DRAFT Ombuds Team announcement

Subject line: New employee resource – The CLIENT Ombuds Team

Dear Member of the CLIENT Community:

We are pleased to announce the launch of a new resource designed to provide independent, impartial, informal, and confidential support to you and other members of the CLIENT community. The ombuds team offers impartial and informal problem-solving dispute resolution resources in a virtual space where staff and leadership can safely discuss conflicts or concerns privately without fear of reprisal or judgment.

The primary mission of the ombuds team is to provide an independent, impartial, informal, and confidential resource to help employees manage, resolve, and surface concerns outside of formal channels. While all employees are encouraged to have direct conversations with each other and their managers and leverage other available resources as needed, the ombuds team is an additional avenue to facilitate and strengthen effective relationships between organizational departments and individuals and to foster early and informal resolution of conflicts. This alternative communication channel is voluntary and unbiased and aids employees in understanding procedures, developing suitable options, and finding fair and equitable outcomes.

**The value of virtual**

The virtual ombuds model provides more efficiency and increases accessibility for our employees. Offering virtual services instead of operating from a physical location also ensures more privacy.

While services will be delivered remotely, the ombuds team embodies our values — as well as its ethical, empathetic, and engaged culture — and is committed to a fair and thriving workplace.

**The ombuds team**

The ombuds team will be managed by MWI, a nationally recognized dispute resolution firm, and will provide regular reports to leadership on trends and patterns it sees during its work (while maintaining the confidentiality of those they work with. The ombuds services are confidential, and the team operates independently of management and leadership.

NAMES will serve as members of the ombuds team, and their virtual offices are now open and operational. Employees seeking ombuds services are welcome to contact them directly by visiting LINK.

Thank you all for collaboratively and respectfully working to make our organization strong, successful, and equitable.

Sincerely,