

## LUNCHTIME SEMINAR

*This seminar is the first in a series presented at no cost for Dispute Resolution Coordinators and other interested state personnel on topics of current interest related to Alternative Dispute Resolution. It is sponsored by the Commonwealth's Interagency Dispute Resolution Advisory Council.*

### WHAT CAN AN "OMBUDS" DO FOR YOUR ORGANIZATION? Tuesday, May 22, 2007

The Alternate Dispute Resolution (ADR) technique of using an Ombuds (also known as Ombudsman) has a wide variety of practical applications. While the term cannot be defined simply, in general, an Ombuds helps organizations problem-solve complaints early and quickly before escalation elsewhere. Examples of some of the roles assigned to Ombuds include: customer-complaint contact; advocate for nursing home residents; and "early intervention" for workplace, student/faculty, or other issues. The Ombuds can be a contractor or an employee assigned full-time or on a collateral duty basis. This seminar will describe different Ombuds applications, discuss practical aspects of establishing and using this growing form of ADR, and give you some ideas for how the role might work effectively in your organization.

#### SPEAKERS:

Brad Holland: University Ombuds, University of Virginia  
Joani Latimer: Virginia State Long-Term Care Ombudsman, through Dept. for the Aging  
Joe Ganci: U.S. Dept. of Labor Ombuds, and Chair, Coalition of Federal Ombuds

WHEN: 12:30 PM to 2:00 PM, Tuesday, May 22

WHERE: Department of Medical Assistance Services (DMAS)  
600 E. Broad Street  
Richmond, VA 23219

The seminar will be held in the 7<sup>th</sup> floor Conference Room B. The building is between 7<sup>th</sup> and 6<sup>th</sup> Streets near the Marriott Hotel. Deck parking is available off of 7<sup>th</sup> and 6<sup>th</sup> Streets. For detailed directions call 786-5408 or go to the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Click on Contact Us.

**Please RSVP by Friday, May 11, 2007** by emailing the Interagency Dispute Resolution Advisory Council at [vadra@edr.virginia.gov](mailto:vadra@edr.virginia.gov).