



## **2019 Annual Report of the Auditor General of Ontario**

*The Auditor General will be releasing the Office's 2019 Annual Report on Wednesday, December 4, 2019. This year's report will be divided into four volumes, including one featuring environment reports and another with a focus on the justice and corrections sector. Below are brief descriptions of the 18 value-for-money audits and one review conducted by our Office this year.*

**Acute-Care Hospital Patient Safety and Drug Administration:** Hospitals design policies and procedures to reduce the risk of patient harm, investigate patient safety incidents, and take steps to prevent similar incidents. This audit assessed whether acute-care hospitals have processes that support the safe use of equipment, procedures and medication, and have processes and systems that identify and reduce the risk to patients; and hospitals identify, report and respond to incidents of patient harm to prevent them from occurring in the future.

**Addictions Treatment Programs:** Addictions are problematic patterns of substance use or behaviours that can interfere with a person's life and have negative consequences. This audit assessed whether the Ministry of Health, with other ministries, agencies and addictions treatment service providers, have processes and procedures in place to ensure the needs of Ontarians requiring these services are met. The audit examined whether addictions treatment programs follow legislation, agreements and/or relevant policies, and whether the cost-effectiveness of these programs is measured and publicly reported.

**Adult Correctional Institutions:** The Ministry of the Solicitor General operates adult correctional institutions to protect the public from crime, and to support people who enter the system to gain the skills and knowledge they need to reintegrate into the community without reoffending. This audit assessed whether institutional programs and services are delivered economically and efficiently according to legislation, regulations, agreements and policies; that working conditions allow correctional employees to safely supervise inmates; and that effectiveness at enhancing public safety and reducing risk is measured and publicly reported.

**Chronic Kidney Disease Management:** Chronic kidney disease is on the rise in Ontario, leading to a higher need for dialysis treatment and a greater demand for kidney transplants. This audit assessed the performance of the Ontario Renal Network at Cancer Care Ontario, with the Ministry of Health, the Trillium Gift of Life Network and Regional Renal Programs, in meeting the needs of Ontarians with kidney disease. The audit examined whether these organizations have effective systems and procedures in place to ensure that chronic kidney disease services are provided in a timely, equitable and cost-efficient manner according to standards, guidelines and legislation; and whether the effectiveness of these services is measured and publicly reported.

**Climate Change: Ontario's Plan to Reduce Greenhouse Gas Emissions:** High concentrations of greenhouse gases in Earth's atmosphere, mainly from humans burning fossil fuels, have contributed to an increase in the planet's average surface temperature. The Ministry of the Environment, Conservation and Parks released a climate change plan, as required by legislation, as part of its draft Made-in-Ontario Environment Plan. This audit assessed whether the Ministry has systems and processes in place to ensure credible information is used to assess, plan and undertake initiatives to reduce greenhouse gas emissions; that initiatives are comprehensive, cost-effective, co-ordinated and likely to achieve emission-reduction targets; and that the effectiveness of these initiatives is monitored, evaluated and reported publicly.

**Commercial Vehicle Safety and Enforcement:** The rise in commercial vehicle traffic means Ontarians are sharing the road with more large vehicles, and collisions involving large vehicles have a higher risk of injury and death. This audit assessed whether the Ministry of Transportation's road safety programs promote and enforce the safe operation of commercial vehicles cost-effectively and efficiently, in compliance with legislation and policies; and if these programs are measured and publicly reported on for their effectiveness.

**Court Operations:** Ontario's court system deals with criminal, family and civil law, including small claims. The management of court operations is shared between the Chief Justices and their delegates, and the Ministry of the Attorney General. This audit assessed whether there are cost-effective systems and procedures in place for managing administrative resources, and for supporting the timely resolution of matters before the courts according to legislation and best practices. We also looked at the cost-effectiveness of court operations in delivering a timely, fair and accessible court system.

**Criminal Court System:** Ontario's criminal courts hear matters under the federally legislated Criminal Code of Canada, as well as other federal and provincial statutes. This audit assessed whether the Ministry of the Attorney General had systems and procedures in place to manage the criminal courts' resources efficiently and cost-effectively to support the timely resolution of criminal law matters in accordance with applicable legislation and best practices.

**Family Court Services:** Ontario's family courts deal with issues like child protection cases, child custody and access, and divorce and support. This audit assessed whether the Ministry of the Attorney General had effective systems and procedures in place to manage the family courts' resources efficiently and cost-effectively to support the timely resolution of family law matters in accordance with applicable legislation and best practices.

**Food and Nutrition in Long-Term-Care Homes:** The Ministry of Long-Term Care funds 626 long-term-care homes that provide residents with 24-hour nursing care and help with daily living in a protective and supportive environment. This audit assessed whether the Ministry, with homes and public health units, has cost-effective systems and procedures in place to ensure that food and nutrition services are delivered to residents in long-term-care homes according to relevant legislation, regulations and policies; that residents are provided with safe and nutritious meals; and that the efficiency and effectiveness of these activities are measured and reported publicly.

**Food Safety Inspection Programs:** The Ministry of Agriculture, Food and Rural Affairs is generally responsible for licensing and inspecting meat, produce, and dairy produced, processed and consumed only in Ontario. Public health units are responsible for inspecting food premises across Ontario. Contaminated food can cause foodborne illnesses, which, in rare cases, can cause long-term health issues or death. The audit assessed whether there are systems and procedures in place to ensure licensing, inspection and sampling programs are delivered efficiently and economically according to legislation, regulations, agreements and policies; and whether food safety programs are measured for cost-effectiveness and reported publicly. The audit also assessed public health units' inspections of food premises, as well as the surveillance and management of foodborne illness outbreaks; and whether cost-effectiveness is measured and reported publicly.

**Health and Safety in the Workplace:** The Ministry of Labour, Training and Skills Development’s Occupational Health and Safety Program is responsible for protecting workers in Ontario from workplace health and safety hazards. Legislation sets out the rights and duties of all parties in the workplace, establishes procedures for dealing with hazards, requires compliance with minimum standards, and provides for enforcement of the laws where compliance is not met. The audit assessed the systems and procedures in place to ensure workplaces are operating according to legislation and relevant policies; that there are awareness and prevention activities to reduce workplace health and safety incidents; and that program effectiveness is periodically measured and reported publicly.

**Office of the Chief Coroner and Ontario Forensic Pathology Service:** The Office of the Chief Coroner and Ontario Forensic Pathology Service, under the Ministry of the Solicitor General, conducts death investigations that support the administration of justice and the prevention of premature death. Investigations and inquests are meant to ensure that no death will be overlooked, concealed or ignored, and further deaths can be prevented. The audit assessed whether systems and procedures are in place to conduct effective, high-quality death investigations according to legislative requirements, internal policies and best practices; if investigation services are provided cost effectively; and if services are measured for effectiveness and publicly reported.

**Ontario Disability Support Program:** The Ontario Disability Support Program under the Ministry of Children, Community and Social Services was created to meet the unique needs of people with disabilities. The program provides income support, health and other benefits for Ontarians with disabilities who are in financial need. An employment-support program is also available. This audit assessed whether there are cost-effective systems and processes in place to ensure only eligible recipients, according to legislation and policy requirements, receive income support; that employment supports provided are appropriate to needs; and that the program is measured for effectiveness and results are reported publicly.

**Ontario Financing Authority:** The Ontario Financing Authority manages the province’s debt, borrowing and investing. Effective borrowing, debt management and cash management are important to avoid unnecessary costs, and effective investing balances safeguarding the province’s finances with achieving the maximum return. The audit assessed whether these services are provided cost-effectively, mitigating the risks associated with public debt and in compliance with legislation and regulations; and that the results and effectiveness of these services are reported publicly.

**Operation of the *Environmental Bill of Rights, 1993*:** The *Environmental Bill of Rights, 1993* (Act) recognizes the common goals of the people of Ontario to protect, conserve and restore the environment for the benefit of present and future generations. The Act includes rights for the Ontario public and obligations for 15 Ontario government ministries, intended to work together to improve environmental protection. This review assessed whether the 15 ministries operated according to the requirements and purposes of the Act and its regulations.

**Oversight of Time-Limited Discretionary Grants:** The province provides time-limited grants to third parties to pay for activities intended to benefit the public and help achieve public policy objectives. These grants are discretionary because they are not required by law. Ministries that deliver these grants determine funding in their annual budgets based on objectives and priorities; the Treasury Board Secretariat then reviews the allocations. The audit assessed ministries policies and procedures to ensure these grants are used efficiently and effectively to achieve goals according to government directives and guidelines, and that the effectiveness of grant programs is evaluated and publicly reported.

**Provincial Support to Sustain the Horse-Racing Industry:** The province supports the horse-racing industry, including Ontario's 15 racetracks, through various initiatives. The audit assessed whether provincial funding provided to the horse-racing industry, administered by the Ontario Lottery and Gaming Corporation, is helping the industry become self-sustaining through growth in marketplace revenue; and whether funding is provided with the accountability provisions required to ensure the intended recipients receive and use the funding according to agreements in place.

**Technology Systems (IT) and Cybersecurity at Ontario Lottery and Gaming Corporation:** The Ontario Lottery and Gaming Corporation (OLG) is responsible for conducting and managing province-wide lotteries, PlayOLG.ca Internet gaming, Charitable gaming centres and 26 casinos. The audit assessed whether OLG's IT systems deliver operations in a secure, economic and efficient manner according to legislative, regulatory and contractual requirements; that there is effective oversight of IT vendors; and that cybersecurity incidents and fraud are investigated promptly.

The *2019 Annual Report* also includes:

- an Overview of Environmental Issues in Ontario (Chapter 1 of Volume 2)
- a chapter on the Public Accounts of the province (Chapter 2 of Volume 1);
- follow-up reports on our 2017 audits (Volume 4);
- follow-up reports on recommendations in reports issued by the Standing Committee on Public Accounts (Volume 4);
- a chapter following up on audit recommendations made between 2012 and 2016 (Volume 4); and
- a chapter on our review of government advertising over the last fiscal year under the *Government Advertising Act, 2004* (Chapter 4 of Volume 1).