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The Ombudsman Association Communications Committee...

1996

1996

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

5521 Greenville Avenue, Suite 104-265, Dallas, Texas 75206  
(214) 553-0043

**TOA COMMUNICATION COMMITTEE MINUTES**

The following are minutes of the meeting of the TOA Communications Committee held on January 30, 1996.

In attendance via teleconference were: Ann Bensinger, Brodrick Hill, Robert Hutchins, Virgil Marti, Ella Thurman, Jayne Vicelich, and Larry Wood.

The meeting was called to order at 3:15 p.m., EST. Brodrick Hill facilitated the meeting.

**I. TOA Bulletins**

Mary Simon has distributed the January/February 1996 TOA Bulletin for review. The Bulletin includes:

- TOA Renewals
- TOA Training
- New TOA One-day Workshops
- Joint Ombuds Association Conference
- Baltimore/Washington Area Internal Ombuds Meeting
- Support Tips
- Father of the Ombudsman Movement in the US Dies
- Keeping Harassment Complaints Confidential
- Conference Announcement
- Negative Interests in a Conflict - Revenge
- Approaches to Consider in Dealing with a Vengeful/Angry/Humiliated Visitor

**II. TOA Newsletter**

The target date for the Spring newsletter distribution is March. However, all articles must be submitted by February 15. If you will recall, I mentioned that Carole Trocchio requested that a member from the Communications Committee submit an article in each newsletter on "Skill Building for the Ombudsman" or "Diversity Issues." If someone would like to take on one or both subjects, please phone Carole and let her know.

### III. Booklets

Jayne Vicelich has volunteered to maintain our booklet list. There are several titles in the works at present:

- Reprisal - Robert Hutchins
- Why an Organizational Ombudsman? - Thomas Furtado
- Privilege and Protection of the Ombudsman - Sharon Levine/Chuck Havard
- Confidentiality - Sharon Levine/Chuck Hazard
- Employment Issues - Elizabeth Clark
- Violence - Linda Wilcox
- Neutrality - Howard Gridley/Elizabeth Paio
- Health Care - Nancy Radcliff

Laurence McGarry has informed me that Reprisal should be completed within the next 1-1½ weeks. Tom has informed me that his materials were recently returned from the editor and the corrections are being made. The target date for his booklet to go to print is early March. We would like to have at least five booklets ready for the Superconference in May. At present, the titles we will have are:

- Options, Functions, and Skills
- Why an Organization Ombudsman?
- Reprisal
- Privilege and Protection of the Ombudsman

Jayne will need to get a realistic idea when the balance of the titles will be ready.

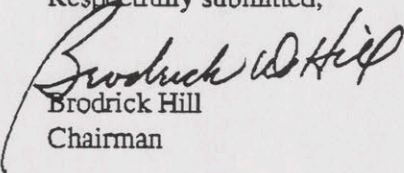
### IV. TOA Handbook

We will take a two-step process to address the revisions of the TOA Handbook.

- A. Target for April Distribution
  - i. The Handbook "purpose" will be revised by Ann Bensinger
  - ii. The source section will be cleaned up and updated by Robert Hutchins
  - iii. Bibliography has been completed by Marsha Wagner and is ready for distribution
- B. The Target Date for Distribution is June
  - i. New, current directors list
  - ii. New by-laws
  - iii. Correction of typos, etc.

March 4, 1996 is the next TOA Communication Committee Meeting. The scheduled date was agreed on by members in attendance.

Respectfully submitted,

  
Brodrick Hill  
Chairman

# Chevron Chemical Company

## Office of Ombudsman

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San Ramon, CA 94583  
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### FAX TRANSMISSION COVER SHEET

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**Date:** April 9, 1996

**To:** *TOA Communication Committee (Howard Gadlin, Robert Hutchins Mary Rowe, Mary Simon, Ella Thurman, Jayne Vicelich)*  
*cc: Ann Bensinger, Carole Trocchio*

**Fax:** Group Fax

**Re:** November Communication Committee Teleconference

**Sender:** Brodrick Hill

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*YOU SHOULD RECEIVE ONE PAGE, INCLUDING THIS COVER SHEET. IF YOU DO NOT  
RECEIVE A COMPLETE COPY, PLEASE  
CALL (510) 842-5539.*

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Minutes from Tuesday ComCom teleconference.

**THANK YOU...**

*Brodrick W. Hill*

COMCOM.MIN

The  
*Ombudsman*  
ASSOCIATION

5521 Greenville Avenue, Suite 104-265, Dallas, Texas 75206  
(214) 553-0043

TOA COMMUNICATION COMMITTEE MINUTES

The following are minutes of the meeting of the TOA Communication Committee held on April 9, 1996.

In attendance via teleconference were: Howard Gadlin, Brodrick Hill, Robert Hutchins, Ella Thurman, and Jayne Vicelich.

Absent: Mary Rowe

The meeting was called to order at 1:10 p.m., EST. Brodrick Hill facilitated the meeting.

1. TOA Booklets

*Jayne Vicelich* reported that authors of titles, outstanding, have reported that they are running late on their commitments as a result of constraints resulting from the upcoming North American Omubuds conference. However, on a positive note, Howard Gadlin reported that he may have his booklet ready for proof review by mid May.

*Brodrick Hill* reported that we expect to have four titles ready by the conference. Carole Trocchio is working on a pricing approach to selling the books in sets of four as well as singles at the conference. Carole is developing a price point for suggested retail of the booklets to insure that we recover postage and handling charges.

2. TOA Handbooks

*Brodrick Hill* reported that we are now ready to send out the first phase of the handbook revisions. A letter was developed and sent to Carole Trocchio to be distributed with the book revisions. The following are the new and/or revised pages to the handbook:

- *Handbook Purpose* page (thanks to Ann Bensinger for her work on the revisions to the page and Carole Trocchio for making the changes)
- *Introduction* page changes (thanks to Carole for these changes)
- *Defined Standards of practice* pages
- *Bibliography of Papers* (thanks to Marsha Wagner for compiling, and Elizabeth Clark for editing)
- *Source of Help* section (thanks to Robert Hutchins for editing and compiling)

Communication Committee Minutes

3. Public Relations

*Howard Gadlin* suggested that we combine forces with other Ombuds associations in responding to negative misleading article or for the purpose of education to the general public at large. The objective of including all associations in this effort is for unification of voice on key subjects and information about the field of Ombudsmanny. The rest of the members of the ComCom agreed.

The meeting was adjourned at 1:30 p.m., EST with all business completed. The next scheduled TOA Communication Committee Meeting is June 25, 1996, at 1:00 p.m., EST. The call in number for the conference will be (402) 339-2987, and the password is TOA.

Respectfully submitted,

*Brodrick Hill*

Brodrick Hill  
Chairman



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Department of Distinctive Collections at

[distinctive-collections@mit.edu](mailto:distinctive-collections@mit.edu)