

Preliminary Program / Programme préliminaire

NAVIGATING CRISES: THE EVOLVING ROLE OF ALTERNATIVE DISPUTE RESOLUTION PRACTITIONERS AND OMBUDS IN TURBULENT TIMES

NAVIGUER DANS LES CRISES: L'ÉVOLUTION DU RÔLE DES PRATICIENS DE LA RÉOLUTION DE CONFLITS ET DES OMBUDS EN PÉRIODE DE TURBULENCE

May 11, 2026 / 11 mai 2026

	AMPHITHEATRE / AMPHITHÉÂTRE	G 1130
8:00	REGISTRATION / INSCRIPTION (ATRIUM)	
9:00	<p>AMPHI</p> <p>WORD OF WELCOME / MOT DE BIENVENUE</p> <p>Patrick Leroux, Rector / Recteur, Saint Paul University / Université Saint-Paul</p> <p>OPENING REMARKS / DISCOURS D'OUVERTURE</p> <p>Jean-François Rioux and Brent Epperson, Professors, Saint Paul University</p>	
09:30	<p>AMPHI</p> <p>SYMPOSIUM KEYNOTE / DISCOURS PRINCIPAL</p> <p>Dr. Bernard Mayer: <i>"The Neutrality Delusion — Intervening in Conflict During Perilous Times"</i></p>	
10:30	PAUSE (ATRIUM)	
11:00	<p>AMPHI</p> <p>PANEL 1 – RETHINKING NEUTRALITY AND OMBUDS ETHICS</p> <ul style="list-style-type: none"> Shirley Nakata, Ombudsperson for Students, University of British Columbia: <i>Let's stop saying we're "neutral"</i> 	<p>G 1130 (Bilingual)</p> <p>PANEL 2 – INCLUSION AND EQUITY IN MEDIATION / INCLUSION ET ÉQUITÉ EN MÉDIATION</p> <ul style="list-style-type: none"> Valérie-Clara Roswell, Praticienne en résolution de conflits: <i>Accompagner les clients confrontés à la discrimination : l'importance du rôle du praticien en gestion de conflits et de l'ombudsman dans ces situations.</i>

	<ul style="list-style-type: none"> • Markus Seethaler, Austrian Student Ombuds Office: <i>Should Ombuds Take a Stance? Impartiality in David and Goliath Conflicts</i> • Chair: Heather McGhee-Peggs, Director, JustEquitable 	<ul style="list-style-type: none"> • Solange Nankam, Gouvernement du Canada: <i>L'approche inclusive des médiateurs accrédités en matière de diversité, d'équité, d'inclusion et d'appartenance (DEIA)</i>. • Chair : Jean-François Rioux, Professor, Saint Paul University
12:30	LUNCH (MULTI ROOM / SALLE MULTI)	
13:30	<p>AMPHI (Bilingual)</p> <p>PANEL 3 – TECHNOLOGY, AI, AND THE FUTURE OF ADR</p> <ul style="list-style-type: none"> • Whitney Barrett, Ombudsperson, University of Waterloo: <i>GenAI and Higher Education: Stories from a University Ombudsperson</i> • Shawn Quinn, IT Specialist and student in Conflict Studies, Saint Paul University: <i>Integrating Private Ethical AI into ADR Practice</i> • Évelyne Poisson, Gestionnaire, enquêtes, Investigations Bureau de l'ombudsman à Postes Canada: <i>Les outils d'IA en gestion de conflits</i> • Chair: Julie Boncompain, Director, Just Equitable 	<p>G 1130</p> <p>PANEL 4 – RESILIENCE AND HUMAN-CENTERED OMBUDS PRACTICE</p> <ul style="list-style-type: none"> • Nadia Ferrara, Ombuds Office, Indigenous Services Canada: <i>Cultivating Resilience In The Face Of Systemic Conflict</i> • Doretta Charles, ICR Practitioner: <i>Moving towards Transformative Change-ICR and Anti-Black Racism Strategies</i> • Chair : Carolina Garcia, Professor, Saint Paul University
15:00	PAUSE (ATRIUM)	
15:30	<p>AMPHI</p> <p>PANEL 5 – FROM PRACTICE TO THEORY TO A MORE ROBUST PRACTICE: THE VALUE OF INSIGHT MEDIATION IN TURBULENT TIMES</p> <ul style="list-style-type: none"> • Dr. Cheryl Picard, Professor Emeritus, Carleton University • Dr. Kenneth Melchin, Professor Emeritus, Saint Paul University • Elizabeth Sterritt, Accredited Family and Intergenerational Mediator (OAFM) 	

	<ul style="list-style-type: none"> • Robyn Holland-Ayoub, Director, Office of Conflict Resolution and Employee Support Office, at Immigration, Refugees and Citizenship Canada (IRCC). • Chair: Natalie Dupuis, Professor, Saint Paul University
17:15	COCKTAIL RECEPTION / RÉCEPTION COCKTAIL (MULTI ROOM / SALLE MULTI)

May 12, 2025 / 12 mai 2026

	AMPHITHEATRE / AMPHITHÉÂTRE	G 1130
9:00	<p>AMPHI</p> <p>PANEL 6 – ETHICS, CARE, AND REFLECTIVE PRACTICE IN ACTION</p> <ul style="list-style-type: none"> • Jan Galkowski, Professor, University of Rzeszow, Poland; Guest researcher, Saint Paul University: <i>Reframing Ombuds Ethics Through the Lens of Care Ethics</i> • Ian Renaud, Trainer and consultant: <i>Leading from Within: How Practitioners' Internal Work Transforms Conflict Resolution</i> • Brenda Waugh, Esq., Waugh Law & Mediation, Virginia: <i>Becoming a Restorative Lawyer</i> • Chair: Laura Armstrong, Professor, Saint Paul University, 	<p>G 1130 (Bilingual)</p> <p>PANEL 7 – STUDENT PANEL: EMERGING VOICES IN CONFLICT RESOLUTION</p> <ul style="list-style-type: none"> • Shannon Gallagher, Doctoral Candidate, Saint Paul University • Alice Tracey, MA Candidate, Saint Paul University, <i>Experience for Students in Ombuds and Mediation Field</i> • TBA • Chair: TBA
10:45	PAUSE (ATRIUM)	
11:00	<p>AMPHI</p> <p>PANEL 8 – OMBUDS PRACTICE IN ACADEMIA</p> <ul style="list-style-type: none"> • Wayne Marriott, Organisational Ombuds (Certified), Director IOA: <i>If you are not at the table, you are probably</i> 	<p>G 1130</p> <p>PANEL 9 – TRANSFORMATIONS IN CONFLICT RESOLUTION</p> <ul style="list-style-type: none"> • Laura Armstrong, Ph.D., C.Psych, Professor, Clinical Psychologist, Saint Paul University, and Brent Epperson,

	<p><i>on the menu – Ombuds programmes assisting academia to manage psychosocial risk through raising conflict competence.</i></p> <ul style="list-style-type: none"> • Jorge A. Ribeiro-Pereira, PhD Candidate in Public Policy and Political Science, University of Aveiro, Portugal; Guest Researcher, Saint Paul University: <i>Ombudsman Institutions Models in the European Higher Education Area</i> • Chair: Jean-François Rioux, Professor, Saint Paul University 	<p>Professor, Conflict Studies, Saint Paul University: <i>University Wellbeing: Mental Health Promotion and Conflict Management in Ombuds Practice</i></p> <ul style="list-style-type: none"> • Natalie Dupuis, Professor, Conflict Studies, Saint Paul University, <i>ADR Pracademics: the nexus of research, practice, and forming the next generation of practitioners</i> • Chair: Emilia Pech, Department of Justice, Ottawa
12:30	LUNCH (MULTI ROOM / SALLE MULTI)	
13:30	<p>AMPHI</p> <p>PANEL 10 – Conflict Systems, Governance, and Large-Scale Intervention</p> <ul style="list-style-type: none"> • Richard Moore, MDR Associates Conflict Resolution Inc, Ottawa: <i>Large Group Conflict Transformation in Today’s Organizational Environments: A Practitioner’s Bird’s Eye View</i> • Frank White, Ph.D. Student, Conflict Analysis & Resolution, HCAS SGA: <i>Layered Conflict Governance: A Systems Framework for Understanding the Strategic Role of Organizational Ombuds in Institutional Crisis</i> • Chair: TBA 	<p>G1130 (bilingual)</p> <p>PANEL 11 – Ombuds Work Evolving</p> <ul style="list-style-type: none"> • Heather McGhee Peggs, Director, JustEquitable, and Ellen Miller, Executive Director IOA: <i>Investigating Fairness: A discussion about informality & Ombuds inquiries</i> • Tristan Benson and Rachelle Kouassi, Systemic Examination Officers, Office of the Taxpayers’ Ombudsperson (Government of Canada): <i>Proactivity and Systemic Examinations</i> • Chair – Brent Epperson, Professor, Saint Paul University
15:00	PAUSE (ATRIUM)	
15:30	<p>AMPHI</p> <p style="text-align: center;">COFFEE WITH BERNIE: INFORMAL ROUNDTABLE WITH DR. BERNARD MAYER</p> <p>Chair: Amanda Dean, Ombuds for Faculty and Staff at Austin Community College</p>	

16:15	AMPHI CLOSING REMARKS / MOT DE LA FIN Brent Epperson and Jean-François Rioux
16:30	END OF THE SYMPOSIUM / FIN DU SYMPOSIUM