



OMBUDSPERSON
BRITISH COLUMBIA

February 9, 2023

Good afternoon,

I am pleased to share with you an updated resource that I hope you will find useful in your work delivering public services.

My office, in conjunction with the Canadian Council of Parliamentary Ombudsman, recently issued the second version of *Fairness by Design: An Administrative Fairness Self-Assessment Guide*, a guide first issued in 2019. This guide can be used by you to assess the fairness of your organization's systems, policies and practices. It includes practical tools such as a fairness assessment checklist, quick references to fairness standards and, where needed, information about enhancing fairness and equity when developing or revising policies and practices. The goal of this guide is to encourage you to continuously enhance fairness within your organization and identify areas that could be strengthened.

There are clear benefits to assessing fairness within public organizations including increasing public confidence, reducing the number of complaints a public body may receive and enabling the resolution of issues more quickly and efficiently, saving both time and money.

A PDF version of the guide can be found [here on our website](#).

My office is also offering a [webinar](#) for public bodies on this guide. In the webinar, we'll outline the fairness standards found in the guide and how they can be used to ensure your programs are delivered fairly. We will also answer your questions. Webinar details are below:

- **Thursday, March 16, 2023 from 10:00 a.m. – 11:00 am**
- [Register here](#)

Please share this invitation with anyone in your organization who may be interested.

As always, my office's Public Authority Consultation and Training Team is available to assist you with any questions you may have. They can be contacted at consult@bcombudsperson.ca.

Sincerely,

Jay Chalke
Ombudsperson
Province of British Columbia