



---

**Cooperative for Human Services Inc.**

**420 Bedford Street, Ste 100**

**Lexington, MA 02420**



January, 2018

Dear Family Member or Guardian:

Cooperative for Human Services Inc. is committed to promoting and protecting the dignity, rights and personal well-being of each of the people we serve. The organization utilizes a variety of methods and systems to ensure that each person served is supported in exercising their rights, each of our employees are trained to understand their roles and responsibilities, and family members and/or guardians have the information available to advocate on behalf of their family member.

All employees receive annual training on human rights, preventing and protecting the people we serve from potential abuse and/or neglect, and their role as a mandated reporter under Massachusetts' law. In addition, in each home, at least one direct support employee has received additional levels of training and serves as the designated Human Rights Officer. These Human Rights Officers were trained by the Department of Developmental Services and they support the agency's human rights systems.

The organization has a Human Rights Committee (HRC) that meets on a monthly basis to review policies, procedures, intervention strategies, potential limitations or restrictions, incident reports, etc. and assists the organization in assessing and managing risks. The HRC consists of persons served, family members/guardians and professionals.

We hope that you find this booklet helpful. The booklet contains our Mission and Principles, a review of the Rights and Responsibilities of the people we serve, our Human Rights Committee Membership List, Human Rights Officer List, the Disabled Persons Protection Commission information, and CHS contact information.

You may contact me at any time with any questions you have regarding our Human Rights Processes. If you would like to learn how you can volunteer or to join our Human Rights Committee, please call me at (781) 538-4626 x 230.

Sincerely,

*Janice Ellis-Ballerini*

Janice Ellis-Ballerini, MS, LMHC  
Director of Clinical Services & Human Rights Coordinator



## **Organizational Mission & Principles**

### ***Mission:***

Cooperative for Human Services Inc. is multi-service organization that provides residential services, living supports and guardianship for people with developmental disabilities and mental retardation. The organization possesses a long-standing, demonstrated history of providing community-based, person-centered, services to individuals receiving supports throughout Greater Boston. The agency's residential services and living supports include staff-supported homes, specialized home care, staffed apartments, live-in supports and individual supports programs.

Established in 1981, the organization remains rooted in the premise that all successful services are developed and built upon individual relationships, one person at a time. The organization is proud of its history of creating flexible, responsive, services and supports that are not limited by pre-determined models and programs, but rather, are in direct response to individual needs. CHS is committed to these values and strives to meet each person's dynamic needs through innovation, initiative, and leadership.

CHS is committed to creating and providing services that promote, protect and safeguard the rights and personal dignity of all persons with disabilities. The organization emphasizes learning as a life long process and is dedicated to assisting each individual served in maximizing opportunities to experience and achieve personal goals. We readily accept that services must continuously evolve through time to respond to the ever-changing, individual needs, wants and desires of people with developmental disabilities and their families.

It is our mission to empower, support, and expand the knowledge, skill, and natural capacities of the people we support to direct and live full and meaningful lives within their communities. The organization's system of residential supports continues to provide a flexible yet established structure to build strategies that promote opportunity and personal growth for the people we serve and their families.



Our service activity and our guiding principles will be actualized in the design, decision-making and delivery of all services. They will serve as the foundation of accountability.

### ***Guiding Principles:***

- ✳ Treat every person with dignity and respect
- ✳ Support individuals as valuable members of their community by promoting physical and social integration and economic opportunity
- ✳ Design, deliver and modify services to meet the unique individual needs and preferences of those served
- ✳ Serve individuals of varying abilities, regardless of the intensity of supports needed
- ✳ Encourage stakeholder participation in the planning, support, provision, and evaluation of services
- ✳ Promote individual and family empowerment by enhancing true, informed choice
- ✳ Emphasize learning as a life-long process
- ✳ Provide services in an environment that promotes health, safety and a sense of worth
- ✳ Create an atmosphere of teamwork and open communications
- ✳ Promote innovation, flexibility and responsiveness
- ✳ Respect, value and celebrate diversity
- ✳ Work in partnership with others to maximize resources and alleviate duplication of effort
- ✳ Enhance the efficacy and public value of human services through leadership, advocacy and collaboration
- ✳ Carry out all policies and practices in an ethical, legal, accurate and fiscally responsible manner



## Rights & Responsibilities

### Privacy – Choice – Dignity – Voice – Equality

All people have certain basic rights; each person served shall have same rights as any other person without disabilities, the same rights guaranteed under state, federal law, and the United States Constitution. Cooperative for Human Services, Inc. is committed to promoting and protecting the rights and dignity of each person served.

We work to assist each person in understanding their rights utilizing the Annual RIGHTS & RESPONSIBILITIES as a formal means to provide training and information. We recognize that each person's ability to understand their rights and responsibilities varies; therefore, the method, approach, and means of communication can be modified and adapted to meet individual needs. Because every right implies a corresponding responsibility, the RIGHTS & RESPONSIBILITIES review serves as the foundation of a partnership with the people we serve.

#### Everywhere YOU go



To be treated with dignity and respect

***To treat others how you'd like to be treated***

To make your own choices and take risks

***To be responsible for the consequences of your actions***

To enjoy the same rights as any other adult citizen

***To take on the responsibilities of an adult citizen***

To communicate and express yourself in a meaningful way

***To listen to others as you'd like to be listened to***

To be healthy and safe and protected from abuse and neglect

***To conduct yourself so as not to cause harm for others***

To have informed consent regarding plans that affect all aspects of your life

***To learn about services and supports available to you***

To be free from all forms of discrimination

***To take care that you treat others equally despite differences of sex, race, creed, sexual orientation, national origin, disability, age, etc.***

#### @ WORK



To be compensated for work at a fair wage

***To meet an employer's fair expectations***

To receive the same treatment and respect as other employees

***To participate constructively in the work environment***

To have reasonable accommodations to complete your assignment

***To apply yourself to your assignments to the best of your ability***



## Cooperative for Human Services Inc.

A passion for what's possible

### @ HOME



To make and receive personal phone calls and send and receive mail privately

*To use the phone and mail services appropriately*

To entertain visitors in your home

*To respect others when you have company*

To have someone knock before entering your room

*To respect others' personal space*

To foster and develop friendships and intimate relationships

*To respect others in the relationship*

### IN the COMMUNITY



To choose to vote

*To learn about the campaign issues*

To choose to practice a religion freely

*To respect others' beliefs and practices*

To live as independently as possible in the community

*To contribute to the community you live in*

### OUT & ABOUT



To interact socially with others in the community

*To respect their values, preferences and obligations*

To develop and maintain friendships, relationships and community ties

*To value and treat those bonds with respect*

To engage in leisure-time activities

*To conduct yourself according to cues from others appropriate to the setting*

### @ the DOCTOR'S OFFICE



To receive prompt and appropriate care

*To regard your doctor's recommendations for a healthy lifestyle*

To choose your doctor

*To know which doctors are part of your health plan*

To have your records kept confidentially

*To share your information with the people you trust*



**Cooperative for  
Human Services Inc.**

*A passion for what's possible*

### **@ the BANK**



To manage assets and receive assistance if necessary

*To be financially responsible and plan ahead*

To spend your money and make purchases

*To make informed, budget-conscious decisions*

To possess and dispose of personal property

*To keep your personal property in good condition*

### **WITH the PEOPLE WHO SUPPORT YOU**



To express your satisfaction with services in a meaningful way and to have your needs understood

*To be truthful and constructive in your communication*

To be involved in planning services and supports

*To be reasonable and open-minded in your requests*

To have access to grievance and complaint reporting

*To report incidents of abuse, exploitation, mistreatment, and neglect or when you need help*

### **If you need help or if you have a question, concern or complaint ...**

#### **TALK to FRIENDS, FAMILY, STAFF or CALL –**



Human Rights Officer - see enclosed listing

CHS Program Director or Division Manager - see enclosed listing

CHS Human Rights Committee Member - 781-538-4626

CHS Human Rights Coordinator: Janice Ellis - 781-538-4626 x230

DDS Office of Human Rights - Rebecca Christie - 987-774-5000

DPCC - 24hours/7 days a week – 1-800-426-9009

Visit DPCC website - [www.mass.gov/dppc](http://www.mass.gov/dppc)

### **ABUSE**

*(physical, verbal, psychological/emotional, sexual, financial)*

### **EXPLOITATION**

*(advice or actions that mislead to serve another's selfish purposes)*

### **MISTREATMENT**

*(actions that place you at risk of harm or injury)*

### **NEGLECT**

*(failure to provide adequate assistance or services)*

## **Additional Information for Families about Human Rights**

<http://www.mass.gov/eohhs/docs/dmr/hrac-family-resources.pdf>

<http://shriver.umassmed.edu/programs/cdder/webinars/human-rights-what-families-need-know>



## **Human Rights Committee - Membership Roster**

**Chairperson & Family Member:**

Anne Dimattia  
82 Boston Ave  
Medford, MA 02155  
(781) 483-5388 (hm)

**Rainbow Club President:**

Robert Cullinane  
245 West Wyoming Ave #303  
Melrose, MA 02176  
(781) 665-2548 (hm)

**Rainbow Club Member:**

Pat Bouchard  
520 Main St, APT 208  
Malden, MA 02148  
(781) 322-9936 (hm)

**Registered Nurse:**

Mary Gregoriades, R.N.  
64 Green Street  
Canton, MA 02021  
(781) 223-4132

**Legal Representative:**

Alfred Wolsky  
9 Woburn Parkway  
Woburn, MA 01801  
horusden@aol.com

**Social Worker:**

Maureen Gage, MA, CCC-SLP  
2 Milton Street  
Malden, MA 02148  
(781) 322-0009

**CHS, Inc. HR Coordinator:**

Janice Ellis- Ballerini  
Director of Clinical Supports  
420 Bedford Street, Ste 100  
Lexington, MA 02420  
(781) 538-4626 x230



## Human Rights Officer and Program Manager Contact Information

Program	Telephone	Human Rights Officer	Contact / Manager	Contact Number
Amory	978-897-8982	Beth Kariuki	Annamaria Kiure	978-436-0768
Archer	781-342-5447	Anthony Opikhara	Jacqueline Isibor	781-488-8463
Beech	781-391-1130	Fara Maurice	Mariah Havens	978-436-0478
Bellevue	781-620-2593	Marcellus Nguanji	Marshall Shanklin	781-488-8511
Broadway	781-646-1049	Jean Marseille	Ryan Leahy	978-640-6714
Brookside	781-229-1531	Dennis Jetoh	Chamari Karunaratne	978-729-6018
Browning	781-646-5003	Judy Kiruga	Evelyn Arrey	978-430-9746
Central	978-664-8615	Witney Stachowski	Othuke Abada	978-729-5774
Chatham	781-643-5516	Evan Mwangi	Theresa Moore	617-571-1643
Dolores	781-221-1654	Geoffrey Githui	Mahesh Subedi	978-729-5774
Earlene	781-558-1069	Chantal Delinois	Marie Eugene	781-333-9514
Fairfield	781-777 2250	Immaculate Namukwaya	Rebecca Davis	339-927-3569
Fellsvie	781-620-0225	Michael Nigro	Michael Nigro	978-729-2527
Fellsway	781-322-5448	Marcellus Nguanji	Alain Davis	339-927-2919
Forest	781-863-0613	Sulaimon Ojikutu	Ronda Janey-Frappied	781-223-1584
Foster	781-395-8761	Regina Birungi	Roseancy Phanor	781-640-4839
Grace	781-935-0358	John William	Eve Calixte	978-729-1667
Grove	781-944-5267	Lazarus Phiri	Modoulamin Jatta	978-436-0791
Haverhill	978-898-7998	Joseph Rariwi	Ioannis Arnaoutakis	339-368-1795
Hempstead	781-558-1949	Irene Ntah	Mathew Gbemu	781-382-8506
Highland	781-321-8646	Lucy Kanai	Monique Louis	617-699-1940
Individual Supports	781-324-4303	George Lattarulo	Mark Huntington	781-502-8472
Liberty	781-272-0372	Doreen Namutebi	Fabienne Rene	978-436-0667
Macklin	781-395-9710	Mairy Marcellin	Christina Putney	617-359-9927
Main (107)	781-912-2465	Kim Cohen	Janice Elli-Ballerini	781-507-3962
Main (1003)	781-324-2674	Samuel Kimohu	Victoria King	781-333-9514
Massachusetts	781-274-1224	Steven Mohammed	Kathleen George	781-640-8046
Middlesex	978-447-5068	Lawrence Kiniti	Philip Hesketh	978-729-1964
Montrose	781-224-7499	Elizabeth Njuguna	Angelica Garcia-Gil	978-729-4367
North	781-275-4208	Isaac Otoo	Gina Germeil	978-436-0745
Old Billerica	781-275-1506	Edmond Kato	Jonathan Karanja	978-729-3369
Pine	978-710-4468	Goretti Mwhia	Melissa Murphy	781-879-9146
South Cedar	781-620-1487	Rose A. Pierre-Louis	Marie Eugene	781-333-9514
Standish	781-842-3029	Olushola Abosede	Jaqueline Isibor	781-488-8463
Thomas	781-583-6197	Kathleen Campbell	Josiah Hazard	781-281-6038
Tileston	617-294-0302	Michael Nigro	Janice Elli-Ballerini	781-507-3962
Wolcott	781-391-4107	Nellie Pierre	Prisca Moise	339-927-3568



## **Disabled Persons Protection Commission - DPPC**

### **DPPC Mission Statement & Role**

The mission of the Disabled Persons Protection Commission is: To protect adults with disabilities from the abusive acts or omissions of their caregivers through investigation oversight, public awareness and prevention. DPPC: (1) Receives and screens reports of suspected abuse, neglect and deaths through a 24-Hour Hotline, (2) Conducts investigations, (3) Oversees investigations conducted on DPPC's behalf by other state agencies including Department of Developmental Services (DDS), (4) Ensures that the appropriate protective services are provided when abuse has been substantiated or risk is determined, (5) Provides training and education for service providers, law enforcement personnel and the public, and (6) Provides assistance to the public in clarifying the presence of abuse and neglect.

### **Mandated Reporters**

Mandated Reporters are persons who, as a result of their profession, are more likely to be aware of abuse or neglect of persons with disabilities. All CHS employees are considered Mandated Reporters and are required by law to report cases of suspected abuse to the Disabled Persons Protection Commission (DPPC) when they have a suspicion that a person with a disability is suffering from a reportable condition of abuse or neglect. Any person may choose to file reports of suspected abuse.

### **How to File a Report of Abuse or Neglect: DPPC 24-hour Hotline at 1-800-426-9009**

Abuse or neglect committed against persons with disabilities might also be a crime. Call your local police immediately if you think a crime, such as an assault and battery, sexual assault, rape or larceny has been committed. In an emergency, contact your local police department by dialing 911.

### **Massachusetts Abuse Reporting Numbers (24 hours a day / 7 days a week)**

Disabled Persons Protection Commission (Ages 18 to 59)  
1-800-426-9009

Executive Office of Elder Affairs (Ages 60 and over)  
1-800-922-2275

Department of Public Health (All ages residing in long-term care facilities)  
1-800-462-5540

Department of Children and Families (Birth to age 17)  
1-800-792-5200



## **If You Have Questions About or Need Assistance with:**

### **General Questions**

Residential Services:

Gale Alles,  
Operations Manager  
781-538-4626x 237

Individual Supports:

Mark Huntington  
Director of Support Services  
781-538-4626 x 218

### **Your Family Member's Services**

Contact the manager listed on the previous page or contact the administrative office at 781-538-4626 extension 200; we will connect you with the person who can help answer your questions, file a grievance, or address your concerns.

### **Your Family Member's Clinical Services**

Contact our Clinical Director:

Janice Ellis-Ballerini, LMHC  
781-538-4626 x 230

### **Your Family Member's Finances**

Contact our CFO / Contoller:

Glen Charney  
781-538-4626 x 216

### **Employment or Volunteer Opportunities**

Contact our Human Resources Manager:

Ivana Knara  
781-538-4626 x 231

### **How to Contribute or Make a Donation**

Contact our Administrative Office:

Barbara Mague  
781-538-4626 x 200

### **Family Members and Guardians are also encouraged to**

Contact our Executive Director,

Kevin Leahy  
781-538-4626 x 211

**Please take a moment...**

**...Consider how YOU can help or contribute**



**You can help or contribute to your family member's success in many ways**

- **Donate services, time, expertise,**
- **Make direct financial contributions,**
- **Refer us to a friend or relative, or**
- **Contact us with your ideas on how others can help!**

**Contact:**

Kevin Leahy  
Executive Director  
781-538-4626 x211  
kleahy@cooperativeforhs.org