



ACCUEO

ASSOCIATION OF CANADIAN
COLLEGE AND UNIVERSITY
OMBUDSPERSONS

SEPTEMBER 2018 BULLETIN

ACCUEO Website Register for access to the Member's only section and latest news: <http://accuo.ca/>

ACCUEO Membership Dues Did you forget? Contact Anita Pouliot at apouliot@uwo.ca

NEW ACCUEO MEMBERS We welcome our new members below.



Algonquin College - Barbara Carswell, Assistant Ombudsman (BA, LLB) has a long history of work in fairness, equity and human rights. Her past work experiences include Director of Equity Services; Director of Values and Workplace Well-being; and Conflict Management Administration.

Algonquin College - Carley Johnson (BSc, BEd), Ombuds Officer has worked internationally in education, social work, and human resources. She is currently studying conflict management and mediation at St. Paul's University.



Université Moncton - Johanne Savoie (Bachelor of Industrial Relations, Master of Interventional and Organizational Change) has worked in human resources management for over two decades, in a variety of management and supervisory roles. Conflict management, policy development and implementation are some of her areas of expertise.



University of Victoria – Annette Fraser (Master's in Dispute Resolution, U Victoria) worked for several years in various immigrant service organizations in Greater Vancouver. From 2011-2018, she has worked in the BC Public Service at the Employment Standards Branch of BC, and most recently, the Office of the BC Ombudsperson Civil Resolution Tribunal.



New ACCUO Associate Member

Université Québec à Trois Rivières - Geneviève Hardy (LLB), was recently appointed as the Ombudsman (Protectrice Universitaire). She has arbitration and mediation training along with other areas of legal expertise.

ACCUO Webinar Reminder Lucie Allaire and Julie Boncompain will be moderating the webinar: **Safe Space and Freedom of Space: Espaces Sécuritaires et Liberté d'Expression** on Tuesday, October 9th, 2018 from 12:00 Noon to 1:00 pm EST.

FCO/ACCUO Conference Dates and Proposal Deadline are Set The conference dates are set for the upcoming FCO/ACCUO joint conference in Toronto at the Sheraton Centre Toronto hotel, **April 17 – 19, 2019**. The deadline for submissions has been set for **October 9, 2018**. Submit proposals to: <http://campaign.r20.constantcontact.com/render?m=1103590107722&ca=f5ded431-1317-4609-a964-d33d68213b46>

ACCUO Western Regional Meeting held in Kelowna, B.C. July 2018 Michael Jud (UBC Okanagan host) and Shirley Nakata (UBC Vancouver) led a busy day of ombuds discussions at UBC Kelowna campus with ACCUO members representing BC campuses (UBC - Vancouver, UBC-Kelowna, Simon Fraser, Quest U, Vancouver CC, U of Victoria, Camosun C, and Kwantlen U) and Alberta (U of Alberta, MacEwan U.) One area of focus was a survey the B.C. group are conducting on Practicum Practices at BC campuses. Shirley Nakata is hoping to set another regional meeting in early 2019.

Ombudsman's Association of Quebec Universities (AOUQ) Meeting, December 2018 Michel Villiard, Ombudsman at Polytechnique Montreal CP has reserved December 6 and 7 for the Quebec region meeting to held at UQAM (Montreal). Michel, Hélène Richard (Université Laval), and Julie Boncompain (Concordia University) are your contacts to send topics of interest for the agenda. Michel will announce the meeting rooms once the agenda is set.

ACCUO Eastern Regional Meeting Regional Meeting, November 2018 A two-day Eastern Regional meeting is being planned for November 8 - 9 in Toronto and will be hosted by Kim Morgan, Confederation College and Nora Farrell, Ryerson University. The conference is set at Ryerson University, in the Layton Room, 2nd floor, Oakham House, 63 Gould Street, Toronto.

Alberta Network of Ombuds in Higher Education (ANOHE), October 2018 The Alberta ombuds will be meeting on October 12th at NAIT campus. Alberta Ombudsman will be joining to discuss areas outside the HE ombuds jurisdiction that affect post-secondary students (typically student loans and special needs assistance grants).

Do you have a Regional Network? Canadian HE ombuds have built strong regional networks to support each other. This provides opportunity to meet more frequently face-to-face, and helps to ensure that ombuds strengthen regional support, especially for those in one-person offices. Currently, there are strong regional alliances and networks of HE ombuds in BC, Alberta, Ontario, and Quebec. As our ACCUO membership expands to other Canadian regions, consider reaching to ACCUO members close to you for more local support.

ACCUO AGM June 2018 Edinburgh Twelve members attended the ACCUO AGM held on June 7, 2018 at 3:45 pm at University of Edinburgh. The Executive members for 2018 – 2019 remain the same as last year: Natalie Sharpe (President); Lucie Allaire (Past-President); Anita Pouliot (Treasurer); Carmela Parzanese (Secretary); Kevin Wiens (Member); Carolyn Brendon (Member). Some notables on the AGM were: 1) the establishment of two new committees: a Communications Committee to strengthen national communication, and an International Committee to focus on international alliances with higher education ombuds associations; 2) funding more educational webinars as a means of educational development to reach a broader number of members than the previous individual educational grants; and 3) the introduction of an ACCUO Executive Budget with proposed expenditures for the year to demonstrate accountability to members. The Executive spoke to the development of members' resources on the new website, and review of the ACCUO constitution and Standards of Practice. For details, read the Executive/Committee reports on the ACCUO website.



ACCUO AGM JUNE 2018

University of Edinburgh

International Committee ACCUO is seeking a Chair for the International Committee. Martine Conway, former Chair, will remain as a member of the International Committee. Please contact an ACCUO Executive if you are interested.

Communications Committee Kevin Wiens and members of the Communications Committee are completing an outreach letter to HE institutions that do not have an ombuds office; the goal is to promote the value of HE ombudsman on Canadian postsecondary campuses. They are also planning to compile a biography of current ACCUO members, and their areas of expertise to share on the ACCUO website. Kevin says there is still room for one to two members on this committee so contact an ACCUO Executive if you want to play a role on this committee.

Awards Committee It is time to re-establish our Awards Committee, review the awards, criteria and process for nomination and selection. If you wish to join this committee, notify an ACCUO Executive. We will also need a Chair for this committee.

ACCUO Membership is Growing A recent count indicates our membership is growing throughout Canada. We now have over sixty members in our organization.

Australian University Grievance and Complaint Conference September 2018 On September 27, 2018, ombuds in higher education throughout the world have been invited to attend this conference hosted by Griffith University and The University of Queensland in Brisbane, Australia.

CCCUO – Cal Caucus Conference November 2018 Registrations have closed for this conference situated at the Asilomar Conference Centre in Pacific Grove, California from November 4 to 7, 2018; there is a waiting list.

REDDU October 2018 Martine Conway has been invited by REDDU, to attend the conference in Xalapa, Veracruz, Mexico October 18 – 19, 2018. REDDU is a network of ombuds in Higher Education from Mexico, Honduras, El Salvador, Brazil, Panama, Peru, Spain and Australia.



University of Ottawa - Martine Conway, Past President of ACCUO and ombudsperson at U of Victoria from 1999 – 2018, is the new Ombudsman at University of Ottawa. Martine has been an international ambassador for ACCUO for many years.

ENOHE Leon, Spain June 2019 A meeting will be set in October for the Planning Committee for next year's conference in Leon, Spain.