



Cooperative for Human Services Inc.

420 Bedford Street, Ste 100
Lexington, MA 02420



December 2022

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 x1230.

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 lifelong 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

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:	Maureen Gage, MA, CCC-SLP 2 Milton Street Malden, MA 02148 (781) 322-0009
Registered Nurse:	Alex Mukiibi, RN 2 Blanchard Road Harvard, MA 01451 (781) 799-8493
Individual Served:	Robert Cullinane 245 West Wyoming Avenue, #424 Melrose, MA 02176
Individual Served:	Sonja Cullinane 245 West Wyoming Avenue, #424 Melrose, MA 02176
CHS Inc. HR Coordinator:	Janice Ellis- Ballerini MS - LMHC 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
Altamount	781-558-5928	Brenda Nakayike	Jacqueline Opikhara	781-488-8463
Amory	978-897-8982	Beth Kariuki	Junyves ValmePierre	978-436-0768
Archer	781-342-5447	Kim Cohen	Thierry Marcellus	781-879-0216
Beech	781-391-1130	Yveline Delorme	Mariah Havens	978-436-0478
Bellevue	781-620-2593	Marcellus Nguanji	Belinda Agboola	781-488-8511
Broadway	781-646-1049	Kim Cohen	Ryan Leahy	978-640-6714
Brookside	781-229-1531	Daniel Lugemwa	Dennis Jetoh	978-729-6018
Browning	781-646-5003	Judith Cayo	Evelyn Arrey	978-430-9746
Central	978-664-8615	David Ndungu	Taylor Muse	781-729-2606
Chatham	781-643-5516	Carolyn Nayambura	Balan Nyorkor	617-571-1643
Chelmsford		Kim Cohen	Janice Ellis-Ballerini	781-507-3962
Conrad (SL)	781-620-1667	Kim Cohen	Yves Cantave	978-729-2590
Dinanno	781-665-5188	Olushola Abdul	Jacqueline Opikhara	781-488-8463
Dolores	781-221-1654	Witney Stachowski	James Long	339-999-1963
Earlene	781-558-1069	Isaac Ambangira	Samuel Gitundu	781-860-3321
Eastern #2	617-294-0302	Kim Cohen	Saida Chmali	617-642-7412
Fairfield	781-777 2250	Asti Asdelina	Rolande Marcellus	339-927-3569
Fellsvie	781-620-0225	Mariah Havens	Asti Asdelina	978-729-0785
Fellsway	781-322-5448	Adeoye Oyewolee	SueAnn Cheung	781-460-0028
Forest	781-863-0613	Sulaimon Ojikutu	Renee Jacques	781-223-1584
Foster	781-395-8761	Tony Ssenono	Rose SabyTimagene	781-640-4839
Grace	781-935-0358	Kehinde Fagbenro.John William	Samuel Kimohu	978-729-1667
Great River (SL)	617-388-7362	Kim Cohen	Crystal Kanode	617-388-7362
Grove	781-944-5267	David Sseruyange/Jonal Pierre	Stewart Mweru	978-436-0791
Hastings	781-325-1520	Mike Mivule	James Long	339-999-1963
Haverhill	978-898-7998	Anthony Bukenya	Peter Adortse	339-368-1795
Heather	781-245-0887	Kettelene Polynice	Kathleen McNamara	781-382-8506
Hempstead	781-558-1949	Herode Germain/Franca Ufomba	Franca Ufomba	781-879-5042
High	339-224-5527	Andrew Terwane	James Long	339-999-1963
Highland (ABI)	781-321-8646	Stephanie Cantave/Maria Karabyo	Marcita Richard-Kumar	617-699-1940
ISS (LW)	781-879-7908	Abigail Santos	Alexandra Guzman	781-860-3001
ISS (MN)	781-879-5943	Connie Dorvil	Mark Huntington	781-502-8472
ISS (NS)	781-879-6132	George Lattarulo	Mark Huntington	781-502-8472
Kearsage	978-455-1897	Jonathan Karanja	Kathleen McNamara	781-382-8506
Laurel #2	781-983-1043	Kim Cohen	Jonathan Ciulla	781-879-9405
Laurel #3	339-545-5865	Anthony Opikhara	James Long	339-999-1963
Liberty	781-272-0372	Peninah Gaturu	Fabiola Nazaire	978-436-0667
Lowell	781-670-7159	Dominic Kabazzi	Samuel Gitundu	781-860-3321
Macklin	781-395-9710	SueAnn Cheung	SueAnn Cheung	781-460-0028
Main #107 (SL-ABI)		Kim Cohen	Jean Pierre	781-879-9405
Main #207 (ABI)	781-605-3454	Kim Cohen	Kenneth Preston	781-507-4737
Main #1003	781-324-2674	Michael Nsubuga	Jacqueline Opikhara	781-488-8463
Massachusetts (ABI)	781-274-1224	Kim Cohen	Kenneth Preston	781-507-4737

Program	Telephone	Human Rights Officer	Contact / Manager	Contact Number
Middlesex	978-447-5068	Lawrence Kiniti/Jonal Pierre	Charles Kimani	781-460-7575
Montrose	781-224-7499	Ahmad Lissanah	Charles Kimani	781-460-7575
North (221)	781-275-4208	Isaac Otoo	Ismail Lukyamuzi	978-436-0745
Old Billerica	781-275-1506	Godfrey Ssali	SueAnn Cheung	781-460-0028
Pelham	781-233-5758	Sirious Nourkhalaj	Charles Kimani	781-460-7575
Pine (ABI)	978-710-4468	Vanessa Florence Muganga	Melissa Womble	781-879-9146
School	978-806-2555	Lucy Kanai	Kathleen McNamara	781-382-8506
South Cedar (SL)	781-620-1487	Kim Cohen	Ricard Alcantara	781-809-1590
Spruce	978-274-7328	Taufique Amin	Samuel Gitundu	781-860-3321
Standish	781-842-3029	Olushola Abosede	Gabriel Ugabe	781-460-0028
Thomas (ISS)	781-583-6197	Kim Cohen	Josiah Hazard	781-281-6038
Washington		Kim Cohen	Stephanie Cantave	857-266-9896
Waterhouse	781-558-1069	Chantal Delinois	Kettelina Polynice	781-698-9254
Wolcott	781-391-4107	Sarala Dhital	Marie Kenfack	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:

Kenneth Preston
Director
781-538-4626 x1219

Individual Supports:

Mary Joyce-Acosta
Co-Director
781-538-4626 x2226

Mark Huntington
Co-Director
781-538-4626 x2226

Your Family Member's Services:

Contact the manager, listed on the previous page, or contact our administrative office at 781-538-4626 extension 1200; we will connect you with the name of the person who can help answer your questions, file a grievance, or address your concerns.

Your Family Member's Clinical Services:

Contact our Director of Clinical Services:

Janice Ellis-Ballerini, LMHC
781-538-4626 x1230

Your Family Member's Finances:

Contact our Chief Financial Officer:

Glen Charney
781-538-4626 x1216

Employment or Volunteer Opportunities:

Contact our Human Resources Manager:

Matthew Coughlin
781-538-4626 x1228

How to Contribute or Make a Donation:

Contact our Administrative Office:

Barbara Mague
781-538-4626 x1213

Family Members and Guardians are also encouraged to:

Contact our Chief Executive Officer,

Kevin J. Leahy
781-538-4626 x1211

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 J. Leahy
Chief Executive Officer
781-538-4626 x1211
kleahy@cooperativeforhs.org