



ACCUO 40th Anniversary Bulletin – June & November 2023



accuo.ca
aoucc.ca



info@accuo.ca



[@ACCUE_AOUCC](https://twitter.com/ACCUE_AOUCC)

ACCUO is 40 !!

It was in the year 1978 that a group of Ombudsmen met at the invitation of Dean Nadon (Waterloo) to discuss their roles in Universities. The meeting included Suzanne Belson (Concordia), Frances Bauer (Concordia), Jim Kennelly (Carleton) and Liz Hoffman (University of Toronto). From that discussion came plans to organize and host a Conference for the following year. Thus the First Canadian Conference of College and University Ombudsmen was held at Concordia University, Montreal on November 4 - 6, 1979 with 150 participants.

The Association of Canadian College and University Ombudsmen (ACCUO) was officially founded at the second conference held in 1983 again at Concordia. 40 years later ACCUO is now the Association of Canadian College and University Ombudspersons boasting members and associate members from all over Canada who advocate for fairness, act as impartial advisors and hold universities and colleges accountable to their students and staff.

Congratulations ACCUO!! 40 years and growing



***Disclaimer:** We thank all those who contributed to providing information regarding ACCUO's history. Kindly note that much of the written information comes from persons memories and have been captured based on what has been remembered by contributing individuals.*

President's Message

By: Carolyn Brendon

Forty years ago, our founding members came together to form the Association of Canadian College and University Ombudsmen/Association des Ombudsmans des Universités du Canada. The Association evolved over the years: in 1989 the English name was modified from "Ombudsmen" to "Ombudspersons"; in 1993 the first Constitution was adopted; and in 2012 the Standards of Practice were established. Throughout these forty years, however, the principles of independence, impartiality, confidentiality, and accessibility have remained unchanged.

In responding to our linguistic, regional, and other differences while reflecting the shared institutional values and governance structures of Canadian post-secondary institutions, ACCUO/AOUCC has performed the important task of articulating a unique identity for Canadian Higher Education Ombuds practice. This identity has been fostered through the myriad contributions of our members to our website resources, on-line forum discussions, regional meetings, webinars, water cooler chats, and national conferences, to name a few, where we shared our experiences and built our collective knowledge.

Over the years, ACCUO has established and maintained connections with other national and international Ombuds organizations such as the Forum of Canadian Ombudsman, the International Ombuds Association, Cal Caucus, the

European Network of Ombuds in Higher Education, and the African Ombudsman Research Centre -- associations with which we have co-hosted webinars and conferences. Through this international outreach, ACCUO/AOUCC has established itself on the world stage as a powerful force for championing the values of fairness and equity, and, in doing so, amplifying the voices of those from marginalized and disadvantaged communities.

As we look forward to the next stage in the Association's history, we will continue to focus on our mission of providing professional and networking opportunities for our members, strengthening ties with other Ombuds organizations with similar mandates, and advancing the profession of Canadian Higher Education Ombuds practice through education, outreach, and the promotion of best practices. I would like to thank all our members, past and present, for their invaluable contributions to ACCUO/AOUCC, and I look forward to continuing to serve to advance our collective aspirations for the betterment of the Higher Education community.

History of ACCUO

By Natalie Sharpe

ACCUO/AOUCC has been a formal bilingual association for 40 years (1983-2023); its founders hosted the first Canadian Conference of College and University Ombudsmen at Concordia U (Montreal) in 1979, drawing 150 participants from Canada and the USA. By 1983, the Association of Canadian College and University Ombudsmen (ACCUO/AOUCC) became official, with a name change to Ombudspersons in 1989, a formal constitution in 1990 and its first President, Frances Bauer. Annual conferences were held throughout Canada, in Eastern and Western urban centres but also remote areas (Gimli, shore of Lake Winnipeg; Banff Centre, the Rockies) along with regional meetings on Eastern and Western campuses. Canadian HE ombuds have a history of sharing their knowledge and practices throughout the world; in 1992, ACCUO co-hosted a joint conference with the University and College Ombuds (UCOA) Association in Columbus, Ohio. In 1996, the first North American conference in St. Louis, Missouri engaged 6 ombuds organizations: ACCUO, UCOA, California Caucus of College and University Ombudspersons (CCCCUO), Canadian Public Sector Ombudsman (CPS), the Ombudsman Association (TOA) and the U.S. Ombudsman Association (USOA). ACCUO then collaborated in a joint COA, USOA Conference in Victoria (1999). ACCUO hosted annual conferences as far east as Halifax, with its last onsite conference at UAlberta (Edmonton), where it adopted its Standards of Practice (2012).

What began as a small Canadian organization, ACCUO/AOUCC's membership (32 institutions and 60 members) now spans the country, with a concentration of HE ombuds in the urban sectors of Ontario, Quebec, Alberta/BC, New Brunswick and Nova Scotia, and it remained strong during the pandemic. ACCUO worked hard to keep members connected, hosting their first virtual ACCUO conference in 2022. ACCUO relies on its members' voluntary activities with the Communications, International Relations, Equity/Diversity/Inclusion, Professional Development and Awards Committees. For their service to ACCUO and the higher education ombuds profession, members have received Special Recognition Certificates, the Special Contribution Award, and Distinguished Service Award.

Within Canada, ACCUO has created bonds between solitary offices through its bulletins, active listserv since the mid-1990s, and a website in 1999. ACCUO has forged a strong relationship with the Forum of Canadian Ombudsman, since co-hosting a conference with the International Ombudsman Association (IOI) in Montreal (2009). Since then, ACCUO and FCO co-host a conference every two years, and ACCUO has provided strong leadership and training in the FCO/ Professional Programme: The "Ombuds Essentials Certificate" and "Advanced Certificate".

ACCUO's global connections are vast, with ties to the European Network of Ombuds in Higher Education (ENOHE), where they co-hosted conferences in Vienna (2010) and Edinburgh (2018). At the ENOHE conference in Léon, Spain, ACCUO became one of 5 Higher Education Ombuds organizations to sign the Léon Declaration (2019) promoting an international ombuds education alliance and support network. ACCUO's international ties extend to HE ombuds organizations throughout North America, Central and South America, Australia, and Africa. In May, 2023, ACCUO engaged in the first

international showcasing of Higher Education Ombudsman with ENOHE, the IOA, and the African Ombudsman Research Centre (AORC), drawing over 400 participants from 40 countries.

“Many ACCUO members have actively supported the development and promotion of ombuds practice in higher education through: outreach and education within and across institutions; mentoring of new practitioners, new ombuds workshops and information kits; presentations and discussions of best practice nationally and internationally; linkages with practitioners in related fields...(promoting, planning, and delivering conferences)... on topics of interest to the higher education sector.” We continue to celebrate ACCUO’s contributions to HE ombudsing for the past 40 years.” (Martine Conway <https://accuo.ca/wp-content/uploads/2017/07/ACCUO30En.pdf>)

An ACCUO Story



In a conversation with Suzanne Belson, she told the story of a discussion that happened on a bus as ombudspersons travelled to from the University of Alberta campus to Banff. The discussion was regarding who should be members of the ACCUO. There were some who thought that only persons whose positions were named ombudsman should be allowed members while others thought that all individuals who performed the role whether or not they had the name should be allowed membership.

Now ACCUO boasts full members as well as associate members all of whom work in either a classical ombuds capacity or an ombuds-like role. ACCUO facilitates professional development, networking and collaboration activities between all its members to help improve the work they do in higher education institutions.

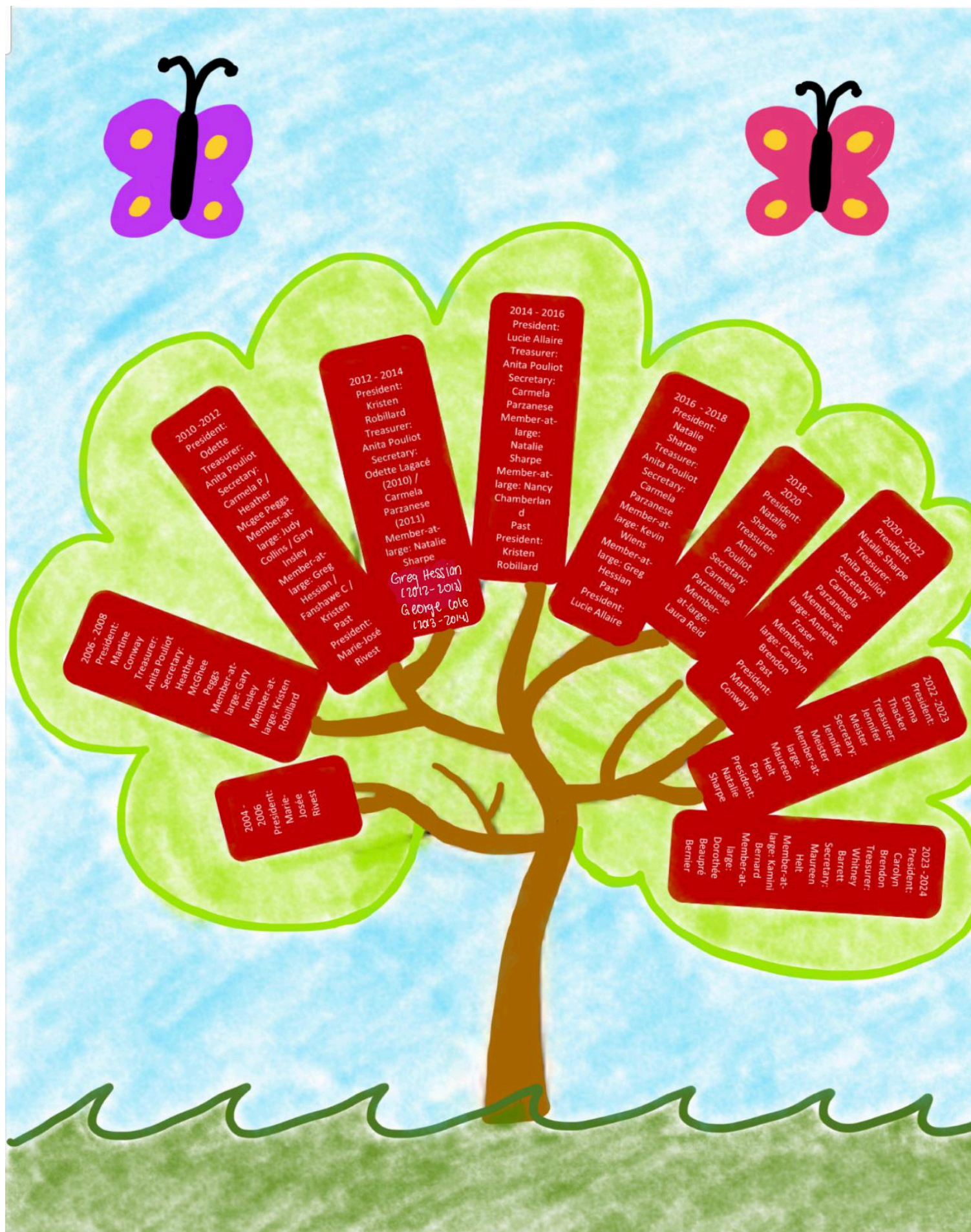


**1979 Concordia Ombuds Office.
Suzanne Belson, Daniel Reicher,
Beatrice Pearson and Frances Bauer**

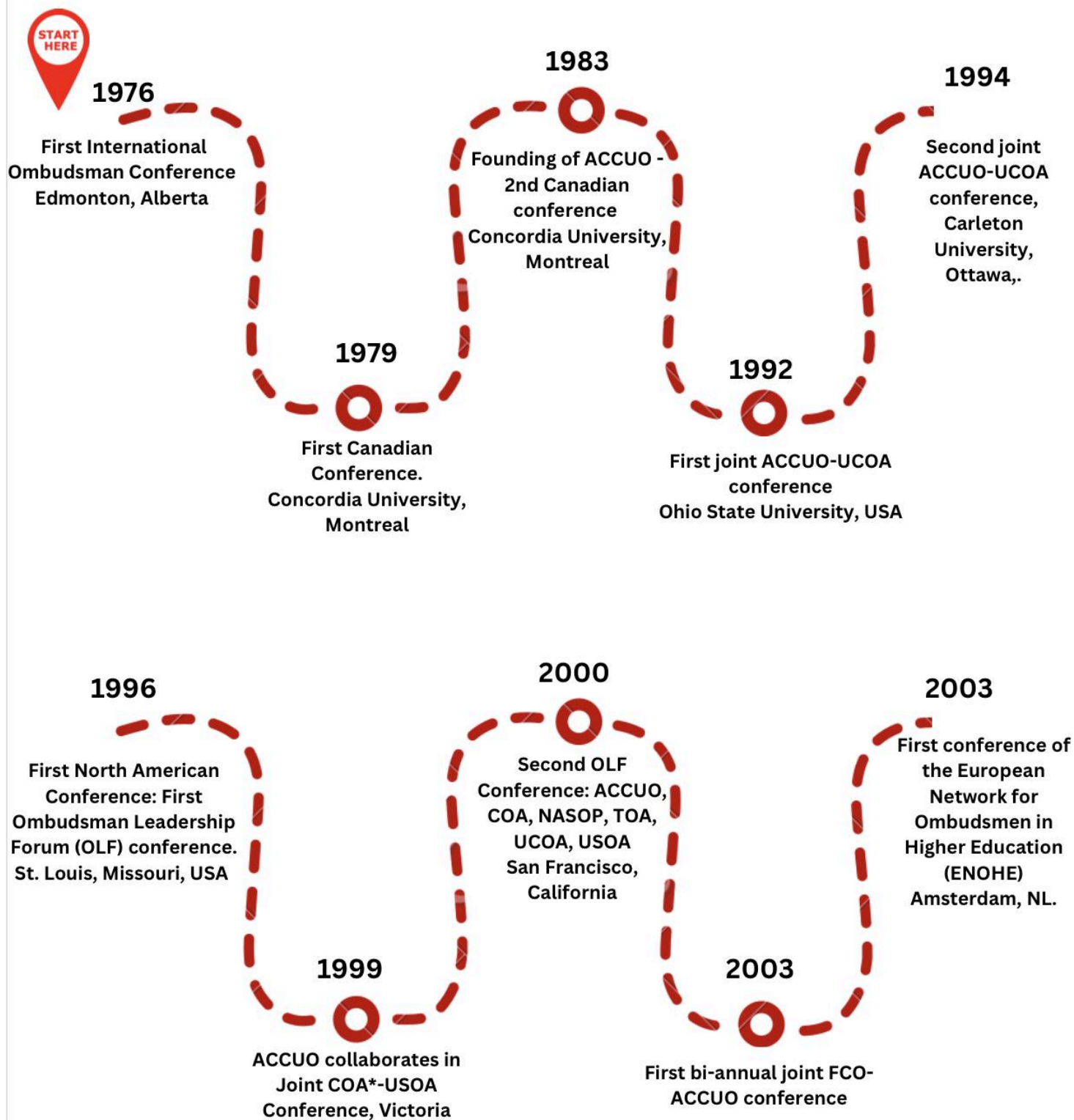
ACCUO Executives (1990 - 2004)



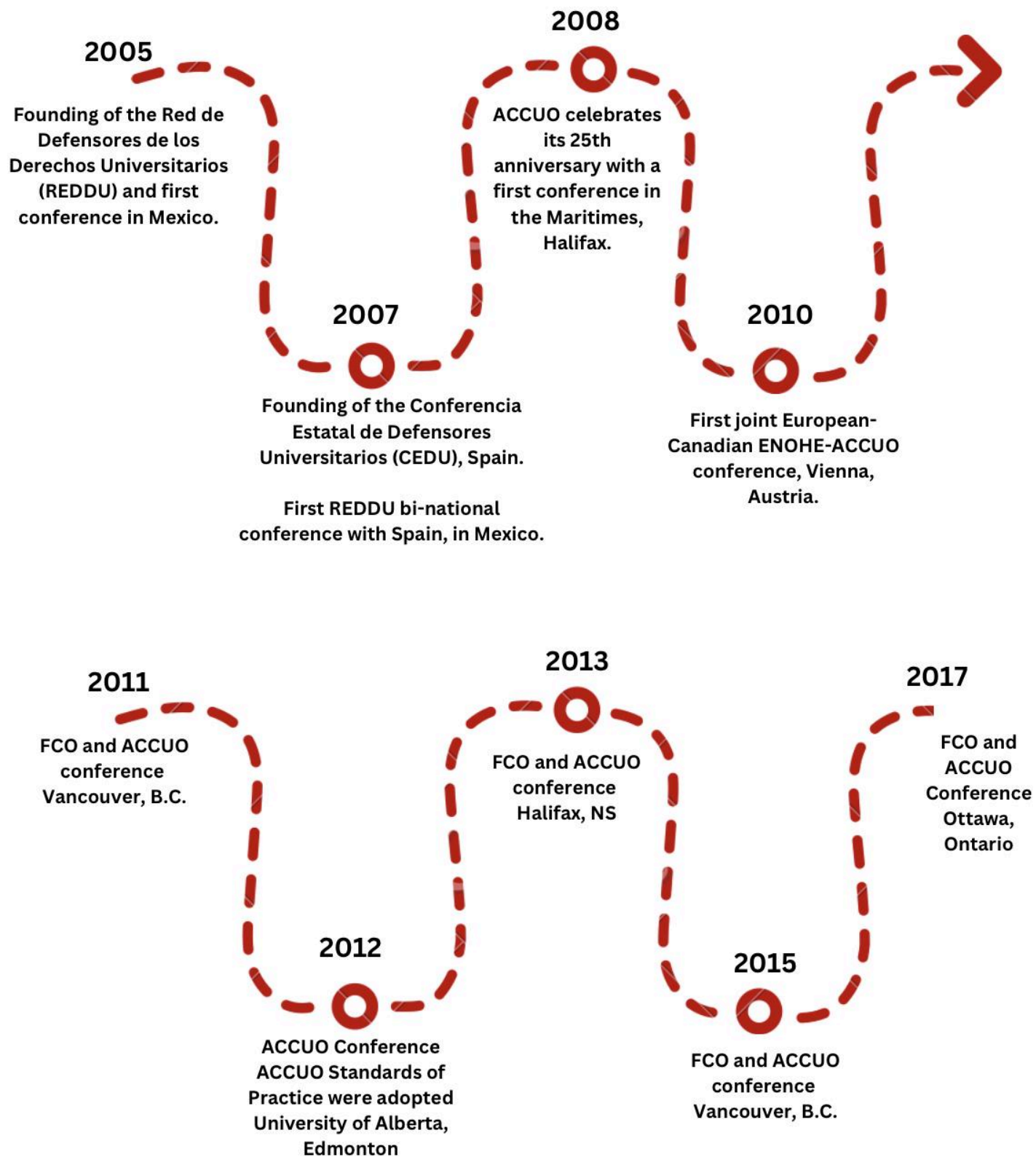
ACCUO Executives (2004 - 2023)

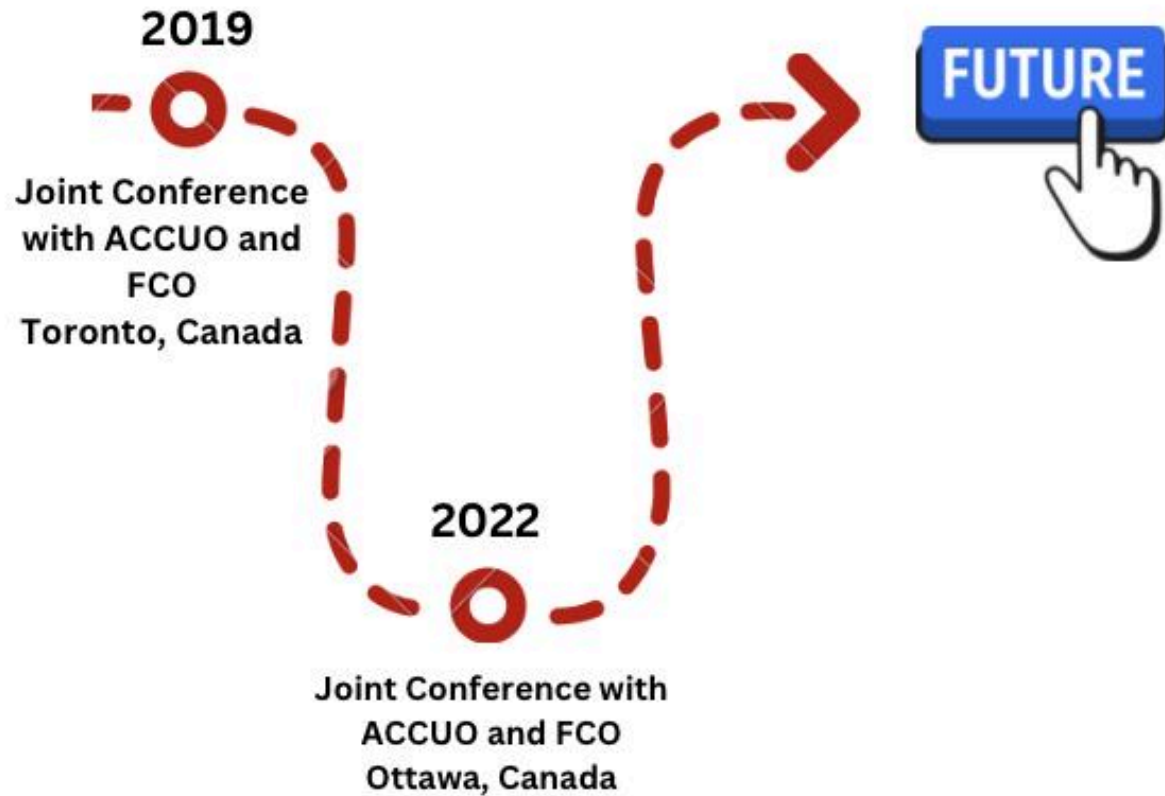


ACCUO Conferences



ACCUO Conferences





NEXT CONFERENCE
2024 FCO-ACCUO Conference
SAVE THE DATE!!!

October 22-24, 2024, Victoria, B.C.
Join us in beautiful Victoria, B.C. at the lovely Fairmont Empress Hotel for the 2024 conference.

Registration will open in the new year. Call for speaker submissions will occur shortly.

**2001
Distinguished
Service Award:
Liz Hoffman**

**2004
Distinguished
Service Award:
Frances Bauer**

**2008
Distinguished
Service Award:
Marie-José
Rivest**

**2009
Special
Contribution Award
for service to
ACCUO: Ian Darling**

**2010
Special
Contribution
Award: Kristen
Robillard**

**2012
Special
Contribution
Awards: Marie
Berryman and
Anita Pouliot**

**2013
Distinguished
Service Award:
Shelley
Lancaster**

**2019
Distinguished Service
Award
Nora Farrell, Ryerson**

**Special Contribution
Award
Lucie Allaire**

**2021
Distinguished Service
Award
Anita Pouliot**

**Special Contribution Award
Carmela Parzanese**

**2022
Special
Contribution Award:
Jennifer Meister**

**2023
Distinguished Service
Award:
Natalie Sharpe**

**Special Contribution Award
Annette O'Hara
Julie Boncompain**

**Recognition
Certificates 2021**

Kwame Addo
Lucie Allaire
Caroline Audette
Julie Boncompain
Carolyn Brendon
George Cole
Martine Conway
Carley Davidson
Brent Epperson
Annette Fraser
Lavonne Hood

Tammy Marks
Heather McGhee Peggs
Shirley Nakata
Laura Reid
Hélène Richard
Caroline Roy
Remonia Stoddart-
Morrison
Emma Thacker
Rob Thompson
Alexia Wright

**Recognition
Certificates 2022**

Emma Thacker	Lavonne Hood
David Draper	Heather McGhee Peggs
Laurel Wilkie	Remonia Stoddart-
Lise Frigault	Morrison
Cindy Leonard	Tanny Marks
Rebecca Crabbe	Julie Boncompain
Dorothee Beaupre	Shirley Nakata
Bernier	Alexia Wright
Annette O'Hara	Whitney Barrett

**Recognition
Certificates 2023**

Shirley Nakata
Carley Davidson
Annette O'Hara
Caroline Audette
Caroline Roy
Carolyn Brendon
Jennifer Meister
Remonia Stoddart-Morrison
Lise Frigault
Julie Boncompain



1979 First Conference

illustrated by such events as Expo '67 and the 1976 Summer Olympics. It is also a modern city with its share of spectacular centres of activity, such as Place des Arts, the nucleus of the city's artistic life, or Place Ville Marie, with its underground shopping complex. What makes Montreal unique, however, is the ethnic character of its largely bilingual population with the special Québécois flavour bringing together European charm in a North American environment.

The Labatt Grand Prix du Canada is scheduled for June 10-12, at the Circuit Gilles-Villeneuve on Ile Notre-Dame, one of the Expo Islands. Grand Prix tickets are available in all price ranges (\$5.00 General Admission for Formula One, Formula Ford and Honda, Sunday June 12) See enclosed brochure.

the Ramada Inn, 1005 Guy St., Montreal H3H 2K4 (514) 866-4611. \$48.00 per night, single or double room. The Sir George Williams Campus is a five-minute walk away.

University residence accommodation is also available on the Loyola Campus at the rate of \$15.00 single, \$13.00 per person twin. A shuttle bus runs between campuses hourly. Public transportation is easily accessible and frequent.

Other accommodation is available in Montreal in all price ranges. If you have a preference we will try to make suitable arrangements.

Reservations (for the Ramada Inn or University residence) should be made on the enclosed form by May 20.

Registration

The registration fee of \$100.00 includes the Monday and Tuesday luncheons and the Sunday buffet. (Extra guest luncheon tickets are available at \$10.00 each.)

Registration fees can be paid by cheque payable to Concordia University. In the event of a cancellation a refund will be given until June 1.

Transportation

Participants from within Canada or from the USA will arrive at Dorval Airport where taxis to the hotel or the Loyola Campus are available at a cost of approximately \$18.00. Murray Hill Bus Service runs from the airport to the Mount Royal Hotel which is about six blocks from the Ramada Inn. The one-way fare is \$5.00. A taxi to the Loyola Campus from downtown is about \$7.00. Public transportation is available. Bus #24 (Sherbrooke) going west to the Vendome Metro Station. Transfer to Bus #105 west to Loyola.

1983 Conference brochure

**ASSOCIATION OF CANADIAN COLLEGE
AND UNIVERSITY OMBUDSMEN
ASSOCIATION DES OMBUDSMANS DES UNIVERSITES
ET COLLEGES DU CANADA**

June 1985

DELEGATE LIST

Mr. A. K. Adlington - guest
Acting President and Vice-Chancellor
University of Western Ontario

Derek Apple - delegate
Senator, Student Union
Lakehead University

Suzanne Belson - delegate/speaker
Ombudsman
Concordia University

Jeff Berg - delegate
Ombudsperson (staff)
Simon Fraser University

Herritt Crockett - delegate
University Librarian
University of Prince Edward Island

Prof. Greg Dickinson - guest speaker
Faculty of Education
University of Western Ontario

Cora Dusk - delegate
Director, Student Services
York University

Patrick J. Fernando - delegate
International Students' Advisor
& Human Rights Consultant
McMaster University

Sonny Flanagan - delegate
President, Federation of Students
University of Waterloo

Prof. I. Gopnik - delegate
Dean of Students
McGill University

Prof. Jay Haaland - guest
Political Science
Sexual Harassment Advisor
Former University Ombudsman
University of Western Ontario

Leslie Hancock - delegate
Administrative Assistant
Academic Planning & Development
Seneca College

Prof. Don Hayden - Observer
Assistant to Acting President
University of Western Ontario

Sheryl Hayes - delegate
Ombudsman
University of Saskatchewan

Liz Hoffman - delegate/speaker
Ombudsman
University of Toronto

Dalene M. Hoppe - delegate
Assistant Ombudsman
Ohio State University

Carol Hubberstey - delegate
Ombudsperson
University of Victoria

Prof. D. C. James - delegate
Faculty of Law
University of Windsor

Robert J. Jarecki - delegate/speaker
Ombudsman
McMaster University

Christine Johnson - Keynote Speaker
Television Journalist
CBC - Marketplace

University of Western Ontario, University Community Centre, Room 267, London, Ontario N6A 3K7 (519) 679-3565

**1985 ACCUO Conference
Delegates List**

OMBUDSMEN

**Fifth
Canadian
Conference
of College &
University
Ombudsmen**
June 7 - 10, 1987
Montreal

2:00-4:00 p.m. **Business Meeting**
Association of Canadian College &
University Ombudsmen

4:00-5:00 p.m. **Registration & Reception**
7th floor Faculty Club Lobby

5:00-6:15 p.m. **Understanding Professors and
Other Invertebrates** (not Biology
101)
Graeme Decarie
Department of History, Concordia
University
Radio and TV broadcaster

6:15-8:30 p.m. **Walking tour of Old Montreal**

8:30 p.m. **Dinner in Old Montreal** (included)

Monday, June 8

9:00 a.m. **Welcome to Concordia**
Patrick Kenniff
Rector & Vice-Chancellor

9:30 a.m. -
12:15 p.m. **A pot-pourri of short papers —
Part I**

Weeding out generalities
Kay Peter — University of
Michigan-Dearborn

**Changed perspectives — an
historian-turned-ombudsman
looks at faculty and
administration**
Jeremy P. Felt — University of
Vermont

**Where angels fear to tread: an
ombudsman evaluates course
outlines**
Jeff Berg — Simon Fraser University

**National Coalition of Sexual
Harassment Advisors: an update**
Ellen Solomon — University of
Alberta

**Is it incredible to maintain
credibility?**
Ed Sharples — Wayne State
University

**The right to legal counsel in
university appeals: an
administrator's view**
Ray Martin — Concordia University

**When superhuman isn't
enough... or ombudsmen mess
up, too!**
Dalene Hoppe — Ohio State
University

12:30-2:00 p.m. **Lunch** (included)

2:00-3:30 p.m. **The Tale of O — video and
discussion**
Leader: Irene Devine
Associate Dean, Faculty of Commerce
& Administration
Concordia University

3:45-5:00 p.m. **Case studies** (presenters TBA)

5:00-5:30 p.m. **Video: Breaking the Trust —
Sexual Harassment on Campus**

7:30 p.m. **Dinner** (optional)

Tuesday, June 9

7:45-9:00 a.m. **How to set up an Ombudsman's
Office**
Round-table breakfast discussion
(optional)

9:15-10:45 p.m. **Women's Learning Styles: do
universities pay attention?**
Irene Devine
Associate Dean, Faculty of Commerce
& Administration
Concordia University

11:00-12:15 p.m. **The Learning Disabled Student:
issues for ombudsmen**
Ann Kirby
Coordinator, Disabled Student
Services
Concordia University

12:15-2:00 p.m. **Lunch**
no-host lunch at Faubourg
Ste-Catherine

*All events will take place on the 7th floor of the Henry
F. Hall Building, Sir George Williams Campus, 1455
de Maisonneuve Blvd. West.*

1987 Conference - Montreal



1990 Conference - Quebec



1990 Quebec City Conference



**1992 Joint ACCUO-UCOA
Conference
Ohio State University**



1992 Winnipeg Conference



**Dec 2002 - Ian Darling & Carolyn
Brendon, ACCUO Regional Meeting
at McMaster**



2019 - Western Regional Meeting



**2019 Conference - ACCUO
Members**



**2019 Conference - Natalie,
Joy, Amy & Carolyn**



**Eastern Regional Meeting -
January 2020, University of
Ottawa, Ontario.**



**FCO-ACCUO Conference
October 2022, Ottawa**



**October 2022 - Julie
Boncompain, Brent Epperson
and Heather McGhee Peggs**



**Western Regional Meeting -
September 2023, SAIT,
Alberta.**

40th Anniversary Contributors

We thank the following individuals for providing their time, effort and information to make this 40th anniversary bulletin possible: Suzanne Belson, Frances Bauer, Natalie Sharpe, Anita Pouliot, Martine Conway, George Cole, and Jennifer Meister.

By Tanny Marks, VCC Arbiter of Student Issues

The underpinnings of the Western notion of Academic Integrity have long since worked to remove or keep people out of the Academy. While Academic Integrity purports to value honesty, fairness, respect, responsibility, integrity and dare I say ownership, the very foundation upon which the concept is built denies equity, diversity, inclusion and relational fairness. As the institutions we serve begin to navel gaze on 'importing' EDI into their very make-up, recasting education through a lens of equity, have they all missed the point, or, at the very least, do they continue to miss opportunities to redress colonial and inequitable ways of acquiring and evaluating knowledge?

In the last iteration of Vancouver Community College's Academic Integrity Policy, Education Council approved the following statement under its 'Context and Purpose' section:

Recognizing that Academic Integrity is a culturally informed construct and taking a developmental approach, VCC is committed to the following values as parts of Academic Integrity: intellectual and academic honesty, truthfulness, fairness, respect, responsibility, dignity, integrity, and compassion. This policy integrates Indigenous and diverse ways of beings into the resolution of student academic misconduct and to building capacity for intercultural understanding.

While the statement falls well short of a truly equitable approach to Academic Integrity, at the very least it now identifies that Academic Integrity is a social construct. A more robust assertion would validate that different understandings of Academic Integrity exist throughout the world, that no one approach is superior to the other, that as a system it is one a scholar/student opts-into for the time they dwell in that institution's system where the system, while it demands compliance, can make no absolute claims to the values of integrity and honesty. A student who breaches VCC's Academic Integrity Policy has offended the system, yes, but should not be cast as an individual lacking integrity or honesty.



From: Draft Academic Integrity & RJ Presentation – By RJ-SPEC AI Subcommittee, see: <https://wordpress.kpu.ca/rjpsec/academic-integrity/>

Dawn Cunningham Hall is the Assistant Registrar, Curriculum and Calendar at Vancouver Community College. Her recent research explores Indigenous perspectives of academic integrity which reveals the impacts of colonialism on higher education where academic integrity is framed in ways that do not embrace Indigenous ways of knowing and being. Her work, gleaned from Indigenous circles, unveils a “holistic vision

of academic integrity that emphasises relationships with people and knowledge ... [inclusive of] responses to academic misconduct that preference educative opportunities, consider intent, and enable restorative justice” (Indigenous Perspectives on Academic Integrity in Post-Secondary Institutions in British Columbia abstract; see:

https://www.researchgate.net/publication/367163413_Indigenous_Perspectives_on_Academic_Integrity_in_Post-Secondary_Institutions_in_British_Columbia).

I find it rich that many post-secondary institutions (PSI) ‘adapt’ or replicate each other’s forms, policies, and various contents with little to no attribution of the original source without any consternation over who is owed credit. But when a student plagiarizes, the end is nigh.

Infusing equity into post-secondary education requires first the dismantling of long held beliefs born of a homogeneous few for the benefit of a homogeneous few. The PSI sector needs to foster the ethical courage to overcome its very

conservative traditions and re-imagine learning and evaluating learning in progressive ways that make room for diverse ways of knowing, being and points of view. Acknowledging the existence of different perspectives on academic integrity, moving away from definitions that assassinate a person's character and investing in multiple methods of authentic assessment are just a few pathways forward that speak directly to equity and relational fairness. Equity is not a retrofit, it's a from the ground-up build.

ACCUO Professional Development - Water Cooler Chats & Open Discussions

Save the Dates!!

- January 18, 2024 (WC) 12pm EST - Academic Integrity - Guidance for Decision Makers at various levels in Assessing Penalty - Issues of transparency and consistency in decision making OR EDI Case Study
- February 15, 2024 Open Discussion 12pm EST - Suggested Topic - Working with student associations, specifically how closely do you work with your SA, how does the SA role and the role of the Ombuds differ/overlap?
- March 21, 2024 (WC) 12pm EST - TBD
- April 18, 2024 Open Discussion 12pm EST- TBD
- May 16, 2024 (WC) 12pm EST - TBD
- June 20, 2024 Open Discussion 12pm EST - TBD

If you have any suggested topics for upcoming water cooler chats/open discussions, please feel free to share them with me directly at gemma.kerr@torontomu.ca.

Ombuds Day 2023 Webinar

Organised by the Association des ombudsmans en enseignement supérieur du Québec (AOESQ)

On October 12th, the Association des ombudsmans en enseignement supérieur du Québec (AOESQ) organised a virtual lunch conference which took place as part of the Ombuds Day. This conference was held in French. This year's theme: Diverse in role, united in service. The guests speakers were the following:

- Jean-François Bernier, Protecteur national de l'élève du Québec
- Marie-Christine Kirouack, Ombudsman de l'Archidiocèse de Montréal et du monde
- Catherine De Bruecker, Ombudsman de Bruxelles

More than 125 participants from around the world (8 countries) attended the conference, including 20 who are members of ACCUO.

Speakers shared their respective experiences, their knowledge and commitment to advancing the role of the ombudsman. They have helped to promote the role of the ombudsman, to better understand it and to highlight the challenges and our aspirations to improve our practices.

We also wish to recognize the contribution of Pascale Legault, Protectrice universitaire aux Hautes Études Commerciales (HEC), et Nathalie Therrien, directrice principale de la protection des droits et de l'éthique à Revenu Québec et présidente de l'Association des responsables de la gestion des plaintes for their exceptional collaboration in the planning and facilitation of the question period. They moderated the meeting intelligently, energetically and showcased our speakers. For your information, you can review the video recording of the event at the following address: <https://youtu.be/ejblIEqhQyE>

Cal Caucus Conference 2023 - "Diving Deep: 50 years of Ombuds Practice"

By Natalie Sharpe



Several Canadians attended the 50th Anniversary of California Caucus in early November, including ACCUO members Whitney Barrett, Julie Boncompain, Natalie Sharpe, and Remonia Stoddart-Morrison; Ashley Moore (UBC Equity); and Waged Jafer (past Ombuds, Quest U). This ombuds retreat limits registration to allow for deep dialogue, comfort and sharing of ombuds practices that are not suitable for large, formal ombuds conferences. Since 1973, ombuds began to meet at the Asilomar Conference Centre in Pacific Grove, California on the Monterey Peninsula; this is a rustic meeting centre whose sprawling grounds rest in cypress trees and sand dunes by the pounding sea. The connection between Cal Caucus and Canadians goes back to a visit from Cal Caucus founding members to the first gathering of higher education ombuds in Montreal in

the late 1970s (ACCUO'S formative years). Since that time, there has been a cross-pollination of higher education ombuds standards and practices. The sessions each day were philosophical, playful, and bonding. The theme of "Diving Deep: 50 Years of Ombuds Practice" was celebrated with a wall of deep sea ombuds divers, documenting the wide age range, years of practice, and year their office was created. Presentations were engaging with case studies, poetry, games, and even an escape room (tables). All were tied to ongoing issues around equity, fairness, informality, building a secure and resilient ombuds office, etc. This anniversary Valerie Craigwell White received an award for her careful stewardship of Cal Caucus. A special award honoured the contributions of the youngest Conference Planning Committee member, Jared Lee, who recently passed away; we attended a seaside memorial with his parents, honouring his Hawaiian tradition, where an ombuds' circle paid tribute to him, and cast flowers in the sea. An evening dinner and dance lifted everyone's spirits as we danced to tunes of the past Cal Caucus decades. The next mid-day caucus allowed for deeper dialogue on the impact of racism and hatred from current world events, to healing walks, drives, etc., allowing small group bonding and recovery. Our final evening traditional gift exchange allowed each to give something of deep meaning for us to another ombuds, with some daring "stealing" of each other's gifts, amidst laughter and bonding through playful rivalry. By Wednesday noon, after spending morning, noon and night for meals and sessions together, we left the rustic Fred Farr meeting room, replenished and filled with memories to honour our colleagues and reignite our ombuds work with better tools and practices.



AOESQ Update

By Julie Boucompain

AOUQ had its AGM on May 11, 2023, I have the pleasure to announce that after our strategic planning (2021-2022) and implementation of our strategic orientations AOUQ has been renamed the Association des ombudsmans en enseignement supérieur du Québec (AOESQ). Our association will be more inclusive as now colleges in higher education and establishments of Quebec can be part of our association and from other provinces who would like to interact with in a mostly francophone environment. We welcome Dorothée Beaupré Bernier as our new secretary and treasurer of AOESQ. Caroline Roy will stay on the executive board and I will continue as president of the Association.

AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC) Webinar

The African Ombudsman Research Centre (AORC), in collaboration with the International Ombudsman Institute (IOI), is excited to extend a cordial invitation to our upcoming webinar.

🔗 Webinar title: Enhancing Productivity and Safeguarding Confidentiality in Ombudsman Institutions: Leveraging Grammarly and ChatGPT for Quality Investigation Reports

📅 Date: Tuesday, December 05, 2023

🕒 Time: 10 AM in SA (GMT+2)

📄 Registration Link: [CLICK HERE](#) to register or use the link provided in the attached "Save the Date" 📌.

ACCUO Membership Updates

Welcome New Ombuds!!!



Carla Britten, Ombudsperson, Dalhousie University

Hello all! My name is Carla Britten (she/her) and I work as the Ombudsperson at Dalhousie University in Halifax, Nova Scotia. My undergraduate education was at St. Thomas University (New Brunswick) where I completed a Bachelor of Arts (Psychology & Gerontology) and a Bachelor of Social Work. In 2020, I graduated from Dalhousie after completing my Master of Social degree.

I have worked at Dalhousie since 2006 where I began my professional life as Residence Life Manager (live-in position) and then moved to the Student Accessibility Centre where I worked as an Access Advisor and Exam Coordinator. I began my role as an Ombudsperson in November of 2021. I feel privileged to not only work with students but to be able to focus on fairness and equity. I value lifelong learning. Being able to continually learn in the Ombudsperson role and connect with Ombuds colleagues through ACCUO/AOUCC is an

amazing opportunity! I look forward to meeting and learning from everyone!

Fun Facts: I grew up on Cape Breton Island and always consider it home. I love to read and have challenged myself to read a book a week (so far I am succeeding). During covid lockdown I learned to bake and have since expanded on those skills and can now make bagels.



Angus Shaw, Ombudsperson, University of Victoria

Angus Shaw (he/him) holds a BA in International Relations and German Studies from the University of Calgary and a Juris Doctor degree from the University of British Columbia, after which he was called to the British Columbia bar. Angus brings diverse experience to his new role. Ranging from litigation-focused legal work to his work as a trainer at a multinational tech company and owner of an interior design business. Angus has worked with various equity seeking organizations, as president of a non-profit society serving the 2SLGBTQIA+ community and has provided legal advice to underserved populations at the Indigenous Community Legal Clinic in Vancouver's Downtown Eastside. Although this is Angus' first role as an ombudsperson, he has fought for students' rights at UBC's Student

Union as their advocate, where he found a passion for fairness, student well-being, and championing the ideals of natural justice.



Chanelle Bouassali, Assistant Ombudsperson, University of Ottawa

Chanelle Bouassali became the Assistant Ombudsperson at the University of Ottawa in October 2023. Her educational background includes studies in business management, conflict management and negotiation. Prior to joining the university, Chanelle worked as a legal assistant on a diverse set of files primarily in the areas of family law, corporate law, and wills and estates. She also spent many years working in the banking industry while completing her studies.

Chanelle is a University of Ottawa, Telfer School of Management alumna and a Certified Family Mediator with York University. She is also an associate member of the Ontario Association for Family Mediation (OAFM). Chanelle's strong background in customer

service, administrative support and dispute resolution have presented many opportunities for problem solving and conflict resolution, which have contributed to her growing passion towards facilitating communication and helping others reach a fair solution and move forward with less conflict while staying impartial throughout the process.



Kathryn Morrissey, Intake Coordinator, Queen's University

Kathryn is the Intake Coordinator at the Office of the University Ombudsperson. As the first point of contact for the Office she draws on her experience in Student Affairs and Academic Student Services to ensure inquiries are responded to with consideration and empathy. In providing advisory support Kathryn reviews policy and regulations to assist with understanding connections between a situation and the University's structures.

To fuel her love of learning Kathryn completed her Master's degree in Education with a focus on student services in undergraduate education as a mature student. She has an appreciation for the barriers that people can face in accessing education and thrives on supporting those who are not sure where to turn for assistance. She also holds a BScH

degree from U of T in Biological Anthropology and Sociology and a variety of training certificates. In 2012 Kathryn was the recipient of a provincial fire safety award for her contributions to fire safety educational programming in Residences. Kathryn has recently discovered mountain biking and is excited to explore nature. She prefers to be outdoors and shares her love of adventure with her young family.



Rebeca Avila, Undergraduate Ombuds Intern, Office of the Student Ombuds, University of Alberta

Hi everyone! I started my role as an Undergraduate Ombuds Intern this May of 2023. I am studying philosophy and political science. My academic interests include ethics, political philosophy, and storytelling, specifically in the areas of social, environmental and animal justice. I am very excited to continue learning about fairness and policy in this role, and to meet some of the ACCUO members as well!

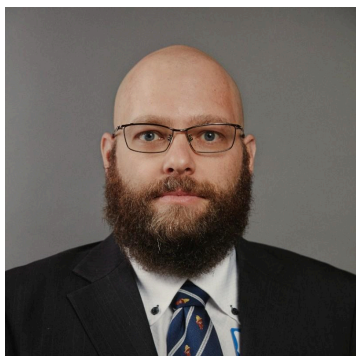


Aimee Burtch, Communications & Outreach Manager, Queen's University

Aimee is the Manager of Communications and Outreach for the Office of the Ombudsperson. She is responsible for the Office's communications and outreach strategy, programs and activities. Aimee grew up in Kingston, earned her BCom degree from the University of Ottawa

and is currently pursuing her Professional Master of Education at Queen's. Before joining the Ombudsperson Office in September 2019, Aimee gained extensive experience in recruitment and outreach at the Faculty of Law and is excited to use those skills to develop a positive presence of the Office at Queen's.

Outside of the office, Aimee is committed to inclusion and accessibility and demonstrates that through her volunteer work with the City of Kingston Municipal Accessibility Advisory Committee and as a Board member and coach with Lennox & Addington Special Olympics. On weekends you can find her cheering on the Gaels at a sporting event or listening to live music.



Bryan Campbell, Undergraduate Ombuds Intern, Office of the Student Ombuds at the University of Alberta

My name is Bryan Campbell. I am one of the Undergraduate Ombuds Interns in the Office of the Student Ombuds at the University of Alberta. I'm a 4th year Bachelor of Arts-Psychology student interested in counseling psychology, special education, and language acquisition. I'm Metis, have a Bachelor of Arts from the University of Calgary, and I am also a JET Programme alumnus, having worked 5 years as an Assistant Language Teacher in northern Japan. I'm looking forward to what I can learn in this internship, how I can transfer these skills into a future career, and in the meantime how to best advise students on their varied needs.



Stephanie Bolingbroke, Associate Ombuds, Western University

Stephanie began her role as Associate Ombuds at Western University on November 6 2023. In past roles, Stephanie has worked with students through academic advising, graduate student support, and gained a deeper understanding of university policy through a role in the Office of the President.

Stephanie's educational background and professional development throughout her career show her interest and dedication to fairness and conflict resolution. She completed a Bachelor of Arts degree from Western University with a major in Political Science and went on to earn a Diploma from Humber as a Law Clerk. She has also completed professional certificates and courses in conflict resolution, project management, and mental health.



Edmun Natkunarajah, Administrative & Outreach Officer, Toronto Metropolitan University

Edmun Natkunarajah has been appointed as an Administrative & Outreach Officer at the Office of the Ombudsperson at Toronto Metropolitan University. Having a background in Urban and Regional Planning and Communications, he brings an array of project leadership, community engagement, and administrative management skills. His role encompasses handling in-takes, resource material distribution, and data analysis for case management, contributing to the smooth functioning of the office. Edmun is also at the forefront of developing and executing dynamic outreach strategies and communication programs to enhance awareness and education within the university community. Edmun is a beneficial addition to the Ombuds team, bringing a unique blend of administrative acumen, project management skills, and a passion for community engagement to his role as the Administrative & Outreach Officer.



Christopher Moraes, Interim Ombudsperson for Students, McGill University Christopher Moraes started a one-year appointment as McGill's Interim Ombudsperson for Students on November 1, 2023.

New Ombuds Roles

Caroline Audette, Regional Student Advocate, National Student Ombudsman, Québec

In May 2023, Caroline Audette was nominated to work at the newly-created Québec's National Student Ombudsman office in Québec as one of 17 Regional Student Advocates working across the province. Caroline served as Associate Ombudsman at the University of Sherbrooke for five years. From the start of the 2023 school year, the National Student Ombudsman will be responsible for the new process for processing complaints and reports in Quebec schools. A new independent institution external to the school network, the National Student Ombudsman will be the education ombudsman in Quebec. Guided by the improvement of school services, it will ensure that the rights of some 1.3 million students and their parents are respected when they receive services from Quebec's public and

private school networks. See:

<https://www.quebec.ca/nouvelles/actualites/details/abonnement-a-linfolettre-du-protecteur-49846>

<https://protecteurducitoyen.qc.ca/en/advice/useful-tips/complaints-schools-recourse-parents-students>



Annette O'Hara, Ombudsperson, University Canada West

In June of 2023, Annette O'Hara left her position at the University of Victoria to become the full time Ombudsperson at University Canada West. This move has been a welcomed change as Annette has been learning how to navigate university policy and procedures within a private post-secondary institution. Her mandate is to focus on addressing fairness issues that affects students. University Canada West was founded in 2004, UCW is a teaching-intensive institution that provides technology-enabled, business-focused, practical education. As a fairly young institution, its culture and infrastructure is growing and evolving. It's been an exciting time thus far for Annette to be keenly involved in policy and procedural development to support improved

and fair outcomes for students.



Heather Trojek, Interim University Ombudsperson, Queen's University

Heather is the Interim University Ombudsperson. In her position, Heather provides information, confidential and impartial advice, complaint and conflict resolution, consultation, investigation and diplomacy, ensuring the University community is served effectively.

Over the past twenty years, Heather has worked as a mediator, adjudicator, advocate, prosecutor, investigator, trainer and mentor. During her career, she has worked for all three levels of government practising almost exclusively in administrative law and social justice. Most recently, Heather was appointed as a Vice Chair at the Ontario Human Rights Tribunal and the Licence Appeal Tribunal of Ontario, where she worked from 2016 until she joined Queen's in September

2022. As a Vice Chair, Heather conducted hundreds of mediations, hearings and settlement conferences. Heather is committed to fairness and demonstrates inclusiveness and sensitivity when facilitating agreements between parties from diverse communities and with varying interests or perspectives.

Heather graduated from the University of Western Ontario and is a certified Mediator and Adjudicator. Her certification was obtained through Osgoode Professional Development and the Society of Ontario Adjudicators and Regulators.

Heather is also roster certified mediator with the Ontario Superior Court of Justice. Heather enjoys trying new recipes, traveling and taking long walks with her mini-golden doodle, Millie.



Whitney Barrett, Acting Ombudsperson, Western University

On August 8, 2023 the Office of the Ombudsperson Advisory Committee and the University Secretariate jointly appointed Whitney Barrett as the Acting Ombudsperson, to cover the absence of Jennifer Mesiter while she is seconded to another role at Western, with an expected end date of May 2024.



Whitney has held the position of Associate Ombudsperson since July 2020. Prior to her work in the Ombuds Office, she held various positions within the University which gave her a diverse perspective of university policy and procedures throughout the institution. In 2021, Whitney completed her MBA at James Cook University and recently began study towards a Master of Education at York University.

Departures

Rebecca Crabbe, who was Assistant Ombudsperson at the University of Ottawa from summer 2021 to spring 2023, met many of you in Ottawa during the FCO-ACCUO conference in October 2022. So you will be pleased to know that although Rebecca has since left the office, she has also given birth to a lovely daughter, Maeve. We wish Rebecca all the best in her future endeavours and hope to have the pleasure to work with her again through ACCUO or FCO.

Lavonne Hood has left the role of Queens University Ombudsperson to become the Acting Associate Vice-Principal (Human Rights, Equity and Inclusion) at Queens. From the Queens website: [Lavonne's dedication as Ombudsperson] to promoting systemic fairness and accessibility for all members of our Queen's community has made her Office an invaluable partner to the Human Rights and Equity Office. During this transitional period, Lavonne will assume the responsibilities of the AVP role, ensuring the continuity of our important work.

Jennifer Meister has been seconded into the role of Acting, Associate Director, Conduct and Conflict Resolution in the Department of Housing and Ancillary Services at Western. In this role, Jennifer is responsible for managing high-level conduct in the University's residence system as well as strategic development of the conduct function. Jennifer is putting her Ombuds experience to good use, having refined the decision letter templates and appeals process in residence.

Patricia Faison Hewlin has accepted a position at another institution and, in doing so, terminated her mandate as Ombudsperson at McGill.

Next Bulletin – March 30th, 2024

Please send your ombuds items to us! We welcome spotlights on new initiatives, ombuds community staffing changes (e.g., milestones, arrivals and departures), new resources (e.g., podcasts, tip sheets, publications), and members' reflections and articles. Please submit your items or send any questions to Remonia Stoddart-Morrison (gradomb2@ualberta.ca) or items to Rob Thompson (thompsonr@camosun.ca).