



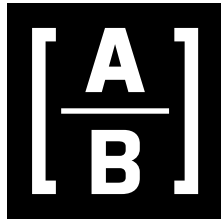
INTERNATIONAL
OMBUDSMAN
ASSOCIATION



14th Annual Conference

April 1-3, 2019

Connection & Calm in Turbulent Times



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**INTERNATIONAL
OMBUDSMAN ASSOCIATION
ANNUAL CONFERENCE**

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of the AB Ombuds Office

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IOA would like to recognize and thank the following organizations for supporting the 2019 Annual Conference.

Thank you to our event exhibitors.

ABA Dispute Resolution Section Ombuds Committee

Connecting Differences, LLC

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WELCOME ONE AND ALL TO THE 2019 ANNUAL CONFERENCE OF THE INTERNATIONAL OMBUDSMAN ASSOCIATION!

As you peruse this Program Book, you will see the wealth of offerings that are intended to help our attendees meet and learn from each other, expand knowledge of our profession, and grow and thrive as ombuds practitioners. We hope that each of you takes the opportunity to enjoy all of these benefits.

A very exciting development for IOA that we will be sharing with you this year has been the dedication of resources to explore how IOA presents itself to the world-at-large. The perceptions of C-suite executives, university administrators, and government leaders significantly affect our ability to grow and thrive as a profession. With that in mind, our Public Relations and Strategy Task Force (PRSTF) was established under the leadership of Sana Manjeshwar and Jon Lee, and includes a diverse roster of passionate IOA volunteers.

With the expert guidance of public relations firm Westfourth Communications, the PRSTF has developed:

- A *Core Messaging Strategy* comprised of PR content, themes, elevator speeches, proof points, and references to supporting sources.
- A *Rapid Response Communications Plan* for dealing with PR issues that affect IOA and the ombuds profession.
- A *Messaging Process Framework* which will include messaging materials and a PR Tool-kit for you, IOA members, which will include sample social media posts and other visuals, presentation talking points, a matrix of core messages depending on audience, and more.
- A *Member Engagement Plan* which will invite feedback and further engage you in a comprehensive process to review messages, preview future changes, and have a say in forming IOA's future PR content and strategies

On Tuesday morning during the Session with the Board at 11:00 AM, you will have the opportunity to see a video which describes our new public relations direction, and I encourage you – IOA member or not – to attend.

Please also visit the IOA Board of Director's *Listening Booth*, located at the IOA Central exhibit table, which we hope will provide the opportunity for robust conversation with our membership about issues of concern, things you are excited about, and ideas you are percolating on. We look forward to this opportunity to chat with you.

Finally, I would like to extend the deep appreciation of the Board of Directors to our volunteers and staff who made this conference possible. I hope you will all join me in thanking them for the countless hours of work that they have dedicated to make this conference a reality.

ENJOY THE CONFERENCE!



Marcia Martínez-Helfman

IOA President 2018-2019





INTERNATIONAL
OMBUDSMAN
ASSOCIATION





WELCOME TO #IOA2019 THE 14TH IOA ANNUAL CONFERENCE!

The IOA Conference Committee and IOA's management team SBI are excited to present a varied and engaging program in beautiful, historic New Orleans. We are here to learn from each other, develop a network and support the growing profession of ombuds work as we learn and enhance our abilities to "Provide Calm in Turbulent Times."

Many of you are attending #IOA2019 in conjunction with IOA Professional Development courses such as the popular "Foundations of Organizational Ombudsman Practice" course and the new Core Course, "Communications: An Ombuds Immersive." Many have also attended various supplemental pre-Conference workshops. Thank you for taking advantage of the many rich educational opportunities IOA offers to enhance the Annual Conference experience. We are confident #IOA2019 will only enhance those experiences.

In addition to participating in great educational opportunities, please join fellow ombuds and friends for an energetic Welcome Reception at the Sheraton on Sunday night where you will have a chance to catch up with old friends and make new friends. We are also excited to share the creative and personal side of our profession through the annual "Ombuddies Unplugged" event right after the Welcome Reception and at the annual "Pecha Kucha" presentations on Tuesday. We hope you will also celebrate ombuds successes at the IOA Volunteer Luncheon.

Finally, we are very pleased to have partnered this year with the New Orleans Visitors' and Convention Bureau to share all the charm beauty and delicious dining the Crescent City has to offer. Check out the #IOA2019 website member circles and the MemberClicks Conference app for great ideas and to arrange meetups with other attendees.

Thanks again for joining us in New Orleans for the 14th Annual IOA Conference and helping us "Provide Calm in Turbulent Times."

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THANK YOU TO OUR DEDICATED VOLUNTEERS!

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INTERNATIONAL OMBUDSMAN ASSOCIATION

MISSION, VISION, VALUES

MISSION:

To support and advance the global organizational ombudsman profession and ensure that practitioners work to the highest professional standards.

VISION:

The vision of IOA is to work having an ombuds office in every organization.

The International Ombudsman* Association (IOA) is the largest international association of professional organizational ombudsman practitioners in the world, representing more than 800 members from the United States and across the globe. The association supports organizational ombudsman worldwide, working in corporations, universities, non-profit organizations, government entities, and non-governmental organizations. IOA offers a full roster of professional training and education programs for the practicing ombudsman professional and those interested in learning about our practice. In addition, the association works to support and promote the profession through strategic partnerships and communication with government agencies and other professional organizations as appropriate.

**The term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.*



NEED TO KNOW

WIFI INFORMATION:

Wifi has been provided throughout the meeting rooms for all attendees. Additionally, for those attendees staying at the Sheraton Hotel New Orleans wifi is included in your room rate. To connect to the internet please select the wireless access point: Sheraton-Meeting Rooms. Open a web browser. You will then be directed to a webpage for login. Once connected, enter the assigned passcode to login.

Passcode: IOA2019.

ATTENDEE ROSTER:

A big part of attending the IOA conference is connecting with old friends and making new friends. However, we are mindful that many attendees do not want their full contact information published and we want to continue our initiatives to “go green.” There is no printed attendee roster. Pre-registered attendees should have received an email with a link to the attendee list; download it at your leisure.

Please note that the attendee roster includes only the attendee’s name, organization, city, state and country. It does not include email or phone for privacy reasons. Also, the attendee roster may not reflect the most recent registrants.

CONFERENCE EVALUATIONS:

We need and value your feedback! In an effort to reduce our carbon footprint, we will send the conference evaluation form via email. At the conclusion of the meeting, we will send a conference evaluation form for session feedback and conference logistics. The committee reviews the responses carefully and your feedback helps us to continue to improve the conference.

Attendees taking specialty workshops on Sunday, March 31, will receive a paper evaluation from the session room host. Email evaluations will not be provided for these sessions.

NAME BADGE RECYCLING:

IOA would like to “Go Green” and recycle name badge holders to re-use next year. Please drop off your badge holder at the registration desk on your last day at the conference.

CONFERENCE APP:

The IOA Annual Conference app allows you to browse the conference schedule, read session descriptions, create a personalized itinerary, network with other attendees, post photos, and connect with social media (use #IOA2019) - all via your mobile device. Download the app today for iPhone or Android, simply search for IOA Conference.

BOOK STORE HOURS:

Interested in reading more about the keynote speakers or other ombuds related topics? Check out the Bookstore hosted by Octavia Books (voted best bookstore in New Orleans in 2018). Hours for the bookstore are 7:00 AM – 12:00 PM on Monday, Tuesday, and 7:00 AM – 9:00 AM Wednesday. Visit them in in the Grand Foyer.

SECTOR AND EXPERIENCE LEVEL:

Each concurrent session has been categorized with the following information located to the left of the session name:

SECTOR DESCRIPTIONS:

- A - Academic
- C - Corporate
- G - Government
- H - Healthcare
- I - International
- N - Non-Profit
- ALL - Sessions relevant for all sectors

EXPERIENCE LEVEL DESCRIPTIONS:

- F - Fundamental
- I - Intermediate
- A - Advanced
- All - Sessions relevant for all levels

PRIZE DRAWING SUPPORTING THE IOA

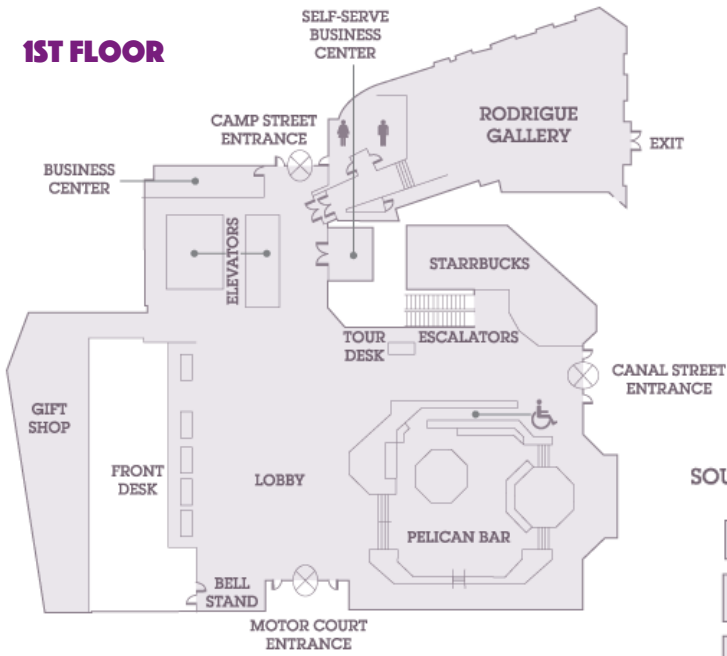
Prizes include electronics, gift cards, gift baskets, university-logo items and more! Tickets are 1 for \$2, 6 for \$10, and 15 for \$20.

Write your name and phone number on the back of each ticket and drop it into the corresponding prize bag. Tickets can be bought from the opening of the conference until the end Pecha Kucha Cocktail hour, on Tuesday, April 2. We will draw the winners and send notifications through the app and winners can come to the IOA registration desk to clam your prize. If you donated a prize for the drawing, drop it off at the IOA registration desk at the beginning of the conference.

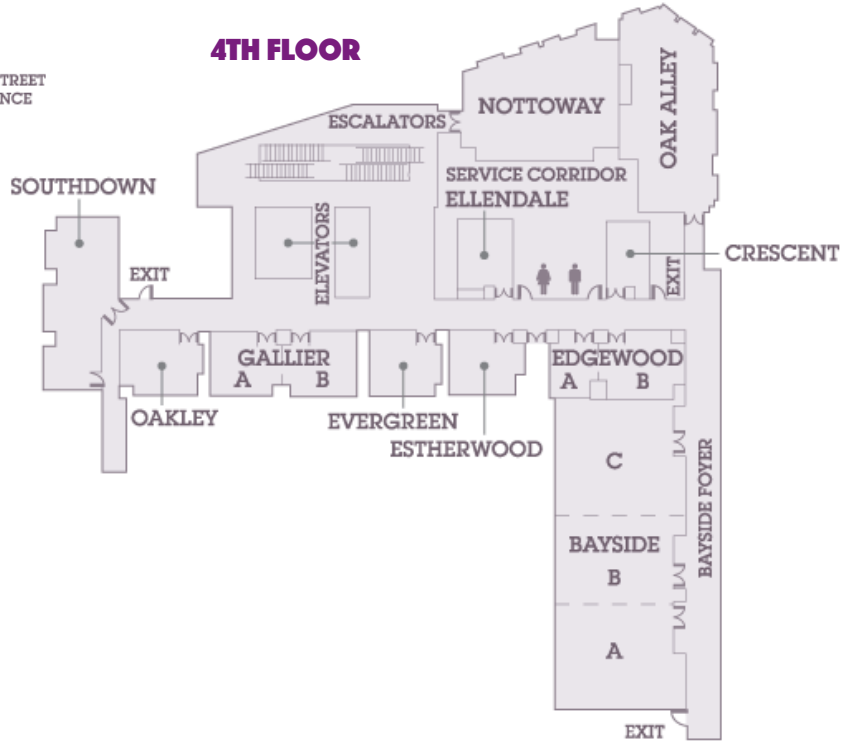


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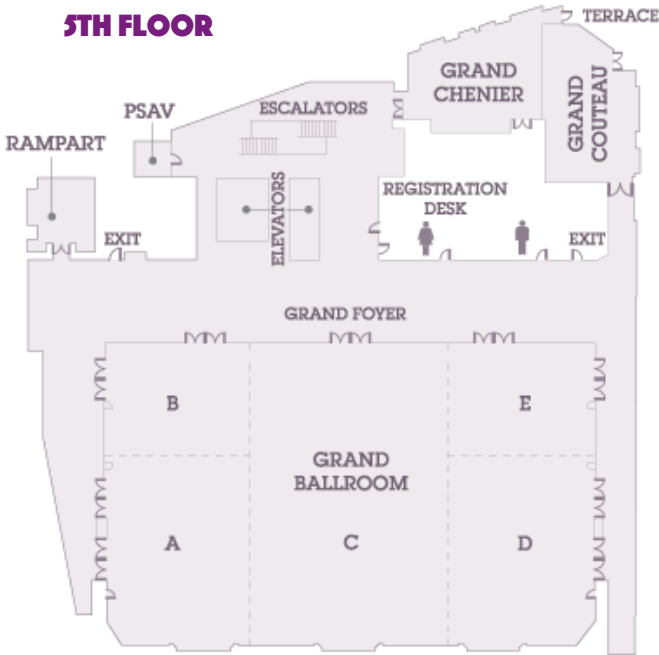
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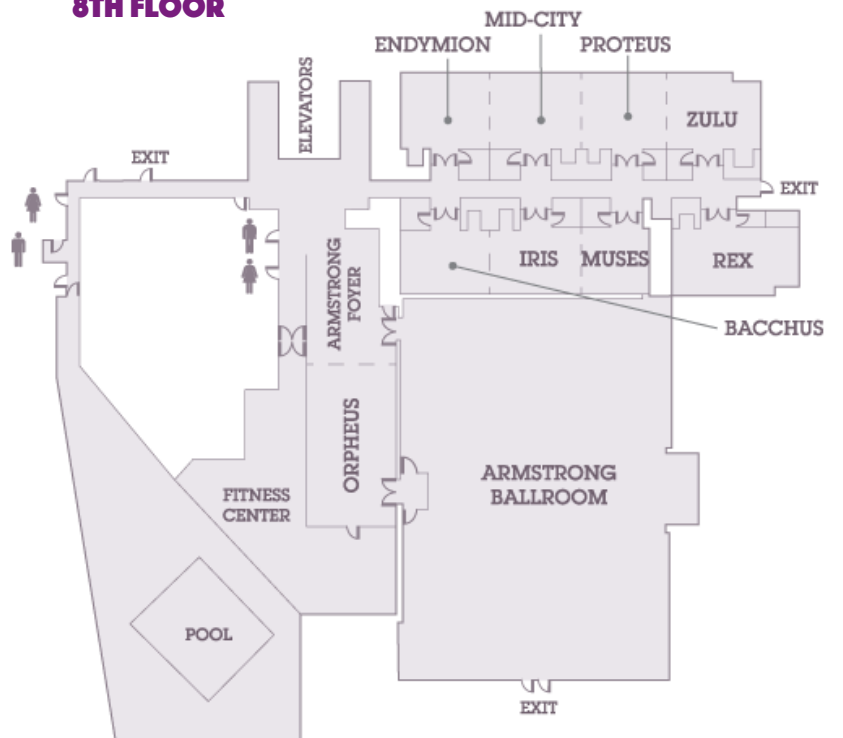
4TH FLOOR



5TH FLOOR



8TH FLOOR



PRE-CONFERENCE PROFESSIONAL DEVELOPMENT COURSES & SPECIALTY WORKSHOPS

*All information in this program is current as of 15 March 2019

FRIDAY, MARCH 29

Time	Event	Location
7:30 am - 5:30 pm	Registration Desk Open	Grand Foyer
8:00 am - 5:30 pm	Foundations of Organizational Ombudsman Practice Day 1	Group 1: Nottoway Group 2: Oak Alley
9:00 am - 5:00 pm	Core Course Day 1: Communications: An Ombuds Immersive <i>Vik Kapoor</i>	Bayside A
10:15 am - 10:30 am	Coffee Break for Foundations and Core Course Attendees	Bayside Foyer
12:00 pm - 1:00 pm	Lunch for Foundations and Core Course Attendees	Bayside BC
3:15 pm - 3:30 pm	Coffee Break for Foundations and Core Course Attendees	Bayside Foyer

SATURDAY, MARCH 30

Time	Event	Location
7:30 am - 5:30 pm	Registration Desk Open	Grand Foyer
8:00 am - 5:00 pm	Foundations of Organizational Ombudsman Practice Day 2	Group 1: Nottoway Group 2: Oak Alley
9:00 am - 5:00 pm	Core Course Day 2: Communications: An Ombuds Immersive <i>Vik Kapoor</i>	Bayside A
10:30 am - 10:45 am	Coffee Break for Foundations and Core Course Attendees	Bayside Foyer
12:00 pm - 1:00 pm	Lunch for Foundations Core Course Attendees	Bayside BC
2:15 pm - 2:30 pm	Coffee Break for Foundations and Core Course Attendees	Bayside Foyer

SUNDAY, MARCH 31

Time	Event	Location
7:30 am - 5:00 pm	Registration Desk Open	Grand Foyer
8:00 am - 3:30 pm	Foundations of Organizational Ombudsman Practice Day 3	Group 1: Nottoway Group 2: Oak Alley
8:30 am - 5:30 pm (Full Day Workshop)	A Proven Way to Measure Ombuds Value: ROI in Practice <i>Jack Phillips</i>	Oakley
8:30 am - 12:00 pm (Half Day Workshop)	Basic Principles of Coaching Abrasive Leaders <i>Laura Crawshaw</i>	Edgewood AB
8:30 am - 12:00 pm (Half Day Workshop)	Playing Well with Others: Improv Activities for Team Building and Retreats <i>Adam Barak Kleinberger</i>	Bayside A
10:30 am - 10:45 am	Course Refreshment Break	Bayside Foyer
12:00 PM - 1:00 PM	Lunch for Foundations Course Participants	Bayside BC
12:00 pm - 1:00 pm	Lunch on Your Own for All Workshop Attendees	
2:30 pm - 2:45 pm	Course Refreshment Break	Bayside Foyer
1:30 pm - 5:00 pm (Half Day Workshop)	Intervention Education: Helping Employers Deal with Abrasive Conduct <i>Laura Crawshaw, Ph.D., BCC</i>	Edgewood AB
1:30 pm - 5:00 pm (Half Day Workshop)	TRUST Model: Growth through Conflict <i>Tatyana Fertelmeyster & Daniel Yalowitz</i>	Bayside A

CONFERENCE SCHEDULE

DAY 1 SUNDAY, MARCH 31

Time	Event	Location
7:30 am - 5:00 pm	Registration Desk Open	Grand Foyer
5:00 pm - 7:00 pm	CO-OP® Exam	Evergreen
7:00 pm - 8:00 pm	IOA Welcome Reception & Ombuddies Unplugged Music Night Sponsored by: Mars Incorporated	Armstrong

DAY 2 MONDAY, APRIL 1

Time	Event	PDH Credits	Location	Sector	Experience
6:30 am - 5:00 pm	Registration Desk Open		Grand Foyer		
7:00 am - 8:00 am	Continental Breakfast for All Attendees		Grand Foyer C		
8:00 am - 8:30 am	Conference Welcome and Opening Remarks		Grand Ballroom C		
8:30 am - 9:30 am	Mary Rowe Honorary Keynote Address: A Swallow's Broken Leg, Cubism, and Crying in a Korean Grocery Store <i>Jon Lee</i>	1.00	Grand Ballroom C	All	All
9:30 am - 10:00 am	Networking Break		Grand Foyer C		
9:30 am - 10:00 am	Volunteer Coordination Committee Meeting (Open to All)		Edgewood AB		
10:00 am - 11:00 am	Keynote Address: White Fragility and Why It Matters <i>Dr. Robin DiAngelo</i>	1.00	Grand Ballroom C	All	All
11:00 am - 11:15 am	Networking Break		Grand Foyer C		
11:15 am - 12:15 pm	Plenary Session: Reflections on the Keynote Address <i>Dr. Robin DiAngelo</i>		Grand Ballroom C	All	All
12:15 pm - 1:30 pm	Volunteer Luncheon for All Conference Attendees Sponsored by: Chevron Corporation		Armstrong		
1:30 pm - 3:00 pm	Concurrent Session One				
	The Ombuds on Bourbon Street: Office Closure <i>Reese Ramos</i>	1.50	Grand Ballroom A	All	I
	Negotiation Coaching for Ombuds <i>Roy Baroff and Elizabeth Hill</i>	1.50	Grand Ballroom D	All	F
	Ombudsman Outreach <i>Isabel Calderon and Lorraine Medel</i>	1.50	Grand Couteau	C	I
	Being Asked to Dance: Ombuds in Institutional Diversity and Inclusion <i>Elizabeth Stone and Jon Lee</i>	1.50	Grand Ballroom E	All	F
	Codependency and Ombuds Work: Explorations of Helpfulness, Motive, and Self-Care <i>Thomas Griffin</i>	1.50	Grand Chenier	All	I
	Creating Conditions for Critical Discussions: Honest Reflections on Our Practice <i>Mollie Berg, Guy Weber and Tyler Smith</i>	1.50	Grand Ballroom B	All	I
3:00 pm - 3:30 pm	Networking Break		Grand Foyer C		



DAY 2, CONTINUED
MONDAY, APRIL 1

3:30 pm - 5:00 pm	Concurrent Session Two				
	Updating the IOA Code of Ethics for the #MeToo Era <i>David Rasch and Caroline Adams</i>	1.50	Grand Ballroom D	All	I
	MLK, Master Ombuds? Applying Kingian Principles of Nonviolence to Ombudsing <i>Birthe Reimers and Chris Vermillion</i>	1.50	Grand Ballroom A	All	I
	Emerging Practices - Workplace Restoration <i>Blaine Donais and Michelle Phaneuf</i>	1.50	Grand Chenier	A C H N	I
	The Kiwi Way: Innovating the Way We Ombuds <i>Jennifer Mahony</i>	1.50	Grand Couteau	C G I	F
	Fairy Tale Fishbowl <i>Teresa Ralicki and Adam Barak Kleinberger</i>	1.50	Grand Ballroom B	All	F
	Work Bravely: Exploring Alternative Means of Doing the Work <i>Angela Dash, Sarah Sheehan and Tom Kosakowski</i>	1.50	Grand Ballroom E	All	F

DAY 3
TUESDAY, APRIL 2

Time	Event	PDH Credits	Location	Sector	Experience
6:30 am - 5:30 pm	Registration Desk Open		Grand Foyer		
7:00 am - 8:00 am	CO-OP® Breakfast Meeting		Bayside C		
7:00 am - 8:00 am	Continental Breakfast for All Attendees		Grand Foyer C		
8:00 am - 9:15 am	Keynote Address: The Emotional Revolution in the Workplace <i>Andrew Faas</i>	1.25	Grand Ballroom C	All	All
9:15 am - 9:30 am	Networking Break		Grand Foyer C		
9:30 am - 11:00 am	Sector Networking: Academic Sector Meeting Corporate Sector Meeting Government Sector Meeting International Sector Meeting		Grand Ballroom A Grand Ballroom B Grand Ballroom D Grand Ballroom E		
11:00 am - 11:45 am	Session with the Board for All Conference Attendees		Grand Ballroom C		
11:45 am - 12:00 pm	IOA Annual Business Meeting (Members Only)		Grand Ballroom C		
12:00 pm - 1:00 pm	Networking Lunch for All Conference Attendees		Armstrong		
12:00 pm - 1:00 pm	Newcomers Luncheon (RSVP Required)		Rodrigue Gallery		



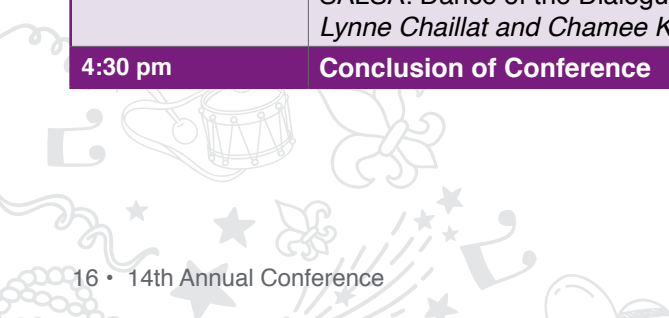
DAY 3, CONTINUED
TUESDAY, APRIL 2

1:00 pm - 2:30 pm	Concurrent Session Three				
	What Would a New Ombuds Do? Navigating Ethical Principle Dilemmas <i>Shreya Trivedi, Ronnie Thomson, Melissa Connell, Dolores Gomez-Moran, Jon Lee, and Mary Beth Stevens</i>	1.50	Rodrigue Gallery	All	F
	Finding a Seat at the Table: Enhance Ombuds' Impact <i>Sarah Espinosa and Julie Weber</i>	1.50	Grand Chenier	A G H I N	I
	Models and Skills for Handling Difficult Conversations <i>Barbara Beatty</i>	1.50	Grand Ballroom B	All	F
	Chaos, Quests, and Restitution <i>Mac Stricklen</i>	1.50	Grand Ballroom E	All	I
	Factors Involved in Deciding to Add or Retain an Ombuds <i>Mike Rozinsky</i>	1.50	Grand Ballroom A	All	F
	Fight on Conflict Mountain: The Gamification of Workplace Mediation Training <i>Stephanie Westmyer</i>	1.50	Grand Ballroom D	A C	F
2:30 pm - 3:00 pm	Networking Break		Grand Foyer C		
3:00 pm - 5:00 pm	Experience on Display <i>Teresa Ralicki and Adam Barak Kleinberger</i>		Grand Ballroom C	All	F
3:00 pm - 4:30 pm	Concurrent Session Four				
	The Furious Ombuds <i>Jason Byron</i>	1.50	Grand Ballroom D	All	I
	The Ombuds Lacuna: When There are No Words <i>Katherine Greenwood, Patricia Ponce, Karen Peterson and Thomas Griffin</i>	1.50	Grand Chenier	All	F
	Discussing the Undiscussable: When National Cultures and Organizational Cultures Clash <i>Wayne Blair</i>	1.50	Grand Ballroom A	All	A
	Being Ombuds-Calm When Providing Calm: Examining Our Practice <i>Jean Civikly-Powell</i>	1.50	Grand Couteau	All	I
	Informed Practice Requires Empirical Evidence: Implications from IOA Practice Survey <i>Timothy Hedeem, Jennifer Schneider and Mary Rowe</i>	1.50	Grand Ballroom B	All	F
	Annual Reports as Catalyst for Change <i>David Michael, Maureen Brodie and Melanie Jagneaux</i>	1.50	Grand Ballroom E	All	I
4:30 pm - 5:00 pm	Networking Break Sponsored by: Chevron Corporation		Grand Foyer C		
5:00 pm - 6:30 pm	Pecha Kucha Cocktail Hour		Grand Ballroom C	All	All



DAY 4
WEDNESDAY, APRIL 3

Time	Event	PDH Credits	Location	Sector	Experience
6:30 am - 4:30 pm	Registration Desk Open		Grand Foyer		
7:00 am - 9:00 am	CO-OP® Exam		Evergreen		
7:00 am - 8:00 am	Continental Breakfast for All Attendees		Grand Foyer C		
8:00 am - 9:15 am	Plenary Session: Recommendations to Combat Institutional Sexual Harassment: No More Silent Witness <i>Gulrukh Khan, Shola Mos Shogbamimu and Jacqueline Onalo</i>	1.25	Grand Ballroom C	All	All
9:15 am - 9:30 am	<i>Networking Break</i> <i>Sponsored by: Chevron Corporation</i>		Grand Foyer C		
9:30 am - 11:00 am	Plenary Session: The Howard Gadlin Undebate		Grand Ballroom C	All	All
11:00 am - 1:00 pm	On Your Own Networking Lunch				
1:00 pm - 2:30 pm	Concurrent Session Five				
	50 Shades of Conflict: Addressing Gray Areas in the Ombuds Practice <i>Bina Patel and Deanna Yuille</i>	1.50	Grand Couteau	All	F
	Equity, Inclusion, and Allyship in the Ombud Office <i>Emma Phan, Chuck Sloane, and Prisca Youn</i>	1.50	Grand Ballroom D	All	I
	Dear Data: Identifying Trends Through Data Collection, Usage, and Reporting <i>Julia Heck</i>	1.50	Grand Chenier	All	I
	Sometimes You Lead, Sometimes You Follow: Exploring Ombuds Transitions <i>Dawn Osborne-Adams, Nicholas Diehl, Bathabile Mthombeni, Wayne Blair, and Francine Montemurro</i>	1.50	Grand Ballroom A	All	I
	Identifying & Addressing Protracted Conflict Through Long-term Intergroup Intervention <i>Tyler Smith</i>	1.50	Grand Ballroom E	All	F
	Advanced Perspective-Shifting for Ombuds <i>Vik Kapoor and Cindy Mazur</i>	1.50	Grand Ballroom B	All	I
2:30 pm - 3:00 pm	Networking Break		Grand Foyer C		
3:00 pm - 4:30 pm	Concurrent Session Six				
	Building a Speak Up Culture: Transforming Silence into Dialogue <i>Elisa Enriquez</i>	1.50	Grand Chenier	All	I
	Is There an App for That? <i>Amanda Dean</i>	1.50	Grand Ballroom D	A C N	F
	21st Century Ombudsman <i>Debby Hyde, Gabor Kocsenda, and Williem Kweens</i>	1.50	Grand Ballroom E	C I	I
	SALSA: Dance of the Dialogue <i>Lynne Chaillat and Chamee Kim</i>	1.50	Grand Ballroom B	All	F
4:30 pm	Conclusion of Conference				



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KEYNOTE SPEAKERS

MONDAY, APRIL 1 8:30 AM - 9:30 AM
MARY ROWE HONORARY KEYNOTE ADDRESS

A Swallow's Broken Leg, Cubism, and Crying in a Korean Grocery Store

The Mary Rowe Honorary Keynote Address critiques an area in the ombuds profession that warrants discussion, debate, and exploration. This keynote embodies the spirit of the significant contributions that Mary Rowe graciously and selflessly provided the organization ombuds profession and associations throughout her career.

“Where is your middle?” is the refrain for this morning’s keynote. The middle is familiar territory for the ombuds, and using Korean Folklore, early 1900s art movements, and elsewhere as points of reference, we will dive further into the depths of that space in search of content, meaning, and guidance. How we navigate our respective middles as individual practitioners and as an association affects our service to our visitors and organizations. Locating and knowing the profoundly human experiences which can only happen in the in-between is essential to our work and both a gift for and of this profession.

Jon Lee is currently an associate ombuds at the University of New Mexico Ombuds for Staff Office. His academic and professional experiences include work/study in human development, Jungian psychology, art criticism & history, mythology, and law. He loves working as an ombud because it is an elegant meeting point and melting pot for these seemingly unrelated fields.



PRESENTER:

Jon Lee
Associate Ombuds

University of New Mexico
Ombuds for Staff Office

MONDAY, APRIL 1 10:00AM - 11:00AM
KEYNOTE ADDRESS

White Fragility and Why It Matters

White people often live and work in racially insular social environments. This insulation builds their expectations for racial comfort while at the same time lowering their stamina for enduring racial stress. Dr. DiAngelo terms this lack of racial stamina “White Fragility.” White Fragility is a state in which even a minimal challenge to the white position becomes intolerable, triggering a range of defensive responses. These responses function to reinstate white racial equilibrium and maintain white control in relationships and institutions.

In this keynote address, Dr. DiAngelo will provide insight valuable to ombuds committed to helping their organizations be just, fair, and healthy places for all. It includes an overview of the socialization that inculcates white fragility and provide the perspectives and skills needed for white people to build their racial stamina and develop more equitable racial practices. This session may also benefit people of color who are underrepresented in an organization and/or wonder how white colleagues or clients manage to remain unaware and why they are so often so difficult to talk to about racism.

Dr. Robin DiAngelo is Affiliate Associate Faculty of Education at the University of Washington. Her area of research is in Whiteness Studies and Critical Discourse Analysis. She is a two-time winner of the Student’s Choice Award for Educator of the Year at the University of Washington’s School of Social Work. She has numerous publications and books. Her book *Is Everybody Really Equal?: An Introduction to Key Concepts in Critical Social Justice Education*, (co-written with Özlem Sensoy) received both the American Educational Studies Association Critics Choice Book Award (2012) and the Society of Professors of Education Book Award (2018). In 2011 she coined the term White Fragility in an academic article which has influenced the national dialogue on race. Her book, *White Fragility: Why It’s So Hard for White People to Talk About Racism* was released in June of 2018 and debuted on the New York Times Bestseller List. In addition to her academic work, Dr. DiAngelo has been a consultant and trainer for over 20 years on issues of racial and social justice. She has worked with a wide-range of organizations including private, non-profit, and governmental.



PRESENTER:

Dr. Robin DiAngelo
Affiliate Associate Faculty
of Education

The University of Washington

This keynote will be followed by a 90-minute plenary session for participants who want to delve deeper into the topic with Dr. DiAngelo.



KEYNOTE SPEAKERS, CONTINUED

TUESDAY, APRIL 2 8:00 AM - 9:15 AM
KEYNOTE ADDRESS

The Emotional Revolution in the Workplace: The power of fostering an emotionally intelligent culture in organizations

As an increasing number of bystanders and targets of abuse are building courage to speak up with the #MeToo movement, and exposure of corruption and wrongdoing have become increasingly prevalent in every segment in society, leaders have been compelled to evaluate their at-risk positions. Organizational Ombuds can be the “magic bullet” to protect institutions from the huge negative consequences of exposure. Organizations Ombuds can help visitors and their institutions create work/school cultures that are psychologically safe, healthy, fair, inspirational and productive. Andrew Faas Founder of the Faas Foundation has partnered with Yale Center for Emotional Intelligence and Mental Health America to help organizations create psychologically healthy, safe fair & productive culture.

Andrew Faas is an expert in organizational dynamics, bullying, and performance optimization. He is a leader in creating strategies to develop psychologically healthy, safe, and fair workplaces. His hands-on, dedicated approach has earned Andrew a strong reputation for fostering successful organizational transformations and shifting toxic corporate cultures. Andrew is a Co-CEO of Accordant Advisors, helping organizations identify and tackle cultural gaps through evidence-based, practical solutions, which create and nurture diverse, inclusive, and emotionally-intelligent workspaces that mitigate the risk of misconduct and accelerate performance.

Andrew’s book, *From Bully to Bull’s-Eye: Move Your Organization Out of the Line of Fire*, details his personal and administrative experiences battling against bullying and the corporate cultures that embolden it.

As the founder of The Faas Foundation, he focuses on supporting not-for-profit organizations concerned with workplace wellbeing, including: The Yale Center for Emotional Intelligence, Mental Health America, The Israel Cancer Research Fund, Wellspring, Casey House, St. Clair College, and the Chatham-Kent Health Alliance. Andrew is also a Public Voices Fellow at Yale University and a contributing writer for The Hill and Money Inc.



PRESENTER:

Andrew Faas
Co-CEO

Accordant Advisors

MONDAY, 1 APRIL 11:15 AM - 12:15 AM

Reflections on the Keynote Address

Presented by: Dr. Robin DiAngelo

Delving deeper into Dr. DiAngelo's keynote, this plenary will co-create a space where colleagues can meaningfully reflect upon Dr. DiAngelo's message, and support each other in the ongoing work of developing racial awareness and accountability for disrupting racist patterns in ourselves, our relationships, and our organizations. In order to fully engage in the conversation, please plan on attending the keynote prior to the plenary.

WEDNESDAY, 3 APRIL 8:00 AM - 9:15 AM

Recommendations to Combat Institutional Sexual Harassment: No More Silent Witness

(Research Findings and Eradication from the "Inclusion Convention")

Presented by: Gulrukh Khan, Shola Mos Shogbamimu and Jacqueline Onalo

"The Inclusion Convention," an interdisciplinary activist and advocacy think tank began the work of developing solutions around sexual harassment, in order to drive shape social/political, cultural and economic developments.

Their "No More Silent Witnesses" conference in 2018, powered by The Telegraph Newspaper Group, sought to address causes of why people, including Ombuds, have felt powerless, fearful, and helpless in their institutions - when issues of sexual harassment arise.

Join us for this international and interactive plenary from international sectors in the UK and India, where key findings and recommendations will be shared.

WEDNESDAY, 3 APRIL 9:30 AM - 11:00 AM

The Howard Gadlin Undebate

Journalists and commentators have noted an increase in incivility and divisiveness in the United States and abroad. Nonetheless, ombuds proudly follow generally accepted standards of practice in their professional work, including the IOA standards of practice. Are there unwritten standards about how we as professionals interact? Do we or should we treat each other differently than we coach our visitors? Join us as panelists reflect on the implicit and explicit norms, expectations, and challenges the ombuds community faces as we interact with each other.





ADDITIONAL CONFERENCE OPPORTUNITIES

WELCOME RECEPTION AND OMBUDDIES UNPLUGGED

SUNDAY, MARCH 31 • 7:00 PM - 8:00 PM
ARMSTRONG ROOM

Kick off #IOA2019 by reconnecting or meeting new colleagues as you enjoy a taste of New Orleans. Join us afterward for an evening of unplugged (no amplification) music, poetry and talent performed by fellow IOA Conference attendees. The format will be “open mic,” for up to five minutes per performance. Drinks are permitted if purchased through the hotel.

Sponsored by: Mars Incorporated

SESSION WITH THE BOARD FOR ALL ATTENDEES

TUESDAY, APRIL 2 • 11:00 AM -11:45 AM
ARMSTRONG ROOM

Please join the IOA Board of Directors in celebrating the past year’s accomplishments and preview major priorities for the year ahead. A new messaging direction for IOA will be unveiled with a special video presentation - you don’t want to miss this!

Members are encouraged to stay for the IOA Annual Business Meeting beginning at 11:45 AM.

VOLUNTEER LUNCHEON FOR ALL ATTENDEES

MONDAY, APRIL 1 • 12:15 PM - 1:30 PM
ARMSTRONG ROOM

Each year, IOA volunteers give their time and tireless effort to help our association advance and achieve its goals. Let’s join together during this fun-filled, memorable luncheon to recognize their hard work and thank them for their contribution over the past year. All conference attendees are welcome!

Sponsored by: Chevron Corporation

SECTOR NETWORKING MEETINGS

TUESDAY, APRIL 2 • 9:30 AM - 11:00 AM
ACADEMIC - GRAND BALLROOM A
CORPORATE - GRAND BALLROOM B
GOVERNMENT - GRAND BALLROOM D
INTERNATIONAL - GRAND BALLROOM E

This break offers attendees an opportunity to connect and network with members of their professional sectors. Each sector will have a topic that has been pre-selected based on input from members. Facilitators will be on hand to commence the discussion and keep the conversation focused.





NETWORKING LUNCH FOR ALL ATTENDEES

TUESDAY, APRIL 2 • 12:00 PM - 1:00 PM
ARMSTRONG ROOM

Engage in conversations with your peers at this networking lunch for all attendees. We'll provide the lunch — you provide the great conversation!

PECHA KUCHA COCKTAIL HOUR

TUESDAY, APRIL 2 • 5:00 PM - 6:30 PM
GRAND BALLROOM C

Join us for an up close and personal look at what it is about the lives of six of our colleagues that has brought them to our profession. The session is designed to share the human side that has shaped how they view Ombuds' work and practice. The presentation consists of 20 slides that are presented for 20 seconds each and is combined with a happy hour.

LUNCH FOR NEW OMBUDS AND FIRST-TIME ATTENDEES

TUESDAY, APRIL 2 • 12:00 PM - 1:00 PM
RODRIGUE GALLERY

Join representatives from the Membership and Mentoring Committees with "seasoned" colleagues to learn more about IOA membership benefits, the Mentoring Program and to network with other new Ombuds to discuss issues and challenges you have experienced or anticipate in your new role. IOA wants to make your transition to the profession a positive experience! We look forward to this informal luncheon to answer any questions you may have. All attendees are welcome!

ON YOUR OWN NETWORKING LUNCH

WEDNESDAY, APRIL 3 • 11:00 AM - 1:00 PM
OFFSITE

This networking lunch will be "on your own." Attendees are encouraged select an off-site dining spot for an opportunity to network freely with colleagues. A list of local "walk-to" restaurants will be provided for your convenience. Attendees are responsible for the cost.





PROFESSIONAL DEVELOPMENT HOURS (PDH) FOR CO-OP® RECERTIFICATION

FOR CERTIFIED ORGANIZATIONAL OMBUDSMAN PRACTITIONERS:

Remember that 60 Professional Development Hours (PDHs) are required for recertification. Continued use of the CO-OP® credential requires recertification every four years.

Recertification demonstrates that the practitioner has kept abreast of developments in the field and has maintained a level of professional knowledge consistent with status as a certified practitioner. Each of the sessions at this year's conference has been reviewed by the Recertification Committee, approved as falling under one or more of the content domains and assigned a number of PDHs. Please remember to pick up your PDH tracking sheet at the Board of Certification table.

For information concerning recertification and activities eligible for PDHs, visit: ombudsassociation.org.

SPECIALTY WORKSHOPS:

Full-Day Course:	6.50
AM Half-Day Course:	3.25
PM Half-Day Course:	3.25

GENERAL CONFERENCE:

General Conference, Day 1	5.00
General Conference, Day 2	4.25
General Conference, Day 3	5.75

Become a Certified Organizational Ombudsman Practitioner®!



WHY?

- Gain recognition
- Invest in your career
- Show commitment
- Distinguish yourself
- Strengthen and professionalize the organizational ombudsman field

HOW?

- Pass the certification examination
- Hold a bachelor's degree or equivalent
- Have one year of full-time experience, or its equivalent, in practice as an organizational ombudsman adhering to the IOA Code of Ethics and Standards of Practice

We Wish to Congratulate the Newest Certified Organizational Ombudsman Practitioners Who Received Certification Since Last Year's Annual IOA Conference

(As of 10 March 2019)

Marta Abello, Inter-American Development Bank
Diana Anderson, University of Texas MD Anderson Cancer Center
Jeffrey Anderson, University of California, San Francisco
Jason Byron, National Institutes of Health
Laurel Gordon, US Marshals Service, Office of Ombuds
Merle Graybill, Oregon Health & Science University
Brian Hanson, Graduate School at Virginia Tech
Caitlin Hendrickson, University of Arizona
Julia Horvath, University of California, Berkeley
Gabrielle Kluck, UN World Food Programme

Jon Lee, University of New Mexico
Lisa Levine, US Department of Justice, Executive Office for Immigration Review
GuangYi Li, Mars Inc.
Anne Lightsey, University of New Mexico
Hani Murad, United Nations
JoEllen Ransom, University of New Mexico
Geetha Ravindra, International Monetary Fund
Grace Reisling, ATF
Marcia Riley, University of California, Berkeley
Diana Trillos Vera, World Bank Group
Tahirih Varner, University of West Georgia

IOA and the CO-OP® Board are proud to report we have certified 180 Organizational Ombudsman practitioners.

For the complete directory of all Certified Organizational Ombudsman Practitioners and for more information, visit our website at www.ombudsassociation.org/certification.

GENERAL INFORMATION AND POLICIES

TERMINOLOGY:

Although “ombudsman” is used throughout this program, the term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.

ETHICS AND STANDARDS OF PRACTICE:

The organizational ombudsman is mindful of the Standards of Practice and the element of the IOA Code of Ethics, which states: An ombudsman should not use the name of individuals or mention their employers without express permission. The ombudsman, as a designated neutral, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention unless given permission to do otherwise. The ombudsman holds all communications with those seeking assistance in strict confidence except in the presence of an imminent threat of serious harm. We hold these principles to be essential in all professional discussions including those at the conference.

CONSENT TO RECEIVE COMMUNICATIONS FROM IOA:

Registering/ attending this event constitutes consent for the International Ombudsman Association to communicate with you via fax, email, mail, text messaging, instant messaging, and social media to make you aware of products and services.

DISCLAIMER:

While these programs are designed to provide accurate information regarding the subject matter covered, the views, opinions, and recommendations expressed are those of the authors and speakers, not the Association. By producing publications and sponsorship of this event, the Association does not guarantee the accuracy of the information disseminated and is not engaged in rendering professional advice; if such advice is desired, you should seek the services of a competent professional.

ANTITRUST COMPLIANCE:

It is the undeviating policy of IOA to comply strictly with the letter and spirit of all federal, state, and applicable international trade regulations and antitrust laws. Any activities of IOA or IOA-related actions of its officers, Executive Committee members, or members that violate these regulations and laws are detrimental to the interests of IOA and are unequivocally contrary to IOA policy.

INTELLECTUAL PROPERTY RIGHTS:

All content on the IOA website, such as presentations, algorithms, program code, text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations and software is the property of the speaker or its suppliers and is not to be used for personal gain, publication, and cannot be used without referencing the speaker and the source of the information. As property of the speaker or its suppliers, it also cannot be used by others to obtain a patent or claim royalties.

PDH SIGNATURES:

To obtain PDH signatures from your attendance of an accredited sessions, you may do the following:

- Ask your Session Moderator to sign your PDH form at the conclusion of the session.
- Go to the CO-OP® desk and obtain signature from a CO-OP® Board Member or Committee Chair.
- Seek out anyone wearing a red, white, and blue PDH Signer ribbon or a CO-OP® ribbon to obtain signatures.
- At the conclusion of each General Session (Keynote/ Plenary) CO-OP® Board, Recertification Board, and anyone wearing a red, white, and blue PDH Signer ribbon will be on hand to sign PDH Credit Forms.

UPCOMING WEBINARS

Listening: An Ombud's Super Power

Kristine Paranica
Thursday, 16 May 2019

Preparing the Visitor For the Facilitated Conversation

David Michael and Tyler Smith
Thursday, 13 June 2019

Cultural Components in Conflict

David Talbot and Jose Martinez Aragon
Thursday, 8 August 2019

Establishing Trust in Groups: Lencioni and Google Models in Practice

Rita Callahan and Ellen Goldstein
Thursday, 12 September 2019

In the Room Where it Happens: Inside Ombuds Practices

Ruthy Rosenberg and Shirley Nakata
Monday, 4 November 2019

UPCOMING PROFESSIONAL DEVELOPMENT COURSES

Foundations of Organizational Ombudsman Practice

Monday, 22 July 2019–Wednesday, 24 July 2019
Minneapolis, MN, USA

Foundations of Organizational Ombudsman Practice

Monday, 21 October 2019–Wednesday, 23 October 2019
Baltimore, MD, USA

ORGANIZATIONAL OMBUDSMAN PRACTITIONER® EXAM

The next CO-OP® exam is slated for Fall 2019. Watch the IOA website for details.

www.ombudsassociation.org



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DOWNLOAD THE 2019 IOA CONFERENCE APP

Search for "IOA Conference 2019" in the App Store or on Google Play to download. Then personalize your session calendar, connect with attendees, navigate the conference, and more.



IOA Code of Ethics

PREAMBLE

The IOA is dedicated to excellence in the practice of Ombudsman work. The IOA Code of Ethics provides a common set of professional ethical principles to which members adhere in their organizational Ombudsman practice.

Based on the traditions and values of Ombudsman practice, the Code of Ethics reflects a commitment to promote ethical conduct in the performance of the Ombudsman role and to maintain the integrity of the Ombudsman profession.

The Ombudsman shall be truthful and act with integrity, shall foster respect for all members of the organization he or she serves, and shall promote procedural fairness in the content and administration of those organizations' practices, processes, and policies.

ETHICAL PRINCIPLES

INDEPENDENCE

The Ombudsman is independent in structure, function, and appearance to the highest degree possible within the organization.

NEUTRALITY AND IMPARTIALITY

The Ombudsman, as a designated neutral, remains unaligned and impartial. The Ombudsman does not engage in any situation which could create a conflict of interest.

CONFIDENTIALITY

The Ombudsman holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm.

INFORMALITY

The Ombudsman, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.



IOA Standards of Practice

PREAMBLE

The IOA Standards of Practice are based upon and derived from the ethical principles stated in the IOA Code of Ethics.

Each Ombudsman office should have an organizational Charter or Terms of Reference, approved by senior management, articulating the principles of the Ombudsman function in that organization and their consistency with the IOA Standards of Practice.

STANDARDS OF PRACTICE

INDEPENDENCE

- 1.1** The Ombudsman Office and the Ombudsman are independent from other organizational entities.
- 1.2** The Ombudsman holds no other position within the organization which might compromise independence.
- 1.3** The Ombudsman exercises sole discretion over whether or how to act regarding an individual's concern, a trend or concerns of multiple individuals over time. The Ombudsman may also initiate action on a concern identified through the Ombudsman's direct observation.
- 1.4** The Ombudsman has access to all information and all individuals in the organization, as permitted by law.
- 1.5** The Ombudsman has authority to select Ombudsman Office staff and manage Ombudsman Office budget and operations.

NEUTRALITY AND IMPARTIALITY

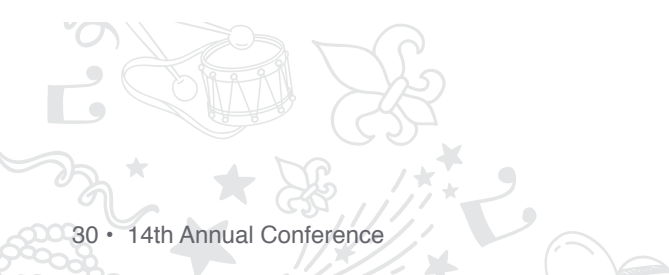
- 2.1** The Ombudsman is neutral, impartial, and unaligned.
- 2.2** The Ombudsman strives for impartiality, fairness, and objectivity in the treatment of people and the consideration of issues. The Ombudsman advocates for fair and equitably administered processes and does not advocate on behalf of any individual within the organization.
- 2.3** The Ombudsman is a designated neutral reporting to the highest possible level of the organization and operating independent of ordinary line and staff structures. The Ombudsman should not report to, nor be structurally affiliated with, any compliance function of the organization.



- 2.4** The Ombudsman serves in no additional role within the organization which would compromise the Ombudsman's neutrality. The Ombudsman should not be aligned with any formal or informal associations within the organization in a way that might create actual or perceived conflicts of interest for the Ombudsman. The Ombudsman should have no personal interest or stake in, and incur no gain or loss from, the outcome of an issue.
- 2.5** The Ombudsman has a responsibility to consider the legitimate concerns and interests of all individuals affected by the matter under consideration.
- 2.6** The Ombudsman helps develop a range of responsible options to resolve problems and facilitate discussion to identify the best options.

CONFIDENTIALITY

- 3.1** The Ombudsman holds all communications with those seeking assistance in strict confidence and takes all reasonable steps to safeguard confidentiality, including the following: The Ombudsman does not disclose confidential communications unless given permission to do so in the course of informal discussions with the Ombudsman, and even then at the sole discretion of the Ombudsman; the Ombudsman does not reveal, and must not be required to reveal, the identity of any individual contacting the Ombudsman Office, nor does the Ombudsman reveal information provided in confidence that could lead to the identification of any individual contacting the Ombudsman Office, without that individual's express permission; the Ombudsman takes specific action related to an individual's issue only with the individual's express permission and only to the extent permitted, unless such action can be taken in a way that safeguards the identity of the individual contacting the Ombudsman Office. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm, and where there is no other reasonable option. Whether this risk exists is a determination to be made by the Ombudsman.
- 3.2** Communications between the Ombudsman and others (made while the Ombudsman is serving in that capacity) are considered privileged. The privilege belongs to the Ombudsman and the Ombudsman Office, rather than to any party to an issue. Others cannot waive this privilege.
- 3.3** The Ombudsman does not testify in any formal process inside the organization and resists testifying in any formal process outside of the organization, even if given permission or requested to do so.
- 3.4** If the Ombudsman pursues an issue systemically (e.g., provides feedback on trends, issues, policies and practices) the Ombudsman does so in a way that safeguards the identity of individuals.
- 3.5** The Ombudsman keeps no records containing identifying information on behalf of the organization.



- 3.6 The Ombudsman maintains information (e.g., notes, phone messages, appointment calendars) in a secure location and manner, protected from inspection by others (including management), and has a consistent and standard practice for the destruction of such information.
- 3.7 The Ombudsman prepares any data and/or reports in a manner that protects confidentiality.
- 3.8 Communications made to the ombudsman are not notice to the organization. The ombudsman neither acts as agent for, nor accepts notice on behalf of, the organization and shall not serve in a position or role that is designated by the organization as a place to receive notice on behalf of the organization. However, the ombudsman may refer individuals to the appropriate place where formal notice can be made.

INFORMALITY AND OTHER STANDARDS

- 4.1 The Ombudsman functions on an informal basis by such means as: listening, providing and receiving information, identifying and reframing issues, developing a range of responsible options, and – with permission and at Ombudsman discretion – engaging in informal third-party intervention. When possible, the Ombudsman helps people develop new ways to solve problems themselves.
- 4.2 The Ombudsman as an informal and off-the-record resource pursues resolution of concerns and looks into procedural irregularities and/or broader systemic problems when appropriate.
- 4.3 The Ombudsman does not make binding decisions, mandate policies, or formally adjudicate issues for the organization.
- 4.4 The Ombudsman supplements, but does not replace, any formal channels. Use of the Ombudsman Office is voluntary, and is not a required step in any grievance process or organizational policy.
- 4.5 The Ombudsman does not participate in any formal investigative or adjudicative procedures. Formal investigations should be conducted by others. When a formal investigation is requested, the Ombudsman refers individuals to the appropriate offices or individual.
- 4.6 The Ombudsman identifies trends, issues and concerns about policies and procedures, including potential future issues and concerns, without breaching confidentiality or anonymity, and provides recommendations for responsibly addressing them.
- 4.7 The Ombudsman acts in accordance with the IOA Code of Ethics and Standards of Practice, keeps professionally current by pursuing continuing education, and provides opportunities for staff to pursue professional training.
- 4.8 The Ombudsman endeavors to be worthy of the trust placed in the Ombudsman Office.





INTERNATIONAL
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See you in Portland!

*We look forward to
seeing you again
next year.*

MARCH 30–
APRIL 1, 2020

**15th Annual
IOA Conference**