



DATE: January 7, 2026

TO: MWI Ombuds

FROM: Liz Hill, Director of Communications & Development, MWI

RE: Records Requests and Information Handling Policy

If an ombuds receives a request for records or information of any kind, the ombuds shall notify Liz Hill at MWI (ehill@mwj.org) immediately upon receipt and not respond independently.

This includes, but is not limited to:

- State public record requests
- Federal freedom of information requests
- Litigation holds
- Subpoenas duces tecum
- Requests from attorneys, courts, investigators, or internal offices

Prompt notification helps ensure the request is handled consistently and appropriately.

Friendly Reminders

MWI Ombuds Services are designed to operate as a confidential, informal resource. In support of that role, ombuds are encouraged to:

- Refrain from creating identifying records whenever possible.
- Treat notes and visitor communications as transitory working materials.
- Destroy transitory working materials as soon as practicable once they are no longer needed.

These practices help protect confidentiality and preserve the informal nature of ombuds services.

Questions? Please contact Liz Hill at ehill@mwj.org.

Related documents:

[MWI Ombuds Record Retention Policy](#)

[MWI Record Retention Monthly Audit Checklist](#)