The Work of Ombudsman: Holding Governments and Organizations to Account

Detailed Program Available
www.ombudsmanforum.ca

Early registration until April 15
Reduced rates for FCO and ACCUO members. Renew your 2017 membership to benefit from the member rate.

Conference Registration

Accommodation - Westin Ottawa
Conference Rate $249 until April 14
Situated on the famous Rideau Canal with stunning views of Parliament Hill and steps from the Byward Market
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Don't miss the special 2017 edition of the Canadian Tulip Festival in the Nation's Capital, May 12-22, 2017.

KEYNOTE SPEAKERS

Monday, May 15
Paul Dubé
Ontario Ombudsman

Honourable Judge Mary Ellen Turpel-Lafond
Provincial Court of Saskatchewan, and former B.C. Representative for Children and Youth

Tuesday, May 16
Madeleine Meilleur
Former MPP for Ottawa/Vanier, minister Responsible for Francophone Affairs and Attorney General

Peter Tyndall
President of the International Ombudsman Institute

Wednesday, May 17
Kevin Fenwick
Former Deputy Minister of Justice and Deputy Attorney General for Saskatchewan
Former Saskatchewan Ombudsman

Welcome Reception – Monday May 15 (18:00-20:00)
Join your colleagues for delicious appetizers, drinks and conversation.
Co-hosted by Ombudsman Ontario and the International Ombudsman Institute (IOI)

SESSION HIGHLIGHTS

Safeguarding the Independence of Canadian Institutions
Moderated by Lorne Sossin, Dean of Osgoode Hall Law School
Nora Farrell, Ombudsperson, Ryerson University, FCO President
Renu Mandhane, Chief Commissioner, Ontario Human Rights Commission
Kevin Page, President and CEO, Institute of Fiscal Studies and Democracy, University of Ottawa
Howard Sapers, Independent Advisor on Corrections Reform, former Correctional Investigator of Canada

How to Deliver Difficult Recommendations
This session is about how to develop, deliver and monitor recommendations. Ian Darling (Ombudsperson, Office of the New Home Buyer Ombudsperson, Tarion Warranty Corporation) will discuss the qualities of good recommendations, and principles of redress. It will provide approaches and processes that have resulted in having recommendations being accepted and successfully implemented. It will also provide examples of spectacular failures, and what we can learn from them.
Changing Expectations on Ombuds in the Era of Mass and Social Media: Opportunities and Challenges
For many years, the work of the Ombudsman has been quiet and behind the scenes. Modern expectations are that the Ombuds are more public figures: releasing reports, granting interviews on a broad range of issues, and maintaining some level of presence in social media as well. **Charles Murray**, (Ombudsman New Brunswick) will discuss what this means for the nature of the work and how can these opportunities be used to further to effectiveness of the Ombud's office? To what degree is the higher personal profile of the Ombud a risk to effectiveness as well?

Untangling a Big Ball of Yarn: BC's Experience With a Major Investigation Initiated by a Legislative Committee
Gain insight on how to tackle an investigation arising from legislative referral with **Jay Chalke** (Ombudsperson of British Columbia). This session will describe and address procedural issues that arose in the context of a recent investigation carried out by the Ombudsperson of British Columbia into actions by the provincial government over a multi-year period. The investigation was the result of a referral from a legislative committee which, under BC law, triggered an unprecedented mandatory Ombudsperson investigation.

Core Strengths™: Create a Culture of Accountability
Building on the theme of creating a culture of accountability, **Madalena Coutinho** (Principal Associate and Master Facilitator - Personal Strengths Canada) will share with Ombuds the interactive learning program Core Strengths™. Core Strengths builds the personal and interpersonal skills that leaders need to effectively influence key stakeholders, build trust and sustain commitment - creating a culture of accountability on teams and across their organizations.

How to maintain your mental health as an ombudsman and Mental Health in the Workplace: What are an ombudsman's roles?
Maintaining mental health in the workplace is of paramount importance to all managers and employees. **Marie Claude Pelletier** (President, Groupe LEVIA, Strategy, Development & Partnership for Health) and **France St. Hilaire** (Associate Professor at the School of Management at the University of Sherbrooke, Director of the Health Organization Team and Director of the Organizational Health Graduate) will help you as Ombuds recognize your own signals of distress and risk factors and demonstrate protective factors and strategies needed to promote and maintain mental health. For their session "Mental Health in the Workplace: What are an ombudsman's roles? Marie Claude Pelletier and France St. Hilaire will share the best practices for intervention as well as the roles that you can play as part of your duties to promote mental health within organizations.

Responding To Risks In Higher Education: The Student Ombudsman as a Catalyst for Systemic Change
**Deborah Peach** (Student Ombudsman, Queensland University of Technology) will be discussing how the performance of Australian higher education providers is evaluated against a framework of national threshold standards. This framework is a legislative instrument designed to facilitate internal quality assurance and respond to emerging risks. This interactive presentation considers how two Australian universities (one metropolitan and the other regional) are using the framework as a tool to evaluate university performance in responding to risks that emerge through student grievances.

Compassion Fatigue: The Cost of Caring
**Amanda Rocheleau** (Registered Social Worker & Compassion Fatigue Specialist) will provide an overview of compassion fatigue and how it manifests in those committed to providing care for others. While focusing on the importance of authentic and sustainable self-care, Amanda will offer practical strategies to increase self-awareness and self-compassion in order to transform compassion fatigue into compassion satisfaction.

Reaching Audiences in the Digital Age
How do we communicate effectively and efficiently in today's digital age? **Sharon Squire** (Deputy Veterans Ombudsman, Executive Director, Office of the Veterans Ombudsman) will examine the communications challenges and opportunities facing government organizations in light of rapidly changing technology and the pressure to respond and provide information instantly and over multiple channels.