



# ACCUEO

ASSOCIATION OF CANADIAN  
COLLEGE AND UNIVERSITY  
OMBUDSPERSONS

## ACCUEO BULLETIN SEPTEMBER 2019



**ACCUEO – ENOHE 2020**

**National Technical University of  
Athens, Greece**

**May 27 – May 29, 2020**

**International Relations Committee (IRC)** The IRC conducted a survey with ACCUEO members who have overwhelmingly agreed that ACCUEO should co-host with ENOHE in 2020. After several exchanges, we assisted ACCUEO executive in consolidating its partnership with ENOHE and in selecting members for the joint planning committee. We are pleased to announce that the joint conference of ENOHE/ACCUEO will be held from May 27- 29, 2020, in Athens, Greece. Our host is Panagiotis Kavouras from the National Technical University in Athens. We are waiting to confirm a possible pre-conference plenary on May 26, 2020. ACCUEO planning committee members are confirmed: Julie Boncompain (Concordia); Carolyn Brendon (McMaster); Natalie Sharpe (Alberta); Annette Fraser (Victoria). In addition, the IRC hopes to complete the mapping out of sister organizations in higher education, reinforce its affiliations with the different sister organizations and explore how up and coming international events can be posted on ACCUEO's website. IRC members: Julie Bonchampain, Chair (Concordia); Martine Conway (Ottawa); Carolyn Brendon (McMaster); Brent Epperson (Alberta)

**15<sup>th</sup> ENOHE Conference , León Spain** Hosted by the Universidad de León in late June, the conference attracted several higher education ombuds networks, including ACCUEO with presentations by Heather McGhee-Peggs (Toronto) and Natalie Sharpe (Alberta) For details, visit <https://enohe2019.unileon.es>

**Communications Team** We have refined and expanded the outreach letter contact list and are ready to start sending the letters. Communications Team: Johanne Savoie (Moncton); Fenya Fitzpatrick (Alberta); Laura Reid (Simon Fraser); Rob Thompson (Lakehead)

**ACCUEO Website** Annette Fraser (Victoria) and Laura Reid (Simon Fraser) are managing the ACCUEO website so if you have information to send, please contact Annette ([ombuddy@uvic.ca](mailto:ombuddy@uvic.ca)) or Laura ([laura\\_reid@sfu.ca](mailto:laura_reid@sfu.ca)).

**ACCUEO Website Research Project** ACCUEO Executive is pleased to announce that Nora Farrell's proposal to revise our ACCUEO Website has been accepted. Nora recently retired as the ombudsperson at Ryerson and will be working closely with Carolyn Brendon (ACCUEO Executive) over the next few months. In the first phase of

this project, she will be reviewing the website and recommending how to make it more user friendly, identifying what needs to be added, updated, and deleted. She will also recommend missing resources, and if necessary, we may set up a second contract with her to complete these. Our hopes are to ensure the information is fully translated after completion. Nora Farrell is the 6<sup>th</sup> recipient of the ACCUO Distinguished Service Award and we are honoured to have her guidance on this project.

### **FCO Research Grant 2019 Competition Submission Deadline Extended to November 30, 2019**

FCO has opened competition for a research grant up to \$10,000. The research may take the form of:

1) an ombuds-focused project that contributes to higher levels of effectiveness in the implementation of the role in the Canadian context, or 2) an environmental scan identifying all of the Ombuds roles that are operating in Canada and the creation of a user-friendly database that can be easily updated. The competition is open to researchers, postdoctoral fellows, graduate students and practitioners. For further details visit [ombudsmanforum.ca](http://ombudsmanforum.ca)

**ENOHE Board of Directors** Congratulations to Martine Conway, elected to the new Board of Directors, European Network of Ombudspersons in Higher Education. Martine has attended several ENOHE conferences, contributed to ENOHE publications, and arranged co-hosting of ENOHE and ACCUO conferences. She will play an invaluable role on the Board, bringing an important Canadian perspective.

**Western ACCUO Regional Meeting** Laura Reid (SFU) has offered to host a regional meeting in Vancouver on October 24. She is hoping to tie this in with a SFU guest speaker, Kimberly Jackson Davidson, the Oberlin College Ombudsperson, Oberlin, Ohio.

**Eastern ACCUO Regional Meeting** Martine Conway and Evelyne Poisson (Ottawa) are planning to host a late fall or early winter regional meeting at University of Ottawa, and will announce this shortly.

**Recent Member Announcements** We have been notified that three ACCUO colleagues are retiring this year, one this summer and the other two in December. Joy Coben, Ombuds Officer for nearly a decade at UBC, has retired. Jim Kennelly, the longest serving higher education ombudsperson in Canada – over four decades - will be retiring from Carleton University. Carter MacDonald, who served on our ACCUO executive, the CalCaucus Board and hosted western regional meetings, will also be retiring from Camosun College after over a decade. We hope to share a few words from these colleagues in our next Bulletin. At the University of Alberta, three interns completed their annual contracts: Ryan Moukhaiber (graduate intern); Taylor Thomas and Alexandria Hammond (undergraduate interns). The new interns are: Bhuvana Narayanan (graduate intern); Fenya Fitzpatrick and Meagan Eckel (undergraduate interns). Remonia Stoddart-Morris (Alberta) continues as Interim Undergraduate Ombudsperson. Michelle Quigg, who has a law degree, is UBC's new Ombuds Officer.

**ACCUO Webinar Plans** Amy Fish (Concordia) has generously offered to co-host our next Webinar on her upcoming publication "I Wanted Fries with That: How to Ask for What you Want and Get What you Need". She will provide practical strategies on effective complaining. Amy has proposed tentative dates in November and December that will be circulated. Amy invites members to join a book launch party in Montreal (Oct 17, 7-9 pm) at the Jewish Public Library; Toronto (Oct 20, 11 am – 1pm) at Indigo Yorkdale; or Ottawa (Oct 26, 11am – 1 pm) at Books on Beechwood. For details, check [www.amyfishwrites.com/see-amy-in-person](http://www.amyfishwrites.com/see-amy-in-person)

**The Osgoode/FCO Advanced Issues in Ombuds Practice Certificate** – This new training will be offered in two modules: [Module One](#) Complex Investigations and Inside/Outside Perspectives on Ombuds Practice on November 26 and 27, 2019; [Module Two](#) Peer and Self Evaluation of Service and Building Staff Capacity in Ombuds Practice on February 11 and 12, 2020. For further details and cost, check [www.osgoodepd.ca/upcoming\\_programs/the-osgoode-fco-certificate-advanced-issues-in-ombuds/](http://www.osgoodepd.ca/upcoming_programs/the-osgoode-fco-certificate-advanced-issues-in-ombuds/)