

To: Montgomery College Community

From: Dr. DeRionne P. Pollard, President

Subject: **Welcome New Ombuds for Employees**

Date: October 5, 2020

I am pleased to announce the arrival of Allison Whaley as the new ombuds for employees at Montgomery College. MC has a number of useful tools and resources for conflict resolution. The Office of the Ombuds is one of them, providing confidential assistance to staff, faculty, and administrators in mitigating and resolving workplace issues and concerns. The ombuds operates in accordance with the Code of Ethics and Standards of Practice as established by the International Ombudsman Association, serving in an informal, impartial, and independent manner, and maintaining the confidentiality of visitors.

Ms. Whaley has been trained extensively as a mediator, facilitator, conflict coach, and holds the distinction of being certified by the Society for Human Resource Management (SHRM) and the Mediation Training Institute (MTI) as a trainer in workplace conflict resolution. Prior to joining Montgomery College, she served as the ombuds for staff at Clemson University and as the associate ombudsman at the U.S. Food and Drug Administration (FDA) Center for Tobacco Products. Before entering the ombuds profession, she worked as an attorney for the National Veterans Legal Services Program, advocating on behalf of veterans and their families.

Ms. Whaley is a certified organizational ombudsman practitioner (COOP) and an active member of the International Ombudsman Association (IOA) and the American Bar Association (ABA). She earned her juris doctorate from Mercer University School of Law and received her undergraduate degrees in health science and criminology from the University of Florida.

In addition to providing a safe forum for individual employees to discuss concerns, the Montgomery College Office of the Ombuds contributes to organizational wellness by identifying and sharing trends with senior leadership, issuing an annual report, and making recommendations for change. By seeking to improve employee experiences at Montgomery College, these recommendations help to contribute to overall organizational health of Montgomery College.

I look forward to Ms. Whaley's contributions to these important areas of the College. Please join me in welcoming her. She can be reached at 240-234-0567 or ombuds@montgomerycollege.edu today.