



Multicultural Community
Services of the Pioneer Valley, Inc.,
Human Rights Committee :

Attorney—Chairperson
Bernie Cohen, b.cohen.pvlalaw@verizon.net

Psychologist—Vice Chairperson
John Struth, jost56@yahoo.com

Registered Nurse
Mary Jo Gallagher, mjqbelieve@comcast.net

Human Rights Coordinator
Amy Sullivan, amysullivan@mcnet.org

Member
Michael Chmeal

Member
Dean Bell

Family Member
Kevin Bell

Member
Margaret Muller

Multicultural Community Services
1000 Wilbraham Rd
Springfield, MA 01109

Multicultural Community Services
of the Pioneer Valley, Inc.



Human Rights

Our Mission

Affirm, promote, and protect the human rights and civil rights of individuals served and to monitor and review the activities of the agencies with regard to the human and civil rights of those individuals consistent with the requirements of 115 CMR 3.09.

Multicultural Community Services
1000 Wilbraham Rd.
Springfield, MA 01109
(413) 782-2500 ext. 308
www.mcsnet.org

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DDS System of Human Rights Safeguards

Every DDS and Provider Agency employee is responsible for treating each individual served with dignity and respect. They also must stop any abuse or mistreatment they witness, and are mandated to report such activity to the Disabled Persons' Protection Commission (DPPC). DPPC HOTLINE 1-800-426-9009

Each Individual Service Plan (ISP) Team includes the individual, guardian/family, their service coordinator, and provider agency staff. The ISP team determines the plan for services & the basis for what and how those services should be carried out. This includes a review of any behavior plan and restrictive procedures.

Human Rights Officers are appointed by Provider Agency Directors for each of their Agency service locations. These Officers are a point of contact for individuals and their families and can refer any human rights concerns/grievances to their agency Human Rights Committee.

A Human Rights Coordinator is an agency staff person assigned to provide oversight for the Provider Agency's Human Rights Officers, and to provide administrative support to the Provider Agency's Human Rights Committee.

The Human Rights Committee is an independent provider agency committee appointed in accordance with DDS regulations. These committees are charged with the review and approval of behavior plans, review of restraint orders, restrictive procedures, and investigations. They also provide advice to their agency director regarding the agency's policies and procedures.

DDS Human Rights Specialists are Regional staff members of the Office for Human Rights. They provide training, technical assistance and advocacy to all parts of the Provider and Departmental communities (including families, individuals, and human rights committees). The Human Rights Specialist assigned to each DDS Region is under the supervision of the Massachusetts DDS Director of Human Rights.

The Human Rights Advisory Committee (HRAC) represents all the constituencies of the Department and advises the **Commissioner** on significant human rights policies and concerns. HRAC ensures that individual rights are protected within the policies and practices of the Department.

<http://www.mass.gov/eohhs/gov/laws-regs/dds/> - This is a link to the full DDS regulations as well as DDS policies and other information, including OHR newsletters, background & updated or current Human Rights information etc.

Department of Developmental Service
The Office For Human Rights
500 Harrison Avenue
Boston, MA 02118
Phone: (617) 624-7738

Office for Human Rights Regional Contact

REGION	CONTACT INFORMATION	REGIONAL OFFICE/FACILITY
Central/West	Human Rights Specialist DDS Central/ West Region 140 High Street Springfield, MA 01105 Phone: (413) 205-0892 1-(800) 328-3123, x0892	Central/West Region Berkshire, Franklin/Hampshire, Springfield/Westfield, Holyoke/Chicopee, South Valley / <i>Milford & Southbridge</i> <i>locations</i> , North Central, Worcester, Templeton Developmental Center