

HEALTH & HUMAN SERVICES

HEALTH AND HUMAN SERVICES

The Arlington Department of Health and Human Services is the umbrella department overseeing the Health department, Council on Aging, Youth Counseling Center, and the Veterans' Services Office. The Department also coordinates the activities of the following boards and commissions: Board of Health, Board of Youth Services, Council on Aging Board, Disability Commission, and the Human Rights Commission. Additionally, the Department works with the Food Pantry, Widows Trust Fund Commission, Youth Health and Safety Coalition, and the Health and Human Services Charitable Corporation.

The mission of the Department of Health and Human Services is to protect the health of the public and provide services to meet basic human needs.

During 2010 the Department of Health and Human Services implemented a credit card system to begin collecting donations in all areas of the department including the food pantry and fuel assistance. The department partnered with Highrock Church to hire a Case Manager to assist the department with administering assistance programs and connecting residents in need with services. The department worked diligently to implement a new counseling structure at the Youth Counseling Center to ensure its viability for years to come.



Public Health
Prevent. Promote. Protect.

HEALTH DEPARTMENT

The Health Department Office is located at 27 Maple Street in the Arlington Senior Center, located behind Town Hall. The Board of Health is required by state statutes and regulations to perform many important and crucial duties relative to the protection of public health and safety, the control of disease, the promotion of safe and sanitary living conditions, and the protection of the environment from damage and pollution. These mandated requirements are conducted by staff in the Health Department Office.

Environmental Health Permitting and Inspections

Staff annually permit, and regularly inspect restaurants, tobacco retailers, tanning establishments, body art establishments, pools, the ice-skating rink and the bathing beach. Inspectors from the Department also follow up on numerous resident complaints related to any

health issue within the community ranging from trash and dumpster complaints to housing code violations. The environmental health division is comprised of a full time lead inspector and two part time inspectors. The department also contracts with two food safety consultants to conduct a portion of mandated food establishment inspections.

Permit Issued by Board of Health	2010	2009	2008	2007
Food	253	250	230	220
Tobacco	24	26	31	30
Waste Hauler	12	13	13	13
Funeral Director	3	5	6	6
Tanning Establishment	2	2	2	2
Public Pool	8	8	8	8
Public Beach	1	1	1	1
Ice rink	1	1	1	1
Body Art Establishment	1	1	1	1
Total	305	307	293	282

Inspections Conducted by Board of Health	2010	2009	2008	2007
Food Establishment	456	426	449	359
Tobacco Compliance Check	47	0	62	60
Housing	42	43	48	52
Demolition Inspection	18	23	16	24
Nuisance Inspection	249	291	250	300
Total	812	783	825	795

Food Protection

In 2010 the Department conducted 456 food inspections ranging from risk-based categories one through four. The Department assigns each establishment in Town that serves food to a risk-based category. A food establishment that sells packaged food such as a convenience store is considered low risk and is assigned to a category one and is inspected one time per year. A food establishment that serves food to a fragile population such as a nursing home is considered a high risk and would be placed in a category four and is inspected four times per year. The Department investigated 28 food complaints, held one administrative hearing to discuss food safety, and had two establishment closures. In addition, nine new food establishments opened.

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Food Permits Issued	2010	2009	2008
Food Establishment Permits	167	180	180
Mobile Food Permits	8	7	8
Residential Kitchen Permits	4	6	6
Farmers Market Permits	14	16	12
Temporary Event Food Permit	60	54	24

Housing

The Department conducted forty-two inspections of rental housing units in 2010 in accordance with 105 Code of Massachusetts Regulations 410.000, Massachusetts Housing Code. When a housing inspection is requested by a resident, an inspector conducts an inspection and may cite a landlord for violations of the housing code. The landlord is then ordered to repair violations. Violations documented in 2010 included: improper heating, chronic dampness, leaking plumbing fixtures, lead paint determinations, unsanitary living conditions, structural integrity, insect and rodent infestations, and many more.

The Department condemned three properties for uninhabitable conditions due to a lack of running water, electricity, excessive debris, and hoarding. The Department also worked closely with the Council on Aging and Minuteman Senior Services to assist the residents of the properties with alternate housing and services.

In 2010 the Department conducted 18 inspections at properties about to be demolished in order to ensure the health and safety of the site. The inspector requires asbestos removal, pest control, dust control, and other control measures to protect the health of the public.



EMERGENCY PREPAREDNESS

Arlington Medical Reserve Corps

The Department conducted another major recruitment effort in September to enlist hundreds of new volunteers into the Medical Reserve Corps (MRC). Arlington residents both medical and non-medical professionals enlisted to assist the Town in the event of an emergency. The recruitment session was the third such

event held to enlist new volunteers and to offer current volunteers an opportunity to hear about upcoming events and activities.

Public Health Nursing

Communicable Disease Surveillance

Communicable Diseases Monitored	2010	2009	2008	2007
Amebiasis	0	2	0	0
Babesiosis	1	0	0	1
Campylobacter Enteritis	4	10	6	11
Chicken pox	6	0	5	0
Cryptosporidiosis	2	0	1	0
Enterovirus	0	2	0	0
Giardia	1	1	5	11
Haemophilus Influenzae	1	0	0	1
Hepatitis A	0	1	0	1
Hepatitis B	1 chronic	3 chronic	2 chronic	12
Hepatitis C	23 chronic	15 chronic	6 chronic	11
Influenza	0*	33	-	-
Legionellosis	1	0	0	1
Lyme Disease	6	8	11	19
Meningitis	0	0	0	2 viral
Norovirus	0	0	4	1
Pertussis	6	5	3	15
Salmonella	8	13	12	6
Shigatoxin	1	0	0	0
Shigellosis	1	3	3	1
Strep pneumonia invasive	2	6	4	6
Group A strep	2	0	1	1
Group B strep	6	1	2	1
Tuberculosis	5 active	5	4	3
Tuberculosis contacts	40	30	25	4
Vibrio sp.	0	1	0	0
West Nile Virus	0	0	0	1
Yersiniosis	0	0	2	0
Total	77	104	96	123

*The influenza rate in 2009 was higher than normally reported due to an increase in the number of physicians testing patients as well as an increase in disease frequency.

To protect the community against the spread of contagious illnesses, a rigorous communicable disease tracking system is in place. Arlington continued to work

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with the Massachusetts Department of Public Health in 2010 in conducting online disease reporting through the Massachusetts Virtual Epidemiology Network (MA-VEN). State law requires that doctors, hospitals, and laboratories report contagious diseases including diseases such as tuberculosis, whooping cough, and salmonella. When a doctor diagnoses a resident with a contagious disease, the public health nurse is mandated to conduct an investigation to determine if further control measures are needed. The illness is then recorded and reviewed to identify and respond to any possible disease outbreaks. The new online reporting system has streamlined disease investigation and has assisted the Massachusetts Department of Public Health with early detection of contagious disease trends beyond community boundaries.

The Public Health Nurse also coordinates all flu and pneumonia vaccination clinics in Town. All clinics are managed using Medical Reserve Corps volunteers. Below is a table showing flu prevention numbers for 2010.

Prevention by the Numbers	2010	2009	2008
Number of vaccination clinics held	14	19	15
Number of Residents vaccinated at clinics	2,550	7,193*	1,600
Number of administrative volunteers that assisted	60	166	49
Number of Nurse volunteers that assisted	80	111	27

**includes H1N1 vaccinations*

BOARD OF HEALTH

The three member Board of Health meets on a regular basis. During meetings, environmental health concerns are addressed and public hearings and policy review is performed. In 2010 the Board of Health met eight times and conducted two housing code hearings, eight food code hearings which resulted in granting of one variance, one body artist variance hearing, one plumbing code variance hearing, and two tobacco sales violation hearings.

Dr. Michael Fitzpatrick was the Board Chair in 2010.

Weights and Measures

To ensure compliance with the Consumer and Merchant Protection Act, the Sealer of Weights and Measures conducts inspections of all scales, scanners, and dispensing equipment. This includes retail stores, gas stations, oil trucks and food establishments. The Sealer responds to all consumer complaints to ensure

fairness and accuracy.

As merchants are inspected annually, compliance with standards and accuracy of merchant measuring devices has increased steadily. The Sealer of Weights and Measures determines the amount of savings by computing the amount of fuel pumped each year from a particular measuring device such as a gas pump.

In 2010 the Department began contracting with the Town of Belmont to provide sealing services. This arrangement was developed to address a lack of a sealer of weights in measures in the Town of Belmont.

Below is a table of Arlington devices sealed by the Sealer of Weights and Measures.

Device Sealed	Number of Devices Sealed
Scales 10 lbs and under	14
Scales 100 lbs and under	82
Gasoline pumps	146
Vehicle Tank Meters	27
Taxi	15
Other devices	5
Total	289



ARLINGTON YOUTH HEALTH AND SAFETY COALITION

The Town of Arlington's Youth Health and Safety Coalition (AYHSC) is a community-based coalition whose mission is to prevent and reduce substance abuse and other risk behaviors that adversely affect Arlington youth. AYHSC is comprised of parents, youth, and other concerned community members, as well as representatives from local business, youth service organizations, public agencies, and local and state government. AYHSC provides key leadership to the community in preventing youth substance abuse, fostering healthy youth development, and promoting healthy, responsible, and informed attitudes and behaviors communitywide.

In 2010 AYHSC received \$138,951 in grant funding from the federal Drug Free Communities Program (DFC), a program of the White House Office of National Drug Control Policy. In addition, AYHSC generated over \$121,109 in cash and in-kind donations from the Town of Arlington, the Arlington Public Schools and local partners including, Mt. Auburn Hospital, the Sanborn Foundation, Highrock Church, and Law Enforcement Dimensions. Coalition members also volunteered hundreds of hours, valued at over \$20,000, dedicated

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to the planning and implementation of prevention activities community-wide. With the financial backing of the DFC program, and the financial, material and personnel support of community partners, AYHSC continued its campaign to increase community collaboration, restrict youth access to alcohol and other drugs, and change permissive community attitudes towards underage drinking and substance abuse.

2010 Highlights

Hosted its 4th Annual Community Forum featuring an interactive presentation highlighting the results of the 2009 Youth Risk Behavior Survey.

Collaborated with Arlington Police and youth volunteers to conduct alcohol sales compliance checks.

Collaborated with the Board of Health and youth volunteers to conduct tobacco sales compliance checks.

Organized three unwanted medication disposal programs, including "Arlington Town Day Take-Back"-a local chapter of the first annual National Drug Take-Back Initiative.

Conducted three Guiding Good Choices workshop series, totaling 30 hours of educational and skills-building instruction to over 60 parents and youth.

Helped fund Health and Safety Day parent presentation and student presentations at Arlington High School and Ottoson Middle School.

Coalition member, John Scheft, conducted 4 roll call trainings at the Arlington Police Department to strengthen enforcement procedures related to youth substance use and delinquency, and to encourage more consistent use of the Diversion program.

Strengthened partnerships between the Middlesex District Court and the Arlington Diversion program.

Coordinated an Alcohol Awareness and Responsible Sales Seminar for Private Clubs in Arlington.

Partnered with the Police Department and the Department of Recreation to offer Health Recreation and Cops (HRC) Summer Experience, a 4-day health and wellness summer program, to 120 Arlington youth.

Emailed quarterly Coalition newsletters to over 125 community members and partner organizations.

Presented to the Board of Selectmen on prohibiting alcohol advertising on bus shelters in Arlington.

Funded adult and youth Coalition members to attend trainings about youth risk behaviors, leadership development, mental health and substance abuse, and community-based prevention strategies.

COUNCIL ON AGING

The Arlington Council on Aging (COA), a division of the Department of Health & Human Services, provides advocacy and support services to help Arlington

elders live dignified and independent lives.

The COA's primary responsibilities are to identify the needs of Arlington's elder population; to design, promote, or implement services to address such needs; and to coordinate existing services in the community. The COA carries out locally the programs of the Massachusetts Executive Office of Elder Affairs, and coordinates with public and private agencies and providers in the area.

The COA has a strong clinical focus and provides critical services to our elderly, a significant number of whom are frail, homebound, handicapped, and/or have very low income. Many clients tell us that they have "no family except the COA". The COA's clinical/licensed staff specialties (nursing, social work) are enhanced by strong transportation, advocacy and information/referral services.

This agency coordinates with the Arlington Seniors Association, a private nonprofit organization which provides the Senior Center's social and recreational programming, and also with Minuteman Senior Services which operates the "Eating Together" senior center meal site and provides home-delivered "meals-on-wheels".

Perhaps the most visible and dedicated people associated with the Council on Aging are volunteers. They contribute their time, skills and efforts to deliver COA services to Arlington's elders and their families.

Services Provided in 2010

Over 900 social service, nursing, and support services to our elders in their homes, case management, and advocacy services.

Over 7,000 rides to Arlington seniors for medical appointments, both in and out of town, and to all Senior Center services and programs.

Lift-equipped vans that run on a daily Monday – Friday schedule.

Over 2,000 units of community education through workshops, presentations, and health fairs;

Over 1,200 units of service in the area of exercise and fitness.

Subsidy programs for cancer-related transportation and other medical trips, as well as for much-needed dental services.

Over 2,200 instances of health screening and health services, through podiatry, blood pressure, flu, dental screening, and pneumonia clinics.

Over 3,500 units of general information services.

3,000 monthly copies of the newsletter, Senior Notes, which are distributed through the Senior Center, libraries, banks, supermarkets, and congregate housing sites.

Management of a durable medical equipment loan program.

Help for many seniors to maneuver through the complexity that increasingly affects so many aspects of

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living, such as government programs, health insurance, and interactions with large companies.

A Caregiver Support Group, a Grandparents Raising Grandchildren Support Group, and an Immigrant Support Group comprised of older women from many different countries.

Espousal of a mandated and active advocacy position for senior's needs and well-being;

Serving as an assigned field training site for student nurses, social workers, and divinity students from local universities.

An award-winning cable TV show, "Golden Opportunities", the longest continually-running show on Arlington cable, which brings timely and important issues to seniors and their families.



In total, the Arlington COA provides more than 25,000 units of service each year to Arlington elders, as reported to the Executive Office of Elder Affairs.

The number of COA volunteers increased from ninety to one hundred thirty this year. In April 2010 Senior Center Volunteers were recognized at our annual Volunteer Luncheon held in Town Hall. Volunteers gave over 13,000 hours of service last year as friendly visitors, telephone reassurance callers, health benefits counselors, television program crew, medical escorts, clerical assistants, Council members, health & wellness volunteers for the blood pressure, flu and podiatry clinics, receptionists, health fair workers, special project workers, hostesses, and many other callings. Volunteers also serve in the SHINE Program (Serving Health Information Needs for Seniors), Tax Assistance Program, and also for Property Tax Exemption assistance. These services are given free of charge, but were they to be paid would carry a cost of almost \$200,000 to the Town. Even though a monetary value may be assigned to what they give through their hands, what they give from their hearts is priceless.

The COA has formed and continues to maintain "community partnerships" with local organizations in order to better serve our seniors. Some community part-

ners are Lahey Clinic, Cambridge Savings Bank, Mount Auburn Hospital, Visiting Nurses & Community Health, The Friends of the Arlington Council on Aging, Arlington Community Media Inc., and the Elizabeth and George L. Sanborn Foundation For The Treatment And Cure Of Cancer, Inc.

Each year the Arlington Retired Mens' Club joins with the Council on Aging to prepare and deliver Thanksgiving meals to over one hundred homebound seniors, free of charge. This year, one hundred thirty-four meals were delivered.



Each of the Arlington COA's programs meets a critical need, and services will continue to grow in importance and demand as time goes on. As budget shortfalls loom and staff hours may be threatened by lack of funding, any diminishing of service would leave many of our elderly without such supports that allow them to remain safely at home.

Achieving and maintaining a high level of community services for our elderly is actually a wise short- and long-term choice, both in terms of cost-efficiency as well as human wellness and dignity. By helping to maintain elders safely in their homes, client deterioration to the point of hospitalization and concurrent long-term placement often can be avoided.

Principal funding for the agency derives from municipal, state, and federal sources. Federal, state, Community Development Block Grant, and subsidy funding account for more than half of the agency's annual budget. Recognizing the needs of the rapidly growing number of elders, Town Meeting saw fit to fund an additional Social Worker position this year, part-time, for the COA.

Donations were generously offered from a number of sources. The Friends of the Arlington Council on Aging, Inc., a nonprofit 501(c)(3) organization, whose purpose is to raise funds for the Council on Aging's needs, made two sizeable donations to the agency's transportation program. The Executive Office of Elder Affairs pro-

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vided funding that supports the COA Social Worker and Geriatric Nurse Specialist positions. The Elizabeth and George L. Sanborn Foundation For The Treatment And Cure Of Cancer, Inc. subsidizes multiple-trip transportation costs for cancer patients. The Trustees of Symmes Hospital approved a significant grant to the Council on Aging Transportation Program. Lahey Clinic provided a generous grant to introduce Arlington seniors to the benefits of regular exercise.



ARLINGTON YOUTH COUNSELING CENTER (AYCC)

2010 was a year of significant changes for the Arlington Youth Counseling Center (AYCC). In order to survive, it was determined that AYCC had to adopt a more sustainable model of providing counseling services to children, youth and families in the community. With Town, Board of Youth Services, and staff input it was determined that evolving from a salaried based model to a fee-for-service model offered the best opportunity for AYCC to become financially sustainable. The Town committed resources to help this transition and much of the work over the summer was on planning for and implementing these changes. An overview of the new AYCC is as follows:

Changes made at AYCC in 2010

- Budget cuts led to remaining salaried staff becoming the core administrative team.
- Consultants were hired to reorganize the billing system and collection of fees.
- An office manager was hired to oversee billing, reception and the business aspects of the agency.
- The physical space was reorganized to become HIPPA compliant and efficient for the employees. This included purchasing IT equipment and locked file systems.
- Core administrative team, with the assistance of the consultants, were trained in HIPPA compliance both in the clinical and

business aspects of the agency. Clinical consultants assisted with the development of a new Policies and Procedures Manual and a Contract for Fee for Service employees.

- Core administrative team, with members of the Board of Youth Services and Department Chair, developed a new mission statement, goals for the year and a Quality Management Plan.
- Five Fee-for-service counselors were hired and began to see clients in August.

AYCC has continued to have a strong relationship with the Arlington Public Schools. AYCC has continued to provide on-site milieu counselors to the Workplace Program at Arlington High School. In addition, the staff psychologist is running a support group for students at the Middle School who have experienced bullying. Another clinician is running an “Anger Management Group” at the High School. Fee-for-service clinicians are currently providing on-site counseling at two elementary schools. AYCC has been asked to provide on-site counseling services to another elementary school. On-site counseling will utilize students’ health insurance, grant and contract monies to provide the service.

An important part of developing sustainability is to seek funding from external sources including grants and fundraising. In August as result of the Board of Youth Services efforts and diligence, a grant of \$100,000 was received from the Symmes Medical Use Nonprofit Corporation. In addition, the Highrock Church gave AYCC a grant to fund a case manager for 5 hours a week.

Acknowledgments

This was another year of significant retirements. During the summer, Leon Cantor, director of AYCC and Paul Grossman, staff clinician both retired after many years of dedicated service to children, youth, and families in our community.

BOARD OF YOUTH SERVICES

In 2010 the Arlington Youth Counseling Center was at risk of elimination due to pending budget cuts. The Board of Youth Services (BYS) advocated for an amount of funding to allow the agency to continue operating, yet transform the way services were provided to residents. The Board members developed subcommittees to work on the transition and met with consultants to evaluate the agency and to develop a fee for service model through which services would be provided by licensed social worker contractors. Board members worked directly with staff to hire a billing agency, establish contracts with major health insurance companies and develop a fundraising and grant writing strategy. During 2010 the BYS provided holiday gifts to over 250

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children in Arlington, over 50 Thanksgiving meals to Arlington families, and provided countless hours of time to assist families in need. The Board also enhanced partnerships with many agencies in the community including: churches, Arlington Police, Lahey Clinic and Mt. Auburn Hospital.

VETERANS' SERVICES

The Department of Veterans' Services for The Town of Arlington is mandated to aid and assist veterans and their families as required by The Department of Veterans' Affairs (VA) and The Massachusetts Department of Veterans' Services (DVS). All eligible veterans and their eligible dependents can seek counseling and assistance with applications for federal and state benefits, financial aid, medical care, educational/vocational benefits and burial benefits.

As a result of interviewing forty-seven veterans and/or their dependents, twelve new clients received benefits under Chapter 115 with a total of sixty-five clients receiving benefits over the course of the year. Nineteen veterans were awarded the "Welcome Home" bonus for service in the military since 9/11. One Vietnam veteran and one Korean veteran were advised of their entitlement to a bonus for their service and were given the appropriate form to redeem them. Six widows of veterans were assisted in receiving their benefits as the surviving spouse of a veteran either "Killed in Action", receiving 100% service-connected disabilities from the VA, or veterans who died from Amyotrophic Lateral Sclerosis (ALS) and also an annuity from DVS.

After consulting with over a hundred veterans and/or veteran dependents, twenty-seven claims were submitted to the VA for service-connected compensation and/or pension, sixteen have been awarded. Requests for treatment at the VA medical centers by over seventy veterans have been referred and twenty-seven burial benefits have been awarded to eligible veterans. Markers for all veterans buried in Mt. Pleasant Cemetery were ordered, and to date, twenty-four unmarked graves of veterans have been identified, and authenticated, and markers have been ordered.

Veterans' Services is responsible for organizing, coordinating, and participating in the Memorial Day Parade and the Veterans' Day Parade. For Memorial Day, the office is responsible for decorating the over 5,500 veterans' graves at Mt. Pleasant Cemetery and St. Paul's Cemetery with flags and assuring the maintenance of the veterans' lots. The Disabled American Veterans Chapter 49 assists by decorating the graves at St. Paul's. The file for the Veterans' Honor Roll located at Monument Park in Arlington Center, which will be updated and refurbished at the conclusion of the current war, which began in 1990, and is continuously being updated with veterans from all wars. Those who believe

they, or someone they know, are eligible to be on the Honor Roll, please contact Veterans Services at 781-316-3166. The Veterans Services Agent also serves as Secretary/Treasurer of the Patriots' Day Parade Committee and President of the Combined Veterans' Council of Arlington.

The Office of the Department of Veterans' Services, located in The Town Hall Annex, is continuing to purge old files and improve computerization, while reaching out to advertise veterans' benefits and advocate for volunteer opportunities at The Bedford VA Medical Center.

Veterans Benefits, Claims, and Referrals	2010	2009	2008	2007
Chapter 115 Benefits	65	61	61	55
VA compensation/pensions	22	14	16	21
VAMC requests/referrals	73	50	51	47
VA Burial benefits	27	25	18	24
DVS bonuses/annuities	21	17	14	16

DISABILITY COMMISSION

In its seventeenth year of service, the Arlington Commission on Disability has continued to provide information, referral, guidance, and technical assistance to Arlington officials, residents, public and private agencies, and others to insure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services, and programs. The Commission currently has seven Commissioners with two vacancies, all volunteers. As mandated by State law, the majority of Commissioners have a physical, cognitive or sensory disability. The mandate brings an intimate and informed understanding of disabilities to the Commission's agenda and ultimate decisions. The Commission continues to bring awareness to Arlington policy makers and other residents as to the legal rights of people with disabilities, enforcing those rights, and working towards community inclusion to make Arlington a stronger Town, capitalizing on the strengths each person living here has to offer.

Coordination and implementation of the Commission's agenda and goals continues to be handled by Jack Jones, A.D.A. Coordinator. The Commission continues to occupy office and meeting space in the Senior Center building at 27 Maple Street.

The following are Commission on Disability activities that took place during 2010.

Hosted the Director of Recreation at a monthly meeting to discuss accessibility improvements to Town playing fields. Also discussed was the need to have

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at least one accessible portable toilet in playing fields where portable toilets are located.

Again, manned an information booth at Town Day to answer questions and provide resources to Arlington residents.

Co-sponsored, at Town Hall, the second annual Diversity Career Fair. Twenty-one employers from health care, financial, retail, and non-profit organizations participated in the Career Fair.

In observance of the twenty-year celebration of the ADA, the Commission presented the Robbins Library with the following books: No Pity by Joseph Shapiro, The Special Needs Planning Guide by John Nadworny and Cynthia Haddad, Nothing About Us Without Us by James Charlton, Special Education Law by Peter Wright, and Pamela Wright, and From Emotion to Advocacy by Pam Wright and Pete Wright.

Sponsored, in May, a Regional Commission Forum that was attended by over twenty-three local Regional Commissions and the Massachusetts Office on Disability.

Continued its curb cut ramp project by installing curb cut ramps along Lake Street.

At the request of the Board of Selectmen, provided input regarding the installation of bus shelters at locations that have more than one hundred boarders per day.

Ended the year with a discussion regarding accessible pedestrian signals located on Summer Street.

2011 Goals

Continue to represent the rights of Arlington residents living with disabilities.

Continue to monitor accessible pedestrian safety, installation of curb cut ramps and the enforcement of snow removal from curb ramp cuts and sidewalks.

Co-sponsor the third annual Diversity Career Fair.

Continue to work towards the Town adopting a policy of replacing brick curb cuts, sidewalks and crossings in need of repair with smoother, safer and more accessible surfaces.

Update its Transition Plan originally submitted to the State on June 24, 1992.

Meet with Town Officials to discuss the rights of people with disabilities in order to work towards full community inclusion within the Town of Arlington.

Continue to reach out to other commissions, groups, and agencies to strengthen connections, referrals, information, and resources.

Work towards reaching full membership.

Retirements/Recognitions

In 2010 John Bean, Director of Public Works and Commission member since September 2009 and Lin Baker a Commission member since October 1997, re-

signed from the Commission. Their accomplishments and dedication in helping to make Arlington a more inclusive community while serving on the Commission and was greatly appreciated. The Commission also welcomed Heidi Hample, a disability advocate, as a member to the Commission.

The Commission meets on the third Wednesday of each month at 4:00 P.M. in the conference room of the Housing and Disability Program Office located in Ste. # 203, 20 Academy St., Arlington (the Senior Center Building). Meetings are open to the public and residents are invited to attend to observe or voice their concerns.

HUMAN RIGHTS COMMISSION

The Arlington Human Rights Commission (AHRC) was created by Town Meeting in 1993 to advance issues related to the fair and equal treatment of individuals and to create a mechanism for addressing complaints arising out of these issues. The mission of the AHRC is to work individually and collaboratively with other groups in our community to celebrate the ever-changing tapestry of our Town and to emphasize, through educational outreach, the danger of intolerance at every level. The Town Manager, School Committee, and the Town Moderator have appointing authority for thirteen members of the commission.

The AHRC began the year by electing Nancy Rhoads as chairperson. Stacy Davison was elected to serve as vice chair.

In January, the AHRC made its annual contribution to the Town's Martin Luther King Birthday Celebration. The Commission continued its Arlington Dialogue series this year by hosting a number of events and welcomed many guests to its monthly Citizens Open Forum.

In February, the Commission took part in a "Stand against Racism" initiative, hosting three events to help raise the community's awareness of the serious effects of intolerance and bigotry. A dialogue and movie entitled "Freedom Writers" was sponsored in April. In May two events were held. The AHRC worked in cooperation with Representative Jay Kaufman in sponsoring a "Community Conversation about Race" and a rally was held in support of furthering tolerance in our community.

The issues of Dating Violence and Bullying were also addressed this year.

The Commission worked with the School Committee and the Arlington Police Department (APD) to encourage training of school administrators to help them develop protocols and techniques to investigate bullying.

The Commission hosted a community dialogue entitled: "The Fine Line between Church and State" and worked with the APD and School Committee in addressing the controversial Pledge of Allegiance issue.

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The Commission consulted with two elementary schools on three different human rights issues. At the Ottoson Middle School, the Commission helped the school in their response to an anti-Semitic incident, and subsequently donated books to the library in honor of the students who came forward about this hurtful incident. Several Commissioners sat on the Building Respect Task Force and helped bring in an Anti-Defamation league peer leadership program.

In the early winter, the Commission worked with the APD after notification that an extremist white-supremacy group was planning to come to Arlington prior to a performance of The Laramie Project at the Arlington Center for the Arts. Although the group did not eventually come, the Commission had a presence at the show and was very appreciative that the police were ready if their involvement was needed.

This year the Commission received many comments from citizens during public participation at its meetings. Michael Levi (SEPAC) spoke of his concerns

with the Special Education program and School Committee budget shortfall; the Citizens' Housing and Planning Association spoke of the upcoming ballot questions concerning Chapter 40B; the issues of the Pledge of Allegiance and civil discourse were brought before the Commission. In November the AHRC and the Diversity Task Group co-sponsored a Civil Discourse Program for Town officials and will continue to work in expanding the program.

The AHRC continues to maintain records of hate crimes and incidents and work in cooperation with the Police Department in order to track the frequency and severity of such events in Arlington. In the course of this year, the Commission reported six incidents. Two were found not to be under our jurisdiction. The Commission also consults with the Community Safety Department on their efforts to monitor potential racial profiling, by reviewing their on-going Crash Data statistics.



Senior Center, 27 Maple Street, where the office of Health and Human Services resides.