



BSOT Alumni Making Things Possible

By Jim Corrigan

ALUMNI OF THE BOSTON SCHOOL OF OCCUPATIONAL Therapy literally span the globe. The last issue of BSOT Notes carried a small item about a graduate who is working at the University of Limerick, Ireland, and in this issue we profile three distinguished alumnae whose unique practices span both the profession and the continental United States.

Judi Zazula

Walking down Cambridge Street in Boston, one passes a number of residences and local landmarks. Toward one end of the street is a building marked only by its address. That building houses Helping Hands: Monkey Helpers for the Disabled, the organization co-founded by BSOT alumna Judi Zazula.

Approximately 25-30 Capuchin monkeys are in training here to help individuals with disabilities accomplish everyday activities. In order to "adopt" a monkey helper, potential "parents" must be a perfect match for a monkey-in-training in terms of their personality, task ability, and needs. In a year, about 600 people do apply – but only 15 monkeys are placed. A Placement Trainer experienced in monkey training, adaptive equipment design, and strategies for increasing independence spends eight days in the home where a monkey is assigned.

Zazula and Helping Hands Monkeys have appeared on *60 Minutes*, *Chronicle*, *Today*, *Greater Boston*, and in *Newsweek*, among others. Zazula has also attracted Hollywood attention, serving as a consultant to *Monkey Shines*.

The monkeys at Helping Hands are trained progressively and extensively. Their tasks can range from taking something out of the refrigerator and heating it up in a microwave, to reposi-

tioning an arm or a leg after a muscle spasm or assisting with computer related activities. Subtle facial movements can be cues to scratch an itch or help retrieve a mouthstick.

Independent occupational therapy practitioners are rare, and independent occupational therapy businesses are even rarer. Given

the unique application of occupational therapy skills and the dramatic difference these incredible monkeys make to the daily lives of people living with severe disabilities, the success of Helping Hands monkeys is truly remarkable.

Zazula fondly recalls the support and encouragement during her years at Tufts that fostered her personal desire to make a difference to others.



Department Chair Sharan L. Schwartzberg, Judi Zazula, and a Capuchin monkey trained by Helping Hands: Monkey Helpers for the Disabled.

Diana A. Henry

Listing the awards won by Diana Henry, or her speeches and publications, would fill this column. She has earned national recognition, and her business, Henry Occupational Therapy Services, is truly unique as it is literally on the move.

In January 2000, Henry and her husband began "A Teach About" (www.ateachabout.com), a cross-country trip in a mobile home. They visit communities to address individual needs and develop sensory safe environments for children and adults.

Henry was a 2003 Honorary Member of the Sensory Integration Network UK and Ireland; won the 2001 Award for Outstanding Therapeutic Contribution by Developmental Delay Resources; won the 1997 Outstanding Occupational Therapist Award by the Arizona Occupational Therapy Association; and is a Professional member of the National Speakers Association.

Henry Occupational Therapy Services, Inc., in Youngstown, Arizona, opened in 1984. Henry developed occupational therapy

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BSOT: Making History from the Outset

By BSOT Staff

ALTHOUGH STORIED, GLORIOUS, and sung, the history of BSOT largely remains unwritten.

"Did you know," Roselyn Listerneck, class of '54, wrote to her classmates, "that back before World War II there were plans already drawn up to build a new BSOT in Boston? Too bad the war came along and that never happened."

In a recent visit to BSOT, Roselyn brought some of the material she and her classmate Elizabeth (Beth) Codman High collected over the years to donate to the department of occupational therapy. The items ranged from books to historic articles.

There were books used by Beth Codman High in her many years of practice, as well as one she published in 1978 in concert with Job Development Laboratories at Georgetown University titled *A Restorative Guide to Habilitative Techniques for Cerebral Palsied Persons of All Ages*.

Mary Barnes, BSOT Fieldwork and Alumni Coordinator, has discussed the rich history of the BSOT with Roselyn on a number of occasions. "It was intriguing to see how Beth's collection of books reflects her value of client-centered, community-based and state of the art practices of the times, a value I feel we strive to instill in our graduates even to this day," Mary said.

The collection of items also included articles, BSOT brochures and a few BSOT alumnae Association Newsletters (1936, 1938, 1940). In addition, a February 1931 *MAOT* (Massachusetts Association for Occupational Therapy, Incorporated, 1922) *Bulletin* and a 1923 Constitution of the American Occupational Therapy Association were among the materials. The items donated came from Roselyn and Beth's collection, along with documents Beth's mother, BSOT alumna Anna (Nancy) Wheelright Codman, class of 1919, passed on to her daughter.

Glancing through these materials, it becomes evident that BSOT was really



BSOT Class of '54 dine together with honored guest, Ms. Marion Crampton (BSOT Class of '37). Shown left to right: Geraldine (Porter) Doane, Lois (Blech) Kuperschmid, Roselyn (Ratcliff) Listerneck, Patricia (Gardner) Poirier, Ms. Marion Crampton, Eleanor (Duffy) Benoit, Elizabeth (Griswold) Neary, Diana (Potter) Burnell, and Elizabeth (Codman) High. Crampton was recognized for a lifetime of accomplishment and service by the Pleasant Street Congregational Church in Arlington, MA. Charlotte Heim, BSOT Class of '04 and a friend of Marion's, was also recognized. Congregation member Ann Plumley stated, "Though fewer all the time, there remains a number of long term members who recall [Marion's] many years as a 'working girl' and who recognize that she was a model and pioneer professional in the nascent field of occupational therapy."

taking a leadership role in the profession from its early inception. Many alumni named in these brochures and newsletters became well recognized for their leadership and contributions to the profession; Carlotta Wells, Mary Reilly, and Wilma West to name just a few. The 1957 bulletin of the Boston School of Occupational Therapy in affiliation with Tufts University, marks this important transition and lists Mrs. Marjorie B. Greene as Director and Miss Marion Crampton, A.B., OTR as a consultant in psychiatric occupational therapy.

In the early years, BSOT was already offering degree and post-degree courses. Some of the training sites listed in these early materials reflect relationships between BSOT and institutions such as Massachusetts General Hospital and Faulkner Hospital that are still going strong today.

Other materials donated, which include a 1926 article from *Occupational*

Therapy and Rehabilitation as well as a 1930 article from *The Modern Hospital*, show more broadly the issues and perspectives of the profession in its early years. A 1938 brochure from "The Curative Workshop" of Milwaukee describes alumna Miss Marjorie Taylor, then vice president of the AOTA and executive director of the workshop, as "one of the few authorities in the comparatively new science of research."

Also included was a newspaper item about BSOT students from what was then Boston's leading newspaper, *The Sunday Post*. The advertisement is presumed to be from the 1950s. Mary Barnes, a BSOT alumna herself, said, "Having another piece from the popular press in addition to the May 1954 article Roselyn and I already found is a real treat. The 1954 article we found featured photos of women who were in the class of '54 and discussed the role of promi-

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(OT) programs for various school districts in Arizona, emphasizing a collaborative model. In 2000, she was nominated to be on the Advisory Board of the Non Verbal Learning Disability Association. She is also on the Advisory Board of Developmental Delay Resources. She is an honorary member of the German Society for Sensory Integration – Jean Ayres (GSID), and in 2003, she became an honorary member of the Sensory Integration Network UK and Ireland. She is now training to become a certified Pilates instructor.

After earning her B.S. in occupational therapy from Tufts, Henry earned her M.S. in sensory integration from Rush University in Chicago. She has taught at Arizona State University, nationally to school districts, associations, and clinics, and internationally in Canada and several European countries. To make sensory integration more user-friendly and accessible, Henry produced the *Tools for Teachers* and the *Tools for Students* DVDs. She also developed the *Tool Chest Starter Kit*, wrote the *Tool Chest* and the *Tools for Parents* handbooks, and the *Sensory Integration Tools for Teens* handbook with her husband, Rick. Their SI Tool Kit workshops provide schools, homes, and businesses with information about sensory integration and sensory processing. The individualized workshops are given for administrators, educators, school psychol-



Helen Osborne

ogists, physicians, other health professionals, occupational therapists, physical therapists, speech language therapists, parents, and other caregivers.

Helen Osborne

Health consultant Helen Osborne recently published a book, *Health Literacy from A to Z: Practical Ways to Communicate Your Health Message*.

It was her *third* book. The others are *Overcoming Communication Barriers in Patient Education* and *Partnering with Patients to Improve Health Outcomes*. She is also a columnist for *On Call*, a *Boston Globe* magazine, where she writes about patient education and healthcare communication.

Osborne, President and Founder of Health Literacy Consulting, helps organi-

zations communicate health information in ways that people can understand. A Certified TeleClass Leader, a form of distance learning over the telephone, she moderated NIFL-Health, an online discussion group sponsored by the National Institute for Literacy. She has a master's in Education in Humanistic and Behavioral Studies from Boston University and a B.S. in Occupational Therapy from Tufts University.

In a statement on her website, www.healthliteracy.com, Osborne says, "I know firsthand the challenges of communicating healthcare information. As an occupational therapist, I treated many patients who have limited literacy, do not speak English, come from other cultures, are older, and have trouble hearing, seeing, or remembering."

Osborne understands how hard it is to run educational programs, because of the pressures clinicians face fulfilling even the basics of patient care. But there are also costs to health illiteracy incurred by patients, providers, and organizations. In addition, she says, it is difficult for patients to think clearly when they are in pain, scared, or overwhelmed.

Osborne says she is "passionate" about health literacy. In addition to speaking, consulting, and writing, she founded Health Literacy Month – a worldwide campaign, every April, to raise awareness about the importance of understandable health information.

BSOT is proud and honored to have Judi Zazula, Helen Osborne, and Diana Henry as distinguished graduates. ■

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nent women in Boston society endowing the school through a 'Morning Musicales' program held at the Statler Ballroom in Boston."

At this point, it is not known whether these treasures of history will be the subject of historical research or a display on campus. Roselyn Listernick hopes that hearing about these sorts of memorabilia in *BSOT Notes* will draw interest. Department Chair Sharan L. Schwartzberg, who has studied and written about the history of group work in occupational therapy,

said, "The history of BSOT is both fascinating and important. It informs us not only about the evolution of a profession but also the role of gender and other sociopolitical concerns that shape health care services."

On a recent drive through Boston, Roselyn began wondering if the old 7 Harcourt Street school building still existed. She was pleased to see the building is still here and is part of a renewed block of buildings used for business. Having discussed this curiosity with Mary, Roselyn quickly sent out word to her classmates. "Down the way from these few buildings is the beginning of a renewed residential area in which I believe is referred to as the South End. And of

course in the other direction toward Huntington Avenue, Harcourt Street is steps away from busy Copley Square, Copley Place and the Prudential Center, all of which came after I was there in the '50s." Interestingly, Barnes notes, the 1957 bulletin boasts of BSOT's Harcourt Street address having proximity to Copley Square in Boston as well as the Museum of Fine Arts, Symphony Hall, and the Boston Opera House.

Anyone interested in contributing material or memorabilia or in working on a project to chronicle or display materials related to BSOT's history should contact Mary Barnes via email at mary.barnes@tufts.edu or by phone at 617-627-5960. ■

The Challenge of Protecting Patients' Rights

By Barbara Kresge

THE PATIENT WANTED TO smoke. The staff wanted him to stop. And of course I wanted him to stop. Two principles came into conflict, but I didn't have a choice. I had to advocate for the resident and his right to smoke. In my role as an "ombudsman" (a Swedish word that means "representative of the people"), I was there to protect the resident's rights, including his right to be to make a decision that would adversely affect his health.

The Long-Term Care Ombudsman Program (LTCOP) was established in 1972 under President Nixon, who developed the Office of Nursing Home Affairs, aimed at upgrading the standards of nursing home care nationwide. As part of this office, the ombudsman program

examination, it became evident that my training and skills as an occupational therapist would become invaluable assets as an ombudsman. My role as resident advocate requires me to draw extensively on my clinical reasoning skills. My interactive skills help me develop relationships with residents and nursing home staff as well as determine what is most important to the residents. My procedural reasoning skills help me understand the inner workings of the setting and foster win-win solutions to residents' problems.

Volunteering as an ombudsman has increased my awareness of the vital role occupational therapists can play as part of the health care team in a skilled nursing setting. Occupational therapists, through their daily interactions with

take more control of their life decisions and their environments. At times this is an uphill battle, as the elderly population tends to view doctors and other health care professionals with blind deference, and are often unwilling to question "authority." In addition, many residents fear repercussions if they "complain" and will therefore subvert their own desires and needs. The collaborative approach favored by occupational therapists can help place the power of decision-making with residents and their families, changing perceptions about and procedures within the existing power structure.

As an ombudsman, I am consistently struck by the fact that all parties in a given conflict are basically well intentioned. With rare exception, most care providers' primary goal is to provide high quality and

compassionate care. The realities of time and cost constraints often muddy the picture, and it is often the ombudsman who is able to bring all points of

A "home" implies comfortable and familiar surroundings and the freedom to determine one's daily routine.

was formed as an advocacy program geared toward the prevention of abuse and neglect. In 1978 the Older Americans Act elevated the ombudsman program to statutory level, requiring all states to establish a program. Today each state has a program operated through its Agency on Aging. The LTCOP resolves the problems of individual residents in long-term care facilities, assists resident and family councils as well as citizen organizations, and represents residents' needs and interests to public officials.

I was drawn to the role of ombudsman in a skilled nursing facility because of my desire to reconnect with an elderly population, a group with whom I had worked during my years as a practicing occupational therapist. Upon further

their clients, know what's most important to individuals and are aware of the importance of context (the environment) and occupational roles. While a nursing home is, by definition, an institutional setting, it is supposed to be a home, foremost, to its residents. A "home" implies comfortable and familiar surroundings and the freedom to determine one's daily routine. Residents have the right to make decisions about their environments, activities in which they want to engage, health care options, etc. Because occupational therapists are holistically oriented, we are often the professionals most in tune to these concerns and can help to make a difference in this setting.

Occupational therapy's contribution to the health care team can help residents

view to the table, validate the concerns of all involved, and help foster creative problem solving.

I am excited about the opportunity to apply my occupational therapy skills, training and clinical reasoning in my role as an ombudsman. I encourage occupational therapists who pursue work in a long-term care setting to remain sensitive to the rights of each individual resident, the power structure in this setting, and each person's ability to facilitate change and allow elderly residents to live in this environment while maintaining autonomy and self-determination to the greatest extent possible. ■

Barbara Kresge is a Lecturer and the Admissions Chairperson at BSOT.

Looking Back to Look Ahead

HERE IN NEW ENGLAND, 2004 WILL BE REMEMBERED AS THE year the Red Sox won the World Series for the first time since 1918. However, there was another significant event in 1918 – the founding of the Boston School of Occupational Therapy. The year 2004 will also be remembered as the year we opened a new chapter with our Occupational Therapy Doctoral Degree (OTD) program.



MARK MORELLI

Sharan Schwartzberg, Ed. D., OTR, FAOTA professor and chair, Boston School of Occupational Therapy

We are unveiling a new newsletter feature, an issue-oriented article written by one of our faculty. In this issue, Barb Kresge, a trained ombudsman for nursing home patients, discusses the ethical dilemmas and occasional conflicting priorities occupational therapy practitioners can encounter when working in nursing homes with elderly patients. In future newsletters, we hope to explore other issues and provide practical advice for practitioners working in the field.

This issue also highlights a number of alumnae who have distinguished themselves in a variety of ways. The television show

Chronicle and a number of newspapers and magazines have highlighted Judi Zazula's work. Helen Osborne recently published a third book, creating a unique niche in health consulting, while Diana Henry has pursued a traditional occupational therapy path and has become an innovator in the profession.

The social responsibilities of occupational therapists are particularly interesting to me. I am glad to see the occupational therapy faculty and students involved in social issues. As occupational therapy grows as a profession, so too does our social responsibility. Associate Professor Diana Bailey and I did some research in this area for our book, *Ethical and Legal Dilemmas in Occupational Therapy* (F.A. Davis, Philadelphia, 2003). However, there are some issues that we did not anticipate, such as the number of people living in the United States who are experiencing limited access to health care services. Clearly, one of the Boston School of Occupational Therapy's goals is to expand the profession and opportunities for occupational therapists, but it is equally clear that ethical issues will become more complex and require greater debate. I welcome these discussions.

And as always, I welcome your thoughts on these or other issues and any comments on *BSOT Notes*.

Sharon Ray Inducted into Hall of Diversity

SHARON RAY, AN ASSISTANT PROFESSOR at the Boston School of Occupational Therapy at Tufts, is pleased to be inducted into the Hall of Diversity. "I'm honored that Tufts is recognizing my commitment to serving underserved groups," she said.

Professor Ray is a longtime advocate of diversity, but she also has a goal of expanding the way people think about diversity. Her commitment, she said, is not only to increase diversity but also to increase empowerment among disempowered groups.

Specializing in pediatrics, Ray has taught at BSOT since 1998. She has worked with people dealing with living in transitional housing and how that impacts their ability to raise their children and support themselves. She is also a founding member of the National Occupational Therapy Research Network, a group whose mission is to support a unified agenda for occupational therapy research and practice with children, adults, and families who are experiencing homelessness. She has done considerable work with people of different ethnicities. Fluent in Spanish, she has specialized in working with families in which English is not the first language.

In 2002, she spent a summer in Honduras, working with children and adults to improve conditions. Her primary work was in a hospital to serve clients who were uninsured and had limited or no resources. She also worked in an elementary school, nursing home, and with children from an orphanage. She saw people who didn't know what an occupational therapist is and didn't know occupational therapists could improve their lives. The story of her trip can be read at <http://ase.tufts.edu/bsot/news/notesfall2002.pdf>.

Her diversity work also includes being a longtime advocate for families and children who have trouble getting access to entitled services in schools. Her commitment to the need for education about issues of diversity is also exemplified by her work to establish a mandatory full-day diversity workshop for Tufts-BSOT masters' students. The workshop features Monica Schultz, an occupational therapist who specializes in broadening the definition of diversity to focusing on communicating effectively with others through understanding issues of difference. ■

US News and World Report has named Tufts-BSOT as one of the five best occupational therapy programs in the country! Congratulations, BSOT!



Patti Donahy '04 and Sarah Ryan '04 with Tufts University President Lawrence S. Bacow. Donahy and Ryan ran the 2004 Boston Marathon as part of the Tufts team in the second annual President's Marathon Challenge to raise funds to support nutritional, medical, and fitness research and education at Tufts. For information about the President's Marathon Challenge, go to <http://marathon.president.tufts.edu/home/index.php>. BSOT '04 students Jennie Dapice, Hilda Suh, Mimi Kim, Mary McCafferty, and Dori Jacob were official Tufts University Boston Marathon volunteers, offering support and assistance to all marathon runners.

BSOT NOTES

EDITOR

Jim Corrigan

CONTRIBUTING WRITER

Barbara Kresge

DESIGN

Office of Publications

For more information:

Boston School of
Occupational Therapy
Tufts University

26 Winthrop Street

Medford, MA 02155

Tel: 617-627-5720

Fax: 617-627-3722

E-mail: BSOT@tufts.edu

Website: <http://ase.tufts.edu/bsot>

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We'd like to hear from you.

If there are comments you would like to make, issues you would like to see covered, an article you would like to contribute, or if there is a fellow alumnus/a you would like to see interviewed for a future article, please contact us at the address above or e-mail BSOTNotes@tufts.edu.

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TUFTS UNIVERSITY

Department of Occupational Therapy

26 Winthrop Street

Medford, Massachusetts 02155

<http://ase.tufts.edu/bsot>