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Corporate Ombudsman Association board

1993-1994

THE OMBUDSMAN'S ASSOCIATION
CONFERENCE 1994

Forum Hotel
525 North Michigan Avenue
Chicago
telephone (312) 944-0055
facsimile (312) 944-1320

Wednesday, May 18

- 2:45-5:00 **New Member Orientation**
- 2:45-5:00 **Standards of Practice [for seasoned ombuds]** As the occupation grows, standards - or the lack of standards - can determine the viability of the profession. Sharan Levine, Esq., who has represented Upjohn's ombudsman office in protecting confidentiality, will join us for the discussion.
- 5:15-6:00 **Annual Meeting**
- 6:30 **Reception**
- 7:30 -9:00 **Poster groups and discussions - simultaneous small group discussions.** Members can roam among groups. *If you have special experience or interest in any of these areas, please join-in as a facilitator or as a contributor of written hand-outs. What you have learned can help your colleagues! (Use a pen name if you wish.)*
- **Ombudsman and the Organizational Structure ***
facilitators: Debbie Cardillo and Patti Lynch
 - * **Everyone, please bring diagrams of how your ombudsman's office fits into your organizational structure**
 - **Aspects of Asian Cultures**
facilitators: Jan Newcomb-Briggs and Marsha Wagner
 - **The Freelance Ombudsman**
facilitators: Dawn Duquet and Gene Herbert
 - **Performance Outcome - Two to Three Year Follow-ups of Clients**
facilitator: Judy Matousek
 - **Upward Feedback**
facilitators: Melinda Kohn and Mary Simon
 - **Dealing with an Aging Population**
facilitators: Ward O'Neil and Tom Hurd

TOA Conference agenda - page two

Thursday, May 19

- 7:30-8:15 **Continental Breakfast**
- 8:15-8:30 **President's Welcome - Lou Garcia**
- 8:30-9:30 **Mary Rowe's Crystal Ball**
- 9:30-12:00 **Workshop - Methods of Conflict Management**
Aiki Works, Inc.
- 12:00-1:30 **Lunch**
- 1:45-5:00 **Workshop in Conflict Management continues**
- 6:30 - ? **Dinner ** Please look for the sign-up lists **** There will be a variety of
dinner topics for those who want to continue discussions and there will be
some non-topic dinners for those who want a change of pace.

Friday, May 20

- 7:30-8:15 **Continental Breakfast**
- 8:30 - 10:00 **Workplace Harassment - Changing Regulations**
speaker: Cindy Rhodes Victor, Esq.
- 10:00 - 10:30 **Break**
- 10:30 -11:45 **Current Issues [back by popular demand]**
moderator, Jan Newcomb-Briggs
- 11:45 **Conference Feedback**
- 12:00-12:15 **President's closing remarks**

**** Dress for the 1994 conference is CASUAL and comfortable.** [Suggested packing
guideline, "If it has seen an iron, don't bring it."]

The
Ombudsman
A S S O C I A T I O N

Hear Ye! Hear Ye! ...

TOA Announces the first Ombudsman 303 Training Program for the experienced ombudsman!

- When:** Friday and Saturday, May 20 and 21, 1994
(begins Friday afternoon following TOA's Annual Conference)
- Where:** The Forum (Inter-Continental) Hotel - Chicago, IL.
- Why:** To provide experienced, practicing ombudsmen with an opportunity to test and stretch their skills in a safe and confidential environment.
- How:** Ombudsman 303 is a highly interactive 10 hour workshop dealing with complex situations. Participants will increase their knowledge of negotiation theory; gain experience in case analysis from a neutral's perspective; and, using role play situations, develop strategies and techniques to work through tough cases dealing with harassment, threat of violence, and a difficult manager.
- Who:** Participation is limited to 39 ombudsmen who have had a minimum full time equivalent of two years practice as a designated neutral.
- Cost:** Ombudsman 303 registration fee is \$225 for TOA members, \$300 for non-TOA members. (U. S. Dollars)
- Instructors:** Mary Rowe, MIT - Howard Gadlin, UCLA - Mary Simon, AT&T
Ella Thurman - University Hospitals/Cleveland - Carole Trocchio,
Independent Ombudsman - Marsha Wagner, Columbia University
and Tom Furtado, United Technologies

???Questions??? - contact TOA Training Program Director: Carole Trocchio (214) 553-1616.

Please reserve a place at Ombudsman 303 for:

Name _____ Title _____
Organization _____
Street _____ City _____ State _____ Zip _____
Telephone (____) _____ - _____ Fax (____) _____ - _____

"I certify that I that I have served the full time equivalent of two years as a practicing ombudsman and designated neutral"

Signed: _____

**CORPORATE OMBUDSMAN ASSOCIATION
BOARD OF DIRECTORS
(Previous Years)**

1986

<u>Name</u>	<u>Office</u>	<u>Term</u>	<u>No. Term(s)</u>	<u>Company</u>
K Buckler	Board Member	1986-1989	1st	GE, Aircraft Engines
Jim Hendry	Board Member	1986-1989	"	The World Bank
Virg Marti	Board Member	1986-1989	"	McDonnell Aircraft
Martha Maselko	Pres.-Elect & Treas.	1986-1989	Resigned 1987	AT&T
Lee Pledger	Board Member	1986-1989	Resigned 1987	Digital Equipment Corp.
Lewis Redding	Board Member	1986-1989	1st	MIT/Lincoln Laboratory
Mary Rowe	President	1986-1989	"	MIT
Carole Trocchio	VP & Clerk	1986-1989	"	The Southland Corp.
Jerry Weinstein	Clerk/Ex-Officio	1986-	"	Palmer & Dodge

1987

Ann Bensinger	Board Member	1987-1990	"	United Technologies Corp.
K Buckler	Board Member	1986-1989	"	GE, Aircraft Engines
Jim Hendry	Board Member	1986-1989	"	The World Bank
Kitt Kitterman	Board Member	1987-1990	"	AT&T
Virg Marti	Pres.-Elect	1986-1989	"	McDonnell Aircraft
Tony Perneski	Board Member	1987-1990	"	AT&T
Greg Raudabaugh	Board Member	1987-1990	"	The Southland Corporation
Lewis Redding	Board Member	1986-1989	"	MIT/Lincoln Laboratory
Mary Rowe	Board Member	1986-1989	"	MIT
Carole Trocchio	President	1986-1989	"	The Southland Corp.
Jerry Weinstein	Clerk/Ex-Officio	1986-	"	Palmer & Dodge

1988

Ann Bensinger	Secretary	1987-1990	"	United Technologies Corp.
K Buckler	Board Member	1986-1989	"	GE, Aircraft Engines
Jim Hendry	Board Member	1986-1989	"	The World Bank
Kitt Kitterman	VP & Pres.-Elect	1987-1990	Resigned 1988	AT&T
Virg Marti	President	1986-1989	1st	McDonnell Aircraft
Tony Perneski	Board Member	1987-1990	"	AT&T
Greg Raudabaugh	Board Member	1987-1990	"	The Southland Corporation
Lewis Redding	Board Member	1986-1989	"	MIT/Lincoln Laboratory
Mary Rowe	Board Member	1986-1989	"	MIT
Carole Trocchio	Board Member	1986-1989	"	The Southland Corp.
Jerry Weinstein	Clerk/Ex-Officio	1986-	"	Palmer & Dodge

1989

<u>Name</u>	<u>Office</u>	<u>Term</u>	<u>No. Term(s)</u>	<u>Company</u>
Ann Bensinger	Secretary	1987-1990	1st	United Technologies Corp.
K Buckler	Board Member	1989-1992	2nd	GE, Aircraft Engines
Luge Luetjen	Board Member	1989-1992	"	McDonnell Douglas Missile Sys.
Virg Marti	President	1989-1990	-	McDonnell Aircraft
John Murphy	Board Member	1989-1992	1st	Digital Equipment Corp.
Tony Perneski	Board Member	1987-1990	"	AT&T
Greg Raudabaugh	Board Member	1987-1990	"	The Southland Corp.
Lewis Redding	Board Member	1989-1992	2nd(Res.1990)	MIT/Lincoln Laboratory
Mary Simon	VP & Pres.-Elect	1989-1992	1st	AT&T
Carole Trocchio	Board Member	1989-1992	2nd	The Southland Corp.
Jim Hendry	EO & Assist. Treas.			
Mary Rowe	Treas. & Emerita			
Jerry Weinstein	Clerk/Ex Officio			

1990

Tom Bolden	Board Member	1990-1993	1st	AT&T
K Buckler	Board Member	1989-1992	2nd	GE, Aircraft Engines
Dawn Duquet	Board Member	1990-1993	1st	formerly w/Air Canada
Brian Gimlett	Board Member	1990-1993	"	U.S. Secret Service
Luge Luetjen	Board Member	1989-1992	(Res.1990)	McDonnell Douglas Missile Sys.
John Murphy	Board Member	1989-1992	1st	Digital Equipment Corp.
Jan Newcomb	Secretary	1990-1993	"	Douglas Aircraft Company
Vince Riley	VP & Pres.-Elect	1990-1993	"	The World Bank
Mary Simon	President	1989-1992	"	AT&T
Carole Trocchio	Board Member	1989-1992	(Res.1990)	The Southland Corp.
Jane Denbow	Member-Elect		1st	Maryland Casualty Company
Lou Garcia	Member-Elect		"	TIAA-CREF
Bob Morrissey	Member-Elect		"	United Technologies Corp.
Jim Hendry	EO & Assist. Treas.			
Virg Marti	Ex Officio	1990-1991		
Mary Rowe	Treas. & Emerita			
Jerry Weinstein	Clerk/Ex Officio			

1991

<u>Name</u>	<u>Office</u>	<u>Term</u>	<u>No. Term(s)</u>	<u>Company</u>
Tom Bolden	Board Member	1990-1993	1st	AT&T
K Buckler	Vice President	1989-1992	2nd	GE, Aircraft Engines
Dawn Duquet	Board Member	1990-1993	(Res.1992)	formerly w/Air Canada
Lou Garcia	Board Member	1991-1994	1st	TIAA-CREF
Brian Gimlett	Board Member	1990-1993	(Res.1992)	U.S. Secret Service
Gene Herbert	EO & Assist. Treas.	1991-1992	Partial	International Monetary Fund
Alma Montgomery	Board Member	1991-1994	1st	McDonald Douglas Missile Systems
Bob Morrissey	VP & Pres.-Elect	1991-1992	(Res.1992)	United Technologies Corp.
John Murphy	Secretary	1989-1992	1st	Digital Equipment Corp.
Jan Newcomb	Board Member	1990-1993	"	Douglas Aircraft
Vince Riley	President	1990-1993	"	The World Bank
Mary Simon	Board Member	1989-1992	"	AT&T
Ella Thurman	Board Member	1991-1994	"	University Hospitals of Cleveland
Mary Rowe	Treas. & Emerita			
Jerry Weinstein	Clerk/Ex Officio			

1992

Tom Bolden	Board Member	1990-1993	1st	AT&T
Lou Garcia	President	1991-1994	"	TIAA-CREF
Ozell Grissom	Board Member	1992-1994	Partial	General Dynamics
Gene Herbert	EO(1st half)	1992-1995	1st	International Monetary Fund
Karen McKenzie	Board Member	1992-1994	Partial	Air Canada
Alma Montgomery	Board Member	1991-1994	1st	McDonald Douglas Missile Systems
Walter Mullins	Board Member	1992-1993	Partial	The Dime Savings Bank of New York
John Murphy	Secretary	1992-1993	Partial	Digital Equipment Corp.
David Nassef	Board Member	1992-1995	1st	Pitney Bowes, Inc.
Jan Newcomb-Briggs	Board Member	1990-1993	"	Douglas Aircraft
Vince Riley	EO (2nd half)	1990-1993	"	The World Bank (retired)
Toni Robinson	Board Member	1992-1995	"	Social Security Administration
Mary Simon	Board Member	1992-1995	2nd	AT&T
Ella Thurman	Board Member	1991-1994	1st	University Hospitals of Cleveland
Carole Trocchio	Vice President	1992-1995	"	Carole M. Trocchio Associates
Mary Rowe	Treas. & Emerita			
Jerry Weinstein	Clerk/Ex Officio			

1993

<u>Name</u>	<u>Office</u>	<u>Term</u>	<u>No.Term(s)</u>	<u>Company</u>
Tom Furtado	Board Member	1993-1996	1st	United Technologies Corp.
Howard Gadlin	Board Member	1993-1996	"	UCLA
Lou Garcia	President	1991-1994	"	TIAA-CREF
Joan Helmes	Board Member	1993-1996	"	Pacific Bell
Gene Herbert	Board Member	1992-1995	"	International Monetary Fund
John Murphy	Treasurer	1993-1994	Partial	Digital Equipment Corp.
David Nassef	Board Member	1992-1995	1st	Pitney Bowes, Inc.
Jan Newcomb-Briggs	Board Member	1993-1996	2nd	McDonnell Douglas
Vince Riley	Exec.Officer	1993-1996	"	TOA Executive Officer
Toni Robinson	Secretary	1992-1995	1st	Social Security Administration
Mary Simon	Board Member	1992-1995	2nd	AT&T
Ella Thurman	Board Member	1991-1994	1st	University Hospitals of Cleveland
Carole Trocchio	VP	1992-1995	"	Carole M. Trocchio Associates
Marsha Wagner	Board Member	1993-1994	Partial	Columbia University
Mary Rowe	Emerita			
Jerry Weinstein	Clerk/Ex Officio			

OMBUDSMAN ORGANIZATIONS AND RESEARCHERS

(Updated December 1993)

California Caucus of College &
University Ombudsmen
c/o Office of the Ombudsman
University of California
University Cottage
Riverside, CA 92521
(714) 787-3213

The Ombudsman Association (TOA)
c/o Vincent J. Riley
TOA Executive Officer
P. O. Box 7700
Arlington, VA 22207
(703) 532-2795

Association of Canadian College
and University Ombudsperson (ACCUO)
c/o Liz Hoffman, Ombudsperson
16 Hart House Circle, Room 130
University of Toronto
Toronto, Ontario, M5S 1A1 CANADA
(416) 978-4874
FAX (416) 978-3439
ombuds@zm.utcc.utoronto.ca

Dr. Larry B. Hill
(Ombudsman Research)
Dept. of Political Science
University of Oklahoma
455 W. Lindsey St., #205
Norman, OK 73019
(405) 325-2061

International Ombudsman Institute
Faculty of Law
c/o Diane Callan
University of Alberta
Edmonton, Alberta, CANADA T6G 2H5
(403) 492-3196 FAX: (403) 492-4924
dcallan@ualtaum.bitnet

National Association of State Long-Term
Care Ombudsman Programs
c/o Esther Houser Allgood
Office of State Long-Term Care Ombudsman
Department of Human Services
321 NE 28th
Oklahoma City, OK 73105
(405) 521-6734

National Society of Patient Representatives
c/o Alexandra Gekas
840 N. Lake Shore Drive
Chicago, IL 60611
(312) 280-6424

Organization of News Ombudsmen (ONO)
Art Nauman, Ombudsman
The Sacramento Bee
Box 15779
Sacramento, CA 95852
(916) 321-1250

Ombudsman for Corrections
c/o Patricia Seleen
1885 University Avenue
Suite 395
St. Paul, MI 55104
(612) 643-3656

United States Association of Ombudsmen (USAO)
c/o Marshall Lux, Ombudsman
Nebraska Public Council/Ombudsman
Room 807, State Capitol
Lincoln, NE 68509
(402) 471-2035

University and College Ombudsman Association (UCOA)
c/o Dr. Robert Shelton, University Ombudsman
University of Kansas
104 Smith Hall
Lawrence, KS 66045-2164
(913) 864-4665

Dr. Mary P. Rowe
(Ombudsman Research)
Special Assistant to the President and Ombudsperson
Massachusetts Institute of Technology
77 Massachusetts Avenue
Room 10-213
Cambridge, MA 02139
(617) 253-5921

Dr. James T. Ziegenfuss, Jr.
Division of Public Affairs
Penn State Harrisburg
Route 230
Middletown, PA 17057
(717) 948-6053.

The Ombudsman Association Membership

<u>Year</u>	<u>Members</u>	<u>Associates</u>
1986	43	7
1987	53	6
1988	93	-
1989	110	-
1990	121	
1991	126	
1992	140	
1993	189	
1994	201	

As of March 1994

The Ombudsman Association Membership by State (as of March 1994)

Northeast

Connecticut	12
Maine	1
Massachusetts	21
New Hampshire	0
New York	21
Rhode Island	0
Vermont	0
Canada (Quebec/Montreal)	4
Total	59

Great Lakes Region

Illinois	7
Indiana	1
Michigan	8
Ohio	8
Wisconsin	1
Canada (Toronto/Ontario)	5
Total	30

Middle and Atlantic States

Delaware	0
Washington, DC	9
Maryland	11
New Jersey	7
North Carolina	2
Pennsylvania	6
South Carolina	0
Virginia	8
West Virginia	0
Total	43

California and the West

Arizona	4
California	18
Nevada	1
Utah	0
Total	23

South Atlantic States

Alabama	2
Georgia	5
Florida	8
Tennessee	0
Kentucky	2
Total	17

Northwest and Great Plains

Idaho	0
Iowa	0
Minnesota	2
Montana	0
Nebraska	0
North Dakota	0
Oregon	0
South Dakota	0
Washington	8
Wyoming	0
Canada (Vancouver/BC)	3
Total	13

Southwest and South Central

Arkansas	0
Colorado	1
Kansas	0
Louisiana	1
Missouri	6
New Mexico	1
Oklahoma	1
Texas	4
Total	14

Alaska

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Cambridge, MA 02139-4307
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