



*Seeking fairness...finding solutions*

## Citizens' Representative's Message

This is the last edition of *OCR Insights* with me as "publisher". I would like to take this opportunity to acknowledge the tremendous support the institution of the House of Assembly has provided this office over the last 12 years. The folks in Corporate and Member Services have adroitly handled much of the finance and administration functions required to run a small office, thus permitting us an unfettered focus on the work we do. The Management Commission has generally funded initiatives we have requested, always having regard for its role as a steward of scarce public funds. The Clerks I've worked with over the years have respected my independence, but were always available to lend a friendly ear when I had to navigate tricky administrative issues. My



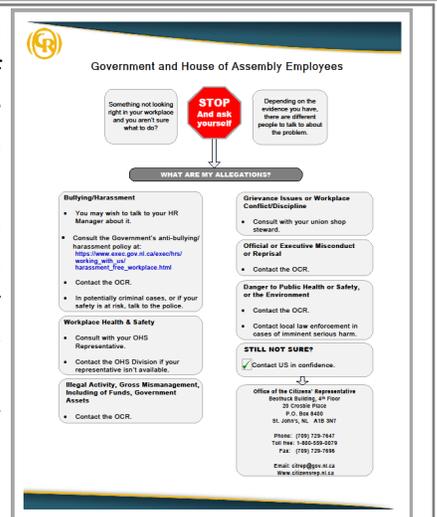
colleagues, the other statutory officers, and their staff, exhibit incredible professionalism and dedication in fulfilling their roles. All these professionals have been able to undertake their important work while decluttering the white noise and distractions often associated with work in a legislature in a way that would make Marie Kondo proud.

Prior to the first edition of *OCR Insights* we had much debate in our office about the utility of a quarterly newsletter. I had seen many organizations start newsletters but their publication dates were seldom consistently on time. Since our first edition on June 1, 2011, we have consistently made deadline and for that I'm thankful to my executive assistant, Lorraine Holden, and my deputy, Bradley Moss, for having the resolve to keep my feet to the fire. As well, I would like to thank all our staff for their good work which provided the content for these newsletters. All the best!

*Barry Fleming*

## New Complaint Guidelines Online

As part of our strategic planning process, the OCR recently added content to our website that assists government and House of Assembly employees in contemplating where to bring their workplace complaint. The flow chart anticipates issues like occupational health and safety, collective bargaining, gross mismanagement and misconduct. In all cases, we are open to discussing options with anyone who wishes to register a complaint about an issue that means something to them, or they believe is in the public interest. Visit our website [www.citizensrep.nl.ca](http://www.citizensrep.nl.ca), click on the "Resources and Forms" tab, and select "I work for Government, where should I go with my complaint?"



## Seeking Fairness...



An injured worker contacted the OCR upset with a denial of coverage for hearing aids by WorkplaceNL. With the worker's consent we contacted them for more information. During the exchange WorkplaceNL came to the

realization that it had not afforded the citizen the opportunity to appeal the decision to another level. They immediately agreed to write to the worker to both explain their decision and the appeal option.

## Finding Solutions ...

A family member of a deceased person contacted us to say that the Eastern Regional Service Board had invoiced the deceased. In addition, the property being billed for waste collection was vacant. Upon inquiry to the Board, a field operations officer was dispatched. The officer confirmed the property was not developed and that no structures existed on it. Upon confirmation that the land was vacant, the Board altered the status of the account to make it inactive with no balance owing by the estate.

## Presentations

We have numerous presentations available for public servants and the general public on our full range of services, including the Provincial Whistleblower Program, and tips on how to navigate difficult complaints for frontline workers. Presentations are available by calling (709) 729-7647 or via email at [citrep@gov.nl.ca](mailto:citrep@gov.nl.ca)



## Questions? Comments?

Is your department, agency or community group interested in learning more about the OCR, its services and processes? Do you have a suggestion or question to be addressed in a future edition of *Insights*? Call us at 1-800-559-0079 or (709) 729-7647, or e-mail [citrep@gov.nl.ca](mailto:citrep@gov.nl.ca).

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