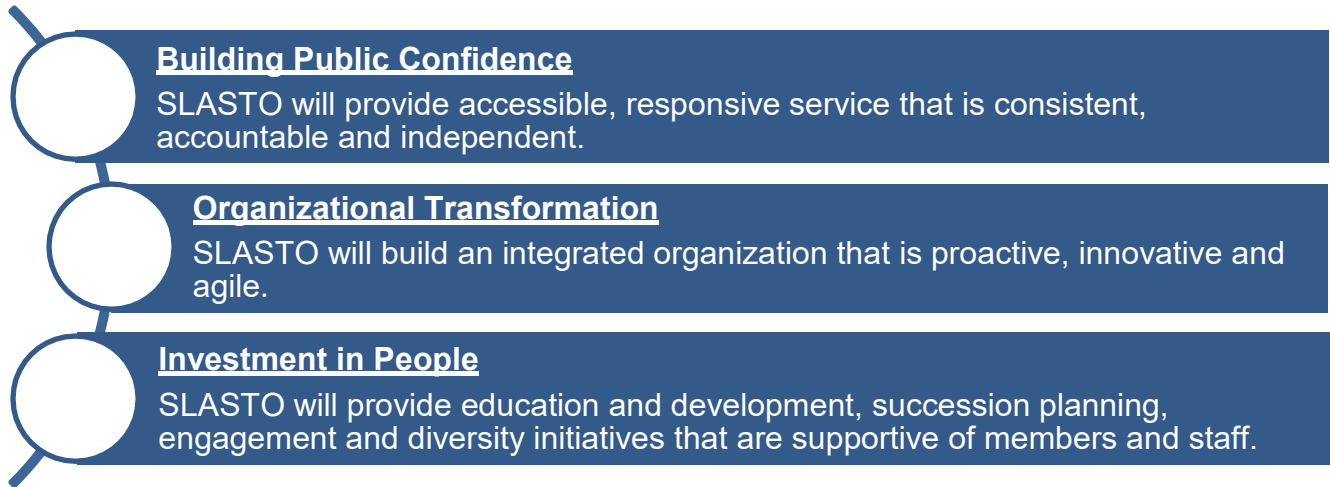
D. Governance and Accountability

The *ATAGAA* and related regulations have further strengthened and made transparent the accountability framework for adjudicative tribunals through provisions regarding:

- 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 memoranda of understanding, business plans and annual reports;
- Requirements for appointees and the need for the selection process to be competitive and merit-based; and
- The designation of clusters of two or more adjudicative tribunals to improve the effectiveness and efficiency of tribunals.

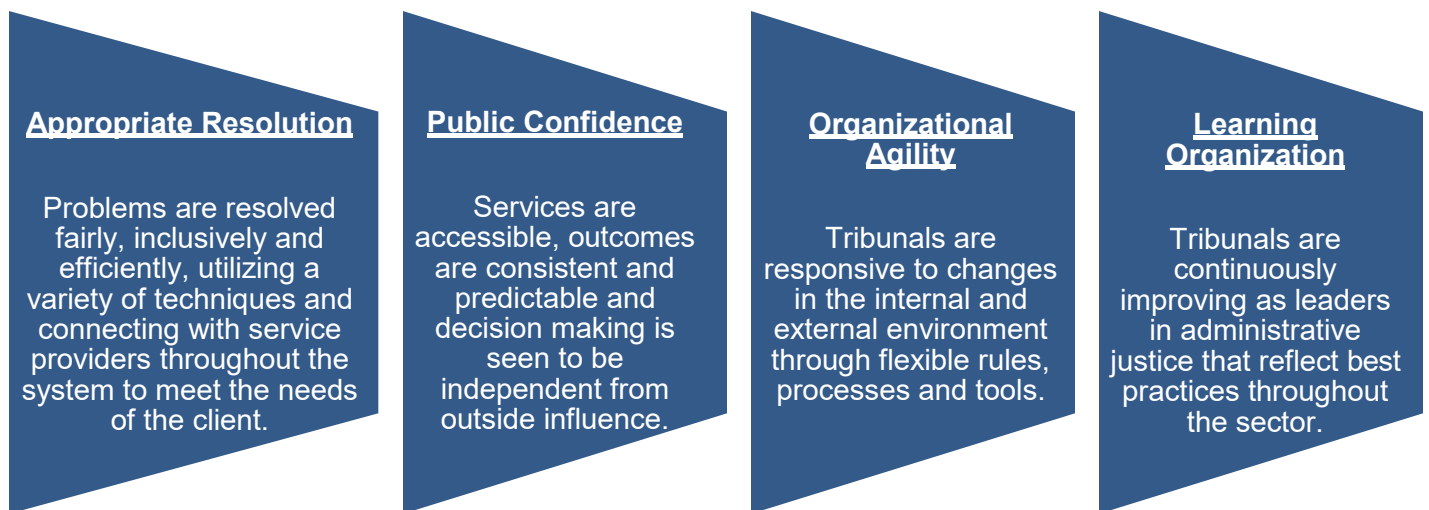
E. Business Plan – Strategic Directions

As identified in its 2014-15 to 2016-17 Business Plan, SLASTO has identified a number of strategic directions and initiatives that will continue to lead it down its transformative path over the next three years. The strategic directions maintain a focus on:



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

While recognizing the autonomy of the cluster and its constituent tribunals, the leaders of SLASTO came together in the fall of 2013 with the other clusters/tribunals that report through the Ministry of the Attorney General (MAG) to identify common goals across clusters/tribunals. There was agreement on four common goals or “pillars” for these adjudicative tribunals operating under MAG:



An underlying principle of all SLASTO initiatives is to ensure that it 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 second reporting period, SLASTO has made significant progress in its transformation to a cluster model, has put in place key structures to enable flexibility and maximization of its resources, and it has demonstrated that it is well positioned to adapt to change as the Government carries out its program review. Specific initiatives undertaken in 2014-15 period include:

Strategic Direction: Organizational Transformation

Organizational Transformation

Organizational Transformation includes a review of the various programs to identify areas where services can be consolidated and centralized, including core case management functions, and corporate supports such as finance, human resources, information technology and legal services.

In 2014-15, SLASTO built on the progress reported in the 2013-14 Annual Report. Co-location of the case management support for ACRB, FSC and LAT has led to greater integration of staff in these tribunals. The consolidation of financial services for the cluster has helped to gain efficiencies and to deliver transactional financial services such as member expense claims in a timely and consistent manner. Consolidated financial services have also permitted cluster-wide financial planning at key points in the budget cycle.

Consolidated Legal Services

In 2014-15, SLASTO together with the Environment and Land Tribunals Ontario cluster has established a consolidated legal services unit. The consolidated model is focused on providing expert services to each tribunal, while ensuring a consistent legal framework for the work of the cluster as a whole. It will improve resource utilization through coordination and alignment of legal services; enhance the provision of timely, high quality and consistent legal services to all tribunals to support the delivery of key priorities; and build expertise by sharing best practices.

Automobile Dispute Resolution System

The project to transform the automobile insurance dispute resolution system (AIDRS) and move it to SLASTO is well underway, with the Ministry of Finance, Financial Services Commission of Ontario, Ministry of the Attorney General and SLASTO working in partnership to meet the target launch date for the new system.

The new AIDRS is being designed based on the 28 recommendations from Justice Cunningham's *Final Report on the Ontario Automobile Dispute Resolution System Review*,

and on the current adjudicative tribunal model at LAT to offer fair, efficient and accessible resolution of claims.

Cross-Appointment Strategy

SLASTO's appointees play a critical role in fulfilling the cluster's mandate in dispute resolution, investigations, assessments and decision-making.

As SLASTO maintains and enhances its membership, it will continue to focus on increasing the geographic and cultural representation of Ontario, by recruiting more appointees from diverse groups, including an increased number of appointees with French language competencies.

To leverage the full range of benefits of clustering, SLASTO has initiated cross-appointments of adjudicators across four of the five constituent tribunals (excluding the OPB). Cross-appointments will enhance consistency of process and outcome across the tribunals, and provide an 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 insurance disputes, the use of cross-appointments is a strategic approach for managing the expected initial surge in the cluster's caseload.

Co-location of MAG Clusters and Tribunals

To achieve the full potential of improving access to justice, and achieving the effectiveness and efficiency associated with clustering, SLASTO along with the other Ministry of the Attorney General clusters is continuing to plan for co-location to 25 Grosvenor St. in downtown Toronto.

Strategic Direction: Building Public Confidence

Development of the ATAGAA Documents

In 2013-14, and pursuant to the requirements under ATAGAA, SLASTO developed its governance and accountability documents. During the last reporting period, Ministerial approval was granted, thereby formalizing the governance and accountability structure of the cluster.

These documents have now been made publicly available on the SLASTO website: www.slasto.gov.on.ca.

Decision Writing Enhancement

Over the last reporting period, work has been underway to develop templates and supporting materials as part of a decision writing enhancement project. While improving access to justice, this project will ensure consistency of format, structure and approach within and across SLASTO tribunals; ensure that SLASTO tribunals conform to current best practices in decision writing by promoting the use of plain, clear and comprehensible

language; and will serve as a key training tool for new members and a resource for current members. A phased implementation has been initiated, with a full rollout expected in the next fiscal year.

Policies and Procedures

Building on last year's implementation of new LAT Rules of Practice, SLASTO in 2014-15 updated and streamlined the OPB policies and procedures manual. The cluster recognizes the value of this document as a convenient reference for administrative and conditional release decision making policies and practices.

Modernization of Notices and Correspondence Forms

In 2014-15, SLASTO continued to develop and modernize additional notices and correspondence forms across its tribunals.

For instance, SLASTO completed a comprehensive review of LAT forms to update and modernize content, and ensured that all forms meet the required accessibility standards.

Additionally, while ACRB and FSC previously used one standard template for all notices of hearings and case conferences, these have now been customized to the types of proceedings before the tribunal. With respect to more general correspondence, however, SLASTO has standardized the templates. By customizing the former and standardizing the latter, SLASTO has taken important steps in ensuring parties have the specific information required for each type of proceeding, and that communications with a particular tribunal are consistent, clear and accessible.

Public Information Sheets

Given the complex legislative requirements within various SLASTO statutes, the cluster has continued to develop and publicly post select information sheets on tribunal websites. For instance, LAT has recently made available an information sheet regarding 'Medical Suspensions and Downgrades of Driver's Licences', one of the Tribunal's four most common appeal types. This new information sheet provides detailed information to parties concerning appeal rights, rules of practice and associated timelines.

Over the next fiscal year, SLASTO will look to expand this initiative to other statutes or procedural matters, where appropriate.

Case Conferences

In 2014-15, SLASTO has implemented mandatory case conferences for matters before the ACRB and FSC, focusing on early resolution and improving access to justice. Case conferences provide a confidential forum to educate parties, particularly unrepresented parties, on the tribunal's jurisdiction, process, expectations and merits of a case. They are more directive and aim to streamline the processes for those matters that proceed further.

Since the recent implementation of this initiative, the ACRB and FSC have experienced success in resolving a high proportion of matters before they reach a hearing. Over the next fiscal year, SLASTO will look to leverage best practices and extend the initiative to LAT and OCPC.

Changes to Case Conference Scheduling Practices

During the 2014-15 fiscal year, SLASTO enhanced its scheduling practice for case conferences, with a focus on select matters before LAT. Moreover, LAT has increased the number of case conferences scheduled per day. By maximizing its efficiency in scheduling, LAT has allowed for greater flexibility in scheduling hearings within a shorter timeframe for select appeal types.

E-Business

SLASTO has continued to experience success in its LAT E-Business initiative, whereby the Tribunal has been accepting specific file-related queries or correspondence via e-mail. The LAT has now taken initial steps in extending its E-Business initiative where most communication and receipt of submissions will be done electronically. This initiative is expected to be completed during the 2015-16 fiscal year.

Specialized Hearings

SLASTO continues to offer hearings in different formats, including in-person and teleconference. For select hearings before the OPB, video hearings are offered for remote locations in the province. Aboriginal Circle Hearings are also made available to the province's correctional institutions. Aboriginal Circle Hearings provide Aboriginal offenders with access to culturally sensitive hearings that involve the presence and contribution of an Aboriginal Cultural Advisor, who is an Elder. This reporting period Aboriginal Circle Hearings were expanded to include Maplehurst Correctional Complex, one of the province's largest institutions.

Strategic Direction: Investment in People

Professional Development

Aligning to its strategic direction of Investment in People, SLASTO has formalized an ongoing professional development program for both appointees and staff. Various sessions have taken place over the last reporting period, ranging from tribunal specific content and issues pertaining to the organization more broadly (e.g. training in decision writing; working with self-represented parties; training in support of French language services, cultural competence and accessibility, etc.). Through this ongoing commitment to professional development, SLASTO has maintained and further developed the skills and knowledge base of its personnel, creating value for money and ensuring that SLASTO's services are delivered consistently and are of a high quality.

F. Financial Performance

SLASTO continued to operate within the cluster budget allocation in 2014-15. SLASTO's workload is demand driven by its users based on the legislated jurisdiction and mandates, and its caseload and financial spending remained steady over the past two years.

Over the 2015-18 planning period, as SLASTO operates within a new ministry-wide financial constraint, it will continue to review the cluster's business practices to identify opportunities to maximize the effective use of its resources, including its financial management and other administrative processes and procedures. Changes will be designed and implemented to support effective business delivery, and to ensure sound controllership and compliance with the Government of Ontario's directives on accountability as well as with corporate policies and guidelines. Our focus will remain on delivering high quality front line service to the people of Ontario who seek our services to resolve their legal issues.

EXPENSE CATEGORY	2014-15 BUDGET ALLOCATION	2014-15 ACTUALS	VARIANCE
<u>OPERATING</u>			
Salaries and Wages (S&W)	4249.40	4344.2	-94.8
Benefits	592.7	658.6	-65.9
<u>ODOE</u>			
Transportation and Communications (T&C)	529.1	487.1	42.0
Services	2072.8	1941.7	131.1
Supplies & Equipment (S&E)	97.5	76.1	21.4
<u>TOTAL OPERATING</u>	7541.5	7507.8	33.7
RECOVERIES	-310.0	-289.9	-20.1
<u>TOTAL</u>	7231.5	7217.9	13.6
REVENUE		73.0	

G. Communications

Communications remains a priority for SLASTO as part of the cluster's strategic directions to build public confidence through enhancing public information. SLASTO recognizes that delivering fair and transparent processes and ensuring consistent access to justice is contingent on establishing and maintaining strong communications with parties, the public and stakeholders.

SLASTO will consult with stakeholders as required, and provide key stakeholder groups with annual forums for discussion and exchange of information and procedural updates as required.

H. Diversity and Accessibility

SLASTO is committed to diversity and inclusion, and access to justice for all Ontarians. As part of its efforts, the Diversity, Inclusion and Accessibility Working Group was formed in June 2013 and SLASTO is a part of the MAG's Agency Inclusion Community of Practice. The Working Group developed a cluster-wide Diversity, Inclusion and Accessibility (DIA) Plan, which included a Multi-Year Accessibility Plan, in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

By taking an integrated approach, SLASTO will ensure that its service delivery is sensitive to the diverse communities it serves; that it promotes an inclusive workforce; and is compliant with its obligations under the AODA. The DIA Plan is an essential part of the SLASTO mission statement's expressed commitment to be accessible, accountable and responsive, and is aligned with MAG's Agency Inclusion Vision that: "Agencies are responsive to and inclusive of the diversity of Ontario through their people and processes, with measurable results."

Implementation of the DIA Plan will be guided by focusing on four key strategies:

People

SLASTO will invest in the capacity of personnel to become inclusive leaders in developing good practices regarding the planning, development and delivery of policies, processes, services and activities, which incorporate diversity, inclusion and accessibility.

Processes

SLASTO will promote an inclusive workplace culture that reflects the diverse public served by the cluster's constituent tribunals.

Services

SLASTO will ensure that inclusion is a fundamental component of its core business while demonstrating leadership in accessibility.

Results

SLASTO will develop measurements and reporting tools on inclusion and accessibility to report on progress and achievements.

Together with its constituent tribunals, SLASTO will continue building a strong foundation of awareness, understanding, respect, commitment, support and accountability in its ongoing efforts to modernize. It is anticipated that this will result in a diverse and engaged workforce that reaches its full potential in an inclusive and healthy workplace.

I. French Language Services

SLASTO provides services to the public in both official languages in accordance with the *French Language Services Act (FLSA)*. Communications are posted to the SLASTO and tribunal websites in both English and French at the same time.

In 2014-15, SLASTO continued meeting with other justice sector program areas and the Justice Sector French Language Services office to share best practices and opportunities to consolidate and work together to improve access to justice in French.

J. Operating Performance

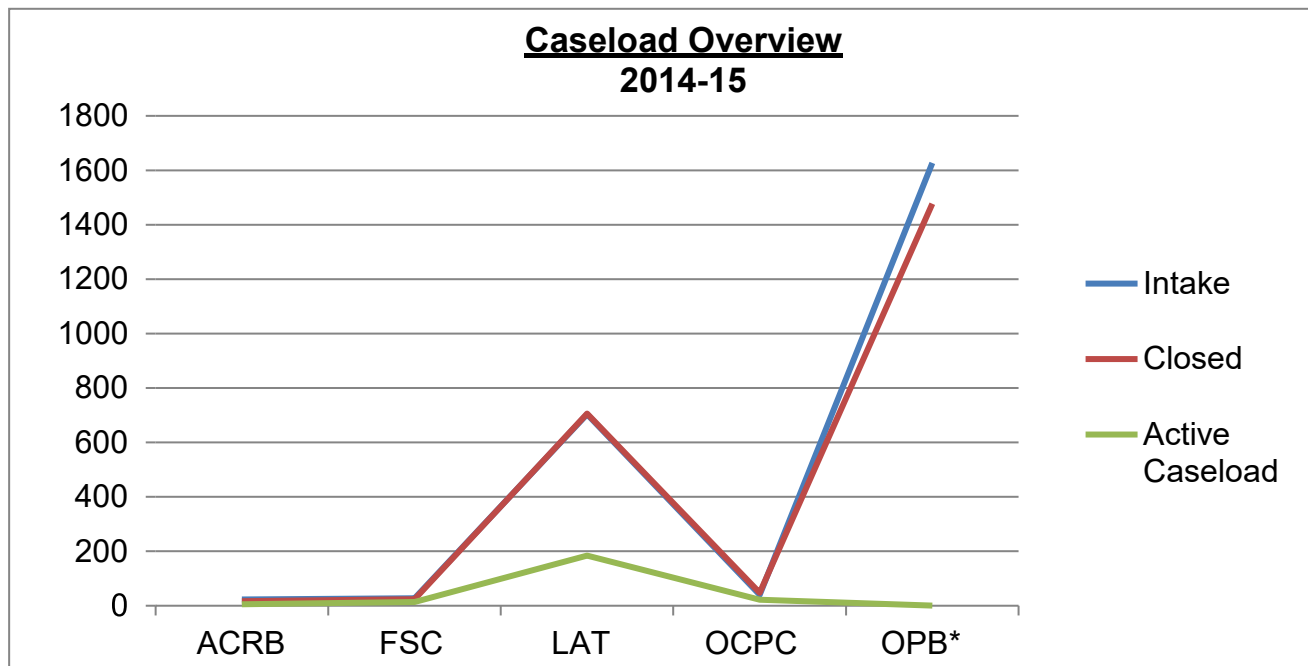
Operational Overview

In the second reporting period since clustering, statistics indicate that SLASTO's operations have maintained a relative equilibrium, wherein receipt of matters across the five constituent tribunals approximately equals the rate of disposition.

With respect to the other indicators, namely intake, hearings held and decisions issued, the emphasis has continued to be placed on presenting caseload activity from a cluster perspective. Descriptions of the constituent tribunals' mandates and powers are presented in the subsequent section of this Report.

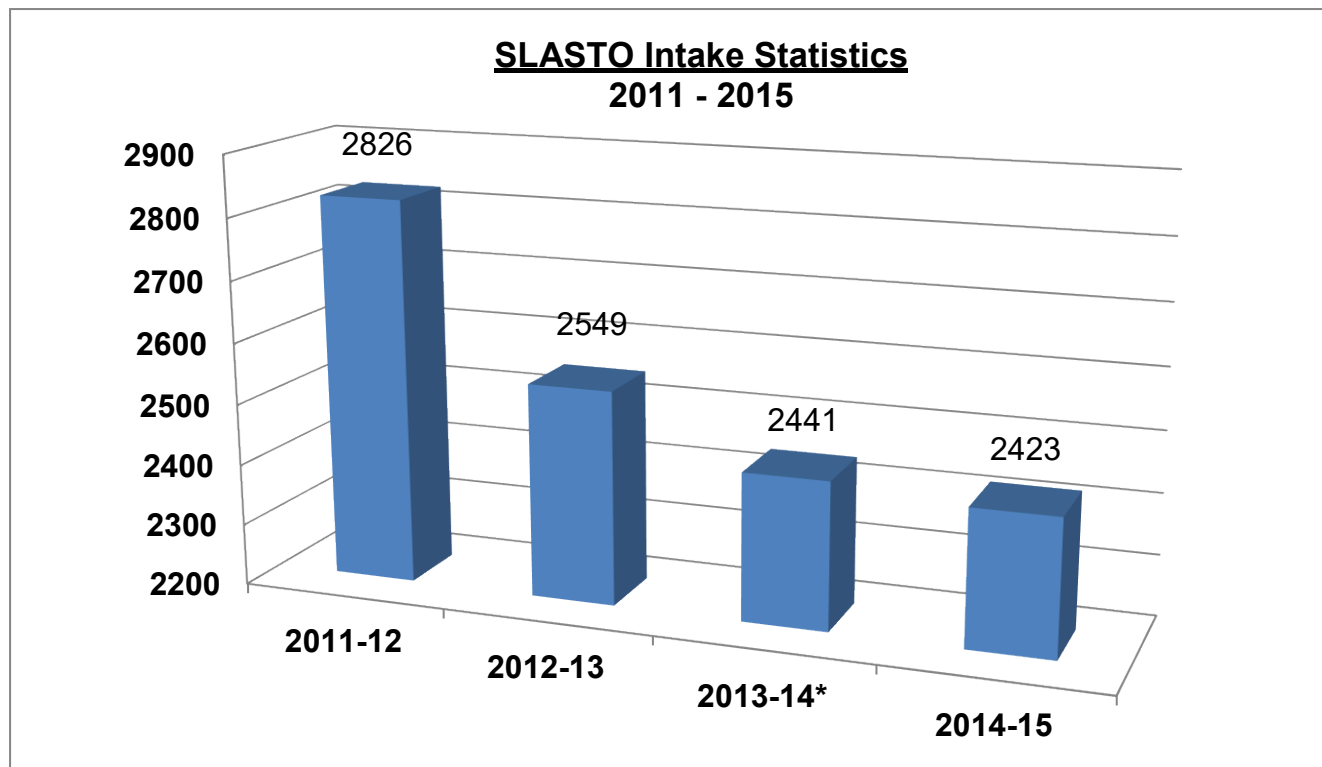
As committed to in the previous report, SLASTO is continuing to work with MAG's Analytics Branch to more comprehensively present the cluster's caseload activity in the next reporting period.

Caseload Overview



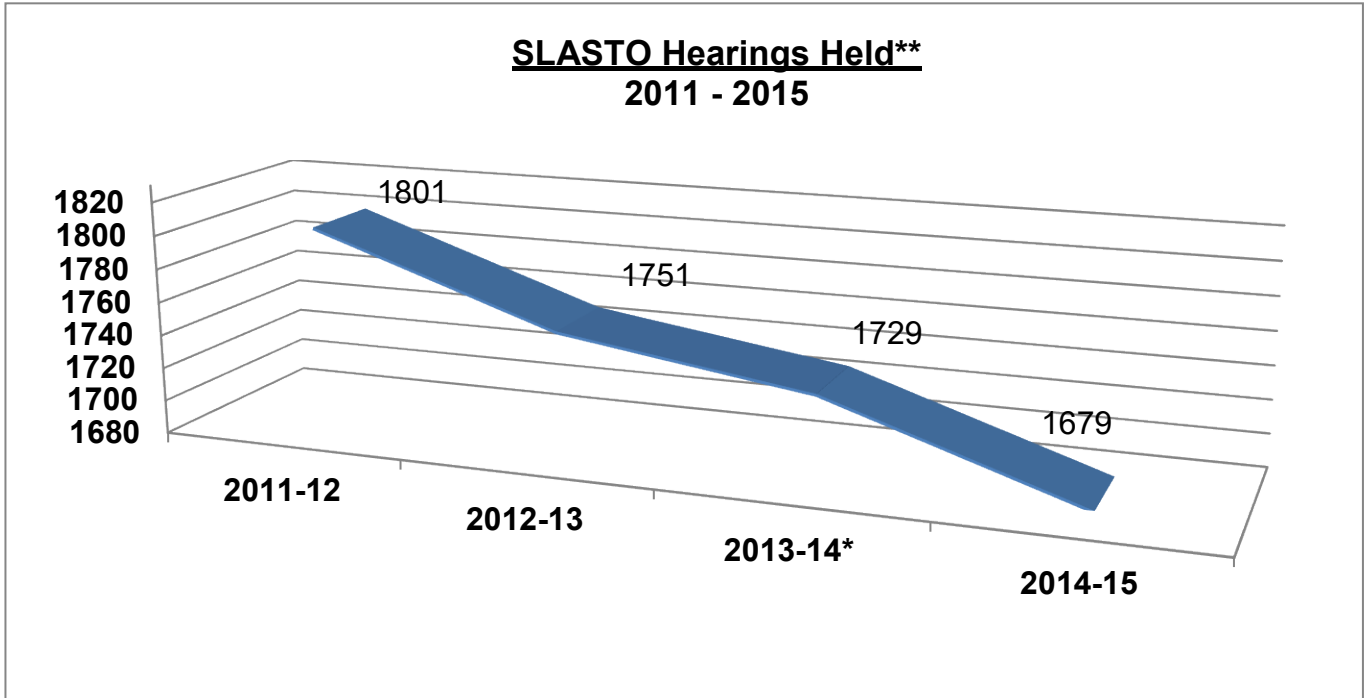
*The Ontario Parole Board does not maintain active caseload statistics in the same way as SLASTO's other adjudicative tribunals, and therefore does not contain a data point. Pursuant to law, timelines are established that direct when offenders seeking conditional release (parole and temporary absences) are to be seen, and the Board makes a decision on the day of the hearing.

Intake Statistics



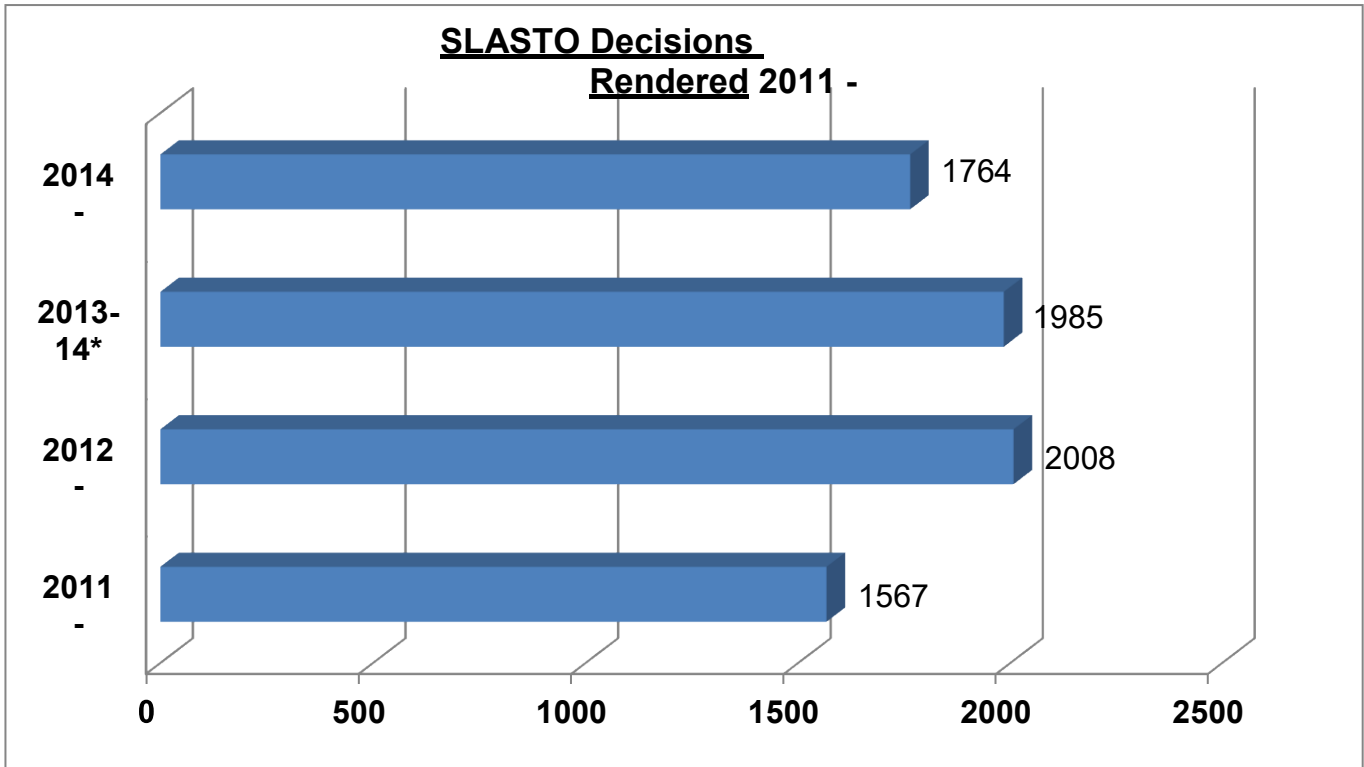
*Prior to clustering, the OCPC reported based on the calendar year. Beginning Apr 1, 2013, the OCPC will be reporting based on fiscal year, with 2013 period extending back from January 1, 2013 to March 31, 2014.

Hearings Held



** Figures for 2011-14 are underrepresented due to unavailable data. As SLASTO moves to a focus on early resolution, hearing volumes may not be indicative of workload volume.

Decisions Rendered



*Prior to clustering, the OCPC reported based on the calendar year. Beginning Apr 1, 2013, the OCPC will be reporting based on fiscal year, with 2013 period extending back from January 1, 2013 to March 31, 2014.

Performance Measures

A party before one of SLASTO's tribunals, whose application has been accepted for processing, can expect that the following performance measures will be met 80% of the time, with statutory obligations being met 100% of the time. Due to differences in business processes and case management systems, SLASTO does not have validated data to report on some of these performance metrics for 2014-15 (where noted). As a priority in 2015-16 SLASTO will work with MAG's analytics unit to develop key indicators of performance which can be drawn from existing data sources.

One of the key changes that SLASTO has implemented since clustering is a focus on early resolution, particularly through the use of a comprehensive case conference. Changes in processes have resulted in a reduction in the number of scheduled hearing events, since cases settle at an earlier stage. These changes are also noted.

Animal Care Review Board (ACRB)				
Performance Measures (ACRB)	2014/15	2015/16 (Target)	2016/17 (Target)	2017/18 (Target)
Hearing will be scheduled within 5 business days of receipt of a completed appeal (statutory obligation).	100%	100%	100%	100%
First hearing event will take place no later than 10 business days after receipt of a completed appeal (statutory obligation).	100%	100%	100%	100%
Decisions of the Board will be released within 30 days of the final hearing event.	100%	80%	80%	80%

Fire Safety Commission (FSC)				
Performance Measures (FSC)	2014/15	2015/16 (Target)	2016/17 (Target)	2017/18 (Target)
A hearing will be scheduled to take place within 45 days of receipt of a completed appeal.*	N/A	80%	80%	80%
Decisions will be released within 60 days of the final hearing event.	92%	80%	80%	80%

* The FSC is one board where the focus has been changed to early resolution, and a comprehensive case conference. As these changes take effect hearing events will decline as cases are resolved before a hearing.

Licence Appeal Tribunal (LAT)				
Performance Measures (LAT)	2014/15	2015/16 (Target)	2016/17 (Target)	2017/18 (Target)
A hearing will take place within 30 days of receipt of a completed appeal in medical appeals under the <i>Highway Traffic Act (HTA)</i> , motor vehicle impoundments under the <i>HTA</i> , and in appeals of immediate suspension orders regarding businesses or business privileges.	99.6%	80%	80%	80%
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%	80%	80%	80%
In all other appeal types, the first hearing event will be scheduled to take place within 60 days of receipt of a completed appeal. *	100%	80%	80%	80%
A final decision will be issued within 30 days of the final hearing event.	91%	80%	80%	80%

* The LAT is also implementing process changes to emphasis early resolution and a comprehensive case conference. Changes to the case management system will lead to the ability to track more closely the outcomes of case conferences and hearing events.

Ontario Civilian Police Commission (OCPC)				
Performance Measures (OCPC)	2014/15	2015/16 (Target)	2016/17 (Target)	2017/18 (Target)
Disciplinary appeals – Hearing will be scheduled within 60 days after the appeal is perfected; and the hearing will be held within 90 days thereafter.*	50%	80%	80%	80%
First Instance Proceedings – a hearing will be held within 90 days after a proceeding is perfected.*	8%	80%	80%	80%
Section 54(1) Approval Requests – will be processed within 5 business days of receipt of the request.*	100%	80%	80%	80%
All decision types will be released within 90 days after the final event.*	60%	80%	80%	80%

** OCPC is currently restructuring its case management procedures in 2015/16 to focus on early dispute resolution and case conferences. Changes to the case management system will lead to the ability to track outcome data from conferences and hearing events.*

Ontario Parole Board (OPB)				
Performance Measures (OPB)	2014/15	2015/16 (Target)	2016/17 (Target)	2017/18 (Target)
Decisions will be rendered within 24 hours of the hearing event.	100%	80%	80%	80%

Part 2:

Overview of Jurisdiction

A. Animal Care Review Board

Mandate

The Animal Care Review Board (ACRB) adjudicates applications related to the care, treatment and removal of animals. The ACRB derives its legislative authority from the *Ontario Society for the Prevention of Cruelty to Animals Act*, R.S.O. 1990, c. O.36 (*OSPCA Act*).

Powers of the Board

The ACRB has the authority under the *OSPCA Act* to:

- Respecting an order, confirm, revoke or modify the order;
- Respecting a removal of an animal, order that the animal be returned to the owner or custodian and may make an accompanying order with terms and conditions;
- Order that the whole or any part of the cost to the owner or custodian of an animal of complying with an order be paid by the Society to the owner or custodian; or
- Order that the whole or any part of the cost to the Society of providing food, care or treatment to an animal pursuant to its removal be paid by the owner or custodian of the animal to the Society.

The Ontario Society for the Protection of Cruelty to Animals (OSPCA) is a charitable organization that provides animal protection services through a network of approximately 50 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”. To this effect, inspectors or agents of the OSPCA may issue:

- A compliance order that requires owners to take action to relieve their animals of distress; or
- A removal of an animal that is in distress.

If an owner or custodian of any animal considers themselves aggrieved by an order or removal of an animal, they may within five business days of receiving notice of the order or removal, appeal against the order or request the return of the animal. An owner or custodian of an animal may also appeal to have an order revoked, if in their opinion the animal has ceased to be in distress.

B. Fire Safety Commission

Mandate

The Fire Safety Commission (FSC) adjudicates applications and resolve disputes regarding inspections, orders and decisions for repairs, alterations or installations to be made to a building, structure or premises made by inspectors and the Fire Marshall. The FSC derives its legislative authority from the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c. 4 (*FPPA*)

Powers of the Commission

The Commission has the authority under the *FPPA* to:

- Confirm or rescind an order;
- Amend an order; or
- Make any other order, as the FSC deems appropriate.

The Office of the Fire Marshal ensures that all fire departments in Ontario provide adequate levels of fire prevention and protection, in accordance with the needs and circumstances of the areas they serve and the provisions of the *FPPA* and the Fire Code, a regulation under the Act.

Pursuant to the *FPPA*, designated fire officials may address fire hazards by serving the following orders on an owner or occupant of land or premises:

- An order to take any measure necessary to ensure fire safety on the land and premises;
- An order to close the land until corrective actions have been completed; or
- An order to pay costs incurred by the Province of Ontario or a municipality for work carried out in the interest of public safety.

A fire official may also apply to the FSC directly for an order:

- Authorizing him or her to cause a thing to be done for which an order has been issued and the owner is unwilling or unable to comply with the specified fire safety measures.

If an owner or occupant considers themselves aggrieved by an order, they may file an appeal to the Office of the Fire Marshal. If the owner or occupant still considers themselves aggrieved after the Fire Marshal's Review Decision, they may file an appeal to the FSC.

C. Licence Appeal Tribunal

Mandate

The Licence Appeal Tribunal (LAT) adjudicates and resolves appeals concerning compensation claims and licensing decisions made by a variety of regulators under laws

that protect consumers and the public, and ensure the integrity of the regulated businesses and occupations. The LAT derives its legislative authority from the *Licence Appeal Tribunal Act, 1999*, S.O. 1999, c. 12, Sch. G.

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

LAT's Statutes of Authority	
<i>Accessibility for Ontarians with Disabilities Act, 2005</i> , S.O. 2005, c. 11	<i>Highway Traffic Act</i> , R.S.O.1990, c. H.8
<i>Alcohol and Gaming Regulation and Public Protection Act, 1996</i> , S.O. 1996, c. 26	<i>Intercountry Adoption Act, 1998</i> , S.O. 1998, c. 29
<i>Bailiffs Act</i> , R.S.O. 1990, c. B.2	<i>Liquor Licence Act</i> , R.S.O. 1990, c.L.19
<i>Board of Funeral Services Act</i> , R.S.O. 1990, c. F.36	<i>Motor Vehicle Dealers Act, 2002</i> , S.O. 2002, c.30 Schedule B
<i>Building Code Act, 1992</i> , S.O. 1992, c. 23	<i>Ontario New Home Warranties Plan Act</i> , R.S.O. 1990, c. O.31
<i>Child Care and Early Years Act, 2014</i> , S.O. 2014, c. 11, Sched. 1	<i>Paperback and Periodical Distributors Act</i> , R.S.O. 1990, c.P.1
<i>Child and Family Services Act</i> , R.S.O. 1990, c. C.11	<i>Payday Loans Act, 2008</i> , S.O. 2008, c.9
<i>Collection and Debt Settlement Services Act</i> , R.S.O. 1990, c. C.14	<i>Post-secondary Education Choice and Excellence Act, 2000</i> , S.O. 2000, c. 36, Sched.
<i>Consumer Protection Act, 2002</i> , S.O. 2002, c. 30 Sched. A	<i>Private Career Colleges Act, 2005</i> , S.O. 2005, c.28, Sched. L
<i>Consumer Reporting Act</i> , R.S.O. 1990, c. C.33	<i>Private Security and Investigative Services Act, 2005</i> , S.O. 2005, c. 34
<i>Discriminatory Business Practices Act</i> , R.S.O. 1990, c. D.12	<i>Real Estate and Business Brokers Act, 2002</i> , S.O. 2002, c. 30 Sched. C
<i>Film Classification Act, 2005</i> . S.O. 2005, c. 17	<i>Retirement Homes Act, 2010</i> , S.O. 2010, c. 11
<i>Funeral, Burial and Cremation Services Act, 2002</i> , S.O. 2002, c. 33	<i>Travel Industry Act, 2002</i> , S.O. 2002, c. 30 Sched. D

LAT's Statutes of Authority

Gaming Control Act, 1992, S.O, 1992, c. 24

Vintners Quality Alliance Act, 1999, S.O. 1999, c. 3

D. Ontario Civilian Police Commission

Mandate

The Ontario Civilian Police Commission (OCPC) adjudicates applications, conduct investigations and resolve 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)*.

Powers of the Commission

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 of 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;
- Substitute its own decision; or
- Where the complaint is related to events occurring after October 19, 2009, it may also order a new hearing.

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*:

- Confirm the decision of the Chief of 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.

Hearings of the First Instance

The OCPC holds different types of hearings of the first instance, with the authority to:

- Decide disputes between local police services boards and municipal councils about annual police budgets;
- Approve the restructuring or disbandment of municipal police services where an employee termination is involved;

- 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.

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.

E. Ontario Parole Board

Mandate

The Ontario Parole Board (OPB) considers applications for supervised conditional release of adult offenders sentenced to Ontario provincial correctional institutions. In addition, the OPB sees young persons transferred from a youth centre to adult provincial custody under the *Youth Criminal Justice Act*. The OPB derives its legislative authority from the federal *Corrections and Conditional Release Act*, the federal *Prison and Reformatories Act*, and the *Ministry of Correctional Services Act*, R.S.O. 1990, c. M.22.

Powers of the Board

Parole

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

An offender is eligible for parole after serving one-third of his/her sentence. In Ontario, the law provides that offenders 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 unless they decide to waive their right to a hearing.

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 offender's institutional behaviour including the benefit of interventions which may have reduced the risk posed by the offender, the benefit from treatment and programs while incarcerated and the offender's understanding of the offense and his/her criminal behaviour; and
- How the offender'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 offender on parole, the law requires the OPB be satisfied that:

- The offender 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 offender 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 recommittal of the parolee to custody; and

- Lift the suspension of the parole or revoke the parole.

Temporary Absences

An offender 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 offender to be away from the institution for a specific purpose for short periods (up to 60 days). An offender 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 offender'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 offender must comply. The OPB may impose any condition it considers appropriate and relevant to the risk and needs of the individual offender.

Victim Support Line

A Victim Support Line is available, through Find Help, and provides a province-wide, toll-free telephone information line providing access to information for victims, in the language of their choice, 24 hours a day, 7 days a week. The Victim Support Line is independent of SLASTO and can be reached at:

Toll-free: 1-888-579-2888; or

Greater Toronto Area: 416-314-2447

**Part 3:
Members
(As of March 31, 2015)**

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Aouad, Antoine A.	Toronto	LAT	Part-time Member	Apr 1, 2000	Mar 31, 2015*
Baker, Carol	Penetanguishene	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Blais, Geneviève	Ottawa	LAT	Part-time Member	May 7, 2008	May 6, 2015
Borenstein, David	Toronto	LAT	Part-time Professional Member	Nov 3, 2010	Nov 2, 2015
Burkitt, Sandra	Cambellford	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Caryll, David B.	Toronto	LAT	Part-time Member	Apr 16, 2008	Apr 15, 2016
Cassidy, Patricia	Sudbury	LAT	Part-time Vice Chair	Oct 5, 2006	Oct 4, 2016
Castel, Jacqueline	Mississauga	LAT	Part-time Member	Jul 1, 2011	Oct 2, 2017
		OCPC	Part-time Member	Oct 3, 2012	Oct 2, 2017
Cheung, Jeremy	Markham	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Clarke, Roger N.	Toronto	OPB	Part-time Member	Feb 21, 2003	Jan 22, 2016

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Conacher, Roy B.	Kingston	OCPC	Part-time Member	May 16, 2007	May 15, 2017
Cornett, Alexander J.	St. Catharines	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Cornville, Vincent G.	Aurora	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
D'Amours, Marc	Champlain	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Della Fortuna, Sergio	Vineland	OPB	Full-Time Member	Mar 5, 2003	Nov 23, 2015
Dhanani, Zahra	Toronto	OCPC	Part-time Member	Dec 19, 2008	Dec 18, 2016
Diamond, Andrew	Toronto	LAT	Part-time Vice Chair	Jun 1, 2005	Dec 15, 2015
Finan, Bradley	Granton	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Fisher, Garry	Simcoe	LAT	Part-time Professional Member	Nov 5, 2008	Sep 2, 2015
Flude, D. Gregory	Toronto	LAT	Part-time Vice Chair	Jun 22, 2005	Jun 21, 2015
Flynn, Kevin	Mississauga	LAT	Part-time Professional Member	May 28, 2003	May 27, 2016*
Fortier, Marie	Stittsville	ACRB	Part-time Member	Oct 22, 2014	Oct 21, 2016*
		FSC			
		LAT			
		OCPC			
Franklin, Terry J.N.	Lindsay	OPB	Full-time Member	Feb 21, 2003	Feb 20, 2016
Freedman, David	Toronto	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Gahir, Hardinder Singh	Brampton	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Galet, Arnold	Toronto	OPB	Full-time Associate Chair	Sep 30, 2008	Sep 29, 2016
Garbe, E. Alan	Hampton	LAT	Part-time Vice Chair	Apr 1, 2000	Mar 31, 2015
Gauci, Maureen Victoria	Metcalfe	OPB	Part-time Member	Feb 4, 2009	Feb 3, 2019*
Gavsie, David C.	Etobicoke	OCPC	Full-time Associate Chair	Apr 1, 2013	Apr 26, 2016
Hopper, David W.	Toronto	FSC	Part-time Member	Aug 4, 1994	Jun 4, 2015
Hurst, David W.	Port Colborne	LAT	Part-time Professional Member	Aug 1, 2003	Jul 31, 2015*
Jovanovic, D. Stephen	Windsor	OCPC	Part-time Member	Jul 23, 2014	Jul 22, 2015*
Koprowski, Kenneth W.	Strathroy	LAT	Part-time Vice Chair	Apr 1, 2000	Mar 31, 2016*
Labelle, Michelle	Hanmer	OPB	Part-time Member	Feb 9, 2011	Jan 22, 2016
Lallouz, Isaac	Toronto	FSC	Part-time Member	Feb 3, 2003	Feb 2, 2016
Lamoureux, Sylvie	Ottawa	OPB	Part-time Member	Oct 31, 2012	Oct 30, 2015
Lewis, Nancy	Iroquois	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Louwers, Jeroen	Stouffville	FSC	Part-time Member	Sep 8, 2014	Sep 7, 2016*

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Macklin, Richard	Toronto	LAT	Part-time Vice Chair	Oct 5, 2006	Oct 4, 2016
Males, Lance	New Liskeard	ACRB	Part-time Member	May 4, 2011	May 3, 2015
McCauley, Alexander	Sudbury	LAT	Part-time Member	Jul 1, 2011	Oct 11, 2015
McCullough, John A.	Wyevale	OPB	Full-time Member	Feb 21, 2003	Feb 20, 2016
McLean, Donald Edward	Sudbury	FSC	Part-time Member	Oct 18, 2000	Sep 11, 2017
McQuaid, Patricia Ellen	Toronto	LAT	Full-time Vice Chair	Jul 1, 2011	Nov 22, 2016
Menard, Louise	Toronto	ACRB	Part-time Member	Oct 5, 2006	Oct 4, 2016
Moccio, Santina	Mount Hope	OPB	Part-time Member	Jun 6, 2007	Jun 5, 2017
O'Neill, Tammy	Waterdown	FSC	Part-time Vice Chair	Jul 26, 1996	Dec 6, 2015
Paivalainen, Seppo	Thunder Bay	OCPC	Part-time Member	Sep 8, 2014	Sep 7, 2016*
Parent, Sylvie	Ajax	OPB	Part-time Member	Oct 31, 2012	Oct 30, 2015
Proulx, Chantal	Ottawa	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Ramdayal, Raymond	Brampton	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Reeve, Priscilla	Ariss	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Regmi, Dybesh	Mississauga	LAT	Part-time Professional Member	Feb 12, 2014	Feb 11, 2016*

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Reynolds, Douglas	Toronto	OPB	Part-time Member	Apr 11, 2007	Apr 10, 2017
Riddell, Richard	Rockland	OPB	Part-time Member	Apr 11, 2007	Apr 10, 2017
Ritcey, Douglas James	Oakville	FSC	Part-time Member	Dec 22, 2005	Dec 21, 2015
Ross, Gail	Fort Erie	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Rowsell, Henry E.	Keswick	OPB	Part-time Member	Feb 21, 2003	Feb 20, 2016*
Russell, Ian B.	Lakefield	OPB	Part-time Member	Feb 21, 2003	Feb 20, 2016
Sanford, Laurie	Toronto	ACRB	Part-time Member	Jan 29, 2014	Jun 21, 2015*
		LAT	Part-time Vice Chair	Jun 22, 2005	Jun 21, 2015
Sant, Peter C.	Belleville	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Sefton, David	Toronto	FSC	Part-time Vice Chair	May 27, 1998	Nov 22, 2015
Smith, Susan D.	Ottawa	FSC	Part-time Member	Jul 26, 1996	Feb 15, 2016
Spencer, Mary Ann	Toronto	LAT	Part-time Member	May 30, 2006	May 29, 2016
Sproule, Elizabeth L.	Waterloo	LAT	Part-time Vice Chair	Apr 1, 2000	Mar 31, 2015
Stephenson, James	Brampton	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Sturgeon, Neil B.	Churchill	OPB	Part-time Member	Jun 20, 2011	Feb 28, 2016*

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Sweeney, Terrance Austin	Toronto	LAT	Part-time Vice Chair	Aug 12, 2008	Aug 11, 2015
Tinglin, Winston	Burlington	OCPC	Part-time Member	Oct 22, 2014	Oct 21, 2016*
Trudell, Marc Bernard	Komoka	FSC	Part-time Member	Jul 20, 1994	Apr 28, 2016*
Turnbull, David Ian	London	LAT	Part-time Professional Member	Aug 21, 2003	Aug 20, 2016*
Wallace, Douglas R.	Ottawa	LAT	Part-time Vice Chair	Jan 13, 2005	Jan 22, 2016
Ward, Sheila	Toronto	OPB	Part-time Member	May 2, 2007	May 1, 2017
Weinrieb, Steven	Thornhill	FSC	Part-time Member	May 27, 1998	Jan 30, 2018
White, Eleanor	Markham	ACRB	Part-time Member	Sep 8, 2014	Sep 7, 2016*
		FSC			
		LAT			
Whitehead, Katherine	Toronto	LAT	Part-time Professional Member	Feb 12, 2014	Feb 11, 2016*
Williams, Edward	Toronto	OPB	Part-time Member	May 2, 2007	May 1, 2017
Wong, Pauline	Port Perry	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Woods, Daniel	Scarborough	FSC	Part-time Member	May 27, 1998	May 26, 2016*
Yee, Gary	Toronto	LAT	Full-time Associate Chair	Apr 1, 2013	Aug 15, 2017

*Beginning in the 2012 fiscal year, (re)appointments of members are made in accordance with the provisions of O. Reg. 88/11 of the *Adjudicative Tribunals Accountability, Governance and Appointments Act*.