

MC-709
Box 36
Folder 9

"PRESTO" proposal

1994

Date: Wed, 16 Feb 94 20:42:44
From: mrowe@EAGLE.MIT.EDU (Mary Rowe)
To: kates@EAGLE.MIT.EDU
Subject: [CORPHQ!INFOSYS!BENSINGA@utcagate.attmail.com: the list of difficult or dangerous cases]

----- Forwarded Message

Received: from MIT.MIT.EDU by EAGLE.MIT.EDU with SMTP
id AA18367; Wed, 16 Feb 94 15:39:15 EST
Received: from gw1.att.com by MIT.EDU with SMTP
id AA17082; Wed, 16 Feb 94 15:39:12 EST
Message-Id: <9402162039.AA17082@MIT.EDU>
From: CORPHQ!INFOSYS!BENSINGA@utcagate.attmail.com
Date: 16 Feb 94 19:51:00 GMT
To: mvuhi!mgk@att.att.com, mrowe@MIT.EDU
Message-Service: mail
Message-Protocol: EMAIL
Received: from utcagate by attmail; Wed Feb 16 20:25 GMT 1994
Subject: the list of difficult or dangerous cases
Content-Type: Text

*I had asked about
"exceptionally
difficult
cases" for PRESTO*

Exceptionally difficult and/or dangerous cases:

People who don't care about the content of the dispute and who would rather keep the dispute going.

People seeking revenge.

One of the disputants is obsessed or delusional.

The cases involves infractions of many policies or laws.

The worst case scenario is both very bad and a likely possibility.

There is continuous mistreatment or new forms of mistreatment of others by a particular individual.

The reported act involves no infraction of law or policy but is clearly gross.

-- yuk! bye, ann

----- End of Forwarded Message

February 1994 PRESTO
proposal

Ombuds Stress Self-Assessment

1. Have you missed any meeting which you committed to attend?

 >1 in the preceding month?
 >6 in the preceding year?
2. Do you find yourself with a strong desire to talk about some case or cases with colleagues when you feel you should not?
3. Have you discovered that you have broken confidentiality when you ought not to have?
4. Do you find yourself losing sleep because you are worrying about a case?
5. Do you feel your heart sink when a new visitor comes to the office to see you?
6. Are you worried about the ethical standards of senior managers?
7. Is mistreatment on the rise?
8. Are you losing trust in your senior management?
9. Do you dread returning to work after a vacation?
10. Do you need more support from colleagues about effective ways to handle cases?
11. Are you frequently in poor health or having accidents?

If you answered yes to one or more of those questions, consider calling PRESTO
(Professional Review - Essential Services to Ombudsmen)