



# NEWS RELEASE

**For Immediate Release  
Office of the Ombudsman  
PR04-002**

April 5, 2004

## **Ombudsman Opens Mobile Offices in the Lower Mainland**

B.C. Ombudsman Howard Kushner today announced a new program that will see mobile intake clinics opened in the Lower Mainland. The clinics will be set up on a pre-determined schedule and will allow the public to meet with the Ombudsman's staff in-person.

"My Office has faced major budget cuts of 35 per cent over three years. As a cost-cutting measure, we will close our Vancouver Office effective April 1, 2004," Kushner said. "By initiating a mobile intake clinic at key locations, I hope to maintain our commitment to accessibility and service to the public in the Lower Mainland."

Kushner notes that he is intending to hold a mobile intake clinic in different areas of the Lower Mainland on a regular basis: "Over the next few weeks we plan to be in Abbotsford, Coquitlam and Surrey." A schedule with times and locations is available on the web at [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca).

The Office of the Ombudsman receives inquires and complaints about public agencies in this province and can conduct impartial and confidential investigations to determine if an authority is being fair to the people it serves.

Members of the public who would like more information, or would like to meet with one of the Ombudsman's staff, can telephone toll-free number at 1-800-567-3247 to make an appointment.

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