

Agenda-at-a-Glance in English

(E) = Session in English (F) = Session in French (E/F) = Bilingual session
Please note: * Simultaneous translation from English to French available for morning sessions only
** Presentations listed below are subject to change.

TUESDAY, APRIL 14, 2009

3:00 pm – 6:00 pm Conference Registration Open

WEDNESDAY, APRIL 15, 2009 Pre-Conference Courses* *Separate registration fee applies.

8:00 am – 8:30 am Continental Breakfast for pre-conference participants taking the full day courses or the AM Course
10:00 am – 10:30 am AM Coffee Break
12:00 pm – 1:00 pm Lunch for pre-conference participants taking the full day courses only.
3:00 pm – 3:30 pm PM Coffee Break
8:30 am – 5:00 pm **Full Day Course #1** - "Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO" ***This course will be presented in English and English to French Translation Services will be provided.**
8:30 am – 5:00 pm **Full Day Course #2** - "The Courageous Follower - Courageous Leaders: New Tools for Ombuds and Those They Serve"
8:30 am – 5:00 pm **Full Day Course #3** - "Ombudsman Master Class"
8:30 am – 12:00 pm **AM Half Day Course** - "Top Connection; Improving Ombuds/Executive Relations"
1:30 pm – 5:00 pm **PM Half Day Course** - "Generation Y is here! You better be ready!"
5:30 pm – 7:30 pm Welcome Reception, open to all conference attendees

THURSDAY, APRIL 16, 2009 First Day of General Conference

8:00 am – 9:00 am Continental Breakfast for all conference attendees
9:00 am – 12:30 pm General Session
9:00 am – 9:30 am Welcoming Remarks, from the president of each association
9:30 am – 10:30 am **Keynote Speaker:** "Failure To Confront. Political Correctness as Organizational Toxin"
Gilles Paquet, Professor Emeritus, Telfer School of Management, University of Ottawa, Ontario
10:30 am – 11:00 am AM Coffee Break
11:00 am – 12:30 pm **General Presentation:** "Watchdogs and Wise Ones in Winter Lands– The 2008 FCO Liz Hoffman Ombudsperson Research Award Paper Presentation"
12:30 pm – 2:00 pm Lunch for all conference attendees
12:30 pm – 2:00 pm Lunch for Young Ombuds
Concurrent Sessions
2:00 pm – 3:30 pm
1. FCO's Annual Business Meeting
2. "The Courageous Follower: Transforming Hierarchical Relationships into Dynamic Partnerships"
3. "Externs in the Ombuds Office: Why They Should be Welcomed and How They Should be Managed"
4. "Issues Concerning IOA Standards of Practice with Legal Implications"
5. "Who Will Mind the Store? Continuity of Services for Small Offices"
6. TBD
3:30 pm – 4:00 pm PM Coffee Break
Concurrent Sessions
4:00 pm – 5:30 pm
7. "Compassion Fatigue, Vicarious Trauma and the Ombudsman"
8. "Failure to Confront. Political Correctness as Organizational Toxin, continued"
9. "Ombudsman's Compellability" ***Presentation will be in French and English**
10. "How Can an Ombudsman be a Tool for Enterprises to Increase Profitability?"
11. "Ombudsman Armchair Discussion: Common Issues and Uncommon Solutions"
12. TBD
5:30 pm Conclusion of Day One
5:30 pm – 7:30 pm Cocktail Reception for all attendees, graciously hosted by Fasken-Martineau DuMoulin, session #10 presenters

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FRIDAY, APRIL 17, 2009 Second Day of General Conference

8:00 am – 9:30 am	ACCUO's Annual Business Meeting
8:30 am – 9:30 am	Continental Breakfast for all other conference attendees
9:30 am – 12:30 pm	General Session
9:30 am – 10:30 am	Keynote Speaker: <i>"The Wheat and the Chaff: Analysis, Judgment and Closure"</i> Richard W. Pound O.C., O.Q., Q.C., FCA, Partner of the law firm Stikeman Elliott, former president of the World Anti-Doping Agency (WADA) based in Montreal and former vice-president of the International Olympic Committee (IOC)
10:30 am – 11:00 am	AM Coffee Break
11:00 am – 12:30 pm	General Session Presentation: <i>"Lessons from History: the Once and Future Ombudsman"</i>
12:30 pm – 2:00 pm	Lunch for all conference attendees
12:30 pm – 2:00 pm	IOA's Annual Business Meeting
	Concurrent Sessions
2:00 pm – 3:30 pm	13. <i>"Whistleblowers: Thank You and Good-bye"</i> 14. <i>"An Introduction to Results Based Management for Ombudsman Offices"</i> *Presentation will be in French 15. <i>"The Ombuds: Free Electron Or Crippled Robot"</i> 16. <i>"Conversations with the IOA Board"</i> 17. <i>"Hospital Ombudsmen: Who Are We? What Do We Do? What Are The Challenges We Face?"</i> 18. <i>"Can an Organizational Ombudsman Conduct Investigations and Still Meet the Ombudsman Concept of Informality?"</i>
3:30 pm – 4:00 pm	PM Coffee Break
	Concurrent Sessions
4:00 pm – 5:30 pm	19. <i>"Responding to Tragedy: An Ombudsperson's Journal"</i> 20. <i>"Using the Voice of the Customer to Chart and Measure Success"</i> 21. <i>"Ombudsman Operations and Evaluation"</i> 22. <i>"The Role of Educational Outreach Programs in Ombuds Practice"</i> 23. <i>"The Ombudsman/Person: Impartial and Independent. Aspirational, Achievable or Impossible?"</i> 24. <i>"The Ombudsman and New Institutional Governance, Towards a Development of Participative Practices and Mediation"</i> *Presentation will be in French
5:30 pm	Conclusion of Day Two
6:30 pm – 10:00 pm	Optional Off-Site Special Event in Old-Montréal

SATURDAY, APRIL 18, 2009 Third Day of General Conference and Conclusion

8:00 am – 9:00 am	Continental Breakfast for all conference attendees
8:00 am – 9:00 am	IOA's "Certification Planning" Discussion Breakfast
9:00 am – 10:30 am	General Session
9:00 am – 10:00 am	Keynote Speaker: <i>"The Role of the Ombudsman in Promoting Human Rights and Democracy"</i> Rémy M. Beauregard , President of Rights & Democracy (International Centre for Human Rights and Democratic Development), Montreal, PQ, Canada
10:00 am – 10:30 am	Wrap Up by the Presidents
10:30 am – 11:00 am	AM Coffee Break and Time for Hotel Check Out
	Concurrent Sessions
11:00 am – 12:30 pm	25. <i>"Conflict Coaching for the Ombuds: Dealing With Difficult Situations"</i> 26. <i>"How Can Fairness Principles be Embedded in the Organizations We Work With?"</i> 27. <i>"Recent Developments in Ombudsman Law in Canada"</i> 28. <i>"White Privilege and Ombudstry: How Does the 'Invisible Knapsack' Affect Our Practice?"</i> 29. <i>"Decision Makers in Higher Education, 'Governors', Ombudsmen, Students: Do They Live on the Same Planet?"</i> 30. <i>"The African Ombudsman: A Particular Context, a Particular Mission: New Institutional Mechanisms"</i> *Presentation will be in French
12:30 pm	Conclusion of Day Three. Conference is Adjourned.