



# ACCUO

ASSOCIATION OF CANADIAN  
COLLEGE AND UNIVERSITY  
OMBUDSPERSONS



**ACCUO MAY 2018 CELEBRATING OUR ROLE IN HIGHER EDUCATION IN CANADA**



FCO/ACCUO Conference 2019 Toronto AGM Meeting: Left to Right Front Row: Taylor Thomas; Martine Conway; Michel Villard; Alexandria Hammond; Johanne Savoie; Carter MacDonald; Amy Fish; Carmela Parzanese; Kristi Gourlay; Annette Fraser; Middle Row: John O'Brian; Rob Thompson; Carolyn Brendon; Back Row: Dimitros Berk; Kim Morgan; Rose Padacz; Caroline Roy; Soucila Badaroudine ; Remonia Stoddart-Morrison; Anita Pouliot; Pascale Legault; Josef Leidenfrost; Caroline Audette; Julie Boncompain; Natalie Sharpe; Laura Reid; Nora Farrell; Shirley Nakata



### Nora Farrell – 6<sup>th</sup> Recipient of ACCUO Distinguished Service Award 2019

“ACCUO recognizes individual members who have made significant contributions in various ways. The highest of these recognitions is the Distinguished Service Award. Since its creation, ACCUO has granted this award 5 times. To be recognized in this way, the person has to have made significant contributions as an ombudsperson at her institution, as a member and leader within ACCUO and/or other ombuds organizations, and in the field of ombudsing. For this reason, the gift is a silver pin embossed with a portrait of Lars Mannerheim, the first independent ombudsman in Sweden. (We are honouring Nora) as a leader within ACCUO and FCO, (and) it is particularly fitting that we are honoring her at this joint conference.” (address by Martine Conway, FCO/ACCUO Conference Toronto 2019)

Nora Farrell found what she calls her “natural habitat in the ‘fairness’ community” when she joined the Office of the Ontario Ombudsman in the 90s, before she became ombudsperson at Ryerson University in 2000. She has been an active ACCUO member and a leader in the ombuds field ever since. Nora has demonstrated exemplary leadership and built links across Canadian ombuds sectors to foster a community of practice around a common core. Nora has served on committees and on the executives of ombuds associations nationally and internationally. She was secretary on the ACCUO executive in 2002-06. She since served on the board of the Forum of Canadian Ombudsman, first as a member-at-large, then as president and now as outgoing president. She has also represented her peers as part of the International Ombudsman Association (IOA) as a member-at-large. Nora participated in the creation of ACCUO’s Toolkit for new ombuds and for institutions creating ombuds offices, and she provided essential input during the development of ACCUO’s Standards of Practice. Nora played a leading role in developing FCO’s Ombuds Essentials certificate, which is the first and only Canadian, week-long, cross-sector, ombuds training. Nora also played a leading role in the drafting and adoption of FCO’s Statement of Principles. Nora Farrell has been a faithful speaker at ombuds conferences and contributed articles on ombudsing. She has presented numerous sessions at ACCUO, FCO, IOA and ENOHE on key topics, such as the concept of neutrality and its critique, the place of mediation and thorny issues such as the challenges facing the field. She has hosted ACCUO mid-year meetings and participated in the organization of several ACCUO and FCO conferences. She was part of the program committee on the first joint ENOHE-ACCUO conference in Vienna in 2010. Recently, Ryerson University recognized Nora’s contributions to ombudsing in Canada, noting her office as “a model for comparable offices throughout the province and country”. Nora is a colleague, a mentor and a friend that we will miss. She is the person we call when we have a difficult question. She is one of the people that Michelle LeBaron, in her 2008 article on Canadian ombuds, called A WISE ONE. (Martine Conway, excerpts honouring Nora Farrell)



The Special Distinguished Award honours an ACCUO colleague who has provided extraordinary contributions to ACCUO. Lucie Allaire set up the first ombuds offices at University of Ottawa (8 years service) and Montmorency College. She was the former President and Past-President of ACCUO, and served on the ACCUO communications committee, completing the website redesign project. Lucie has been active with ACCUO since 2010 and exemplifies our standards of practice in her dealings with her institution, in her leadership of ACCUO and discussions with ombuds colleagues worldwide. She has presented at many FCO/ACCUO conferences and taught in the Essentials for Ombuds program. She organized the production of the 50-year anniversary video for ACCUO, and oversaw the updating of the Legal Project. Behind the scenes she translated many ACCUO documents, including the Bulletin. As sage and mentor, Lucie says it is important to continue to strengthen our collegial ties through Practice Conversations/Webinars and promote the value of Higher Education ombuds locally and internationally.

Kwame Addo, recently appointed as the Ryerson University Ombuds, is the former Director of Investigations and Conflict Resolution with the City of Toronto Ombuds team. He also worked for the Ontario Ombudsman and brings over 25 years of ombuds experience to his new position. Kwame also teaches in the Osgoode/Forum of Canadian Ombudsman “Essentials for Ombudsman” program.

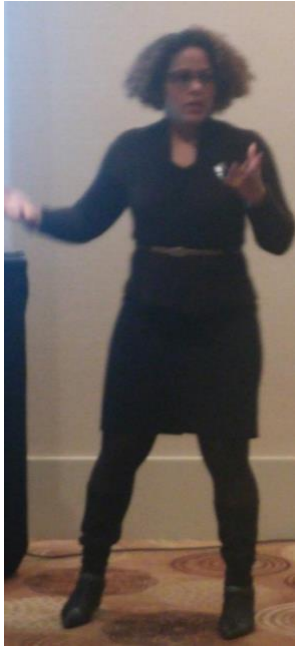


## FCO/ACCUO Conference 2019 Summary of Higher Education Presentations

- **Size Matters: Dealing with student issues jointly as a one-person-office and on a national basis**  
*Josef Leidenfrost, National Higher Education Ombudsman, Austria (ENOHE)*  
*Wolfram Aigner, Ombudsman, Universität Linz. Austria*
- **How to Deliver Bad News: Managing Complainant Expectations**  
*Amy Fish, Ombuds, Concordia University*
- **Ombudsing in Higher Education: Perspectives on Provincial and National Schemes**
- **Panel: Rob Behrens, Conference Keynote and former Independent Adjudicator for Higher Education for England and Wales**  
*Barbara Finlay, Deputy Ombudsman Ontario*  
*Bradley Moss, Assistant Citizens' Representative Newfoundland/Labrador*  
*Dave Murray, Office of the Ombudsman British Columbia*  
*Panel Chair: Carolyn Brendon, Ombuds,, McMaster University*
- **The Role of the Canadian Higher Education Ombuds in the Wake of a Societal Call-to-Action against Campus Sexual Violence**  
*Carolyn Brendon, Ombuds, McMaster University*  
*Natalie Sharpe, Ombuds, University of Alberta*
- **Using the Concept of Intersectionality to Achieve Equitable Fairness**  
*Carter MacDonald, Ombudsman, Camosun College*  
*Natalie Sharpe, Ombuds, University of Alberta*  
*Remonia Stoddart-Morrison, Ombuds, University of Alberta*
- **Workshop on the challenges of safe spaces on our campuses on freedom of expression- Case studies on interventions by ombudspersons**  
*Julie Boncompain, Ombuds, Concordia University*
- **Institutional Betrayal and the Role of Ombuds**  
*Shirley Nakata, Ombuds, University of British Columbia*  
*Richard Hart, ProActive ReSolutions*



Knowledge Keeper Clayton from the Wolf Clan of Saddle Lake Alberta, Treaty 6 opens the conference



**FCO/ACCUO Conference 2019 Toronto**  
Photos sent to ACCUO

