



Vancouver Public Schools Office of The Education Ombuds

A Community Focused Program Introduction

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What is an Ombuds?



Organizational Ombuds

The word Ombuds(man) comes from a Swedish word that means "trusted representative." The word has come to mean someone who assists consumers or citizens who are experiencing problems with corporations or government organizations.

VPS's Definition

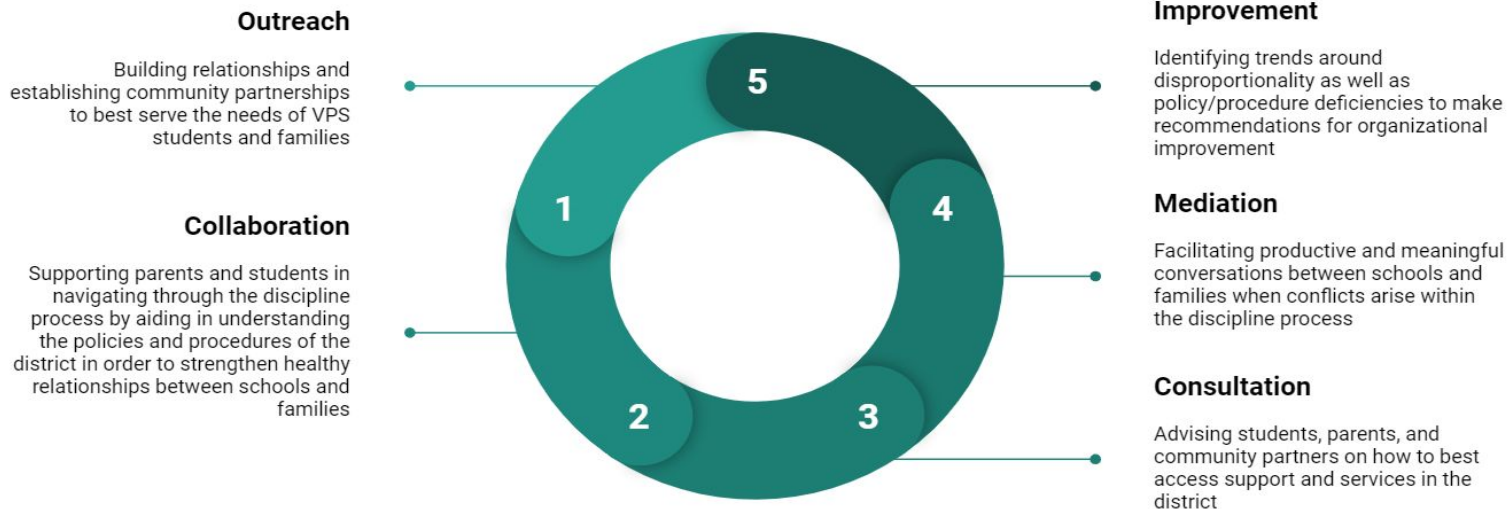
A trusted individual who can assist in navigating conflicts and issues.

Program Purpose and Description

Vancouver Public Schools Office Of The Education Ombuds

The education ombuds works with students, families, schools, and the community through the discipline process to resolve conflicts, build supportive partnerships, and foster collaboration so that every student can engage in a valuable educational experience within Vancouver Public Schools. The ombuds will provide confidential and unbiased guidance, resources, information, and support to build greater family-school partnerships. This work will aid in supporting the district's initiative of creating a school system with equity by removing barriers that impede students from accessing the tools and resources they need to successfully engage in their learning environments.

System of Support





What Our Office Can Do

- Serve any K-12 Vancouver Public Schools family or student who is dealing with a discipline matter
- Provide assistance to families that is confidential, unbiased, independent and informal
- Listen to the concerns and questions from families or students to provide guidance, support, information or coaching
- Provide information and guidance around district discipline policies and procedures
- Identify solutions and share ideas for amending communication and relationships within school communities
- Provide informal mediation when necessary

The Ombuds is not...

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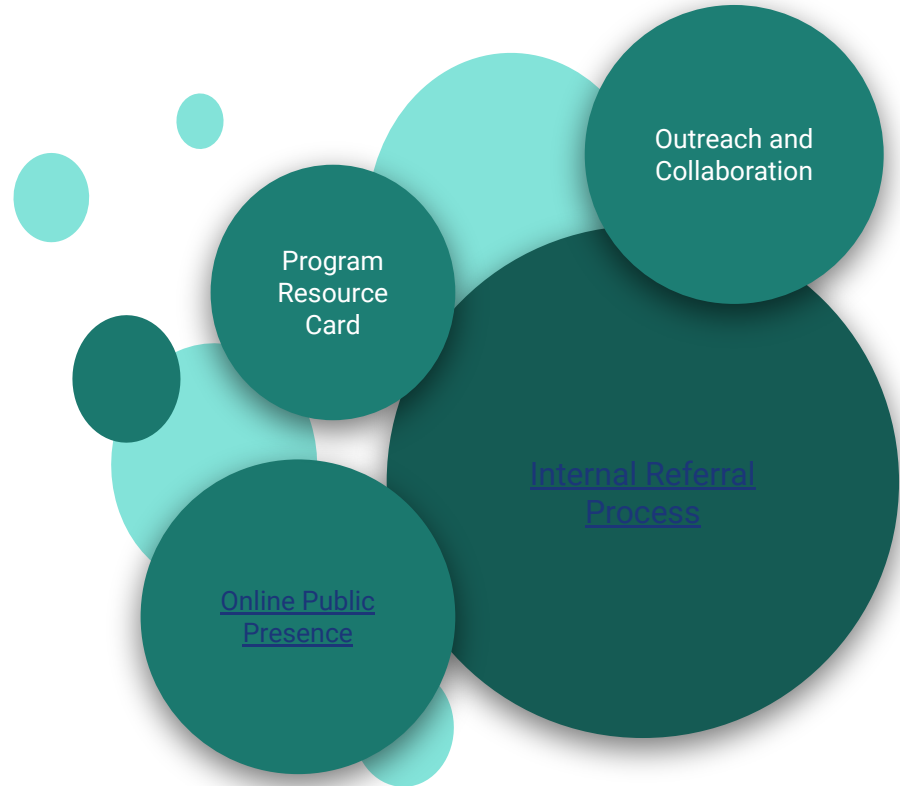
What Our Office Does Not Do

- Act as an advocate
- Act as a compliance officer
- Serve or replace any formal channels for filing complaints or voicing concerns
- Offer legal advice
- Overturn any discipline action
- Make, set, or change any discipline policies or procedures
- Intervene in any existing legal or appeal process



Office of the Education Ombudsman

Engagement and
Communication



Program Resource Card

What can an education ombuds do for you?

If you have concerns about your child's experience within the discipline process, please reach out to us. We are here to help you navigate the district's processes and procedures.

We're here to support you.

outreach 01

Building relationships to serve student needs

collaboration 02

Strengthening the bond between schools and families

consultation 03

Advising families how to access district support and services

mediation 04

Facilitating conversations for families around conflicts in the discipline process

improvement

05

Providing recommendations to improve district policies and procedures

MEET THE OMBUDS: RACHEL CASON



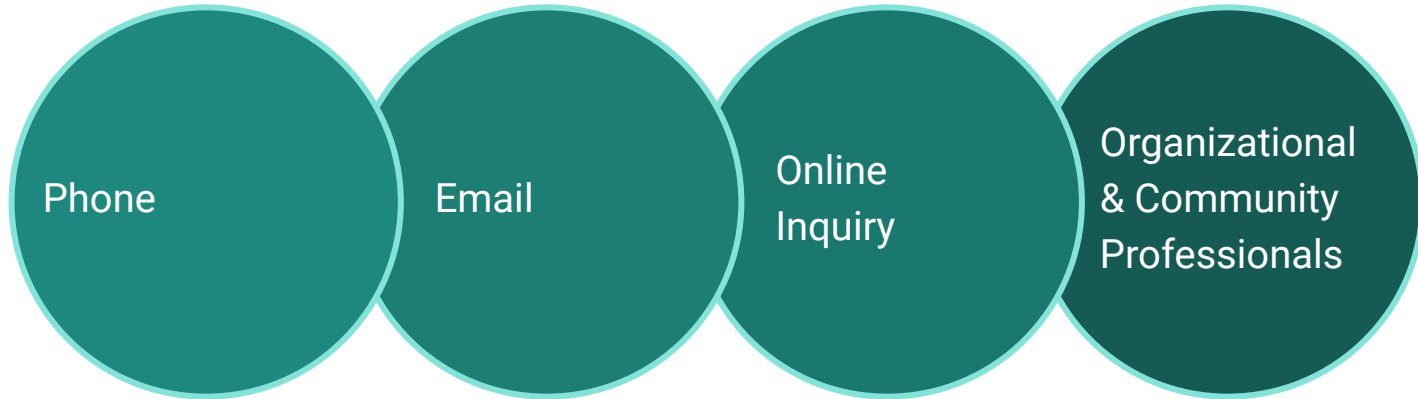
- Works through the discipline process with students, families, schools and the community
- Resolves conflicts, builds supportive partnerships and fosters collaboration
- Provides confidential and unbiased guidance, resources, information and support
- Supports the district's equity initiative by removing barriers impeding students from accessing the tools and resources they need to successfully engage in their learning environments

What is an Ombuds? A trusted individual who can assist in navigating conflicts and issues

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How VPS Families can Access the Ombuds Office



When should a inquiry or referral be made to the Ombuds Office?

VPS Families/Students	Building Administrators	VPS Staff	Community Partners
<ul style="list-style-type: none"> -If a discipline matter exist, small or big -If a conflict exists around a discipline matter -If assistance, resources, and guidance is needed when navigating a discipline matter 	<ul style="list-style-type: none"> -If admin is aware that a conflict exist around a discipline matter -If admin is aware that a family needs assistance dealing with a discipline matter 	<ul style="list-style-type: none"> -If a staff member is aware that a conflict exist around a discipline matter -If a staff member is aware that a family needs assistance dealing with a discipline matter 	<ul style="list-style-type: none"> -If a community partner is aware that a conflict exist around a discipline matter -If a community partner is aware that a family needs assistance dealing with a discipline matter

How should an inquiry or referral be made to the Ombuds Office?

<ul style="list-style-type: none"> -Phone or email directly to Ombuds Office 	<ul style="list-style-type: none"> -Internal Referral Form (with parent consent) -Directing family to the office by way of program resource card, website, and/or contact information 	<ul style="list-style-type: none"> -Directing family to the office by way of program resource card, website, and/or contact information 	<ul style="list-style-type: none"> -Directing family to the office by way of program resource card, website, and/or contact information
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Identifying Trends to Improve Outcomes For Students



Discipline Process Parent Survey

Process

An evaluation of our efforts to guide families through the discipline process

Procedure

Assessing the effectiveness of our practices around notifying and explaining disciplinary actions to families

Experience

Assessing the quality of our interactions with families when involved in the discipline process

This survey will be used to better serve and support the families of VPS as we work to build collaborative and healthy partnerships within the discipline process. We will use responses from this survey to guide our efforts in improving our practices and expand our capacity to successfully engage with families and students.



Questions

Contact Information

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Education Ombuds

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<https://vansd.org/equity-initiative/#ombuds>