

bay cove news

Winter 2008

group home: freeland residence

The Freeland Residence is a group home for four women with severe medical and developmental disabilities. All had previously been in nursing homes.



Roberta, a resident, Joseph Ryan, RN, and Jennifer (Sullivan) Greene, program director.

Roberta, resident

"I just turned 59. I was born in Springfield. I didn't have a family. I don't know what happened to my parents. I lived in Medfield State Hospital. Then I lived in the nursing home for 30 years.

I get up around six, wash myself, and have my breakfast. I go to my day program. At night we have supper, and I take a shower. I need help for that. I fold the laundry sometimes. Sometimes we'll sit in [the living room].

Sometimes we'll go to our room. I go to bed around seven.

I have a lot of friends. My friend who lives in Uxbridge came here for my birthday.

I wanted to try this out. I like having my own room.

It feels good. I'll stay here."

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city of champions!



On October 3, 2007, the Chairman and Board of Directors of Boston Municipal Research Bureau honored Stan at the 22nd Annual Henry L. Shattuck Public Service Awards Ceremony. Stan received the prestigious "City Champion Award" for nonprofit leadership. See page 8.

management's message



Bay Cove President and CEO Stan Connors (left) and Executive Director Bill Sprague

Taking on the greatest challenges. When others give up, we don't.

People often ask us, "How is Bay Cove different from other human service providers in the Boston area?" A number of characteristics are unique to Bay Cove. First, we have a long history of effective services provided with an exceptional degree of compassion. This has resulted in our organization being described as "a big organization that feels like a small one." Second, we have always operated our programs in a fiscally responsible manner and have never had to close programs or layoff staff because of poor financial management. Third, and most distinctively, our organization provides diverse programs and services to individuals and families whom other agencies are unable to serve. Many other agencies focus their services on narrowly identified groups of people, for example, the homeless, the developmentally disabled, the elderly, or individuals with addiction disorders. These agencies often turn away people who come to them with multiple challenges and disabilities. Bay Cove does not. We have taken a different direction and developed specialized programs and services for these individuals and families. Examples of these programs can be seen across our organization.

Bay Cove's ability to provide unique and innovative programming is made possible by the support of many individuals and institutions. We are very thankful for your support.

In this edition of *Bay Cove News*, we highlight one of our specially designed programs. The program provides people who face both developmental disabilities and physical disabilities, with individualized care in a neighborhood setting. The results are truly heart-warming.

Bay Cove's ability to provide unique and innovative programming is made possible by the support of many individuals and institutions. We are very thankful for your support. We hope that as you read this edition of the *Bay Cove News*, you will take a minute to feel proud about the part you play in helping those with the greatest challenges live full, rich lives.

A handwritten signature in black ink that reads "Stan Connors". The signature is written in a cursive, flowing style.

Stan Connors
President and CEO

A handwritten signature in black ink that reads "Bill Sprague". The signature is written in a cursive, flowing style.

Bill Sprague
Executive Director



Jennifer (Sullivan) Greene

Jennifer (Sullivan) Greene, program director

“[When she came] here, a huge door opened for Roberta. She was extremely excited to have her own room, but more than that, she was not used to making choices. We work every day on that.

It could be as little as what we’re having for dinner. She has insulin-dependent diabetes, and the one-to-one teaching has really helped her eating habits and oral health. In Roberta’s life, these are huge strides.

We have Joseph Ryan (Joe), our full-time RN; three licensed practical nurses; and a direct-care staff person. With this high staff-to-client ratio, we are able to have one-to-one outings. Roberta has tried lots of things — the movies, the zoo. She goes to the hairdresser and the bank.

We work on strengthening relationships. One woman’s parents are extremely elderly, not able to get out, so we go there. That’s not possible

for a nursing-home staff. It’s a huge difference.

All four of our residents were very fragile when they arrived. One was so sick that there was concern about moving her. She’s so healthy now, it’s like night and day. Another is only 25, way too young to be in a nursing home for the rest of her life.

When I was approached about the job, the idea of having a nursing component to the program just fascinated me. I have relatives with disabilities, and I absolutely think this is a place where I could see them living. You don’t find that a lot. This is the next level of care. And it’s time for that.”

Joseph Ryan, RN

“Many of the people we serve have Down’s Syndrome. More effective medications and supportive care have helped these individuals live longer. As people are living longer, clinical research has identified that individuals with Down’s Syndrome will develop Alzheimer’s by the time they reach their 50’s. This tells us that, each year, more people will need the level of care we provide at Freeland Residence.

The biggest challenge is that the state budget resources haven’t ramped up to meet the emerging need, but neither has the thinking. Group homes have not had highly skilled nursing staff for so long; everyone thinks that’s how it has to be. But [for this population] this is the wave of the future.” □



Joseph Ryan

CSU (crisis stabilization unit) always open

There are many psychiatric crisis units in the Boston area, but the Crisis Stabilization Unit (CSU) is the only one based on a medical nursing model. This 24-hour program provides individuals with an alternative to inpatient hospitalization.

The CSU is staffed by registered nurses and mental health counselors. The population of this voluntary, unlocked unit, located in the Solomon Carter Fuller Mental Health Center in Boston, is indigent, often homeless, and coping with chronic medical conditions. With a 24/7 nursing staff, the unit can serve diabetics, addicts undergoing detox, and others with challenging needs.

In separate quarters, the unit offers 12 beds for adults and 2 beds for adolescents. Adolescents can stay three days, and adults, who tend to need more stabilization, can spend three to five days. CSU staff dedicate their efforts to finding the right medication, providing therapy, and arranging for follow-up care. The nurses and mental health workers are Bay Cove employees; the attending staff, medical director, and nurse practitioner work for Boston Medical Center. As a



Marco Belluardo-Crosby, CSU program director

“We take great pride in accepting clients whom inpatient units don’t accept, whether for medical reasons or because their pasts suggest they might be dangerous.”

component of the Boston Emergency Services Team (BEST), which responds to all psychiatric emergencies in the Boston area, the unit takes clients in crisis who cannot be, or do not need to be, in an inpatient unit, a setting that costs twice as much per day.

Marco Belluardo-Crosby, CSU’s program director, is a psychiatric nurse, who trained in his native Italy and has been a Bay Cove employee for seven years. “We take great pride in accepting clients whom inpatient units don’t accept, whether for medical reasons or because their pasts suggest they might be dangerous,” says Marco. “Just because a person was a threat three years ago doesn’t mean he/she is now. You have to look at the whole picture.”



did you know...



Sonia Forbes, CSU nurse manager

One of Marco's dreams is to secure funding to staff the adolescent side of the CSU permanently, so that teenagers in crisis can come in immediately upon referral, as adults now can. The unit, which has a license to provide services for up to four adolescents, currently has to arrange coverage for this age group by hiring per diem staff, a process that can take longer than a client can safely wait.

CSU nurse manager Sonia Forbes, who has worked in the unit since it opened four years ago, came to this country from Jamaica when she was 14 and is part of a caring family. "The majority

"Clients leave here so grateful...they have placement. It is amazing the difference that you make when you have the whole team working together."

of us are in the mental health field", Sonia says. "My father is a driver here in this building, and four of my sisters are psychiatric nurses. We really feel we make a difference; that motivates us more than anything else."

"Clients leave here so grateful. They feel better on the medication; they feel like they've had the therapy they needed; they have placement. It is amazing the difference that you make when you have the whole team working together."

□

- ★ Bay Cove Academy **assisted 100% of its graduating high school seniors** in pursuing higher education, training or employment.
- ★ Center House served **1,675 people challenged by psychiatric and/or developmental disabilities** to build rewarding lives through career centers, self-help clubhouses, treatment centers, integrated mobile treatment and rehabilitation.
- ★ Bay Cove's Early Intervention Program provided a second **weekly therapeutic playgroup to 188 children** under three who are developmentally delayed, have a physically or mentally disabling condition, or are at risk of developmental delay.
- ★ The Developmental Disabilities Division **provided bicultural and bilingual family support services** to Chinese, Vietnamese, Latino and Italian families in need of residential services for developmental and intellectual disabilities or autism.
- ★ The Substance Abuse Division successfully **treated 2,449 individuals** in two detoxification programs.
- ★ The Mental Health Division prevented homelessness for **100% of the people** (67 individuals and 14 families with disabilities) served through the Boston Tenancy Preservation Project.
- ★ Kit Clark Senior Services **provided 117,210 hot nutritious meals** to seniors in their own homes and **176,485 meals to 26** congregate nutrition sites throughout the city.

Statistics taken from 2007 Bay Cove Annual Report

kit clark women extend warm welcomes

Monday afternoon, November 12, on the maternity floor of Boston Medical Center (BMC): Winnifred Payne, “going on 80;” Dottie Mackie, 67; and Henrietta Warner, 99, have just arrived with cartons filled with the handiwork of their five-member knitting and crocheting group from Bay Cove’s Kit Clark Adult Day Health program in Dorchester. The gifts include colorfully striped and tasseled crib blankets and soft hats for newborns.



Kit Clark’s compassion brings smiles to BMC maternity staff



“Here’s some blankets to warm these new people.” Kit Clark crocheter Winnifred Payne (right)

Last year, the crafters decided to make BMC’s newborns their project. “We thought it would be a great idea to donate items to newborn babies, especially around the holidays,” Denise Banks, the senior center’s activity coordinator, explains. “BMC provides care to a lot of our clients, and lots of the ladies have given birth here. So when we came to picking a hospital, of course this was our first choice.”

Like the rest of the obstetrical staff, social worker Nedra Jackson is thrilled. “There is definitely a great need. I was looking in the clothing closet just this

The group makes its way slowly and proudly down the unit’s long hallway. There is the presentation of a blanket and hat to a mother and her three-day-old son, snuggled on her chest. The baby is cooed over. The blanket and hat are admired. “I will cherish these,” says the mother. No matter that these elderly women are strangers to the young mother: this is a visit from three caring women, welcoming new life into the world. □

“Here’s some blankets to warm these new people.”

morning; there were only two blankets. I had a baby who had no clothing, no blankets, nothing. The mother came from a domestic violence shelter, just fled her home, and that was it. It’s cold now, so this comes right on time.”

notes from the office of advocacy

I've been at Bay Cove for more than eleven years, formerly as a senior program director and a housing manager, and for the past two-and-a-half years as director of advocacy. Most of my time is spent working with community groups in the neighborhoods where we have programs or plan to have them, meeting elected officials and attending monthly civic association meetings.

At these meetings, I weigh in on and help iron out neighborhood issues, which may or may not be related to Bay Cove services. Our participation in these meetings is very much appreciated. We are not only a business; we're also an active, functional, visible member of the community each and every day.

It's honorable and humbling to be a voice for people with disabilities, to seek with every fiber of your passion and value system to do the best possible job, because it means so much to so many people.

Working with the community is my favorite part of the job, but it is often the most challenging. The biggest challenges come when we are planning new housing. The state requires us to engage in a community process whenever we are proposing to site a residence for people with developmental disabilities or mental illness. The process brings us face to face with community groups, where we can encounter expectations and demands that are discriminatory and violate the privacy of the individuals we serve.



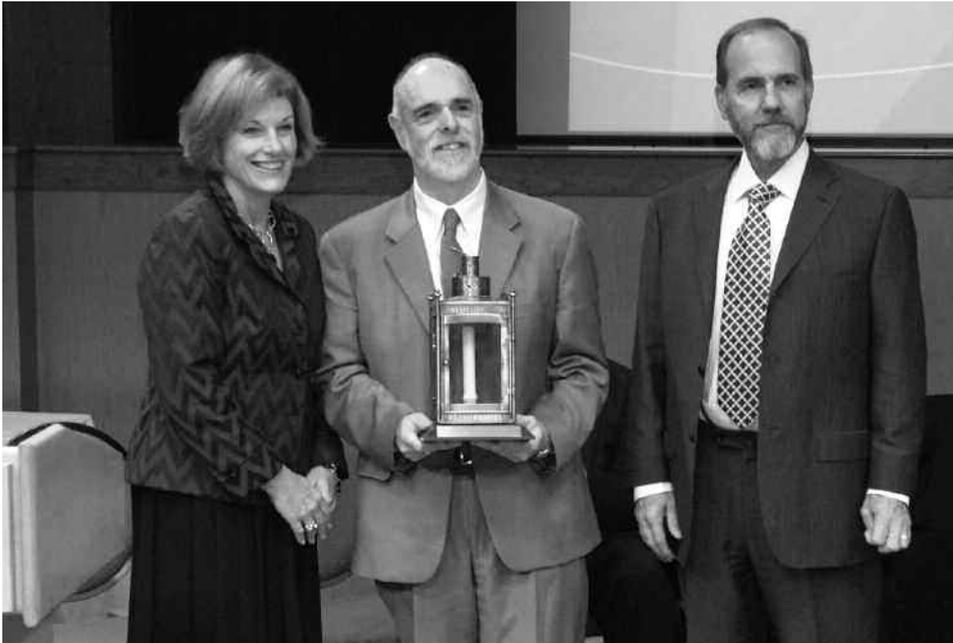
Charles Hollins, Director of Advocacy

They may want specifics, such as the disabilities and treatment histories of our future tenants. The process challenges our skills in diplomacy, and our commitment to confidentiality. But I understand the fears that may arise when a human service agency is bringing people in.

It is still very difficult to break through the barriers of prejudice, stereotypes and misinformation about developmental disabilities and, especially, about mental illness. It troubles me that as a society we have so much farther to go. What keeps my feet solid on the ground in the face of an unwelcoming group is that once we are there for a couple of years, people learn that we are good neighbors. We have the best looking house on the street! That echoes how we treat the people who live inside.

It's honorable and humbling to be a voice for people with disabilities, to seek with every fiber of your passion and value system to do the best possible job, because it means so much to so many people. □

“one person can make a difference”



Cathy E. Minehan, Arlington Advisory Partners, Stan Connors and Samuel R. Tyler, President, Boston Municipal Research Bureau (BMRB).

22nd Annual Henry L. Shattuck Public Service Awards Ceremony

On October 3, 2007, the Chairman and Board of Directors of BMRB honored Bay Cove's President and CEO, Stan Connors at the 22nd Annual Henry L. Shattuck Public Service Awards Ceremony, held at the World Trade Center Amphitheatre in Boston. Stan received the prestigious “City Champion Award” for nonprofit leadership.

The theme of the event was “One person of conviction can make a difference.” In Stan's acceptance remarks, he noted that he was receiving this award on behalf of the 1,400 Bay Cove and Kit Clark staff who make a difference every day.

Stan was joined by an entourage from Bay Cove and was pleased that his father came down from Maine to take part in the event.

Henry L. Shattuck Public Service Awards is managed by the BMRB, a private watchdog group. Henry L. Shattuck, a lawyer, businessman, and politician who died in 1971, believed that government should behave responsibly when distributing public funds and resources. □

vision, mission, principles

Vision

Full, rich lives for people with the greatest challenges.

Mission

Improving the quality of the lives of individuals and their families who face the challenges of developmental disabilities, aging, mental illness and drug and alcohol addiction. We will accomplish this mission by providing effective and compassionate services and through advocacy and leadership.

Principles

The organization is guided by a core set of principles, which include:

- ▷ All human beings have value, and deserve to be treated with respect and dignity.
- ▷ Our services must be outcome-focused, measurable and effective.
- ▷ Treatment plans must be developed in partnership with those being served.
- ▷ The strength of our services depends on a well-trained, highly motivated workforce.
- ▷ Successful partnerships must be maintained with those we serve, as well as the community at large.
- ▷ All of our programs and services will be managed in a fiscally responsible manner.

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Bay Cove News is published twice annually for the friends of Bay Cove.

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Design: Communication via Design, Ltd.

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