



ACCUO

ASSOCIATION OF CANADIAN
COLLEGE AND UNIVERSITY
OMBUDSPERSONS

ACCUO DECEMBER 2019

ACCUO Webinar – Monday, December 9

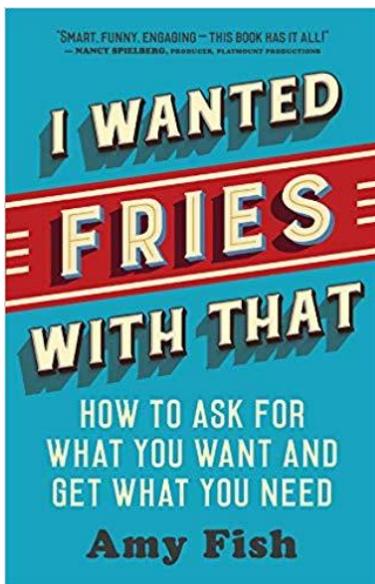
Amy Fish, Ombuds (ConcordiaU) is inviting you to a scheduled Zoom meeting. Webinar Date: Monday, Dec 9, 2019 Time: 2:00 pm (AST), 1:00 pm (EST); 11:00 am (MST), 10:00 am (PST)

Join Zoom Meeting <https://concordia-ca.zoom.us/j/681130460> Meeting ID: 681 130 460

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SAVE THE DATE – ACCUO-ENOHE ATHENS GREECE MAY 27 – 29, 2020



**National Technical
University of Athens**



ENOHE and ACCUO planning committees, and the ACCUO International Relations Committee have been working on the organization of the joint 2020 ENOHE-ACCUO conference to be held in Athens, May 27-29, 2020. The joint conference planning committee met in November and will meet again in December. The conference theme will be announced before the holidays and a call for papers will be sent in January 2020. There will be a streamlined option ready for easier payment of registration fees.

REGIONAL MEETINGS

University of Victoria ACCUO Western Meeting - Host Annette Fraser (UVic) In June 2019, Ombuds of the Western Region met at the University of Victoria. We were pleased to have in attendance Dr. Rob Hancock (Professor, Academic Manager of LE,NO₂NET Project) and Ruth Young (Manager, Indigenous Initiatives) from University of Victoria who presented and led a dialogue about how administrative fairness looks like from an indigenous perspective. Some key thoughts discussed were: Decolonization involves transforming the institution; ombuds can help institutions move from hierarchal structures to relational structures through the power of asking questions and unpacking the assumptions about the “stories” we tell “about the stories we tell.” As Ombuds of post-secondary institutions we were encouraged to incorporate indigenous ways of knowing around fairness and equity. It begs to question whether the ACCUO’s Standards of Practice (2012) and Constitution around indigenization concerns should be reviewed to acknowledge indigenous perspectives? The afternoon included robust discussions on various cases brought forth by fellow ombudspersons. Long-time Ombudsperson, Carter MacDonald, from Camosun College, announced he would be retiring at the end of 2019; we look forward to celebrating his exemplary years of service in our upcoming regional meeting at Simon Fraser University.

Simon Fraser University ACCUO Western Meeting – Host Laura Reid (SFU) On October 24, 2019, 12 ombuds colleagues from BC and Alberta headed up Burnaby Mountain to spend the day in discussion at Simon Fraser University. The morning involved learning from special guest Oberlin Ombudsperson Kimberly Jackson Davidson, who spoke about her approach to ombuds work and the tools and techniques of conflict resolution. After lunch, the group passed the afternoon talking about trends, complex cases, and emerging issues. As always, the conversations were thoughtful, candid and enriching. Special note was also made of the recent retirement of Joy Coben (UBC) and the pending retirement of Carter MacDonald (CamosunC).

University of Ottawa, ACCUO Eastern Mid-Year Meeting Coming Up – Hosts Martine Conway and Evelyne Poisson (UOttawa) The Office of the Ombudsperson at the University of Ottawa will host the Eastern Midyear on January 30th and 31st 2020. The registration fee is \$90 (information will follow next week about the payment). If you want to stay at the Lord Elgin Hotel, don't forget to make your reservation on or before December 30th if you want the flat rate (\$159.00.) The main proposed topics are: Mission and philosophy of ombuds offices, structure and evaluation of ombuds offices, case studies, mission statement, requests for information, privacy issues, graduate student/supervisor, funding issues, applicant issues, etc. For more details, please see the email that was sent on the Listserv on November 7th. We'll also have the opportunity to see some recently retired colleagues. Lucie Allaire will be with us Thursday afternoon. Lucie and Jim Kennelly will join us Thursday night for dinner. How to Register: Evelyne, epoisso2@uottawa.ca Looking forward to seeing you in January!

Communications Team The Communications team, led by Rob Thompson (Lakehead), with members Johanne Savoie (Moncton), Laura Reid (Simon Fraser), and Fenya Fitzpatrick (Alberta) are working diligently sending a letter to university and student union administrations in higher education institutions without an ombuds. The purpose of this letter from ACCUO is to promote the value of having an ombuds presence on campus, and to encourage an open discussion with the ACCUO executive and communication team for further discussion. Rob is still welcoming new members to this committee, so please contact him at ombudsperson@lakeheadu.ca if you are interested.

Translators Needed for ACCUO Bulletin and Occasional Documents ACCUO Executive is calling for volunteers to commit to translating one to two documents a year as we are trying to spread the work around to facilitate translation. This is quite an arduous task for one person to volunteer to, and we hope that we can hear from those who may have commit to a less daunting task. Please contact natalie.sharpe@ualberta.ca if you can volunteer for one or two translation.

ACCUO Elections Officer We are requesting a member to volunteer to be our new Elections Officer. This requires someone to solicit nominations to new positions for the next AGM in late May. Please contact Natalie at natalie.sharpe@ualberta.ca if you are interested or want more information.

Cal Caucus (CCCUO) Asilomar Conference Centre, California Cal Caucus was held November 10- 13 in beautiful Asilomar Conference Centre, Pacific Grove, California. The theme of the caucus was "Reflection: Power, Privilege and Identity in the Ombuds World". Facilitators from the National Equity Project led a multi-day, skill-building and discussion session. Canada was very capably represented by Dr. Brent Epperson, Graduate Ombudsperson (UAlberta), who spoke about the need for ombuds to serve as political actors to fight inequality, and Shirley Nakata, Ombudsperson (UBC) and co-presenter Richard Hart (ProActive ReSolutions) who introduced the theory of institutional betrayal. Laura Reid (SFU), Western Regional Representative on ACCUO Executive, also attended. Natalie Sharpe, Ombudsperson (UAlberta), was awarded the Pete Small Award in recognition of her substantive contributions to CalCaucus, and Kevin Weins, former Ombudsperson (U Calgary) received the Volunteer Peer Award. The next conference is November 11-14, 2020 but watch for early registration as the small conference quickly fills to capacity.

Member Announcements and Profiles



Jim Kennelley, CarletonU, has been in his position as ombuds at Carleton for 41 years, which is the longest serving ombuds in Canadian higher education, and perhaps in the world. He joined the Carleton University ombuds office in 1978; there is an extensive biography on Jim in our ACCUO bulletin March 2018 (Check accuo.ca). Jim has been the ACCUO Elections Officer for a very long time. Jim will be at the Eastern Regional Meeting Dinner at University of Ottawa to say goodbye to his ombuds friends. He departs with this message: *I have worked 41 years in one office. To make my exit requires a lot of re-cycling and shredding. All the best to the ACCUO crowd. Pace yourself as you do the work. Take that extra-long weekend in a term or go to that conference to refresh. That will keep you healthy. We are fortunate to work on campuses where students are on the edge of everything that is changing in society. I always felt it gave me a young attitude. I wanted to say one thing that is often not heard in large institutions. Thank you for your ombuds work. Your efforts to find fairness and solve problems make your campus a better place....jim.*

Carter MacDonald, CamosunC, has been the Ombudsperson for 13 years. Carter has played an important policy development role on his campus, particularly for the Sexual Violence and Misconduct Policy, and the Equity, Diversity, and Policy project. Carter had a long and varied career history before becoming an ombudsperson. He served in the R.C.M.P. and C.S.I.S. with postings in Ottawa, Kingston, Paris (France), Lima (Peru), Montreal and finally in Halifax, where he retired as the Director General for C.S.I.S. operations in Atlantic Canada. He started post-secondary work at Saint Mary's University in Halifax before moving to Victoria and joining Camosun College. Carter's oratorical skills have been recognized at his many ombuds conference presentations. He is an accomplished actor and sailor. Carter served as a regional representative for the ACCUO executive; he was a CalCaucus Board Director, and chaired their awards committee, and also co-chaired a CalCaucus conference.





Joy Coben, UBC, was the Ombuds Officer and your first point of contact for the UBC Ombuds Office – Vancouver Campus. She joined the office when it opened in 2010 and brings experience from a long teaching and student service career in private and public colleges and universities in Canada, Japan, Australia, and China. She taught business communication, English as a second language, and developed a series of workshops on academic success skills and strategies. She is a member of the Association of Canadian College and University Ombudspersons, the Forum of Canadian Ombudsman and the Canadian Association of College and University Student Services. Since her retirement in June, Joy has moved to Salt Spring Island where it is rumour that she is expressing her artistic skills in gardening.

Lavonne Hood, Queen’s U, became University Ombudsperson in August 2019 after being the Queen’s Senior Legal Council since 2018. As the Ombudsperson, she works to ensure that university policies and procedures are fair, transparent, and accessible for all students, faculty, and staff. Throughout her career, Lavonne has been deeply committed to fairness, equity, diversity and inclusion. Lavonne has worked as Legal Counsel for the Department of Justice, serving as the Co-Chair of the Advisory Committee on Visible Minorities. She was awarded both the individual and team National Awards for Employment Equity and Diversity Leadership from the Department of Justice. Lavonne is grateful to serve the Queen’s community as the Ombudsperson, and hopes to be able to make a real impact on the university for the good of its students, faculty and staff. At home, Lavonne likes to unwind by catching up on the latest reality TV shows. She loves to travel and enjoys a brief escape from Canadian harsh winters each year by visiting the sunny Caribbean with her family.



Tanny Marks, (BCL, LLB), Vancouver Community College is the Arbiter of Student Issues at VCC since the office opened in 2011, worked there previously in other advisory roles, and before that at BC Open University, and various City services. *My most recent tenure with VCC as Arbiter of Student Issues (office akin to the College’s ‘ombuds’ for student-centered issues) has permitted me to look at individual student complaints and, more broadly, systemic issues at VCC, helping to shore-up gaps in processes and protocols to make VCC an ever increasing just and fair place to work and learn. Passionate about equity and fairness, I feel privileged to support and promote procedural fairness and natural justice in all College interactions with students.* Her work includes case management, dispute resolution, coaching and consulting, advocacy and referral, academic advising and project management. Tammy’s personal approach to ombudising is: *Developmental approach to servicing students—coaching is just as important a piece to my practice as is dispute resolution; Preventative approach—inculcating the College against breaches to procedural fairness and natural justice by educating/coaching stakeholders around fairness; supporting the development of fair and just policy, procedure and protocol.*