POP QUIZ

What is the correct gender-neutral term?

• A) Ombudsman
• B) Ombuds
• C) Ombudsperson
• D) All of the above
• E) It depends on who you ask
Staff Orientation

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388 & 390 Skye Hall
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WHO UTILIZES THE OMBUDS OFFICE?
Visitors July 2012 – June 2017

- Undergraduates, 240, 23%
- Graduate Students, 188, 18%
- Staff, 295, 28%
- Academic Appointments, 221, 21%
- Community Members, 72, 7%
- Unknown, 8, 1%
- Student Unknown, 22, 2%
Who Utilizes the Ombuds Office?

Number of Visitors Initiating Cases Annually at the UCR Ombuds Office

Andrew Larratt-Smith, UCR Office of the Ombuds.
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)
- Document the behavior
- Talk to Supervisor Directly
- Talk to 2\textsuperscript{nd} Line Supervisor
- Talk to trusted colleague
- Visit Faculty Staff Assistance program
- Talk to Human Resources (Org-level HR Business Partner, Employee & Labor Relations)
- Talk to Union Rep (if represented)
- File a grievance / formal complaint
- Talk to Title IX (if sexual harassment)
- Talk to Equal Employment and Affirmative Action (if treatment related to being in a protected class)
- Make Whistleblower complaint (if Improper Governmental Activity)
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

Andrew Larratt-Smith, UCR Office of the Ombuds.
POP QUIZ #2

What year was the UCR Ombuds Office founded?

- A) 1954
- B) 1968
- C) 1979
- D) 1992
- E) 2001
THANK YOU!

- Questions?

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