



Ombudsman  
Toronto

*Listening. Investigating. Improving City Services.*

## Six for the Six

### Ombudsman Susan Opler's Advice for Toronto's Public Servants on Treating People Fairly

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- 1 Think about how you make people feel.
- 2 Listen and try to understand.
- 3 Trust members of the public and be open with information they need.
- 4 Be nice and try to help.
- 5 Empathize. Imagine what it's like to be the person you're serving.
- 6 Fight institutional indifference. Treat each person like a person, not a number.