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## **FROM THE PRESIDENT'S DESK**

The past several months have been a busy time for the I.O.I.'s Board and staff.

Foremost has been the work of the Assessment Committee comprised of Vice-President Tom Frawley, Treasurer David Percy, Secretary Alice Tai, and Regional Vice-President Bruce Barbour. The committee sought expression of interest from I.O.I. members to host the future Secretariat of our Institute. They received two expressions of interest: one from the Ombudsman Board in Vienna, Austria, and the other from the Ombudsman of Catalonia in Barcelona, Spain. The Committee is now asking those two offices to complete an application, respond to a number of questions, and provide their vision of how the Secretariat will be managed including detailed information, staffing, and other cost factors. The Committee will continue to fulfill its responsibility having a recommendation possibly at our November 2008 annual Board meeting in Hong Kong. The new host for the I.O.I. Secretariat will be presented for ratification by the institutional membership at our World Conference in Stockholm, Sweden, in June 2009.

At our 2007 annual Board meeting in Sydney, Australia, the Board approved a grant of \$10,000 Canadian to support a computerized information program for the Ombudsman Office of Peru. Diane Callan, the Office of the Regional Vice-President for Latin America and the Caribbean, and I.O.I. Treasurer David Percy, achieved the formalization of that grant during the weeks after the 2007 annual Board meeting. The grant was dispersed to the Peru Ombudsman in February 2008.

Also during our 2007 annual meeting the Board approved making \$10,000 Canadian available to each of the six regions of the I.O.I. to finance training projects. The respective Regional Vice-Presidents would invite proposals from their members and provide the first tier of vetting, with a view to submit proposals to the Executive Committee for approval under delegated authority from the Board. Members stressed the need for proper accounting and a means for reporting back to the Board with evaluations of the projects. I encourage membership to initiate discussions with regional directors toward realizing this important support of training for your offices and staffs.

Work is progressing by Swedish Ombudsman Mats Melin and his staff on the 2009 World Ombudsman Conference. The 2009 World Conference will celebrate the bicentennial of the

Swedish Ombudsman Office and the conference program promises to be inspiring and provoking.

With assistance from the Regional Vice-Presidents, Diane has completed updating the Annual *Ombudsman Directory* which will be distributed very soon. Over the past several months there have been some interesting ombudsman conferences and valuable ombudsman staff training. I hope that attendees and hosts will contribute brief articles to Editor Linda Reif for inclusion in our quarterly *Newsletter*.

Bill Angrick

A handwritten signature in black ink, appearing to read "Bill Angrick", written in a cursive style.

President

**INVITATION TO THE IX<sup>th</sup>  
INTERNATIONAL OMBUDSMAN  
INSTITUTE WORLD CONFERENCE IN  
STOCKHOLM, SWEDEN, JUNE 9-12,  
2009, INCLUDING ONE DAY  
CELEBRATING THE 200<sup>th</sup>  
ANNIVERSARY OF THE SWEDISH  
OMBUDSMEN**

A letter from Mats Melin, Chief Parliamentary Ombudsman of Sweden, concerning invitations to the 2009 I.O.I. International Ombudsman Conference is attached to the end of this *Newsletter*.

**EXPRESSIONS OF INTEREST IN  
HOSTING I.O.I.'S 2012  
INTERNATIONAL CONFERENCE  
WELCOMED FROM INSTITUTIONAL  
MEMBERS**

The I.O.I. is hosting its 9<sup>th</sup> International Conference in Stockholm, Sweden in June 2009 to honour the 200<sup>th</sup> anniversary of the founding of the ombudsman institution in 1809 in Sweden. After 2009, the I.O.I. will revert to the usual spacing of its International Conferences, scheduling the 10<sup>th</sup> I.O.I. International Conference in 2012. I.O.I. institutional members are welcome to express their interest in hosting the 10<sup>th</sup> International Conference to the I.O.I. Secretary, Ms. Alice Yuen Ying Tai, at the following address:

Ms. Alice Yuen Ying Tai  
Ombudsman, Hong Kong, China  
30/F China Merchants Tower  
Shun Tak Centre  
168-200 Connaught Road Central  
Hong Kong, China  
tel: 852-2629-0501  
fax: 852-2956-0625  
e-mail: ayytai@omb.gov.hk

**OMBUDSMAN ONTARIO  
“SHARPENING YOUR TEETH”  
WORKSHOP HELD IN TORONTO  
DECEMBER 3 TO 6, 2007**

Since 2005 the Ontario Ombudsman's office, under the leadership of Ombudsman André Marin, has focused on conducting systemic investigations, with great success. The Special Ombudsman Response Team, which conducts the vast majority of these investigations, has acquired a reputation for tackling systemic issues efficiently and expeditiously.

The Canadian Council of Parliamentary Ombudsman requested that our office offer an intensive training seminar for their members in how we conduct investigations. The course itself, entitled: *Sharpening Your Teeth: Advanced Investigative Training for Administrative Watchdogs* was held from December 3-6th, at the University of Toronto and enjoyed tremendous success. Attending were representatives from virtually every provincial ombudsman office in Canada, as well as from specialized oversight agencies, such as the Auditor General of Ontario, the Environmental Commissioner, the Office of the Commissioner of Official Languages, the Federal Victims Ombudsman, the Federal Privacy Commissioner, municipal auditors and the Law Society of Upper Canada. There were attendees from Australia, Bermuda, Samoa, Ireland, the UK and the USA.

Mr. Marin, with the assistance of the Director of the SORT team, devised and implemented a detailed syllabus covering all the major aspects of the investigative process. The topics included were:

Principles and Challenges of Administrative Investigations  
Case Assessments

Investigative Planning  
Witnesses and Interviewing  
Documentation and Physical Evidence  
Assessing Evidence  
Report Writing  
Systemic Investigations for Smaller Offices  
Wish Lists and Whistleblowers  
Media Relations

In addition to the above, all members of the SORT team delivered presentations on various investigations the Office of the Ontario Ombudsman has successfully completed in the three years since SORT was established. Among them were the investigations into abuse of public trust by unscrupulous retailers for the Ontario Lottery and Gaming Commission, the urgent need for mental health services for soldiers returning from Afghanistan and their families, the provision of screening for metabolic diseases for newborns and delays in processing applications for assistance from some of Ontario's most vulnerable disabled adults. Each presentation highlighted some common challenges: documentation overload, managing complex, multi-issue investigations, deadline restrictions, policy-makers who may be reluctant to embrace recommendations, and conflict among governments over jurisdictions.

Beyond the parameters of the course itself, the group heard a compelling "other end of the telescope" speech from Tony Dean, the Secretary of Cabinet for the Ontario Parliament. He discussed the importance of keeping the rights of the citizen a priority in policy decision-making and how an open and honest relationship between the Ombudsman and the provincial government benefited both parties. Also, Premier Dalton McGuinty attended our office reception and made a speech to reinforce the province's support and

his own belief in the relevancy of what we do at Ombudsman Ontario.

We will be putting on a second course in the fall of 2008. Anyone interested in attending should contact Gareth Jones Director SORT, at [gjones@ombudsman.on.ca](mailto:gjones@ombudsman.on.ca)

At the end of the course we solicited the opinions of the participants on evaluation forms. We have selected some highlights that validate the value of the training.

#### OMBUDSMANRY

*The Ontario Ombudsman office seems to excel in putting human faces to the myriad problems caused by bureaucracy – i.e. re-humanizing the process.*

*It assisted in providing a picture of a successful model that represents an advancement in Ombudsmanship.*

*The best part of the course was the effect on vulnerable parties and the underlying message that ombudsman offices are working for fairness!*

*Our office is moving towards working out some variation of SORT . The presentations provided a very convincing "argument" for the approach. Rather than sensationalizing issues, it is apparent that this office is a professional and cohesive group.*

*It was an inspiring coup to hear your Premier address Ombudsman staff in the terms he did.*

#### TOOLS AND TECHNIQUES

*Ombudsman Ontario has been very generous with sharing its process and tools. This made the content practical and valuable.*

*[I] found it to be full of practical advice concerning all aspects of ombudsman investigation. I particularly appreciated the 5 issues that help to identify a SORT [investigation] and the templates provided in the course material.*

*It has introduced me to other tools/techniques that will offer opportunity to investigate more efficiently and wisely, all of which should lead to a better end product.*

*The templates provided are easily adjustable to every office's reality and these alone are most valuable.*

*Overall, I found your course both interesting and informative. In addition, I took away from this course many strategies that I can apply to my own work.*

*While in some respects the nature of the work that our office is involved in differs, many of the strategies you identified are nevertheless transferable.*

*It was very informative and valuable. Ombudsman Ontario has been very generous with sharing its process and tools. This made the content practical and valuable.*

## **COURSE CONTENT**

*As a fairly new Ombudsman, this was so needed. This training was very informative and right on point.*

*It was a dynamic, exciting course. In almost 20 years of doing this type of work this was the most useful course with the most valuable content.*

*Content was useful in that it reaffirmed our existing investigative mechanisms. The key point to bring back to our office is the topic of*

*“issue creep”. Limiting the number of issues will in turn reduce length of time to complete “formal” investigations – thanks for highlighting this area.*

*Content very useful. Just what I wanted and expected to be addressed. Valuable as it all came from actual experiences.*

*Without a doubt, [the course] was useful. Although offices and jurisdictions may operate quite differently, the fundamental elements of the work we all perform are essentially the same.*

*[The course] brought structure, discipline and rigour to the investigation process and raised the bar for quality process[es] and outcomes.*

*...All of our offices over the years have done either minor or major systemic investigations and this course has crystallized and focused us in a sound process for doing such investigations.*

## **PRESENTERS**

*It was a pleasure to listen to each of the presenters – each one was well-prepared, clear and articulate and thoughtful.*

*There was a wealth of knowledge and experience in the room.*

*It was good to have the SORT staff present. They all did a great job – very impressive.*

*The speakers were well-versed in the topics and very open to questions from the participants.*

*The speakers were uplifting. Ombudsmanship has never been more refreshing.*

## THE OMBUDSMAN AND THE MEDIA

*I was particularly interested in the fact that you “announce investigations”. This is an area I have discussed [in our office] and we are keen to move forward on.*

*The course provided me with a better understanding of why the Ontario Ombudsman’s office goes public on the SORT investigations and what Mr. Marin is able to achieve.*

### FINAL THOUGHTS...

*Thank you for a very enlightening program and for sharing the experiences and tools of Ombudsman Ontario. It was time well spent!*

*Thanks again for the opportunity; I know that you have inspired at least one investigator.*

We also received very thoughtful and useful suggestions on how to expand and improve the material in the event of a future seminar; another rationale for the training is to learn from our counterparts in the profession. Sharing lessons learned, wisdom gained and experiences in the field were definite highlights.

### **OMBUDSMAN ONTARIO “SHARPENS TEETH” OF WATCHDOGS FROM SIX NATIONS**

Fifty members of ombudsman offices from around the world met in Toronto, Ontario, in December to learn how Ombudsman Ontario conducts special investigations of broad, systemic issues.

The December 3 to 6, 2007 conference and workshop, called “Sharpening Your Teeth,” revealed how Ontario’s Special Ombudsman’s

Response Team (SORT) analyzes and reports on complex, high-profile topics such as lottery fraud, fairness in tax assessments, and the timeliness of compensation for crime victims.

Attendees from Canada, the United States, Australia, Northern Ireland, Bermuda, and Samoa were trained on SORT’s approach to investigative plans, records requests, interviewing, evidence assessment, and report writing.

Public reports of the SORT investigations have been startlingly effective—and unconventionally blunt.

One such report from February 2007, titled “Adding Insult to Injury,” began like so: “The Criminal Injuries Compensation Board is in deplorable shape.” All 17 recommendations made in the 83-page report were eventually accepted.

In the words of Ontario Ombudsman Andre Marin, SORT investigations serve to “dislodge government from stubbornness and pig-headedness” in cases “that are not resolvable through shuttle diplomacy.”

Mr. Marin, who spoke several times during the conference, explained his approach like this:

“A lot of our offices are too low under the radar. A big, friendly watchdog doesn’t work. I don’t think you gain points by being friendly.”

Mr. Marin reported during the conference that no recommendations stemming from a SORT investigation have been rejected in the team’s 2 ½ years of existence. In part, he attributed that success rate to the aggressive and conspicuous nature of his office’s work.

“Some problems you can’t resolve without a whack in the head,” Marin said.

The four-day conference was capped by a reception at Ombudsman Ontario offices that included a visit by Ontario Premier Dalton McGuinty. The Premier praised the role of Ontario’s SORT despite the political fallout his administration has faced from Marin’s investigations. He jokingly referred to Marin’s office as “the lion’s den.” This visit marked the first visit by an Ontario Premier to the Office of the Ombudsman Ontario since its establishment in 1975.

*This article was written by Bert Dalmer, Assistant Ombudsman, Iowa Office of Citizens’ Aide/Ombudsman. Bert Dalmer and Jeff Burnham, Iowa Office of Citizens’ Aide/Ombudsman, were two of the attendees.*

#### **GUYANA’S PRESIDENT BEGINS PROCESS TO EXAMINE FAILURE TO APPOINT GUYANA OMBUDSMAN SINCE 2005**

The position of the Guyana Ombudsman, provided for in the country’s Constitution, has been vacant since early 2005 when the former Ombudsman left office. In early 2008, the President of Guyana, Bharrat Jagdeo, asked Dr. Roger Luncheon, who runs the Presidential Secretariat, to investigate this state of affairs. Apparently, during the three-year gap during which Guyana has not had an Ombudsman, the government has continued to make budgetary allegations to the office although the ombudsman staff members were transferred to other government departments.

For further information see: on-line: Miranda La Rose, “President: Luncheon looking into absence of Ombudsman”, *Staebroek News*

(January 21, 2008).

#### **TAJIKISTAN IS ESTABLISHING A HUMAN RIGHTS OMBUDSMAN INSTITUTION**

Tajikistan is in the process of establishing a human rights ombudsman institution. The country’s legislators have been reviewing an ombudsman bill since January 2008 and on February 27, 2008, the Tajik Parliament passed the bill. The initiative comes after the UN High Commissioner for Human Rights, Louise Arbour, recommended the establishment of a national human rights institution in early 2007. Under the bill, the Ombudsman will be appointed by the President and the appointment will be approved by the legislature, with the Ombudsman appointed for a five-year term.

However, human rights activists, while they consider that the establishment of the institution is a positive development, are concerned about whether the institution will have sufficiently real independence from the government.

For further information see: on-line, “Fears for Independence of Tajik Ombudsman”, *The Institute for War and Peace Reporting, Central Asia No. 532* (February 16, 2008); on-line: “Tajik Parliament Adopts Law on Human Rights Ombudsman”, *RFE/RL Newslines*, vol. 12 no. 41, Part I (February 29, 2008).

#### **APPOINTMENTS/RETIREMENTS/ANNIVERSARIES/AWARDS ETC.**

##### **BELIZE**

On February 13, 2008, Belize’s first Ombudsman, Paul Rodriguez, announced his

resignation and retirement from the position effective June 30, 2008. Mr. Rodriguez has reached the age of seventy, the maximum age permitted for the office-holder. Mr. Rodriguez has served as Ombudsman of Belize for almost ten years.

#### CANADA-MILITARY OMBUDSMAN

Mr. Yves Côté ended his appointment as Ombudsman of the Department of National Defence and the Canadian Forces on January 7, 2008. On January 7, 2008, the Canadian government appointed Mr. Côté as Associate Deputy Minister of Justice. Ms. Mary McFadyen, Director-General of Legal Services of the Military Ombudsman's office has been appointed Interim Ombudsman pending the selection of a new Ombudsman.

#### GAMBIA

Alagie B. Sowe was appointed as Ombudsman of Gambia by the country's National Assembly in December 2007. Ms. Elizabeth Renner and Ms. Ebrima Mbye were also appointed as Deputy Ombudsmen. The position of Ombudsman of Gambia has been vacant for a long period of time after the death of the former Ombudsman.

Mr. Sowe was a retired director and registrar of cooperative societies.

#### KYRGYZSTAN

Mr. Tursunbek Akun was elected as the human rights ombudsman of Kyrgyzstan on February 14, 2008 by the Kyrgyz legislature. Mr. Akun formerly was the Chairman of the presidential Human Rights Commission.

#### LITHUANIA

Mr. Romas Valentukevičius has been working as a *Seimas* (Parliament) Ombudsman since 1999. In 2003, he was appointed to the position of *Seimas* Ombudsman for a second term and, at the same time, was appointed as the head of the *Seimas* Ombudsmen's Office. On December 21, 2007, Mr. Valentukevičius was appointed to the position of *Seimas* Ombudsman for a third term.

On January 11, 2008, upon the nomination of the Chairman of the *Seimas* of the Republic of Lithuania, the *Seimas* appointed Mr. Valentukevičius for a second term as the head of the *Seimas* Ombudsmen's Office. The decision *Regarding Appointment of the Head of the Seimas Ombudsmen's Office*, which was passed by the *Seimas* by a unanimous vote, will come into force on February 13, 2008. Mr. Valentukevičius swore an oath of allegiance to the State of Lithuania at the *Seimas* Plenary Meeting on February 1, 2008 before Mr. Viktoras Muntianas, Chairman of the *Seimas* of the Republic of Lithuania.

#### NEW ZEALAND

Chief Ombudsman of New Zealand, Mr. John Belgrave, passed away on December 3, 2007 after a long battle with cancer. He was 67 years old at the time of his death. The Prime Minister of New Zealand, Helen Clark, paid tribute to Mr. Belgrave's four decades of public service. Mr. Belgrave served in New Zealand's diplomatic corps, with trade postings in London, Melbourne and Tokyo in the 1960s and 1970s. He was the head of customs, Secretary of Commerce, Secretary of Justice and Commerce Commission Chairman in the New Zealand government. Mr. Belgrave also headed the Bankers' Association and the Electricity Supply

Association in the private sector. Mr. Belgrave was appointed Chief Ombudsman in 2003. In the 2007 New Year's Honours List, he was made a Distinguished Companion of the New Zealand Order of Merit.

The I.O.I. sends condolences to Mr. Belgrave's wife Judy, his four children and family.

#### NEW ZEALAND

Former Chief Ombudsman, Sir George Laking, passed away on January 10, 2008 at the age of ninety-five. Prior to his career in ombudsmanship, he had a long career in New Zealand's government and foreign service. Among the highlights, Sir George was New Zealand's Acting High Commissioner to Great Britain and Ambassador to the EEC in the 1950s, Ambassador to the U.S.A. in the 1960s and Secretary of State for Foreign Affairs and Head of the Prime Minister's Department in 1967 to 1972. Sir George was appointed an Ombudsman of New Zealand in 1975, working under Sir Guy Powles. He succeeded Sir Guy Powles as Chief Ombudsman in 1977, serving as Chief Ombudsman until 1984.

The I.O.I. sends condolences to Sir George's family.

#### PAKISTAN—SINDH PROVINCE

Mr. Khan Yusuf Jamal resigned from his position as Ombudsman of Sindh Province in Pakistan on January 3, 2008. On January 5, 2008, Mr. Asad Ashraf Malik was appointed as Provincial Ombudsman. Prior to his appointment, Mr. Malik was the Chairman of the Anti-Corruption institution of Sindh since 2004. He started his career as a police officer, moving to more senior positions in the police

force.

#### RWANDA

Mr. Tito Rutaremara was reappointed as Ombudsman of Rwanda for a second four-year term in December 2007. He was first appointed Ombudsman in 2003 and Rwanda's Constitution permits the Ombudsman to be reappointed for only one additional term.

#### UNITED KINGDOM—NORTHERN IRELAND

Former Northern Ireland Police Ombudsman, Nuala O'Loan, was made a Dame of the British Empire by Queen Elizabeth II in her New Year's Honours List.

Dame Nuala O'Loan stepped down from her position in late 2007 after serving for seven years as Northern Ireland Police Ombudsman.

#### UNITED KINGDOM—NORTHERN IRELAND

Mr. Brian Coulter, Northern Ireland's Prisoner Ombudsman, resigned in late January 2008 after criticizing the government bill that would make the Prisoner Ombudsman responsible to the Secretary of State. The bill has subsequently been amended to make the Prisoner Ombudsman responsible to the legislature and to change the name of the institution to Northern Ireland Commissioner for Prison Complaints.

## VENEZUELA

Ms. Gabriela Ramírez was sworn in as the new Ombudsman of Venezuela by the Board of Directors of Venezuela's National Assembly on December 21, 2007. She replaces Mr. Germán Mundaraín. Before her appointment, Ms. Ramírez was an Assembly deputy in the party allied with President Hugo Chávez.

## PAST/FUTURE CONFERENCES, MEETINGS ETC.

FEBRUARY 22, 2008—OSCE  
MISSION/OMBUDSMAN OF  
CATALONIA CONFERENCE ON  
CITIZENS' RIGHTS—BELGRADE,  
SERBIA

An OSCE Mission Conference on Citizens' Rights, entitled "Rights of Citizens: Supreme Court, Constitutional Court and Citizens' Protectors", was held in Belgrade, Serbia on February 22, 2008. It was held as part of the project jointly organized by the OSCE Mission to Serbia and the Ombudsman of Catalonia to strengthen the new Serbian institution of Citizen's Protector. The Conference discussed the activities of ombudsman institutions and the judiciary. The Conference was attended by the Ombudsman of Serbia, Sasa Jancovic, the Ombudsman of Catalonia, Rafael Ribó, the Presidents of the Constitutional and Supreme Courts of Serbia and other experts.

APRIL 7-11, 2008—SECOND AFRICAN  
OMBUDSMAN ASSOCIATION  
CONFERENCE—TRIPOLI, LIBYA

The African Ombudsman Association (AOA) will be holding its second conference in

Tripoli, Libya on April 7 to 11, 2008.

APRIL 13-16, 2008—INTERNATIONAL  
OMBUDSMAN ASSOCIATION 3<sup>RD</sup>  
ANNUAL CONFERENCE—BOSTON,  
MASSACHUSETTS, U.S.A.

The International Ombudsman Association (IOA) will be holding its third Annual Conference on April 14-16, 2008, preceded by a pre-conference course on April 13, in Boston, Massachusetts, U.S.A. The theme of the Conference will be "Making a Difference—The Ombudsman Impact". For further details please visit the IOA website at: <[www.ombudsassociation.org/conference/2008/](http://www.ombudsassociation.org/conference/2008/)>

APRIL 14-15, 2008—INTERNATIONAL  
CONGRESS ON "THE IMPACT OF THE  
OMBUDSMAN"—GHENT, BELGIUM

In 2008, the local ombudsman office in Ghent, Belgium celebrates its tenth anniversary. This event will be marked with the holding of an international congress for ombudsmen to be held in Ghent on April 14 to 15, 2008 on the theme of "The Impact of the Ombudsman". Participants will discuss the following questions: how can you measure the impact of ombudsmen?, which elements might influence the impact of this institution?, what makes the difference?, how can their relationship with stakeholders (media, citizens, politicians, administration) be enhanced?, how important is the relationship with the press? and which elements could possibly subvert the power of the ombudsman? The congress will also lead to the publication of a book.

Speakers include Belgian Federal Ombudsman, Guido Schuermans, the Ombudsman of Peru, Beatriz Merino, the Ombudsman of Benin, Albert Trévoédjèrè,

Scottish Public Services Ombudsman, Alice Brown, the Ombudsman of Vorarlberg, Felix Dünser, Belgian Pensions Ombudsman, Jean-Marie Hannedouche, the Ombudsman of Amsterdam, Ulco van de Pol, the first local Ombudsman of Belgium, Tuur Van Wallendael, ombudsman personnel from the Ombudsman of Finland and Ombudsmen of Austria offices, and professors from Ghent University, University of Antwerp and the University of Madrid. The European Union Ombudsman, Nikioforos Diamandouros, and the Ombudsman of Catalonia, Rafael Ribó, have also been invited to make presentations at the conference.

After February 15, the registration fee is 275 Euros, and includes access to all conference activities, lunches on Monday and Tuesday and dinner on Monday, conference papers, conference book (sent afterwards) and simultaneous translation. Translations of the proceedings will be provided in English, French, Spanish and German. Hotel reservations can be made in different categories in the city centre (five minutes walk to the conference centre). For further information, please contact Natalie Guilbert at the Ombudsman of Ghent Office at <Natalie.Guilbert@gent.be>.

APRIL 14, 2008—INTERNATIONAL CONFERENCE ON “MODERN CHALLENGES TO HUMAN RIGHTS AND FREEDOMS”—KYIV, UKRAINE

The International Conference on “Modern Challenges to Human Rights and Freedoms” will be held on April 14, 2008 in Kyiv, Ukraine at the *Verkhovna Rada* (Parliament) of Ukraine. The Conference is being held on the occasion of the 60<sup>th</sup> anniversary of the Universal Declaration of Human Rights and the 10<sup>th</sup> anniversary of the establishment of

the Ukrainian Parliamentary Commissioner for Human Rights. The Opening Ceremony will include the participation of Mr. Victor Yushchenko, President of Ukraine, Ms. Louise Arbour, UN High Commissioner for Human Rights, and Mr. Thomas Hammarberg, Council of Europe Commissioner for Human Rights. Main topics for discussion at the Conference will be poverty, working migrants, human trafficking, torture, the threat of terrorism and ecological security. Evening events will include the participation of Mr. Yushchenko, President of Ukraine, and Ms. Y. Tymoshenko, Prime Minister of Ukraine.

Translation will be provided in English, French and Russian. A summary book of presentations will also be provided. Registration in the Conference closes on February 15, 2008. For further information please contact <foreign@ombudsman.gov.ua> and <omb@ombudsman.gov.ua>.

A schedule of visits, sightseeing and a reception with Ms. Tymoshenko, Prime Minister of Ukraine, will be held on April 13, 2008. A dinner will also be hosted by Ms. Nina Karpachova, the Parliamentary Commissioner for Human Rights of Ukraine.

APRIL 27-30, MAY 1 2008—5TH BIENNIAL CONFERENCE OF THE CARIBBEAN OMBUDSMAN ASSOCIATION (CAROA) AND ONE-DAY MEDIATION WORKSHOP —BERMUDA

The 5<sup>th</sup> Biennial Conference of the Caribbean Ombudsman Association (CAROA) will be held in Bermuda on April 27 to 30, 2008 at the Grotto Bay Beach Resort, followed by a one-day mediation workshop to which you are also welcome. CAROA aims to support the

development of the ombudsman institution in the Caribbean and welcomes the insights of the international ombudsman network.

The first day of the conference will explore principles of good governance and the value of the ombudsman institution. The second day drills down to applications in ombudsman work (human rights, investigation techniques, psychology). Day three focuses on special issues such as challenges of small jurisdictions, freedom of information and whistle-blowing. The final session will evoke the wisdom of retired Ombudsman. The mediation workshop will focus on interest-based mediation using the Harvard Law School methodology.

Additional information regarding registration, accommodation and a Pre-Conference Questionnaire can be found on the website of the host Ombudsman for Bermuda: <[www.ombudsman.bm](http://www.ombudsman.bm)>.

JUNE 18-19, 2008 INTERNATIONAL  
FORUM ON ONLINE DISPUTE  
RESOLUTION—VICTORIA, BRITISH  
COLUMBIA, CANADA

The 2008 International Forum on Online Dispute Resolution will be held on June 18 to 19, 2008 in Victoria, British Columbia, Canada. Venues for the forum include Royal Roads University and the Lester B. Pearson College of the Pacific. The Forum consists of plenary meetings and breakout sessions.

Frank Fowlie, ICANN Ombudsman, has announced the opening of the pre-registration period for the 2008 International Forum on Online Dispute Resolution <[www.odrforum2008.org](http://www.odrforum2008.org)>. There will be a "by invitation" registration period until

Wednesday, March 19, 2009, following which registration will be open to all interested parties. The link for registration is found at <<http://onlinedisputeresolution.wufoo.com/forms/odr-forum-2008-registration>>. The required password is "odr2008". The Forum has a maximum registration of 150 people, thus the early registration period for interested parties. Should you register and then be unable to attend, please advise Frank Fowlie at [fowlie@icann.org](mailto:fowlie@icann.org) so that we can use the registration for other who may wish to attend.

Here is some travel information that might be helpful. Please also consult the Forum website at [www.odrforum2008.org](http://www.odrforum2008.org) for our official travel agent contact details.

*Airline travel*

The official airline partner for the 7th International Forum on Online Dispute Resolution is Air Canada. When booking on Air Canada, please use the following conference code: QDJAZCC1 and you will receive a 15% discount for flight booked into and out of Victoria, British Columbia, between June 14 and June 23, 2008.

*Aeroplan*

The organizing committee will be working with Aeroplan, Air Canada's frequent flyer program to provide a special Aeroplan number. The Aeroplan miles credited to this account will be donated to Pearson College, and used to accommodate the travel needs of students from developing nations.

The organizers would ask you to use this special Aeroplan number (348 604 257) when booking on Air Canada, especially if you are not already an Aeroplan member. Your generosity will assist learners from developing nations.

SEPTEMBER 29-OCTOBER 3,  
2008—U.S. OMBUDSMAN  
ASSOCIATION (USOA) 2008 ANNUAL  
CONFERENCE—LEXINGTON,  
KENTUCKY

The U.S. Ombudsman Association (USOA) is holding its 2008 annual conference in Lexington, Kentucky on September 29 to October 3, 2008. Further information can be obtained from the USOA web site at <[www.usombudsman.org](http://www.usombudsman.org)>.

### **I.O.I. PUBLICATIONS**

(2005) 9 THE INTERNATIONAL  
OMBUDSMAN YEARBOOK

Volume 9 of the *Yearbook* was published in early March and is being distributed to members during March 2008. The extensive Bibliography containing citations of books, book chapters and articles on the ombudsman found on the I.O.I. web site and compiled by Ms. Heather Grab and Professor Linda C. Reif is published in this volume. The other articles appearing in this volume are: “The Ombudsman and Client Satisfaction: Observations on the Relationship Between Jurisdiction, Outcome, and Satisfaction” by Frank Fowlie; “L’ombudsman: Proposition de Définition” (French) and in its English translation “The Ombudsman: Proposal for a Definition” by Rhita Bousta; and “Derechos Humanos y la Migración en México: Algunas Experiencias de la Comisión Nacional de los Derechos Humanos” (Spanish) and in its English translation “Human Rights and Migration in Mexico: Some Experiences of the National Commission of Human Rights” Mr. José Luis Soberanes.

(2006) 10 THE INTERNATIONAL  
OMBUDSMAN YEARBOOK

The compilation and editing of Volume 10 of the *Yearbook* has begun, with several articles already accepted for publication. It is hoped that Volume 10 will be completed and sent to the publishers by autumn 2008.

OCCASIONAL PAPER: OFFICE OF THE  
ICANN OMBUDSMAN, A  
PRACTITIONER’S GUIDE TO  
EVALUATING OMBUDSMAN OFFICES

We have received the permission of Mr. Frank Fowlie, ICANN (Internet Corporation for Assigned Names and Numbers) Ombudsman, to reprint his recent office publication entitled “A Practitioner’s Guide to Evaluating Ombudsman Offices”. This Occasional Paper will be distributed to I.O.I. members in spring 2008 and will also be made available on the I.O.I. website on the password protected area of the site.

### **NEWS ITEMS, ARTICLES ETC. FOR I.O.I. PUBLICATION**

We encourage the submission of news items for publication in the *Newsletter* and the submission of articles, manuscripts and lectures for consideration of their publication either in the *Occasional Paper* series or *The International Ombudsman Yearbook*. In particular, the Editor wishes to receive papers for consideration of their publication in (2006) Volume 10 of *The International Ombudsman Yearbook* and news items for the June 2008 *Newsletter*. We appreciate the regular receipt of information from member offices on changes in appointment, retirements, etc. for inclusion in the *Newsletter*.

Please note that the Editorial Advisory Board is in operation for anonymous review of papers submitted in consideration of their publication in the *Yearbook*.

Please submit all material to:

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