

**APPOINTMENT OF RAYMONDE SAINT-GERMAIN
FOR A SECOND CONSECUTIVE TERM OF OFFICE**

Québec City, June 9, 2011 – Today, the Members of the National Assembly unanimously re-appointed Raymonde Saint-Germain Québec Ombudsperson for a second five-year term of office.

Ms. Saint-Germain has been the Québec Ombudsperson since April 2006. Her investiture coincided with the expansion of the institution's responsibilities to include second-recourse reception and processing of citizen complaints in the health and social services sector.

"I want to thank the Members of the National Assembly for their confidence in me. I repeat that I and my team are determined to continue to act as fair and impartial mediators so that the best solutions can be found to problems that citizens have in interacting with government departments and agencies," said Raymonde Saint-Germain.

During her first term of office, the Québec Ombudsperson produced a number of significant special reports: Towards Services that are Better Adjusted to Detainees with Mental Disorders, The Québec Investigative Procedure for Incidents Involving Police Officers, Report on Government Services for Children with PDDs, and Handling of the Listeriosis Crisis Surrounding Québec Cheeses.

"Remedy for a citizen – remedy for all citizens whenever a resolution has a collective impact"—this is what Raymonde Saint-Germain's team does every day... and why, above and beyond individual processing of complaints, the Québec Ombudsperson proposes preventive action, especially on the legislative front, and conducts system-wide investigations. Since 2006, she has recommended amendments to some 50 bills and draft regulations.

Her recommendations, whether they concern public administration or the health and social services network, always seek to strike a balance between delivery of quality services and responsible use of public monies. Keenly concerned about the plight of the most vulnerable members of our society, the Québec Ombudsperson pays special attention to the impact of public services on these citizens and the efforts made by government departments and agencies to understand them and to adapt accordingly.

Raymonde Saint-Germain has been the senior vice chair of the Association des ombudsmans et médiateurs de la Francophonie (AOMF) since September 2009. In June 2009, she received the Prix Orange award from the Association des groupes d'intervention en défense des droits en santé mentale du Québec for her initiative in leading a system-wide investigation into the infringement of the rights of hospitalized psychiatric patients.

The Québec Ombudsman has 132 full-time employees working out of its offices in Québec City and Montréal. Every year it receives more than 20,000 requests from citizens, groups of citizens or businesses.

The Québec Ombudsman's jurisdiction extends to all Québec government departments and agencies with staff appointed under the Public Service Act. In the health and social services sector, it generally intervenes as a second recourse after the service quality and complaints commissioner of the institution or region concerned. Eighty-seven government departments and hundreds of public health and social services organizations are subject to its areas of intervention.

-30-

Source: The Québec Ombudsman

Information:

Joanne Trudel, Communications Manager

418 644-0510

joanne.trudel@protecteurducitoyen.qc.ca

www.protecteurducitoyen.qc.ca