

From Whom Did You First Hear? Who Referred Your Visitor?

Showing the *Breadth* of Your Service

A Resource for Organizational Ombuds (OOs)

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A Longer list, if desired, for an OO's Friday Checklist or Database:

I First Heard About This Concern/Good Idea From:

- Recipient/target of behaviors
- Perpetrator (self-described or alleged perpetrator)
- Supervisor
- Senior officer
- Peer or bystander
- Human resources
- Employee Assistance Program (EAP)
- Health care practitioner
- Security/police
- Counseling
- Family member of recipient/target of behaviors
- Someone outside of my organization
- Other: _____

The Visitor was Referred by:

- A former visitor or respondent
- Apparent perpetrator
- Supervisor
- Senior officer
- Peer or bystander
- Human resources
- Employee Assistance Program (EAP)
- Health care practitioner
- Security/police
- Counseling
- Family member of visitor or responder
- Someone outside of my organization
- No referral; came on their own

Note: This article draft is part of a [Resource Repository](#) designed to support identifying—and helping to quantify—the value of an Organizational Ombuds (OO). This Resource Repository is a work in progress. It is open to improvements, additions, deletions, critique, revision and random commentary. If any page in the repository is helpful, or needs revision, please let us know. Please contact [Mary Rowe](#) or other co-authors, if you can help to improve these pages or have another page to offer.