

1 The Ombudsman Association conference, Chicago

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
Ballroom of the America's West

2:45-5:00 Standards of Practice
Ballroom of the America's East
[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
Ballroom of the America's East

6:30 Reception
Forum Restaurant

7:30 -9:00 Poster groups and discussions - simultaneous small group discussions. Members can roam among groups.
Forum Restaurant

- **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

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Thursday, May 19

- 7:30-8:15** **Continental Breakfast**
Ballroom of the America's East
- 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**
Ballroom of the America's West
- 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**
Ballroom of the America's East
- 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.**



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