

THE OMBUDS: FOUNDATIONS, BEST PRACTICES, AND DEVELOPMENT

Saint Paul Annual Symposium on Informal Conflict Resolution

L'OMBUDSMAN : FONDEMENTS, MEILLEURES PRATIQUES ET DÉVELOPPEMENT

Symposium annuel Saint-Paul sur la résolution informelle des conflits

FINAL PROGRAM PROGRAMME FINAL

May 6, 2024

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

	Amphitheatre / Amphithéâtre	Multi Room / Salle Multi	G1130
8:00	Registration / Inscription (Atrium)		
9:00	<p>WORD OF WELCOME / MOT DE BIENVENUE</p> <ul style="list-style-type: none"> Louis Patrick Leroux, Rector / Recteur, Saint Paul University / Université Saint-Paul <p>OPENING ADDRESS / DISCOURS D'OUVERTURE</p> <ul style="list-style-type: none"> Nora Farrell, Professor, Osgoode Hall Law School, York University, Toronto: <i>Independence and Accountability: Competing Constructs or Entwined Principles of Ombuds Practice?</i> 		
10:30	Break / Pause		

11:00	<p>PANEL 1 – THINKING ABOUT THE FUTURE: OMBUDS PROFESSIONALISATION AND PUBLIC AWARENESS OF OMBUDS SERVICES</p> <p>Panel Chair: Heather McGhee-Peggs, Manager, Complaint Services - Patient Ombudsman, Ontario</p> <ul style="list-style-type: none"> • <i>Ombuds Public awareness initiatives.</i> Rob Behrens. Former Parliamentary and Health Service Ombudsman of the United Kingdom. • <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. 		<p>PANEL 2 – THE OMBUDS AND HUMAN RIGHTS</p> <p>Panel Chair: Channele Bouassali, Assistant Ombuds, University of Ottawa</p> <ul style="list-style-type: none"> • <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. • <i>The Role of the Ombudsman During Conflict and Post-Conflict in Ethiopia.</i> The Honourable Dr. Endale Haile, Chief Ombudsman of Ethiopia.
12:30		Lunch	
13:30	<p>PANEL GÉNÉRAL A - GENERAL PANEL A : THÉORIES ET TYPOLOGIES EN RÉOLUTION DES DIFFÉRENDS <i>(Panel in French)</i></p> <p>Présidente de séance: Professeure Enkelejda Sula-Raxhimi, Études de conflits, Univ. Saint-Paul</p> <ul style="list-style-type: none"> • <i>La résolution pacifique des différends comme processus historique.</i> Jean-François Rioux, Professeur, Études de conflits, Université Saint-Paul. • <i>Quel est le rôle de la PRD dans la promotion de la justice sociale ?</i> Suzanne Bouclin, 	<p>PANEL 3 – REFLECTIONS ON OMBUDS PRACTICES IN DIVERSE SECTORS</p> <p>Panel Chair: Natalie Sharpe, Director - Office of the Student Ombuds, University of Alberta</p> <ul style="list-style-type: none"> • <i>Restorative Justice and Ombuds.</i> Richard Hart, Founding Director, VP, ProActive ReSolutions; Ashley Moore, Associate Director, Education, Community & Conflict Engagement, University of British Columbia; David Karp, (Professor, School of Leadership and Education Sciences; Director, Centre for Restorative Justice, University of San Diego. 	<p>PANEL 4 – THE ROLE OF OMBUDS OF MITIGATING GENDER-BASED VIOLENCE AND PROTECTING SEXUAL AND GENDER MINORITIES IN HIGHER EDUCATION</p> <p>Panel Chair: Laura Armstrong, Professor, Saint Paul University</p> <ul style="list-style-type: none"> • <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 Malaniková

	<p>Professeure titulaire, Faculté de Common Law, Université d'Ottawa.</p> <ul style="list-style-type: none"> • <i>Les mappemondes de la prévention et du règlement des différends.</i> Marie-Claire Belleau professeure titulaire, Faculté de droit, Université Laval 	<ul style="list-style-type: none"> • <i>Ombuds as Early Warning Mechanisms that Demonstrate a Positive Return on Investment.</i> Alec Chapa, Mosaic Collaborative Consulting. • <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). 	<p>(Professor and Ombuds - Czech Republic, Palacký University Olomouc)</p> <ul style="list-style-type: none"> • <i>Transgender and nonbinary persons expectations towards an ombudsperson practice.</i> Jan Galkowski, Ombuds - University of Rzeszow, Poland.
15:00	Break / Pause		
15:30	<p>PANEL 5 – THE ALIGNMENT OF OMBUDS WITH DIVERSITY, EQUITY, INCLUSION, AND BELONGING INITIATIVES.</p> <p>Panel Chair: Jean Grier, President, ENOHE</p> <ul style="list-style-type: none"> • <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. • <i>Ombuds as Catalysts for Inclusive Excellence: Strategies for Systemic Change.</i> Dr. Diedrick Graham, Vice President for Culture and Strategy - Healy+Group • <i>Ombuds and neurodiversity.</i> Amanda Dean - Ombuds for Faculty and Staff at Austin Community College. 	<p>PANEL 6 – EVOLVING OMBUDS PRACTICES: OUTSOURCED AND PART-TIME OMBUDS</p> <p>Panel Chair: Markus Seethaler, Ombuds, Austrian Student Ombuds Office</p> <ul style="list-style-type: none"> • <i>Exploring the Growing Trend of Outsourced Organisational Ombuds: Navigating Opportunities and Challenges.</i> Josh Hoch, Ombuds and Director of Ombuds & Mediation Services at MWI; Elise Ramos, Ombuds and Program Coordinator at MWI. • <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 	<p>GENERAL PANEL B: STUDENT PRESENTATIONS ON OMBUDS PRACTICE AND OTHER CONFLICT RESOLUTION TOPICS</p> <p>Panel Chair: Kirstie Brewer, M.A. Student in Conflict Studies, Saint Paul University</p> <ul style="list-style-type: none"> • <i>Art as a Tool for Change in Conflict.</i> Jimena Yengle, B.A. in Communications Student, Saint Paul University. • <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. • <i>The Role and Benefits of the Ombuds Intern.</i> Bryan Cambell – Ombuds Intern, U. of Alberta Office of the Student Ombuds.

17:00 - 19:00		SYMPOSIUM COCKTAIL RECEPTION - RÉCEPTION COCKTAIL DU SYMPOSIUM Sponsored by the IOA / Commandité par l'IOA	
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May 7, 2024

	Amphitheatre / Amphithéâtre	Multi Room / Salle Multi	G1130
9:00	<p>PANEL 7 – THE DEVELOPMENT OF OMBUDS SERVICES IN THE CANADIAN FEDERAL PUBLIC SERVICE</p> <p>Panel Chair: Ellen Miller, Executive Director, IOA</p> <ul style="list-style-type: none"> • Elianne Hall, Workplace Well-Being Ombuds, Agriculture and Agri-Food Canada (AAFC) • Judith Brunet, Ombuds for Small Departments and Agencies, Public Services and Procurement Canada (PSPC) • Ayesha Rekhi, Well-being Ombuds and Inspector General, Global Affairs Canada (GAC) • Manda Noble-Green, Ombuds at Public Safety Canada 	<p>PANEL 8 – THE DEVELOPMENT OF OMBUDS INSTITUTIONS IN DIVERSE CONTEXTS.</p> <p>Panel Chair: Jean-François Rioux, Professor, Saint Paul University</p> <ul style="list-style-type: none"> • <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. • <i>A Historical Journey of Organisational Ombuds in the United States.</i> Dr Shannon Lynn Burton - Ombuds, Michigan State University. • <i>Systemic Feedback in Organisational Ombuds Practice.</i> Dr. Mary Bliss Conger - Ombuds Consultant and writer 	<p>PANEL 9 – THE OMBUDS’ TOOLBOX FOR EFFECTIVE CHANGE IN HIGHER EDUCATION CONTEXTS (PART 1)</p> <p>Panel Chair: Martine Conway, Ombudsperson, University of Ottawa</p> <ul style="list-style-type: none"> • <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. • <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.
10:30	Break / Pause		
11:00	<p>PANEL 10 – OMBUDS AND THE PROMOTION OF MENTAL HEALTH AND WELL-BEING.</p>		<p>PANEL 11 – THE OMBUDS’ TOOLBOX FOR EFFECTIVE</p>

	<p>Panel Chair: Natalie Sharpe, Director - Office of the Student Ombuds, University of Alberta</p> <ul style="list-style-type: none"> • <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 • <i>The Secret of the Controlled Burn: How Enduring the Discomfort of Conflict Leads to the Willingness to Transform It,</i> Laurel Gordon, Deputy Ombuds, Office of the Ombuds, U.S. Marshals Service. 		<p>CHANGE IN HIGHER EDUCATION CONTEXTS (PART 2)</p> <p>Panel Chair: Natalie Dupuis, PhD Candidate – School of Conflict Studies, Saint Paul University, and Informal Conflict Management Practitioner at Public Services and Procurement Canada.</p> <ul style="list-style-type: none"> • <i>Ombuds in Higher Education in Austria: Benefits and Challenges of a System with Ombuds at Different Levels.</i> Dr. Markus Seethaler, Ombuds, Austrian Student Ombuds Office, and Anna-Katharina Rothwangl, Head of the Austrian Student Ombuds Office at the Federal Ministry of Education, Science and Research. • <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.
12:30		Lunch	
13:30	<p>Panel 12 – LES OMBUDSMANS (Protecteurs des droits, Défenseurs des droits, Médiateur d’État et d’institution) DANS LA FRANCOPHONIE <i>(Panel in French, with interpretation)</i></p>	<p>PANEL 13 – THE ORGANISATIONAL OMBUDS: FOUNDATIONS, FUNDAMENTALS & ITS FUTURE (IOA BOOK PANEL)</p> <p>Panel Chair: Ellen Miller, Executive Director, IOA</p>	<p>PANEL 14 – STUDENT VOICES IN OMBUDS PRACTICE</p> <p>Panel Chair: Danielle Stordy, M.A. Student in Conflict Studies, Saint Paul University</p>

	<p>Panel Chair: Julie Boncompain, Protectrice des droits, Polytechnique Montréal</p> <ul style="list-style-type: none"> • <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. • <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. 	<ul style="list-style-type: none"> • Shannon Lynn Burton, PhD, Ombuds at Michigan State University • Tyler Smith, Associate Ombuds at The National Institutes of Health • Natalie Fleury, Ombuds at the Medical College of Wisconsin • Tom Kosakowski, Ombuds at the University of Southern California • Elisa Ortega-Schultz, MS, MA, LMSW, Employee Ombuds at Grand Valley State University 	<ul style="list-style-type: none"> • <i>Ombuds practice in cross-cultural communication</i>. Rebeca Avila, Ombuds Intern, Office of the Student Ombuds, U. of Alberta. • <i>A Medical Doctor as a Student Ombuds</i>. Jorge A. Ribeiro Pereira, Board Member – European Network of Ombuds in Higher Education. • <i>The Role of Ethics in Organisational Ombuds Practice</i>. Ikedi Obikaonu, M.A. in Conflict Studies Student, Saint Paul University. • <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
15:00	Break / Pause		
15:30	<p>CONCLUDING PLENARY - FUTURE CHALLENGES AND OPPORTUNITIES IN OMBUDS PRACTICE</p> <p>Panel Chair: Brent Epperson, Assistant Professor, Saint Paul University</p> <ul style="list-style-type: none"> • <i>Sylvie Richard - Ombuds and Executive Director (Health Canada and Public Health Agency of Canada)</i> • <i>Sarah Klaper - Ombuds, Northwestern University. President - International Ombuds Association (IOA)</i> 		

	<ul style="list-style-type: none"> • <i>Sophie Petrillo, Ombudsman, Office of the Hydro One Ombudsman - Forum of Canadian Ombuds (FCO)</i> • <i>Carolyn Brendon - Ombuds, McMaster University. President - Association of Canadian College and University Ombuds (ACCUO)</i> • <i>Jean Grier - President, European Network of Ombuds in Higher Education (ENOHE)</i> 		
17:00	End of the Symposium / Fin du symposium		