

Come with a problem.  
Leave with a plan.

**Lauren Bloom**  
Director

**Lindsey Dunning**  
Associate Ombuds

**Dana Hinojosa**  
Associate Ombuds

**Jenny Vaccari**  
Assistant Ombuds

**Kyra Duffy**  
Interim Assistant Ombuds

**Catherine Langlois**  
Ombuds for Special  
Projects

### Locations

**Davis**  
207 3<sup>rd</sup> St.  
Suite 220  
(530) 754-7233

**Sacramento**  
2360 Stockton Blvd.  
Suite 1300  
(916) 734-1600

Zoom and phone  
appointments available

[ombuds.ucdavis.edu](http://ombuds.ucdavis.edu)

## Ombuds Office Overview

The mission of the Ombuds Office is to provide a safe place for all members of the UC Davis community to discover pathways for conflict management and problem solving. The Ombuds Office serves UC Davis and UC Davis Health as an off-the-record resource for developing strategies to navigate complex and costly conflict. The Ombuds Office supports fair and collaborative professional and academic experiences in a diverse and changing world.

### Confidential

The Ombuds Office does not disclose the identity of, or details shared by, those who use the office. The exception to confidentiality is imminent risk of serious harm.

### Informal

The use of the Ombuds Office is always voluntary and separate from formal dispute resolution. Communication with the office does not constitute notice to UC Davis. The Office refrains from retaining records and making judgments or determinations.

## Guiding Principles

### Independent

The Ombuds Office exercises sole discretion over whether or how to act regarding an individual concern, a specific case, a problematic trend, concerns of multiple individuals over time, or an issue directly observed.

### Impartial

The Ombuds Office considers the interests, concerns, rights, and perspectives of all parties and assists individuals in developing an array of options. The Ombuds does not side with or advocate for individuals or determine who is right or wrong.

## Fiscal Year 2022-23 Highlights

- Trained over 1,000 staff, faculty, and students to better manage conflict
- Launched two new community-wide workshops: *Conflict Competence: From Bystander to Upstander* and *Conflict Competence: Transforming Negativity in the Workplace*
- Provided more tailored trainings for faculty, staff, and students
- Handled an increase in group conflicts

## Ombuds Services

### Individual Sessions

Using conflict coaching and problem-solving techniques, an ombuds equips individuals to more effectively manage their concerns. These confidential sessions may include discussing how to identify and surface underlying issues, developing communication strategies, and making referrals to campus resources.

### Mediation

Mediation creates a constructive environment for dialogue and problem solving. In this voluntary process, an ombuds meets individually with each participant and then, if appropriate, brings parties together to develop greater understanding and explore mutually agreeable solutions.

### Group Conflict Resolution

The Ombuds Office works with groups or teams experiencing disagreement or conflict. This process helps to identify underlying issues and assists individuals and/or groups in developing ways forward.

### Departmental Needs Assessment

The Ombuds Office consults with departments to help determine conflict management needs and effective ways to address them. Services include tailored trainings, group processes, mediation, one-on-one coaching, and referrals to other resources.

### Conflict Competence Trainings and Presentations

The Ombuds Office offers a variety of community-wide and customized departmental trainings related to effective communication and conflict management. The Office also provides informational presentations to increase awareness about the ombuds role and services.

### Feedback on Systemic Trends and Concerns

The Director of the Ombuds Office consults about conflict trends and anonymized systemic issues with key campus leaders and units.