

Association des ombudsmans des Universités du Québec (AOUQ)

presents

OMBUDSMAN DAY

October 13 2022

Welcome words!



JULIE BONCOMPAIN, Chair of l'AOUQ

Julie Boncompain Chair's l'AOUQ since 2020, and is a member of the Executive committee of the Association of Canadian College and University Ombudspersons (ACCUO) since 2019. Protector of rights at Polytechnique and Ombudsman at the Institute of artificial intelligence at Mila, co-founder of JustEquitable in Quebec, Canada



PIERRE COSSETTE, Rector of the University of Sherbrooke and President of the Bureau de coopération Interuniversitaire (BCI)

Pierre Cossette is the rector of the Université de Sherbrooke since June 2017. He has brought together a solid management team made up equally of women and men with varied and complementary experiences and backgrounds. With his team, he mobilized the driving forces of the University to develop an ambitious strategic plan entitled "Oser. Transformateur."

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Presentation of the conference speakers

SOUCILA BADAROUDINE, Outgoing Ombudsman of University of Sherbrooke



Soucila Badaroudine retired after 39 years of serving the community of University of Sherbrooke as an ombudsman. From 2006-2022 she acted as the students' ombudsman, a position she held with dedication and commitment. Whereas from 1983 - 2006 she devoted herself to financial accessibility to students. During her career, she was also appointed twice by the Minister of Education of Quebec, first as chair of the committee on derogatory requests for financial assistance for studies in 1996, then to the Superior Council of Education as a member of the advisory committee on accessibility to studies from 2000 to 2008. Incredible volunteer outreach in the communities in the Sherbrooke area and on board of directors such as the Legal Aid for the Eastern Townships, the Service Aid for New Canadians and Actions interculturelles. It goes without saying she has developed a great deal of expertise as an ombudsman in the education sector. She also holds a BA in Special Education in Academic Adaptation, a Master's degree in Business Administration (MBA) and ongoing training in Dispute Prevention and Resolution from the Université de Sherbrooke, the Barreau du Québec and the Forum of Canadian Ombudsman.

CAROLINE MARTIN, Division of cooperation with neighboring states, Commission of Venice



Caroline Martin is a multidisciplinary lawyer with the Venice Commission of the Council of Europe. She led the drafting of the "Principles for the Promotion and Protection of Ombudsman Institutions" (the Venice Principles) and their endorsement by all Council of Europe bodies. Currently, she is responsible for cooperation with the southern Mediterranean neighboring countries and for the Ombudsman issue. Previously, she has dealt with constitutional law issues, including legislative processes, opposition rights, lobbying and fundamental rights questions such as freedom of expression, association, conscience and religion, discrimination and children's rights. Her years in the Constitutional Justice Division have given her a great deal of knowledge of the latter. Helping to draft the first Convention against money laundering exposed her to intergovernmental work on criminal policy. Caroline started her career at the Council of Europe as a legal officer in the Treaty Division and in the Legal Advice Department of the Secretary General of the Council of Europe."

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JEAN-MARC NANTAIS, Ombudsman Canada Post

Jean-Marc Nantais has been the ombudsman at Canada Post since 2017. The office of the ombudsman investigates complaints that have not been resolved to the satisfaction of Canada Post customers.

With over 30 years of experience, he has held several leadership roles in the areas of customer service, product management and marketing. Mr. Nantais joined Canada Post in 2003, and his most recent role was that of General Manager, Customer Service.

Mr. Nantais holds a Bachelor of Commerce degree from Concordia University in Montreal.

HÉLÈNE VALLIÈRES, Vice-Protector Institutional Affairs and Prevention

Me Hélène Vallières has degrees in Political science and in Law from Laval University, and a Juris-Doctor in North American Common Law from University of Montreal. She has been a member of the Quebec Bar since 2005. She joined the Protecteur du citoyen's team in 2008, and has held various positions, mainly in investigations and legal affairs. Me Vallières specializes in administrative law and in health and social services law.

Since 2017, she has been leading systemic and large-scale investigations, which have resulted in special public reports by the Protecteur du citoyen. In June 2018, she was appointed Deputy Ombudsman for Institutional Affairs and Prevention. She is responsible in particular for developing the public integrity mandate which was entrusted to the Protecteur du citoyen in 2017 under the Act to facilitate the disclosure of wrongdoings relating to public bodies.

Your co-animators!

PIERRE CHAMPOUX, Ombudsman French services, Radio-Canada



Pierre Champoux is a journalist for more than 35 years, Pierre Champoux touched on all facets of the profession before becoming ombudsman for Radio-Canada's French Services in July 2021. After a career as a radio newsreader and television news desk editor, he became editor-in-chief at ICI RDI, Radio-Canada's all-news channel, and then director of Information, Regions and Digital Archives in the public broadcaster's digital division. He then held various management positions in Radio-Canada's News Division, mostly with Digital news. Mr. Champoux has had a front row seat to the major upheavals that have shaken the news media in recent years, welcoming each challenge as an opportunity to rethink how information is produced and broadcasted to better reach the Canadian public in the wake of its everchanging consumption habits.

Digital transformation, the emergence of social media, the breakdown of the advertising market, the erosion of trust: he has led his teams through this often unpredictable evolution of the media universe, helping to ensure the public broadcaster's position as a leader in information, regardless of platform. In recent years, Mr. Champoux has been able to reflect more carefully on the foundations of journalistic action, having the privilege of working, as Director of Community Relations, to protect what unites the Canadian public and Radio-Canada's information service. More than ever, this has allowed him to see how transparency, fairness and a touch of education can strengthen this bond and solidify a fragile trust.

JOËLLE THIBAULT, Ombudsman of Hydro Quebec



Joëlle Thibault is an experienced lawyer, mediator and ombuds with over 25 years of experience. She is also recognized as a conflict prevention and resolution educator and coach. Over the years, Joëlle has managed more than 3,000 cases as an ombuds and provided over 2,000 coaching and mediation sessions. She has developed and facilitated over 100 specialized conferences and seminars on negotiation, dispute prevention and resolution as well as on the role of the ombuds. She created the your ombuds platform to provide information on the ombuds services that she offers.

She has served as a lawyer, advisor, investigator, mediator and ombuds for organizations, in many fields of activity, employing anywhere from 250 to 20,000 people. Joëlle is a member of the Barreau du Québec, the Ordre des conseillers en ressources humaines agréés du Québec (CRHA), the Institut de médiation et d'arbitrage du Québec (IMAQ), the Forum of Canadian Ombudsmen (FCO), the Association of Canadian College and University Ombudspersons (ACCUO) and the International Ombudsman Association (IOA).

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COLLEGE AND UNIVERSITY
OMBUDSPERSONS

Have a great virtual lunch conference!