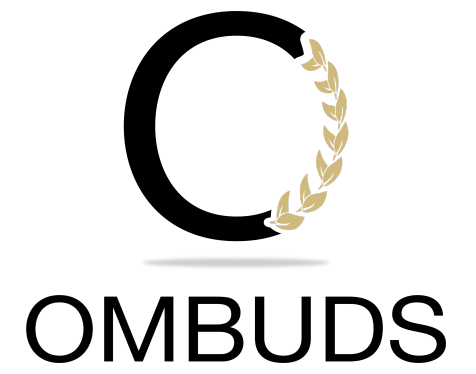


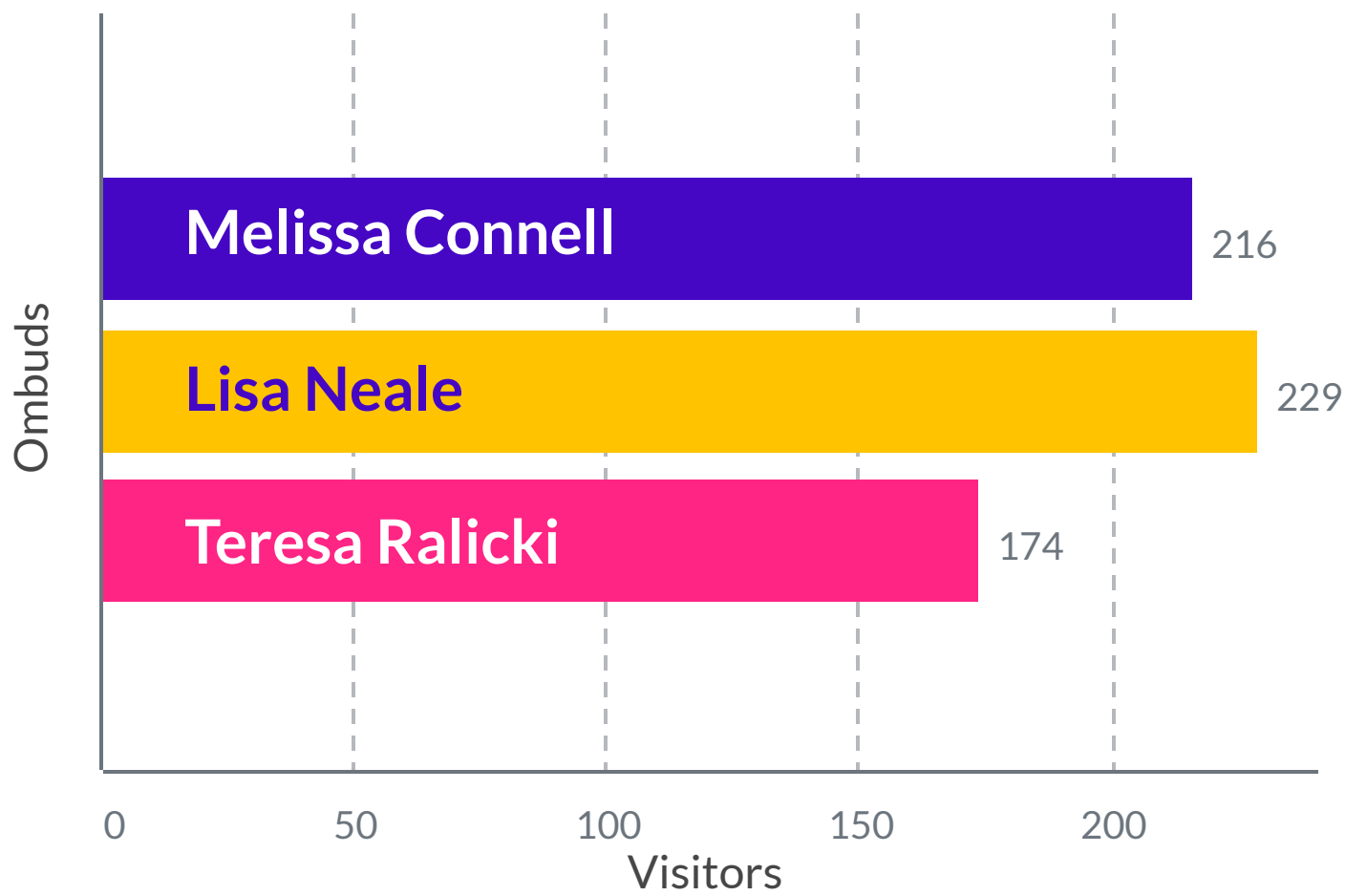
# OMBUDS OFFICE

## 2020 - A Year In Review



In the Ombuds Office, we are transparent and consistent in our practices as we provide conflict prevention, management, and resolution to the University of Colorado Denver | Anschutz Medical Campus communities. In calendar year 2020 we've utilized our personal skills and expertise to go beyond the basic Ombuds offerings and provided additional support to individuals, groups, leaders, and the institution. We seamlessly transitioned all of our services virtually with the start of the COVID-19 pandemic and continue to do so.

### 607 Visitors in 2020



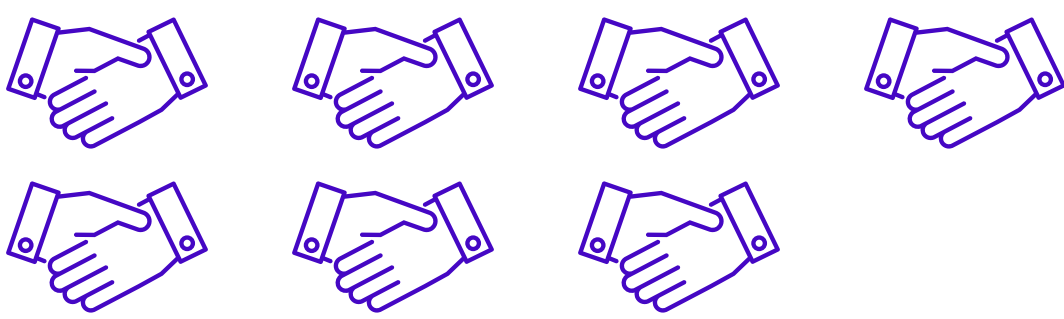
### Group & Department Climate & Culture Assistance in 2020



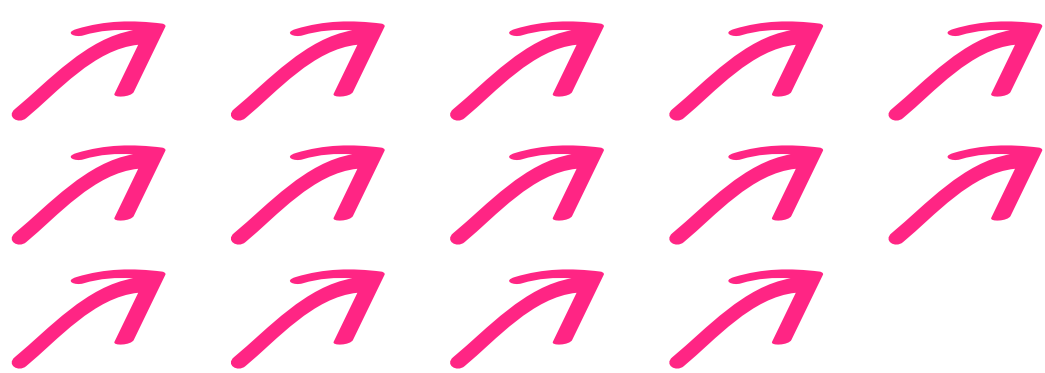
### Qualitative and Quantitative Data Gathering & Analysis

- Individual interviews
- Focus groups
- Upward feedback survey
- Climate survey

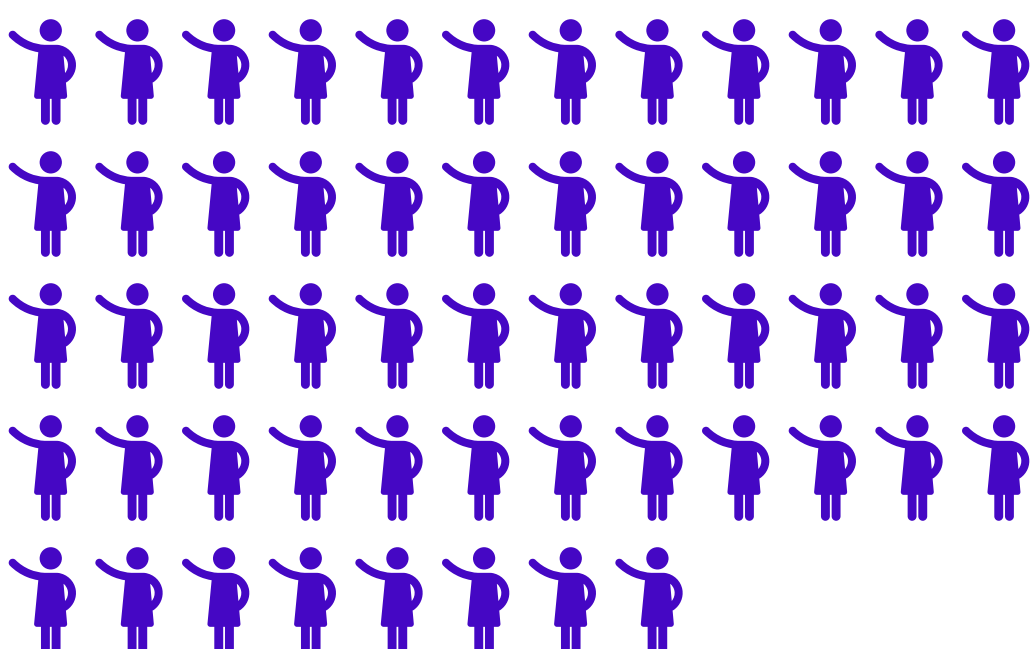
### 7 Facilitated Conversations/ Informal Meditations



### 14 Occasions to Raise Systemic Trends/Team Dynamics



### 56 Trainings



## 2020: Themes & Issues

As it was for everyone, 2020 was a year that presented new challenges and required the Ombuds Office adjust how it works. We helped visitors navigate issues common to previous years as well as new challenges for all of us.

- Increased # of female and female of color visitors raising issues of unequal pay.
- Heightened awareness and requirement to address racist and sexist comments within campus communities.
- Increased # of cases regarding mental health, burnout, stress, and lack of structural support for increased work due to Covid-19.
- Increased # of visitors working in labs raising issues regarding adherence to Covid-19 protocols, increased stress/anxiety, and increased work demands.
- Assisted supervisors struggling with managing units and supporting teams virtually.

# Above and Beyond in 2020

In 2020, we went above and beyond with our services to help support the University and grow professionally.



Launched [Lunch & Learn series](#) in April, providing 4 trainings each month through June and continued the trainings regularly for the rest of the year for a total of 19 in 2020.



Seamlessly transitioned trainings, group facilitations, and mediations to being conducted virtually.



Contributed to [Ombuzz.blog](#), including extra posts to help faculty, staff, and students transition to remote work and learning.



Helped groups navigating the COVID crisis, provided resources for mental health, facilitated team building activities, and helped leaders review options for addressing the impacts of the pandemic.



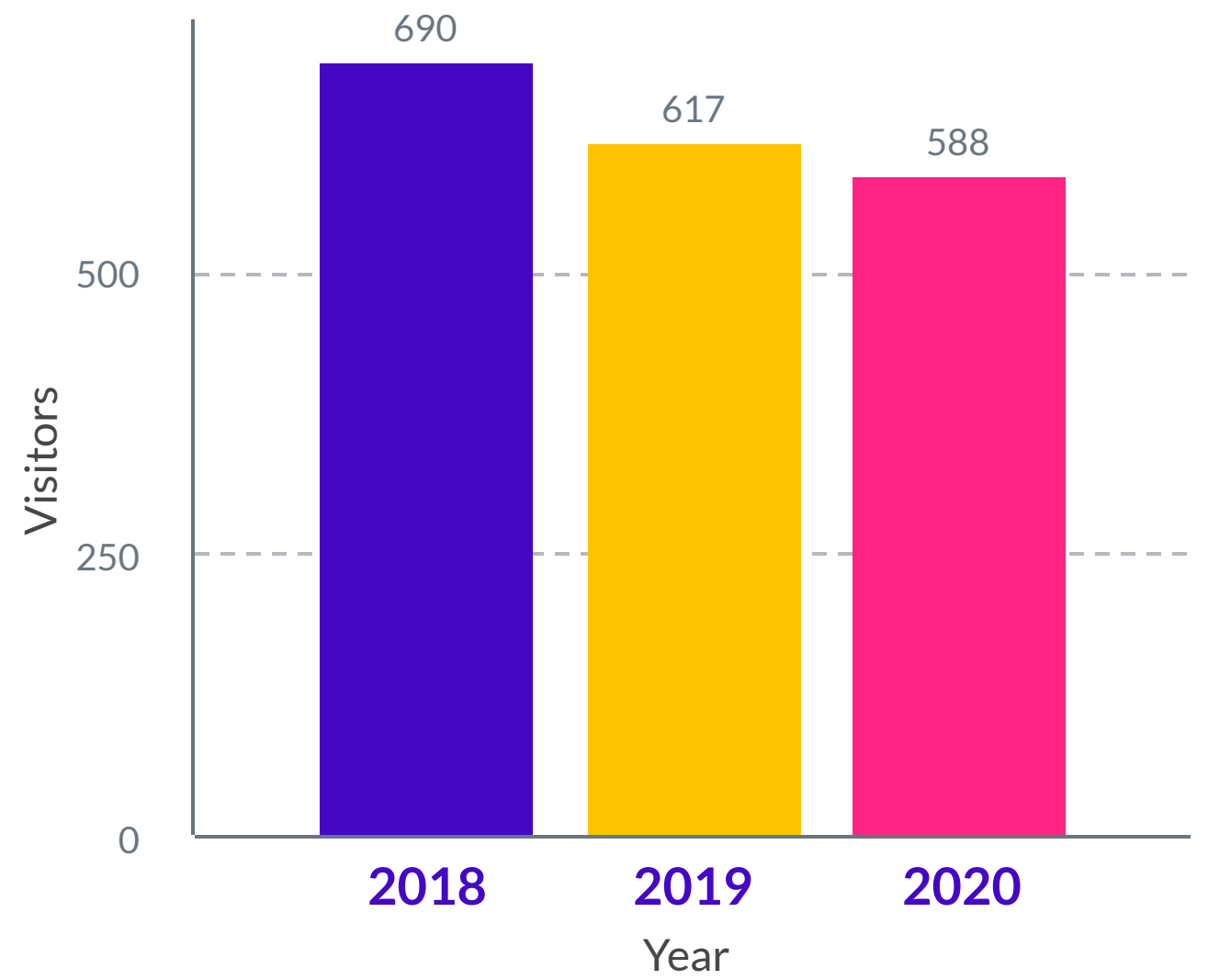
Created an intercampus working group to explore the need for a restorative justice program for the institution.



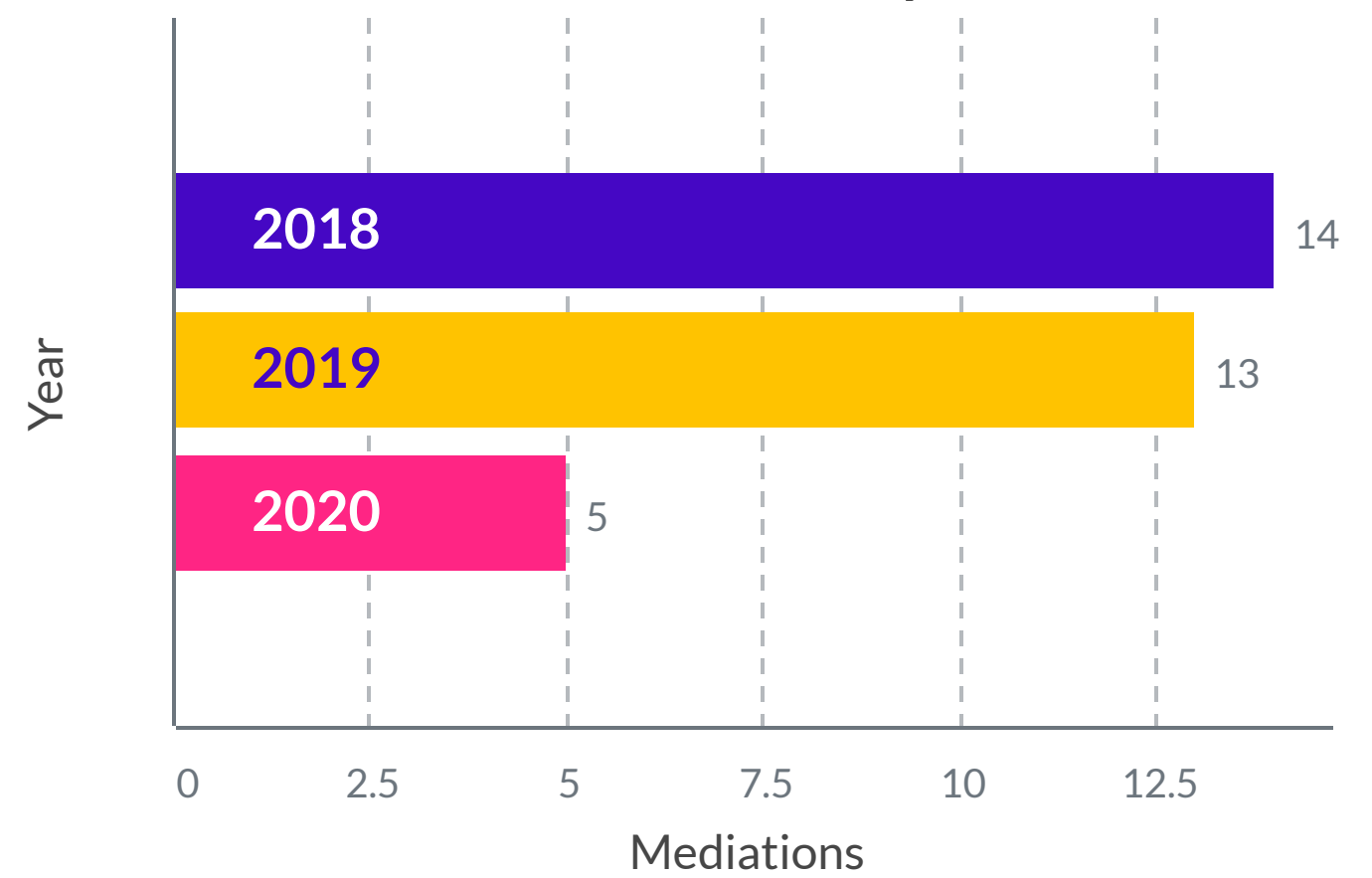
Engaged in local, national, and international Ombuds professional associations by planning conferences, mentoring, and providing consistent practice expertise.

# Yearly Comparison

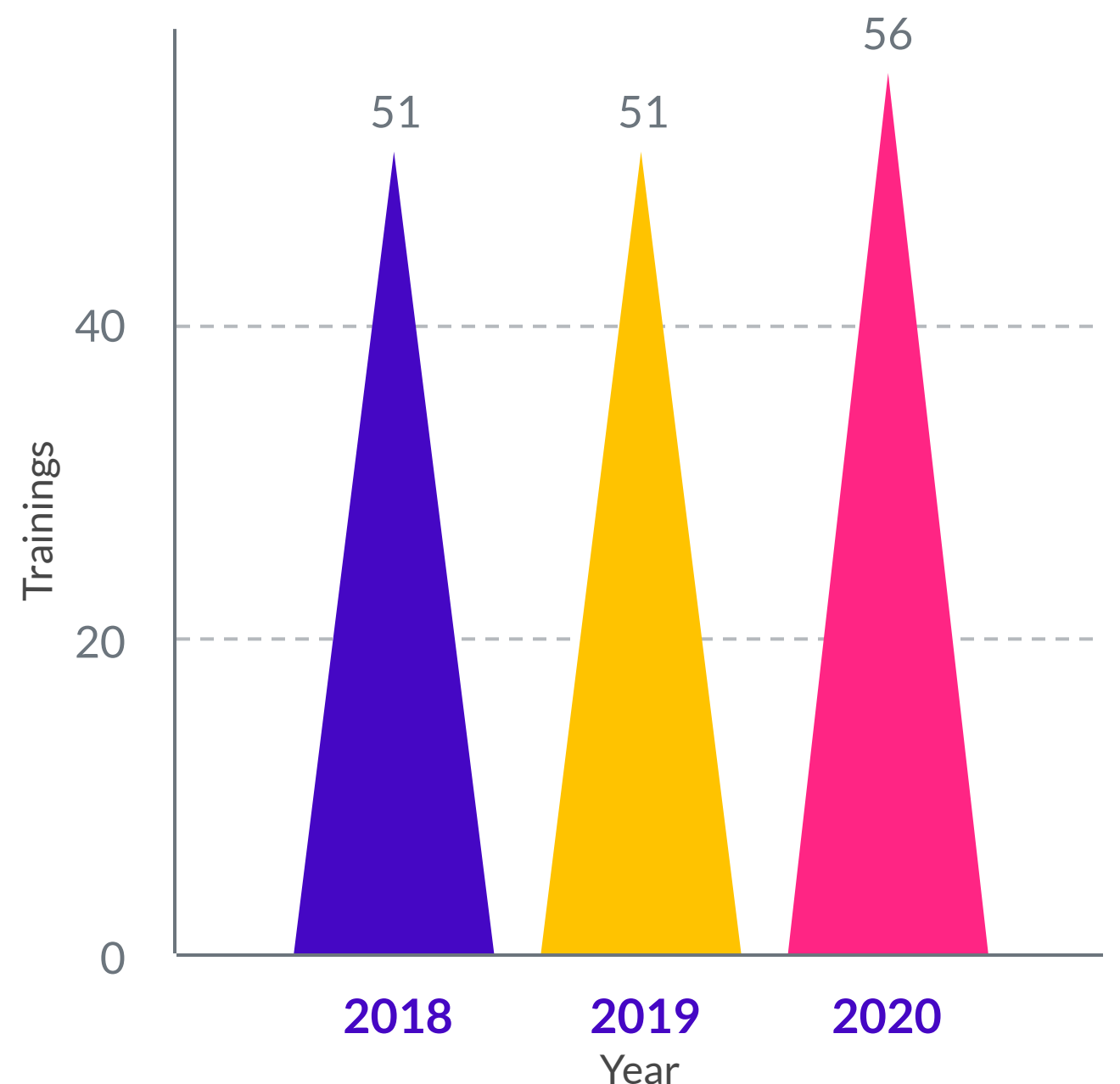
### Total Visitors by Year



### # of Mediations by Year



### # of Trainings by Year



### # of Groups & Departments Assisted by Year

