



United States Department of the Interior

NATIONAL PARK SERVICE

1849 C Street, N.W.

Washington, D.C. 20240

IN REPLY REFER TO:

NOV 3 0 2016

Memorandum

To: All Employees

From: Deputy Director, Operations *Michelle Reynolds*
Deputy Director, Management and Administration *John McQueen*

Subject: NPS Ombuds

Today, we are pleased to announce the creation of a National Park Service (NPS) Ombuds office. Consistent with the commitment made by Secretary Jewell and NPS earlier this fall, the Ombuds is one of several initiatives we are launching as part of our sustained effort to eradicate discrimination, harassment and retaliation from our workplaces and provide every employee with a safe and respectful work environment.

The Ombuds is an independent, impartial, informal, and confidential resource now available to every NPS employee. The NPS Ombuds team will help to ensure that employee concerns, particularly those that are complex, contentious, and controversial, are being raised (with employee permission) to leadership at the earliest opportunity and without fear of reprisal. Managers and employees alike benefit from a safe place to openly discuss the most sensitive of issues and identify possible solutions that benefit both employees and the organization.

Effectively immediately, Scott Deyo and Sigal Shoham will be serving as the NPS Ombuds team. Both have extensive experience and operate with the highest degree of integrity and professionalism. Through the Ombuds team, you can now raise a full range of workplace issues, including concerns about harassment, without attribution or fear of reprisal. The Ombuds will explore the full range of concerns and possible resolution options in a prompt, thorough, impartial, and consistent manner.

The Ombuds team engages employees at all levels by creating a safe place to discuss concerns, understand all sides of issues, and explore innovative ways to change and sustain improvements. Ombuds strictly adhere to standards of confidentiality and will not reveal your identity, except in instances of imminent harm, such as threats to self or others.

To be clear, the Ombuds office is not a part of the management structure of NPS nor are they part of any formal grievance or complaint process. It is not an investigative unit or oversight body, and it does not replace other processes that employees can use for formal redress. Rather, it is a tool to address individual conflicts and to highlight opportunities for NPS-wide improvements.

We have requested that Scott and Sigal begin visiting park units immediately to begin gathering a wide range of employee perspectives about strengths and successes, areas of concern, potential cracks in the system, and innovative opportunities for positive change.

Here is how to reach your Ombuds team: Scott, who is stationed in Washington, DC, may be reached at 844-288-7046 and scott_deyo@contractor.nps.gov. Sigal is stationed in California and may be reached at 844-775-7726 and sigal_shoham@ios.doi.gov. We strongly encourage you to watch their [welcome video](#) and review the materials on their [website](#), which provide a more thorough overview of the Ombuds role.