

# Proclamation

**WHEREAS**, the role of Ombuds originated in Sweden over 200 years ago, designated as a government official charged with assisting citizens with complaints or problems with their government; and

**WHEREAS**, today's Ombuds are confidential, informal, independent, and impartial professionals who offer assistance to all members of their relevant community with navigating the full range of questions, disputes, complaints, and concerns arising while living, working, learning, and/or playing together; and

**WHEREAS**, the Town of Chapel Hill and the University of North Carolina at Chapel Hill are committed to fostering communities where all people have an opportunity to thrive, a community that is welcoming to all, a community that promotes safety, equity, fairness, respect, adherence to law and policy, and a community that supports cooperative approaches to problem solving; and

**WHEREAS**, disagreements, conflicts, complaints, confusion, frustrations, and questions will inevitably arise in our respective organizations and interdependent communities; and

**WHEREAS**, the early identification, fair consideration, and equitable handling of such issues is in the best interests of individual community members, the Town of Chapel Hill and/or University of North Carolina at Chapel Hill; and

**WHEREAS**, nationally renowned Ombuds offices have been established in the Town of Chapel Hill and at the University of North Carolina at Chapel Hill, to provide highly valued services to the Town and the University, respectively, by helping individuals fully understand, articulate, and frame their stories; by helping to identify options, strategies and resources for responses to challenging circumstances; by helping individuals and communities engage to develop constructive paths forward; and by providing insights and information to decisions makers so they may make better decisions; and

**WHEREAS**, these Ombuds offices have served thousands honorably and compassionately in their respective missions by aligning their work with the Town of Chapel Hill's values of responsibility, equity, safety, professionalism, ethics, communication, and teamwork, and with the University of North Carolina at Chapel Hill's principles of being of the public, for the public, innovative, and above all, human and humane;

**NOW, THEREFORE, we**, the Chapel Hill Town Council, join with Chancellor Kevin Guskiewicz, in celebrating Thursday October 14, 2021 as

## OMBUDS DAY

and encourage all members of the Town of Chapel Hill and University of North Carolina communities to familiarize themselves with these services, and to support and utilize these essential services.



GIVEN UNDER MY HAND AND THE SEAL OF THE TOWN OF CHAPEL HILL, ON THIS THE THIRTEENTH DAY OF OCTOBER IN THE YEAR TWO THOUSAD TWENTY-ONE.

*Pam Herms*