



# ACCUO

ASSOCIATION OF CANADIAN  
COLLEGE AND UNIVERSITY  
OMBUDSPERSONS

## June 2020

**Website: [accuo.ca](http://accuo.ca)**

Keeping our Members Close and Strong in the Spring and Summer of 2020

**SAVE THE DATE! ACCUO AGM June 17<sup>th</sup>, 2020** We will be holding the ACCUO AGM remotely via ZOOM on Wednesday, June 17<sup>th</sup>, 2020 at 3:00 pm ADT, 2:00 pm EDT, 12:00 Noon, MDT, 11:00am PDT. Laura Reid (SFU) has offered to host this ZOOM meeting. We will ensure all members are notified in time for instructions on how to attend this meeting; if there are any difficulties, contact Laura at [lra17@sfu.ca](mailto:lra17@sfu.ca) All members should have received copies of upcoming constitutional changes, and in early June, you will receive the AGM 2020 Agenda, Minutes of the 2019 AGM, President's Report, Sub-Committee Reports, Treasurer's Report, and Budget proposal 2020-2021. We hope for a large attendance at this meeting.

**Annual Membership Fees Renewal Time** Ensure that you fill out your membership form to continue your membership with ACCUO. There are three different membership rates as outlined on our ACCUO website. We are trying to find ways to expedite these payments.

**ACCUO Seeking a Financial Officer** Anita Pouliot is retiring at the end of June, we are hoping a member will step up to this position as soon as possible. Please contact Anita if you want to know what the position entails at [apouliot@uwo.ca](mailto:apouliot@uwo.ca)

**SAVE THE DATE!** You are invited to an ENOHE forum: "Comparing Concerns in COVID Times" in English, on June 10<sup>th</sup> 2020, at 15h 16h30 CET. This is an opportunity to interact with other ombudsmen in higher education around the world and to discuss your experiences and difficulties encountered since the pandemic. Open to all, it is free but you need to have web access to Zoom 5.0 and to register at <https://www.eventbrite.de/e/comparing-concerns-in-covid-time-tickets-107206999020>

**FCO/ACCUO Conference** The planning committee has not met for the conference still scheduled for 2020 in St. John's, Newfoundland.

**CALCAUCUS (CCCUO) Asilomar Conference** It is likely there will not be an on-site meeting at Asilomar until November 2021. There are plans to determine an alternative online meeting; format to be determined.

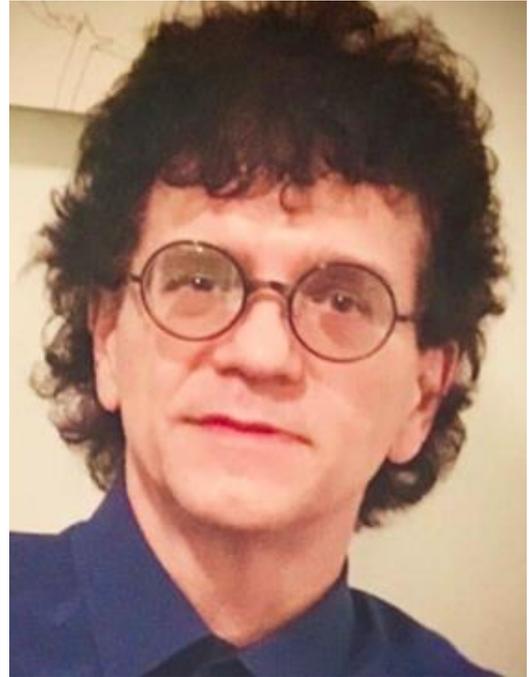
**OSGOODE/FCO Certificate** Essentials for Ombuds Fall registration is open for Sept 28<sup>th</sup> to Oct 2<sup>nd</sup>, 2020

### **Ombuds Colleagues - New Arrivals**

**Professor Patricia Faison Hewlin (McGill University)** began her five-year mandate as the Ombudsperson for Students on May 1, 2020. As ombudsperson, she provides an independent, impartial and confidential service through which students may seek just, fair and equitable resolution of any University-related concern. Where appropriate, the Ombudsperson may also review University policies, guidelines and procedures affecting students, make recommendations for change, and promote discussion of University-wide student-related concerns. Professor Faison Hewlin joined the Desautels Faculty of Management in 2010 and served a term as coordinator for the organizational behaviour area. Most recently, she was the Associate Dean, Undergraduate Programs. She researches factors that facilitate and impede diverse and authentic expressions in the workplace, with a particular emphasis on leadership, employee well-being, and work engagement. Prior to academia, she held a leadership role in the financial services industry. Professor Faison Hewlin brings a wealth of knowledge, experience, and integrity, that serve her well in this position, as does the high esteem and respect she enjoys from students, faculty, and administrators alike.



**Mario Leclerc** has joined as an Associate Member of ACCUO. A community activist for many years. Mr. Leclerc has a Bachelor in Education from Laval University and a Minor in law from University of Montreal. He is also well versed in labor relations and not-for-profit organizations. He's been involved with Canada's Revenue Agency, Service Canada, Public Service Alliance of Canada, and School Boards. Mario has served on the Ontario Criminal Injury Compensation Board and he ran twice as Federal Candidates in 2011 and 2015 respectively. Mario is delighted to join ACCUO to participate in its future and growth.



## Ombuds Colleagues - Departures



**Anita Pouliot  
Western University**

**Anita Pouliot (Western University)**, ACCUO's longstanding Treasurer, will now retire at the end of June. Here are her parting words: I have worked in several jobs and cities in my path to Western University, mostly in financial departments in my hometown of Niagara Falls, to jobs in Calgary and then returning to London, Ontario. Working full time, with a small child and a husband working shift work was a challenge but I earned a BA in Social Organization and Human Relations from Western after eight years of part-time studies. During the last years of my degree I started working at Western in the Human Resources Department.

Shortly after completing my degree an opportunity was posted for an Assistant in the Ombuds Office. I was intrigued and in May 1990 I was lucky to be chosen to help Frances Bauer navigate the early years of ombudsing in a higher education institution. Although our office had informal roots going back to the mid 1970's Frances moved to Western in 1988 and worked to establish our office as a successful model to be followed by many institutions in Canada. Frances was a charter member of the association from the 1980's and was elected the first President of ACCUO in June 1990. Frances was instrumental in setting up many of the building blocks of the association. It was a challenging period, discovering emails, the internet, designing our office and the Association's website while simultaneously developing the skill set needed for this profession. I remained ACCUO webmaster from around 1998 to 2017 when the new ACCUO website was launched.

In the late 1990's to early 2000's I was the ACCUO Secretary for a while. Now looking back at the history in my banking folder I am surprised to see I have been Treasurer since July 3<sup>rd</sup>, 2002. During my years on the executive I have been referred to as the Association's historian and I have enjoyed (almost) every minute of my experience with ACCUO. The people, places, experiences and friendships have been tremendous. In 1991 I assisted Frances in hosting a joint conference with our American ombuds colleagues at Western. In 2007 I made a scouting trip to Nova Scotia and in 2008 organized with Marie Berryman (Concordia U), a conference in Halifax to raise awareness of ACCUO in the Atlantic region. I have strongly supported growing ties with other ombuds groups and was on the planning committee for the first ACCUO/ENOHE joint conference in Vienna, Austria in 2010. To encourage attendance when many members were hesitant to commit because of difficulties at their institutions to 'wire transfer' and 'Euros' I purchased sufficient Euros for the various registrations to allow our ACCUO members to pre-pay in Canadian dollars. I believe over 30 ACCUO members attended. In January 2015 I co-hosted a mid-year meeting at Western with Jennifer Meister.

My first ACCUO conference was held at Laval University in June 1990. What an experience! I walked into the reception while people were bunny-hopping around tables, people singing, having a glass of wine and everyone was amazingly welcoming. The sessions were great and promoted practices and values that I felt would be a good fit for me. I thought I'd stay around for a while and see how things evolved. Since then I've had the privilege to attend conferences and meetings cross Canada and many locations in the U.S. as well as Austria and Scotland. Each conference allowed me to meet people new to the ombuds world or renew friendships with many continuing and founding people in the higher education ombuds movement.

Over the years I have also worked with many terrific and energetic women and men who worked as ACCUO Executives. We need all ACCUO members to consider stepping up and taking on an Executive position. It will enrich your work experience and you'll enjoy the interaction with amazing people and help accomplish great things for all our members.

One of the greatest things that Covid-19 has confirmed is the amazing work and commitment ombudspersons show as they continue to provide and assist others to navigate in these uncertain and difficult times. I have been so lucky to have worked at Western with three amazing women during my voyage in the ombuds world. As I continue to work from home, I really value the friendship I have gained with my colleague Jennifer Meister. She stepped quite smoothly into her role as ombudsperson when Adrienne Clarke left for maternity leave. Jennifer's energy and desire to find the right solution to a problem is amazing. She has been able to navigate the policies and paths between administration and students and increased the awareness of our office at Western.

As of July 1<sup>st</sup>, my retirement plans are filled with golf, travel, reading and playing with my grandsons (ages 1 and 4). Planning is going to be a bit tricky but Covid permitting, things will return to a bit closer to normal soon.

Stay safe!