

MC-709  
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Folder

Corporate Ombudsman Association -- Corporate Ombuds  
conference speech and notes

1984 July

First "major" COA  
conference  
w.  
extensive notes

AGENDA - CORPORATE OMBUDSMAN CONFERENCE

<u>DATE &amp; TIME</u>	<u>ROOM</u>	<u>TOPIC</u>	<u>FACILATATOR</u>
<u>SUNDAY, JULY 22</u>			
3:00- 4:30 pm	Main Lobby	Registration	<u>Pat Alperti</u> * <u>Pat Torky</u>
4:30- 6:00 pm	Sippewissett Room	Introduction: "Who Are We?"	<u>Mary Rowe</u>
6:00- 7:00 pm	Poolside	Reception	
7:00- 9:00 pm	Veranda	Dinner & Speaker	<u>Chris McEachern</u>
9:00-10:00 pm	Quissett & Porch	Hospitality	
<u>MONDAY, JULY 23</u>			
7:00- 8:30 am	Veranda	Buffet Breakfast	
8:30-10:00 am	Sippewissett Room	Techniques of Complaint Resolution	<u>Chris McEachern</u> <u>Martha Maselko</u> <u>Mary Rowe</u>
10:00-10:30 am		Report out in large Group	
10:30-10:45 am	Porch	Break	
10:45-12:00 noon	Sippewissett Room	Recent Development in Employment at Will	<u>Mary Rowe</u> <u>Jerry Weinstein</u>
12:00- 2:30 pm	Lawn & Pool	Buffet Lunch & Swim	
2:30- 3:30 pm	Sippewissett Room	Reporting Structures: Where & How Do We Fit In?	<u>Martha Maselko</u> <u>Chris McEachern</u> <u>Mary Rowe</u>
3:30- 4:00 pm	Porch	Break	
4:00- 6:00 pm	Sippewissett Room	Confidentiality Record Keeping, Privacy, Duty to Warn	<u>Mary Rowe</u> <u>James Simon</u>
6:00- 9:00 pm	Poolside	Cocktails & Clambake	
9:00-10:00 pm	Quissett & Porch	Hospitality	
<u>TUESDAY, JULY 24</u>			
7:00- 8:30 am	Veranda	Buffet Breakfast	
8:30-10:00 am	Sippewissett Room	Upward/Downward Communication	<u>Chris McEachern</u> <u>Martha Maselko</u> <u>Mary Rowe</u>
10:00-10:30 am	Porch	Break	
10:30-12:00 noon	Sippewissett Room	What's Next? Subcommittee for Ombuds. Association	<u>Mary Rowe</u> <u>Martha Maselko</u> <u>Chris McEachern</u>
12:00- 1:00 pm	Veranda	Lunch	

\*Underlined person indicates Facilatator of session. If you have any questions concerning a specific topic, please contact the Facilator.

ATTENDEES - 1984 OMBUDSMAN CONFERENCE

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| ♣ PAT ALPERTI<br>STAFF<br>AT&T-IS  | ♣ JOHN DOBBIE<br>OMBUDSPERSON/EMPLOYEE<br>COUNSELOR<br>THE UPJOHN COMPANY                              |
| ♣ JIM BAILEY<br>GENERAL DYNAMICS   | ♣ JANICE FYOCK<br>McDONNELL-DOUGLAS  |
| ♣ MICHAEL BAKER<br>EXECUTIVE VICE PRESIDENT<br>EDUCATIONAL FUND FOR<br>INDIVIDUAL RIGHTS | ♣ BRUCE GALLAN   |
| ♣ ANN BENSINGER<br>COUNSELING CENTER MANAGER<br>UNITED TECHNOLOGIES CORPORATION          | ♣ JAMES HENDRY<br>OMBUDSMAN<br>WORLD BANK  |
| ♣ JACK BOATMAN<br>McDONNELL-DOUGLAS  | ♣ SALLY HENNING<br>B. F. GOODRICH  |
| ♣ CATHERINE BUCKLER<br>OMBUDSPERSON<br>GENERAL ELECTRIC COMPANY                          | ♣ BARBARA JABR<br>EEO COORDINATOR<br>FMC CORPORATION   |
| ♣ GARY CANDLIN<br>S. C. ELECTRIC & GAS   | ♣ CLEEVA JONES<br>SECRETARY/STAFF ASSISTANT &<br>OMBUDSPERSON<br>AT&T BELL LABORATORIES                |
| ♣ NORMAN CLAUSE<br>FIRESTONE TIRE & RUBBER   | ♣ MIKE JONES<br>HOWARD JOHNSONS  |
| ♣ PAT DALEY<br>PERSONNEL OFFICER<br>BANK OF BOSTON                                       | ♣ DICK KALLEMEIER<br>McDONNELL-DOUGLAS   |
| ♣ SOL DEL ANDE EATON<br>DEPUTY EEO OFFICER<br>NAVAL RESEARCH LABORATORY                  | ♣ PAUL KELLEY<br>STAFF ASSISTANT PRESIDENT &<br>DIRECTOR OF PERSONNEL<br>POLAROID CORPORATION          |
| ♣ SONIA DETTMANN<br>MANAGER, HUMAN RESOURCE PROGRAMS<br>LOTUS DEVELOPMENT CORPORATION    | ♣ JUANITA KESLER<br>SENIOR AFFIRMATIVE ACTION<br>SPECIALIST<br>OWENS-CORNING FIBERGLASS<br>CORPORATION |

- ♣ TED KING  
S. C. ELECTRIC & GAS
- ♣ PAT KITTERMAN  
OMBUDSPERSON  
AT&T BELL LABORATORIES
- ♣ FREADA KLEIN  
EMPLOYEE RELATIONS MANAGER  
LOTUS DEVELOPMENT CORPORATION
- ♣ MARY KOCHAN  
OMBUDSPERSON  
AT&T-IS
- ♣ DEBORAH KOLB  
ASSOCIATE PROFESSOR  
SIMMONS GRADUATE SCHOOL  
OF MANAGEMENT
- ♣ JAMES LAKIS  
OMBUDSPERSON  
POLAROID CORPORATION
- ♣ NORMAN LISY  
INDUSTRIAL PSYCHOLOGIST  
AT&T TECHNOLOGY SYSTEMS
- ♣ FELISE LIANO  
U. S. GOVERNMENT
- ♣ ELIZABETH LUBETKIN  
EMPLOYEE RELATIONS ASSOCIATE  
TIME, INCORPORATED
- ♣ GEORGANNE MacNAB  
McDONNELL-DOUGLAS
- ♣ MARTHA MASELKO  
OMBUDSPERSON  
AT&T-IS
- ♣ CHRIS McEACHERN  
DIRECTOR OF PERSONNEL  
COMMUNICATIONS  
ANHEUSER-BUSCH
- ♣ JAMES MCMAHON  
MANAGER, EMPLOYEE RELATIONS  
SANDERS ASSOCIATES
- ♣ JACK MILLER  
DIRECTOR, POLICY ADMINISTRATION  
& EMPLOYEE RELATIONS  
GENERAL MOTORS
- ♣ CAROL O'DONNELL  
LEGAL ASSISTANT  
BANK OF BOSTON
- ♣ HAROLD PATTERSON  
McDONNELL-DOUGLAS
- ♣ TONY PERNESKI  
ALTERNATIVE COMMUNICATION  
CHANNEL  
AT&T BELL LABORATORIES
- ♣ LEE PLEDGER  
U. S. FIELD EMPLOYEE RELATIONS  
MANAGER  
DIGITAL EQUIPMENT CORPORATION
- ♣ CLIFFORD PUCKETT  
DIRECTOR, EQUAL OPPORTUNITY  
& EMPLOYEE COMMUNICATIONS  
GENERAL DYNAMICS
- ♣ ROBERT RACE  
ANHEUSER-BUSCH

- ♣ GREG RAUDABAUGH  
SOUTHLAND CORPORATION
- ♣ MARY ROWE  
SPECIAL ASSISTANT TO  
THE PRESIDENT  
MIT
- ♣ JAMIE RUBIN  
VICE PRESIDENT, HUMAN RELATIONS  
MEDI-TECH, INCORPORATED
- ♣ TED SARES  
CORPORATE MANAGER,  
EMPLOYEE RELATIONS  
DIGITAL EQUIPMENT CORPORATION
- ♣ MATT SAUER  
SOUTHLAND CORPORATION
- ♣ JEANNIE SCOTT  
PENNSYLVANIA BLUE SHIELD
- ♣ JIM SIMON  
HERRICK & SMITH
- ♣ MICHAEL TAYLOR  
MANAGER, EMPLOYEE RELATIONS  
SCHERING CORPORATION
- ♣ PAT TORKY  
STAFF  
AT&T-IS
- ♣ CAROL TROCCHIO  
SOUTHLAND CORPORATION
- ♣ JUDY WEIL  
CRIMSON TRAVEL
- ♣ JERRY WEINSTEIN  
HERRICK & SMITH
- ♣ CAROL YOUNG
- ♣ JIM ZIEGENFUSS, PhD  
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## OUTLINE OF REMARKS BY JAMES H. SIMON TO CORPORATE OMBUDSMAN CONFERENCE

Falmouth, MA - July 23, 1984

- I. Duty to Warn Since Tarasoff.
  - A. When one employee threatens harm to another.
  - B. The misbehaving supervisor.
- II. Maintaining Confidentiality.
  - A. When the ombudsman breaches confidentiality.
  - B. The ever-present danger of defamation.
- III. Recordkeeping.
  - A. Invasion of privacy issues.
  - B. The employee's right to inspect personnel records.
  - C. The subpoena nemesis.
- IV. Code of Ethics.
  - A. The need for a code.
  - B. The case for a testimonial privilege.
- V. Whistleblower Statutes.
  - A. The New York example: do as I say and not as I do.
  - B. The ombudsman's dilemma.
- VI. Designation as a "Neutral."



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