

**NEED HELP UNTANGLING A  
COMPLICATED SITUATION?**

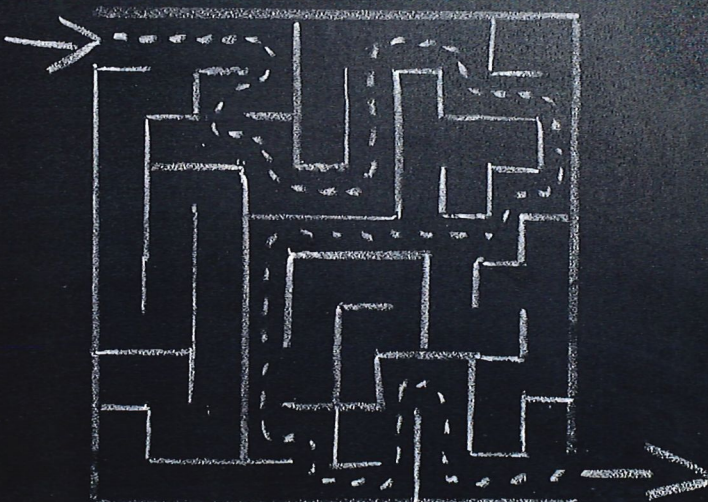
**NEED AN IMPARTIAL AND  
CONFIDENTIAL SOUNDING  
BOARD?**

**NOT SURE WHICH POLICY  
APPLIES TO YOUR CONCERN?**

**THINK YOU'VE BEEN  
TREATED UNFAIRLY?**

**NEED A MEDIATOR OR  
FACILITATOR?**

**NOT SURE WHERE TO TURN  
FOR HELP?**



The Office of the University  
Ombudsman is always a safe  
place to consider your options.  
Talk with the ombudsman —  
as a first step or as a last resort  
or at any point in between.

**YOU CAN REACH THE  
UNIVERSITY OMBUDSMAN...**

- by phone at 607-777-2388
- in person
- or by e-mail at [ombudsman@binghamton.edu](mailto:ombudsman@binghamton.edu)

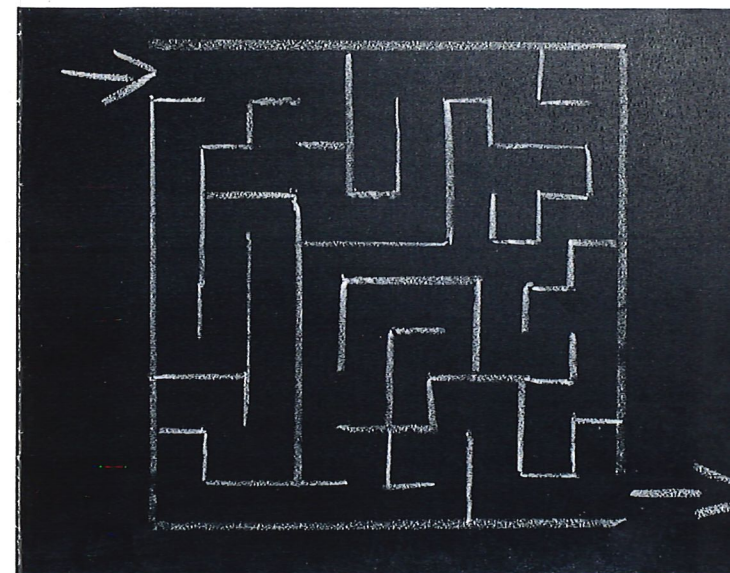
(E-mail is typically discouraged  
because it is not a secure or confidential  
method of communication.)



University Ombudsman  
Binghamton University  
PO Box 6000  
Binghamton, NY 13902-6000  
[binghamton.edu/ombudsman](http://binghamton.edu/ombudsman)

**BINGHAMTON**

# THE UNIVERSITY OMBUDSMAN



**IF YOU AREN'T SURE WHERE TO TURN,  
MAYBE THE OMBUDSMAN CAN HELP**

**BINGHAMTON**





## THE UNIVERSITY OMBUDSMAN'S ETHICAL TENETS\*

The Office of the University Ombudsman practices in accordance with the Code of Ethics and Standards of Practice of the International Ombudsman Association. Four ethical tenets guide the ombudsman's work:

- **Independence.** The ombudsman reports to the President of Binghamton University and is not aligned with any administrative or academic unit.
- **Impartiality.** The ombudsman provides objective assessments of any concern brought to the office. As a third-party neutral, the ombudsman is an advocate for fair process and equitable outcomes, but does not take sides on behalf of any individual or cause.
- **Confidentiality.** Confidentiality is essential to the ombudsman function. The ombudsman will not disclose the identity of visitors or the substance of concerns raised unless given permission by the visitor to do so. The only exception is when the ombudsman believes there is an imminent risk of serious harm. This promise of confidentiality helps create a safe place to voice your concerns, evaluate your situation, organize your thoughts and identify your options.
- **Informality.** Any conversation you have with the ombudsman is off-the-record. Talking to the ombudsman about a problem does not provide the University with legal "notice" that the problem exists. The ombudsman is not a mandated reporter/campus security authority or responsible employee under Title IX. If you would like to make a formal complaint, the ombudsman will help you identify your options for doing so. The ombudsman will not willingly participate in any formal adjudicative or administrative processes.

## WHAT THE UNIVERSITY OMBUDSMAN CAN DO:

- Actively listen to you and discuss your concerns
- Help you clarify and prioritize issues
- Answer your questions or refer you to other appropriate resources
- Identify and explain relevant University policies, procedures and programs
- Help you explore, identify and assess a range of options for resolving a problem
- Mediate a dispute
- Facilitate communication among people in conflict
- Provide feedback to the University about patterns of complaints and systemic problems
- Recommend changes in policies and procedures that appear outdated or problematic
- Provide training on topics related to communication and conflict resolution

## WHAT THE UNIVERSITY OMBUDSMAN CANNOT DO:

- Unilaterally change rules, policies or procedures
- Act as a substitute for union representation
- Overrule a decision or supersede the authority of another University official
- Provide legal advice or psychological counseling
- Participate in formal grievance procedures
- Conduct formal investigations
- Make a determination of guilt or wrongdoing

## WELCOME TO THE OFFICE OF THE UNIVERSITY OMBUDSMAN

The university ombudsman provides confidential, impartial and informal assistance to all members of the Binghamton University community, including students, faculty, and staff, and is available to help individuals and groups to address their problems and resolve their conflicts.

The university ombudsman will listen to you, discuss your concerns, answer your questions, explain university policies, provide information and referrals, and help you develop options for resolving problems.

The ombudsman's office is not a place to file a report but the ombudsman can help you to decide whether to file and where to file a report if you choose to do so. Talking to the ombudsman can be a good first step when you

# CARE

Dean of Students

## TEAM

**The CARE Team** works to educate and inform members of the Binghamton University community through caring, advocacy and supportive endeavors. Our goal is to empower students and attend to their needs holistically through education and personal development.



**Consultation • Advocacy • Referral • Education**

### Core services

- Identifying problems
- Mental health concerns
- Support and guidance with stressful situations and academic stress
- Coordination of care following a hospitalization
- Help navigating policies and systems
- Referrals to resources on- and off-campus
- Outreach programming and trainings
- Help communicate with others (*e.g. faculty, staff, family, peers*)
- Support through Student of Conduct process
- Medical withdrawal and re-enrollment
- Interpersonal violence prevention and response
- Sexual violence response and support
- Support for personal (*e.g. housing fire or flood*) and family emergencies (*e.g. crisis or death*)

### Submit a referral if you or someone is ...

- Struggling personally and/or academically
- Changes in behavior and/or personality
- Experiencing difficulty beyond their ability to cope
- Experiencing a family emergency
- Completing a medical withdrawal

**607-777-2804 • dos@binghamton.edu • U UW 207**





## Scope

The CARE Team does not provide therapy or counseling and therefore the rules of confidentiality that may apply to medical or mental health treatment are not the same. With the exception of a crisis situation, the CARE Team shares information about student behavior on a need- to-know basis. A case manager may ask a student to sign a release of information.

## Our commitment to diversity

The CARE Team supports its mission by serving students of all experiences and identities at Binghamton University. Students experiencing any type of challenges, including acts of bias and discrimination, are welcomed to seek support through our office.



## Outreach

Looking for a presenter for your class or student club meeting? Consider requesting a CARE Team presentation! Call our office for more details.

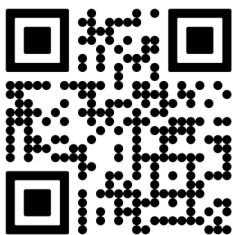
## Interpersonal Violence Prevention (IVP)

The IVP program is a primary prevention program aimed at preventing dating violence, domestic violence, sexual violence, and stalking. All programming is inclusive, culturally relevant, and responsive to the Binghamton campus community. The IVP Program provides a variety of prevention education to students utilizing a peer education model. This is done through a peer education model through the 20:1 Prevention Program internship.

# *We're here to help, support and listen*

**To schedule an appointment with a case manager  
submit a referral, call or email our office**

**607-777-2804 • [dos@binghamton.edu](mailto:dos@binghamton.edu) • UYW 207  
[binghamton.edu/services/care-team](https://binghamton.edu/services/care-team)**



## Submit a referral

Students, staff, faculty, families and peers can submit a CARE team referral. Once a referral is submitted, the student referred will receive outreach from a case manager through their email. That student will need to input their B-number to access their outreach letter with resources. The referred student will be able to schedule an appointment with their case manager directly through this correspondence.

**Binghamton Support Network: [binghamton.concerncenter.com](https://binghamton.concerncenter.com)**

A searchable database of on- and off-campus resources and contacts.

# CONDUCT ADVOCATES

*Defending Due Process & Ensuring Fair Resolutions throughout the Conduct Process*

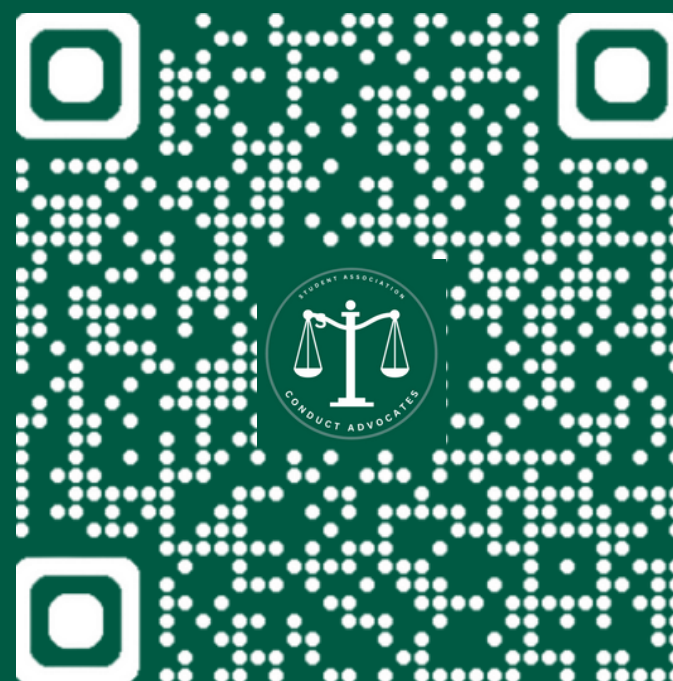


An Independent,  
Confidential Resource

Can Help You Understand  
The Conduct Process

Run By Students,  
For Students

Can Help Advocate for a  
Fair Resolution



Visit Our Website

For More Information Or To Schedule A Meeting



**CONDUCTADVOCATES@BINGHAMTONSA.ORG**

