



## **2018 Annual Report of the Auditor General of Ontario**

*The Auditor General will be releasing the Office's 2018 Annual Report on December 5, 2018. Below are brief descriptions of the 15 value-for-money audits conducted by the Office this year.*

**Assistive Devices Program:** The Assistive Devices Program (Program) under the Ministry of Health and Long-Term Care (Ministry) provides financial assistance for Ontario residents with long-term physical disabilities to purchase basic assistive devices. The audit assessed whether the Program had systems and procedures in place to meet the needs of its clients in an efficient and cost-effective manner that complies with applicable legislation and policies, and to measure and publicly report on the effectiveness of the Program in meeting its objectives.

**Darlington Nuclear Generating Station Refurbishment Project:** Ontario Power Generation (OPG), wholly owned by the Province, generates more than half of Ontario's electricity through assets that include the Darlington Nuclear Generating Station. The audit assessed whether OPG has effective systems and procedures in place to plan and execute the Darlington Nuclear Generating Station Refurbishment Project (Project) in a cost-effective and timely manner in accordance with applicable legislation and standards, and to manage, monitor and publicly report on the progress and performance of the Project.

**Health Quality Ontario:** Health Quality Ontario (HQO) is an agency funded by the Ministry of Health and Long-Term Care (Ministry) that acts as the Province's advisor on the quality of health care in Ontario. The audit assessed whether HQO has effective systems and procedures in place to monitor and publicly report on the quality of health services in Ontario; promote better health care by making evidence-based recommendations on clinical care standards and the funding of health-care services and medical devices; promote continuous quality improvements in health care; and assess and report on its effectiveness in meeting its mandate.

**Interprovincial and International Health Services:** The Ministry of Health and Long-Term Care (Ministry) operates Ontario Health Insurance Plan (OHIP) programs that provide medical coverage to Ontarians travelling outside the province. The audit assessed whether the Ministry had effective systems and procedures in place to administer out-of-country and out-of-province health-insurance programs (Programs) for eligible Ontarians in accordance with agreements, policies, and relevant federal and provincial legislation and regulations, with due regard to economy and efficiency; to measure and publicly report on the results and effectiveness of the Programs; and to oversee use of the Ontario health system by non-Ontarians.

**Legal Aid Ontario:** Legal Aid Ontario, an agency that reports to the Ministry of the Attorney General (Ministry), provides legal services to low-income Ontarians. The audit assessed whether Legal Aid Ontario had systems and procedures in place to ensure that appropriate legal aid services are provided to eligible Ontarians in a cost-effective and timely manner; payments to lawyers and community legal clinics are in accordance with legislation and agreements; and accurate and complete data on the effectiveness of its key services and programs is collected, analyzed, used for decision-making and service improvements, and publicly reported.

**Metrolinx—GO Station Selection:** On September 27, 2017, the Standing Committee on Public Accounts (Committee) of the Legislative Assembly passed the following motion: "that the Auditor General conduct a value-for-money audit on the proposed Metrolinx GO stations at Kirby and Lawrence East." The audit assessed whether Metrolinx's selection of the proposed GO stations at Kirby and Lawrence East was based on thorough analysis of reliable and relevant information to support the regional transit network.

**Metrolinx—LRT Construction and Infrastructure Planning:** Metrolinx is the regional transportation agency responsible for planning an integrated regional transit system for the Greater Toronto and Hamilton Area (GTHA), overseeing transit capital projects, and operating GO Transit trains and buses, the Union Pearson Express and the PRESTO fare payment system. The audit assessed whether Metrolinx has systems and processes in place to plan and deliver the Eglinton Crosstown and other Light Rail Transit projects in a cost-effective and timely manner; and to evaluate, monitor and report activities and progress toward achieving project deliverables and milestones.

**MRI and CT Scanning Services:** Diagnostic medical imaging includes the use of magnetic resonance imaging (MRI) and computed tomography (CT) scans to help physicians with diagnosing and monitoring patients' conditions. The audit assessed whether the Ministry of Health and Long-Term Care, hospitals and other relevant entities have policies and procedures in place that ensure that MRI and CT scanning services are provided in a timely, safe, equitable, appropriate and cost-effective manner in accordance with applicable standards, clinical guidelines and legislation; and to measure and publicly report periodically on the results and effectiveness of MRI and CT scanning services in meeting patients' needs.

**Office of the Public Guardian and Trustee:** The main mandate of the Office of the Public Guardian and Trustee (Public Guardian) is to protect the rights and property of people who lack the mental capacity to do it themselves. The audit assessed whether the Public Guardian had effective systems and procedures in place to protect clients by executing its fiduciary duties, investigating and acting as necessary on allegations of abuse of incapable adults, and investing client assets according to legislative requirements; to fulfill its core mandates with due regard for economy and efficiency; and measure and publicly report on the effectiveness of its services and programs.

**Ontario Student Assistance Program:** The Ontario Student Assistance Program (OSAP) of the Ministry of Training, Colleges and Universities (Ministry) provides financial aid in the form of grants and loans to students who pursue a post-secondary education. The audit assessed whether the Ministry had effective controls and procedures in place to ensure that only eligible students receive financial assistance from OSAP, in the proper amount as outlined in legislation and government policy; that loans are promptly collected when they become due; and that program and operational effectiveness are measured, assessed and publicly reported on.

**Ontario Works:** Ontario Works is intended to help people in temporary financial need to find employment. In 2017/18, more than 450,000 individuals (this includes recipients and their dependents) received assistance from the Ontario Works program of the Ministry of Children, Community and Social Services (Ministry). The audit assessed whether the Ministry with municipal service managers has effective systems and processes in place to ensure that only eligible recipients receive financial and employment support commensurate with their needs and in accordance with legislative and policy requirements, and to measure, evaluate, and publicly report on the effectiveness of Ontario Works.

**School Boards—IT Systems and Technology in the Classroom:** The Ministry of Education (Ministry) funds 72 district school boards to provide elementary and secondary education to about 2 million Ontario students. The audit assessed whether the Ministry and school boards have effective systems and processes in place to ensure that critical information technology (IT) assets and infrastructure are economically and effectively procured, managed and protected; legally protected personal information is safeguarded; IT support and services are provided on a timely and efficient basis; and relevant student information is efficiently and accurately reported in compliance with legislative requirements on a timely basis.

**Technical Standards and Safety Authority:** The Government of Ontario established the Technical Standards and Safety Authority (TSSA) in 1997 to promote and enforce public safety in fuels storage and handling; boilers and pressure vessels; upholstered and stuffed articles; and elevating devices. The audit assessed whether the TSSA had effective processes and systems in place to promote and enforce public safety in the sectors it regulates; to ensure that its resources are sufficient, and deployed efficiently and effectively to carry out its licensing and inspection activities; and to measure and publicly report on how effective these oversight activities are in protecting the safety of Ontarians.

**Use of Consultants and Senior Advisors in Government:** The Ontario Public Service requires external services and advice from time to time when its own staff are unavailable or lack the required skills or expertise, and usually fills these needs by using consultants and advisors. Our audit objective was to assess whether ministries have effective systems in place for the use of consultants and advisors to ensure efficient service delivery, with due regard for economy and in compliance with policies.

**Waterfront Toronto:** Waterfront Toronto was established in 2002 by the federal, provincial and Toronto municipal governments to plan and execute the revitalization of Toronto's waterfront with an initial commitment of \$1.5 billion of funding. By 2018, the three governments committed an additional \$1.25 billion to Waterfront Toronto for flood protection of the Port Lands. The audit examined various aspects of Waterfront Toronto's operations including planning, designing, prioritizing, budgeting, procurement, management and delivery of revitalization projects since its inception. The audit also examined Waterfront Toronto's Quayside project with Sidewalk Labs.

The *2018 Annual Report* (presented in Volume 1 and Volume 2) also includes:

- a chapter on the Public Accounts of the Province;
- follow-up reports on recommendations in reports issued by the Standing Committee on Public Accounts;
- follow-up reports on our 2016 audits;
- a chapter following up on audit recommendations made between 2012 and 2015; and
- a chapter on our review of government advertising over the last fiscal year under the *Government Advertising Act, 2004*.