



The Center of Hope Human Rights Handbook



Everyone has rights and responsibilities.

Rights are like laws that allow us to do what we want to do, go where we want to go, be with who we want to, and to be treated with respect and dignity.

Responsibilities are like expectations about how we should act towards each other and ourselves in a safe and mature manner.

This booklet contains a list of rights that you have and the responsibilities that go with them.

You have the responsibility to tell the truth when you are talking about your human rights.

You have the right to “Informed Consent”. This means that other people need to explain all the important things that are happening in your life to you, so that you can make good choices.



D.P.P.C. 1-800-426-9009

If you feel that you have been **abused, mistreated, or neglected** you have the right to call the Disabled Persons Protection Commission. The D.P.P.C. is an independent agency whose purpose is to protect people with disabilities from abuse.

**REPORT SUSPECTED ABUSE
OF PERSONS WITH DISABILITIES**



24 hours - 7 days a week, including holidays

 **The Commonwealth of Massachusetts
Disabled Persons Protection Commission
(DPPC)**

You have the right to be treated fairly,
with respect and dignity.

You have the responsibility to act in a
respectful and dignified way to
others.

You have the responsibility to treat
others with respect and dignity in the
same way that you would like to be
treated.

You have the right not to be hurt, hit
or abused in anyway.

AID (Victim age 18-59)

Abuse Investigation Division (formerly known as the
Office of Protection and Advocacy, OPA or P&A)

1-844-878-8923

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You have the responsibility to not hurt others.



You have the responsibility to let someone know if you are being hurt.

You have the right to speak up if you feel that you are not being treated fairly.



You have the responsibility to speak up for yourself, and to ask questions if you do not understand something.

You have the right to free legal aid if you need it.

You have the right to be in control of your life by making choices about what you want to do. This could include what to eat, what to wear, what to do for fun, or where to work.

You have the responsibility to accept the consequences for your choices and actions. If you choose to not to go to work one day, you will not be paid for that day.

You have the right to spend your own money. You have the right to be

protected from humiliation,
retaliation and financial exploitation.
You have the responsibility to make
sure that you save enough money for
the things that you really need. Staff
or family can help you to budget your
money so that you will have enough.

Food cannot be taken away from you
to punish you. You also cannot be
denied water or the use of the
bathroom.

You have the right to know what is
going on in the world.



You have the responsibility to take the necessary measures to inform yourself, like taking a current events class, watching the news, or asking someone you trust.

You have the right to have the medical care that you need from the medical provider of your choice and

to know the side effects of your medication.

You have the responsibility to take care of your health and to work with your medical providers.

You have the right to receive help when you need it.

You have the responsibility to ask for help when it is needed.

You have the right to have family or friends visit you and have privacy for your meeting.



You have the responsibility when entertaining visitors to respect the house rules and respect the other people who live in your home.

You have the right to privacy unless you need help.



You have the responsibility to act safely when you are enjoying your privacy.

You have the responsibility to give other people privacy when they want it.

You have the right to become educated about relationships and friendships.

You have the responsibility to treat your friends with respect and dignity.

You have the right to send and receive personal phone calls and mail, with privacy.

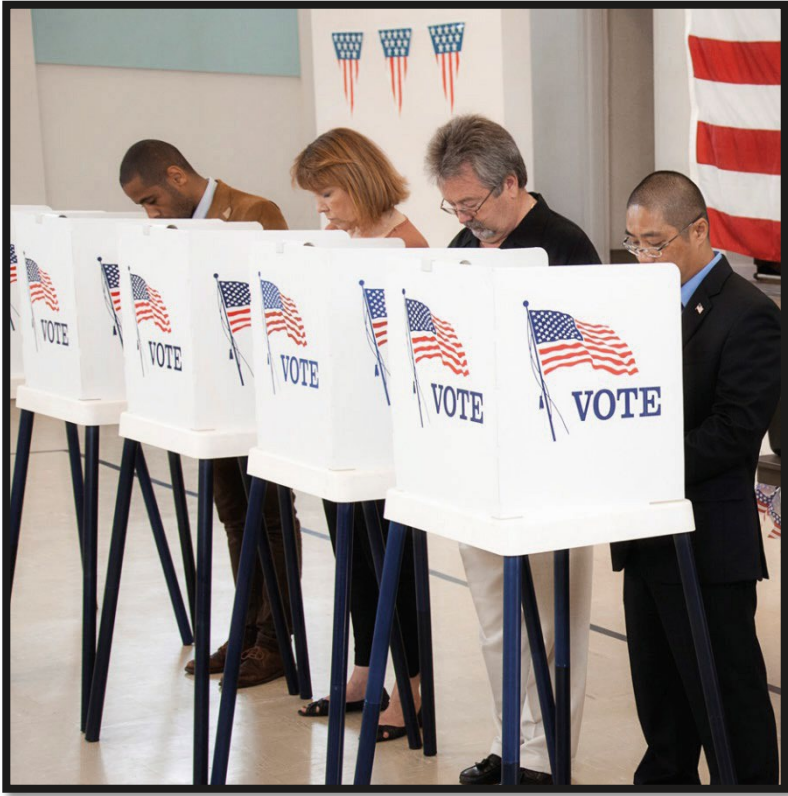
You have the responsibility to use the mail and telephone appropriately.

You have the right to practice the religion of your choice.



You have the responsibility to respect other people's religious beliefs and practices.

You have the right to vote.



You have the responsibility to learn about the candidates and the issues to be voted on.

You have the right to live in the community as independently as you can.

You have the responsibility to be a good member of your community.



When you're at The Center Of Hope...

You have the right to fill out a grievance form or ask a staff to help you. You will not get in trouble for filling out a grievance form.

A grievance is a complaint or concern someone has when at the program. Every program has a grievance box where you can place forms anonymously.

If the agency wants to use your picture on a website, brochure etc. they must first get **your permission.**

It is your choice whether to agree or not and you can change your mind.

You have the right to have fun and participate in social, recreational, and community activities with your friends.

You have the responsibility to keep yourself and others safe, and to act responsibly with others.

You have the right to know what is in your file and to be able to look at your records. You also

have the right to know who else can look at your records.

You have the responsibility to use your record seriously, like helping you to make important decisions about your services.

You have the right to have your own things and to be able to keep them in a safe place.

You have the responsibility to respect the rights of other people to have their things kept in a safe place. You cannot take anybody else's things without their permission.

You have a right to a clean program in which you can feel comfortable and safe.

You have a responsibility to help keep your program clean.

You have a right to move around freely within your program.

You have a responsibility to be safe with yourself and others as you move around the program.

You have the right to choose where you live and what program you attend.

You are responsible for following the expectations of your home and program.

It is your right to be paid a fair wage if you work.

It is your responsibility to cash your check or find somebody who can help you to cash your check.

You have the right to be supported by your team to have a happy and productive life at home and in the community.



You, your family, your guardian, your staff, clinicians, and service coordinator may agree that you could benefit from a behavior plan. The plan would have to be agreed upon by you and your guardian and be reviewed by the human rights committee. The plan would also be evaluated annually to ensure that it is still working and that it is still needed.

You have the right to have the plan evaluated to ensure that it is appropriate and necessary for you to reach your goals. You have the right not to have a plan if you do not need one.

You have the responsibility to work with your team in learning new skills which will enable the plan to be reduced or eliminated.



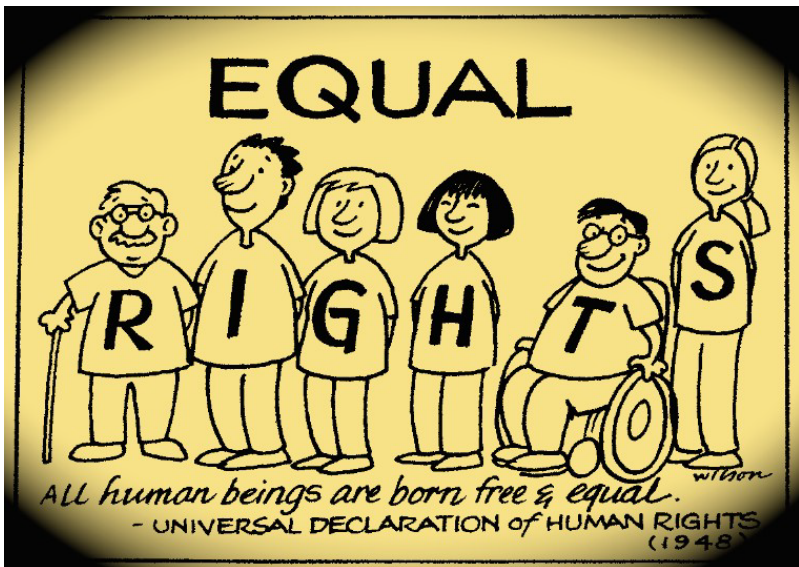
If the agency has an annual meeting, sometimes called an ISP or OPS, you have the right to attend and can invite important people.



The Human Rights Committee is made up of family members, peers, an RN, and a lawyer who look at policies and practices of the agency.

The Human Rights Committee is responsible for making sure the agency is fair to everyone. They also look at Behavior plans and any

grievances. You can schedule a meeting with the committee if you need their help.



You may have a guardian who is assigned by a judge to help you with important decisions.

The guardian may be a family member or someone else who can help to make certain that your rights are being protected.

You have the right to meet with your guardian and tell them about what is important to you.

Your guardian has the responsibility to make decisions which will help you to have a safe, healthy, enjoyable, and productive life.



If you are under guardianship and **do not** think you need one, you have the right to an appeal process. Your support team will help you to make the best possible decision for you.

There is a **human rights officer** in each program, who you can also speak to about your rights. The information for the officer is posted in program or you can ask a staff to help you locate them. You also have a Human Rights Coordinator Ryan Chauvin, who can assist you if you have questions or need assistance. Each month we have a Human Rights Newsletter that outlines a topic of the month to focus on in programs. See below for the list of monthly topics:

January

Confidentiality/Privacy/Dignity

February

HRO/HRC/Grievances

March

Safe Environment/Medication

April

Mail/Telephone/ Visitors

May

Choices/Belongings/Food

June

Self-Advocacy

July

Current Events/Media

August

Movement/Living Arrangements

September

Assistance/Friendship,

October

Free from Mistreatment/Financial Exploitation
Abuse/DPPC

November

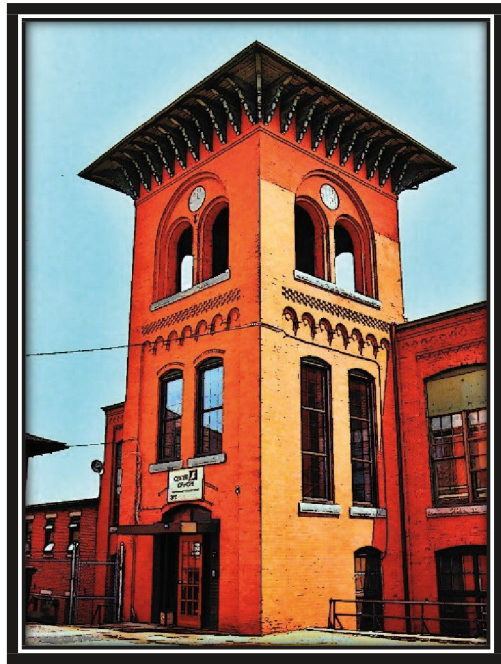
Voting / ISP

December

Religion/Retaliation

The Center of Hope's ***MISSION STATEMENT***

The Mission of the Center of Hope is to provide people with disabilities and their families with the resources, services and



opportunities to be contributing members of their communities and to achieve the most fulfilling and meaningful lives.