



# The Lamp

Summer 2007

C H A R L E S R I V E R A R C

The mission of Charles River Arc is to enhance the quality of life for individuals challenged by developmental disabilities.

## Big Laughs Deliver Huge Benefits to Family Support Programs

by Joan Johnson

The Giving Tree Foundation's 9th Annual April Fools Comedy Show and Auction delivered a wonderful evening of entertainment while raising funds to directly benefit Charles River Arc's Family Support Programs. Emceed by well-known comedian John Turco, and featuring some of Boston's best comic talent, the event was held at The Hotel at MIT on March 24th.

In her welcoming remarks, Tracie Sullivan, President and Founder of The Giving Tree Foundation, thanked the audience of over 200 supporters for their generosity which has enabled continued growth of the foundation and critical funding for the organizations it supports.

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## Team Hoyt and Bridget Robinson Honored at *Building a Dream 2007*

By Maria McTernan



Wednesday, May 2nd was great cause for celebration as it marked Charles River Arc's 12th annual *Building a Dream* benefit gala held at the elegant Boston Park Plaza Hotel. Families, Board members, loyal businesses and friends came together in recognition of Charles River Arc's significance in the community and to help raise crucial funds for its programs for children and adults with disabilities.

*The Sam Gerson Humanitarian Award*, named in memory of former Chairman of the Board of Filene's Basement and longtime friend of Charles River Arc, was presented to Dick and Rick Hoyt, legendary father and son Boston Marathon team.

Although it is difficult to imagine today that the Hoyts encountered resistance early on, attitudes began to change

when they entered the Boston Marathon in 1981. Since then, Team Hoyt has competed in over 945 athletic events, including 25 Boston Marathons and eight Ironman triathlons. Through their continuous presence and determination on the race course, they have demonstrated that every person can and should be included in all activities of everyday life.

When the Hoyts are not competing, they go on motivational speaking tours around the country and abroad, addressing sports and non-sports audiences alike, about people with disabilities and promoting the Team Hoyt motto, "Yes You Can." According to Dick Hoyt, "it is simply a matter of educating people." The Hoyts' mutual inspiration for each other embraces

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**Coming Soon!**

**Annual Ellie Bloom Olympics**



**Needham High School Memorial Field**  
**September 2007**

For more information, please contact Sarah Richmann at 781-972-1058 or [srichmann@crarc.org](mailto:srichmann@crarc.org)

## Huge Benefits to Family Support Programs

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Established in 1998, The Giving Tree Foundation raises monies for programs dedicated to helping children with brain injuries live a better life. To this end, the foundation contributes all net proceeds from its fund-raising activities to a different charity each year.



Charles River Arc staff with friends from The Giving Tree Foundation

Tracie and Eugene Sullivan with John Grugan



Charles River Arc is honored to be chosen as the beneficiary of this year's successful comedy show and auction. In between the peals of laughter that rocked the room that evening, some very serious bidding on both silent and live auction items was taking place.

Through the efforts and good will of many, The Giving Tree Foundation's goal was met and exceeded. Proceeds from the event will provide funding for a van to be used by children who participate in our Family Support Programs. The much-needed van will give children greater access to community events and activities. In addition, the children's programs will be enhanced by the acquisition of sensory integration equipment made possible by the monies raised.

Charles River Arc is profoundly grateful to The Giving Tree Foundation for their vision and dedication to our shared mission of enhancing the lives of children with special needs.

## EBAY LIVE!

comes to Boston with the help of Charles River Arc

by Jay Stockwell

Charles River Employment Services played a large role in the success of eBay Live! 2007 held at the Boston Convention & Exhibition Center in June. The three-day annual convention, touted as the best place to learn the secrets of success on eBay, was produced by Jack Morton Worldwide, a marketing agency that produces large-scale events across the country.

Recalling a very positive work experience with Charles River Employment Services several years ago, Jack Morton Worldwide quickly contacted our Director of Contract Sales, Frank Stockwell. Would Charles River be willing and available to do a job involving the assembly of thousands of kits for eBay Live! 2007?

Charles River Employment Services were given a tight schedule with only 2 weeks to complete the job. It was a major undertaking but all the programs in the Dwight Building pulled it off by forming several assembly lines to make the job more efficient. Production Foreman Frank Pladt was a big help in distributing the supplies to all the programs and making sure they had what they needed to keep the job in production.

There were several steps to the job, including the assembly of 12,000 cloth bags and 13,500

convention identification badges. The three different types of bags required anywhere from 8 to 13 pieces to be inserted in each one. In addition, nine different types of badges had to be organized and assembled.

Some of the items inserted into the bags were eBay pens, eBay notebooks, and flyers from different companies such as USPS, FillZ, SageFire, Pitney Bowes, UPS, BidPay, and others. The badge assembly included a card from KyoZou, and iPhone, along with an agenda and map of the conference layout.

Thanks to all the staff and employees of Charles River Employment Services, the job was completed and delivered to the convention on time without a problem. After the event, Jessica Israel, Production Coordinator for Jack Morton, said it was a huge success and everyone was very pleased with how the bags and badges turned out.

For anyone who uses eBay or has heard about the eBay Live! conventions, it comes as no surprise that this is a major event that draws thousands of people from all over the country.

This year, thanks in large part to Charles River Arc's staff and employees, the eBay Live 2007 convention in Boston was a major success.

*Employment Services were given a tight schedule with only 2 weeks to complete the job. It was a major undertaking but all the programs in the Dwight Building pulled it off by forming several assembly lines to make the job more efficient.*



*John Grugan,  
President*

**W**e at Charles River Arc recognize our responsibility to the people and families who utilize our services to provide the best programs and supports that we possibly can. We must provide effective and safe services, in quality environments, that focus on the individual needs of each and every person who relies on us. This can be a daunting task in an industry that experiences high turnover and low pay.

One of the defining attributes of Charles River Arc is that the culture of our company puts the individual first. I take pride in the fact that our staff is committed to the people they support, and that they recognize this as a priority of our company. We try to instill in each and every staff person that those who participate in our programs deserve to be treated with respect and dignity, and that they must be the center of everything we do here at Charles River. This philosophy represents the foundation upon which our company must build quality supports.

Effective orientation and training programs are critical in helping our employees learn about the individual skills, needs, personalities, likes and dislikes of the people we support. Myriad health, safety and human rights policies and procedures must be taught; individual service plans and goals as well as teaching methods and approaches must all be conveyed to newly hired staff. This process is repeated over and over again in as efficient manner as possible in spite of high staff turnover.

Two things have helped us face these challenges. First, in most programs, we are successful in retaining a core of staff that becomes, what I call, “the glue of our programs.” They are the veteran middle managers and direct care staff who carry with them a wealth of knowledge about the individuals they support. They are the people, who for the most part, help get new employees up to speed, and they do a great job. We also have agency wide and program specific orientation for new staff and a growing variety of internal trainings for all staff.

Despite this, we feel that our company has grown to the point that we need a more formal mechanism to assist us in ensuring quality. With this in mind, we are introducing a new Quality Assurance Department that is charged with the responsibility of carrying out the following tasks:

- Ensuring full implementation of agency wide program evaluation activities and analysis of data
- Conducting satisfaction surveys among individuals we serve and their families as well as funding sources
- Staffing our agency’s Human Rights Committee and training human rights officers in each program
- Training managers in state and federal regulatory compliance and Charles River Arc policies and procedures
- Training staff in our human rights practices and policies
- Conducting annual program audits and consulting with management to help improve service delivery
- Consulting on policy development and participating on our senior management team
- Staffing the agency’s Health and Safety Committee and either conducting or ensuring ongoing health and safety inspections for all our facilities and vehicles
- Monitoring and reporting all incidents and trend analysis

I am pleased to announce that Josh Dinklage, a veteran manager at Charles River, assumed full time responsibility for the Quality Assurance Department effective July 1, 2007, reporting directly to me to ensure his objectivity and authority. Replacing Josh in his current position is Danielle Vautour who has managed our West St., Marked Tree Rd. and Highland Ave. homes over the past several years.

Josh is a Belmont native and graduate of Lehigh University in Pennsylvania with a degree in psychology. Currently a Residential Cluster Director, Josh has been employed at Charles River for over ten years. He has always been very strong in the areas of regulatory compliance and systems development and has been one of those individuals with invaluable knowledge of the individuals we support and our agency’s culture and practices. He is one of the staff who has been “the glue of our programs.” I’m pleased to give Josh the opportunity to further contribute to the growth and well being of both Charles River Arc and the people we support.

Please stop by to congratulate Josh and Danielle in their new roles at Charles River Arc.



John Grugan

Will your company support a United Way Giving Campaign this fall?



*Please consider a gift to Charles River Arc.*

Our UW code number is M358488

**Thank you!**

# Spotlight on...

Julie Lomartire, Program Director for Employment Services

by Joan Johnson



Julie Lomartire

Sometimes a disappointment can be a blessing in disguise. Charles River Arc's Julie Lomartire was given an opportunity to learn this lesson very well when she graduated from college five years ago. With a degree in Criminal Justice, Julie was planning a career in juvenile probation, but significant layoffs in the field caused her to rethink her plan. That's when Charles River Arc had the good

fortune to hire Julie. Julie calls it a turning point and she has never looked back.

Having grown up around an aunt with cerebral palsy, Julie has a particular affinity for people with special needs. She enjoys working with them and helping them define and reach their goals. She also finds that she is able to use the experience and knowledge she gains here to directly impact her aunt's quality of life.

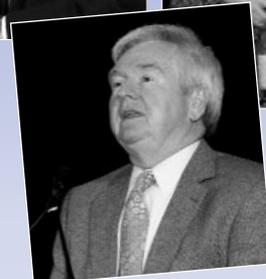
Julie began her career at Charles River Arc as a Case Manager in our Employment Services division. She worked in this capacity for two years and was then promoted to Clinical Coordinator while studying for her Master's of Education and working toward her Board Certification in Behavioral Analysis.

Just this past spring, Julie presented the results of her research in behavioral analysis training techniques to the annual convention of ABA International (see accompanying article). Julie felt excited and honored to participate and considers this opportunity a huge step in her professional development.

Today, Julie is Program Director for Employment Services and oversees the two programs for clients that require the most staff supervision and support. A staff of ten report directly to Julie. About Julie's leadership qualities, Paul Hough recently observed, "She is such a natural leader. She operates like she has been managing programs for years, not months. She is consistent and savvy, and always gets successful results."

When asked about her goals in her new position, Julie said she wants to grow the program and keep it running smoothly, but in the end, "it's all about the people and making them as successful as they can be." And then, in her friendly and confident manner, Julie adds, "working with the guys is just great."

# Building a D



(continued from page 1)

others—many spectators and fellow competitors have adopted Team Hoyt as a powerful example of determination. Most importantly, the Hoyts have had a profound impact on public attitudes toward those with physical and mental challenges.

We were also pleased to recognize Bridget Robinson, a program participant of our Therapeutic Day and Community Living programs, for walking independently for the first time at age 22. Dan Rea, Reporter of WBZ-TV and longtime human-service advocate, presented Bridget and her family with the *Lifetime Achievement Award*, for her perseverance, spirit, and hard work. A news clip that WBZ-TV aired in February of her amazing accomplishment and newfound independence was shown at the gala.

Once again, the dynamic duo—Emcee Bob Lobel, Sports Director of WBZ-TV, and John Feeley, a director on



# Charles River Arc Research Presented at ABA Convention

by Paul Hough

This past May, Charles River Arc sent a team of Board Certified Behavior Analysts to San Diego to deliver a presentation to the annual convention of the Association for Behavior Analysis International, a non-profit professional membership organization whose mission is to develop and support the growth of behavior analysis through research, education, and practice. The annual convention is attended by approximately 4,000 people from 40 countries and offers a lively venue for discussion and networking for all those interested in the field of behavior analysis.

Joining me in representing Charles River Arc were John Randall, Chief Operating Officer; Julie Lomartire, Program Director for Employment Services; and Heather Conlan, Residential Cluster Director. John, who has delivered many presentations in the past, introduced the rest of us to our first convention experience. We conducted a symposium on the results of our research into the use of performance feedback tools in training staff in applied behavior analysis techniques.

Applied behavior analysis (ABA) attempts to identify effective ways of dealing with behavior problems. ABA has revolutionized the treatment of children with autism-spectrum disorders and has the potential to enhance the quality of life by improving educational and occupational programs through effective behavior change.

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Charles River Arc's Board—conducted a lively auction which included a cruise to Bermuda on the Norwegian Odyssey, tickets for eight in Zdeno Chara's Luxury Box, an Amelia Island weekend getaway as well as autographed sports memorabilia by Tedi Bruschi, Jonathan Papelbon, Big Papi and others. At the end of the live auction, the Hoyts graciously offered a breakfast for 10 which immediately brought in an additional \$10,000!

We would like to thank our Sponsors who helped underwrite the costs of the event, all who donated items for our auctions, advertisers in our program booklet, individuals who purchased tickets and raffles, those who participated in our very first online auction, and to the many volunteers and committee members who helped make this a successful night. Together, we raised almost \$180,000, making this our best gala yet!



## *Thank you to all of our Building a Dream 2007 Sponsors. Your generosity is appreciated!*

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# Simmons College Partners with Charles River Arc

by Maria McTernan

We are pleased to announce that Simmons College School for Health Studies and Charles River Arc formed a new clinical partnership this spring.

Amanda Annese, pursuing a nursing degree at Simmons, recently completed a six-week community internship as part of her required clinical component for *Nursing Care of Individuals, Families and the Community*. This course provides an overview of concepts related to community-based health care and the focus of the internship is to help students develop the nursing skills needed to promote health and wellness of families and communities.

Amanda is part of the Dorothea Lynde Dix Scholars Program for nursing, an 18-month accelerated bachelor's program for women over the age of 23 who already have another degree. According to Emily Olmstead, R.N. and Director of Clinical Coordination at Simmons, "the women in this highly intensive program bring a lot of life experience to their work. They are incredibly motivated and dedicated to nursing and are looking to make a difference. Many do all of this while juggling children, family responsibilities, and jobs."

Students can choose internships in a variety of community care organizations such as schools, hospice, shelters, and neighborhood health centers. According to Janet Rico, MSN, a Board member for Arc Mass and a clinical assistant professor at Simmons, "we also want nursing students to gain hands-on experience with children and adults with disabilities. They need to develop a much greater skill set beyond technical skills. They need to know the system, get to know families, and how to improve the health care needed by this population."

Working directly with Noreene Savard, R.N. for our Community Living Programs, Amanda delved into all programs at Charles River Arc. "I didn't quite know what to expect," said

Amanda. "At first, I thought I would simply be checking blood pressure levels and vital signs. I was amazed to see all the different roles and responsibilities that Noreene has at Charles River Arc. Working closely with her each day, I saw her provide nursing care, train staff, advocate for appropriate medical care, and act as a wonderful resource for parents."

Amanda spent time learning about the complex medical issues of our program participants; conducted health assessments with clients at group residences; reviewed records; and even participated in an ISP meeting with staff, family members, and DMR coordinators. When asked

*"These situations are not typical medical models and yet I am amazed that intensive medical issues can be so well integrated in community programs."*

about her experiences in each division, Amanda stated, "These situations are not typical medical models and yet I am amazed that intensive medical issues can be so well integrated in community programs."

With a political science degree from Wellesley College, Amanda is fascinated by the interchange between politics, legislative efforts, and how health and human service policies are determined. She even spent a day at the State House. "It was an interesting experience," said Amanda. "We found out how medical issues play out at the State level and what we can do to impact these decisions."



*Amanda Annese and Noreene Savard*

"It was a pleasure to have Amanda with us," said Noreene. "Not only did she learn about our organization and the medical needs of our clients but she will carry this knowledge forward in all of her future work. In addition, she provided us with valuable insights and contributed to our clients' daily nursing care. It was a tremendous benefit for both sides."

When asked about what she liked best working at Charles River Arc, Amanda replied without hesitation. "I really enjoyed the personal connections and my interactions with all of the clients at Charles River Arc. Since people don't come and go as they do in a hospital, you can provide nursing care to people that you really get to know."

Everyone at Charles River Arc is looking forward to this continuing partnership with Simmons for many years to come.



Sponsored by the Waltham West Suburban Chamber of Commerce

Date: Sept. 14, 2007

Location: Westin Waltham-Boston Hotel 70 Third Ave, Waltham, MA

Exhibit Hours: 1:00 am - 3:30 pm

Charles River Employment Services will be participating in this year's 128 BUSINESS EXPO! Please stop by our exhibit area to find out more about our services and how we can meet your employment needs. Supervised by job counselors, individuals can fill entry-level positions and eliminate costly advertising, recruiting, and training fees. Our workforce size can even be customized to meet your seasonal demands for increased staff.

If you are trying to fill entry-level positions in your company with motivated and diligent employees, please contact Charles Doherty at 781-972-1083 or cdoherty@crarc.org.

# Research Presented at ABA Convention

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Under a training initiative launched by John Randall, Julie, Heather and I conducted research on the effectiveness of advanced training in ABA techniques to reduce challenging behaviors in therapeutic, vocational and residential settings. Perhaps the most significant finding in our research was the role that performance feedback plays in reducing these behaviors. After receiving training in the proper implementation of behavioral interventions, all direct service staff were monitored and given corrective feedback. This enabled staff to improve their interactions with the individuals, thereby expediting improved behaviors.

Julie, Heather and I were each able to demonstrate that this model of staff training produced positive results in our respective departments. Based on an

abstract we wrote and submitted to ABA International, we were invited to present our research to an appreciative audience with John Randall leading a discussion at the end of the presentations. "Participating in ABA International's convention is always a valuable experience," commented John Randall. "And this year it has been particularly rewarding to see these members of Charles River's staff grow as clinicians and future leaders in the field."

Our sense of accomplishment was further enhanced by two special requests: a professor from Tokyo wants to present our research to his university, and the CEO of a San Diego-based social services program has invited us to return to San Diego to present our findings to his agency.

## CHARLES RIVER ARC 2007-2008

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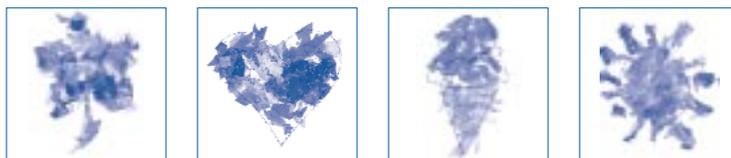
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*Job Coach, Employment Services*

### ACKNOWLEDGEMENTS

Joan Johnson, *The Lamp Editor*  
Howe Associates, *Graphic Design*



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THEY'LL BRIGHTEN SOMEONE'S DAY!**

Charles River Arc is proud to present artwork created by children participating in our Family Support Programs. Now available as cards, these cheerful designs can be used as note cards, party invitations, thank-you notes, birthday greetings or 'thinking of you' notes. Each box contains 12 cards, 3 each of 4 designs; envelopes included. Please support our children and use the order form below!

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*All proceeds directly benefit Charles River Arc's programs.*

# Our Online Marketplace

## Your Gateway to Fine Shopping

by Joan Johnson

Looking for a birthday gift for a special friend? Need to send some flowers across the country? Want a new decorating scheme for your daughter's bedroom? Just checking out the latest in electronic gadgets? You can do all this and much more when you click on the shopping bag icon on our website at [www.crarc.org](http://www.crarc.org). Charles River Arc now provides an online portal to over 1,000 fine stores. Join the many visitors to our website who have already learned that they can have fun shopping and save money while providing much needed financial support to Charles River Arc.

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