

County of Dane
Employee Ombuds Office



Diana Pastrana

FOUNDER OF DEFYNE, LLC

LEAD OMBUDS

She/Her

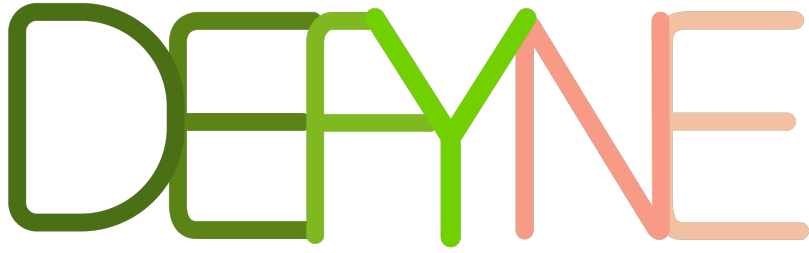
- Inclusion Institute Certified Diversity Practitioner
- Cornell University Certificate in Conflict Management
- International Ombuds Association Member

CONTACT INFO:

Email: diana@countyofdaneombuds.com

Phone: 608-721-7321 (call or text)

Website: www.countyofdaneombuds.com



County of Dane
Employee Ombuds Office

The Four Guiding Principles

Confidentiality

Impartiality

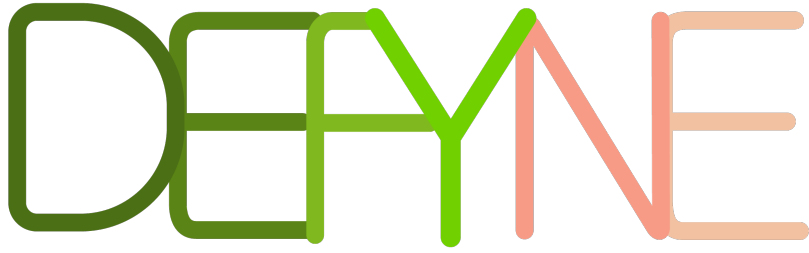
Independence

Informality

What is an Ombuds?

The Ombuds provides a safe and trusted space to talk about an issue or concern, explore options to help resolve conflicts, and bring systemic concerns to the attention of the organization for resolution.

Ombuds is the Swedish Word for "Representative"



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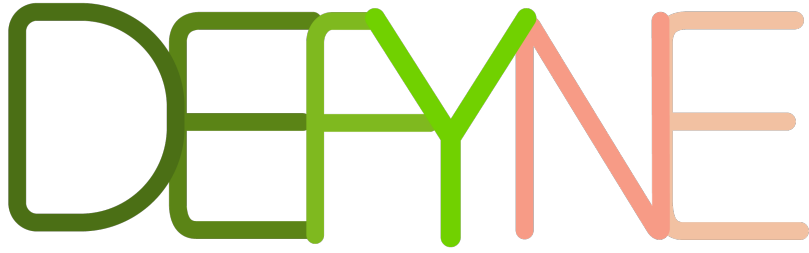
Informality

CONFIDENTIALITY:

- The identity of those seeking assistance from the Ombuds, as well as communications and information specifically relating to them is confidential information to the extent permitted by law.
- To the maximum extent permitted by law, The Ombuds shall protect confidential information, and others cannot waive this requirement. The Ombuds and the organization that established the program shall take reasonable measures to safeguard the security of confidential information.

Limits of Confidentiality

- Any written communication is subject to open records laws and is not confidential.
- The Ombuds may disclose confidential information as necessary if the Ombuds determines that failure to do so could result in imminent risk of serious harm.



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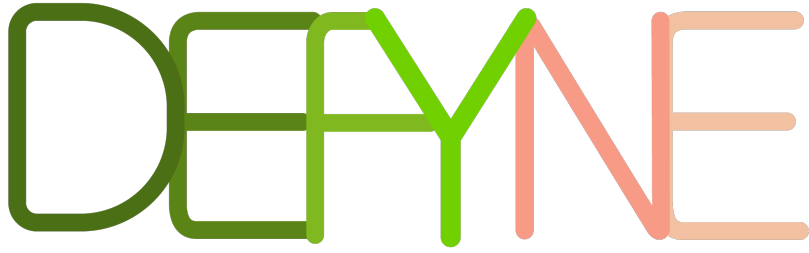
Impartiality

Independence

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IMPARTIALITY:

- The Ombuds functions as an impartial, neutral, and unbiased resource.
- The Ombuds fairly and objectively considers issues and people who may be affected.
- The Ombuds promotes equitably administered processes but does not advocate on behalf of any visitor or entity.
- The Ombuds has no personal interest in, and incurs no gain or loss from, the outcome of a matter.



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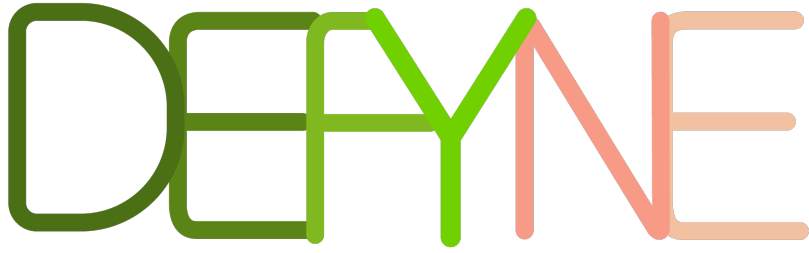
Impartiality

Independence

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INDEPENDENCE:

- The Ombuds is not an employee of the County.
- The Ombuds is independent in appearance, purpose, practice, and decision-making.
- The Ombuds operates independently of line of staff reporting structures and without influence from other function or entities within the organization.



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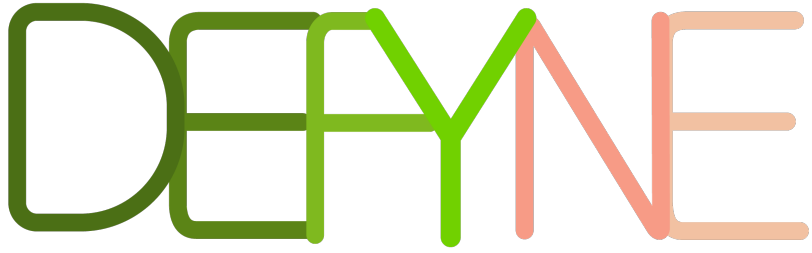
Impartiality

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INFORMALITY:

- The Ombuds is not a required step of any formal process.
- The Ombuds does not investigate and cannot accept notice on behalf of the county.
- The Ombuds does not keep records of meetings, however written communication may be subject to open records requests.



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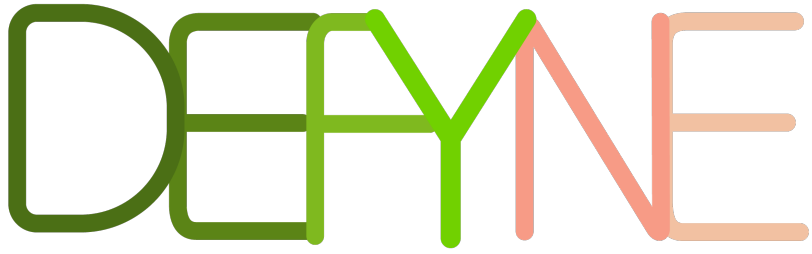
Services Provided by the Ombuds

One on One Support

Mediation

Group Facilitation

Courses/Training



County of Dane
Employee Ombuds Office



In Person Support

City County Building

Room 208

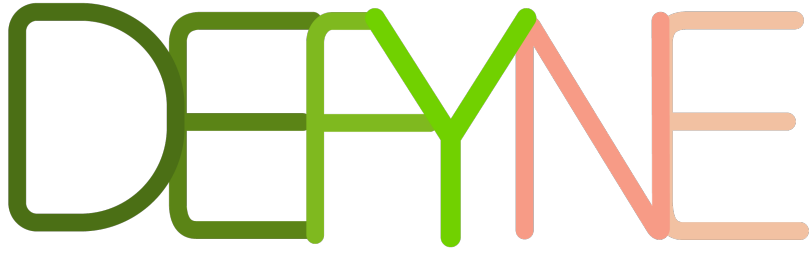
By Appointment

(Take elevators at the end of
the long hallway from main
entrance)

Drop in Office Hours

Tuesdays – 9am-1pm

Wednesdays – Noon -4pm



County of Dane
Employee Ombuds Office

Select a Date & Time

< June 2024 >

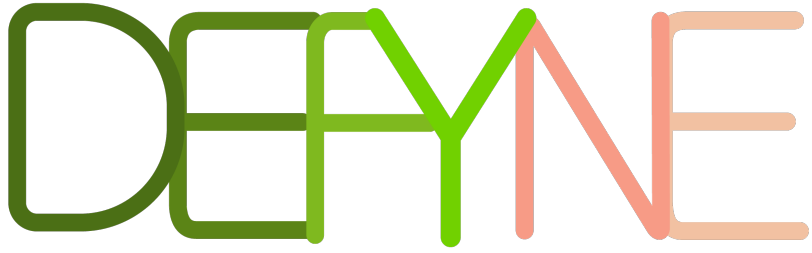
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Virtual Support
Via Zoom by Appointment

Schedule a meeting at

www.countyofdaneombuds.com

"Schedule a Meeting" Tab



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Contact The Ombuds

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