



# **RESPECT FOR EVERYONE**

**(A booklet explaining Human Rights, Respect for Ourselves and Respect for Others)**

January 2011

## INTRODUCTION

This booklet is about respect. It is about *Human Rights*. Every human being has *rights*. People in different parts of the world have different kinds of *rights*, but we will be talking about the *rights* that we have in the United States of America.

Our *rights* are the rules that make sure everyone is treated equally and with respect. It is important for you to know these *rights* so that you know when you are being treated fairly and you know to treat others fairly.

Because you live in a home with the Northeast Arc and have supports through the Department of Developmental Services, you have extra *rights* that protect you because you have extra people in your life who support and help you. We need to make sure that all of these people respect you and your *rights*, and you need to be respectful of them also.



You have a Human Rights Officer who will discuss your rights with you, and will help you if you think someone is not respecting you.

Your officer is \_\_\_\_\_ and can be reached at  
# \_\_\_\_\_.

**A DAY IN THE LIFE OF \_\_\_\_\_**

Let's think about your day. Let's go through some of the things you do from the time you wake up until the time you go to bed.



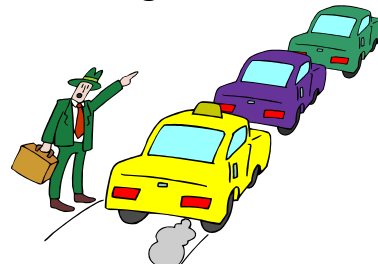
You wake up in the morning. You have slept well in a comfortable bed. You can't wait for a nice shower or bath (maybe you took one the night before), and then a good breakfast.

You may decide to stay in bed longer. You know though that you may miss your ride to work if you do. You may decide not to take a shower. You know then that you may not be able to go to your work site in the community because your hygiene will be unacceptable. You may decide not to eat breakfast. Then you remember that your stomach may hurt later in the morning.

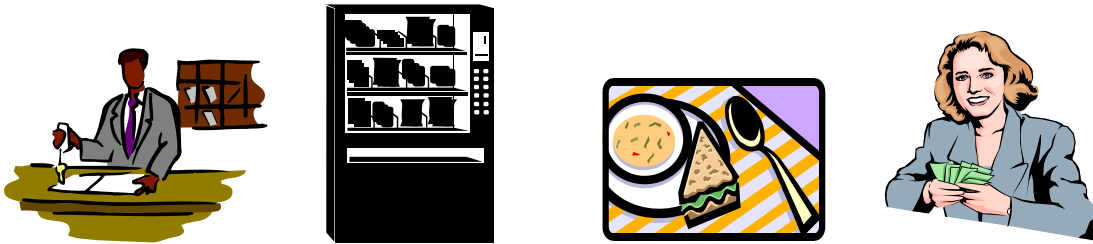
You have choices and you make decisions. These are your rights. People you live with will respect and help you with these decisions. We all learn, however, that there are good and not-so-good consequences to our decisions.

Think about this – can the people you live with tell you not to sleep on your bed, that you have to sleep on the floor? \_\_\_\_\_ Can you be told that you can't have breakfast because they didn't like something you did? \_\_\_\_\_  
The answer to both questions is "NO."

You have a right to a comfortable home and good food.



**It is time to get ready for work. You brush your teeth and get dressed. You may need someone to help you with this. You then take the cab or van to work.**



**During the day you are busy doing your work and/or activities. In the morning and in the afternoon you get a break, and around noontime you have lunch. At the end of the week you will get paid for your work.**

**Sometimes you may feel that you don't want to do your work. But then you remember that you will not get the money you need to buy a book you want.**

**Think about this – can your work boss tell you that you will not be paid for the work you do? \_\_\_\_\_ Can your work boss tell you that you cannot take a lunch break? \_\_\_\_\_ Can you be told that you can't do a job because you are a woman or because you are a man? \_\_\_\_\_ The answer is "NO" to all questions.**

**You have the right to have breaks and lunchtime. You cannot be discriminated against because of your gender (being a man or being a woman). You cannot be discriminated against because of your race or religion either.**

**You have the right to be paid for your work. You have the right to have people help you manage your money if you need help.**

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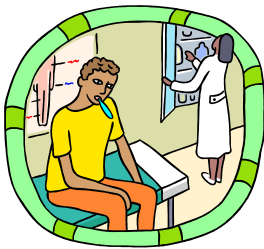


**Sometimes after work there are meetings with people who help and support you. One of these meetings is the ISP. Another meeting is about your Human Rights.**

**You, and your guardian if you have one, have the right to go to these meetings and agree or not agree with what is said.**

**You have the right to read or have read to you, information that is said about you and put in any record or Confidential File about you.**

**You also have the right to agree or not agree to have your picture taken.**



**Sometimes during the day you may have a doctor or dentist appointment. You or your guardian (if you have one) will pick out the doctor and dentist that you are most comfortable with. If you need any medical treatment in a hospital, you or your guardian must give your consent. Medications will be given to you only when necessary for your medical care.**

**You can decide that you do not want to go to the doctor's when you have an appointment. But you must realize the consequence of this - if you are not feeling good, how can you get better? The same is true**

**if you don't want to take your medication that your doctor has prescribed. How can you get better or continue to feel good?**

**Think about this - can the people you live with decide on their own, without your doctor, to give you or not give you medication? \_\_\_\_\_  
The answer is "NO."**

**You have the right to get the best medical treatment possible with your doctors.**

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**It is now late afternoon, and you have returned to your home. There are things you want to do to relax.**

**You have choices – in the privacy of your room or anywhere in the house you may want to listen to music, watch TV, talk on the telephone, talk to the people you live with, or have visitors.**

**Think about this - can the people you live with tell you that you can't talk on the phone, or that you can't read the mail that has come for you? \_\_\_\_\_**

**Can they take away your radio or TV without any explanation and without your consent? \_\_\_\_\_**

**Can they tell you to stay in your room and not come into the living room when you want? \_\_\_\_\_ The answer is "NO" to all of these questions.**

**You have the right to have privacy when you want it.**

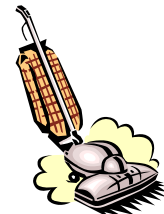
**You have the right to have personal possessions and use them, such as a radio, TV, books, and so forth.**

**You have the right to use the phone, and to send and receive mail.**

**You have the right to have visitors.**

**You have freedom of movement in the house (but making sure that others in the house have their own privacy and rights respected).**

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**It is now getting close to dinnertime. You may help make dinner with the people you live with, and then enjoy a good meal. You may eat out in a restaurant.**

**After dinner you may want to relax again, or you may have chores and things you need to do, like cleaning the dinner dishes, doing laundry or cleaning your room.**

**You have the right to a clean home, and to a safe home.**

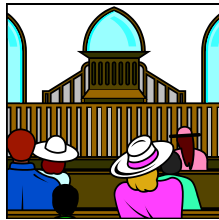
**The people you live with should respect your rights. It is also your responsibility to respect their rights. It works both ways to have a comfortable safe home to live in.**

**The following page will list other rights you have as you go through your days and nights during the week and on weekends:**



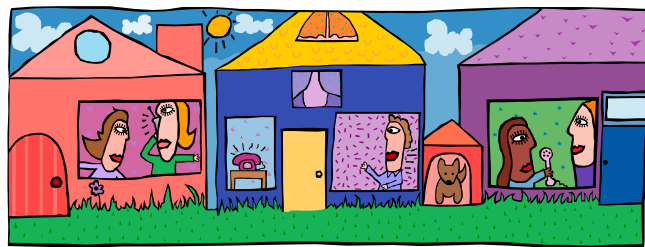
**During election times in your town, your state, and country, you have the right to vote. People you live with will help you to get information which helps you make decisions on voting, if you wish.**

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**You have the right to exercise your religious beliefs. People you live with will help you with transportation and participating in events, if you wish.**

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**You have the right to enjoy your life in your home and in your community. You should not be mistreated or hurt intentionally by anyone in any way. If you feel that you are being hurt in some way, please talk with your Human Rights Officer right away!**



## GRIEVANCE AND APPEAL PROCEDURES



Sometimes you may not agree with a decision that is made on your behalf, or you may feel that your Human Rights have been violated.

You should try to discuss this with \_\_\_\_\_, your Human Rights Officer or any staff member, or you should discuss it with your Program Director \_\_\_\_\_.

You will be given a verbal response within 2 work days.



If you are not happy with this verbal response, you can put your feelings in writing, or ask someone you trust to write it for you.

This is called a written grievance and will then be given to the Program Director \_\_\_\_\_.

Within 5 days, the Director will write back to you with a decision.



If you are not happy with this written response, you can appeal it by again writing or asking for help to write it, and it will be given to the Division Director \_\_\_\_\_.

Within 10 days this

Director will send you a decision in your spoken language

which is final.

## **Here is the Northeast Arc's Formal Grievance Procedure:**

If an individual in placement has a grievance related to any of the following areas:

- Disputes involving health and safety
- Disputes involving any basic human rights
- Acts of harassment or reprisal resulting from the use of grievance procedures

He or she may utilize the following complaint policy:

1. The complainant will discuss the grievance with the Human Rights Officer, preferred Northeast Arc Staff Member or Program Director. A verbal response will be provided to the individual, within two working days.
2. If the individual is not satisfied with the verbal response, he or she will communicate the grievance to the Director of the Program or their Supervisor. The Director/Supervisor will attempt to facilitate a resolution to the grievance. A written response from the Director/Supervisor will be provided to the complainant within five working days, with a copy to the Division Director. Along with these written decisions, a written appeal process will be sent to the complainant in understandable language.
3. If the individual is still not satisfied, he or she has the right to appeal the decision. The grievance shall be routed to the Agency Grievance Committee. Your staff will assist you in sending the information to the Human Rights Coordinator. The Grievance Committee will review the grievance; conduct an investigating and if warranted make recommendations for resolution. The Grievance Committee will submit recommendations to the Executive Director within 10 working days.
4. The Executive Director will review the findings and provide a written response within 10 days to all parties. This decision will be final.
5. All complaints will be reviewed by the Human Rights Committee. Any service recipient has the right to participate in the meetings and explain their grievance to the Committee.

**The program director will distribute copies of this grievance and appeal procedure to all involved persons. A signed acknowledgement of receipt of this complaint policy will be kept in the person's file. The Program Director will maintain written records of all decisions resulting from complaint, grievance and appeal procedures.**

## List of Human Rights

### These rights include, but are not limited to:

- 1) The right to services and supports designed to provide meaningful assistance to you in acquiring and maintaining physical, mental, and social skills which enable you to cope most effectively with the demands of your own person and environment.
- 2) The right to services and supports provided in a manner that promote:
  - a) Human dignity
  - b) Humane and adequate care and treatment
  - c) Self-determination and freedom of choice to the fullest capability
  - d) The opportunity to live and receive services or supports in the least restrictive and most typical setting possible
  - e) The opportunity to undergo typical developmental experiences, even though such experiences may entail an element of risk; provided that your safety and well-being shall not be unreasonably jeopardized
  - f) The opportunity to engage in activities and styles of living which encourage and maintain integration in the community including:
    - Social interactions in integrated settings typical of the community which maximize contact with other people who live or work in that community;
    - Maintaining a personal appearance which is appropriate to your age and the practices of the surrounding community and which is consistent with your choices and preferences and social and cultural background;
    - Activities, routines, and patterns of living which are appropriate to your age and the practices of the surrounding community, and which are consistent with your interests and capabilities;
    - Communication by staff in a manner appropriate to your age and the practices of the surrounding community;
    - Recreation and leisure time activities appropriate to your age and the practices of the surrounding community and which are consistent with your interests and capabilities;
    - A home with a design which takes into consideration number of people present, physical comfort, style of decor, opportunities for privacy, external appearance, type of

neighborhood where the home is located, and access to the community;

- Possessions appropriate to your age and the practices of the local community and consistent with the your interests;
- Privacy, including the opportunity wherever possible, to be provided clearly defined private living, sleeping and personal care spaces; and
- Freedom from discomfort, distress, and deprivation, which arise from an unresponsive and inhumane environment.

***Here is a brief summary of other Rights you have:***

- ➔ The right to communicate
- ➔ The right to be protected from private and commercial exploitation
- ➔ The right to be visited and to visit others under circumstances that are conducive to friendships and relationships
- ➔ The right to enjoy basic goods and services without threat of denial or delay for any purpose by providers.
  - ➔ The right to a reasonable expectation of privacy
  - ➔ The right to decline any service or support
  - ➔ The right not to be mistreated
  - ➔ The right to all of the benefits and responsibilities of competent adulthood
- ➔ The right to provide or withhold informed consent regarding: admission to a facility; medical or other treatment, involvement in research activities, initiation of level II or level III behavior modification interventions, release of personal information to other agencies, providers, or persons.
- ➔ The right not to be expected to perform labor which involves the essential operation and maintenance of the provider or the regular care, treatment, or supervision of other individuals.
- ➔ The right to acquire, retain, and dispose of personal possessions
- ➔ The right to be free of seclusion and restraint; (except as provided within the limits DDS regulations, 115CMR 5.11 through 5.15).

## DPPC

### **DPPC is the Disabled Persons Protection Commission**

It is an independent state agency that works to *protect adults with mental and physical disabilities, between the ages of 18 and 59, from abuse or neglect.*

### **Role of the D.P.P.C.**

- Receives and screens reports of suspected abuse, neglect and deaths through a 24-Hour Hotline
- Conducts investigations
- Ensures that the appropriate protective services are provided when abuse has been substantiated or risk is determined

### **There are Different Types of Abuse. These include:**

- Physical Abuse
- Neglect
- Emotional & Verbal Abuse
- Sexual Abuse
- Financial Abuse

**Your Human Rights Officer will discuss each of these further with you.**

### **What Is A Mandated Reporter?**

Mandated Reporters are required, by law, to report cases of suspected abuse or neglect to the DPPC. There may be a number of people in your life who are mandated reporters such as Doctors, Nurses, Counselors, Police, Teachers, Service Coordinators and Your Staff.

**You can also make a call to DPPC yourself. The number is**

**1-800-426-9009**

**If you are aged over 60 then you can call the Elder Abuse Services at**

**1-800-922-2275**

**WHEN IN DOUBT, JUST CALL DPPC (1-800-426-9009) AND THEY WILL REFER YOU**

**If you would like to receive more training on reporting abuse please let your Human Rights Officer know.**