

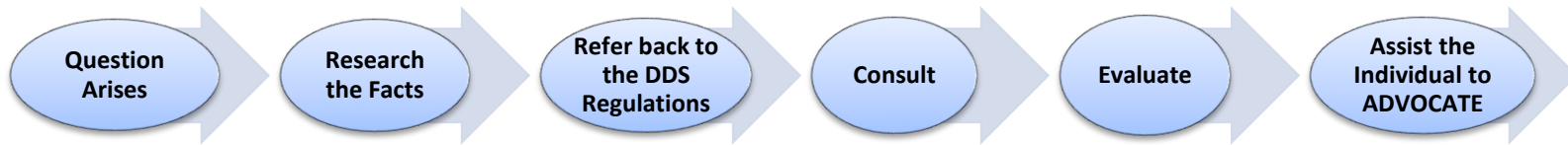


DEPARTMENT OF DEVELOPMENTAL SERVICES  
OFFICE OF HUMAN RIGHTS

May 2023

# OPTIONS FOR ACTION

A tool for thinking about where to go what to do for Human Rights Issues, Questions and Concerns



Person looking for action	Abuse, Neglect, or Mistreatment Concerns	Questions or Concerns about Behavior Plans or Restrictions	Concerns about medication	Other Rights concerns, issues or grievances
<b>Individual, Guardian, or Family</b>	<ul style="list-style-type: none"> <li>• Stop the abuse immediately, get help to ensure safety.</li> <li>• Call 911 if needed.</li> <li>• Call DPPC 24-hour hotline 1-800-426-9009.</li> <li>• Speak up and report the abuse or mistreatment to a trusted person.</li> <li>• Notify program so they can take action to keep person safe.</li> <li>• May seek legal help.</li> <li>• May file appeal of DPPC or DDS investigation if findings are unsatisfactory.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss with program staff or clinicians.</li> <li>• Ask to be part of the development of the plan.</li> <li>• You can withhold consent to the plan but should participate in the team process.</li> <li>• Discuss the plan at the Human Rights Committee meeting.</li> <li>• Call Service Coordinator to express concerns.</li> <li>• File appeal to ISP or ask for an ISP modification meeting to discuss concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss with program and clinical staff, ask questions and express concerns.</li> <li>• Call prescribing doctor if you have questions or concerns with medication.</li> <li>• Get a second opinion from another doctor.</li> <li>• Contact your Rogers Monitor if the concern is about antipsychotic medication.</li> <li>• Call your Service Coordinator.</li> <li>• You can decline medication.</li> </ul>	<ul style="list-style-type: none"> <li>• Speak with support staff or trusted person to voice concerns and ask questions.</li> <li>• Call Program Director or Service Coordinator to gather information and to ask for assistance.</li> <li>• Call your regional Human Rights Specialist.</li> <li>• Ask to speak with the Human Rights Committee or file a Human Rights grievance.</li> <li>• Contact DDS ombudsman, if needed.</li> <li>• Seek legal advice, if needed.</li> </ul>
<b>Human Rights Officer or Direct Support Staff</b>	<ul style="list-style-type: none"> <li>• Stop the abuse immediately; make sure that the person is safe.</li> <li>• Call 911 if needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Talk with clinical staff or supervisor.</li> <li>• Support the individual, guardian or family to express their concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Speak with the individual, guardian or family about your concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Report concerns to supervisor.</li> <li>• File a grievance with the Human Rights Committee.</li> </ul>

	<ul style="list-style-type: none"> <li>• Call DPPC 24-hour hotline 1-800-426-9009.</li> <li>• Notify program so they can take action to keep person safe.</li> </ul>	<ul style="list-style-type: none"> <li>• Ask to discuss concerns with the Human Rights Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Report concerns and ask questions of clinical staff or supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Call your regional Human Rights Specialist.</li> </ul>
<b>Service Coordinator</b>	<ul style="list-style-type: none"> <li>• Stop the abuse immediately; make sure that the person is safe.</li> <li>• Call 911 if needed.</li> <li>• Call or insure that DPPC is called 1-800-426-9009.</li> <li>• After the investigation or review is completed, review the action plan and monitor the follow through.</li> <li>• Follow up with person, guardian, or family to ensure they are satisfied with the outcome.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate with individual/guardian/family.</li> <li>• Review the plan or restriction and ensure that all proper components are in place; compelling need, least restrictive, teaching plan, criteria to fade restriction.</li> <li>• Include the plan or restriction in the ISP and discuss at the ISP meeting.</li> </ul>	<ul style="list-style-type: none"> <li>• Share your concerns with the individual and or guardian.</li> <li>• Talk with program staff.</li> <li>• Contact the Rogers Monitor if concern is regarding antipsychotic medication.</li> <li>• Convene a meeting with the individual, guardian, family, and program staff and clinicians.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss your concerns with the provider.</li> <li>• Work with individual, guardian or family.</li> <li>• Discuss with your supervisor.</li> <li>• Bring in other resources as needed.</li> <li>• Call team meeting as warranted.</li> <li>• Call your regional Human Rights Specialist.</li> </ul>
<b>HR Coordinator or HR Committee</b>	<ul style="list-style-type: none"> <li>• Ensure DPPC was called.</li> <li>• Follow investigation workflow and ask questions.</li> <li>• Ask to see the investigation report and review it.</li> <li>• You can file an appeal of DPPC or DDS investigation if findings are unsatisfactory</li> <li>• Discuss what your agency can do to avoid future occurrences of similar events.</li> <li>• Make written recommendations to provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Review information provided by Human Rights Coordinator, and others.</li> <li>• Consider the following: Is there a compelling need for the plan or restriction, is it the least restrictive approach, are there alternatives which could be tried, and what is the plan to fade or eliminate the restriction?</li> <li>• Discuss with provider clinicians/staff at the committee meeting.</li> <li>• Make written recommendations that reflect your views, which may not be the same as provider clinicians/staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Review information provided by HR Coordinator from HRO, program staff, Service Coordinator, etc.</li> <li>• Invite the individual, guardian, or family to a meeting to discuss.</li> <li>• Express concerns to the provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the Human Rights grievance procedure if warranted.</li> <li>• Review grievance information and invite the complainant to the meeting to directly express their concerns.</li> <li>• You can ask to review agency policy relative to complaint.</li> <li>• Make recommendations to the provider to address concerns.</li> <li>• Ask HR Coordinator to follow up if needed.</li> <li>• Support the individual to access other advocacy resources if needed.</li> </ul>

**You can consult a Regional DDS Human Rights Specialist for support at any time [OfficeOfHumanRights@mass.gov](mailto:OfficeOfHumanRights@mass.gov)**

**\*\*In all circumstances you must file a DPPC complaint immediately if there is reasonable cause to believe mistreatment, abuse, or risk of harm occurred and ensure immediate actions are taken to ensure safety\*\* [DPPC: 1-800-426-9009](tel:1-800-426-9009)**

**The Disability Law Center is the Protection and Advocacy Agency for people with disabilities in Massachusetts – 1-800 872-9992**

**DDS Ombudsman – Christopher Klaskin can be reached at 617-624-7526 [Christopher.M.Klaskin@mass.gov](mailto:Christopher.M.Klaskin@mass.gov)**