

# Annual Report 2013

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## *Backgrounder: Case Examples*

Ombudsman Saskatchewan's annual report contains several case examples that describe situations that people brought to the office. Here are highlights from just a few. For more details, see the full report at [www.ombudsman.sk.ca](http://www.ombudsman.sk.ca).

### Tree-Trimming Surprise

Gerry\* and Felicia\* arrived at their property one day to find that 13 mature trees (mainly Siberian Elm) had been cut down – a case of mistaken address. Gerry and Felicia thought they should receive compensation from SaskPower, but learned that none would be provided. They contacted Ombudsman Saskatchewan. During the course of our review, we learned that the cutting had occurred during a pruning ban. We worked with SaskPower and the Ministry of the Environment to help Gerry and Felicia resolve the matter.

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### Bridging Communications

Gail\* was concerned because she was banned from visiting her husband Glen\* who was in a long-term

care facility. She worried about his care and wanted to be able to see him. Communication between Gail and the facility and health region had stalemated and Gail was not willing to sign the agreement the region was proposing. Ombudsman Saskatchewan used a facilitated communication process to work with Gail, the facility and the health region to re-establish visits and a process going forward.

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### Review in Progress

Ombudsman Saskatchewan received complaints involving young people with intellectual and developmental disabilities. Their families said that when these young people "aged out" of Child and Family Services and needed to access the Community Living Service Delivery (CLSD) program, the transition has been problematic. This systemic review is currently underway.

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*\*Names have been changed to protect the confidentiality of the individuals involved.*