

VOTE OF THE COMMISSION ON BULLYING REGARDING PROPOSED LEGISLATION
AS APPENDIX TO THE FINAL REPORT OF THE COMMISSION – DECEMBER 2017

Pursuant to the requirements of Chapter 2 of the Resolves of 2016, the Commission on Bullying is including the proposed legislation designed to address the issues related to the bullying of tenants in public and subsidized housing.

The following state agencies were assigned to the Commission per the Resolves. The Executive Office of Health and Human Services, the Department of Housing and Community Development, the Department of Mental Health, the Executive Office of Elder Affairs and the Attorney General's Office. Staff members of the state agencies participated in the work of the Commission but are unable to take any position on the specific proposed legislation without processing with their agencies and with other agencies and stakeholders that may be impacted by the legislation. However, these agencies stand ready to continue to work with the legislature on initiatives to address bullying in public and subsidized housing.

Members of the commission in support of the legislation*: 4

Members of the commission who are abstaining: 8

*2 commission members who were not present at the final Commission meeting, Lerae Kroon and Robin Krawczk, also offered a "Yes" vote via email. These 2 votes were not counted in the formal vote.

DRAFT LANGUAGE REGARDING PROPOSED BULLYING LEGISLATION – DECEMBER 2017

DRAFT Act to Prevent and Respond to Bullying of Elderly and Disabled Residents of Public or Privately-Owned, Subsidized Multifamily Housing Developments

Section ____ (a) As used in this section the following words shall, unless the context clearly requires otherwise, have the following meaning:-

“Bullying”, the repeated use by one or more residents or employees of, or visitors to, a covered residential community of a written, verbal or electronic expression or a physical act or gesture or any combination thereof, directed at a victim that: (i) causes physical or emotional harm to the victim or damage to the victim’s property; (ii) places the victim in reasonable fear of harm to himself or of damage to his property; (iii) creates a hostile environment for the victim; (iv) infringes on the rights of the victim at a covered residential community; or (v) materially and substantially disrupts the orderly operation of a covered residential community. For the purposes of this section, bullying shall include but not be limited to cyber-bullying, group or social bullying, and mobbing.

“Covered residential community”, a public or privately-owned, multifamily residential housing development subsidized in whole or in part by the U.S. Department of Housing and Urban Development or the Commonwealth of Massachusetts and intended for occupancy primarily or solely by elderly persons aged 55 or older and/or persons with disabilities.

“Cyber-bullying”, bullying through the use of technology or any electronic communication, which shall include, but shall not be limited to, any transfer of signs, signals, writing, images, sounds, data or intelligence of any nature transmitted in whole or in part by a wire, radio, electromagnetic, photo electronic or photo optical system, including, but not limited to, electronic mail, internet communications, instant messages or facsimile communications. Cyber-bullying shall also include (i) the creation of a web page or blog in which the creator assumes the identity of another person or (ii) the knowing impersonation of another person as

the author of posted content or messages, if the creation or impersonation creates any of the conditions enumerated in clauses (i) to (v), inclusive, of the definition of bullying. Cyber-bullying shall also include the distribution by electronic means of a communication to more than one person or the posting of material on an electronic medium that may be accessed by one or more persons, if the distribution or posting creates any of the conditions enumerated in clauses (i) to (v), inclusive, of the definition of bullying.

"The Division", the Public Safety Division of the Commonwealth's Attorney General's Office;

"Group or social bullying" is the attempt by several persons acting together to engage in bullying conduct toward one or more victims by intentional, repeated, aggressive speech or action capable of causing harm.

"Hostile environment", a situation in which bullying causes the residential environment to be permeated with intimidation, ridicule or insult that is sufficiently severe or pervasive to interfere with a resident's peaceful enjoyment of their tenancy or rights as a tenant.

"Mobbing" is bullying that owner/management employees condone or take part in, that demeans the victim and excludes her or him from the social life, quiet enjoyment of occupancy, or occupancy status in a covered residential community.

"Owner/managers," the owner of a covered residential community and/or the property manager or management agent responsible for managing a covered residential community

"Plan", a bullying prevention and intervention plan established pursuant to subsection (d).

"Perpetrator", a person who engages in bullying, group or social bullying, or retaliation, or an owner/management company employee who engages in bullying, group or social bullying or mobbing, or retaliation.

"Residential property and grounds", property on which a covered residential community is located or property that is owned, leased or used by an owner/manager or group of residents for an activity, function, program, instruction or training related to the operation of the residential community.

"Victim", a person against whom bullying, group or social bullying, mobbing, or retaliation has been perpetrated.

(b) Bullying shall be prohibited: (i) on residential property and grounds, function or program or through the use of technology or an electronic device owned, leased or used by an owner/manager (ii) at an owner/management sponsored location, activity, function or program that is not located within the covered residential community, or through the use of technology or an electronic device that is not owned, leased or used an owner/manager, if the bullying creates a hostile environment in a covered residential community for the victim, infringes on the rights of the victim at a covered residential community or materially and substantially disrupts the orderly operation of a covered residential community. Nothing contained herein shall require an owner/manager to staff any non-residence related activities, functions, or programs; furthermore, (iii) retaliation against a person who reports bullying, provides information during an investigation of bullying, or witnesses or has reliable information about bullying shall be prohibited.

(c) The Division, after consultation with the department of public health, the department of mental health, the Executive Office of elder affairs, the office on disability, the department of housing and community development, MassHousing, the Massachusetts District Attorneys Association, representatives of area wide tenant organizations representing residents of covered residential communities, representatives of area wide associations of resident service coordinators and owner/managers, and experts on bullying, group or social bullying, and mobbing shall, within one year of enactment of this legislation: (i) publish a model plan and training curricula for owner/managers to consider when creating their plans and curricula; and (ii) create and compile a list of bullying prevention and intervention

resources, evidence-based curricula, best practices and academic-based research that shall be made available to covered residential communities. The resources may include, but shall not be limited to, print, audio, video or digital media; subscription based online services; and on-site or technology-enabled professional development and training sessions. The Division shall biennially update the model plan and the list of the resources, curricula, best practices and research and shall post them on its website. The Division shall conduct a biennial confidential survey of residents and management staff to assess the prevalence and extent of bullying and the effectiveness of remedial efforts, and publish the findings while protecting the confidentiality of respondents.

(d) Each owner/manager of a covered residential community shall provide appropriate training on bullying prevention to all employees and residents of a covered residential community. The curriculum shall be evidence-based.

(e) (1) Each covered residential community shall develop, adhere to and update a plan to address bullying prevention and intervention in consultation with residents, any legitimate residents' association as defined by 24 CFR Part 245, resident support organizations, owner/manager service employees, on-site management staff, professional support personnel, community representatives, local law enforcement agencies, and Division staff. The consultation shall include, but not be limited to, notice and a public comment period. The plan shall be adopted and implemented within six months of preparation of a model plan by the Division and updated at least biennially.

(2) Each plan shall include, but not be limited to: (i) descriptions of and statements prohibiting bullying, group or social bullying, mobbing, cyber-bullying and retaliation; (ii) clear procedures for residents, owner/manager employees, visitors, relatives, partners, guardians and others to report bullying or retaliation; (iii) a provision that reports of bullying or retaliation may be made anonymously; provided, however, that no disciplinary action shall be taken against a resident or owner/manager employee solely on the basis of an anonymous report; (iv) clear procedures for promptly responding to and investigating reports of bullying or

retaliation; (v) the range of remedial actions that may be taken against a perpetrator for bullying or retaliation, including but not limited to employment sanctions or lease enforcement; provided, however, that the remedial actions shall balance the need for accountability with the need to teach appropriate behavior; (vi) clear procedures for restoring a sense of safety for a victim and assessing that victim's needs for protection; (vii) strategies for protecting from bullying or retaliation a person who reports bullying, provides information during an investigation of bullying or witnesses or has reliable information about an act of bullying; (viii) procedures consistent with state and federal law for promptly notifying the relatives, partners or guardians of a victim and a perpetrator, if appropriate and authorized by the victim; provided, further, that the relatives, partners and guardians of a victim shall also be notified of the action taken to prevent any further acts of bullying or retaliation, if appropriate and authorized by the victim; and provided, further, that the procedures shall provide for immediate notification pursuant to regulations promulgated under this subsection by the Division or person who holds a comparable role to the local law enforcement agency when civil and/or criminal charges may be pursued against the perpetrator; (ix) a provision that a person who knowingly makes a false accusation of bullying or retaliation shall be subject to remedial action or sanction; and (x) a strategy for providing counseling or referral to appropriate services for perpetrators and victims and for appropriate family members of said residents. The plan shall afford all residents the same protection regardless of their status under the law. The plan shall also reference existing regulatory and lease protections applicable to the covered residential community, including but not limited to grievance procedures and protections for public housing tenants; lease and 24 CFR Part 245, protections for HUD multifamily tenants; comparable protections for MassHousing tenants in elderly/handicapped housing; and reasonable accommodation rights under the Americans with Disabilities Act. Each plan shall also include procedures for victims to appeal confidentially to the Division in cases where the alleged perpetrator is the owner/manager or employee of the covered residential community and the resident is concerned about retaliation.

(3) Nothing in this section shall prevent an owner/manager from remediating any discrimination or harassment based on a person's membership in a legally protected category under local, state or federal law.

(4) The plan for a covered residential community shall include a provision for ongoing professional development and training to build the skills of all employees, including, but not limited to, on-site managers, social service or resident service coordinators, maintenance and office clerical staff, to prevent, identify and respond to bullying. The content of such professional development shall include, but not be limited to: (i) appropriate strategies to prevent bullying incidents; (ii) appropriate strategies for immediate, effective interventions to stop bullying incidents; (iii) information regarding the complex interaction and power differential that can take place between and among a perpetrator, victim and witnesses to the bullying; (iv) research findings on bullying, including information about specific categories of residents who have been shown to be particularly at risk for bullying in the environment or covered residential communities, and the role of mental illness, dementia, behavioral disorders, domestic violence and substance abuse as they may affect both victims and perpetrators; (v) information on the incidence and nature of cyber-bullying; and (vi) internet safety issues as they relate to cyber-bullying. The Division shall identify and offer information on alternative methods for fulfilling the professional development requirements of this section, at least 1 of which shall be available at no cost to owners/managers of covered residential communities.

(5) The plan may include provisions for informing relatives, partners and guardians about the bullying prevention curriculum of the covered residential community and shall include, but not be limited to: (i) how relatives, partners and guardians can reinforce the curriculum and support the owner/manager or Division plan; (ii) the dynamics of bullying; and (iii) online safety and cyber-bullying.

(6) The Division shall promulgate rules and regulations on the requirements related to an owner/agent's duties under clause (viii) of the second paragraph of subsection

(e).

(f)(1) Each owner/manager shall provide to residents and/or their designees, in appropriate languages or means of communication, annual written notice of the relevant resident-related sections of the plan.

(2) Each owner/manager shall provide to all employees of a covered residential community annual written notice of the plan. The employees at each covered residential community shall be trained biennially on the plan. Relevant sections of the plan relating to the duties of employees shall be included in an owner/agent employee handbook or policies.

(3) The plan shall be posted on the website of each owner/manager of a covered residential community or otherwise made available to residents, staff and interested members of the public.

(g) Each owner/manager shall be responsible for the implementation and oversight of the plan at his or her covered residential community.

(h) Any employee of a covered residential community, including on-site management staff, social service or resident service coordinator, maintenance or clerical staff, shall immediately report any instance of bullying or retaliation the staff member has witnessed or become aware of to the owner/manager official identified in the plan as responsible for receiving such reports.. Upon receipt of such a report, the owner/manager or a designee shall promptly conduct an investigation. If the owner/manager or a designee determines that bullying or retaliation has occurred, the owner/manager or designee shall (i) take appropriate remedial action, in consultation with the victim; and (ii) assist the victim in notifying the local law enforcement agency if the owner/manager or designee believes that civil and/or criminal charges may be pursued against a perpetrator.

(i) If an incident of bullying or retaliation occurs on the grounds of a covered residential community and involves a former resident or employee who is no longer involved in a covered residential community, the owner/manager informed of the

bullying or retaliation shall contact law enforcement consistent with the provisions of clause (viii) of the second paragraph of subsection (e).

(j) Nothing in this section shall supersede or replace existing rights or remedies under any other general or special law.

Overview

This survey is about social life and bullying in public or subsidized residential communities for elderly and people with disabilities in Massachusetts. This research will be used to help create a count of the absence or presence of bullying in public and multifamily housing; the conditions that enable or stop bullying, and to find ways to reduce and eliminate bullying in these residential communities.

This survey seeks to measure the impact and prevalence of bullying. Thus, we want to capture both experiences with bullying as well as feedback from people who live in healthy, positive situations free from any type or form of bullying.

DEFINITION:

Bullying is the intentional, repeated attempt by one or more persons to impose wrongful (lacking the appropriate role or authority), harmful control over one or more other persons.

Bullying tactics include gossip and actions that demean, disrespect, and devalue the other, and can include disrupting the victim's social relations, excluding them from joining activities, and even lead to shunning and isolation.

Bullying can occur due to someone's disability or membership in a particular group, such as race, color, religion, national origin, ancestry, sex, gender identity, age, sexual orientation, marital status, children, past involvement in a discrimination complaint, veteran status, or status as a recipient of public assistance.

The questions focus on your experience with the residential community where you live or work now. We do not ask for your name or any personal identifying information, and we ask only for the location and zip code of the community so we can map the answers statewide.

Note: If there is only a single public or subsidized residential community in your locality or zip code, you may omit this information so as not to identify the development.

No information to identify any respondent or any specific housing development will be collected.

Bullying of Tenants in Public and Subsidized Multi-Family Housing

Personal Experience

* 1. Have you as a resident or in your official capacity (i.e., property managers, maintenance staff, resident services coordinator, board member/commissioner, etc.) at your residential community been treated unfairly or differently than others and bullied?

Yes

No **IF NO, SKIP TO QUESTION #13.**

Personal Experience Details

2. IF BULLIED: Please identify the nature of this treatment (select all that apply)

- I have been bullied because of my disability
- I have been bullied because of my group identity
- I have been bullied by someone who demanded unwanted sex in exchange for my housing rights
- I have been bullied, but for other reasons, not for my group identity or disability status
- I have been bullied because they say I am a bad, immoral person
- I have been bullied because of my mental health challenges
- I have been bullied as retaliation because I complained about management, staff, or resident service coordinator
- I have been bullied as retaliation because I complained about another resident or group of residents
- I have bullied because of my official role within the residential community (e.g., property manager, maintenance staff, etc.)

3. IF BULLIED: Why do you feel you were targeted for bullying? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Race/Ethnicity | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Religious Affiliation | <input type="checkbox"/> Sexual Orientation |
| <input type="checkbox"/> Age | <input type="checkbox"/> Source of Income |
| <input type="checkbox"/> Gender | <input type="checkbox"/> Position as management, maintenance staff, board member/commissioner, etc. |
| <input type="checkbox"/> Other (please specify) | |

4. IF BULLIED: Who did the bullying to you? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Resident (or a group of residents) | <input type="checkbox"/> Social service providers |
| <input type="checkbox"/> Housing management | <input type="checkbox"/> Leaders of the tenants association or the resident board member/commissioner |
| <input type="checkbox"/> Housing staff | <input type="checkbox"/> Resident Services Coordinator |
| <input type="checkbox"/> Visitors | <input type="checkbox"/> Board member(s)/board commissioner(s) (non-resident) |
| <input type="checkbox"/> Other (please specify) | |

5. IF BULLIED: What type(s) of bullying did you experience? (select all that apply)

- Verbal harassment
- Physical harassment
- Intimidation
- Exclusion from common area spaces or social activities in common areas

Other (please specify)

6. IF BULLIED: Did you know where to get help?

- Yes
- No

7. IF BULLIED: Were you aware of legal rights (i.e. laws, reporting) regarding the laws prohibiting the unfair treatment and bullying due to disability or membership in a particular group, such as race, color, religion, national origin, ancestry, sex, gender identity, age, sexual orientation?

- Yes
- No

8. IF BULLIED: Did you seek help?

- Yes
- No

9. If you selected NO in #8, please share why you did not seek help:

10. If sought help, where did you go to for help? (select all that apply)

- Other tenants, or the tenants' association
- Manager or the maintenance staff
- Resident services coordinator
- Landlord: the private owner of the building or the Local Housing Authority
- HUD or MassHousing; Department of Housing and Community Development
- Local senior center
- The elder services agency
- The independent living center
- Police
- Legal help: legal aid, private attorney, a court
- Leaders and elected officials of the municipality or state
- Other (please specify)

11. If sought help; Was this issue successfully addressed?

- Yes
- No

If no, please explain why?

12. If the issue was successfully addressed, Who was ultimately helpful? (select only one)

- Other tenants, or the tenants' association
- Manager or the maintenance staff
- Resident services coordinator
- Landlord: the private owner of the building or the Local Housing Authority
- HUD or MassHousing; Department of Housing and Community Development
- Local senior center
- The elder services agency
- The independent living center
- Police
- Legal help: legal aid, private attorney, a court
- Leaders and elected officials of the municipality or state
- Other (please specify)

Witness Experience

* 13. Have you ever witnessed someone in your residential community being treated unfairly or differently than others and bullied?

Yes

No **IF NO, SKIP TO QUESTION #25.**

Bullying of Tenants in Public and Subsidized Multi-Family Housing

Witness Experience Details

14. IF WITNESSED BULLYING: Please identify the nature of this treatment (select all that apply)

- The person was bullied because of a disability
- The person was bullied because of a group identity.
- The person was bullied by someone who demanded unwanted sex in exchange for housing rights
- The person was bullied, but for other reasons, not for group identity or disability status
- The person was bullied because they said the person was a bad, immoral person
- The person was bullied because of mental health challenges
- The person was bullied as retaliation because they complained about management, staff, or resident service coordinator
- The person was bullied as retaliation because they complained about another resident or group of residents
- The person was bullied because of their official role within the residential community (e.g., property manager, maintenance staff, etc.)

15. IF WITNESSED BULLYING: Why do you feel they were targeted for bullying? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Race/Ethnicity | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Religious Affiliation | <input type="checkbox"/> Sexual Orientation |
| <input type="checkbox"/> Age | <input type="checkbox"/> Source of Income |
| <input type="checkbox"/> Gender | <input type="checkbox"/> Position as management, maintenance staff, board member/commissioner, etc. |
| <input type="checkbox"/> Other (please specify) | |

16. **IF WITNESSED BULLYING:** What type(s) of bullying did you witness? (select all that apply)

- Verbal harassment
- Physical harassment
- Intimidation
- Exclusion from common area spaces or social activities in common areas

Other (please specify)

17. **IF WITNESSED BULLYING:** Who did the bullying you witnessed? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Resident (or a group of residents) | <input type="checkbox"/> Social service providers |
| <input type="checkbox"/> Housing management | <input type="checkbox"/> Leaders of the tenants association or the resident board member/commissioner |
| <input type="checkbox"/> Housing staff | <input type="checkbox"/> Resident Services Coordinator |
| <input type="checkbox"/> Visitors | <input type="checkbox"/> Board member(s)/board commissioner(s) (non-resident) |
| <input type="checkbox"/> Other (please specify) | |

18. **IF WITNESSED BULLYING:** Did this person know where to get help?

- Yes
- No
- Don't know

19. **IF WITNESSED BULLYING:** Was this person aware of legal rights (i.e. laws, reporting) regarding the laws prohibiting the unfair treatment and bullying due to disability or membership in a particular group, such as race, color, religion, national origin, ancestry, sex, gender identity, age, sexual orientation?

- Yes
- No
- Don't know

20. **IF WITNESSED BULLYING:** Did this person seek help?

- Yes
- No
- Don't know

21. **If this person didn't seek help:** Please share why this person did not seek help (if you know):

22. **If this person did seek help:** Where did this person go to for help? (if you know):

- | | |
|---|---|
| <input type="checkbox"/> Other tenants, or the tenants' association | <input type="checkbox"/> The elder services agency |
| <input type="checkbox"/> Manager or the maintenance staff | <input type="checkbox"/> The independent living center |
| <input type="checkbox"/> Resident services coordinator | <input type="checkbox"/> Police |
| <input type="checkbox"/> Landlord: the private owner of the building or the Local Housing Authority | <input type="checkbox"/> Legal help: legal aid, private attorney, a court |
| <input type="checkbox"/> HUD or MassHousing; Department of Housing and Community Development | <input type="checkbox"/> Leaders and elected officials of the municipality or state |
| <input type="checkbox"/> Local senior center | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Other (please specify) | |

23. **If this person did seek help:** Was this issue successfully addressed?

- Yes
- No

If no, please explain:

24. **If this person did seek help:** who was ultimately helpful?

- | | |
|---|---|
| <input type="checkbox"/> Other tenants, or the tenants' association | <input type="checkbox"/> The elder services agency |
| <input type="checkbox"/> Manager or the maintenance staff | <input type="checkbox"/> The independent living center |
| <input type="checkbox"/> Resident services coordinator | <input type="checkbox"/> Police |
| <input type="checkbox"/> Landlord: the private owner of the building or the Local Housing Authority | <input type="checkbox"/> Legal help: legal aid, private attorney, a court |
| <input type="checkbox"/> HUD or MassHousing; Department of Housing and Community Development | <input type="checkbox"/> Leaders and elected officials of the municipality or state |
| <input type="checkbox"/> Local senior center | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Other (please specify) | |

Bullying of Tenants in Public and Subsidized Multi-Family Housing

Bullying Reported to Staff/Management

* 25. Are you a staff and/or management member (i.e., property managers, maintenance staff, resident services coordinator, board member/commissioner, etc.) within your residential community?

Yes

No **IF NO, SKIP TO QUESTION #31.**

Bullying Reported to Staff/Management

26. **STAFF AND/OR MANAGEMENT MEMBER ONLY:** In your capacity within your residential community, have you received a formal or informal complaint from a resident who reported being bullied or from a witness of someone being treated unfairly or differently than others and bullied?

Yes

No **IF NO, SKIP TO QUESTION #31.**

Bullying Reported to Staff/Management

27. STAFF AND/OR MANAGEMENT MEMBER WHO RECEIVED BULLYING REPORT ONLY: Please identify the nature of this reported treatment? (select all that apply)

- The person was bullied because of a disability
- The person was bullied because of a group identity.
- The person was bullied by someone who demanded unwanted sex in exchange for housing rights
- The person was bullied, but for other reasons, not for group identity or disability status
- The person was bullied because they said the person was a bad, immoral person
- The person was bullied because of mental health challenges
- The person was bullied as retaliation because they complained about management, staff, or resident service coordinator
- The person was bullied as retaliation because they complained about another resident or group of residents
- The person was bullied because of their official role within the residential community (e.g., property manager, maintenance staff, etc.)

28. STAFF AND/OR MANAGEMENT MEMBER WHO RECEIVED BULLYING REPORT ONLY: Based on the report (verbal or written), why did the resident or witness of the resident feel they were targeted for bullying? (select all that apply)

- Race/Ethnicity
- Religious Affiliation
- Age
- Gender
- Disability
- Sexual Orientation
- Source of Income
- Other (please specify)

29. **STAFF AND/OR MANAGEMENT MEMBER WHO RECEIVED BULLYING REPORT ONLY:** What type(s) of bullying did the resident or witness of the resident report? (select all that apply)

- Verbal harassment
- Physical harassment
- Intimidation
- Exclusion from common area spaces or social activities in common areas
- Other (please specify)

30. **STAFF AND/OR MANAGEMENT MEMBER WHO RECEIVED BULLYING REPORT ONLY:** Based on the report, who was the source of the bullying? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Resident (or a group of residents) | <input type="checkbox"/> Leaders of the tenants association or the resident board member/commissioner |
| <input type="checkbox"/> Housing management | <input type="checkbox"/> Social service providers |
| <input type="checkbox"/> Housing staff | <input type="checkbox"/> Resident Services Coordinator |
| <input type="checkbox"/> Visitors | <input type="checkbox"/> Board member(s)/board commissioner(s) |
| <input type="checkbox"/> Other (please specify) | |

Community Resources

* 31. **ALL RESIDENT RESPONDENTS:** Does your residential community have a local tenant organization, resident group, or resident advisory board?

- Yes
- No
- Don't know

* 32. **ALL RESIDENT RESPONDENTS:** Does your local tenant organization, resident group, or resident advisory board represent all the tenants fairly?

- Always
- Sometimes
- Never
- Don't know
- Do not have a local tenant organization, resident group, or resident advisory board

* 33. **ALL RESIDENT RESPONDENTS:** Do you have official house rules and policies that are posted in a common area?

- Yes
- No
- Don't know

* 34. **ALL RESIDENT RESPONDENTS:** Is management present on-site at your building?

- Yes
- No
- Don't know

* 35. **ALL RESIDENT RESPONDENTS:** Does management help to create a welcoming and inclusive environment?

- Always
- Sometimes
- Never
- Don't know

* 36. **ALL RESIDENT RESPONDENTS:** Is there a resident services coordinator who works on-site in your community?

- Yes
- No
- Don't know

* 37. **ALL RESIDENT RESPONDENTS:** Does the resident services coordinator create a welcoming and inclusive environment?

- Always
- Sometimes
- Never
- Don't know

* 38. **ALL RESIDENT RESPONDENTS:** Does the local tenant association, resident group, or resident advisory board create a welcoming and inclusive environment?

- Always
- Sometimes
- Never
- Don't know

Bullying of Tenants in Public and Subsidized Multi-Family Housing

Demographics

39. **ALL RESPONDENTS:** In what ZIP code is the housing located? (enter 5-digit ZIP code; for example, 00544 or 94305)

* 40. **ALL RESPONDENTS:** Please identify the Geographic Region in which you reside:

- | | |
|--|--|
| <input type="checkbox"/> Northeastern (Essex and Middlesex) | <input type="checkbox"/> Central (Worcester) |
| <input type="checkbox"/> Boston area (Norfolk and Suffolk) | <input type="checkbox"/> Pioneer Valley (Franklin, Hampshire, and Hampden) |
| <input type="checkbox"/> Southeastern (Bristol and Plymouth) | <input type="checkbox"/> Western (Berkshire) |
| <input type="checkbox"/> Cape and Islands (Barnstable, Dukes, and Nantucket) | |

41. **ALL RESPONDENTS:** If applicable, please identify any disability or impairment you may have (select all that apply)

- Blind (serious difficulty seeing, even when wearing glasses or contact lenses)
- Deaf (serious difficulty hearing)
- Ambulatory impairment (e.g., serious difficulty walking or climbing stairs)
- Cognitive impairment (serious difficulty concentrating, remembering, learning, or making decisions)
- Developmental disabilities
- Individuals with disabilities related to substance use disorder
- Intellectual disability
- Mental health disorder
- Physical disability
- Self-care impairment (e.g., difficulty dressing or bathing)
- Traumatic or acquired brain injury

42. **ALL RESPONDENTS:** Do you receive services and accommodations that help you to live independently with your disability or functional care needs or impairment?

- Yes
- No
- Don't know

43. **ALL RESPONDENTS:** If applicable, please identify the type of housing in which you live, managed or are a board member/commissioner of

- State-Aided Public Housing (elderly/handicapped—c. 667, family—c. 200 or 705)
- Assisted living
- Federal Public Housing for elderly and disabled
- Other Multifamily Managed Housing
- HUD-subsidized, Privately Owned, Multifamily Housing for elderly and disabled

44. **ALL RESPONDENTS:** Please identify how many apartment units are in this residential development

- Small, up to 50 units
- Medium, 51-100 units
- Large, 101 or more units
- Don't know

* 45. **ALL RESPONDENTS:** Please identify your primary role at the housing development:

- Resident
- Family Member of a resident
- Management
- Friend of a resident
- Resident Services Coordinator
- Non-resident board member/commissioner
- Resident board member/commissioner
- Service Provider working with resident
- Officer of the tenants' association
- Other (please specify)

* 46. ALL RESPONDENTS: Please identify your race:

- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> Latino/Latina |
| <input type="checkbox"/> African-American | <input type="checkbox"/> Native American |
| <input type="checkbox"/> Asian/Pacific Islander | |
| <input type="checkbox"/> Other (please specify) | |

* 47. ALL RESPONDENTS: Please identify your gender:

- Male
 Female
 Non-binary
 Prefer not to say

* 48. ALL RESPONDENTS: Please identify your age:

- | | |
|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 18-25 | <input type="checkbox"/> 56-65 |
| <input type="checkbox"/> 26-35 | <input type="checkbox"/> 66-75 |
| <input type="checkbox"/> 36-45 | <input type="checkbox"/> 76 or older |
| <input type="checkbox"/> 46-55 | |

49. ALL RESPONDENTS: If a resident, please identify the number of years you've lived in your current housing:

- Less than a year
 1-3 years
 4-7 years
 8+ years

Thank you for your completion of the survey. Your response will be instrumental to help the members of the Commission better gauge the presence of bullying in public and multifamily housing, the conditions that enable or stop bullying, and to find ways to reduce and eliminate bullying in these residential communities.

Please send completed surveys by mail to:

**Bullying of Tenants in Public and Subsidized Multi-Family Housing Survey c/o
Executive Office of Health and Human Services
1 Ashburton Place
Boston, MA 02108**

ARE YOU BEING BULLIED?

Bullying is...

the intentional, repeated attempt by one or more persons to impose wrongful (lacking the appropriate role or authority), harmful control over one or more other persons.

Bullying tactics can be verbal, social, or physical which include...

gossip and actions that demean, disrespect, and devalue the other, and can include disrupting the victim's social relations, excluding them from joining activities, and even lead to shunning and isolation.

Bullying can occur due to...

someone's disability or membership in a particular group, such as race, color, religion, national origin, ancestry, sex, gender identity, age, sexual orientation, marital status, children, past involvement in a discrimination complaint, veteran status, or status as a recipient of public assistance.

Have you experienced this?

If so, there are laws that may protect you...

You may be entitled to relief under the Mass. Civil Rights, Anti-Discrimination or Consumer Protection laws if you denied rights under the law by threats, intimidation or coercion, discriminated against based upon your membership in a protected class, or if you face unfair or deceptive business practices for any reason.

Call OUR HOTLINE 1-800-000-0000

Olmstead Plan Listening Sessions

The Commonwealth of Massachusetts is updating the state's "Olmstead Plan", a comprehensive working plan for assisting people with disabilities so they may live and work in the community, and **we need your input**. The Commonwealth's current Olmstead Plan will be updated to highlight the important integration work that has been done over the past 8 years as well as plans to continue the work going forward.

The state is holding community-based **LISTENING SESSIONS**, inviting broad-based stakeholder attendance to provide state agency leadership with opportunities to hear directly from constituents. Sessions will be held in Boston and Springfield. The Listening Sessions will be held, as follows:

BOSTON

Monday June 26th at 9:00 AM - 12:00 PM
EOHHS, One Ashburton Place, 21st Floor

SPRINGFIELD

Wednesday June 28th at 9:00 AM - 12:00 PM
Springfield State Offices, 436 Dwight Street

The locations are accessible and CART and ASL Interpreters will be available.

During these initial set of Listening Sessions, the state hopes you will consider commenting on all or some of the questions below. **Can't make these sessions?** You can send written comments to the Committee. For more information, see <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/commonwealth-of-massachusetts-olmstead-planning-committee>.

Questions:

1. How do the current housing and services systems best help individuals with disabilities to integrate into and live successfully in the communities of their choice?
2. What types of services and supports best allow or assist individuals with disabilities to participate in daily activities and employment settings that are integrated into the community?
3. Are there barriers that prevent or limit some individuals with disabilities from integrating into and living successfully in the communities of their choice?
4. Should service and support systems in the Commonwealth be changed in order to promote, and increase opportunities for, community inclusion for people with disabilities? If so, how, and if you had to prioritize, which would be the most important?
5. Bullying poses a problem for vulnerable tenants in some public and subsidized, multi-family housing. What are some policies, practices or other solutions the Commonwealth should consider in order to address this issue?



Thank you and we looking forward to hearing your suggestions.