

Ombuds Service at *JSM 2019*

As affirmed in the [Activities Conduct Policy](#), “The American Statistical Association (ASA) is committed to providing an atmosphere in which personal respect and intellectual growth are valued and the free expression and exchange of ideas are encouraged. Consistent with this commitment, it is the policy of the ASA that all participants in ASA activities enjoy a welcoming environment free from unlawful discrimination, harassment, and retaliation.” As part of that commitment, ASA has retained a firm of experienced professionals, ProActive ReSolutions, to provide independent, confidential Ombuds services during the Joint Statistical Meetings.

Why would I call the ProActive Ombuds?

A ProActive Ombuds will be available to provide advice and consultation to attendees regarding any concerns relating to fairness, equity, or respect that may arise during *JSM*.

What will the ProActive Ombuds do if I call?

- Listen impartially and act as a sounding board for concerns;
- Provide general resource information and make appropriate referrals;
- Facilitate exploration of options and ways of moving forward;
- Coach individuals to have constructive communications; and
- Give sound and practical advice to empower individuals to self-advocate.

What about confidentiality?

The ProActive Ombuds will keep all information you provide confidential unless the ProActive Ombuds assesses and finds an imminent risk to safety. Over *JSM*, the ProActive Ombuds will identify any trends and patterns arising from consultations and inquiries received; following *JSM*, ProActive will report to the ASA on those trends and patterns in a completely anonymized manner.

How can I contact the ProActive Ombuds?

If you would like to consult with the ProActive Ombuds during *JSM*, please email: ASA_ombuds@proactive-resolutions.com and indicate whether you would prefer to have a telephone conversation or communicate through this dedicated and confidential email address. A ProActive Ombuds will respond to you as soon as possible and within 24 hours.

Who will be providing the ProActive Ombuds Services?

The following individuals will be providing the ProActive Ombuds Services for *JSM 2019*:

- Ashley Moore
- Shirley Nakata