

2009 Joint Ombudsman Conference
“EVOLUTION OF THE OMBUDSMAN (1809-2009): A Rich History, A Promising Future”
April 15 -18, 2009
Fairmont Hotel, The Queen Elizabeth, Montreal, Quebec, Canada

SPEAKER BIOS
KEYNOTE SPEAKER BIOS

Thursday, April 16, 2009 – Day 1

Gilles Paquet

Professor Emeritus, Telfer School of Management, University of Ottawa, Ottawa, Ontario, Canada

"Failure to Confront: Political Correctness as Organizational Toxin"

Gilles Paquet was President of the Royal Society of Canada (RSC - The Academies of Arts, Humanities and Sciences of Canada) for a two-year term (2003-2005). He received honorary doctorates from the oldest Canadian university (Université Laval) and from the youngest (Thompson Rivers University) in 2005. In 2006, he received the Public Service Citation 2006 from the Association of Professional Executives of the Public Service of Canada, an honorary doctorate from Queen's University, and he was named Lifetime Member of the Canadian Economics Association in recognition of his outstanding contribution to the Association. In 2007, he was made an Honorary Member of the Association des économistes québécois - an honor bestowed on half a dozen persons over the last thirty years. He is currently Professor Emeritus at the School of Management and Senior Research Fellow at the Centre on Governance of the University of Ottawa. He chaired the Panel charged with the National Capital Commission Mandate Review that tabled its report in December 2006. Gilles Paquet has a special interest in administrative pathologies and subversion, and is an ironist.

Friday, April 17, 2009 – Day 2

Richard W. Pound O.C., O.Q., Q.C., FCA

Partner of the law firm Stikeman Elliott, former president of the World Anti-Doping Agency (WADA) based in Montreal and former vice-president of the International Olympic Committee (IOC)

"The Wheat and the Chaff: Analysis, Judgment and Closure"

Richard Pound is a partner in the Montréal office of Stikeman Elliott and member of the firm's Tax Group. His main areas of practice include tax litigation and negotiations with tax authorities on behalf of clients, in addition to general tax advisory work and commercial arbitration. Mr. Pound has been named to Time Magazine's 100 most influential people in the world for his relentless efforts to rid sport of performance-enhancing drugs. In February 2008, he was awarded the Laureus "Spirit of Sport" Prize for his work as head of the World Anti-Doping Agency. He is Chancellor of McGill University (1999-) and was Chair of the Board of Governors (1994-1999). He is a member of the International Olympic Committee. He is Chairman of the Olympic Games Study Commission. He was Chairman of the IOC's Coordination Commission for the 1996 Olympic Games in Atlanta and, from 1984 to 2001, directed, inter alia, all Olympic television negotiations, marketing and sponsorships. He was the founding Chairman of the World Anti-Doping Agency (1999-2007) and remains a member of its Foundation board. He is Chairman of the panel reviewing the governance of the Canadian Medical Association Journal (CMAJ). He is a director of the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games. He is a member (2007-) of the International Council Arbitration for Sport.

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Saturday, April 18, 2009 – Day 3

Rémy M. Beauregard

President of International Centre for Human Rights and Democratic Development and Associate Professor, Department of Political Science, Laurentian University, Sudbury Ontario, Canada

"The Role of the Ombudsman in Promoting Human Rights and Democracy"

Rémy M. Beauregard (BA [History], University of Ottawa, 1969; MA [Public Administration], École nationale d'administration publique, 1984) held senior positions in the Ontario public service from 1986 to 2001. In 1994, he was appointed Executive Director of the Ontario Human Rights Commission, a position he held until his retirement from the Ontario public service. He also established the permanent secretariat of the Canadian Association of Statutory Human Rights Agencies and became its first executive secretary. At the international level, Mr. Beauregard has worked as an adviser on governance and public service. He advised the Legal and Constitutional Commission of Rwanda on planning for the 2003 referendum on Rwanda's new constitution. He also provided advice on the development of legislation for a national human rights institution in the Democratic Republic of the Congo. From 2003 to 2006, he was International Institutional Development Advisor to the Uganda Human Rights Commission. In 2005, Mr. Beauregard developed the Policies and Procedures Manual of Trinidad and Tobago's Integrity Commission. He worked with War Child Canada in 2006 to implement and manage the Northern Uganda Legal Defence Project for children affected by conflict. In 2007, he provided public ethics training to officials of the provinces of Beijing and Hebei. Rémy M. Beauregard has been Associate Professor in the Department of Political Science at Sudbury's Laurentian University since 2001.

PRE-CONFERENCE, PLENARY AND CONCURRENT SESSION SPEAKER BIOS

Adrienne R. Andrews, Ph. D., Ombudsperson, Smith College, Northampton, MA

"Who Will Mind the Store? Continuity of Services for Small Offices."

Adrienne R. Andrews, Ph. D., has served as Ombudsperson for Smith College, Northampton, MA, since 2001, where she acts as Ombudsperson to staff, students, and faculty. Adrienne brings her training and experience as an applied cultural anthropologist to bear on the practice of ombudsmanship, always taking into consideration the importance of understanding the institutional/organizational culture of colleges and universities, in general, and the impact of the informal organizational dynamics, in particular, within those institutions. In addition to her training as an anthropologist, Adrienne also earned a certificate in mediation through The Mediation and Training Collaborative, Greenfield, MA.

John S. Barkat, Ombudsman, United Nations, New York, NY

Pre-Conference Course Full Day 3: “Ombudsman Master Class.”

In March 2008, John Barkat was appointed by the UN Secretary-General to head the Office of the United Nations Ombudsman comprised of a talented team of dedicated Ombudsmen, Mediators and Conflict Resolution experts who serve the UN and its Funds and Programs around the world. He is the former Ombudsman for Pace University where he was recently appointed as a distinguished visiting professor of management in the Lubin Graduate School of Business. He is the former director of the Institute for Collaborative Engagement which applies collaborative strategies to social and organizational problems and which runs the Collaboration at Work program on ethics, justice and dispute resolution. John claims to have honed his conflict resolution skills by living with his wife and two daughters in a house with only one bathroom.

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Suzanne Belson, Senior Investigator, Department of National Defence/Canadian Forces Ombudsman, Montreal, Quebec

"Lessons from History: The Once and Future Ombudsman"

Suzanne Belson has been an Investigator with the Department of National Defense/Canadian Forces Ombudsman's Office since 1999. From 1978 to 1999 she was the Ombudsperson at Concordia University in Montreal. Suzanne is a founding member of the Forum of Canadian Ombudsman and Chair of its Education and Training Committee. She is also a founding member and a past President of the Association of Canadian College and University Ombudspersons. In 2000, she was the first recipient of ACCUO's Distinguished Service Award. Suzanne attributes her longevity in the ombudsman field to the fact that it legitimizes her lifelong difficulty in dealing with authority.

Wayne Blair, University Ombuds, University of North Carolina, Chapel Hill, NC
IOA's "Certification Planning" Discussion

Wayne Blair is one of two University Ombuds at the University of North Carolina at Chapel Hill and has served as ombuds since the office opened in 2005. He led the creation of the program and has primary responsibility for its operation. Prior to coming to Chapel Hill, Wayne served as the Associate University Ombuds Officer at Columbia University in New York. Throughout his career, Wayne has worked extensively with various university constituents in different capacities. He did his mediation training with the New York State Bar Association.

Laura Bradbury, Fair Practices Commissioner, Workplace Safety and Insurance Board, Toronto, Ontario
“Can an Organizational Ombudsman Conduct Investigations and Still Meet the Ombudsman Concept of Informality?” and "How Can Fairness Principles be Embedded in the Organizations We Work With?"

Laura Bradbury, commissioner, is a lawyer with a long history as a neutral adjudicator in workers' compensation matters in Ontario and British Columbia. In the early 1980s Laura was an investigator into workers' compensation complaints with Ombudsman Ontario. She was appointed to the Workers' Compensation Appeals Tribunal (WCAT) as a vice-chair in 1985. From 1988 to 1991 she served as alternate chair at WCAT. Laura chaired two other tribunals in Ontario, the Social Assistance Review Board and the Office of Adjudication, before moving to British Columbia in 1998. From 1998 to 2002 she was an appeal commissioner with the Appeals Division of the British Columbia Workers' Compensation Board, then the final level of appeal in that province. Laura was hired as the Fair Practices Commissioner in August, 2003.

Judy Carbone Bruner, Director and UCSD Ombudsperson, University of California, San Diego, La Jolla, CA
“Issues Concerning IOA Standards of Practice with Legal Implications”

Judy Bruner became the founding Director of the UC San Diego Ombuds Office in April 2002. Under her leadership, the Ombuds Office provides confidential, neutral and informal dispute resolution services for the UCSD community including, faculty, staff, students and employees of the UCSD Medical Center. The office also provides recommendations to improve organizational processes and provides feedback regarding policies, procedures and practices. As an experienced trainer and practitioner, Judy has provided training programs for scientists, faculty, staff and students and recently developed a new training program for junior Medical School faculty. She has also presented programs on a range of ombuds issues related to legal issues, communicating with powerful players, and the Standards of Practice. Judy serves on the IOA Board of Directors and is a former Co-Chair of the Legal and Legislative Affairs Committee. She has a Bachelor's Degree from Boston University and a J.D. from the University of San Diego School of Law.

Ira Chaleff, Founder and president of Executive Coaching & Consulting Associates, Washington, DC
Pre-Conference Course Full Day 2: "Courageous Followers – Courageous Leaders: New Tools for Ombuds and Those They Serve.” and a concurrent session "The Courageous Follower: Transforming Hierarchical Relationships into Dynamic Partnerships"

Ira Chaleff is the founder and president of Executive Coaching & Consulting Associates in Washington, DC. and a principal in the Institute for Business Technology, a worldwide provider of Personal Effectiveness Programs for workload management. In these roles Ira has conducted training, consulting and coaching in scores of Fortune 500 companies, public agencies and non-profit organizations. Ira is also Chairman of the Congressional Management Foundation, a non-partisan organization providing management studies, training and consulting to Members of Congress and their staffs. In addition to personally providing these services he has participated in democracy-strengthening programs for non-U.S. legislatures. His book, *The Courageous Follower: Standing Up To and For*

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Our Leaders, is in its second edition and has been translated into half a dozen languages. He has been a frequent presenter on leader-follower relationships for a wide range of government and private sector audiences including the Federal Executive Institute, the Smithsonian, The Brookings Institute and Georgetown University. The Courageous Follower has been used as a core text book by the first course on Followership at the JFK School of Government at Harvard. Ira was cited in the December, 2007, Harvard Business Review as one of the three pioneers in this field. Ira co-hosted the first national conference on Followership held in 2006 at Claremont University. In 2008 he established the Followership Learning Community under the auspices of the International Leadership Association and is serving as its current president. He is a co-editor of the newly released book, The Art of Followership: How Great Followers Make Great Leaders and Organizations, which is part of the Warren Bennis Leadership Series. Ira was named one of the top 100 “Best Minds on Leadership” in 2008 by Leadership Excellence magazine.

Ghislaine Charlebois, Assistant-Commissioner, Compliance Assurance Branch, Office of the Commissioner of Official Languages, Ottawa, Ontario

Full Day Pre-Conference Course #1: “Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO”

Ghislaine Charlebois joined the Office of the Commissioner of official languages in July of 2008, as the Assistant Commissioner, Compliance Assurance Branch, and is responsible for directing a program of analyses, investigations and dispute resolution concerning complaints filed in the regions and in Ottawa under the provisions of the Official Languages Act (OLA) governing all agencies under federal jurisdiction in Canada. She is also responsible for directing a program of audits on the official languages in federal institutions subject to the Regulations. Mrs Charlebois has over 23 years of experience in the Federal public service, of which 16 years as a manager. From 1985 to 1999, she was employed with Correctional Service of Canada where she held different positions, such as parole officer, manager of regional offices and senior project officer. She has extensive operational experience at the regional level and in the development of policies in the conditional release field. During her career, she established many strategic partnerships with non-governmental organizations, police services and provincial governments. In 1999, she joined the National Parole Board, as the Director of Investigations/Audits and Clemency/Pardon Divisions. In 2000, she became Director of Operations, Recourse Branch, Public Service Commission, where she managed the operational side of the staffing appeals and investigations unit and the investigations and mediation services related to harassment complaints in the workplace, for the Federal public service. In March 2003, she joined the Immigration and Refugee Board of Canada, as the Director General of the Immigration Division, one of the three tribunals of the Board. In that capacity, she also had all the powers and could carry out the duties and functions of members of the tribunal. Mrs. Charlebois graduated from University of Montreal in 1985 with a Bachelor of Criminology Degree. She completed her education with training in criminal behavior related fields and management.

Adrienne Clarke, University Ombudsperson, The University of Western Ontario, London, Ontario

“Watchdogs and Wise Ones in Winter Lands- The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation” and “The Role of Educational Outreach Programs in Ombuds Practice.”

Adrienne Clarke is the Ombudsperson at the University of Western Ontario. Prior to coming to Western Adrienne worked as a mediator for Queen's University dealing with academic-related disputes. Educational outreach is an integral part of Adrienne's Ombuds practice and she is interested in exploring new opportunities for Ombuds to add value to their institution.

Martine Conway, Ombudsperson, University of Victoria, Victoria, BC, Canada

“Lessons from History: The Once and Future Ombudsman” and “New Roles and New Thinking: Lessons from (international) Cross-Pollination”

Martine Conway has been Ombudsperson at the University of Victoria since 1999. Martine is an educator and mediator with over 20 years of experience on university and college campuses. Her work has extended to workplace and community settings, restorative justice initiatives and human rights education. Martine is in her second term as president of ACCUO. She is active in several ombuds associations that transcend geographical, sector and model boundaries. In 2006, Martine received the Pete Small Award from the California Caucus of College and University Ombudspersons.

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Fiona Crean, Ombudsman, City of Toronto, Ontario, Canada

"Lessons from History: The Once and Future Ombudsman"

Fiona Crean became the City of Toronto's first Ombudsman in November 2008. A multilingual agent of change who has spent her professional life engaged in good governance, fair process, human rights and social justice, Fiona is a leader in promoting access and equity. Her years as Ombudsman for York University, and Executive Director of the Ontario Ombudsman's Office have given her significant experience in conflict resolution, effective and accessible service delivery, and promoting accountability and responsiveness in the public and broader public sector. At the province, Fiona was responsible for managing and resolving 30,000 complaints annually. Prior to taking on this new post, Fiona was the Assistant Deputy Minister in the Ontario Ministry of Community Safety and Correctional Services, responsible for addressing systemic racism and sexism, and managing significant organizational and culture change. Fiona has done international development work for governments and community organizations in Central and South America, Eastern Europe and southern Africa, and has worked extensively in First Nations and Inuit communities in Canada. She also worked for a number of years at the Ontario Human Rights Commission. Fiona has long been an active volunteer and served on a number of not-for-profit Boards. She speaks English, French, Italian, German and some Spanish and lives in downtown Toronto.

Julie Cuddihy, Partner, Fasken Martineau, Montréal, Quebec

“Ombudsmans’ Compellability”

Julie Cuddihy is a lawyer and has been practicing employment law for more than 12 years at the Fasken Martineau law firm. Her areas of expertise include labour relations, human rights and employment law, where she acts regularly for businesses in all economic sectors. Mtre Cuddihy has developed comprehensive communications and negotiations skills. She has also acquired expertise in mediation and dispute resolution, areas in which she has had the opportunity to work closely with companies in the course of internal dispute resolutions, as investigator as well as mediator, in a wide variety of cases. Mtre Cuddihy also boasts considerable representation experience before administrative tribunals and courts of law, having represented clients on multiple occasions before the courts.

Ian Darling, Ombudsperson, New Home Buyer Ombudsperson Office, Tarion Warranty Corporation, Toronto, Ontario

"Compassion Fatigue, Vicarious Trauma and the Ombudsman."

Ian Darling joined Tarion in January 2009. He most recently served eight years as the Ombudsperson for Fanshawe College in London, Ontario. Ian currently serves as Vice President for the Forum of Canadian Ombudsman and holds a Master of Arts in Conflict Resolution from the McGregor School of Antioch University in Ohio.

Donna Douglass Williams, Ombudsperson , Georgia State University, Atlanta, GA

“White Privilege and Ombudstry: How Does the "Invisible Knapsack" Affect Our Practice?”

A graduate of Purdue University, and the University of California, Davis, School of Law, Donna is an experienced corporate attorney, law professor, mediator, and organizational consultant. Part of a team which traveled to Pretoria, South Africa to explore developing a collaborative higher education model in diversity and conflict resolution, she has been a presenter at the European Network for Ombudsmen in Higher Education, and the Southeast Ombuds Group. A member of the Georgia bar, Donna has been a registered neutral with the State of Georgia, a University system of Georgia mediator, and a mediator coach with the Consortium on Negotiation and Conflict Resolution. She is the recipient of the GSU Marian Wright Edelman award for outstanding administrator.

Nora Farrell, Ombudsperson, Ryerson University, Toronto, Ontario

"The Ombudsman/Person: Impartial and Independent. Aspirational, Achievable or Impossible?"

Nora has been active in the field of ombudsmanship in a number of areas: Ombudsperson for Ryerson University for eight years; Ombudsman for the Canadian Franchise Association and International Franchise Association (on a contract basis) for four years; Manager of Complaint Resolution for Ombudsman Ontario for five years. Nora earned a LL.M. (Master of Laws degree) in Alternative Dispute Resolution from Osgoode Hall Law School at York University and a M.Ed. (Master of Education) in Adult Education from the University of British Columbia. She is currently a Ph.D. Candidate at Osgoode Hall Law School. Nora also has extensive training and experience in mediation. She has been active as a volunteer in the literacy field for many years both as an individual tutor and as a board member and Chair of the Foundation for Frontier College, a national literacy organization.

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Valerie Fennell, Faculty Ombudsperson, Georgia State University, Atlanta, GA

“White Privilege and Ombudry: How Does the "Invisible Knapsack" Affect Our Practice?”

Since 1998, Valerie Fennell has served as Faculty Ombudsperson for Georgia State University. Currently she works part-time in that position since retiring from teaching with the Anthropology Department. Originally trained and active in the University and College Ombuds Association [UCOA], she’s currently a member of the International Ombudsman Association. She has a Ph.D. in Anthropology (1974, UNC-Chapel Hill) and an M.A. in Clinical Psychology (1992, The Fielding Institute). Valerie is a recipient of the Georgia State University Martin Luther King, Jr. Torch of Peace Award for her contributions to the university.

Kevin Fenwick, Ombudsman Saskatchewan

"How Can Fairness Principles be Embedded in the Organizations We Work With?"

Kevin Fenwick has been Ombudsman for the Province of Saskatchewan since October 1, 2004. He works with a staff of twenty in Regina and Saskatoon to resolve and investigate complaints from the public against provincial government departments, boards, commissions, and agencies. As Ombudsman, Kevin brings a proactive approach to fairness. In addition to taking individual complaints, the office now does more systemic reports, which resolve issues for entire groups of people. He also offers fair practices workshops so government can learn more about fairness and apply it in their service to the public. Before becoming Ombudsman, Kevin was trained as a lawyer. A graduate of the University of Saskatchewan, he practiced law in a private law office for fifteen years. Kevin began working as a mediator and facilitator in 1987 and from 1991 until 2004 he worked with The Dispute Resolution Office and the Mediation Services branch of Saskatchewan Justice as a Staff Mediator and Dispute Resolution Consultant. Since 1993 he has also provided conflict resolution and mediation training to others. Kevin was designated as Queen’s Counsel for the Province of Saskatchewan in 2005.

Dr. Frank Fowlie, ICANN Ombudsman, Marina Del Rey, CA and Richmond, British Columbia

"Ombudsman Operations and Evaluation."

Frank is the inaugural ICANN Ombudsman. He has been the Ombudsman since November 2004. Frank holds a Doctor of Conflict Resolution (DCR) from La Trobe University, Melbourne. Frank is also an alumnus of the University of Manitoba, University of Regina, and Royal Roads University where he earned a Master of Arts in Conflict Analysis and Management. Frank has taken training as a negotiation instructor at the Program on Negotiation at Harvard Law School. Frank is an associate faculty member of Royal Roads University, and is a Fellow with the Centre for Information Technology and Dispute Resolution at the University of Massachusetts - Amherst. Frank has served as Chairman of the International Forum on Online Dispute Resolution. Frank was previously employed with the United Nations, where he was on Mission Staff in East Timor for two years. He was the deputy administrator for the capital city, and was appointed as the UN's Olympic Games Officer, taking the world's newest country to the Sydney Olympics. Frank began his career as a member of the Royal Canadian Mounted Police. Frank is involved in volunteer activities, such as the Canadian Olympic Committee; Olympic, Commonwealth and Pan American Games; and the Royal Life Saving Society. He is the co-author of, "Prayer Road", a book about the Olympic Games and East Timor.

Howard Gadlin, Ombudsman, National Institutes of Health/NIH, Bethesda, MD

Pre-Conference Course Full Day 3: “Ombudsman Master Class.” and “Watchdogs and Wise Ones in Winter Lands- The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation”

Howard Gadlin has been Ombudsman and Director of the Center for Cooperative Resolution at the National Institutes of Health since the beginning of 1999. Before that he was University Ombudsperson at UCLA from 1992 through 1998. He was also director of the UCLA Conflict Mediation Program and co-director of the Center for the Study and Resolution of Interethnic/Interracial Conflict. While in Los Angeles, Dr. Gadlin served as consulting Ombudsman to the Los Angeles County Museum of Art. Prior to coming to UCLA, Dr. Gadlin was Ombudsperson and Professor of Psychology at the University of Massachusetts, Amherst.

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Josée Garceau, Director of Recruitment, Université de Sherbrooke, Sherbrooke, Québec
Pre-Conference Course Half Day PM: "Generation Y is here! You better be ready!"

Graduating in History from Université de Sherbrooke in 1982, Josée Garceau started to work at her Alma Mater in 1986. She held different positions in Student Services until 1999 when she became Director of recruitment at the Registrar's Office. It's in that context that she has developed an expertise toward understanding Generation Y, their impact in the world of education and the work place and how they relate to other generations. She was invited to the Conference Board of Canada, Loto-Québec, Cirque du Soleil, Bombardier and a number of association and groups working in health care, education and business.

Dolores Gomez-Moran, University Ombudsman, George Mason University, Fairfax, VA
“White Privilege and Ombudry: How Does the "Invisible Knapsack" Affect Our Practice?”

Prior to her appointment as GMU's Ombudsman, Dolores served as the Ombudsman for Student Academic Affairs, and in the Office of Multicultural Affairs. She is certified in conflict resolution processes, and is a certified mediator by the State of Virginia. Active in several IOA committees, Dolores has also been a presenter at European Network of Ombudsmen in Higher Education, and the Virginia Mediation Networking Group. In 2007, she was honored with the Margaret Howell Award for her outstanding contributions to the University. Dolores' career includes work in the World Bank's staff development division and as a career advisor at the University of London, UK. A native of Spain, she holds a Master's Degree in from Boston College and a Bachelor's degree from the University of Oviedo, Spain. Dolores is fluent in Spanish, English, French and Italian.

Nicole Goodfellow, Ombudsman, Canada Post Corporation, Ottawa, Ontario
"Using the Voice of the Customer to Chart and Measure Success."

Nicole's 30-year career with Canada Post has mainly straddled the Human Resources and Operations communities of the company both at Head Office in centre of excellence roles and in the field in front-line leadership roles. She was appointed as Ombudsman at Canada Post in July 2008. Nicole represented Canada Post for 5 years on the Board of the Canadian Council for Aboriginal Business (CCAB) and championed the advancement of aboriginal relations both inside the company and with external stakeholders. In February 2009, Canada Post's leadership role in promoting and sustaining a viable strategy for Progressive Aboriginal Relations was recognized as the first Crown Corporation to receive the prestigious Gold level of achievement by the CCAB. Amongst her many accomplishments, Nicole takes great pride in supporting under-privileged primary school children in Nairobi, Kenya.

Jennifer Ann Graf, Ombuds, University of Hawaii,
"Ombudsman Armchair Discussion: Common Issues and Uncommon Solutions."

Jen Graf, has been involved with the University of Hawaii in many ways: as a graduate student, employee, and instructor. She has work experience in research, evaluation, cross-cultural training, school reform and community development. Jen has worked as a facilitator in many capacities from resolving group conflict to addressing public policy issues for the Hawaii State Judiciary. She is also a trained mediator and has trained others on skills in facilitation and mediation. Jen is a member of the International Ombudsman Association.

Tim Griffin, University Ombudsman, Northern Illinois University, DeKalb, IL
Pre-Conference Course Full Day 1: "Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO." and "Responding to Tragedy: An Ombudsperson's Journal."

Tim Griffin has been the University Ombudsman at Northern Illinois University since 1991. He has published extensively in the field, served as a member of the UCOA board from 1999-2001 and from 2003-05, served as a member of the planning committee for the 1995 UCOA conference, chaired the program committee for the 2004 UCOA conference, served as a member of the joint TOA/UCOA Standards of Practice Committee, co-chaired the joint TOA/UCOA Ethics Committee, and chaired the joint TOA/UCOA Research Committee, and has presented or served on panels on twenty-four different occasions at UCOA or IOA conferences. He is the convener of the Annual Midwest Meeting of College and University Ombudspersons, now in its seventh year.

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Nathanael Haddox, Ombudsman for Staff, Texas Tech University, Lubbock, TX
“Issues Concerning IOA Standards of Practice with Legal Implications”

Sue Haslam, Manager of Investigations, Ontario Ombudsman
"Whistleblowers: Thank You and Good-bye."

Sue has served in various bargaining unit and management positions at the Ontario Ombudsman's Office and has been the Manager of the Investigations Team since June 2005. Prior to this, Sue had over 15 years experience as an Investigator and Team Lead. In her current capacity as Manager of Investigations, she oversees a team of 14 investigators and is responsible for the conduct of administrative investigations and reviews dealing with complaints involving any of the approximately 500 provincial bodies and agencies of the Government of Ontario. As the Acting Director of Operations in 2008, Sue had overall responsibility for the general Investigations and Early Resolution Teams. Throughout her career, she has provided many presentations and training sessions to different audiences on the principles of ‘Ombudsman-ship’, operations/case management, planning and conducting effective Ombudsman investigations, systemic investigations, interviewing and report writing.

Tom Irvine, Fair Practices Commission, Workplace Safety and Insurance Board, Toronto, Ontario
"Can an Organizational Ombudsman Conduct Investigations and Still Meet the Ombudsman Concept of Informality?"

Tom Irvine is a Specialist with the Fair Practices Commission in Ontario. Mr. Irvine has over 19 years of Ombudsman experience including having served as the Manager of the Ombudsman program at Ontario Power Generation as well as Team Leader and Investigator at Ombudsman Ontario. He has a Masters degree from the University of Waterloo and has completed additional training at the Rotman School of Management, University of Toronto and the Banff School of Management.

Serge Jetté, Ombudsman Officer, Health Canada, Ottawa, Ontario
"An Introduction to Results Based Management for Ombudsman Offices."

Serge Jetté has worked as an Ombudsman Officer and mediator with Health Canada since 2005. Over the last 20 years, he has held many positions in the Human Resources Management field in the federal Public Service, the last one being Director, Implementation of the Public Service Modernization Act for Health Canada. Serge has also served as a Commissioner for the city of Gatineau Ombudsman Bureau since 2006. He holds an undergraduate degree in Commerce, with a Major in Human Resources Management from the University of Ottawa, and an executive program certificate in Managing Strategic Change from the University of Toronto Rotman School of Management. He is also trained in the fields of mediation and conflict coaching. He’s been married for 21 years and is the proud father of three teenagers.

Gareth Jones, Office of the Ombudsman of Ontario, Toronto, Ontario
"Whistleblowers: Thank You and Good-bye."

In 1998 Gareth Jones was seconded to Office of the Ombudsman of the Department of National Defense and Canadian Forces (DND/CF) as a Special Advisor and then Director of the Special Ombudsman Response Team (SORT). He directed all major investigations conducted by the Office, including investigations into how the Canadian Forces dealt with service personnel with PTSD, the administration of military Boards of Inquiry, the investigation of deaths and serious injuries and how the families of killed and injured service personnel were treated. In 2005, Gareth was appointed Director of the Special Ombudsman Response Team at the Office of the Ombudsman of Ontario. He has directed all major systemic investigations done by the office, including investigations into the provision of screening for newborns, the Municipal Property Assessment Corporation, the Family Responsibility Office, the Criminal Injuries Compensation Board and the Ontario Lottery Corporation. Gareth has delivered training in investigations to Ombudsman and other watchdog agencies across the world. He is the author of A Practical Guide to Administrative, Oversight and Ombudsman Investigations, which will be published by Canada Law Book in the Spring of 2009.

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Murray Knoll, Fair Practices Officer, Saskatchewan Workers' Compensation Board, Regina, Saskatchewan
"Ombudsman Armchair Discussion: Common Issues and Uncommon Solutions."

Murray grew up on a prairie farm in Saskatchewan and obtained an Honors Degree in Psychology from the University of Regina. His career has included a variety of experiences working in the field of Human Services, including: welfare administrator, counselor in a federal halfway house and federal parole officer. These diverse experiences eventually led to a position as investigator with the Provincial Ombudsman in Regina. As an investigator, Murray completed investigations involving all departments of the provincial government, including crown corporations and boards. Following 10 years as an investigator, Murray was appointed as Deputy Ombudsman for the Regina office, a position he held for a further 13 years. Murray was appointed as the first Fair Practices Officer at the Saskatchewan Workers' Compensation Board (WCB) effective September 2003. Murray believes the principles of fairness, impartiality, openness and accountability are key elements in the success of the Fair Practices Office, just as they were at the office of the Provincial Ombudsman.

Tom A. Kosakowski, Associate Ombudsperson and Ombudsperson for the Center for Health Sciences, UCLA Office of Ombuds Services, CA

"Externs in the Ombuds Office: Why They Should be Welcomed and How They Should be Managed"

Tom A. Kosakowski is the Ombudsperson for the Center for Health Sciences at the University of California Los Angeles. In this capacity, he works with faculty, staff and students from UCLA's hospitals and clinics, professional schools, laboratories and related institutes on a wide range of issues. He established the Ombuds Office at Claremont Graduate University and served as the interim Ombudsperson for the University of California at Riverside. Previously, Tom worked as an economist, attorney and mediator. He earned his JD from Loyola Law School in Los Angeles and AB from Occidental College. He currently serves on the IOA Board of Directors, Legal & Legislative Affairs Committee, and the editorial board of the Journal of IOA. He publishes the Ombuds Blog.

Louise Lalonde, Aggregated Professor, LL.B., LL.M., the University of Sherbrooke, Longueuil, Quebec

"The Ombudsman and New Institutional Governance, Towards a Development of Participative Practices and Mediation."

Louise Lalonde teaches and conducts research on legal theory and governance transformation through law. She focuses primarily on normative theory transformation and emerging application mechanisms, including dispute prevention and resolution methods. In a broader sense, she is interested in the conditions of governance through law. She has managed interdisciplinary research projects pertaining to organizational mediation, and normative institutions and seniors, among others, and been drawn primarily to the function of judging and judicial mediation. She has provided judicial conciliation training to members of the Court of Appeal, Superior Court, and Court of Québec, and European magistrates. She is also researcher at the Centre interuniversitaire de recherche en éthique appliquée (CIRÉA) of the Université de Sherbrooke. In 2008, she was granted a major subsidy by the Social Sciences and Humanities Research Council of Canada (SSHR) for a project entitled, "Étude de la transformation des lois et des limites du droit dans les lois à exigence de réflexivité" [study of the transformation of laws and the limits of the law in laws requiring reflexivity], conducted in cooperation with Professor Stéphane Bernatchez. Professor Lalonde is also co-holder of the Chaire de droit et gouvernance de la santé. From 2000 to 2008, she directed the dispute prevention and resolution programs of the Faculty of Law of the Université de Sherbrooke and, from 2005 to 2008, the Revue de prévention et de règlement des différends (RPRD).

C. McKenna Lang, Center for Continuing Education, Antioch University Seattle, Seattle, WA "Lessons from History: The Once and Future Ombudsman"

C. McKenna Lang recently completed her Master's Degree in Organizational Psychology. Her Master's thesis is entitled The Origins of Ombudsing: A History of Diversity and the research was completed with generous input and assistance from the academic and ombudsing community. McKenna's interest in ombudsing developed from organizational mediation practices in the non profit community. McKenna has a background in economics and management experience in a variety of sectors. She served as Director of Children's Trust Foundation for over six years and is involved in Organizational Development Consulting work in the Seattle area. She has a commitment to multiculturalism, has worked extensively with international student programs and is currently at the Center for Continuing Education at Antioch University Seattle.

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Michelle LeBaron, Professor of Law and Director of the Dispute Resolution Program, University Of British Columbia, Vancouver, British Columbia

“Watchdogs and Wise Ones in Winter Lands- The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation”

Michelle LeBaron is an internationally renowned scholar/practitioner, currently serving as Professor of Law and Director of the Dispute Resolution Program at UBC in Vancouver, Canada. Her current work explores how the arts and contemplative practices are vital resources for transforming cross-cultural conflicts. Michelle's books include *Bridging Cultural Conflicts: A New Approach for a Changing World* and *Bridging Troubled Waters: Conflict Resolution from the Heart*. Her latest book, *Conflict Across Cultures: A Unique Experience of Bridging Differences*, is the product of collaboration among five authors from four continents. Michelle is committed to fostering leadership practices that draw on the power of imagination, the wisdom of intuition and the human capacity for connection.

Janet Leblanc, Director, Customer Value Management, Canada Post Corporation, Ottawa, Ontario

"Using the Voice of the Customer to Chart and Measure Success."

As Director, Customer Value Management with Canada Post, Janet has successfully led the integration of customer value and loyalty into one of Canada's most recognized brands, Canada Post. She has built and deployed customer metrics into business planning, employee performance management, and process improvements—a major achievement in moving Canada Post closer to its goal of bringing the customer to the forefront of its business. Janet's leadership has led Canada Post to win three international awards namely an International Business Award in the area of customer service, a 1to1 Impact Award for Organizational Transformation and a World Mail Award in the category of customer service. In addition, Janet has been named to the prestigious position of Customer Champion, joining a world-wide community of top-level executives who are the voice of the customer in their organizations and whose efforts help their firms tie customer strategies to bottom-line results. Janet is a seasoned speaker including recent presentations in the UK, Canada, United States, Spain, Austria, Argentina, and Mexico. She was an adjunct professor of marketing at the University of Ottawa for over a decade, is a published author, and an accomplished guest speaker.

Dr. Josef Leidenfrost, Ministry of Education, Austria

"Decision Makers In Higher Education, "Governors", Ombudsmen, Students: Do They Live on the Same Planet?"

After joining the Austrian Ministry of Education in 1988, Josef served as adviser to three ministers in the 1990s / early 2000s on such issues as internationalization of higher education, national and European scholarship programmes, and students' rights and duties. He is married to Elisabeth Fiorioli (Secretary-General of the Austrian Accreditation Council) and has two sons (Matthäus, born 1996 and Adam, born 1998). Josef started his professional career as a TV journalist in the early 1980s. He was awarded a doctorate in history and communication sciences by the University of Vienna in 1986. His current position combines two roles: Officer Responsible for Strategic Information Management at the Ministry's International Department and Head of the Office of the Austrian Student Ombudsman. After bringing Austrian higher education institutions into international networks and associations, he set up the Austrian ERASMUS Office, later SOCRATES National Agency in the mid 1990s for educational cooperation within Europe. In 2001 he played a pivotal role in setting up a complaint and acceptance management system for Austrian higher education institutions and a central agency for students' complaints at the Ministry of Education. He is a co-founder of the European Network for Ombudsmen in Higher Education (ENOHE). In 2005 he organized the ENOHE Annual conference in Vienna, Austria. Josef is the editor of the ENOHE news newsletter that is published twice a year.

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Gregory J. Levine, PH.D., LL.B., Law Office of GJ Levine, London, Ontario

"Recent Developments in Ombudsman Law in Canada."

Greg Levine practices law in London, Ontario. He is a member of the Law Societies of Upper Canada and British Columbia and has an LL.B. from the University of Toronto. He also has a Ph.D. in cultural geography from Queen's University in Kingston, Ontario. Greg Levine is an expert in government ethics law and maintains a lively interest in the law related to ombudsmanship. His book, *The Law of Government Ethics: Federal, Ontario and British Columbia*, published by Canada Law Book, provides a comparative look at ethics law in Canada and contains a chapter on ombudsman and administrative justice. He maintains a web site on government ethics law in Canada which also has a section on ombudsman. He has published numerous articles on aspects of ombuds law and his forthcoming book on municipal ethics regimes contains a chapter on and appendices related to implementing an ombudsman plan at the local level. More background information on his law practice may be found at <http://www.bmts.com/~greg.levine>

Luc Martin, Parks Canada Agency, Gatineau, Quebec

"An Introduction to Results Based Management for Ombudsman Offices"

Mr. Martin has a bachelor's degree in biology from Université Laval and has also studied education and computer science. He began his career at Parks Canada in 1993 as an interpreter in the Mingan field unit, and later joined the natural resources conservation service. In 1998, he was appointed director of this field unit and manager of the various programs at the Mingan Archipelago National Park Reserve of Canada. Luc also acted as Chief of Staff with the Chief Executive Officer of the Agency, established the orientation program for new employees and assumed the functions of Manager of strategic projects with the West Quebec Field Unit. Developing the orientation program greatly contributed to his appreciation of the values of the Agency. Through his career with Parks Canada, Luc has acquired a solid understanding of the organization and has been able to develop excellent human relations skills. Having held several different jobs in various sectors of our organization, he will be in a position to appreciate the daily challenges of Agency employees. Parks Canada thus has an ombudsman with the personal qualities to take on this role and a thorough knowledge of the Agency, its employees, values and challenges. In addition to being the Ombudsman of Parks Canada, Luc also acts as Senior Values and Ethics Officer and Senior Integrity Officer.

David McDonald, Partner, Fasken Martineau DuMoulin, Vancouver, BC

"Ombudsmans' Compellability"

David McDonald conducts a law practice that includes representing employers as counsel before the Canada Industrial Relations Board, the B.C. Labour Relations Board, at labour arbitrations, at all levels of court and at administrative tribunals. He regularly acts as the spokesman for employers in collective bargaining, whether it is a first collective agreement or the renewal of an existing collective agreement. David assists clients by seeking court injunctions during labour disputes. He regularly advises clients on all aspects of labour relations and employment law and provides seminars on labour relations and employment law to clients and professional organizations.

Mary McFadyen, General Counsel, Office of the Ombudsman for the Department of National Defence and Canadian Forces, Ottawa, Ontario

"Ombudsman Armchair Discussion: Common Issues and Uncommon Solutions."

Mary McFadyen works for the Office of the Ombudsman for the Department of National Defence and Canadian Forces. Since 2002, she has held the position of Director General, Legal Services for the Office, where she has played a key role in all major initiatives undertaken by the organization and provided both legal and policy advice to the Ombudsman and the Office's Management Team. Ms. McFadyen also served as Interim Ombudsman from January 2008 to February 2009. Before joining the Office of the Ombudsman, Ms. McFadyen served as Counsel to the War Crimes Section at the Department of Justice and later became Senior Counsel/Coordinator to the Criminal Conviction Review Group. Ms. McFadyen obtained her B.A. from the University of Regina in 1980 and her LL.B. from the University of Saskatchewan in 1983. A member of the Law Society of Saskatchewan since 1985, Ms. McFadyen worked in private practice until 1992 before obtaining her LL.M. from the University of London (London School of Economics).

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David McNabb LL.M, C. Med, Deputy Ombudsman, RBC Ombudsman Office and Chair, FCO Research Committee “Watchdogs and Wise Ones in Winter Lands- The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation”

David McNabb is an experienced Ombudsman and dispute resolution practitioner. He has a Master of Laws (LL.M) in Alternative Dispute Resolution from Osgoode Hall Law School at York University, Toronto, Canada. He is a leader in the development of Ombudsman practices for financial services consumers through his case work, educational interests, and participation in professional boards and accreditation committees. David is chair of the Research Committee of the Forum of Canadian Ombudsman, and Chair of the Ombuds Section of the Association for Conflict Resolution, Washington, D.C. He has a Chartered Mediator designation from the ADR Institute of Canada.

Ed Modell, Maryland Judiciary Employee Ombuds, Annapolis, MD
"Conflict Coaching for the Ombuds: Dealing With Difficult Situations."

Ed Modell is the Employee Ombuds for Maryland Judiciary Department employees in Annapolis, MD. He initiated and designed the program in 2006 and reports directly to the Chief Judge of Maryland. Ed is a mediator as well as a certified Executive and Life Coach specializing in working with government, small business and non-profit executives and professional service providers. He is a Past President of the Metro DC Chapter of International Coach Federation (ICF), was Chair of the ICF Global Regulatory Committee and a co-founder of the Conflict Coaching Special Interest Group, and is now a member of the ICF Global Board of Directors.

Marvin Neal, Ombudsman, Coca-Cola Enterprises, Atlanta, GA
Pre-Conference Course Full Day 3: “Ombudsman Master Class.”

Marvin has been a practicing Ombuds professional for thirteen years. He joined the Office of the Ombuds at CCE in 2002, in support of their North American operations. Prior to CCE, he had a twenty year career at Eastman Kodak Company; six years as an Ombuds and fourteen years in sales and management positions. Prior to Eastman Kodak Company, he spent six years at IBM in sales and training. He served as Vice President and a board member of the International Ombudsman Association (IOA), from 2005-2007. He also served as Chair of the IOA Conference Oversight Committee and as an instructor in the Ombuds 101 and Ombuds Advanced training programs. Marvin has been a presenter and workshop roundtable leader at IOA conferences. He currently is Chair of the IOA Membership Committee. Marvin has an MBA and a Bachelor of Science in Personnel and Industrial Relations from Utah State University.

Carolyn Noorbakhsh, Ombuds, National Renewable Energy Laboratory, Golden, CO
IOA’s “Certification” Planning

Carolyn’s undergraduate degree is from the University of Northern Colorado where she received a Bachelor’s in Communications/Human Relations. She went on to attend the University of Illinois, Chicago Circle Campus, and obtained a Master’s Degree in Social Work. Carolyn worked for a number of years in a community mental health and family service agency, where she provided counseling to individuals, families and groups. She also served as a community educator on a variety of mental health topics. Her career in mental health evolved into providing Employee Assistance services as both an external and internal EAP provider. Coors Brewing Company hired Carolyn for their internal EAP, and from there, she became Coors’ first Ombudsman. She also served as Associate Ombuds for the University of Colorado at Boulder. Carolyn is currently serving as the first Ombuds for the National Renewable Energy Laboratory. She has extensive training in conflict management and mediation. Additionally, Carolyn serves on the Board of Directors for IOA, and has been active on a number of TOA/IOA committees. She coordinates and teaches the Intermediate and Advanced IOA courses, and is also an instructor for 101.

Cinnie Noble, CINERGY® Coaching, Toronto, Ontario
"Conflict Coaching for the Ombuds: Dealing With Difficult Situations."

Cinnie Noble is a lawyer, mediator and certified coach. She created the CINERGY® model of conflict coaching in 1999 and provides consultation, coaching and training for private and public sector organizations in Canada, the U.S., Australia and Ireland. Cinnie has been the conflict coaching consultant and trainer for the Conflict Management Coaching Program at the Transportation Security Administration, a division of Homeland Security,

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since 2004. She is Chair of the Conflict Coaching Committee of the Association for Conflict Resolution and co-founded the Conflict Coaching Special Interest Group of the International Coach Federation.

Susan Kee-Young Park, Ombuds Officer, University of Hawaii at Manoa, Honolulu, HI
“Issues Concerning IOA Standards of Practice with Legal Implications”

Susan Park has served as an ombuds to University of Hawaii (at Manoa) faculty, staff, students, and administrators since the inception of the Ombuds Office in 2006. Susan is a member of the IOA Legal & Legislative Affairs Committee and the Professional Ethics, Standards & Best Practices Committee, and is the author of the article “Scenario-Based Performance Assessment: Evaluating the Work of Ombuds,” published in the inaugural issue of the Journal of the International Ombudsman Association. Susan is a practitioner member of the Association for Conflict Resolution, and is a volunteer mediator for the Mediation Center of the Pacific. Susan currently serves as an instructor in the IOA Ombuds 101 training for new ombuds. Susan received a B.A. in Psychology from the University of Hawaii, a J.D. from the University of Hawaii School of Law, and an LL.M from Yale Law School. She practiced law in Hawaii and New York for many years, primarily in the areas of corporate reorganization, business bankruptcy and commercial litigation, and has served as the Insurance Commissioner for the State of Hawaii, Senior Hearings Officer for the Department of Commerce & Consumer Affairs, and as a Per Diem Judge for the District Court for the First Circuit, State of Hawaii.

Chantal Perreault, Ombudsman/trainer, Ombudsman Solution, Longueuil, Quebec
“How Can An Ombudsman Be A Tool For Enterprises To Increase Profitability?”

Admitted to the Bar of Quebec in 1981, obtained a Master degree in Law from University of Montreal, she practiced business and commercial law litigation for 27 years, Chair of Business Law section of the Canadian Bar Association, Quebec division, President of Fondation Bel Essor, non profit foundation for handicapped children in Southshore area of Montreal. She has started her own business (www.ombudsmansolution.com) to offer time sharing ombudsman services to enterprises for their employees. She also offers many trainings on topics that challenge almost every human so as to provide tools to achieve a happy life in all areas, as a parent, in love and career.

Michael Reddy, LL.M, MBA, Deputy Adjudicator, The Office of the Independent Adjudicator for Higher Education (OIA), UK

“New Roles and New Thinking: Lessons from (International) Cross-Pollination”

Michael Reddy is Deputy Adjudicator of the Office of the Independent Adjudicator for Higher Education in England & Wales, a classical ombudsman-type scheme for university students. He is also a member of the Waterways Ombudsman Committee and sits on several committees of the British and Irish Ombudsman Association. Prior to this he was a UK banking ombudsman and before that he was a commercial lawyer with Clifford Chance, running one of their offices in the Middle East.

Catherine Régis, LL.B., LL.M. S.J.D., the University of Sherbrooke, Longueuil, Quebec

“The Ombudsman and New Institutional Governance, Towards a Development of Participative Practices and Mediation.”

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Marie-José Rivest, Past Ombudsman, Montreal, Quebec

Pre-Conference Course Full Day 1: "Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO."

Patrick Robardet, LL.D., Ombudsman, Commission scolaire de Montréal, Montréal, Québec

“Watchdogs and Wise Ones in Winter Lands- The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation”, "The Ombuds: Free Electron Or Crippled Robot." And “New Roles and New Thinking: Lessons from (International) Cross-Pollination”

Dr. Patrick Robardet has been appointed as the first Ombudsman at the Commission scolaire de Montréal (French Montreal School Board) in May 2007. He returned to the practice of law, consulting and mediation in 2006 and 2007 after having served as University Ombudsman at Université Laval in Quebec City from 2000 to 2005. He was Legal Counsel and Director of Legal Affairs (1991-2000) at the Office of the Public Protector (Ombudsman) for the Province of Quebec. He has taught law and public administration at several universities in Quebec and at the University of Ottawa (Common Law section) between 1988 and 2000. Dr. Robardet is a member of the Quebec Bar, and holds degrees from the University of Ottawa (LL.L.) and Université Laval (LL.D.). He is a certified mediator in civil and commercial matters in Quebec. Dr. Robardet was President of ACCUO in 2002-2004.

Sharon Rogers, Hospital Ombudsman, Organization: University Health Network, Toronto, Ontario

"Hospital Ombudsmen: Who Are We? What Do We Do? What Are The Challenges We Face?"

After a 20 year career in dentistry, Sharon returned to school and completed a Bachelor's degree at York University and Masters Degree in Health Science at the University of Toronto, Faculty of Medicine. The opportunity to develop and establish the role of Hospital Ombudsman in 1993 at the University Health Network was challenging, unexpected and deliciously wonderful. The University Health Network is the largest teaching hospital in Canada and is made up of the Toronto General Hospital, Toronto Western Hospital and the Princess Margaret Hospital. Like other Ombudsman in other sectors, the goal of the Hospital Ombudsman is to help patients and family members who experience difficulty as they encounter the hospital system. A hands-on professional, Sharon has provided onsite consultation to several Ontario hospitals through a private consulting practice.

Lillian Santa Maria, University Ombudsman, University of Cincinnati, Cincinnati, OH

“Issues Concerning IOA Standards of Practice with Legal Implications”

Lillian Santa Maria has been the University Ombuds at the University of Cincinnati since 1994, where she serves as Ombuds to students, faculty and staff, and as Director of the University Ombuds Office. Lillian brings to her Ombuds practice both experience in the academic setting as well as in the practice of law. Lillian holds a Masters degree in Counseling and Higher Education Administration, and had five years experience as a university administrator prior to becoming the University Ombuds. Additionally, Lillian earned a J.D. at the University of Cincinnati College of Law, where she was a Fellow of the Urban Morgan Human Rights Institute. Lillian also brings to her Ombuds practice the benefits of five years experience as a practicing attorney, including her Clerkship in the Chambers of Judge Nathaniel R. Jones, United States Court of Appeals for the Sixth Circuit. Lillian completed mediator training with CDR in Boulder, Colorado in 1996.

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Lcda. Virginia Santiago-Tosado, EdD(c), JDr, CPM, CA, Student Ombudsperson & Assistant Professor, Medical Sciences Campus, University of Puerto Rico, San Juan, Puerto Rico

“New Roles and New Thinking: Lessons from (International) Cross-Pollination”

Virginia Santiago-Tosado has served as the Student Ombudsperson for the Medical Sciences Campus at the University of Puerto Rico, in San Juan, Puerto Rico, since 2000. As Ombudsperson, she works with students, faculty and administrator in a diversity range of issues, helping them to reach conflict resolutions. When appropriate, she mediates disputes between parties, or serves as organizational advocate for the fairness conflict solutions. As Assistant Professor she teaches graduate courses in legal aspects in health information management and in instructional design for students in the School of Health Professions, at the University of Puerto Rico. Virginia is a Licensed Lawyer and Public Latino Notary at the Commonwealth of Puerto Rico and is a Certified Mediator and Arbitrator by the Supreme Court of Puerto Rico. From the University of Puerto Rico she earned a BS in Health Education, a MA in Secondary Education and a Juris Doctor from the UPR-School of Law. From the Complutense University in Madrid, Spain, at the Graduate Civil Law Department, she has completed 10 credits of Comparative Law Courses. Over several years she has made qualitative research about Puerto Rico Organizational Ombudsman Practices. Presently, she is a Doctor of Education Candidate working in her dissertation in the area of advocacy and social justice. She is active in the International Ombudsman Association (IOA), serving in the Legal and Legislative Affairs Committee.

Howard Sapers, Correctional Investigator, Office of the Correctional Investigator, Government of Canada, Ottawa, Ontario

"Ombudsman Armchair Discussion: Common Issues and Uncommon Solutions."

On February 24, 2004 Mr. Howard Sapers of Edmonton was appointed Correctional Investigator of Canada. Previously, Mr. Sapers was the Vice-Chairperson for the Prairie Region of the National Parole Board of Canada. From 2001-2003, he held the position of Director of the Crime Prevention Investment Fund at the National Crime Prevention Centre. In 1993 he was elected to the Alberta Legislative Assembly and represented Edmonton Glenora until 2001. He served as health critic, treasury critic, House Leader and Leader of the Official Opposition. He served on a number of committees including the Standing Committee on Legislative Officers, the Public Accounts Committee and the Select Committee on Privacy on Access to Information. Mr. Sapers was employed by the John Howard Society of Alberta from 1982 to 1993, first in Grande Prairie and then in Edmonton where he was the Society's Provincial Executive Director for the last seven of those years. Mr. Sapers has taught courses in Criminology, Correctional Law and Communications in the Correctional Services Program at Grant McEwen College in Edmonton.

Kirsten W. Schwehm, PhD, University Ombudsperson, Louisiana State University, Baton Rouge, LA

"Who Will Mind the Store? Continuity of Services for Small Offices."

Kirsten Schwehm was hired as the first University Ombudsperson for Louisiana State University in 2006. In the intervening 2 years, she has worked to establish Ombuds Office policies and procedures for this one-person enterprise according to IOA Standards of Practice and the needs of the institution. Dr. Schwehm is a licensed clinical psychologist in both Louisiana and Mississippi with 13 years of mental health experience, including expertise in conflict resolution and administrative/supervisory issues. She holds a Ph.D. and M.A. in clinical psychology from the University of Alabama at Birmingham (UAB).

Indumati Sen, J.D., LL.M., Law / ADR / ODR, San Clemente, CA

"Externs in the Ombuds Office: Why They Should be Welcomed and How They Should be Managed"

Indu Sen has been the Ombudsman for the University of California, Riverside (“UCR”) since October, 2007. As Ombudsman, she has negotiated a Charter agreement with the University, established an externship program for dispute resolution students interested in ombudsmanship, and launched two externally funded internships for UCR students interested in contributing to conflict resolution on campus. As an independent project, Indu co-founded FairShake, LLC, an online dispute resolution system planned for testing and launch in 2009. She earned her LL.M. (Master of Laws) in International Dispute Resolution from the Straus Institute for Dispute Resolution, Pepperdine University School of Law, during which she completed externships with the Offices of the Ombudsman for the Internet Corporation for Assigned Names and Numbers and the University of California, Irvine. Indu received her J.D. from the University of San Diego School of Law, with completion of the Institute on International &

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Comparative law in Florence, Italy. She practiced with the law firm of Zampi, Determan & Erickson in San Diego for four years. Her greatest sources of pride are her son, daughter and husband.

RM Surachman, Ombudsman, Ombudsman of the Republic of Indonesia, Jakarta, Indonesia
“Transforming an Executive Ombudsman into a Parliamentary Ombudsman: A milestone of Indonesian Ombudsmanship”

Ombudsman RM Surachman, research professor, has written numerous articles, anthologies and books on laws as well as ombudsmanship. From 2000 to 2008, he was one of the initial Commissioners of Indonesia’s National Ombudsman Commission. After the commission was transformed into the Ombudsman of The Republic by a new law, he became and is now one of the Ombudsmen in transition until the Indonesian Parliament selects and the President endorses nine new Ombudsmen of the Republic who will replace the incumbents. Earlier in his career, he was a public prosecutor in West Java Province. His last position in the Attorney General Office was principal public servant cum principal researcher. He has a law background from the University of Indonesia and the University of Pajajaran and received special legal training in Japan, the Netherlands and the United States. In 2001 Mr. Surachman participated in “The Institution and Role of Ombudsman Program” at Public Administration International in London, UK. Awarded “Special Appreciation Award” from World Jurist Association (1993) and “30-year Civil Service Merit Award” from Government of Indonesia (1997), Professor Surachman is an individual member of the International Ombudsman Institute (IOI), Association Internationale de Droit Pénal (AIDP), International Association of Prosecutors (IAP), and World Association of Law Professors (WALP).

David Talbot, JD, Ombudsman, Coca-Cola Enterprises Inc., Atlanta, GA
Pre-Conference Course Full Day 1: “Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO.”

David Talbot has been an Ombudsman for Coca-Cola Enterprises Inc. (CCE), since March of 2003. The CCE Ombuds Office works with approximately 65,000 employees across North America addressing a wide range of workplace concerns. David has worked in the field of conflict resolution for over 12 years in roles of Ombudsman, Mediator, Trainer, and Program Manager. David is active in the International Ombudsman Association (IOA) as the Ombudsman 101 Course Coordinator and member of the Professional Development Committee. He has served as a past member of the IOA Board of Directors, Legal and Legislative Affairs Committee, and Code of Ethics and Standards of Practice Committee.

Lisette Thibault, Ombudsman, Canadian Heritage – Government, Gatineau, Québec
"An Introduction to Results Based Management for Ombudsman Offices."

After 10 yrs in the private sector, Ms. Lisette Thibault became a Public Servant in 1981. She joined Canadian Heritage when it was created in 1993 and over the years she has occupied different positions within different sectors. In 1999 she went as Chief of Staff to the Deputy Minister and in October 2001 Ms. Thibault was appointed in the position of Ombudsman. She is now also the Integrity Officer (responsible for disclosures of wrongdoing) and Manager responsible for Conflict Management at Canadian Heritage.

Oswald Vital Padonou, Presidential Organ of Mediation, Place of the Republic, Porto Novo, Benin, Africa
"The African Ombudsman: A Particular Context, A Particular Mission: New Institutional Mechanisms."

Oswald Vital Padonou is a lawyer. He graduated from the National Public Administration School of Bénin. He owns a joint Master's degree in Governance and Democracy from the University of Sherbrooke, QC and the University of Abomey-Calavi in Benin. He has a particular interest in developing alternate dispute resolution strategies. He presently works at the Presidential Mediation Organization of Bénin.

Associate Professor Eriyantouw Wahid, Director, Post-Graduate Programs and Member, Research Council of Trisakti University School of Law, Jakarta, Indonesia

“Transforming an Executive Ombudsman into a Parliamentary Ombudsman: A milestone of Indonesian Ombudsmanship”

Dr. Eriyantouw Wahid is Director of the Post-Graduate Programs of Trisakti University School of Law in Jakarta, Indonesia. He is also a member of the Research Council of Trisakti University School of Law. He joined the faculty of his alma mater right after graduating in 1985. His specialty is economic and banking laws. He has taught in many law schools and Law Magisterial Programs and has written numerous books and articles on laws. He earned his

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doctoral degree in law from the University of Indonesia in 2001. From 1995-2000 he was Director of Law Study Center of Trisakti University. Dr Wahid has traveled extensively in Asia, Australia, Europe, and the United States for conferences and academic programs. In May 2009, he will become a Full Professor of Criminal Law in Trisakti University.

Marsha L. Wagner, University Ombuds Officer, Columbia University, New York, NY,
“Issues Concerning IOA Standards of Practice with Legal Implications”

Marsha Wagner has served as the Ombuds Officer at Columbia University in the City of New York since 1991, when the function was first established. Her office provides conflict resolution resources for faculty, staff, and students in all departments and on all campuses. Marsha was chair of The Ombudsman Association’s Curriculum Development Committee from 1995-2001. She has participated in designing and teaching Ombudsman 101, Ombudsman 202, and a series of specialized workshops. She served on TOA’s board from 1993-2003, and served one year on the board of IOA. She has chaired IOA’s Professional Ethics, Standards, and Best Practices Committee and is currently chair of IOA’s Certification Taskforce. In the past, Marsha was a scholar and administrator in the field of Chinese and comparative studies. She remains interested in inter-cultural misunderstandings and ways of improving mutual respect. She has written articles on ombuds record keeping, on ombuds coaching of people in making effective apologies, and on the role for the ombuds in conflict resolution system design. “The Organizational Ombudsman as Change Agent” appeared in Negotiation Journal, vol. 16, no. 1, Jan 2000.

Shellee Warnes, Straus Institute for Dispute Resolution, Pepperdine University School of Law, Malibu, CA
"Ombudsman Operations and Evaluation."

Shellee Warnes is the Associate Director of the Straus Institute for Dispute Resolution at Pepperdine University School of Law. During her 22 years at Pepperdine she has worked extensively with students and faculty and currently manages the day-to-day activities of the Institute and its academic programs including recruitment, admissions, counseling and externships. She teaches as an adjunct for Pepperdine’s undergraduate students in the area of negotiation. She earned a BA in Business Management from Pepperdine University and also a Master of Dispute Resolution from Pepperdine University School of Law.

Margo Wesley, Ph.D., Director and Ombudsperson, University of California, Berkeley, CA
“Issues Concerning IOA Standards of Practice with Legal Implications”

Margo Wesley, Ph.D., directs the Staff Ombuds Office at the University of California, Berkeley. Margo was President of the University and College Ombuds Association at the time of the merger that formed IOA, and is currently a member of IOA’s Board and of the Legal and Legislative Affairs and the Best Practices, Ethics, and Standards of Practice committees. Publications include “The Complete Ombuds: A Spectrum of Resolution Services” and “Ombuds as Teacher: Developing Training Programs.” Margo is an instructor for IOA’s O101, conducts a variety of workshops for UC Berkeley, and is an adjunct professor at the Graduate Theological Union.

Linda Wilcox, Ombudsperson, Harvard Medical School, Boston, MA
Pre-Conference Course Full Day 3: “Ombudsman Master Class.”

Linda Wilcox has served as Ombudsperson at Harvard Medical School, Dental School, and School of Public Health, since the office’s inception in 1991. She assists Harvard faculty, staff, students, and appointees who are experiencing conflict to organize their ideas, acquire relevant information, and create options for conflict resolution. When appropriate, she mediates disputes between parties. Linda holds both a Master’s Degree and a Certificate of Advanced Graduate Study in Administration, Planning, and Social Policy from the Harvard Graduate School of Education. She has completed Harvard Law School’s Certificate Program on Negotiation. Prior to coming to Harvard, Linda was a labor negotiator for a regional school system and mediator for the Salem Mediation Program. Linda addresses topics related to authorship and ownership disputes, sexual harassment, discrimination, and negotiation styles and techniques. She divides her Harvard time between helping visitors and providing education programs.

2009 Joint Ombudsman Conference
“EVOLUTION OF THE OMBUDSMAN (1809-2009): A Rich History, A Promising Future”
April 15 -18, 2009
Fairmont Hotel, The Queen Elizabeth, Montreal, Quebec, Canada

SPEAKER BIOS

Jim Wohl, DVM, MPA, University Ombudsperson, Auburn University, Auburn University, AL
"Who Will Mind the Store? Continuity of Services for Small Offices."

Jim Wohl served as Interim University Ombudsperson at Louisiana State University for 3 months during 2007 and was named the first University Ombudsperson for Auburn University in August, 2008. He has been a workplace mediator since 2005 and teaches the graduate and undergraduate mediation course in the Department of Political Science. The Auburn University Ombuds Office is a 2 year trial program that serves all campus staff, administrative and professional, and faculty employees. Since 1996, Jim has been a faculty member in the College of Veterinary Medicine at Auburn where his specialty is in Emergency and Critical Care Medicine.

Jennifer Wolf, Associate Ombudsman, University of California, Irvine, CA
IOA's "Certification Planning" Discussion

John W. Zinsser, Managing Partner, Pacifica Human Communications LLC., Charleston, SC and Senior Healthcare Fellow, Center for Conflict Dynamics, Eckard College, St. Petersburg FL
Pre-Conference Course Half Day AM: "Top Connection; Improving Ombuds/Executive Relations." and "Ombudsman Operations and Evaluation."

John W. Zinsser, co-founder of Pacifica Human Communications, LLC. designs deploys, assesses and advances organizational conflict management mechanisms ranging from single event interventions to multi-year, full-system engagements for fortune 100 companies, healthcare providers, federal agencies, large law firms and multi-national organizations. Having conducted the three largest ever external assessments of ombuds programs, and written on the subject for more than 15 years (beginning with his 1995 Masters of Conflict Resolution thesis "Perceived Value of Considered Approaches to Internal Conflict in Business Organizations,") he has consistently called for more and better efforts to understand and share the effect and value creation of ombuds programs. As a designer and sole practitioner ombuds for the Agency for Healthcare Research and Quality he was awarded the Office of Personnel Management's President's Award for Outstanding Federal ADR program for, among other reasons, what the judges described as "exceptional accountability initiatives for his Ombuds Program." Zinsser speaks publically and for clients dozens of times a year about conflict management processes including individual negotiation skills, team approaches to managing differences, and enterprise wide commitments to conflict envaluement. A certified Conflict Dynamics Profile administrator, Zinsser is also active in the pursuit of supporting legislation for the ombuds concept in both the public and private sectors and the dramatic expansion of the number and type of ombuds programs.