



## CERTIFICATE of RECOGNITION

*By virtue of the authority vested by the Constitution of Virginia in the Governor of the Commonwealth of Virginia, there is hereby officially recognized:*

### OMBUDS DAY

**WHEREAS**, the role of the ombuds originated over 200 years ago in Sweden, designated as a government official charged with advocating on behalf of citizens with complaints or problems with the government; and

**WHEREAS**, today's ombuds are confidential, independent, and impartial conflict management professionals who work to address individual and systemic issues outside of and complementary to formal channels such as human resources, grievances, complaints, and legal action; and

**WHEREAS**, ombuds work in a wide variety of organizations within the Commonwealth of Virginia and worldwide, including universities and colleges, governments, healthcare institutions, corporations, financial institutions, for-profit and non-profit organizations, the media, and international organizations; and

**WHEREAS**, ombuds programs provide a valuable form of alternative dispute resolution (ADR) and significant value to the constituents and institutions they serve, and are an essential supplement to formal conflict management processes that address allegedly inappropriate or wrongful conduct; and

**WHEREAS**, ombuds provide powerful risk management resources for the organizations they serve; and

**WHEREAS**, recognition of this day is an opportunity to increase awareness and understanding of the profession, highlight the value ombuds bring to the organizations and residents they serve, and encourage the greater use of ombuds programs; and

**WHEREAS**, citizens of the Commonwealth of Virginia are encouraged to become familiar with the ombuds profession and the professional in this role across sectors, and to make use of these essential services as needed;

**NOW, THEREFORE**, I, Ralph S. Northam, do hereby recognize October 14, 2021, as **OMBUDS DAY** in our **COMMONWEALTH OF VIRGINIA**, and I call this observance to the attention of all our citizens.



*Ralph S. Northam*  
Governor

*Keely Thomas*  
Secretary of the Commonwealth