

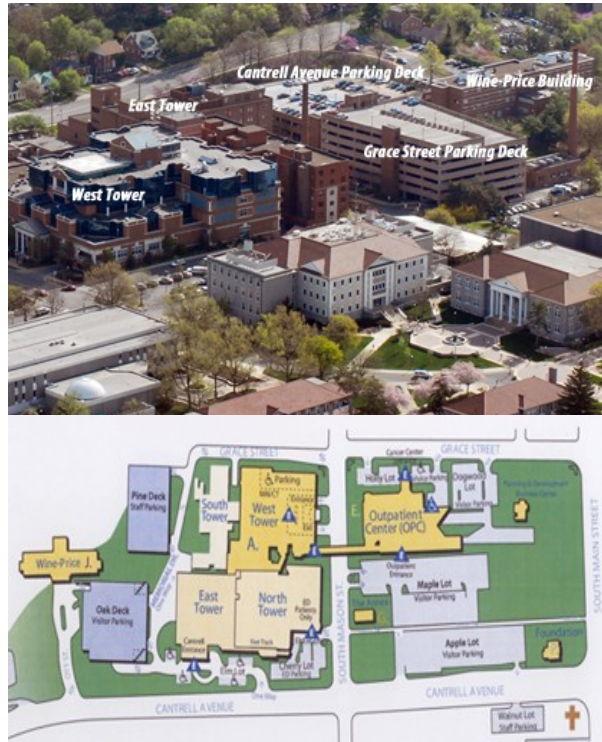
Consider talking with your Ombudsperson when you

- need someone to lend a listening ear
- want to explore options to improve your situation at work
- seek clarification on policies, practices or procedures
- experience a work-related situation that is awkward or bothering you
- think you have been treated unfairly
- desire assistance with the Grievance Procedure
- need help in resolving conflict with a co-worker, supervisor or a group of people

Additional Resources

JMU Office of Equal Opportunity
James R. Robinson, Director
JMAC 2, Room A101
MSC 5802
1017 Harrison Street
540-568-6991
Fax 540-568-7992
OEO@jmu.edu

Office of the Dean of Students at JMU
Dr. Jim McConnel
Taylor Hall, Room 300
MSC 3534
285 Warren Service Drive
540-568-6468
Fax 540-568-6538
mconnjw@jmu.edu



Contact Information

Cathy Thomas, Employee Ombudsperson
thomasce@jmu.edu
540-568-3967
Fax 540-568-7916
HR Service Center 540-568-6165

Location

James Madison University
Wine Price Building, Room 2038
MSC 7009
752 Ott Street
Harrisonburg, VA 22807

James Madison University
Human Resources

GETTING TO KNOW YOUR
EMPLOYEE
OMBUDSPERSON



Cathy Thomas
540-568-3967
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GETTING TO KNOW YOUR EMPLOYEE OMBUDSPERSON

An ombudsperson is someone who helps employees problem-solve when workplace issues arise.

JMU's employee ombudsperson offers informal, impartial, private help for employees. A place where employees find a safe haven to voice their concerns, organize their thoughts, and figure out options. Facts are objectively considered and ideas are offered to resolve one's issue or conflict. Legal advice and counseling are not services offered by an ombudsperson.

Your employee ombudsperson strives to

- ˆ treat others fairly with respect and empathy
- ˆ investigate issues informally
- ˆ determine the validity of an issue
- ˆ analyze problems
- ˆ recommend actions needed to achieve resolution
- ˆ refer employees to appropriate campus resources
- ˆ insure consistency with policy and regulations
- ˆ maintain privacy

Your employee ombudsperson

Cathy Thomas has been a member of the JMU community since 1976. She began a managerial career at JMU with Dining Services soon after graduating from Madison College. In 2000, she joined the HR Recruitment Team and then HR Management Services in 2004. The HR Service Center and the employee ombudsperson's role was created in 2007. Prior to the development of the HR Service Center, Cathy supported both managers and employees as their Management Services representative. As ombudsperson, her role now is to offer informal, impartial help for employees who want their problems and concerns addressed privately.



Let's Talk

A visit or phone call to your employee ombudsperson can be a good first step if you do not know where to turn or how to approach a situation.

Calling ahead to arrange a visit helps insure adequate time to discuss your situation. Phone calls and e-mails are welcome any time. There are no fees or charges for services.

James Madison University does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, or disability.

Contact Information

[www.jmu.edu/humanresources/hrsc/
employeeombudsperson.shtml](http://www.jmu.edu/humanresources/hrsc/employeeombudsperson.shtml)

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