Staff Orientation

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WHO UTILIZES THE OMBUDS OFFICE?

Visitors to the UCR Ombuds Office
January 2011 - June 2016

- Staff, 311, 31%
- Undergrads, 228, 22%
- Graduate Students, 167, 16%
- Academic Appointments, 210, 21%
- Student Unknown, 26, 3%
- Unknown, 12, 1%
- Community Members, 63, 6%
HYPOTHETICAL

- A Staff Member is having difficulty with her supervisor. She believes her supervisor is exhibiting some combination of the following behaviors:
  - Micro-managing her
  - Reprimanding her for taking sick time
  - Ignoring / disparaging her comments in meetings
  - Regularly yelling at her
WHAT CAN THE STAFF MEMBER DO?

- Lump it (do nothing)
- Quit (Short-term or Long-Term)
- Talk to Supervisor Directly
- Talk to 2nd Line Supervisor
- Talk to trusted colleague
- Visit Faculty Staff Assistance program
- Talk to Human Resources
- Talk to Union Rep (if represented)
- File a grievance / formal complaint
- Go to Title IX (if sexual harassment)
- Go to Affirmative Action (if treatment related to being in a protected class)
- Make Whistleblower complaint (if appropriate)
LIST OF SERVICES PROVIDED BY THE OMBUDS OFFICE

For Individuals
- Confidential Individual Consultation
- Informal Assistance

For Units or Groups
- Conflict Climate Assessment
- Facilitated Conversation or Mediation
- Communication Protocols
- Workshops

For Administrators
- Systemic Input
Ethical Standards: The Pillars of the Ombuds Practice

- Confidentiality
- Informality
- Impartiality
- Independence