

**THE OMBUDS: FOUNDATIONS, BEST PRACTICES, AND DEVELOPMENT**  
**Saint Paul University Annual Symposium on Informal Conflict Resolution**

**L'OMBUDS : FONDEMENTS, MEILLEURES PRATIQUES ET DÉVELOPPEMENT**  
**Symposium annuel Saint-Paul sur la résolution informelle des conflits**

**PRELIMINARY PROGRAM**  
**PROGRAMME PRÉLIMINAIRE**

Ombuds Panels / Panels sur les ombuds	
Other Panels in conflict resolution / Autres panels en résolution de conflits	
Pauses	

**May 6, 2024**

	Amphitheatre / Amphithéâtre	Multi Room / Salle Multi	G1130
8:00	<b>Registration / Inscription (Atrium)</b>		
9:00	<p><b>WELCOMING ADDRESS / DISCOURS D'OUVERTURE</b></p> <ul style="list-style-type: none"> <li>Nora Farrell, Professor, Osgoode Hall Law School, York University, Toronto: <i>Independence and Accountability: Competing Constructs or Entwined Principles of Ombuds Practice?</i></li> </ul>		
10:30	<b>Break / Pause</b>		
11:00	<p><b>PANEL 1 – THE ORGANISATIONAL OMBUDS: FOUNDATIONS, FUNDAMENTALS &amp; ITS FUTURE (IOA BOOK PANEL)</b></p> <ul style="list-style-type: none"> <li>Shannon Lynn Burton, PhD, Ombuds at Michigan State University</li> </ul>	<p><b>PANEL 2 – THE OMBUDS AND HUMAN RIGHTS</b></p> <ul style="list-style-type: none"> <li><i>The University Ombudsperson and Human Rights in Mexico.</i> Professor Octavio Rodriguez Gonzalez; Martha Patricia Acevedo García, Ombuds, Michoacan University of San Nicolas de Hidalgo, Mexico.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Tyler Smith, Associate Ombuds at The National Institutes of Health</li> <li>• Natalie Fleury, Ombuds at the Medical College of Wisconsin</li> <li>• Tom Kosakowski, Ombuds at the University of Southern California</li> <li>• Elisa Ortega-Schultz, MS, MA, LMSW, Employee Ombuds at Grand Valley State University</li> </ul>	<ul style="list-style-type: none"> <li>• <i>The Role of the Ombudsman During Conflict and Post-Conflict in Ethiopia.</i> The Honourable Dr. Endale Haile, Chief Ombudsman of Ethiopia.</li> </ul>	
12:30		<b>Lunch</b>	
13:30	<p><b>GENERAL PANEL A : THÉORIE ET BONNES PRATIQUES EN RÉOLUTION DES DIFFÉRENDS</b> <i>Panel in French</i></p> <ul style="list-style-type: none"> <li>• <i>Théorie et bonnes pratiques en résolution des différends</i>, Suzanne Bouclin, Faculté de droit civil, Université d'Ottawa</li> </ul>	<p><b>PANEL 3 - REFLECTIONS ON OMBUDS PRACTICES IN DIVERSE SECTORS</b></p> <ul style="list-style-type: none"> <li>• <i>Restorative Justice and Ombuds.</i> Richard Hart, Founding Director, VP, ProActive ReSolutions; Ashley Moore, Associate Director, Education, Community &amp; Conflict Engagement, University of British Columbia; David Karp, (Professor, School of Leadership and Education Sciences; Director, Centre for Restorative Justice, University of San Diego.</li> <li>• <i>Ombuds as Early Warning Mechanisms that Demonstrate a Positive Return on Investment.</i> Alec Chapa, Mosaic Collaborative Consulting.</li> <li>• <i>Why might an ombuds be ghosted by a complainant and what are our responsibilities when this happens?</i> Heather McGhee Peggs (Manager, Complaint Services - Patient Ombudsman, Ontario).</li> </ul>	<p><b>PANEL 4 - THE ROLE OF OMBUDS OF MITIGATING GENDER-BASED VIOLENCE AND PROTECTING SEXUAL AND GENDER MINORITIES IN HIGHER EDUCATION</b></p> <ul style="list-style-type: none"> <li>• <i>Dealing with cases of gender-based violence in higher education ombuds practice.</i> Jorge A. Ribeiro Pereira (Portugal, European Network of Ombuds in Higher Education), Pelin Zenginoglu (Ombuds - Netherlands, Vrije Universiteit Amsterdam and Amsterdam University College), Dr. Michaela Antonín Malaníková (Professor and Ombuds - Czech Republic, Palacký University Olomouc)</li> <li>• <i>Transgender and nonbinary persons expectations towards an ombudsperson practice.</i> Jan Galkowski, Ombuds - University of Rzeszow, Poland.</li> </ul>
15:00	<b>Break / Pause</b>		

15:30	<p><b>PANEL 5 - THE ALIGNMENT OF OMBUDS WITH DIVERSITY, EQUITY, INCLUSION, AND BELONGING INITIATIVES.</b></p> <ul style="list-style-type: none"> <li>• <i>Fostering Inclusion, Diversity, Equity and Accessibility - The Transformational Role of Organisational Ombuds in Creating Human-Centred Spaces.</i> Dr. Nadia Ferrara, Ombuds - Indigenous Services Canada.</li> <li>• <i>Ombuds as Catalysts for Inclusive Excellence: Strategies for Systemic Change.</i> Dr. Diedrick Graham, Vice President for Culture and Strategy - Healy+Group</li> <li>• <i>Ombuds and neurodiversity.</i> Amanda Dean - Ombuds for Faculty and Staff at Austin Community College.</li> </ul>	<p><b>PANEL 6 - EVOLVING OMBUDS PRACTICES: OUTSOURCED AND PART-TIME OMBUDS</b></p> <ul style="list-style-type: none"> <li>• <i>Exploring the Growing Trend of Outsourced Organisational Ombuds: Navigating Opportunities and Challenges.</i> Josh Hoch, Ombuds and Director of Ombuds &amp; Mediation Services at MWI; Elise Ramos, Ombuds and Program Coordinator at MWI.</li> <li>• <i>The Ethics and Practice of Part-time Ombuds: Developing a Research Agenda.</i> Professor Kristen M. Blankley, U. of Nebraska College of Law, Professor Lisa M. PytlikZillig, Research Associate Professor and Senior Research Manager, U. of Nebraska Public Policy Centre, and Professor Rodrigo Franco, Professor of Biomedical Sciences and Faculty Ombuds, U. of Nebraska-Lincoln</li> </ul>	<p><b>GENERAL PANEL B: STUDENT PRESENTATIONS ON CONFLICT RESOLUTION</b> <i>Bilingual Panel</i></p> <ul style="list-style-type: none"> <li>• <i>Art as a Tool for Change in Conflict.</i> Jimena Yengle, B.A. in Communications Student, Saint Paul University.</li> <li>• <i>The Artificially Ethical Student? Navigating the Implications of AI as a Tool of Student Agency and Adherence to Academic Integrity.</i> Navneet Chand. Former Ombuds Intern at the Office of the Student Ombuds and current B.A. Student in Political Science, U. of Alberta.</li> </ul>
17:00 - 20:00	<p><b>SYMPOSIUM COCKTAIL RECEPTION - RÉCEPTION COCKTAIL DU SYMPOSIUM</b> <b>Sponsored by the IOA / Commandité par l'IOA</b></p>		

**May 7, 2024**

	<b>Amphitheatre / Amphithéâtre</b>	<b>Multi Room / Salle Multi</b>	<b>G1130</b>
9:00	<p><b>PANEL 7 – THE DEVELOPMENT OF OMBUDS SERVICES IN THE CANADIAN FEDERAL PUBLIC SERVICE</b></p> <ul style="list-style-type: none"> <li>• Elianne Hall, Workplace Well-Being Ombuds, Agriculture and Agri-Food Canada (AAFC)</li> <li>• Judith Brunet, Ombuds for Small Departments and Agencies, Public Services and Procurement Canada (PSPC)</li> </ul>	<p><b>PANEL 8 - THE DEVELOPMENT OF OMBUDS INSTITUTIONS IN DIVERSE CONTEXTS.</b></p> <ul style="list-style-type: none"> <li>• <i>The role of the Ombudsman in fostering Dispute Resolution Mechanisms through Accountability, Transparency and Reconciliation in Public Administration in African States: A Case study of Uganda.</i> The Honourable Anne Twinomugisha Muhairwe, Ombudsman of the Republic of Uganda.</li> </ul>	<p><b>PANEL 9 - THE OMBUDS' TOOLBOX FOR EFFECTIVE CHANGE IN HIGHER EDUCATION CONTEXTS (PART 1)</b></p> <ul style="list-style-type: none"> <li>• <i>Is conflict coaching enough? A healthy debate about managing conflict in graduate supervision.</i> Heather McGhee Peggs (Manager, Complaint Services - Patient Ombudsman, Ontario, and Julie Boncompain, Ombuds at Polytechnique Montréal, QC, and Mila – the Quebec Institute of Artificial Intelligence.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ayesha Rekhi, Well-being Ombuds and Inspector General, Global Affairs Canada (GAC)</li> <li>• Manda Noble-Green, Ombuds at Public Safety Canada</li> </ul>	<ul style="list-style-type: none"> <li>• <i>A Historical Journey of Organisational Ombuds in the United States.</i> Dr Shannon Lynn Burton - Ombuds, Michigan State University.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Ombuds work in Higher Education Institutions in Europe: 'believing' in complaints and using early resolution to effect systemic change.</i> Jean Grier, President - European Network of Ombuds in Higher Education (ENOHE), and Ursula Meiser, Vice President, ENOHE.</li> <li>• <i>Systemic Feedback in Organizational Ombuds Practice.</i> Dr. Mary Bliss Conger - Ombuds Consultant and writer</li> </ul>
10:30	<b>Break / Pause</b>		
11:00	<p><b>PANEL 10 - OMBUDS AND THE PROMOTION OF MENTAL HEALTH AND WELL-BEING.</b></p> <ul style="list-style-type: none"> <li>• <i>Reconceptualising Ombuds Practice to Improve Mental Health with "EASE" Through Meaning Mindset Theory (MMT), the Stoic Dichotomy of Control, and the Empathy, Attention, and Respect (EAR) Approach.</i> Dr. Laura Armstrong, Professor, School of Counselling, Psychotherapy, and Spirituality, Saint Paul University. Dr. Brent Epperson, Professor in Conflict Studies, Saint Paul University</li> <li>• <i>Emotional Literacy in Ombuds Practice.</i> Tracey Brant PCC, COOP® Ombuds, Dartmouth College</li> <li>• <i>The Secret of the Slow Burn: How Focusing on Suffering in Conflict Leads to the Willingness to Transform It.</i> Laurel Gordon, Deputy Ombuds, Office of the Ombuds, U.S. Marshals Service.</li> </ul>	<p><b>GENERAL PANEL C: WORKPLACE RESTORATION IN THE CANADIAN FEDERAL GOVERNMENT: A DELIBERATION OVER ITS INSTITUTIONAL DEVELOPMENT.</b></p> <ul style="list-style-type: none"> <li>• A discussion led by Helene Arts, Part-time Professor and Trauma-Informed Practice Specialist</li> </ul>	<p><b>PANEL 11 - THE OMBUDS' TOOLBOX FOR EFFECTIVE CHANGE IN HIGHER EDUCATION CONTEXTS (PART 2)</b></p> <ul style="list-style-type: none"> <li>• <i>Ombuds in Higher Education in Austria: Benefits and Challenges of a System with Ombuds at Different Levels.</i> Dr. Markus Seethaler, Austrian Student Ombudsoffice, and Anna-Katharina Rothwangl, Head of the Austrian Student Ombuds Office at the Federal Ministry of Education, Science and Research.</li> <li>• <i>Navigating Organisational Conflicts within a University context: Insights from Ombuds at Madrid Universities.</i> Ángel Antonio Rodríguez Sevillano, Ombudsman at Universidad Politécnica de Madrid, Madrid, Spain. Emilio Olías Ruiz, Ombudsman at Universidad Carlos III, Madrid, Spain. Rafael Orden Jiménez, Ombudsman at Universidad Complutense de Madrid, Madrid, Spain.</li> </ul>
12:30	<b>Lunch</b>		

13:30	<p><b>Panel 12 LES OMBUDSMANS (Protecteurs des droits, Défenseurs des droits, Médiateur d'État et d'institution) DANS LA FRANCOPHONIE</b> <i>Panel in French (with interpretation)</i></p> <ul style="list-style-type: none"> <li>• <i>L'institution de l'ombudsman au Burundi et en Afrique centrale.</i> Son Excellence Aimée Laurentine Kanyana, l'Ombudsman de la République du Burundi et Coordinatrice de la Région Afrique Centrale de l'Association des Ombudsmans et Médiateurs Africains (AOMA).</li> <li>• <i>L'autonomisation technologique dans la pratique de l'ombudsman : une approche de la justice centrée sur la personne,</i> Christian Crytes, Not.E. MED., Doctorant en Droit, Université Laval.</li> <li>• <i>L'expérience d'ombudsman du Commissaire aux services en français de l'Ontario,</i> Mr. François Boileau, Ombudsman des contribuables pour le gouvernement fédéral canadien.</li> </ul>	<p><b>PANEL 13 – THINKING ABOUT THE FUTURE: OMBUDS PROFESSIONALISATION AND PUBLIC AWARENESS OF OMBUDS SERVICES</b></p> <ul style="list-style-type: none"> <li>• <i>Ombuds Public awareness initiatives.</i> Rob Behrens. Parliamentary and Health Service Ombudsman of United Kingdom.</li> <li>• <i>Has Ombuds Work Been Professionalised? A Critical Examination of the Evolving Field of Organisational Ombuds.</i> Tom A. Kosakowski, Ombuds – University of Southern California, Health Sciences Campus.</li> </ul>	<p><b>PANEL 14 STUDENT VOICES IN OMBUDS PRACTICE (SHORT PRESENTATIONS)</b></p> <ul style="list-style-type: none"> <li>• <i>Ombuds practice in cross-cultural communication.</i> Rebeca Avila, Ombuds Intern, Office of the Student Ombuds, U. of Alberta.</li> <li>• <i>The Role of Ethics in Organisational Ombuds Practice.</i> Ikedi Obikaonu, M.A. in Conflict Studies Student, Saint Paul University.</li> <li>• <i>A Medical Doctor as a Student Ombuds.</i> Jorge A. Ribeiro Pereira, Board Member – European Network of Ombuds in Higher Education.</li> <li>• <i>The Role and Benefits of the Ombuds Intern.</i> Bryan Cambell – Ombuds Intern, U. of Alberta Office of the Student Ombuds.</li> <li>• <i>An Overview of the Student Ombuds Mechanism on Students' Rights in European Higher Education Systems.</i> Gizem Güray, M.A. student in the Department of Public Policy, Central European University (CEU), Austria</li> <li>• <i>Holding the Line For Health To Be Accountable In States, Provinces, And Communities As the Ombuds Practitioner.</i> Erika Dugan, MPH Candidate, Baylor University.</li> </ul>
15:00	<b>Break / Pause</b>		
15:30	<p><b>CONCLUDING PLENARY / PLÉNIÈRE DE CONCLUSION</b></p> <ul style="list-style-type: none"> <li>• <i>Participants to be announced later.</i></li> </ul>		
17:00	<b>End of the Symposium / Fin du symposium</b>		