



Social Justice Tribunals Ontario

Providing fair and accessible dispute resolution

2013 – 2014 Annual Report

Child and Family Services Review Board

Custody Review Board

Human Rights Tribunal of Ontario

Landlord and Tenant Board

Ontario Special Education (English) Tribunal

Ontario Special Education (French) Tribunal

Social Benefits Tribunal

Disponible en français

MANDATE, MISSION AND VALUES

Our Mandate

Social Justice Tribunals Ontario (SJTO) is a cluster of seven adjudicative tribunals with a mandate to resolve applications and appeals brought under eight statutes relating to child and family services oversight, youth justice, human rights, residential tenancies, disability support and other social assistance, and special education.

Our Mission

SJTO and its constituent tribunals will:

- provide fair, effective, timely and accessible dispute resolution
- promote consistency in the application of the legislation and its processes while remaining responsive to differing cases, party needs and to an evolving understanding of the law
- maintain the highest standards of professionalism, integrity and quality of work and
- be leaders in the administrative justice community

Our Values

The core values inform how the SJTO and its constituent tribunals approach their mandate. They set the foundation for rules and policies, how those rules and policies will be applied, and how we deliver service to the public. The core values are:

- **Accessibility**
 - We will strive to enhance full and informed participation of parties in the process, whether or not they have legal representation.
 - We are committed to diversity and inclusiveness.
 - We will provide dispute resolution processes that are proportionate and appropriate to the issues in dispute.
- **Fairness and Independence**
 - SJTO and its constituent tribunals must be, and be seen to be, impartial and independent in their decision making functions.
 - Our decisions will be based on the evidence and the applicable law, and will be supported by clear, concise and coherent reasons.
- **Timeliness**
 - We are committed to providing timely dispute resolution services and issuing decisions within a reasonable timeframe after a hearing.
- **Transparency**
 - Our processes, procedures and policies will be clear, understandable and consistently applied.
- **Professionalism and Public Service**
 - Members and staff will exhibit the highest standards of public service, integrity and professionalism.
 - We will be responsive to stakeholder needs by engaging in meaningful outreach and consultation.

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Ontario

SOCIAL JUSTICE TRIBUNALS ONTARIO

Message from Michael Gottheil, Executive Chair Social Justice Tribunals Ontario

I am proud of the accomplishments of SJTO, and its role in the administration of justice in Ontario. We provide fair, accessible dispute resolution to thousands of Ontarians each year. In 2013-14 alone, our tribunals received and resolved more than 100,000 cases. Over the past year we also focused on boosting capacity and expertise, looking for ways to work more efficiently, and collaborating with our justice sector partners.

Because of the breadth of our jurisdiction and the nature of the disputes we deal with, our users are extremely varied. We resolve disputes between landlords and tenants, hear appeals from people seeking social assistance and complaints from those who feel the service they received from children's aid societies has been unfair. We deal with applications about human rights and the rights of children and families relating to education. These are important issues that touch the lives of families and individuals in fundamental ways. The public and the parties who appear before the SJTO tribunals have a right to fair, impartial and expert dispute resolution, and that is our primary commitment.

A high percentage of our users are people with disabilities, individuals who face literacy, language and communication barriers, and persons who experience social and economic disadvantage. Overwhelmingly, the parties who appear before the SJTO tribunals are self-represented. This means our processes, procedures and the way we resolve disputes must be sensitive to the needs of the people who seek our services.

We continue to work on ways to improve access to information and to our services. In 2014-15 we will launch a new website. The site will provide users with information that is easy to find and easy to understand. People who use screen readers will also find the new site easier to navigate. Also, following recommendations made by Andrew Pinto in his [Report of the Human Rights Review 2012](#), we have modified the information and forms of the Human Rights Tribunal of Ontario to make them easier to use.

Looking ahead, we will be introducing e-filing at the Landlord and Tenant Board. E-filing will allow users to file anytime from anywhere and provide guided steps for both landlords and tenants. Also at the Landlord and Tenant Board, we are beginning to develop an online wizard which will help users find answers they need more easily. Referrals to existing legal and community resources are being built into the tool.

SJTO has also developed a policy which lays out how we will provide accommodation for persons with disabilities. One of our commitments is to publish information on the accessibility features at each SJTO hearing location so that

people can research what is available ahead of their hearing. The policy also establishes accommodation co-ordinators for each tribunal – staff who have training in accommodation, and can be a single, knowledgeable point of contact for users who require accommodation. Watch for that information to appear on our website later in 2014-15.

To uphold the highest standards of integrity and quality of adjudication, we continue to develop our professional development program. Our annual educational event, called “The Institute” was last held in May 2013 and covered topics like evidence, decision writing, early resolution, mediation and communication in the hearing room. The Institute is also an opportunity for SJTO members and mediators to share their skills, experiences, and perspectives, and to enrich their expertise. In 2014, our professional development unit also created and delivered a training module on human rights to all tribunals.

As I mentioned, the SJTO is a part of the justice system in Ontario, and we have a responsibility to respond to the challenges the sector faces. This past year saw the release of a number of important reports on Access to Justice, including the [National Action Committee Report on Access to Civil and Family Justice](#) and the Canadian Bar Association’s report: [Reaching Equal Justice](#). Both reports highlight the challenges we face in access to justice, and provide recommendations.

At SJTO, we have been working with justice sector partners to meet these challenges. For example, we have begun to work on a project with legal clinics and the Ministry of Community and Social Services to streamline the process for social assistance appeals. Also at the Social Benefits Tribunal, we are discussing ways to facilitate limited retainers and unbundled legal services. This allows legal clinics to serve more people and make more strategic decisions about how to allocate limited resources.

At the Landlord and Tenant Board, we are working with social housing providers to develop approaches to dispute resolution which better fit the needs of social housing landlords and their tenants by enhancing access to mediation and including community support workers in the mediation and resolution process.

At the Child and Family Services Review Board, we are borrowing from the aboriginal community to introduce restorative justice techniques. This approach has obvious benefit for our aboriginal users, but has been received with excitement and promise from non-aboriginal users, as the nature of family disputes and disputes with children’s aid societies lend themselves to more collaborative and restorative approaches.

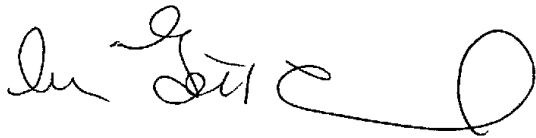
While these initiatives are exciting, we know that ultimately, their success depends upon whether they are truly effective and responsive to user needs. As a result, we have launched a project to develop an evaluation framework which will help us assess our organizational strength against common justice sector benchmarks and also seek feedback from our users. Lilian Ma, Landlord and Tenant Board

Associate Chair, has been assigned to this important project, and we expect an evaluation framework later this year.

Finally, I have a few announcements about the SJTO team. First, I am very pleased to announce that Yola Grant joined SJTO as the Associate Chair for the Human Rights Tribunal of Ontario on April 16, 2014. Yola was a labour, employment and human rights lawyer with Grant & Bernhardt and held a number of policy and legal positions in the public sector including counsel at the Pay Equity and Employment Equity tribunals, and the predecessor to the HRTO, the Board of Inquiry. I have to thank Naomi Overend who did an outstanding job acting as Associate Chair of the tribunal during the recruitment period.

I also want to warmly thank Kim Bugby, who has taken on the role of Coordinating Vice Chair of the Landlord and Tenant Board, while the board's Associate Chair, Lillian Ma, leads our evaluation framework project.

Finally, I want to thank all the adjudicators on each of our tribunals for their professionalism and dedication to fair, accessible dispute resolution. I am proud to work with all of you.



Message from Ellen Wexler, Executive Lead
Social Justice Tribunals Ontario

I am proud to submit this annual report. It reminds me of how much we have accomplished at SJTO this year and I'm excited about what's in store in the year ahead.

Service excellence is a priority for Social Justice Tribunals Ontario. To that end, on April 1, 2012, we introduced service standards which tell people how long they can expect it will take for their hearing or mediation to be scheduled and heard in each of SJTO's seven tribunals. The standards keep us focused on providing our clients with fair, effective, timely dispute resolution, even as we adapt to legislative change and adopt new technologies.

This year, we reported on how we are doing in meeting those standards. In most instances we met or exceeded the standards but in some cases, we fell short. Having standards in place means that we know when and where we need to improve so we can start finding solutions. You can review the service standards results under each of the tribunal headings in this report and on [our website](#).

We are committed to the active offer of French language services for Francophones across Ontario. SJTO's new [policy on French language services](#) means that clients seeking services in French know what they can expect from any SJTO tribunal. The policy promises that our frontline services and documents like publications, forms, notices and rules will be available in French. We also commit to providing bilingual adjudicators and mediators on request, or, in cases where one is not available, an interpreter.

Accessibility, diversity and inclusion are core values of SJTO. This year we demonstrated our commitment through a number of initiatives that are outlined in the report, including new policies, improved information and training.

Another priority for the SJTO is co-location. In June of 2013, we announced that we would be moving our downtown Toronto offices to 25 Grosvenor St. in Toronto. The relocation will begin in early 2016 and I look forward to having our tribunals under one roof. It will allow us to truly realize the benefits of clustering by sharing knowledge, expertise, space and equipment.

On the human resources front, we replaced three directors of case management with an SJTO Director of Operations, who ensures a coordinated approach to operations across the cluster. Each tribunal also has a registrar and front line managers, who provide leadership on case-management, administration and day-to-day operations.

There are a lot of innovative things going on in SJTO tribunals. To improve service delivery and reduce costs, tribunals shared hearing space and used video

technology for more mediations and hearings. We have put a renewed focus on alternative dispute resolution methods including mediation. You'll find more about these initiatives in the operational highlights section of each tribunal.

I would like to extend a special thank you to all of the staff and members at SJTO. Every year, we resolve over 100,000 disputes. The professionals across our organization – in administration, customer service, mediation, finance, HR, IT, and adjudication - are the primary reason for our success.

A handwritten signature in black ink, reading "Ellen Wexler". The signature is written in a cursive, flowing style.

Legislative Authority: SJTO

Social Justice Tribunals Ontario (SJTO) is established under the authority of the *Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009* (ATAGAA). The creation of SJTO is part of the government's ongoing efforts to ensure adjudicative tribunals' best serve the public by being accountable, transparent and efficient in their operations, and independent in their decision making functions.

Section 15 of the ATAGAA states that the government may designate a cluster when “*the matters that the tribunals deal with are such that they can operate more effectively and efficiently as part of a cluster than alone.*”

Operational Highlights: SJTO

2013-2014 was the second year of SJTO's three-year operational plan. This year, the senior leadership team reviewed and updated the plan to ensure that SJTO remains on track to deliver high-quality dispute resolution to Ontarians.

The plan identifies four strategic priorities to guide SJTO's work: dispute resolution, external service delivery, tribunal modernization and internal transformation.

Highlights - Dispute Resolution

Cross-appointments: One of the benefits of clustering is the ability to cross-appoint members to more than one of the cluster's tribunals. While each tribunal deals with cases under specific legislation, there are overlaps in the subject areas, the nature of the disputes and the parties who appear before SJTO tribunals. Cross appointments enhance members' skills and knowledge which builds adjudicative capacity and expertise across the cluster. They also give the tribunals more flexibility in scheduling hearings, making dispute resolution more timely and accessible. The SJTO now has 20 cross-appointed members.

While there are many benefits to cross-appointments, ensuring and enhancing expertise remain priorities. Thus all cross appointed members are required to meet the competencies set for each tribunal to which they are appointed.

Recruitment: The process for recruitment of adjudicators under ATAGAA, supports SJTO's ability to attract individuals with superior knowledge, skills and expertise. Each vacancy is filled through an open, competitive, merit-based process, in which candidates are screened and interviewed by an SJTO panel, after which candidates are recommended to the Attorney General.

Mediation and dispute resolution: SJTO has also been building the capacity of mediation and early dispute resolution programs, in part by training members and staff mediators through SJTO's annual Professional Development Institute and other professional development components.

Professional development: SJTO held its third annual Professional Development Institute event, bringing together all members, staff mediators and senior managers for intensive education and training on topics such as decision writing, mediation, evidentiary issues, communication in the hearing room, and accommodating participants who have mental health challenges.

Common Rules of Procedure: Developed after extensive stakeholder consultation, SJTO's Common Rules of Procedure took effect on October 1, 2013. The Common Rules apply to all SJTO tribunals and provide a consistent framework in areas such as timeliness and accessibility, as well as providing authority to appoint litigation guardians and control abuse of process.

Highlights - External Service Delivery

Hearing rooms: To improve service delivery and reduce costs, tribunals shared hearing space and used video technology during more mediations and hearings.

Performance standards: Service excellence is a priority for SJTO. For the second year, SJTO measured its performance against service standards and published the results on the SJTO website.

Overall, the numbers are fairly positive and we are moving in the right direction. SJTO is serious about meeting these standards and if they are not being met, we examine why. Action plans to help meet these standards include increasing the number of hearings, the use of early resolution sessions and streamlining business processes. These initiatives are helping us achieve our targets.

French language services: SJTO's new policy on French language services establishes a consistent standard for tribunals across the cluster so that clients seeking services in French know what they can expect to receive. The policy will be implemented in summer 2014.

Web communications: SJTO is creating a new website. The new site will replace the individual tribunal sites, giving the public access to all SJTO and tribunal information and services in one location. The site is expected to launch in winter 2015.

Consultations: SJTO consults with stakeholders and the public on process, procedure, service and accessibility. When new or amended rules or policies are proposed, SJTO has committed to posting the revisions on the SJTO website for a minimum of two weeks.

Highlights – Tribunal Modernization

Evaluation: SJTO began developing an evaluation framework. The framework will help us assess our performance and develop evidence-based plans to address gaps and respond to the evolving needs of the communities we serve.

Highlights - Internal Transformation

Management structure: SJTO introduced a new management structure to support more effective and efficient business processes. A Director of Operations position was established to ensure a coordinated approach to operations across the cluster. To support the Director of Operations, three Registrar positions have been put in place. These positions are responsible for overseeing case management as well as day-to-day operations at the SJTO tribunals.

Co-location: SJTO continues to work on co-locating a number of its Toronto offices. Co-location will lead to increased accessibility, capacity and expertise for the cluster. The project plan has SJTO co-locating most Toronto offices in early 2016.

Virtual staff meetings: SJTO began holding regular staff meetings via video conference. The meetings support the alignment of the cluster's tribunals by keeping staff across the province up-to-date on changes happening across SJTO. Holding the meetings virtually offers flexibility in staff scheduling, ensuring services to the public are not disrupted.

Tribunal Initiatives

In addition to these corporate (cluster-level) activities, each of the tribunals led initiatives that support the strategic priorities. These projects are highlighted in the sections of the report for each tribunal.

Accessibility and Diversity at SJTO

Access to justice, diversity and inclusion are core values of SJTO. We are committed to an inclusive work environment that reflects Ontario's diversity and to designing barrier-free policies, processes and services.

Accessibility

In 2013-14, SJTO developed a cross cluster *Accessibility and Accommodation Policy* that outlines our commitment to treating all people with dignity and respect and supports their independence. The policy is accompanied by a *Multi-Year Accessibility and Accommodation Plan* which is focused on identifying and removing barriers so that all members of the public have equitable access to our services.

In 2013-14, SJTO improved access in the following ways:

- Established common rules for our tribunals to achieve more consistent access
- Developed and published a plain language "Guide to Mediation at the HRTO"
- Implemented digital recording of Social Benefits Tribunal hearings. Recordings have been requested by persons with cognitive and/or mental health issues to help recall what happened during the hearing.
- Used more telephone and video conferencing at the Social Benefits Tribunal. These hearing formats meant that parties who have a disability that makes travel difficult or who live far from the hearing site, did not have to travel.
- Trained staff on the Integrated Accessibility Standards Regulation and the Ontario *Human Rights Code* related obligations
- Established an Accommodation Coordinators Working Group to provide an opportunity for our tribunals to share best practices and develop in-house training programs
- Participated in a consultation session with persons with disabilities and the organizations that represent them to help SJTO establish its own practices.

Diversity

The Multi-Year Accessibility and Accommodation Plan is linked to the Multi-Year Diversity Plan which has commitments in four categories: people, processes, services and results.

These are some of the SJTO initiatives that supported diversity:

- Established a committee that supported diversity, inclusion and accessibility in the organization.

- Posted a statement of commitment to diversity and inclusion, and the three-year diversity plan, on SJTO's public website
- Sponsored "Day of Pink" activities across the cluster to raise awareness of the negative impacts of bullying
- Hosted "Positive Space" training for interested employees in Toronto, and
- Conducted a staff/member survey on diversity and inclusion to identify areas of focus for the plan.

Commitments to accessibility and inclusion are also found in SJTO's [mission and core values](#), our [Code of Conduct](#) and our business plan.



Ontario

CHILD AND FAMILY SERVICES REVIEW BOARD/CUSTODY REVIEW BOARD

Legislative Authority: Child and Family Services Review Board (CFSRB)

Under the *Child and Family Services Act*, the CFSRB is mandated to review:

- Residential placements of children in care pursuant to section 36
- A children's aid society decision to remove a Crown ward, where the child has resided continuously with the foster parent for two years or more, pursuant to section 61
- Certain client complaints related to children's aid societies pursuant to sections 68 and 68.1
- Emergency admission of a child to a secure treatment program pursuant to section 124
- A director's decision to refuse to approve a proposed adoption placement, or to impose a term or condition on an approval, pursuant to section 142
- A decision of a children's aid society to refuse an application to adopt a particular child, or a decision of a society or licensee to remove a child from an adoption placement, pursuant to section 144.

Under the *Education Act*, the CFSRB hears appeals of:

- School board expulsion decisions pursuant to section 311.7.

Under the *Intercountry Adoption Act*, the CFSRB reviews:

- A director's refusal to approve a person as eligible and suitable to adopt for the purpose of an intercountry adoption, or the attachment of conditions to a director's approval, pursuant to section 5
- A director's refusal to approve a proposed intercountry adoption, or the attachment of conditions to a director's approval, pursuant to section 6.

Legislative Authority: Custody Review Board (CRB)

Under section 97(1) of the *Child and Family Services Act*, the CRB hears applications and makes recommendations to provincial directors who make decisions with respect to youth in custody regarding:

- A particular placement where a young person is being held or to which the young person has been transferred
- A provincial director's refusal to authorize the young person's temporary release or reintegration leave
- The young person's transfer from a place of open custody to a place of secure custody

Operational Highlights: CFRSB / CRB

CFRSB / CRB activities focused on changes under the strategic priority areas of tribunal modernization, dispute resolution, and external service delivery.

The format of pre-hearing conferences was made more consistent, which has resulted in more effective hearings. CFRSB / CRB also invested in adjudicator training, implemented new, more efficient processes, and promoted continuous collaboration with stakeholders such as the Office of the Children's Lawyer and the Office of the Provincial Advocate for Children and Youth.

Tribunal Modernization

Amendments to the regulation governing Section 68.1 of the *Child and Family Services Act* came into force in September 2013. Section 68 relates to complaints against children's aid societies. The amendments required changes to the process and format of pre-hearing conferences and modified the timelines at each step of the process. Regulation 70 was also amended to reduce the CFRSB panel size, from three members to one, resulting in increased flexibility in the scheduling of hearings and reduced costs.

Dispute Resolution

CFRSB continued settlement facilitation for Section 68 disputes and introduced settlement facilitation for Sections 36, 61 and 144 of the *Child and Family Services Act*. Settlement facilitation gives parties the opportunity to reach a mutually-agreed upon outcome instead of proceeding directly to a hearing. In 2013-14, the settlement rate for Section 68 disputes was 88 per cent.

This year, CFRSB implemented the use of talking circles, a process used by First Nations to resolve some disputes. CFRSB has started a review of its adjudicative process to include talking circles for applications when one party is First Nations and all parties consent.

External Service Delivery

CFRSB / CRB works with the Offices of the Children's Lawyer and of the Provincial Advocate for Children and Youth to ensure that children and youth have legal representation in cases before them. The Office of the Children's Lawyer continues to provide representatives in Section 61, 144 and 36 applications, and the Office of the Provincial Advocate for Children and Youth offers information about the CFRSB / CRB to children and their families.

Service Standards: Child and Family Services Review Board

IMPORTANT: Effective September 1, 2013, the service standards were revised to reflect regulation changes to the *Child and Family Services Act (CFSA)*.

Service Standard PRIOR to Regulation Changes (CFSA) April 1, 2013 – August 31, 2013	Service Standard AFTER Regulation Change (CFSA) September 1, 2013 – March 31, 2014
SCHEDULING STANDARDS	
<ul style="list-style-type: none"> Emergency Secure Treatment applications will be scheduled for a hearing within 4 calendar days 80% of the time. <p><i>Result: 100%</i></p>	<ul style="list-style-type: none"> Section 124 hearings will be scheduled within four calendar days of receipt of the application 80% of the time. <p><i>Result: 100%</i></p>
<ul style="list-style-type: none"> Section 68 applications will be scheduled for a pre-hearing within 14 calendar days 80% of the time <p><i>Result: 59%</i></p> <p><i>The actual average number of days for this standard was 51</i></p>	<ul style="list-style-type: none"> Section 68 pre-hearing conferences will be scheduled within 40 calendar days after the application is deemed eligible 80% of the time <p><i>Result: 71%</i></p> <p><i>The actual average number of days for this standard was 42</i></p> <ul style="list-style-type: none"> Section 68 hearings will be scheduled within 60 calendar days after the application is deemed eligible 80% of the time <p><i>Result: 88%</i></p>
<ul style="list-style-type: none"> Section 61 and 144 applications will be scheduled within 20 calendar days after the application has been deemed eligible 80% of the time. <p><i>Result: 100%</i></p>	<ul style="list-style-type: none"> No change to service standard
<ul style="list-style-type: none"> All other applications will be scheduled for a hearing within 20 calendar days after receipt of the application. <p><i>Result: 90%</i></p>	<ul style="list-style-type: none"> Section 36 hearings will be scheduled within 20 calendar days after receipt of the application 80% of the time. <p><i>Result: 100%</i></p>

	<ul style="list-style-type: none"> • Appeals of school board expulsion decisions will be scheduled within 30 calendar days of receipt of the notice of appeal 80% of the time <p><i>Result: 100%</i></p>
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DECISION STANDARDS

<ul style="list-style-type: none"> • Decisions for Emergency Secure Treatment applications will be issued at the conclusion of the hearing. Reasons for the decision will be issued within 10 calendar days 80% of the time. <p><i>Result: 100%</i></p> <ul style="list-style-type: none"> • Decisions or Orders for all other applications will be issued within 10 calendar days after the hearing has been completed 80% of the time. <p><i>Result 9%</i></p> <p><i>The actual average number of days for this standard was 26</i></p>	<ul style="list-style-type: none"> • Section 68 decisions or orders will be issued within 30 calendar days of the completion of the hearing 80% of the time. <p><i>Result: 73%</i></p> <p><i>The actual average number of days for this standard was 26</i></p> <ul style="list-style-type: none"> • Decisions or Orders for all other CFSA applications will be issued within 10 calendar days after the hearing has been completed 80% of the time. <p><i>Result: 50%</i></p> <p><i>The actual average number of days for this standard was 17</i></p> <ul style="list-style-type: none"> • Orders (Education Act) will be issued within 10 calendar days after the hearing has been completed 80% of the time. <p><i>Result: 100%</i></p> <ul style="list-style-type: none"> • Decisions (Education Act) will be issued within 10 calendar days after the hearing has been completed 80% of the time <p><i>Result: 0% (There was only 1 decision released)</i></p> <p><i>The actual average number of days for this standard was 53</i></p>
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Service Standards: Custody Review Board

Review will begin by a telephone call within 24 hours of the receipt of the application 80% of the time.

Result: 100%

Where the Board intends to hold a hearing it will advise the young person within 10 calendar days of the receipt of the application 80% of the time.

Result: No hearings held

Recommendations will be issued within 30 calendar days of receipt of the applications 80% of the time.

Result: 87%

Statistics/Commentary: CFSRB and CRB

In the 2013-2014 fiscal year, the CFSRB received 341 applications: 41 more than the last fiscal year, with increases of each type. The CRB received 99 applications, 55 fewer than last year. The total number of applications received was 440, which is almost the same as last fiscal year. The following chart provides a summary of the caseloads for the last three fiscal years:

Application Type	2013-2014	2012-2013	2011-2012
Section 61 of the <i>CFSA</i> – Removal of a Crown Ward	13	11	9
Section 68 of the <i>CFSA</i> – Complaints Against a Children’s Aid Society	248	229	220
Section 144 of the <i>CFSA</i> – Refusal of Application to Adopt or Refusal to Approve a Proposed Adoption Placement	17	10	12
Section 311.7 of the <i>Education Act</i> - School Board Expulsion Appeals	12	11	10
Section 124 of the <i>CFSA</i> - Review of Emergency Secure Treatment Admission (ESTA)	45	35	40
Section 36 of the <i>CFSA</i> - Review of Residential Placement (ARRP)	6	4	9
Section 5 & 6 of the <i>Intercountry Adoption Act</i> - Intercountry Adoption Applications (Refusal to Adopt Outside of Canada)	0	0	0
Custody Review Board Applications	99	144	169
Total	440	444	469

Child and Family Services Act

Section 61 of the *CFSA* – Removal of a Crown Ward

Section 61	2013-2014	2012-2013	2011-2012
Applications Received	13	11	9
Hearings	3	7	3
Hearing Days	6	30	23
Final Hearing Decisions Issued	2	5	3
Applications Scheduled for Settlement Facilitation	3		
Applications Settled	1		

Four applications were scheduled for a hearing but were withdrawn before the proceedings.

Section 68 of the CFSA – Complaints against a Children’s Aid Society

Section 68	2013-2014	2012-2013	2011-2012
Applications Received	248	229	220
Hearings	32	36	29
Hearing Days	46	45	38
Written Review Decisions	10	8	8
Final Hearing Decisions Issued	24	33	21
Applications Withdrawn	39	22	40

Settlement Facilitation for Section 68 application

Settlement Facilitation for Section 68	2013-2014	2012-2013	2011-2012
Applications Scheduled for Settlement Facilitation	175	168	159
Applications Closed as Settled	115	124	131

Section 144 of the CFSA – Refusal of Application to Adopt or Refusal to Approve a Proposed Adoption Placement

Section 144	2013-2014	2012-2013	2011-2012
Applications Received	17	10	12
Hearings	6	4	6
Hearing Days	24	9	17
Final Hearing Decisions Issued	6	5	5
Applications Scheduled for Settlement Facilitation	3		
Applications Settled	2		

Section 36 of the CFSA – Application for Residential Review Placement

Application for Residential Review Placement	2013-2014	2012-2013	2011-2012
Applications Received	6	4	9
Hearings	3	1	4
Final Hearing Decisions Issued	0	1	2
Applications Settled	2		

Section 124 of the CFSA - Review of Emergency Secure Treatment Admission (ESTA)

ESTA	2013-2014	2012-2013	2011-2012
Applications Received	45	35	40
Hearings	12	18	13
Final Decisions Issued	12	13	13
Applications Withdrawn	33	19	28

Education Act**Section 311.7 of the Education Act - School Board Expulsion Appeals**

School Board Expulsion Appeals	2013-2014	2012-2013	2011-2012
Appeals Received	12	11	10
Hearings	2	2	5
Hearing Days	6	3	8
Final Hearing Decisions Issued	3	1	3
Appeals Withdrawn	5		
Appeals scheduled for Settlement Facilitation	3		
Appeals Settled	2		

The CFSRB supported the parties through mediation and some appeals were settled by the parties.

Custody Review Board Applications

Custody Review Board Applications	2013-2014	2012-2013	2011-2012
Applications Received	99	144	169
Hearings	0	0	0
Final Recommendations Issued	56	75	94



Ontario

HUMAN RIGHTS TRIBUNAL of ONTARIO

Legislative Authority: HRTO

The Human Rights Tribunal of Ontario (HRTO) is established under the Ontario *Human Rights Code*. Since June 2008, all claims of discrimination under the *Code* have been dealt with through applications filed with the HRTO. The HRTO's primary role is to provide an expeditious and accessible process for resolving those applications through voluntary mediation or, where the dispute is not resolved through mediation, a hearing and an enforceable decision.

Operational Highlights: HRTO

HRTO focused on tribunal modernization and external service delivery. The tribunal continued to reduce its active caseload. HRTO is also working closely with stakeholders to address recommendations of the Pinto Report.

Tribunal Modernization

The "Pinto Report" reviewing Ontario's human rights system reforms was released in November 2012. Although the report was generally positive about the new system, it contained a number of recommendations specific to the HRTO. In response to the recommendations, the HRTO has changed processes, modified forms and, in April 2014, will be introducing new practice directions for parties. Practice directions give practical advice on how to interpret tribunal rules. Work to revise the application and response forms to reduce duplication and length and increase accessibility continues. The HRTO also posted more accessible Word versions of the application forms to its website.

External Service Delivery

HRTO is working with the Human Rights Commission and the Human Rights Legal Support Centre to further improve the effectiveness and efficiency of the human rights system in Ontario.

Service Standards: HRTO

The first mediation date offered to parties will be scheduled to take place within 150 calendar days from the date the parties agree to mediation 80% of the time.

Result: 88%

The first hearing date offered to parties will be scheduled to take place within 180 calendar days from the date the application is ready to proceed to all hearings 80% of the time.

Result: 37%

The average number of days for this standard was 194

Decisions for hearing which take three days or less will be issued within 90 calendar days 80% of the time.

Result: 71%

The average number of days for this standard was 83

Decisions for hearings which take longer than three days will be issued within 180 calendar days 80% of the time.

Result: 54%

The average number of days for this standard was 169

Statistics and Commentary: HRTO

Caseload

The HRTO reduced its caseload in 2013-2014. There were 3,061 open applications at the start of the fiscal year. By year-end, that number had been reduced by 67 cases to 2,994 (with 421 of these remaining cases deferred pending the outcome of some other proceeding outside the HRTO). This was accomplished in spite of an increase of 405 applications over last fiscal year.

	2013-2014	2012-2013	2011-2012
Applications received	3,242	2,837	2,740
Cases reactivated	31	27	40
Cases closed	3,341	3,105	3,364
Active cases at year-end	2,994	3,061	3,302

Of the cases closed in fiscal 2013-14 where the application was accepted, 1,601 (64 per cent) were closed within one year. The average time from application acceptance to closure was 363 days, with a median of 263 days.

A geographical breakdown of applications based on the applicant's postal code.

	2013-2014	2012-2013	2011-2012
Eastern (K)	13%	12%	11%
Central (L)	38%	37%	37%
Toronto (M)	24%	24%	25%
Western (N)	17%	19%	18%
Northern (P)	6%	6%	6%
Other	2%	3%	2%

Percentage of applications based on each of the five social areas covered by the Code. Note that while most applications only allege discrimination in respect of one social area, some are based on more than one, so the total exceeds 100 per cent by a small amount.

SOCIAL AREA	2013-2014	2012-2013	2011-2012
Employment	74%	77%	76%
Goods, Services and Facilities	22%	21%	21%
Housing	6%	6%	5%
Contracts	1%	1%	1%
Membership in a Vocation Ass'n	1%	1%	1%
No Social Area	2%	2%	1%

Percentage of applications in which each prohibited ground under the Code is raised. Because many applications claim discrimination based on more than one ground, the totals in the chart far exceed 100%.

Ground	2013-2014	2012-2013	2011-2012
Disability	54%	57%	54%
Reprisal	27%	25%	25%
Sex, Pregnancy and Gender Identity	25%	22%	25%
Race	22%	22%	19%
Colour	16%	15%	13%
Age	13%	15%	14%
Ethnic Origin	17%	15%	15%
Place of Origin	15%	13%	13%

Family Status	13%	10%	8%
Ancestry	13%	11%	9%
Sexual Solicitation or Advances	8%	6%	5%
Creed	8%	6%	7%
Marital Status	8%	5%	8%
Sexual Orientation	8%	4%	4%
Association	5%	4%	3%
Citizenship	6%	4%	4%
Record of Offences	3%	4%	3%
Gender identity*	7%	2%	
Gender expression*	5%	1%	
Receipt of Public Assistance	2%	2%	1%
No grounds	4%	2%	3%

* Bill 33, *An Act to amend the Human Rights Code with respect to gender identity and gender expression*, came into force on June 19, 2012, adding these two grounds. The HRTO application form was amended to reflect these new grounds in late June 2012.

Mediation

	2013-2014	2012-2013	2011-2012
Mediations held	1,562	1,283	1,635
Settled at the mediation	59%	60%	62%
Applicant representation			
• Lawyer / paralegal	63%	50%	42%
• Other representative	3%	3%	4%
• Self-represented	34%	47%	55%
Respondent representation			
• Lawyer / paralegal	85%	85%	84%
• Other representative	2%	2%	2%
• Self-represented	13%	13%	14%

Hearings and Decisions

Type of Decision	2013-2014	2012-2013	2011-2012
Final decision on the merits	143	134	95
Discrimination found	56	47	40
Discrimination not found	87	87	55
Dismissal on a preliminary basis (including following summary hearings)	871	699	786
Deferrals	191	252	229

*Other procedural issues	525	424	358
Reconsideration	151	142	140
Breach of settlement decision	24	5	12

*Includes instances such as jurisdictional issues, where the matter was dealt with by another court, the granting or denying of adjournments or no response was filed.

The HRTO also issued 1,794 Case Assessment Directions dealing with various procedural issues.

Transitional Applications and Commission Referred Complaints

June 2008 amendments to the *Code* established the new human rights system and included a mechanism for dealing with complaints still pending at the Ontario Human Rights Commission. For a period of one year, the complainant could bring the complaint to the HRTO by filing an application under section 53 of the *Code*. The HRTO received almost 2,000 such applications. As well, the Commission continued to refer complaints to the HRTO until December 31, 2008.

Most of the Transition Applications and Commission Referred Complaints have been resolved. At the end of fiscal 2013-2014, the open caseload was:

Transitional Applications

16 open cases:

- 2 were pending final decision
- 12 were deferred pending the outcome of some other process
- 1 was at the hearing stage
- 1 was combined with s.34 applications

Commission Referred Complaints

2 open cases:

- 1 for monitoring
- 1 group of cases being case managed for outstanding issues (special diet files processed as one case)



LANDLORD AND TENANT BOARD

Legislative Authority: LTB

The Landlord and Tenant Board (LTB) is established under the *Residential Tenancies Act* (RTA) to hear and decide applications relating to residential tenancies. Mediation of disputes is provided with the consent of the parties.

The LTB also provides information to landlords and tenants about their rights and obligations under the RTA.

Resolving disputes

- **Adjudication**

Subsection 168(2) of the RTA provides that the LTB has exclusive jurisdiction to determine all applications under the act, while section 174 provides the LTB with the authority to hear and determine all questions of law and fact with respect to all matters within its jurisdiction.

Pursuant to section 183 of the RTA, the LTB strives to provide the most expeditious method of determining the questions that arise in a proceeding and to provide parties an adequate opportunity to know the issues and to be heard on the matter.

Hearings are held at the LTB's eight offices as well as at a number of other locations across the province.

- **Mediation**

Section 194 of the RTA allows the LTB to mediate disputes, if both parties agree. LTB mediators are available to meet with parties to try to help them reach an agreement.

Providing Information

Section 177 of the RTA requires the LTB to give information to landlords and tenants about their rights and obligations. The LTB fulfills this mandate by providing counter-service in its offices across the province, and through a website and a call centre. LTB handled 293,351 telephone calls in 2013-2014.

Operational Highlights: LTB

The LTB developed and implemented several initiatives to support the provision of fair, effective, timely and accessible dispute resolution for the residential housing sector in Ontario. LTB initiatives focused on the areas of tribunal modernization, dispute resolution and external service delivery.

Tribunal Modernization

LTB is expecting the proclamation of Bill 140 in 2014/15. With a few exceptions, the bill requires LTB to serve the Notice of Hearing package on the parties. Although the bill is not yet law, the LTB is preparing by updating its rules and procedures and application forms.

Dispute Resolution

Bill 14, which was passed by the Legislature on September 26, 2013, provides for most co-op eviction disputes to be dealt with by the LTB. Bill 14 also introduced “fee waivers” which permit the LTB to waive or defer fees for low-income individuals. In anticipation of the bill being proclaimed in spring 2014, the LTB is developing new rules, practice directions, forms and procedures.

The LTB has continued to deal with most landlord applications for non-payment of rent (L1s and L9s) on specific days at each office. As a result, time to hearing has decreased and application scheduling has become more predictable.

External Service Delivery

LTB is developing an electronic filing system that will provide clients with a new, secure and simple online filing solution. It will allow clients to file applications more quickly, at any time and from anywhere. Implementation is anticipated for early 2015.

The LTB renewed its focus on stakeholder engagement and finalized the terms of reference for the newly-formed Practice Advisory Committee (PAC) which includes representatives from the Advocacy Centre for Tenants Ontario, the Federation of Rental Housing Providers of Ontario, the Ontario Non-Profit Housing Association, and the Co-operative Housing Federation. The PAC will allow stakeholders to chair and direct the discussion.

Service Standards: LTB

All applications, except those dealing with an above guideline increase (AGIs) and an application to vary the amount of the reduction (A4s), will have a hearing scheduled within 25 business days 80% of the time.*

Result: 90%

Orders for all applications, except those dealing with an above guideline increase (AGIs) and an application to vary the amount of the reduction (A4s) will be issued within 5 business days 80% of the time.*

Result: 88%

***Note:** LTB’s case management system reports in business days.

Statistics/ Commentary: LTB

In 2013-14, the LTB received 81,748 applications. This is a decrease of 443 applications compared to 2012-2013.

The ratio of landlord to tenant applications has remained relatively constant since 1998 when the resolution of landlord-tenant disputes was transferred from the provincial court system to the LTB. This past year was no exception, with 91 per cent of applications filed by landlords and nine per cent filed by tenants.

Applications for termination of tenancy and eviction continue to represent the bulk of the LTB's workload. Of the total applications received by the LTB, 64.6 per cent were for termination of tenancy because of arrears of rent.

Application Resolution

For the fiscal year 2013-2014, the LTB received 81,748 applications and resolved 82,126 applications. Some applications may generate more than one resolution because of the re-opening and review processes. As of March 31, 2014 the number of unresolved RTA applications was 8,497.

Application Receipts and Resolutions			
	2013-2014	2012-2013	2011-2012
Applications received	81,748	82,192	81,084
Applications resolved	82,126	80,261	81,032
Outstanding at end of fiscal year	8,497	9,580	10,187

Landlord Applications by Type				
Case Type	Application Description	2013-2014	2012-2013	2011-2012
A1	Determine Whether the Act Applies	69 (0.1%)	62 (0.1%)	50 (0.1%)
A2	Sublet or Assignment	241 (0.3%)	237 (0.3%)	234 (0.3%)
A3	Combined Application (usually includes an L1)	4,209 (5.7%)	3,936 (5.2%)	3,736 (5.1%)
A4	Vary Rent Reduction Amount	134 (0.2%)	209 (0.3%)	106 (0.1%)
L1	Terminate & Evict for Non-Payment of Rent	52,832 (71.2%)	54,777 (73.0%)	54,847 (74.2%)

L2	Terminate for Other Reasons & Evict	7,312 (9.9%)	7,102 (9.5%)	6,867 (9.3%)
L3	Termination – Tenant Gave Notice or Agreed	1,179 (1.6%)	1,225 (1.6%)	1,263 (1.7%)
L4	Terminate the Tenancy – Failed Settlement	5,955 (8.0%)	5,549 (7.4%)	4,905 (6.6%)
L5	Rent Increase Above the Guideline	438 (0.6%)	296 (0.4%)	252 (0.3%)
L6	Review of Provincial Work Order	3 (0.0%)	11 (0.0%)	13 (0.0%)
L7	Transfer Tenant to Care Home	4 (0.0%)	0 (0.0%)	1 (0.0%)
L8	Tenant Changed Locks	21 (0.0%)	45 (0.0%)	21 (0.0%)
L9	Application to Collect Rent	1,800 (2.4%)	1,620 (2.2%)	1,664 (2.3%)
	Total	74,197	75,069	73,959

Tenant Applications By Type				
Case Type	Application Description	2013-2014	2012-2013	2011-2012
A1	Determine Whether the Act Applies	23 (0.3%)	30 (0.4%)	36 (0.5%)
A2	Sublet or Assignment	46 (0.6%)	45 (0.6%)	57 (0.8%)
A3	Combined Application	1,680 (22.3%)	1,342 (18.9%)	1,435 (20.2%)
A4	Vary Rent Reduction Amount	1 (0.0%)	1 (0.0%)	1 (0.0%)
T1	Rent Rebate (e.g. illegal rent)	663 (8.8%)	618 (8.7%)	578 (8.1%)
T2	Tenant Rights	3,600 (47.7%)	3,676 (51.6%)	3,548 (49.8%)
T3	Rent Reduction	51 (0.7%)	58 (0.8%)	65 (0.9%)
T4	Failed Rent Increase Above Guideline	4 (0.0%)	1 (0.0%)	1 (0.0%)
T5	Bad Faith Notice of Termination	156 (2.1%)	152 (2.2%)	139 (2.0%)
T6	Maintenance	1,318 (17.5%)	1,198 (16.8%)	1,264 (17.7%)
T7	Suite Meters	9 (0.0%)	2 (0.0%)	1 (0.0%)
	Total	7,551	7,123	7,125

LTB Regional Activity

	Central	East	North	South	South-west	GTR-East	GTR-North	GTR-South
Received	8,820	8,329	3,713	11,392	13,488	11,191	13,112	11,703
Resolved	8,904	8,267	3,720	11,346	13,146	11,509	13,225	12,009
Outstanding	867	875	360	960	1,482	1,071	1,470	1,412

Mediation

The LTB employs mediators throughout the province to provide mediation services where both parties involved in an application are interested in working together to resolve the issues in dispute. In the 2013-2014 fiscal year, approximately 36 per cent of all applications where both parties attended the hearing were successfully resolved through mediated agreements and/or consent orders* arrived at during mediation.

*Like a mediated agreement, both parties agree to the terms of consent orders. Unlike mediated agreements, however, the terms of a consent order are limited to the scope of the application and they are enforceable in the same way as any other LTB order for eviction or money owed.

Review and Appeal Statistics

A party to an application may ask for a review of an LTB order if he or she believes that the order contains a serious error or that a serious error occurred in the proceedings. This includes circumstances where a party was not reasonably able to participate in the proceeding.

In 2013-2014, the LTB received 2,376 requests for review, three per cent of the total number of applications received. Of the review requests received, 881 were sent to hearing.



ONTARIO SPECIAL EDUCATION TRIBUNALS

Legislative Authority: OSETs

The legislative mandate of the Ontario Special Education Tribunals (OSETs) is found in section 57 of the *Education Act*. Their primary role is to adjudicate appeals initiated by parents regarding identification and/or placement decisions made by school boards with respect to students with special needs (exceptional pupils), and to make decisions that are in the best interest of these pupils.

The Ontario Special Education (English) Tribunal hears appeals for students enrolled in the English-language school boards, both public and Roman Catholic. Le Tribunal de l'enfance en difficulté de l'Ontario (français) hears appeals for students enrolled in French-language school boards, both public and Roman Catholic.

The OSETs are appeal tribunals. OSET appellants must first have satisfied the prerequisites set out in the *Education Act* and its regulations, before they are legally entitled to appeal.

Service Standards

Ontario Special Education Tribunal (English)

All applications will be scheduled for mediation or a hearing within 120 calendar days 80% of the time.

*Result: 100%**

**There was only one application which was scheduled for mediation. The parties settled and the application was withdrawn.*

Decisions will be issued within 90 calendar days 80% of the time.

Result: There were no decisions issued.

Ontario Special Education Tribunal (French)

All applications will be scheduled for mediation or a hearing within 120 calendar days 80% of the time.

Result: There were no applications filed during this time period.

Decisions will be issued within 90 calendar days 80% of the time.

Result: There were no applications filed during this time period.

Statistics/Commentary: OSETs

	2013 - 2014	2012 - 2013	2011 - 2012
Cases on register as of April 1	1	1	4
New cases	1	2	1
Total cases in year	2	3	5
Closed without a hearing on the merits	0	1	0
Withdrawn by parent	2	1	1
Consent orders	0	0	0
Written decision on merits	0	0	2
Resolved through mediation	0	0	1
Resolved in year	0	0	4
Cases on register as of March 31	0	1	1



SOCIAL BENEFITS TRIBUNAL

Ontario

Legislative Authority: SBT

The Social Benefits Tribunal (SBT) was established in 1998 under Part IV of the *Ontario Works Act, 1997*. Appeals are heard under that act and the *Ontario Disability Support Program Act, 1997*. The SBT considers appeals by individuals who have been refused social assistance and recipients of social assistance who disagree with a decision that affects the amount of, or their eligibility for, social assistance.

The SBT conducts hearings throughout Ontario. Because of the sensitive personal information involved in these cases, the legislation requires that all hearings must be held in private.

Operational Highlights: SBT

SBT focused in the areas of tribunal modernization, dispute resolution and external service delivery. The SBT enhanced the Interim Assistance process and prioritized the use of the Early Resolution Program while maintaining strong relationships with stakeholders through the establishment of several new working groups.

Tribunal Modernization

Digital recording of hearings was implemented across SBT in early 2014. These recordings give all parties access to an accurate record of the hearing.

Dispute Resolution

SBT continues to review and improve the Early Resolution Program (ERP) which is an important tool in achieving efficient and effective dispute resolution. The ERP is held via telephone and includes the two parties and a SBT staff member, who seeks ways to resolve the appeal without a full hearing. Criteria have been developed to ensure that appropriate cases are selected for ERP. This year, SBT scheduled over 1,525 ERP sessions, an increase of 41% from the previous year. This year's settlement rate was 30%, an improvement from the previous year's 21%.

External Service Delivery

Interim assistance may be available to those who are experiencing financial hardship while waiting for a hearing before the SBT. A team produced revised guidelines which were introduced in November 2013 and are proving to be a valuable resource for staff. The new guidelines establish a more consistent process and allow staff to process requests more quickly.

Building on its ongoing communication with stakeholders, a new working group with membership from SBT, Ministry of Community and Social Services and legal aid clinics was formed to make recommendations to the Practice Advisory Committee (PAC). The working group is also developing a new case streaming strategy that would identify problems with appeals early in the process, notify the applicants of the problems and, where possible, resolve the appeal prior to scheduling a hearing.

Service Standards: SBT

Appeals will be scheduled with a notice of hearing sent out no later than 30 calendar days after receipt of the appeal that sets a hearing date 180 calendar days after the notice of hearing 80% of the time.

Result: 70%

Legislated timeframe for this standard is 60 days. The actual average number of days for this standard was 37 days after receipt of the appeal that sets a hearing date of 186 calendar days after the notice of hearing.

Decisions will be issued within 30 calendar days 80% of the time.

Result: 71%

Legislated timeframe for this standard is 60 days. The actual average number of days for this standard was 24.

Statistics/Commentary: SBT

The SBT completed 14,225 appeals in 2013-14, an increase of 900 from the previous year but due to a substantial number of incoming appeals the number of outstanding appeals still increased by more than 500 cases. The overall average case processing time increased slightly from 8.7 months to 8.9 months.

	2013-2014	2012-2013	2011-2012
Appeals Received	14,768	15,430	13,435
Completed	14,225	13,325	12,816
Pending	11,898	11,355	9,250
Case Processing Time (Months)	8.9	8.7	9.2

Appeals Completed With or Without a Hearing

	2013-2014	2012-2013	2011-2012
Completed Without a Hearing*	4,936 (35%)	4,952 (37%)	4,940 (39%)
Completed With a Hearing**	9,289 (65%)	8,373 (63%)	7,876 (61%)

* Completed without a hearing includes the following: appeal resolved before a hearing due to respondent's consent or appellant's withdrawal (e.g. – after early resolution process), reconsideration request not granted, no contact from appellant, no jurisdiction, other administrative reasons.

** Completed with a hearing includes decisions released following a reconsideration hearing.

Appeals by Program

	2013-2014	2012-2013	2011-2012
Ontario Disability Support Program	13,732 (93%)	14,317 (93%)	12,329 (92%)
Ontario Works	1,036 (7%)	1,113 (7%)	1,106 (8%)
Total	14,768	15,430	13,435

Ontario Disability Support Program (ODSP) Appeals by Category

ODSP	2013-2014	2012-2013	2011-2012
Refusal	12,613 (92%)	13,307 (93%)	11,163 (91%)
Cancellation & Suspension	353 (2%)	282 (2%)	321 (2%)
Amount & Reduction	659 (5%)	628 (4%)	736 (6%)
Other	107 (1%)	100 (1%)	109 (1%)
Total	13,732	14,317	12,329

Ontario Works (OW) Appeals by Category

OW	2013-2014	2012-2013	2011-2012
Refusal	229 (22%)	280 (25%)	336 (30%)
Cancellation & Suspension	393 (38%)	397 (36%)	363 (33%)
Amount & Reduction	383 (37%)	409 (37%)	387 (35%)
Other	31 (3%)	27 (2%)	20 (2%)
Total	1,036	1,113	1,106

Tribunal Decisions by Outcome

ODSP	2013-2014	2012-2013	2011-2012
Granted	4,789 (54%)	3,961 (50%)	3,600 (50%)
Denied	2,436 (28%)	2,434 (31%)	2,172 (30%)
Denied in Absentia*	1,163 (13%)	941 (12%)	910 (12%)
Other**	443 (5%)	531 (7%)	550 (8%)
Total	8,831	7,867	7,232

OW	2013-2014	2012-2013	2011-2012
Granted	57 (12%)	48 (9%)	84 (13%)
Denied	186 (41%)	192 (38%)	243 (38%)
Denied in Absentia*	155 (34%)	151 (30%)	197 (30%)
Other**	60 (13%)	115 (23%)	120 (19%)
Total	458	506	644

* Cases denied in absentia – appellant was not present for the hearing.

** Other decisions include the following: consent order, no appeal before the tribunal, appeal out of time, no jurisdiction, matter resolved or withdrawn, or cases referred back to the Director or Administrator to reconsider the original decision in accordance with the directions given by the tribunal.



SJTO MEMBERS^{*} (As of March 31, 2014)

^{*} Includes full-time and part-time Order-in-Council appointments

SJTO Executive Chair and Alternate

Adjudicator	First Appointed	Term Ends
Michael Gottheil (Executive Chair)	March 2011	March 2016
Dr. Lilian Yan Yan Ma (Alternate Executive Chair)	March 2011	March 2016

The Executive Chair and the Alternate Chair are members of each of the adjudicative tribunals that are included in the cluster.

* In this and following sections, indicates member is cross-appointed to other tribunals

Child and Family Services Review Board/Custody Review Board

Adjudicator	First Appointed	Term Ends
Keith Brennenstuhl*	May 2009	May 2014
Kevin W. Brothers	November 2010	November 2015
Donald Butler	December 2006	December 2016
Celia Denov	February 2007	February 2017
Patrick R. Doran*	May 2007	May 2017
Judy Finlay	January 2011	January 2016
Nathalie Fortier	July 2013	July 2015
John Gates	October 2005	October 2016
Suzanne Gilbert (Associate Chair)*	October 2006	March 2016
Gail Gonda	May 2007	May 2017
Andrea Himel	November 2010	November 2015
Heather Hunter	May 2008	May 2018
Lorna King	April 2006	April 2014
Alina (Alice) Lazor	May 2008	May 2018
Robert Lefebvre*	February 2013	February 2016
Richard Linley	December 2006	December 2016
Richard Meen	February 2011	February 2016
Eva Nichols*	February 2013	August 2016
Michele O'Connor	November 2010	November 2015
Frances Sanderson	December 2006	December 2016
Ruth Ann Schedlich	August 2002	October 2014
Sheena Scott (Vice-Chair)	May 2008	May 2015
John F. Spekkens	November 2010	November 2015
Wendell White	March 1999	September 2016
Mary Wong	May 2007	May 2017

Human Rights Tribunal of Ontario

Adjudicator	First Appointed	Term Ends
Paul Aterman (Vice-Chair)	October 2012	October 2014
Kenneth Bhattacharjee (Vice-Chair)	September 2008	September 2018
Catherine Bickley	January 2011	January 2016
Keith Brennenstuhl* (Vice-Chair)	September 2007	September 2017
Ruth Carey*	August 2012	December 2016
Ena Chadha (Vice-Chair)	September 2007	September 2017
Kevin Cleghorn	January 2011	January 2016
Brian Cook (Vice-Chair)	September 2008	September 2018
Genevieve Debane (Vice-Chair)	June 2011	June 2016
Andrew Diamond	August 2008	August 2018
Maureen Doyle* (Vice-Chair)	August 2008	February 2016
Brian Eyolfson (Vice-Chair)	August 2007	August 2017
Michelle Flaherty*	October 2008	June 2014
Aida Gatfield	January 2013	January 2015
Suzanne Gilbert*	December 2012	March 2016
Maurice Green	January 2013	January 2015
Mark Handelman	August 2008	August 2018
Beverly Harris	December 2012	December 2014
Mark Hart (Vice-Chair)	September 2007	September 2017
Dale Hewat	September 2008	September 2018
Judith Hinchman	August 2008	August 2018
Kaye Joachim	December 2005	September 2015
Janice Diane Johnston	January 2011	January 2016
Judith Keene	November 2008	August 2015
Dawn Kershaw* (Vice-Chair)	October 2012	May 2015
Robert Lefebvre*	February 2014	February 2016
Michael Lerner	January 2011	January 2016
Ian Mackenzie	March 2011	March 2016
John Manwaring	May 2009	May 2014
Kathleen Martin (Vice-Chair)	June 2006	September 2017
Yasmeena Mohamed	January 2011	January 2016
David Muir (Vice-Chair)	August 2008	August 2018
Eva Nichols*	February 2013	August 2016
Naomi Overend (Vice-Chair)	September 2008	September 2018
Naomi Overend (A) Associate Chair	August 2013	April 2014
Jo-Anne Pickel (Vice-Chair)	October 2012	October 2014
Sheri Price (Vice-Chair)	September 2008	September 2018
Daniel Randazzo	December 2012	December 2014
Leslie Reaume (Vice-Chair)	June 2007	June 2017
Alison Renton (Vice-Chair)	October 2008	October 2018
Caroline Rowan	October 2005	October 2014
Douglas Sanderson (Vice-Chair)	January 2011	January 2016
Janice Sandomirsky	August 2008	August 2018
Jennifer A. Scott (Vice-Chair)	July 2006	September 2014
Jayashree (Jay) Sengupta* (Vice-Chair)	September 2008	September 2018

Brian Sheehan	August 2008	August 2018
Lorne Slotnick	September 2008	September 2018
Mary Truemner (Vice-Chair)	September 2008	September 2018
Rosemary Walden-Stephan*	December 2012	July 2016
Eric Whist	September 2008	September 2018
Ailsa Wiggins	August 2008	August 2018

Landlord and Tenant Board

Adjudicator	First Appointed	Term Ends
Elizabeth Beckett*	February 2001	April 2014
Joseph A. Berkovits	June 2005	July 2014
Keith Brennenstuhl*	December 2012	September 2017
Vincenza (Enza) Buffa	May 2004	May 2014
Kim E. Bugby (Co-ordinating Vice-Chair)	September 2004	May 2018
William Burke	October 2005	October 2016
Ruth Carey*	December 2006	December 2016
Sylvie Charron* (Vice-Chair)	October 2012	October 2014
Vincent Ching	April 2006	April 2014
Harry Cho	October 2012	October 2015
Shirley Jean Collins	November 2009	November 2014
Brian A. Cormier	April 2006	May 2016
Thomas F. Fagan*	June 2013	June 2015
Nancy Fahlgren	June 1998	June 2016
Eli Fellman (Vice-Chair)	December 2004	December 2015
Jennifer Forde	July 2013	July 2015
Murray William Graham	June 1998	July 2015
Petar Guzina	November 2009	November 2014
Brenna Homeniuk	December 2006	December 2016
Elke Homsí	March 2006	February 2016
Louise Horton	June 2009	June 2014
Greg Joy	June 2005	June 2016
Anna Jurak*	August 2012	August 2016
Caroline A. A. King	October 2004	October 2014
Claudette Leslie	April 2006	April 2014
Kevin Lundy	October 2012	October 2014
Dr. Lilian Yan Yan Ma (Associate Chair)*	June 2005	March 2016
Sandra Macchione*	February 2011	February 2016
Ieva Martin	June 2004	June 2014
Carol Anne McDermott*	August 2012	June 2017
James (Jim) McMaster	October 2005	November 2016
Debbie Mosaheb	February 2011	February 2016
Robert Murray*	September 2012	February 2017
Gerald Naud	October 2004	October 2014
John Patrick Nolan	November 2006	May 2014
Jean-Paul Pilon	August 2006	February 2017

Jana Rozehnal	April 2006	April 2014
Egya Ndayinanse Sangmuah	January 2007	January 2017
Guy William Savoie (Vice-Chair)	May 2001	April 2014
Freda Shammatutu	April 2004	April 2014
Michael Soo	July 2007	July 2015
Lisa M. Stevens	November 2009	November 2014
Lynn Stilwell	April 2004	April 2014
Jeanie Theoharis	December 2006	December 2016
Mariam Elizabeth Usprich	March 2006	February 2016
Jonelle van Delft (Vice-Chair)	November 2004	June 2017
Karen Wallace (Vice- Chair)	December 2006	February 2016
Sylvia Nancy Watson	June 2009	June 2014
Karol Wronecki	January 2007	January 2017

Ontario Special Education Tribunals

English Tribunal Members

Adjudicator	First Appointed	Term Ends
Ross Caradonna	May 2008	May 2014
Miray Cheskes Granovsky	December 2010	December 2014
Maureen Doyle*	August 2013	February 2016
Suzanne Gilbert* (Vice-Chair)	May 2011	March 2016
Derryn Gill	April 2005	June 2015
Janice Leroux	November 2006	November 2014
Carlana Lindeman	August 2008	July 2014
Julie Lindhout	April 2005	June 2015
Eva Nichols*	January 2005	August 2016
Jayashree Sengupta*	August 2012	July 2014
Noel Williams	October 2005	November 2014

French Tribunal Members

Adjudicator	First Appointed	Term Ends
Maureen Doyle*	August 2013	February 2016
Michelle Flaherty*	August 2013	June 2014
Suzanne Gilbert* (Vice-Chair)	May 2011	March 2016
Colette Grant	May 2011	May 2014
Lillian LaForest	April 2008	April 2014
Robert Lefebvre*	January 2005	February 2016

Social Benefits Tribunal

Adjudicator	First Appointed	Term Ends
Elizabeth Beckett*	August 2012	April 2014
Terry Brouillet	June 2013	June 2015
Brian Brown	April 2004	May 2016
Jean Buie	October 2013	October 2015
Sylvie Charron* (Vice-Chair)	December 2009	October 2014
Dorte Deans	September 2005	October 2015
Harold Dolan	August 2013	August 2015
Patrick Doran*	June 1998	May 2017
Denise Dudley	March 2005	March 2015
Thomas F. Fagan	June 2013	June 2015
Nathan Ferguson	June 2006	June 2014
Lisa Freedman	August 2013	August 2015
Romona Gananathan	September 2013	September 2015
Kelly Gaon	August 2008	June 2015
Audrey Hummelen (Vice-Chair)	June 2007	October 2014
Anna Jurak*	May 2004	June 2016
Dawn Kershaw*	June 2006	June 2016
Jennifer Khurana	July 2013	July 2015
Linda Lebourdais	February 2005	February 2015
Sandra Macchione*	November 2006	November 2016
Janice MacGuigan	May 2008	May 2018
Sherry MacIsaac	May 2013	May 2015
Roslynne Mains	January 2003	February 2015
Allan Matte	February 2014	February 2016
Carol Anne McDermott*	June 2007	June 2017
Frank Miclash	October 1999	November 2014
Beverly Moore (Associate Chair)	October 2006	September 2015
Robert Murray* (Vice-Chair)	May 2004	February 2016
William Murray	June 2008	November 2017
Marilyn Mushinski	June 2004	July 2016
Monica Purdy	March 2005	March 2015
Josephine Racioppo	September 2013	September 2015
Margaret Reynolds	April 2006	April 2014
Tony Riccio	October 2005	November 2015
Sherene Shaw	February 2005	February 2015
Richard Simpson	October 2005	October 2016
Holly Solomon	June 2013	June 2015
Rosemary Walden-Stephan*	February 2001	July 2016
Roy Wood	March 2005	March 2015



SJTO FINANCIAL INFORMATION

Expenditures and Revenues

April 1, 2013 – March 31, 2014

VOTE & ITEM 303-7 Residential Tenancy	2013-14 (\$)	2012-13*** (\$)	2011-12** (\$)
Salaries	30,253,209	30,161,085	31,503,018
Benefits	4,389,513	3,915,122	4,064,677
Travel & Communications	2,281,703	2,426,156	2,578,866
Services	7,536,302	7,715,211	7,512,619
Part-Time Members per diem	1,791,418	1,751,894	1,607,339
Supplies & Equipment	609,028	691,431	722,803
Total	46,861,173	46,660,899	47,989,322
Fees*	12,017,104	12,110,484	12,079,147

Source: Draft Public Accounts

* Fees collected from the Landlord and Tenant Board for filing applications. They are deposited in the Consolidated Revenue Fund

** 2011-12 was the first year for SJTO

*** 2012-13 financial information has been updated to reflect final adjustments