

HIGHLIGHTS

COMMISSAIRE À LA DÉONTOLOGIE POLICIÈRE P. 25

This public agency runs counter to the general trend by displaying a disturbing lack of collaboration with regard to the Québec Ombudsman's mandate. When asked by the Québec Ombudsman to correct situations prejudicial to citizens, the agency maintains a closed attitude.

MINISTÈRE DE L'EMPLOI ET DE LA SOLIDARITÉ SOCIALE P. 37

The Department's administrative inflexibility in exercising its power to recover amounts owed to it condemns certain recipients to extreme poverty. The Department must not only be rigorous, but must also use discernment when imposing sanctions that could very well worsen the economic distress of the most vulnerable.

MINISTÈRE DE LA JUSTICE P. 42

In recent years, the Department has shown it is open to legislative amendments further to the Québec Ombudsman's recommendations concerning the support payment review process and the Directeur de l'état civil. However, in the real world, **nothing is being done and the required reforms have been left dangling.**

MINISTÈRE DE LA SÉCURITÉ PUBLIQUE P. 45

More than a year after tabling of the Québec Ombudsman's *Report on the Québec Investigative Procedure for Incidents Involving Police Officers*, the Ministère de la Sécurité publique has neither announced nor made any improvements.

RÉGIE DU LOGEMENT P. 52

A recurrent ground for complaints about the Régie is the unreasonable wait time for appearing before it and, consequently, obtaining a decision. The Québec Ombudsman also observed that recent files were docketed for a hearing before similar files that predated them by several months, to the detriment of administrative justice and procedural fairness.

REVENU QUÉBEC P. 55

The restrictive interpretation of the *Taxation Act*, regulations and bulletins by Revenu Québec causes taxpayers considerable harm.

TRIBUNAL ADMINISTRATIF DU QUÉBEC

P. 68

The serious backlog in processing road accident victims' files is due to the increase in automobile insurance cases submitted to the Tribunal. In many cases, the effect on citizens' quality of life is major.

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX

P. 74

Cuts that do not take users' health or welfare into account are being made to in-home care for vulnerable persons, who tend to be isolated. The Québec Ombudsman is concerned about implementation of the *Viellir chez soi* policy announced by the Department in March 2011.

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX

P. 74 and 90

The Department must fulfil its commitments to finalize certification of private seniors' residences and drop in on residences to ensure that the appropriate security and quality exist.

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX

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Situations of severe negligence towards persons with an intellectual disability or a pervasive development disorder who are receiving residential services in noninstitutional resources led the Québec Ombudsman to urgently recommend improvements to the inspection program for intermediate and family-type resources.

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People wait for months, if not years, to receive rehabilitation services. Those referred by CSST or SAAQ are given priority. The Québec Ombudsman reiterates the importance of equitable management of users based on their needs and regardless of the plan under which costs are reimbursed.