



ORGANIZATIONS  
IN SOLIDARITY

# OIS COMMUNITY OMBUDS PILOT PROGRAM

## ABOUT

WCAPS' "community ombuds" serves as a resource that partner staff can call on for advice and support, all with strict confidentiality. Our Ombuds, Hector Escalante, will be working with all U.S.-based [OrgsinSolidarity](#) partners in accordance with the [Charter](#).

By flagging existing problems that are occurring at more than one organization, the ombuds can raise the profile of those problems and potentially suggest solutions, without specifying which organizations or individuals are experiencing the problems.

## CONTACT THE OMBUDS



209-969-6549



[Schedule a Meeting!](#)



[OiS Community Ombuds Website](#)



[hector@escalanteombudsconsulting.com](mailto:hector@escalanteombudsconsulting.com)



Join the [OrgsinSolidarity Slack workspace](#) and [message him here!](#)

## OMBUDS SERVICES

The Ombuds provides **off-the-record, non-escalating, impartial, independent, and informal dispute resolution assistance to employees at no cost to them.** This includes:

- **listening** to concerns
- **clarifying** issues;
- **brainstorming and assessing** options;
- providing **coaching**;
- helping gather information about **resources and referrals**;
- **facilitating dialogue**;
- **informal conflict resolution**, as appropriate.

**The Ombudsperson does not provide legal advice, psychological counseling, or advocacy, and does not entertain or elevate legal claims, but instead seeks to inform employees and empower them to manage their own conflicts and concerns.**

OiS partner organization staff and individuals are encouraged to contact the Ombuds to raise concerns and explore options that may **resolve disputes, improve work life, and foster an inclusive atmosphere** that addresses conflict in a healthy manner.