

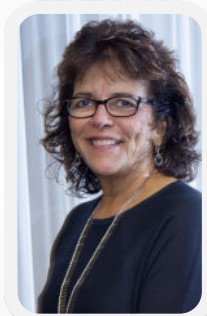


SUMMER 2018

# The CO-OPerative Advantage

## PRESIDENT'S MESSAGE

As we began to work on this summer newsletter, we had just celebrated National Nurses Week. This national acknowledgement of those in the nursing profession gave us pause. Nurses are in great demand in our country and each individual has a great many choices on where they would like to provide care. We are so fortunate to have a talented team of nurses who have chosen CO-OP.



These thoughts lead me to think about all the people I've worked with at CO-OP since starting here as a teacher decades ago, and the overarching values held by each one of them. CO-OP staff—be it our nurses, day program instructors, residential staff, aides, clerical staff, case managers, employment staff, supervisors, services managers, and our administrative employees – all believe in the work that is done at CO-OP 7 days a week, 365 days a year.

When CO-OP came into existence over four decades ago, a thoughtful and forward-thinking group of people came together. They were teachers, parents, community activists, and members of the business community. They believed there was a better way to support individuals with intellectual and developmental disabilities. Today, the founders' values continue with everyone associated with CO-OP. All of us believe in our mission as we promote independence, self-advocacy, and human rights.

This summer newsletter is dedicated to all of CO-OP's committed staff members. We hope "A Day in the Life..." will give you a glimpse of the wide variety of services CO-OP provides and the people we work with every day.

Please join me in saying thank you to our staff. This is what makes CO-OP special. I am grateful to each and every one of them.

Sincerely,

**Joyce Faria**  
President & CEO

## OUR STORY

Since 1972, CO-OP has served as an important resource for local citizens with disabilities and their families with a variety of residential, employment and day program services. Today we support close to 300 people throughout Southeastern Massachusetts with developmental and other challenges, as well as individuals with brain injuries. Our services receive the highest levels of licensure and accreditation from the Massachusetts Department of Developmental Disabilities and the Commission on Accreditation of Rehabilitation Facilities (CARF).

For more information about CO-OP's programs and services, please visit our website at [www.co-op.cc](http://www.co-op.cc).

## BOARD OF DIRECTORS

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Paul Hodge, Probation Officer (retired)

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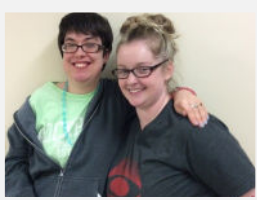
Jacqueline Scungio, Providence Community Health Centers

Margaret Szewczyk, Maxon Precision Motors, Inc.

# Dighton Day

## A Day in the Life...

### WELCOME TO DIGHTON



CO-OP first opened its doors in 1972. Now, more than 45 years later, CO-OP serves close to 300 consumers. Yet, even with explosive growth, our mission remains unchanged:

*We support people with developmental and other disabilities to become value members of their communities with opportunities for meaningful participation in areas of personal pursuit.*

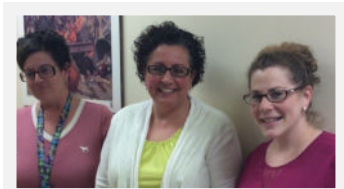
Each day brings new opportunities and challenges for individuals and staff alike at CO-OP Day Programs. The agency offers nursing services, clinical services for speech and communication, occupational and physical therapies, along with other clinical services including positive behavioral support and assistive technology. Every individual receiving services at CO-OP has an individualized plan which is reviewed periodically to provide the best level of care and optimum opportunities for growth.

Two of CO-OP's day programs are found on Somerset Avenue in Dighton—Day Habilitation and Consumer-Based Day Services (CBDS).

CO-OP Day Hab offers an extensive menu of services to individuals to help reach their own optimum health and physical well-being. Day Hab Program Manager Jeanne Tweedy and her managers, aides, and instructors all work with CO-OP consumers showing commitment, positive role modeling and kindness. Personal objective development is created for each individual for enjoyable learning through pro-active and interactive activities. This includes a variety of special projects, social activities, and community excursions.



# Dighton CBDS

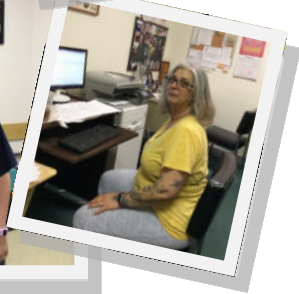


At CBDS, under leadership of Natalie Oliveira, staff focus is on understanding each person's abilities while delivering services that enhance essential life skills, autonomy, and self-esteem. Both staff and individuals can be proud of the contribution – through both paid employment and volunteerism – they have made to local communities.

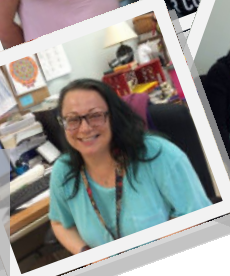
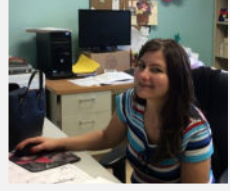
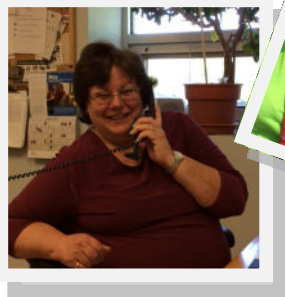
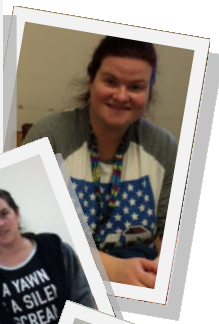
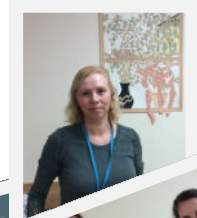
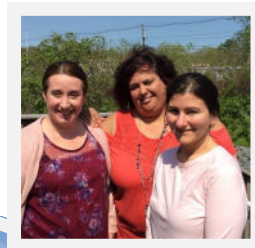


## A PRESENCE IN TAUNTON

CO-OP on Main Street in Taunton opened in 1994. Main Street helped CO-OP meet the high demand for services as more people moved from large institutions such as the Paul A. Dever School in Taunton and into the community. Many of the individuals at Main Street have been with CO-OP for decades.



CO-OP is also on Ingell Street in Taunton, with more than half of the staff having been with the agency for more than ten years. This program justifiably prides itself on compassion and kindness toward each individual. In the words of Program Manager Christine DePaula, “We are not only serving the needs of the individuals we support but helping each person add joy to his or her life...”



### Gold Star Performance

Over this past winter, our area saw a significant number of storms with one, in particular, causing substantial damage to our 97 Ingell Street building. The entire staff deserves recognition for how they handled a potentially dangerous situation. According to Lucy DeOliveira, Director of Program Administration and Quality, “Chris DePaula and her team, along with Property Manager Dave Wilding, managed the situation with efficiency and calm as they moved everyone to a safe area. While we never planned for sections of the roof to blow off the building, we do plan for safety under any circumstances. This emergency planning paid off as the team performed with exceptional skill.”

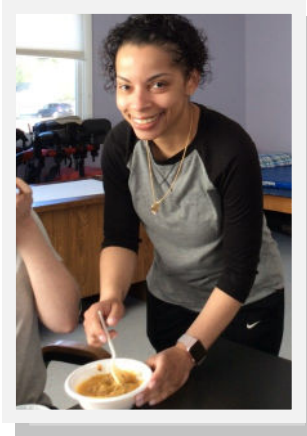
Main Street, Taunton

Ingell Street, Taunton

# A Day in the Life...

## CO-OP IN NORTON

Over the years, CO-OP has built a strong reputation for quality and the community and government agencies continue to show a high level of confidence. In 1994, CO-OP took over services from another agency and CO-OP Norton was born. Traci Cabral, Director of Day Programs (formerly Program Manager at Norton), is proud that there is now a visible positive difference in the lives



of the individuals coming to CO-OP each day. She firmly believes that lives have been changed for the better, due to a highly engaged staff who believe in active treatment that reflects CO-OP's values. This work continues under new Program Manager Rob Cabral who has been with CO-OP since 2004.



## INTERNS AT CO-OP

Bristol Plymouth Regional Technical School has been associated with CO-OP for many years as CO-OP offers internships to students. This year, we were happy to have Brooke Spina and Grace Almeida join the staff at CO-OP in Dighton.



- B**elonging
- P**ersistence
- T**eamwork
- E**xcellence
- C**reativity
- H**onor

Jason Lesage enjoyed working with Brooke as he improves his speech skills and confidence. Jay's hard work paid off as he now assists Case Manager Regina Lopes when she conducts CBDS program tours.

We thank Grace and Brooke for their time with CO-OP and look forward to meeting next year's Bristol Plymouth interns!



## CO-OP MILESTONES

CO-OP opened a new center in 2017. Led by Program Coordinator Ashley Higgins, **CO-OP Milestones** offers adults individual, person-centered activities and supports. This includes social and recreational activities for mind and body, along with clinical and therapeutic services. CO-OP's fastest growing group of services now includes supplemental support such as transitional assistance, peer support, prevocational services, and supported employment. Director of Specialized Services Katelyn Eagan tells us, "All of us at Milestones respect and appreciate each individual's personal history. We listen, provide the appropriate amount of staff support, allow for freedom and flexibility, and assist each person reach his or her life goals."

CO-OP Milestones is located at 82 Ingell Street in Taunton and is open Monday – Friday, 8:00 a.m. – 4:00 p.m.

CO-OP Milestones



CO-OP welcomes adults looking to improve quality of life through individual, person-centered and supports. CO-OP Milestones offers an array of individualized social and recreational activities and body, along with clinical and therapeutic services. CO-OP offers individualized supplemental support such as transitional assistance, peer support, prevocational services, and supported employment.

Eligibility for services includes: Waivers for Acquired Brain Injury (HCBS) Waivers for Acquired Brain Injury. Other programs are also welcome.



# A Day in the Life...

## CO-OP Residential

### HOME SWEET HOME

CO-OP now has 20 residential homes (and we are growing!) as we continue to meet the needs of CO-OP consumers.

Residential Program Director Erin Morley (with 16 homes) and Specialized Services Director Katelyn Eagan (with 4 Acquired Brain Injury homes), lead the residential staff as they support individuals as they overcome barriers, gain independence, and participate in their communities.



The focus is always on the individual as each chooses the activities and level of participation desired. Staff take directions from them and their chosen interests – from cooking on the outdoor grill, to attending a ball game, to signing up for a sailing excursion. Most importantly, a CO-OP residential home is comfortable and secure while presenting the opportunity to find the home life we all aspire to.



## Behind the Scenes: Managing to



# Interdisciplinary Teams

## IT'S A TEAM EFFORT

At CO-OP, everyone works together— day and residential services, clinical services, nursing, accounting, facilities maintenance, and on and on — interdisciplinary teams make this complicated “train” run. Each is dependent on the other and CO-OP staff excel.

To maintain this highest quality of support for individuals and under the guidance of the senior management team, a variety of team meetings are held with the goal of reviewing the progress of individuals CO-OP supports. This practice at CO-OP far exceeds what funding partners such as MassHealth Office of Long Term Services and

Supports, the Massachusetts Department of Developmental Services, the Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, require. This interdisciplinary approach is the standard CO-OP demands of itself.

CO-OP takes pride in the continued support from our funding partners, from families, and from the Greater-Taunton community but today, we have a message to all CO-OP staff:

*Thank you!*



## o Keep It All Straight!



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## CO-OP

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Fax: 508-822-0919  
E-mail: [info@co-op.cc](mailto:info@co-op.cc)



### Our Mission

*The purpose of CO-OP is to support people with developmental and other disabilities, including brain injuries, to become valued members of their communities, with opportunities for meaningful participation in areas of personal pursuit.*

## Ways You Can Help

### GET INVOLVED!

Are you on our mailing list to receive our e-newsletter?

If not, send an email to [info@co-op.cc](mailto:info@co-op.cc) and we will add you to our list.

### MAKE A DONATION

Donations play an important role in supporting CO-OP's many programs and services. For information on how you can help, go to

[www.co-op.cc](http://www.co-op.cc)

### DAY HABILITATION PROGRAMS

#### North Dighton

455 Somerset Ave. 508-824-1717

#### Norton

399 Old Colony Rd. 508-223-4080

#### Taunton

97 Ingell St. 508-880-0352

60 Main St. 508-880-0015

### COMMUNITY BASED DAY SERVICES

#### North Dighton

455 Somerset Ave. 508-824-1717

#### Taunton

97 Ingell St. 508-880-0352

### EMPLOYMENT SERVICES

#### North Dighton

455 Somerset Ave. 508-824-1717

#### CO-OP Milestones

#### Taunton

82 Ingell St. 508-824-1717 x105