



INFO-COM

President's Message

It is with great pleasure that I present to you the second edition of inFo-COM. Only a short time has passed since the previous edition, yet there are many exciting developments we wish to share with you.

As some of you know, the Forum of Canadian Ombudsman (FCO) held its Annual General Meeting (AGM) on May 19, 2004, in Toronto, at which Mr. Howard Sapers was elected to the Board of Directors following Frances Bauer's retirement.

The FCO Education and Training Committee continues to be active in light of future courses for the 2004 year. The Committee's continued effort, hard work and commitment promise to result in many more exciting training opportunities. We wish to thank Frances Bauer for her enormous contribution and welcome Ms. Liz Hoffman as our new Chair of the Education and Training Committee.

The Conference Committee has been dormant since 2003, but has been re-established in order to plan the next FCO Conference, which is to take place in the spring of 2005. If you have any ideas for themes, topics for discussion, or guest speakers, please forward them along to Ian Darling (idarling@fanshawec.ca).

As well, in this edition of inFo-COM, we have included some updates on activities within the Federal Ombudsman Forum, the Canadian Council of Parliamentary Ombudsman and the International Ombudsman Institute.

The FCO is moving forward as an organization, forging a place for itself in the ombudsman world and amongst fellow ombudsman organizations. A recent Strategic Planning Session has enabled the Board of Directors to align our activities, goals and objectives for the next three to five years.

It is truly a delight to preside over the FCO and partake in the growth and development of an organization that provides a global network for those interested in ombudsman issues.

Dyane Adam, President of the FCO



FCO Training Fall 2004

Following on its successful first course, *Ombudsman Basics*, the FCO will be offering three courses in the Fall of 2004, including its first course in French, *Enquêtes ombudsman*, which will take place in Montréal, from November 17 to 19.

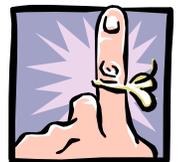
Other offerings: *Ombudsman Investigations*, Toronto, from September 29 to October 1 and *The Specialist Ombudsman: Corrections* (dates to be announced).

Information on all course offerings and the registration form for *Ombudsman Investigations* can be found in a downloadable format on the FCO Website. (Note that registration forms are not yet available for *Enquêtes ombudsman* or *Corrections*.)

If you require any additional information, please do not hesitate to contact Frances Bauer, registrar for the above-mentioned courses, at fbauer@uwo.ca.

**Don't forget to visit the
FCO Website on a regular
basis at**

www.ombudsmanforum.ca



2005 FCO Conference

With the goal of surpassing the outstanding and warranted success of the first FCO Conference held in 2003, at which we hosted over 100 participants from across the country, active planning is underway for the second FCO Conference, to be held in Toronto in the spring of 2005.

If you have suggestions for the conference sessions, or if you are interested in participating in the planning committee, please contact Ian Darling (idarling@fanshawec.ca). We are hoping for another successful conference and are looking forward to seeing you there.

AGM 2004

The FCO held its Annual General Meeting (AGM) on May 19, 2004, in Toronto. We are happy to inform you that it was a success.

There was a total of 20 participants, 6 of which attended via teleconference. The meeting's activities included the approval of the budget (Auditor's Report and Financial Statement), the presentation of Committee Reports (see Website) and the reappointment of Mr. John Allan, Finance & Administration Manager at Ombudsman Ontario, as Auditor of the FCO.

As a result of the retirement of one of our Board members, Frances Bauer, we would like to take this opportunity to introduce our newest Board member, Mr. Howard Sapers, who has also recently been appointed Correctional Investigator for the Office of the Correctional Investigator. He will complete the term of Frances Bauer. Congratulations, Howard, and welcome aboard!

Furthermore, we invite you to join us in thanking Frances Bauer for all of her hard work over the past three years as a FCO Board member. Frances is one of the FCO's original Board members, elected in 2001. Thank you, Frances, and good luck in all your future endeavors!



From left : Michael Lauber, Justine Sentenne, Suzanne Belson, Frances Bauer, Clare Lewis and Ilona Rehberg.

FCO Strategic Planning Session

The FCO Board of Directors and Committee members met on June 15, 2004, in Ottawa, for a one-day FCO Strategic Planning Session. Ms. Lenna Bradburn, Director of Complaint Services at Ombudsman Ontario, graciously accepted to act as the facilitator.

Given that the FCO is such a young organization, the Board's goal for this session was to use organizational planning in order to focus and identify areas where energy and resources should be invested to achieve positive results. More specifically, the Board is working together to discuss and establish long-term goals. Upon the completion of this exercise, the Board hopes to establish a uniform direction for the FCO's future and communicate it to our members.

Since the strategic planning process is a lengthy one, the Board is continuing to work on this project, so please stay tuned for more information as it unfolds.



From left : Ilona Rehberg and Lenna Bradburn

Sarbanes-Oxley, Whistleblower Protection and the FCO

The Sarbanes-Oxley Act is a US federal law enacted in response to the corporate accounting scandals of 2002. Among other things, it establishes a new oversight mechanism for the public accounting profession, creates new rules for the auditor/client relationship, and institutes new criminal penalties for corporate finance-related crimes. It also establishes a new corporate responsibility framework of rules and procedures for the conduct of executives, board members, legal counsel as well as a brand new role for internal and external auditors. In Canada, the Canadian Securities Administrators (CSA) issued a series of multilateral instruments aimed at increasing investor confidence. Among others, Multilateral Instrument (MI) 52-110, which outlines rules for audit committees of publicly traded companies, refers to "an anonymous reporting procedure". This came into effect on January 1, 2004, and required compliance by no later than June 30, 2004. Many organizations in Canada have enacted these new procedures and suggested the role of the Ombudsman as an impartial, informal and confidential source of whistleblower protection.

I would appreciate knowing of your particular experience, if any, in this respect.

Justine Sentenne
Corporate Ombudsman, Hydro Quebec
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Message from the Secretariat

Through an array of functions including communication, service to members, support to the Board and President, and administration, the Secretariat continues to work hard to provide administrative and organizational support to the FCO.

Communication: Using a variety of communication tools including the FCO Website and newsletter (inFo-COM), the Secretariat maintains communication with FCO members.

Service to members: With the goal of providing excellent client services, the Secretariat is responsible for responding to information requests, coordinating membership renewals, preparing invoices and receipts as well as keeping an up to date membership list and binder.

Support to the Board and President: The Secretariat sees to the day-to-day operations of the FCO by following the direction of the Board and President. Such activities include scheduling meetings/conferences, coordinating logistics, providing documentation as well as supporting various FCO Committee activities.

Administration: The Secretariat provides support by means of writing, editing, revising and translating documents, tracking spending and revenue, depositing cheques and monitoring budgets.

Our goal is to serve you, our members, as best we can. If you have any ideas or suggestions on how we can better meet your needs, please let us know!

FCO Secretariat



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Federal Ombudsman Forum-NEWS

Following the Forum of Canadian Ombudsman (FCO) Conference that was held in April 2003, the Federal Ombudsman Forum (FOF) gave itself a structure to ensure the co-ordination of events and meetings involving its members. Michel Tremblay (Canada Post), Lisette Thibault (Canadian Heritage), and André Marin (National Defence) have accepted the leadership of the group.

There were three meetings last year. First, André Marin met with his colleagues and gave a presentation on communication management and needs for his organization, both internally and externally.

In December 2003, the Honourable John M. Reid, PC, gave a presentation on the use of innovative computer solutions for investigations management in the Office of the Information Commissioner.

Finally, in June 2004, Ginette Danis (Public Service Commission) and Josée Guest (Indian and Northern Affairs) gave us a presentation on "the organizational ombudsman".

Each of these presentations given to 30 to 60 people were meticulously prepared and given with great generosity.

The FOF wants to meet the information needs of its members through informal get-togethers that also help create networks. The meetings held during the past year met all expectations and we would like to thank those who gave presentations.

The details on next year's presentations will be published on the FCO Website and we are inviting all Ombudsman and their staff to participate, whether they are FOF members or not.

Michel Tremblay, President of FOF

Canadian Council of Parliamentary Ombudsman News

Members of the Canadian Council of Parliamentary Ombudsman (CCPO) met in Toronto on May 17 and 18, 2004. This was the annual meeting of Provincial/Territorial Ombudsman and Languages Commissioners where we have an opportunity to share our successes and discuss new challenges.

Some of the specific topics for discussion included:

- Outreach strategies
- Complaints intake
- Closing letters to parties
- Call for a Federal Ombudsman

On the topic of a Federal Ombudsman, the CCPO sent a letter to the editor of the Ottawa Citizen in response to the May 13, 2004 article by Mr. Donald Rowat calling for the creation of a Federal Ombudsman.

In the CCPO letter to the Citizen, we said:

“We believe the government can and should be held to a standard higher than mere compliance with operating rules and procedures. It should treat people fairly. An ombudsman is a parliamentary officer who conducts independent reviews of government actions and decisions on complaints from members of the public. The measure of a true democracy is the extent to which a government not just tolerates, but actually welcomes, such objective review and criticism.

A federal ombudsman would correct a longstanding deficiency in Canada’s democracy – the lack of a mechanism through which the people of Canada can exercise their democratic right to an independent review and investigation when their right to fair treatment has been infringed by federal public bodies.”

Hank Moorlag, President of the CCPO

GET TO KNOW YOUR BOARD OF DIRECTORS IAN DARLING



Ian Darling is the Ombudsperson for Fanshawe College, London, Ontario. Fanshawe College has over 14, 000 students enrolled in programs including basic skills, apprentice programs, professional certificate and diploma programs and applied degrees. The Ombuds Office serves students, employees, alumni and applicants.

Ian earned his Master of Arts degree in Conflict Resolution from Antioch University in Yellow Springs, Ohio (2000) and BA in History with a minor in International Justice and Human Rights from McMaster University (1996). Prior to joining the college, Ian developed a wide range of experience in the dispute resolution field including experience in community development, dispute resolution systems design, and teaching and coaching courses in dispute resolution and negotiation. Ian also worked as an author and researcher for the Peace Research Institute – Dundas.

Ian is a Board member of the Forum of Canadian Ombudsman (FCO), and Chair of the Association of Canadian College and University Ombudspersons (ACCUO) Standards of Practice Committee. Ian is also active in the community and as a member of London Pro Musica Choir and a volunteer with the St Leonard’s Society Community Justice Circles.

When asked to comment on why he became involved in the FCO, Ian responded: “The practice of an Ombudsperson in a small office can be very solitary. I see the FCO as a place where individual members can network with other Ombudsman from different sectors, stay abreast of happenings within the profession, and as a source of information and training. I sought to join the FCO Board because I wanted to help shape the future of the organization and to help ensure the FCO continues to develop into an organization that serves the needs of our diverse membership.”

Expanding Your Horizons



In an effort to share information amongst members, we have solicited your input for articles, books and Websites that may be of general interest to our member. The following are some of the most recent submissions:

● If you are looking for an enjoyable and effortless way to keep up to date on matters relating to conflict resolution, visit www.crinfo.org. With an array of articles, essays, reviews and links, this user-friendly Website provides a plethora of information that is certain to arouse your interest.

Explore this site for links to:

● “The Ombudsperson as a Change Agent”, an insightful article by Helen Hasenfeld; <http://www.ombuds.uci.edu/JOURNALS/1995/ombudsperson.html>

● “The Online Ombuds Office: Adapting Dispute Resolution to Cyberspace”, a perceptive article by Ethan Katsh. <http://www.umass.edu/dispute/ncair/katsh.htm>

● Take the time to explore “Narrative Mediation”, a book by John Winslade and Gerald Monk.

“Narrative mediation starts from the idea that everyone has their own "story", which positions people in different places, which inevitably produce different agendas, and therefore conflicts.”

● Also have a look at “When Talk Works”, a book by Deborah M. Kolb comprised of 12 candid, interview-based profiles.

“Insightful and highly readable. The best examination of what successful mediators actually do. Anyone who wants to settle a dispute will learn a lot from these profiles.”

VIIIth International Ombudsman Institute Conference

The VIIIth International Ombudsman Institute (I.O.I.) Conference, hosted by Ms. Pauline Champoux-Lesage, Quebec Ombudsman, will be held in Quebec City from September 7 to 10, 2004. The Conference promises to be a memorable one, covering topics from individual rights to public services and globalization. For more information or to register for the Conference, please visit <http://www.ioiquebec2004.ca>.

SPEAK UP!



We'd love to hear from you!

Send us your ideas, comments and suggestions!

allison.mccomas@ocol-clo.gc.ca



HELP US HELP YOU

Help shape and sculpt your organization, the FCO, by joining one or more of our Committees. Your participation is essential to the growth and success of the FCO, so step up to the plate and get involved!



