

## New This Year

**IOA will be posting all available speaker presentations on-line prior to the conference for attendees to access.** (These will be keynote, plenary and concurrent sessions only not pre-conference courses)

**\*\*Note,** since attendees will be able to print the presentations from the website we will not ask speakers to supply photo copies of their presentations onsite unless their presentation is not posted at least one week prior to the conference

Since you can't possibly attend all the wonderful programs we have planned for the 2008 Annual Conference, this year included in the cost of your registration will be access to all available speaker presentations on-line.

Conference attendees will need a pass code to access the posted presentations. This pass code will be sent via email to attendees who have registered and mailed to attendees along with their name badge. Presentations should be available about three weeks prior to the conference. Emails will be sent weekly to remind attendees to download presentations and highlight any new presentations that have been added.

By giving attendees access to all presentations prior to the conference you will have a chance to review materials and feel comfortable with the sessions you plan to attend.

We encourage attendees to print all of the presentations and create your own "Conference Proceedings Binder" to bring with you. This way you have all presentations in one easy reference binder and if you opt to change sessions onsite you will have the presentation materials with you. We will post a nice cover page that can be printed and a Table of Contents that will be numbered to match the session numbers so attendees can use numbered tabs in their binder.

We hope you will take full advantage of the presentations on-line and create your own valuable Conference Proceedings Binder.

### **INTELLECTUAL PROPERTY RIGHTS**

*All content on the IOA Website including presentations, text, graphics, logos, images, audio clips, and digital downloads is the property of the Speaker or its suppliers and is not to be used for personal gain, publication, and cannot be used without referencing the Speaker and the information source. As property of the Speaker or its suppliers, it also cannot be used by others to obtain a patent or claim royalties.*

## Session Abstracts

In an effort to keep conference costs reasonable for all attendees, printing costs are being minimized by condensing the final printed program book. In the past, session abstracts have been included in both the registration brochure and final program book distributed at the conference. This year all conference attendees are asked to please bring this registration brochure to refer to session abstracts while at the conference as these will not be included in the program book. Although you may use the registration brochure for reference for session abstracts, please be aware that there may be schedule changes between the time the registration brochure is printed and the actual conference. The program book distributed at the conference will contain the final schedule.

Moderators of each session will help match number of attendees to seating and space available for each presentation format. We apologize that these limitations may not allow everyone to attend every session desired, however we believe it facilitates a more effective presenting and learning environment. We appreciate your understanding and patience in honoring these limitations.

## Terminology

Although "ombudsman" is used throughout this brochure, the term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.

## Ethics and Standards of Practice

The organizational ombudsman is mindful of the standard of practice, and the element of the IOA Code of Ethics, which states:

An ombudsman should not use the names of individuals or mention their employers without express permission. The ombudsman, as a designated neutral, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention unless given permission to do otherwise. The ombudsman holds all communications with those seeking assistance in strict confidence except in the presence of an imminent threat of serious harm.

We hold these principles to be essential in all professional discussions including those at the conference.

# Pre-Conference Information

## Pre-Conference Fees

- \$290 for the Full Day Course OR for two half-day courses, one AM and one PM course
- \$190 for one half-day course.

\* *Students please contact the office for student rates. Note you must be a full time student to be eligible for a student rate.*

- Full Day course registration includes: Continental breakfast, am & pm refreshment break, lunch and course materials
- AM course registration fee includes: Continental breakfast, morning refreshment break, and course materials.
- PM course registration fee includes: Afternoon refreshment break, and course materials.
  
- Lunch is included in the registration fee for participants who register for two half-day courses, one AM and one PM course.
- Early registration for pre-conference courses is recommended as most courses will be limited.

## Pre-Conference Certificates of Completion:

Certificates of Completion will be awarded only for Pre-Conference Courses and only to those who attend the entire course. Please arrange your schedule accordingly.

# General Conference Information

## General Conference Fees, Full Conference

	On or Before Friday, March 14, 2008	After Friday, March 14, 2008
Members	\$450	\$500
Non-Members	\$500	\$550

## General Conference Fees, One-Day Fees

	On or Before Friday, March 14, 2008	After Friday, March 14, 2008
Monday, April 14, 2008 – Day 1	\$245	\$295
Tuesday, April 15, 2008 – Day 2	\$245	\$295
Wednesday, April 16, 2008 – Day 3	\$150	\$200

Early Bird fees apply on or before Friday, March 14, 2008 after that date the regular fees apply.

### Registration fees includes:

- Sunday, April 13, 2008 Evening: Welcoming Reception all are invited.
- Monday, April 14, 2008 – Day 1 includes: breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.
- Tuesday, April 15, 2008 – Day 2 includes: breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.
- Wednesday, April 16, 2008 – Day 3 includes: breakfast, one coffee break, all plenary and concurrent sessions for the day.

\* *Students please contact the office for student rates. Note you must be a full time student to be eligible for a student rate.*  
*info@ombudsassociation.org*

## Dress

Dress for the entire conference is "business casual".

## Cancellation / Refund Policy

**Notice of cancellation must be in writing via facsimile or e-mail. Cancellation by telephone is not allowed.** To cancel via e-mail, send the cancellation notice to: [info@ombudsassociation.org](mailto:info@ombudsassociation.org) To cancel by fax send to +1 (908) 842-0376. If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge.

If you cannot find a substitute to take your place, please refer to the following cancellation policy:

- 10 business days prior to the course - 100% refund
- 5-9 business days prior to the course - 50% refund
- 0-4 business days prior to the course - No refund

# Special Events

*There will be no planned off-site events schedule this year, however an impressive array of "ideas" will be published for attendees*

## Saturday, April 12, 2008 WELCOME TO BOSTON – IOA HOSPITALITY ROOM

**3:00 pm – 6:00 pm** You are invited to visit the IOA Hospitality Room where committee members will be on hand to welcome you and answer questions. Seasoned members and attendees are welcome to be on hand and offer you services as well or just sit and visit with friends. This is a great opportunity for new members and first time attendees to meet committee members, get a sense of what to expect at the conference, network and make plans to join others for dinner on Saturday night. The committee will have sign up sheets and information about dinner plans for Saturday night. Some groups may stay in the hotel to dine and others.

## Sunday, April 13, 2008 WELCOME RECEPTION FOR ALL CONFERENCE ATTENDEES

**6:00 – 8:00 pm** Join us for light refreshments and networking. A place where colleagues know what you do for a living and understand, a place where they want to hear how you handled a situation, and a place where you can ask their opinion. This is a great atmosphere to catch up with old friends, meet new friends, share stories, and discuss with others the conference sessions you plan to attend. Light refreshments will be served as well as coffee, tea and soft drinks, and a cash bar will be available. Then venture out on the town for dinner with your new friends where you can continue the conversations.

# Hotel Reservation Information



## The Boston Park Plaza Hotel & Towers

50 Park Plaza at Arlington St, Boston, MA 02116-3912

ph: 1(617)426-2000 fax: 1(617)426-5545 www.bostonparkplaza.com

Created in 1927 by the great hotelier E.M. Statler as a grand American hotel, it was called a "city within a city". Today it takes pride in serving Boston as a destination itself, housing under one roof some of Boston's most famous restaurants and lounges, including Todd English's Bonfire Restaurant, McCormick & Schmick's Seafood Restaurant and Smith & Wollensky's Steakhouse located in the Castle at Park Plaza

## Reservations

To receive the group rate you must make your hotel reservations by March 12, 2008. Reservation requests received after 5:00 p.m. local time at Hotel on the cut-off date will be accepted at Hotel's prevailing rate, subject to availability of guest rooms at the time of reservation.

**Make your hotel reservations On-Line, <http://www.starwoodmeeting.com/Book/IOA0408>**

Make your hotel reservations by calling the numbers below. When calling make your reservation under "The International Ombudsman Association" / "IOA."

1-617-426-2000 Directly through The Boston Park Plaza Hotel & Towers

1-800-225-2008 Toll Free

The Boston Park Plaza Hotel is offering a special IOA group rate:

**Singles: \$189.00 Double /Twins: \$189.00 Towers: \$269.00 Suites: \$299.00 and up**

Additional Person: \$25.00

**Check-In is 3:00 pm and check-out is 12:00 noon so please plan your travel accordingly.**

All guest room rates are quoted exclusive of applicable state and local taxes, which are currently 12.45%.

The group room rate is applicable 3 days pre and post conference, based on availability.

\* The displayed totals are estimates only and do not include any additional charges that may be incurred at the hotel. The actual total will be calculated by the hotel in its local currency, based on the local taxes and currency exchange rate (if applicable) in effect at the time charging occurs.

		Average Estimated Room Total per Night*	Estimated Total for Your Stay* 1 Room, 4 Nights
Room Rate:	USD	<b>\$189.00</b>	<b>\$756.00</b>
Room rate excludes the following:			
Mandatory taxes:			
Room State Tax: 5.70%	USD	\$ 10.77	\$ 43.09
Per Room / Per Night			
Room City Tax: 6.75%	USD	\$ 12.76	\$ 51.03
Per Room / Per Night			
<b>Estimated Total*:</b>	USD	<b>\$212.53</b>	<b>\$850.12</b>

## Guarantee Rules and Cancellation Policy

Cancel by 6pm Hotel time 1 Day(s) prior to avoid 1 Night penalty. Room taxes may be charged on penalties.

**EARLY DEPARTURE FEE** In the event that a guest who has reserved a guest room within Group's guest room block checks out prior to the guest's reserved checkout date, an early departure fee of one nights room and tax will be charged to that guest's individual account. Guests wishing to avoid this fee must advise Hotel at or before check-in of any change in the scheduled length of stay. Hotel will inform members of Group of this fee upon check-in. Hotel will deduct any early departure fees that are collected by the Hotel from any amount Group may owe as guest room attrition.

# Travel and Transportation

**Travel and Transportation Airports:** <http://www.massport.com/default.aspx>

**Getting to and from Logan Airport, Type of Transportation:** [http://www.massport.com/logan/getti\\_typeo.html](http://www.massport.com/logan/getti_typeo.html)

**Subway service, est. fee:** \$1.70 USD (one way)

**To The Boston Park Plaza Hotel & Towers from Logan Airport** Follow signs to Sumner Tunnel/Boston. Take the ramp onto RT-1A SWilliam F McClellan Hwy. Merge north onto Interstate 93 and take the Storrow Drive Exit (26). Follow Storrow Drive and exit left at Back Bay /Copley Exit. At lights, take left onto Beacon St, and then take an immediate right onto Arlington St. The hotel is the 2nd building on the left after the park.

**Taxi Information:** <http://boston.taxiwiz.com/> Estimated cost: That cab ride would cost about \$19.61. That's roughly \$23 with a 15% tip. It is about 5.1 miles. There is a \$2.25 surcharge for trips from Logan Airport. For more information on Boston taxis, please visit the City of Boston transportation website. You will learn there that trips to Logon Airport have a surcharge of \$2.25, while trips back from Logan have a surcharge of \$6.00, and other neat taxi fare information.

## About Boston

<http://www.bostonusa.com>

Boston was named the second most fun city in America in a recent study conducted by Bizjournals, the online media division of American City Business Journals. The goal of the study was to identify metropolitan areas that offer a wide variety of opportunities for fun. New York City came in number one—no big shock there—but Boston claimed the #2 spot, earning top scores in the categories of shopping and high-impact sports. Boston ranked first in two categories—shopping and high-impact sports—and ranked seventh or better in four others. The study found that Boston has an "impressive concentration of stores," no surprise to those of us that live and shop here. Boston also grabbed the top spot in the high-impact sports category, in part because of the city's large number of fitness centers and relatively easy access to ski hills.



## International Members

### VISA Information

We want to make you aware of important visa Information that might impact your attendance at the meeting. If you are planning to attend the Conference and you require a visa for entrance into the United States, please be advised the processing time to secure a visa has substantially increased due to security issues. Consulates in some countries are now taking several months to process visa applications. Please consider this and allow enough time for visa processing. Please see the notice below from the U.S. Department of State Bureau of Consular Affairs

[http://travel.state.gov/visa/visa\\_1750.html](http://travel.state.gov/visa/visa_1750.html)

"Visa applications are now subject to a greater degree of scrutiny than in the past. Applicants affected by these procedures are informed of the need for additional screening at the time they submit their applications and are being advised to expect delays. The time needed for adjudication of individual cases will continue to be difficult to predict. We recommend that individuals build in ample time before their planned travel date when seeking to obtain a visa."

"We recognize that these delays are having an impact on visa applicants, and we have already had success streamlining the process, consistent with our security and legal responsibilities. The State Department is working hard with other government agencies to rationalize clearance procedures in ways that continue to protect US borders, our first priority, while facilitating legitimate travel." If you are planning to attend the 2008 Conference, we urge you to apply for your visa immediately. For International members arriving a few days prior to the conference, or leaving after the conference, the Hotel will honor the group room rate three days prior and post conference based on availability