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TIPS

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This double issue of TIPS will have two major themes: (a) coverage of Social Role Valorization (SRV) issues, and especially the most extensive analysis of human service names from an SRV perspective; and (b) miscellaneous news on human services that always piles up when we do a special-theme issue.

Social Role Valorization (SRV)

*Beginning with the January 1995 issue of SRV/VRS: The International Social Role Valorization Journal/La Revue Internationale de la Valorisation des Rôles Sociaux (SRVJ/VRSJ), the TIPS editor will edit a column in that journal entitled "Social Role Valorization News and Reviews." However, we have on hand such a mountain of SRV copy that TIPS will still continue to carry occasional SRV items that are not identical to those in the new column in the SRVJ/VRSJ. In fact, occasional issues of TIPS will still have SRV as their major theme.

The Wounds of Devalued People

The fact that devalued people are apt to be or get badly wounded in so many ways is one of the reasons SRV is so badly needed to bolster the social roles of wounded/devalued people.

*Deegan, P. E. (1988, November 19). Lowell Chapter Foundation meeting: Keynote address. Lowell, MA (Unpublished manuscript). Here is how this author spoke eloquently about the wounds of so many devalued people.

"We know what it means to be stripped of our humanity and to be treated as a case that has to be managed. We know what it means to be treated as things and objects which need to be intaked, assessed, screened, diverted, referred, ISP'd, transferred, treatment planned, and discharged.

"We know what it means to be stripped of our voice and to have our choices for our own lives be completely violated and ignored. We know what it means to be given huge doses of neuroleptic drugs which, even by conservative estimate, causes tardive dyskinesia in 20 percent of those receiving the drugs. We know what it is to never be informed of this and other disabling side effects

and to rarely, if ever, be asked to give our informed consent to such treatment. We know what it means to have the sanctity of our bodies violated by involuntary or coercive physical therapies. We know what it means to be punished with medications. We know what it means to be so angry about being abused and violated in these ways and then to be told that our anger is not real and is merely a symptom of our disease."

"We know what it means to be stripped of our dignity when we learned that there were separate bathrooms marked for staff and other ones for 'the patients'."

"We know what it means to suffer the loss of privacy and dignity as we had to line up in front of the nursing station and were told to drop our pants, bend over and get a shot of Prolixin decanoate. We know what it means to be stripped of our dignity and privacy and to have our own deepest wounds and personal stories discussed freely among many staff when our intent was to only share with one staff person."

"We know what it means to feel so frightened that our bodies are trembling and, instead of being helped to feel safe, we are thrown into the empty void of a seclusion room. We know what it means to be so afraid that it feels like we are coming apart and, instead of being comforted, we are tied in a spread eagle position in four point restraint. We know what it means to feel such pain inside that we weep aloud and, instead of being consoled, we receive an increase in medication.

"And we know what it means to be discharged from such inpatient programs into a community that does not want us. We know what it means to be further stripped of our pride under the lash of stigma and discrimination. We know what it means to lose jobs, our homes, our place in school, our families and friends. We know what it is like to be stripped of hope, to feel useless, unwanted, outcast, like so much refuse that has been pushed to the farthest fringes of humanity.

"Yes, we know what it means to be stripped of our dignity, our voice, our privacy, our liberty, our civil rights, and our humanity. We know what it means to be a part of a system that systematically dehumanizes not only us, but the staff who work in it as well."

*The woundedness of so many devalued people is sometimes aggregated into a single life story. Two such stories follow below.

Story 1: A man who had lived in an institution since childhood went to his first barbecue in his life when he was in his 30s. There, he was thunderstruck at seeing the food on the grill, because up until that point, he had never ever seen food being prepared. He had only seen it come already prepared on a cafeteria tray, and often reconstituted so that it did not even resemble its original nature. (Vignette submitted by Peter Millier.)

Story 2: This appeared in a news article (Syracuse Post-Standard, 21/9/90). Here are excerpts: "...Sidney Lang,...30,...had cerebral palsy... Lang's mother abandoned him at birth, leaving him in a trash can in New York City. He spent his childhood at Willowbrook Developmental Center on Staten Island, an institution with a name that became synonymous with abuse. ...Lang...came to Watertown (NY) around 1973. When clients of Willowbrook were taken out of the institution, Lang came under the supervision of Sunmount Developmental Center. ...Lang's classmates readily accepted him... '(He) was a most gregarious fellow.' 'He liked people. He was always cheerful and friendly.' 'He had a smile for everybody,' said (a neighbor) who lived in the same building as Lang. ...Lang's good nature was not always met in kind... Last March Lang was robbed of \$16 in front of the Ives Hill Country Club, near his apartment complex. He sometimes was the target of insults... 'But, whenever somebody made a remark to him, he'd just wave it off and smile and go on about his way.'... ...Lang treasured living on his own."

The headline of the article reveals what happened to him: "Hit, Run Victim's Life Beset by Tragedies," and continues, "The death of Sidney Lang was the last in a string of tragedies that began the day he was born. ...(He) was killed early Wednesday as he rode his 3-wheel cycle down (the) street. "His funeral will be held today... Lang has no known family, but...friends had collected money for a casket and flowers, and a monument company is contributing a marker for his grave."

This news article--really, a respectful obituary--shows how the telling of a person's life in normative language is often much more truthful and revealing than the inches-thick case record, which may contain all sorts of factual details, but never really reveal the identity of the person and what happened to the person in life.

From this article, we learn that Mr. Lang had suffered a physical impairment (cerebral palsy); profound rejection and discontinuity in an important relationship (abandoned and thrown out in the trash by his mother); distantiation via segregation and congregation with other devalued people in institutions and sheltered workshops; life-wasting (childhood spent in one of the most horrendous institutions); brutalization (institutionalization in a place "with a name that became synonymous with abuse" and being robbed at gunpoint); material impoverishment (his friends had to collect money for a casket and flowers, and his gravestone was donated); deprivation of autonomy (in response to which, he was said to "treasure living on his own"). Undoubtedly, there were even more wounds than revealed in these few paragraphs.

*Just how isolated and abandoned elderly people can become was exemplified in Munich, Germany, where the skeleton of a 77-year old man was found in his apartment 6 months after he had died, and some of the appliances that had been running when he had died or became incapacitated were still on (Amerika Woche, 20/4/91).

*A blind man with a white cane was walking alone in San Francisco when he was confronted by a woman's voice telling him to give her his cane. When he attempted to explain that he was blind, the woman grabbed at his cane and dark glasses, and soon he heard other excited voices and felt more hands grabbing all over his body and going through his pockets. Not surprisingly, he figured he was being mugged, and screamed for help as loud as he could, but nobody came to his assistance as he was thrown violently to the ground and suddenly found himself handcuffed. Only then was he told that his assailants were police officers arresting him as a robbery suspect who was believed to have impersonated a blind person (SHJ, 5 Feb. 1990).

*We have noted repeatedly that even day programs for elderly people participate in the wound of life-wasting of such persons, and cast elderly people into devastating roles, including the dead or dying role. One of the most striking examples of a combination of all these things was found in a day center for elderly people which was located in a former school, the school having been empty because its neighborhood had declined and families had moved away. The school came "equipped" with an order of nuns who used to devote themselves to the teaching of children, and who now began to operate the day center for elderly people as a means of keeping the service and building in use. On the first floor, the clients of the day program engaged in all sorts of childish and meaningless activities that really served no purpose except to while away their time during the day. For instance, in addition to playing games like bingo and Yahtzee, the clients would have crafts classes. At one such class, the instructor told proudly that the clients had "made dirt." That is, they had crushed Oreo cookies and put them in a metal pie tin, then poured chocolate pudding over them and mixed it up, with the result resembling the kind of potting soil that one can often buy in garden stores. Not only that, but this mixture was placed into flower pots, a plastic flower stuck in each, and artificial rubber worms placed on top of the "soil." And yet worse, on top of all that, the clients later on ate the "dirt."

The second floor of the school building was used as a center for an independent group of senior citizens, not the enforced clients of the above day program. And yet, this floor which was the site of their activities, including physical recreation, was covered all over with signs warning people to stay out because of dangerous asbestos which was dropping from the ceiling.

In this same setting, a deck was built onto the outside of the building so as to enable clients to have a place to wait for their van that would pick them up at the end of the day. Not surprisingly, the deck looked out on...a cemetery.

*A 1989 local newsletter contained a 1-page list of what it means to be a "mental patient," including being "stigmatized, ostracized...patronized...and never taken seriously." But on the bottom of the list, the "mental patients" were told that they could get free tickets to the local zoo.

*We know of a couple who have taken in a young boy as a foster child on a long-term basis. By the age of 8, he had already lived in 10 homes and gone to 13 schools. When the young boy

arrived at their home, he had extremely prominent "buck teeth." In one of his previous schools, he had been assigned to an educational group called "the beavers."

*In the Syracuse City Schools, more than 40% of the pupils had attended at least five different schools by the time they reached ninth grade; 5% had attended ten schools. This happened mostly in families who were poor or had handicapped parents, because these were also the families most likely to change residence frequently. An example was one family that had moved fourteen times in six years. Discontinuity in schools was highly related to poor academic achievement (Syracuse Herald Journal, 30/12/94, B1).

*One interesting way in which clients might be deprived of an opportunity to have possessions is when their living situation is in fact a form of museum, such as a historical mansion with all the previous furnishings and trappings still in place. The setting may appear to be very social role-valorizing, but because of efforts to maintain the historical decor, clients are not only extremely limited in what they can bring, but also in their autonomy, because there is really not much that they can change about the environment.

*Somebody has characterized the move from a home to an institution as "reducing life's accomplishments to 2 or 3 dresser drawers." (Source item from John Morris.)

*One handicapped man sitting idly all day in a day program told a visitor that at his residence, he hit people to "see if they passed the test"--a rare instance of a handicapped person being able to clearly verbalize what is behind so many of the aggressive and otherwise destructive behaviors of devalued people. The visitor remarked to him that he had not hit her and asked why. He responded, "because you already passed." This referred to the fact that she had not been afraid of him or otherwise avoided him, but had come up directly to him, sat down and talked with him as if he were a real person and of importance.

*One big difference between valued and devalued people is the heightened vulnerability of the latter in almost all respects. For instance, the same wound suffered by a valued and a devalued person is apt to have dramatically worse impact on the devalued than on the valued person. Also, devalued people are much more likely to be scapegoated. Several vignettes below underline this heightened vulnerability.

Vignette No. 1. Valued people rarely die of a broken arm, but a devalued person very well may. We heard (from Rick Agran of New Hampshire) another dramatic example of this difference: a retarded man had words with his mother, and subsequently developed a stomachache, quite possibly due to the stress of the argument. His father took him to the emergency room, and while they were waiting, he and his father got into an argument. In anger, the father left so that the retarded man was left behind alone in the hospital; he started to get agitated and to yell. The emergency room staff, being imbued with negative societal stereotypes about such people, had him placed in the hospital's locked psychiatric ward where he was put on two very heavy, mind-destroying drugs, Thorazine and Haldol. The man's citizen advocate had been out of town and when he returned a few days later, he was able to get the man released and taken off the drugs. So, for having a disagreement with his mother, this handicapped man got locked up and attempts were made to destroy his mind. When does this happen to typical valued people?

Vignette No. 2. In the now notorious case of sex abuse allegations in San Diego, a 35-year-old church volunteer, Dale Akiki, was accused of kidnapping and abusing 10 boys and girls ages three and four in 1988 and '89, while he babysat with them while their parents were attending church services. The accusations were of a most fantastic nature, including that he threatened the children with guns and knives, tortured them with scalding water, that he slaughtered rabbits, a giraffe and a six-foot elephant and drank the animals' blood, and that he raped and sodomized the children. One element that raised grave doubts in our minds was that the man (a) was of low mentality, (b) was deformed from birth with a club foot, (c) had an enlarged skull from an episode of hydrocephaly, (d) had a droopy eyelid from nerve damage suffered from hydrocephaly, and (e)

had the "foreign" name Akiki. After all, it is always the most devalued person on the scene who is the first to be accused when bad luck happens, or a crime may or may not have occurred, this being a phenomenon that we have named "the multiple jeopardy of wounded people" in our wounds presentation that is part of SRV teaching.

Vignette No. 3. In Bavaria, a man committed a crime and got away. A witness said that the malefactor spoke high-German without any accent at all, "and therefore was probably a Turk." (Band, 3&4/91).

One way of thinking about the increased vulnerability of people who are impaired, and/or societally devalued, is to think of how much less stress or other bad things it takes to overwhelm their defenses and protective resources than it does those of a valued one. One friend of ours (a parent of a handicapped man) has captured the difference by saying that handicapped people are "more easily driven to the wall."

*Sometimes, one encounters persons who have some kind of physical impairment that is relatively minor and would not necessarily constitute an obstacle to leading a literally normal life--imperfect as normal lives are. And yet, such a person may display the most profound mental wounds--wounds that appear to be secondary to this physical impairment--to the degree that the person is simply not capable of assuming a relatively normal identity and functioning in society. Bodily wounds are vastly more likely to result in mental wounds when the bodily wounds were present at birth or at any early age, and it is extremely likely that the above situation came about as a result of such a person's parent figures in childhood having reacted in extreme ways to a child's relatively mild or moderate impairments, with these reactions having been of a nature that have struck these profound mental wounds.

At the same time, one occasionally also encounters physically very impaired persons whose minds are vastly superior to that of a vast majority of nonhandicapped people, both in regards to outlook on life, morality, common and practical sense, and objectivity even in regard to their own situation. Thus, while across populations, we will find some correlation between what we call the bodily wounds and the mental wounds resulting therefrom, in individual cases there may be no relationship at all.

The SRV Theme of the Power of Imitation and Modelling

Much learning takes place via imitation, and especially so when modelling takes place at the same time, and even more so if the model is identified with, admired or loved.

*Experts in organizational psychology report that company employees tend to mimic the behaviors of their superiors, often unconsciously. In turn, the superiors tend to be pleased by that, often also unconsciously; and accordingly, imitators are more apt to climb the corporate ladder (Newsweek, 8/8/88).

*After Saddam Hussein became the dictator of Iraq, an unnerving number of government officials began to take pains to make themselves look like him (Time, 25/2/91).

*When Marilyn Monroe killed herself, suicides in the US promptly rose by 12%. There was another sudden rise in suicides after decadent rock singer Kurt Cobain committed suicide (CHN, No. 9, 1995). One eleven-year-old boy who hung himself in Quebec even left a note that said, "I am killing myself for Kurt." The boy's sister said, "That singer stole him from us." The above underlines that people are quite prepared to imitate even the most empty and decadent persons, as long as they "look up" to them.

*At a Florida day care center, 62 children began to get headaches, nausea, cramps and vomiting. Extensive investigations by the federal Centers for Disease Control concluded that there was nothing wrong with them, but that it was a "mass sociogenic" illness where one child kept imitating the next. This underlines the power of imitation particularly during childhood (FI, 9/90).

*Who and what gets imitated does not have to be live or real. These days, people imitate "facsimiles" from the fictional visual and auditory media. Two vignettes below illustrate this.

Vignette 1. In Chattanooga, a violent gang got organized in the wake of the showing of "The Warriors," a movie glorifying the camaraderie and violence of gangs in New York City. They even adopted the same name for their gang (Time, 18/8/86).

Vignette 2. Two Syracuse teenagers watched "Colors," a movie about Los Angeles gang violence, and a few days later stabbed to death a girl their age with whom they had been friends, for reasons unidentifiable other than it seemed to be consistent with the kind of movie they had watched (Syracuse Herald-American, 2 Oct. 94).

SRV-Related Special Olympics Imagery

Few systematic schemes engage in negative image practices as regularly as the Special Olympics.

*In June 1985, the New York State Special Olympics were held in Syracuse, NY. The event was absolutely suffused with perversions. Probably the worst part was that the event was attended by at least 60 clowns--more than one would probably see even at any circus, and probably only less than one would find at a clown convention. Further, the organizers recruited large throngs of "huggers," i.e., people roaming about the event pouncing on participants and hugging them--often people they had never seen before and would never see again. Also, huggers stood at the finish lines with open arms, prompting the competitors to run into their waiting arms. One consequence was that some competitors performed the events with open arms in turn, as by running open-armedly down the track in order to be hugged. One picture in the local newspaper showed a mother kissing the hand of her son who won a race. Furthermore, the event was coupled with public entertainment performances, and at one of them, "Oh Mother," was sung, reinforcing the public's perception of the retarded as eternal children. One singer was Wolfman Jack. When one rock troupe performed, teenagers in the audience (apparently non-retarded ones) held up sexually suggestive signs, and a newspaper published a shot of these. The media widely covered the event--but not on the sports page of the local newspapers, and no winners lists were carried, as in regular sports events. Perhaps this was due to the fact that both children and adults competed. The one good thing one can say about the event is that it drew almost as many volunteers as athletes, and it took place in culturally valued locations.

*An example of the needless image degradation of the Special Olympics were the New York State Special Olympics held in Syracuse, New York, in late June 1986. At the opening of these games, the following negative image juxtapositions were noted, and these merely by observers who happened to be passing by during the opening ceremony, not people who were intensively investigating or especially alert to such imagery.

Both children and adults participated, imaging the adults as children rather than the other way around.

Many or most of the contestants entered in procession holding hands. This is certainly inappropriate, considering that a large proportion of the contestants are not children, and further, that even those contestants who might conceivably have gotten lost could hardly have done so with the number of other participants who could have been assigned to watch them.

Each county's separate group of participants was dressed in a different color T-shirt, entered in a separate group in the procession--and all but one of these groups was accompanied by at least one clown.

A certainly most unnecessary offense against a sports-like atmosphere or even attitude was that some of the competitors themselves were dressed up in outlandish clothes, rather than in clothing normative for the particular type of competition which they entered, and in some instances these outfits made them look outright ridiculous.

Further, the major proportion of the transportation for the contestants was school buses, which again is problematic since a good majority of the participants were not children, and some of them

no longer even adolescents.

While there is usually much news coverage of Special Olympics events, it is often not reported in the sports section of either the newspapers or television news programs, but in sections such as local events.

*In 1989, Special Olympics International, headquartered in DC, advertised that it needed organizers, fundraisers, publicists, coaches, volunteers, friends, spectators--and huggers. (Source item from Guy Caruso.)

*In West Virginia, funds have been raised for the Special Olympics by people rocking in rocking chairs for money, i.e., a rock-a-thon (CDM, 9/1/86).

*Unwittingly, the movie review section of Time revealed one of the images projected by the Special Olympics. It said (14/3/83) that "Going to an independent American film can be like watching an event in the Special Olympics," noting that such films are typically made on budgets 0.005% that of the average Hollywood movie.

*In Kansas City, one can buy "spook insurance" against Halloween damage, but unfortunately, the proceeds go to the Special Olympics. (Source item from Sue Ruff.) More and more rather than less and less, it seems that deviancy imagery is being welded onto the Special Olympics.

*The Seattle Weekly of 3/1988 ran an appeal for volunteer companions to give "a special person a break from the lonely, isolated jail of mental retardation...helping someone escape will change your life...call JAILS-51." This was an appeal for volunteers for the Special Olympics! (Source item from Kathy Moore.)

*Citrus Hill has been marketing an orange juice advertised as "the orange juice of Special Olympics." (Source item from Milt Baker.) This advertisement was placed smack dab next to one for Pampers diapers "with the Blue Ribbon."

*One aspect of the Special Olympics that has been positive has been its emphasis on the value of participation, rather than the kind of single-minded competition that prevails at most normative sports events. However, this emphasis has been handled in a two-edged fashion. On the one hand, Special Olympics events have still retained a competitive element, but on the other hand, certain elements at so many Special Olympics events have trivialized this competitive element rather than converting it entirely into participative events. A good example of the latter would be the relentless clownery that has come to surround the Special Olympics, including even clowns suddenly entering an athletic competition in the middle of it and thereby discrediting any of their adult or serious aspects.

A much more constructive alternative might have been to convert such events to integrative sports participation in which retarded and non-retarded persons take part, and in which additionally, the events are structured to involve a great deal of cooperation. An entire culture of participative and cooperative sports has grown up which could be the basis for integrative sports events that are fun, real, and yet not trivializing, trivialized, or otherwise discredited.

Even in a rope-pulling contest, both teams could consist of retarded and non-retarded participants, and everybody can add their weight to their side of the rope. Here, whatever competition exists is between teams rather than individuals. Because non-retarded persons participate in significant numbers, the retarded members on a losing team do not have to feel that they have failed because they were retarded, which is what happens so often in their lives.

One capital option would be to include sports events by people with various types of limitations in the annual state sports Olympics. Participants--handicapped or not--might even be "handicapped" as in golf so that they can compete among relatively closely matched performers, or even against superior ones.

For the positive feature of much integration during Special Olympics events, see the TIPS

editor's article in the April 1995 issue of Mental Retardation.

*The Special Olympics for retarded people has spawned a number of other "olympics" for various societally devalued groups. Oddly enough, one of these is the Annual Olympics for Chemically Dependent People held in Lincoln, Nebraska. (Source item supplied by Brian Lensch.)

Human Service-Related Names, Mostly as Related to SRV

In SRV teaching it is emphasized that one must strive to identify the negative images of which a particular devalued person or class is at risk. For instance, people with past criminal convictions are at risk of being seen as menaces; retarded and aged people are both at risk of being seen as childlike; "black" people are at risk of being seen as oversexed; etc. In order to valorize the roles of people at value-risk, one would attach images to them that are positive, and that at the same time avoid playing into (enlarging, reinforcing) negative expectancies and images of observers.

The names of human service settings, agencies, activities and methods often cast negative images upon service users, and sometimes even enlarge pre-existing negative images about them, as the vignettes below will strikingly illustrate. This fact underlines how unconscious human service people are of the image issue, and of their own participation in societal devaluation. The vast majority of the vignettes below involve names of service agencies or service programs. Almost all of the deviancy-enlarging names below could have been exchanged for better ones without being deceptive.

NB: Since service names often change, whenever we say that a service has this or that name, it is quite possible that this is no longer the case by now.

Deathmaking-Imaged Service Names

*There is a Federal Correctional Institution on Terminal Island in Los Angeles harbor--perhaps for terminal cases.

*When we think of driftwood, we would ordinarily think of dead wood being swept along by some body of water. Therefore, it is not very helpful for a nursing home to have the name Driftwood Convalescent Hospital, as one such does in Gilroy, CA, as of 1994.

*Farfetched Transportation has been a transport service for handicapped people in Massachusetts. (Submitted by Michael Kendrick.)

*In Stirling, Scotland, there is a service entitled Batterflats Home for the Elderly. Sounds as if they get battered flat there.

*A number of human services in Chicago are located on Wacker Drive, and there is/was also a Whipper Home for abused children.

*To most of us, the word "triage" means the kind of selection which medical personnel conduct on the battlefield when the demand for medical services outstrips supply, to determine who should be helped and can thereby be saved, and who is so wounded that they will probably die anyway. It is therefore not a particularly positive image to call a program to coordinate community services for the elderly Triage, as is/was the case in a central Connecticut region (Aging, Jan/Feb, 1983).

*After virtually all the elms in the area had died, Catholic Charities of Syracuse opened a shelter for homeless people, named Lincoln Elms Residence. Also death-imaged was a new home for battered women and children named after--believe it or not--Axilda (Chadwick), which sounds like it might be Axe-Hilda, someone who might have given her "mother forty whacks," or who might be a walkyrie.

*A camp for children with cystic fibrosis in Georgia is called Camp Wak-N-Hak. The clang association suggests that this is where one gets whacked and hacked--the latter perhaps by Axe-Hilda. However, the camp director explained that one of the reasons for the name was that staff had to beat the children on the back to loosen up the mucus in their chests so that they could cough it out. "So up here, there is a lot of whacking and hacking going on." (Albany Sunday Times Union, 18/6/89; source item from Chris Liuzzo.)

*The TIPS editor was asked what kind of organization "Shot in the Dark" might be, to which he replied innocently, "Obviously, this is a good name for a human service," meaning that a lot of services are flailing in the dark. It turned out to be an organization that promotes recreational and social activities for blind persons, but also evokes images of getting shot in--or after--dark.

Animal-Imaged Service Names

*A residential service program for the handicapped is called Green Pastures, which suggests that those who live there have been put out to pasture.

*The bad news is that there is a nursing home in Pennsylvania called the Warren Manor Nursing Home (with images of rabbit warrens), but the good news is that it is located in Warren, PA, and not near Foxboro.

*There is a service called Tally Ho, which would suggest it has something to do with fox hunting, or at least classy horses or hunting hounds. However, the service was once a farm project for youngsters in trouble, which eventually converted itself into a suburban service with educational, vocational, and group residential components. (Source info. from M. Steer.) Its name thus not only continues an animal image juxtaposition, but one that was never even linked to high-class hunting.

*What kind of service might be named "The Dolphins"? A diving school in Florida? A swimming program for handicapped people? An "animal therapy" program? Wrong. It is a meritorious program started by an Episcopal church in Ardmore, Pennsylvania, that pairs up volunteers to visit older people in nursing homes on a one-to-one basis. The program has spread across the US and maybe even abroad. Unfortunately, the name Dolphins plays into the hands of the idea that animals should become companions for handicapped and older people rather than humans (The Episcopalian, 2/83 & 5/85; source items from Doug Mouncey). Presumably, its name alludes to the reports that dolphins sometimes rescue drowning swimmers (a bad image!).

*The O. D. Heck Developmental Center, a state institution for the mentally retarded in the greater Albany area, "celebrated the opening of Pooh's Corner," a day care program at the facility. Unfortunately, this is not a particularly image-enhancing name for children already highly at risk of being animal-imaged. There is also the risk that people might hear, or pronounce, it as Poops corner.

*The Wingbat Sanitarium (Chicago) was named after a Mr. Wingbat--but that doesn't help any.

*The word "net" is commonly associated with animal imagery. However, the term "network" is not. It is therefore unfortunate that a discussion of new technology for deaf people refers to the "deaf net," sometimes even "deafnet." Indeed, Deaf Net has become the official name for a program headquartered in Framingham, Massachusetts, which makes communication aids available to people with impaired hearing. Deaf people who use these communication aids are referred to as "deaf netters" (Programs for the Handicapped, July/August 1982).

Menace- or Evil-Imaged Service Names

*What is one to think about a new magazine with the name Broomstick "by, for and about women over 40"? (Source item from Hank Bersani.)

*In England, there is an adult training center (the English equivalent for our sheltered workshops) located on Curse Road in the Curse.

*In olden days, a "keep" was the stronghold or dungeon of a castle. In Watertown, NY, there is (as of 1992) a nursing home with the doubly incongruous name Samaritan-Keep.

Service Names That Image Clients as Burdens

*As late as 1989, there was a facility in Necedah, Wisconsin, named "Seven Sorrows of Our Sorrowful Mother Infants' Home." Probably a home for what Germans call Sorgenkinder, i.e., those of one's children who give one sorrow.

*At a time when more and more, older people are being interpreted as an unbearable burden upon younger ones, it is unbelievable to learn that there is a Burden Center for the Aging, "a health care facility" serving about 800 older persons a month in New York City (probably named after someone) (AARP, 6/85).

Illness-, Impairment- or Deviancy-Emphasizing Service Names

*Unfortunately, an athletic competition for handicapped people has been called the Invacare Cup Race (alluding to invalids).

*In England, there used to be a social club for physically handicapped adults, sponsored by the Jewish Association for the Physically Handicapped, which was called the "Walking Sticks." Thank goodness it was not the "Walking Stiffs."

*Club Contagious is the name of a socio-cultural club that meets in a pub and is run by artists and other people, many of whom have a handicap (5/95 source flyer from Michael Steer).

*A 1995 Toronto fund-raiser for a hospice (service for the dying) for people with AIDS, ALS and cancer was titled "Guy to Goddess" (an allusion to a book on drag queens) and invited people to come in drag. One of the prizes was a part in the Lesbian and Gay Pride parade. The flyer gave 15 tips on how to dress in drag. (Source flyer from Harry von Bommel.) Can you spot the multiple image problems here?

*An organization in Saint John, New Brunswick, provided summer camping for physically and sensorily impaired people, as well as for mentally handicapped ones. The program provided all sorts of competency-enhancing activities, and had a positive logo. Unfortunately, not only was the program segregated, and not only did it juxtapose people with all different kinds of devalued conditions together, but it further had the unfortunate name of Camp Broken Wing, and was under the sponsorship of Dolphin Aquatics--a recreational program for handicapped children that had a dolphin for a logo. (Source item submitted by Betty Poley.) The program was located on Campobello Island--the island on which FDR was habilitated from his paralyzing bout of polio.

*In Indiana, there is/was a summer camp for children with facial deformities, unfortunately called "Camp About Face."

*A Pennsylvania early childhood program for hyperactive children is called Jiggles. (Source information from A. J. Hildebrand.)

*A number of locales in North America have a "Sanitorium Road," and hardly any service would be enhanced by being located on it--but sometimes, some services have been located there.

*A Canadian hockey team of former hockey stars is called the Labatt's Blue Alzheimer All-Stars (source item from Barry Wever).

*A computer program designed to be able to be used by handicapped people, including those who have had a stroke, and who are able to press only one key at a time on a keyboard, goes by the name "Onestroke" (RL, No. 1, 1984).

*The Illinois Association of the Deaf received a federal HUD grant to construct a 99-unit complex for older people with hearing problems, called Silent Cooperative Apartments in Chicago.

*There is or was a Flathead Industries for the Handicapped in Kalispell, Montana.

*A wheelhouse is the cabin on a ship that contains the steering wheel and from which the ship is usually commanded. Amazingly, a group home for multiply handicapped young adults in Florida got the name Wheelhouse--apparently because many of its residents used wheelchairs.

*Until the mid-1980s, there was a Hurt Home for the Blind in Washington, DC. The DC government bought the building, kept the name Hurt Home, and tried to convert it to a home for troubled and hurt 6- to 12-year olds. Since up to 24 hurt children would live there, the neighbors were not happy (APA Monitor, 4/91).

*An agency in New York City has the name Services for the Underserved. It deals with people who are mentally disordered as well as homeless. Unfortunately, the name of the agency would commonly be pronounced in a way that sounds like "Services for the Undeserved," evoking images of the deserving and the undeserving poor.

*A characteristic commonly attributed to older people is to ramble on in their talk. Thus, the Chatterbox is hardly an image-enhancing name for a newsletter for a home for aged people (in Australia). (Source item from Guy Caruso.)

Stupidity-Imaged Service Names & Locations

*In Westchester, NY, the state runs a group home for the mentally retarded called the Moran House, which is located on Moran Place--courting an invitation to call this the Moron House. (Source item from Paul Hackett.)

*A school for the mentally retarded in California has the name "Lowman School"--as in low man on the totem pole. But fortunately, the state of New York has somehow missed the opportunity of putting an institution for the people with Down's syndrome somehow into the town of Lowville.

*We note with distress that the address of the Nebraska Association for Retarded Citizens in Lincoln is on "Lower Level."

*Try Gamma House. In Massachusetts, a residence for mentally handicapped people was called Beta House. In French, bête means a blockhead or simpleton, and derives from the word bête, i.e., beast, brute or animal, in turn derived from the Latin word bestia. Interestingly, modern French-English dictionaries (e.g., Cassell's) tell us that the French word bête (female bêtas) means "a bit of a blockhead, rather a simpleton." Thus, French equates a dullard with animality, and thus contributes to the tradition of viewing mentally afflicted people as animalistic.

*In England, there is a group home and also a special school for handicapped children located

on Clod Lane. Stupid people were said to be clod heads, clod skulls, clod pates (since at least 1636); a boor or awkward person was cloddish. Pole was an old English word for head, and a clad pole or clod pole meant a (stupid) clod head since at least 1602 (Oxford English Dictionary).

Asylum- & Protection-Imaged Service Names

*There is a Ben Haven Agency for Autistic Children that has branches in New Haven and North Haven, Connecticut. That's a lot of haven imagery for what claims to be an educational program (CARC News, 10/85).

*The Green Haven Mental Health Satellite Unit in New York State was actually the psychiatric unit of the Green Haven Correctional Facility operated by the New York State Office of Mental Health.

*A sheltered workshop in Australia (in Dubbo) is/was called West Haven Industries, which is also rather incongruous. (Source item from Rob McInnes.)

Service Names that Suggest Hopelessness or That Clients are "Going Nowhere"

*The Deadend Orphanage (Chicago) conjures up both a death image and that of orphans who will "never go anywhere," i.e., never to a real home.

*In a coastal city, there is a sheltered workshop for mentally retarded people called "Crosswinds," which is the nautical term for the winds that keep a boat from going anywhere, in other words, which keep it "dead in the water."

*An alcohol rehabilitation center in Pennsylvania is called Endless Mountain (submitted by Susan Ruff).

*One of our readers (whose name is being withheld in order to protect the person) submitted the fact that a school for handicapped children named itself The New School In The Lost Forest. In the Lost Forest, one cannot find one's way out. One can only marvel at what goes on in the human mind, but one can readily see that creative minds that can come up with names like these could also invent concepts such as "Mutually Assured Destruction" (MAD) on the international scene.

*The term Bleak House seems to have considerable attraction as a name for human services to devalued people. In Massachusetts, a community residence is called Bleak House, and in Winnipeg, Manitoba, it is the name of a senior citizen day center.

*The Tymeson Center, a program building at the Newark Developmental Center for the mentally retarded in New York State, was named after a retarded resident who had died at the institution at the age of 101 years. Naming a building at the place to which one had been banished, and where one was neglected and dehumanized, and never rescued from, looks very much like an attempt to legitimize the oppression that had occurred, or to somehow gain redemption for having perpetrated that oppression. (Source item from Martin Elks.)

*Now here is a program that needs no description, because its name and location say it all: "Crisis prevention with a low-functioning, hyperactive, assaultive population," offered by the St. Jude Habilitation Institute of Valhalla, New York. From the description of the population group, many people would assume that the people are hopeless, and so are rightly served at the St. Jude Institute (St. Jude is the patron saint of hopeless causes). Further, Valhalla was the name the Norse gave to heaven, and many contemporary human service workers would probably have described the Viking raiders as "low-functioning, hyperactive, and assaultive." Perhaps the people being treated are going to die from being crisis-prevented?

Craziness-Imaging or Crazy-Imaged Service Names

*In Waterloo, New York, there is/was a boarding home for (handicapped?) children called "Folly Farms"--not far removed, at least linguistically, from "funny farm."

*In Winnipeg, Manitoba, there is/was a place that is actually called "Schizophrenia Preschool." (Source item from David Wetherow.)

*The state of Minnesota has run a number of institutions. One of these, for 343 old people, has/had the (for the non-diverse ear) bizarre name of Ah-Gwah-Ching Nursing Home. Most people would assume that this is a nursing home somewhere in China, or for Chinese people in a place such as San Francisco.

*A study group on the history of mental health disorders in Canada named itself the Luna Circle, which of course has a strong connotation of lunacy.

*In a MASH episode, Capt. Hawkeye Pierce cracked and was put for a little while in what he called a "wackateria." Not a bad word for places like that, though it probably wouldn't rake up any points on the PASS or PASSING evaluation instruments.

Names of Work Services that Trivialize or Negate the Work Message

It is always problematic if a service sends a mixed or self-contradictory message, as many do, especially services related to work or work training.

*"The Good Samaritan" might conceivably be a relevant name for a service that helps hapless travelers, or perhaps even for a residential service of some kind for people who presumably are in need of medical care, but it is outright incongruous to have Good Samaritan Industries as a name for a sheltered workshop, as has been the case all over Australia. Consistent with the Australian penchant for abbreviating terms, words, and names, Samaritans was shortened to "sammys" or "good sammys," and the agency once chose as its logo-mascot a seal, called "Sammy the Seal." Obviously, there was no sensitivity to the issue of imagery there! The items that the Good Samaritans collected, repaired if necessary, and then sold in thrift shops were called "pre-loved goods," rather than cast-offs, hand-me-downs, second-hand, etc. (Information supplied by Rob Nicholls and Rob McInnes.)

*The name "(something or other) Industries" is generally a positive one for a work operation by handicapped workers, but there are at least two instances when it is not. One is when it is paired with an incongruous other term (e.g., Good Samaritan Industries). A second instance is when the work setting at issue is grossly incongruous with the image associated with the term "industries." Recently, we ran across one such instance where the positively-imaged name "Genco Industries" was prominently displayed in front of a tiny one-room house in which one could hardly imagine anything named "industries" being housed.

*When people join organizations that are called "clubs," they mostly do so for recreational and social reasons. Even when the subject matter of the club is not related to fun and games, the word "club" at the very least connotes that these people have gotten together because they want to share common interests. It is thus very unfortunate that certain strategies for placing handicapped people into jobs use an instrumentality called "Job Club." This name unconsciously has the effect of taking away the seriousness of the issue of getting a job. All kinds of better-imaged alternatives come to mind. One might have been something like Mutual Employment Facilitation Association.

*In the government structure of the Canadian province of Newfoundland, there existed at least until 1979 a Department of Rehabilitation and Recreation. Quite clearly, the image of seriousness

of vocational and social rehabilitation can be severely impaired by a juxtaposition to our cultural images of fun, games, and recreation. This is particularly true in instances where we already have reason to doubt the seriousness of rehabilitative efforts in all sorts of agencies.

*Perhaps the epitome of the old-fashioned sheltered workshop image is encapsulated in the name of a sheltered workshop which is classified as an "activity center" and named "Cerwood Industries," which is a contraction of ceramics and woodworking.

Other Service Names That are Self-Contradictory and Send Mixed or Disorienting Messages

*A real double-bind quasi-contradictory language is contained in the name of the "Help Me Independent Living Center" constructed on a three-acre site in Rockland County, New York, for \$1.4 million dollars in the early 1980s. This is a 24-unit housing complex for handicapped people operated by Help Me, Inc. (NYS Advocate, 1983, No. 3).

*A private residential program for "autistic" adults in a farm setting in Ohio has the problematic name Bittersweet Farms.

*A peculiarly ambiguous service name in Syracuse (8/90) is Transitional Independent Living Program, which is for homeless youths.

*The Lazy-B Ranch is a pretty good name for a ranch--unless it happens to be a rural residence for children who are troubled or troublesome. One certainly would not want to give them the impression that they should come to a ranch to be lazy, nor would one want to give the impression to the public that the ranch is for lazy kids--which might very well happen, considering that troubled youngsters quite commonly are doing very poorly in school and/or have not been socialized to engage in physical labor. Oddly enough, the above facility, in Saskatchewan, is rather incoherently interpreted as being a "wilderness intensive care unit."

*Human service settings are often named after people who made a noteworthy contribution to human service. Thus, we can understand if a psychiatric center is named after Benjamin Rush, a hospital after Florence Nightingale, a kindergarten after Maria Montessori, etc. What is one to make of the Patton State Hospital in California named after General Patton of World War II fame? His only reasonably well-known "contribution" to mental disorder was to slap the face of a soldier who was being treated in a field hospital for an episode of battle shock. One gets the impression that if one meant to bash mentally disordered people, then one might want to name a mental health center after General Patton.

*There is/was a sheltered work and work training program for mentally handicapped people called "Solar-Tech." From its name, which has many positive images, one would assume that the work done there had something to do with solar heating technology. Unfortunately, what the people in the setting actually did was make and assemble furniture, which had absolutely nothing to do with the title. Thus, while the service has done something to improve the image of the people it serves, it has done so at a cost of great confusion and incoherency.

Miscellaneous or Multiply Problematic Service Names

*St. Ellsworth? Naming services for devalued people is one of the trickiest jobs in the world. Take, for instance, the Ellsworth Developmental Center in Ellsworth, Maine. Doesn't it sound about as neutral as can be? So it was--until the TV show, St. Elsewhere, got started (probably modelled on forerunners such as "Is There a Doctor in the House?") which revolved around a hospital named after an obscure English saint, St. Elygius. So we see here the lesson that even perfectly acceptable human service names can become image-tainted by subsequent developments which add new connotations to their names, much as AIDS did to the services which had long before it been named to have the acronym AID.

*One of the buildings of the Central State Hospital (formerly the Milledgeville State Hospital) in Milledgeville, Georgia, has been named Whittle Building, uncomfortably close to our image of Southern male mental patients whittling away idly on wooden sticks. Another building has been named Cabaniss, which I first read as cannabis, and did not notice my mistake until I looked at the word several times. The fact that this building was placed adjacent to the greenhouse of the institution may have further contributed to my perceptual error, which would probably be shared by at least a significant minority of other people. One of the units on the grounds has been called (at least as late as 1979) Pecan Manor No. 4--which certainly does nothing to dispel the public's image of its mental client residents as nuts. Interestingly, there have apparently never been any Pecan Manors No. 1, 2, or 3. One of the roads on the grounds is named Laboratory Road, projecting a somewhat questionable image of experimentation on human guinea pigs.

*An adult home for people with cerebral palsy in North Carolina is (or has been) named Rolling Home. This could suggest either a home for rolling people, or a death image: rolling home into heaven.

*A letter to the editor of Newsweek (7 Feb. 83) was signed by a person affiliated with the Bananas Child Care Referral agency in Oakland, California. This suggests a vegetable image at best, and a crazy image ("going bananas") at worst--or is it the other way around?

*A respite service in Britain has the awful name "What a Relief Service," which projects two negative images. One is that this expression is often used by people after they have relieved themselves, or released flatulence; the second is that it quite unnecessarily interprets the handicapped persons at issue as exceedingly burdensome. (Source information from Kristjana Kristiansen.)

*There is a saying about young men sowing their wild oats, and one wonders whether in Asian countries, they sow their wild rice. At any rate, what is one to think of the Lake Park Wild Rice Children's Home? (Source info. submitted by Hank Bersani.) Are the children wild? Are they the offspring of unwed mothers?

*An institution for the mentally retarded in Alberta held a "Social Academic Halloween Party." To begin with, the name is a deviancy giveaway, because it would be virtually inconceivable that any normal Halloween party would have such a bizarre name. Furthermore, of the 24 prizes given out for costumes, 9 were for clowns, 2 for devils, 1 each for death, vampire, and witch. Fortunately, there was also 1 each for telephone repairman, cowboy, and farmer. (Michener Messenger, 1/92.)

*We have mentioned before that ordinary citizens would never found and/or join a "psycho-social club." However, when the New York Association of Psychosocial Clubs changed its name to the New York Association of Psychiatric Rehabilitation Services, this was also problematic, in that it constitutes a very dramatic formalization, professionalization and human service-ation of the psychosocial club idea (OMH News, 3/91).

*A "drug education curriculum for learning disabled and behavior disordered students grade 6-12," marketed out of Illinois, is rather aptly named "Project Oz." Oz is a fairy-tale never-never land. Is that what this service is?

*A certain association for the mentally retarded in Alberta ran an educational program called the Robin Hood School. Unfortunately, the association relocated itself to a neighborhood called Sherwood Park, whereupon it went one awful step further and renamed itself the Robinhood Association for the Handicapped. This accomplished the following: it either implied that it was a school for robbing hoods, or was robbing the rich to do something good for the poor, or that it was

not a serious organization because of the fairy tale image.

*One wonders just how much credibility a service with the name Magic Valley Rehabilitation Services (Twin Falls, Idaho) can muster? (Source item from Doug Mouncey & Hank Bersani.) Another never-never land.

*In Portland, Oregon, there is/was a Holy Innocents' Home Care Service affiliated with the Catholic Diocese. Oddly enough, it advertised someone climbing out of a boat onto a ladder to a tree house. (Source item from Jack Yates.)

*Knocked on the head? A workshop for the handicapped in the South Bend, Indiana, area, called Opportunity Knocks, made child-sized wooden wheelchairs and crutches. Senior staff members claimed that these products were not toys but "learning devices," that most adults did not like them, "but children have gone for them in a big way" (South Bend-North Pennysaver, October 19, 1982). (News item submitted by Mike Morton and Joe Osburn.)

*A movie currently available for teaching operant conditioning is entitled "The Undifferentiated Lump." In it, the human being to be "shaped" is referred to as an "undifferentiated lump of clay"--the primary meaning of the word "clod," mentioned earlier.

*The Syracuse school district runs a program called "Handicapped Option." The phrase hides a program for the most uncontrolled and violent pupils in the school system.

*What is one to think of an electronic system where miniaturized radio transistors are attached to clients, and where an agency's central receiver is then able to keep track of the whereabouts of up to a hundred of its clients at a time? Aside from what one might think of this system, what is one to think of its name: Wander Track, advertised as a "system for keeping track of chronic wanderers"?

*A rather peculiar organization, or at least organizational name, is the Philadelphia Police and Fire Association for Handicapped Children.

*In Australia, there exists a peculiarly-named South Australia Defense Special Needs Support Group. It provides support for families of the military who have a member "with special needs" (5/95 source flyer from Michael Steer).

*Using wood, trees, and nature terms for human service settings is an old practice that suggests that a facility is out in nowhere. A most peculiar variation of it was the name "The Timbers" for a hundred-unit housing project for handicapped people in Wichita. One really wonders what meaning the term was supposed to convey. Because of the fire codes for buildings of this nature, the name certainly cannot very well suggest that the facility is constructed of timber, i.e., that it is a frame house. We do not even speak of somebody walking in the timbers, but in the woods. One can only conclude that the use of this term in this context constitutes one of these unconscious meanings, and that the unconscious intent here was indeed to capture whatever is meant to be conveyed when wood and tree terms are used.

*There is a "horsemanship" program for handicapped people in the greater Syracuse area with the peculiar name "Astride." Actually, more problematic is that one of its leaders said that its volunteer helpers "are drawn by either a relationship with a disabled person or a relationship with horses" (SHA, 28/3/93).

*In Dryden, NY, there is a Willowbrook Manor Nursing Home. One would have thought that a human service institution in New York state would have been ashamed to use that name of what was once one of the most infamous mental retardation institutions in the US (and in NY State).

*In Bowling Green, Kentucky, there is a "Barren River Comprehensive Care Center." The name not only projects a problematic image, but the center is also located on Reservoir Hill, which is probably where barren rivers can be expected to take refuge--at least the smart ones.

*In 1993, a program of food and hospitality for the poor and homeless was opened in Syracuse under the pretentious name Sacred Heart Adored Redeemer Everlasting Center, which was called SHARE for short. Fourteen months later, the "everlasting center" was closed down because the volunteers who had run it got burned out (SHJ, 14 & 19/10/94). It is our feeling that entities with names that promise to be around forever are lasting shorter and shorter.

Failed Attempts at Positive Service Names: Sentimental, Saccharine Goody-Goody, or Overdone Language (Too Much of Either a Good or Bad Thing)

*To call a center for children with Down's syndrome the Sun Center or Sunshine Center would be problematic enough and would certainly be compounded a thousand-fold if it were called the 1001 Suns Center (Mille-et-un Soleils), as in Hull, Quebec.

*A human service for adults was called "Sunshine Village." Its logo was a hand holding two children, with half of a sun above and behind it (as easily interpretable as being a sunset as a sunrise), and a motto printed underneath, "Our hope is you."

*A transportation service for the handicapped in Central New York unfortunately has the name Golden Sun Bus Service (source item from Zana Lutfiyya)--which is certainly better than Golden Sunset Bus Service.

*In Edmonds, Washington, a social group for blind and visually impaired older people is called Spark in the Dark (Aging, 1985, #350).

*A combination of name and logo for a human service jolted us with its incongruencies. The service was a shelter for homeless adolescents who either were, or were in danger of, becoming caught up in the street culture. Begun as a Christian ministry, it was run solely on donations. The name of the service was "Casa Shalom," and the logo showed the name enclosed within a cross in which Casa was the horizontal bar, and Shalom the vertical, with the sun peering over the horizon at the bottom of the cross. If one knew nothing more about the service except its name and logo, one might think it was a home for Jewish Latinos who had been converted to Christianity and on whom the sun was about to set!

*In a relatively small geographical area, we found that there was a Center of Hope, a Mt. Hope School, and New Hope-New Horizons, all three of them independent of each other. In contrast, the same area contained a vocational service with the very positive acronym PLUS. Generally, services named Hope are for people considered hopeless.

*The Ray of Hope Corporation in Ontario ran Hope Manor and Anchor House. (The anchor is the symbol for hope.) (Source item submitted by Ray Lemay.)

*Just outside of London, there is an institution for mentally retarded people called Normansfield. It was begun in the 1860s by Dr. Langdon Down (after whom Down's syndrome is named) as his family home, to which he added wings and other buildings in order to house the mentally retarded people that he and his family served. In a very short period of time, it grew quite large. Through marriage, Dr. Down's daughter became Lady Stella Brain, and the school on the grounds of the institution was named after her, thus becoming--believe it or not--the Brain School. (Item supplied by Susan Thomas.)

*A halfway house for ex-prisoners was proposed in 1985 to be established in Saint John, New

Brunswick, by the Dismas Society on Bible Hill. Dismas is the fictional name given to the "good thief" crucified with Christ. Obviously, a worthwhile project with all sorts of image problems.

*A group in a fellowship of mentally retarded youths in California is named Saints Club (NAMRP Newsletter, 1/84). We want to be in their number when they go marching it.

*A service program for "autistic" people in New Jersey has the name Eden Family of Programs. The Garden of Eden is the same as paradise. That is also where "the saints go marching in."

*A drug abuse rehabilitation program is named Pellion, after the Pelius Mountains which, according to Greek mythology, were stepping stones for the gods when they ascended into Heaven.

*An interesting development is a cooperative effort among 74 local churches and 13 public and private agencies in Holland, Michigan, to assist people in need, and especially so the elderly. Many of these services have been of the type of home support that help people to remain in their homes instead of being institutionalized. Somewhat unfortunately, the project is named Love, Incorporated (Aging, May/June 1982).

*An isolation cell at Sing Sing prison in New York was called a "mental hygiene unit" in 1981 (UPI, in SHJ, 26/8/81).

*Even while up to 200 people were executed a day in Evin Prison in Iran, the prison was renamed to be a "training school" (Time, 12 March 84, p. 36).

*There are many setting names that will thoroughly confuse the minds and images of most ordinary citizens, such as a "regional psychiatric center" in Saskatoon which is actually a maximum security penitentiary "in a therapeutic setting." This facility was headed (at least in 1979) by a psychiatrist with a joint appointment at the Department of Medicine of the University of Saskatchewan, and included among its staff 95 nurses.

*Now here is a name that is a bit too nice for a prison: Pleasanton Correctional Institution in California.

Positive Examples of Service Names

We hope that the names below are a ray of sunshine for wanderers in a dismal lost forest.

*Historically, a major milestone in the conceptualization of the use of culturally-valued analogues for human services occurred when leaders (including the TIPS editor) of the new community service system in Nebraska in ca. 1968 asked themselves what name should be given to the group homes that were newly to be developed. It took some back-and-forth discussion before the leaders were able to articulate the fact that while in some parts of the world, ordinary homes have names, in much of the US--and certainly in Nebraska--they had only street addresses. As far as we know, this was the beginning of the SRV practice of naming residential service settings by their street address.

*Work programs for handicapped people in New York State are beginning to assume more positive names. Prominent among these are the terms "industries" and "enterprises." One is called Econoline, and another Services Unlimited. Not so hot is Opportunities Unlimited, which would hardly be given to an ordinary business, or the mixed messages of ARC Enterprises.

*A service agency in Quebec has taken elements of the phrase "normalization" and "Social Role Valorization," and combined them into its name, Nor-val. The name also capitalizes on being

situated in the Nor Valley. A problem with such a name is that it sets up strong expectations in the minds of observers that its services really be what they promise.

*Trude Scharff from Louisville pointed out to us that an agency called Normal Life runs residential programs for retarded people in three states.

*One high-rise for elderly people is very enhancingly named Eagle Tower (Stamford, Connecticut).

*In Mt. Eliza, Victoria, Australia, there actually is a nursing home called the Mt. Eliza Ritz. However, positively-imagined names will drop down into the "overdone" category if they do not live up to their names.

*Peak of achievement. Hank Bersani submitted a service facility name and location that is so positive as to stretch one's credulity, namely, the Summit Speech School, located on Upper Overlook Road, in Summit, New Jersey. What a coincidence!

Miscellaneous Service Names & Service Language Vignettes

*Good Housekeeping of 8/85 published a list of what it believed were the 85 best nursing homes in 10 major US metropolitan centers. The list revealed some interesting positive as well as negative images. Facilities in the northeast seem to have much more positive names than elsewhere, perhaps due to a greater "marketing consciousness." Some positively-imagined names included Weston Manor, Whitehall, University Convalescent and Nursing Home, Georgian East, Wesley Highland Manor, King's Bridge Center, Bryn Mawr Center, and Central Park Lodge. Some negative images were the death-imagined Resurrection Nursing Pavilion, a Jewish home for the aged called Borman Hall, and St. Peter Villa Nursing home (St. Peter has traditionally been interpreted as Heaven's gatekeeper). A number had very positively imaged locations such as Centre Street, Central Street, Route 1, Olympic Boulevard, Grand Boulevard, Primacy Parkway, Rugby Road, and in Philadelphia, there is a home each on Lincoln, Franklin, and Roosevelt Boulevards. Some negative locations, in some instances interacting negatively with the facility names, were the Westbury Place on Willow Drive (with images of burials and weeping willows), Rural Road, and an apparently Jewish facility located on Teller Avenue (conjuring up images of Jews counting money or transacting bank business). A location that is probably more funny than image-impairing is one in Memphis on Old Getwell Road, which is certainly better than Old Downhill Road.

*Our friend Jack Yates has been up to some of his tricks. He went through the 1978 Directory of Services for Exceptional Children, and found a few gems of facility names. Thus, he found a Babyfold Residential Treatment Center, a Fair Haven Home for Unwed Mothers that serves girls up to age 45, an Easter Seals Goodwill Industries Rehab center, a Dysfunctioning Child Center, a Home of Guiding Hands (one can just image all the hands standing in a door, waving from windows, washing each other, washing themselves, not to mention performing all sorts of guiding), Lake Park Wild Rice Children's Home, Mary Haven Center of Hope, Upward Foundation, Excepticon Outward Campus, and the LARC's Nest School. In addition, he found to everyone's horror that the Eastern State Hospital in Williamsburg, Virginia, is located on Ironbound Road.

*Readers might be interested in the names of some of the children's group homes in Ontario in the 1980s. Note the many rural or animal allusions, and the ones that leave an observer bewildered as to their meaning: Falconhurst Stable; The Farm House; Green Acres #1 and Green Acres #2; Herz Lich-coda Inc. Home #1 and #2; Cricket Hollow Inc.; Buzzy Beehive; Lions Group Home for Deaf Children (located on R.R. #1 and one hopes that this is not the Lions' way of farming children to enrich their protein intake); Noah's Ark (curiously, there are four group homes by that name, though everybody knows that there was only one Noah's Ark); Trojan House (visually, this looks like "Trojan horse," and we might keep in mind that Troy itself was destroyed

very spectacularly); Warren Group Home (in a novel about an institution, the author humorously called the institution the "Warren State School" in order to draw a parallel to a rabbit's warren); Dawn Patrol Group Home; Discovery of Light Boy's Farm; Dymont Group Home (one hopes it is not pronounced like dement); Cartref (very odd names that carry no particular meaning elicit an oddity response by an observer, though they are certainly preferable to those that elicit ridicule or other negative responses); Marhu Limited; Wequo Doong (that definitely sounds a bit wacky); Anderson Group Home, Cogolden Anchor Motel; and Nee-Gi-Nan. (Listing of group homes drawn to our attention by Ray Lemay.)

*The National Benevolent Association supported by the Disciples of Christ was founded in 1887 to support a range of human services. In its recent directory, we noted a mixture of positive and negative facility names. One of these was the California Christian Home--located on East Mission Drive, which is a little much religion all at once, and may suggest too much of a charity image. The Longview Christian Retirement Center happens to be located on Eden Drive, which particularly in this combination suggests that its elderly residents are looking far away--heavenward, or that they are already there looking down on the rest of us. Even more remarkable is Eden Place for the elderly, also on Eden Drive. Another service for the elderly is located on End Drive, which is probably even worse than being located on a dead-end. A number of such facilities are called "memorial" something or other, which is death-imaging. Desert View Developmental Services suggests that the place is out in nowhere, and Woodhaven suggests that it is out in the woods. In contrast, some of the positive names or locations included Sage Tower, and a facility in Palm Beach on Executive Center Drive, both for the elderly.

*It seems to us that it is much more difficult in Australia to project a deviancy image on a societally devalued group via the name of some service or service site because there are so many more peculiar geographic, plant and animal names in Australia that might conceivably have some legitimacy. For instance, in other English-speaking countries, if a residence were called the Ru Rua House, this would project a very odd image. In Australia, one would have to give such a name the benefit of the doubt because it might conceivably mean something very wonderful--though a knowledgeable aboriginal Australian might also tell us that it means "poop of kangaroo."

*In the Australian state of South Australia, there is a group called somewhat incongruously the FBI, which stands for Friends of the Brain Injured. This raises all sorts of questions about who the brain injured are, and who their friends might be. It is generally taught that most people suffer some brain damage during their lives, and it has always been assumed that just about everybody needs friends. With such powerful universals prevailing, maybe we need a world association entitled FOPIG, standing for Friends of People in General.

*According to ARC-Connecticut News (September 1982), there was a Developmental Disabilities Psychiatric-Mental Health Project in the city of New Haven. The service which went under this ugly combination of terms provided mental health services to people with "developmental disabilities."

*Therapy Drive on the grounds of the Georgia Retardation Center was changed to Cherry Tree Lane, the same time the facility's name was changed to Brook Run in 1991. Better than Brook Creep.

*In the US at least, there has been a long tradition of services for the blind calling themselves The Lighthouse. Among PASS/PASSING people, this led to a number of puns about a service for the deaf calling itself the Fog Horn. In Syracuse, the local Lighthouse merged with an organization for the hearing impaired, giving rise to the question what the proper image analogy would then become. Might it be "Fog Horn-Equipped Lighthouse for the Deaf and Blind"?

*At one time, the motto of the Rescue Mission was "Least, Last, Lost."

*There is an Australian geriatrics periodical with the interesting name Geriacion.

*We encountered one cartoon that makes fun of such things, showing a sign for a residence named "Home for the, You Know, Inarticulate."

*Our friend Michael Kendrick refers to all sorts of supposed sheltered workshops as "sheltered unemployment centers."

*The more that normative settings have awful names, the less conspicuous will be the awful names of human services. Here are some signs of hope.

A California skateboard manufacturer named itself Bitch, and adopted a logo of a man pointing a gun at a woman's head. A spokesperson denied that this was meant to "offend anyone," but was just doing "our own thing... it's the '90s" (Toronto Star, 26/3/94).

Believe it or not, Calcutta's airport carries the name Dum Dum.

What think you of the address "Downers Grove"? Thank goodness it is not the address of a service for people with Down's syndrome, but of the prestigious InterVarsity Press.

On a 1984 trip, we passed Panic Distribution Corporation, but to our amazement, it did not appear to be a human service.

The good news is that there has long been a German singing club in Syracuse. The bad news is that its name is Arion, which sounds like Aryan.

Where Will It All End?

*Some handicapped people have proposed that non-handicapped people be labelled as TABs, i.e., "temporarily able-bodied" (Community Life, 9/84). If that happens, they will be the first special group to have its own soft drink, Coca-Cola's sugar-free Tab. Soon, any number of other groups may clamor for the same thing: the medical professions are sure to claim Dr. Pepper as their drink, blue-collar workers and day-laborers will want to make Hires root beer their own, early morning risers will adopt 7-Up, etc.

In addition to having an official representative soft drink, TABs will undoubtedly need specially trained professionals to deal with them, who will be trained in a new treatment process especially for TABs, TABulation therapy. There will have to be TAB self-help groups, whose purpose would be to help TABs reconcile themselves to the temporariness of their able-bodiedness, and resolve the guilt they must undoubtedly feel because they are able-bodied while others are not. These self-help groups might be called TABLEts. All these small, local groups would have to be organized nationwide into a coordinating body that would be called the Society of TABs, or STAB, and its newsletter would be The TABloid. There might even be special groups for those TABs who also have some additional problem, such as Stone TABLEts (for those who are deaf), or Legal TABLEts (for lawyers). Training and degree programs would have to be initiated in TAB endocrinology, TAB neuropsychiatry, TAB services administration, TAB child psychology, TAB adult psychology, the psychology of TAB adolescence, and the elderly TAB (though there are not likely to be many such). For those TABs who just can't seem to adjust to the stresses of ordinary life without extraordinary help, special group residences and sheltered workshops would be set up (staffed, of course, only by trained TAB professionals!). The group residences would be called TABLEs (for TAB Living Experience), and the workshops STABLEs (for Sheltered TAB Learning Environment). For the severely, profoundly and multiply temporarily able-bodied, there would of course have to be institutions, which would be called TABOOs (for TAB Operant Organization) because they would undoubtedly use operant procedures to treat their residents. (Submitted by Susan Thomas.)

Readers are advised that we have thousands of additional service-related names and logos in our archives. Someone could do a dissertation on this topic.

SRV-Related Resources

*Beginning in June 1992, a group of people consisting mostly of senior SRV trainers, and mostly people from North America, formed the SRV Development, Training & Safeguarding Council. The purpose of this group is to explore issues of SRV training, the development of SRV theory and materials, and to safeguard SRV teaching and dissemination. The group has been meeting approximately twice a year for 2-3 days each time. The group currently has 16 members (9 from the US, 6 from Canada, and 1 from Norway), and 8 "correspondents" (2 in the US, 1 in Canada, 1 in England, and 4 in Australia) who receive reports of the group's meetings and position papers, and are asked to keep the Council in touch and up-to-date with developments they know of. Among other things, the Council either is presently addressing, or plans to address in the future, issues such as the content and format of SRV training workshops, the "leadership ladder" of development to becoming an SRV trainer, how SRV relates to other schemes and systems, issues of SRV implementation, teaching SRV in contexts other than training workshops, responses to critics and critiques of SRV, and the long-term maintenance of a training culture. The Council was one of the forces behind the launching of the new publication SRV/VRS: The International Social Role Valorization Journal/La revue internationale de la Valorization des rôles sociaux. (Flyer available from our office.) In the first (6/94) issue of the SRV/VRS Journal, the Council's self-definition statement was printed; in the second (most recent) issue of the Journal, there is an article that briefly describes the history of the Council.

People who are interested in SRV developments will want to follow the work of the Council, which can be done in two ways. (1) Subscribe to the SRV/VRS Journal, which we expect will carry news on or from the Council in just about every issue. (2) Watch for the public release of Council documents. The Council keeps its deliberations private and confidential, but fully intends to release for wide public dissemination various papers and documents once it has reached a decision on them. At present, the only such papers available to the large public are the Council's Statement of Self-Definition, and Statements on Confidentiality and Release of Documents.

*In Britain, an instrument with the name of Compass has appeared as a means for "a multi-perspective evaluation of quality in home life." It has drawn very heavily from the PASSING instrument, and says that all of its 86 items are somehow related to 36 of the 42 PASSING ratings. This is an improvement over some piratings of PASS or PASSING that did not even acknowledge what they had pirated from. The tool was meant to be used on a much simpler level than PASSING, but still takes 4-10 hours to complete over a series of 3-4 visits to a particular residential setting.

*Probably the most systematic compilation of "good press" and news of other accomplishments involving persons with Down's syndrome is found in Down Syndrome News, the monthly newsletter of the National Down Syndrome Congress.

Human Service-Related News

Items will be included here even if they are several years old but still have relevance or teaching value.

Miscellaneous Human Service-Related News

*In the 4&6/91 issue of TIPS, we reported on a handicapped man who robbed a bank in San Diego. Here is more news on him. The man was 75 years old, got around on a motorized wheelchair, and had a bad heart. Unable to afford the medicine for his heart condition, he scooted to a bank and demanded \$70, announcing "I got nitroglycerin in my pocket, and I'm not afraid to use it," which referred to his nitroglycerin heart medication of which he still had some on him. After he got the money, he drove his vehicle to a pharmacy a block away, and was arrested in the process of purchasing his medication. As was said earlier, we can be sure that there was a handicap

parking spot in front of the bank he robbed. Our secretary at the time, who worked at a pharmacy for over 5 years, informed me that some pharmaceutical companies will give heart medicine free to the poor and indigent, but she is not certain of the exact details.

A similarly remarkable bank robbery took place in Syracuse in 8/91. A resident of the state psychiatric institution there walked three blocks to the nearest bank and announced a hold-up. A teller dropped money into his duffle bag--but also a dye pack that exploded a few seconds later just outside the bank, staining the cash and the robber. He dropped the bag and ran back to the asylum where he was eventually arrested because somebody had recognized him. In the meantime, a sane passerby picked up the duffle bag with the money and made off with it.

*There are amazing regional differences in breast-feeding rates across the US. On the Pacific Coast, 77% of mothers breast-feed their babies, with the percentage generally dropping off as one moves east, but being lowest in the south central states with 45%. One would also have thought that "black" and hispanic mothers would have high rates of breast-feeding, but quite the opposite is the case. In some regions, the Caucasian rate is 3 times higher than the "black" rate (AP in SHJ, 16/4/91).

*According to the CBS (television) Evening News of 11 November 1992, a number of adoptive families in the US are suing either state or private adoption agencies that placed a child with them who turned out to be handicapped. The families apparently have reason to suspect that the agencies knew that the child might have problems, but withheld this information from the adoptive families. This information included medical records, information about the child's natural parents ("genetic records"), and information about the child's history of abuse. One person interviewed claimed that it was an "unwritten policy" in the state of Massachusetts not to reveal known or suspected problems about the children to prospective parents. A number of families said that they were told that medical records could not be found--even as the agency had given the medical records to the child's physician.

This reminded us that during the height of the eugenic alarm era, adoption agencies engaged in almost the opposite practice of purposely not placing children known or suspected to be handicapped with families, because they believed they would be doing a disservice thereby to the family, and/or that such children belonged in institutions. Also, some families who adopted children and later discovered that they were indeed handicapped then returned the children to the adoption agencies, or sued the agencies for having placed a "defective" child with them, even though the agencies may not have had a reason to suspect that the baby would be handicapped.

*Some things we once thought were behind us really are not. As recently as 1991, we encountered an instance in the US where a married couple in the health professions had a baby with Down's syndrome but otherwise in extraordinarily healthy condition. Nonetheless, the parents hardly looked at the baby, checked the mother out of the hospital, abandoned the baby for adoption, and told their family that the baby had died.

*The nation-wide Harris poll shows that the majority of Americans hold positive attitudes towards handicapped people in general, but that some impairments are viewed much less favorably than others, despite the fact that the public views impaired people as fundamentally different from the rest of the population, rather than along a continuum. Mental disorder reportedly elicits the greatest unease, followed by facial disfigurement, senility, and then mental retardation. The least discomforts are elicited by hearing and visual impairment, and people's use of a wheelchair. Many Americans claim that their attitudes have been positively affected by movies and television programs with handicapped people in them.

*A study of helpfulness of citizens in public places toward handicapped people showed that people in the US South were the most helpful, followed by those in the Midwest, then by those in the East, with California cities (which have the greatest "diversity") being in last place (Indianapolis Star, 3 Nov. 93; source item from Joe Osburn).

*In 11/92, we heard the heart-warming story of a middle-aged man who had gone on a tour of an institution and there, by coincidence, ran across another man of about the same age with whom he had been in grade school many decades before. He managed to get him out into the community, but the retarded man continued to show the signs of deep wounding that he had experienced in his 25 years of institutionalization.

*Dr. Jerome Lejeune died in 1994. He was an ardent friend of the mentally retarded. In 1962, he had received the Kennedy Foundation Award for his research on Down's syndrome. Lejeune said that he had treated 8,000 children with Down's syndrome in his lifetime, and could remember the names, and at least part of the records, of 5,000 of them! (NRLN, 9 May 94). What a model to human service workers!

*In 10/94, a woman who had Down's syndrome died at age 84. So much for the old cliché about people with Down's syndrome having short lives--which is probably what her parents were told.

*Until not too many years ago, many people who were legally blind but had some residual vision nonetheless learned to read Braille. Since the advent of all sorts of technological gadgets to help people read, the number of blind people learning Braille has dropped so dramatically--by more than 75 percent--as to endanger the very culture of Braille transmission and use. After all, Braille is still useful to some people particularly if they are totally blind, and those who are capable of using it have much greater employment success than those who do not. One advantage of Braille is that the writing and reading of it is "portable," whereas much of the technology that the blind might use in lieu of Braille is not (APA Monitor, 8/94). Furthermore, Braille will never give out the way equipment often does. On the other hand, computers can convert text to Braille.

The subculture of people who have been blind from birth or early age is dramatically different from the equivalent subculture of deaf people. The blind subculture tends to be a very social and communicative one, while the deaf one is very isolated, with a great deal of embitteredness and resentment of hearing people, even though in many ways, deaf people are less dependent in immediate personal functioning than blind people. Deaf people also have a very high rate of HIV infections, with estimates running as high as 26,000 in the US (Time, 4 April 94), even though historically, it is the blind who had a reputation of doing a lot of sex.

*In recent years, a theory has arisen that deaf infants of manually communicating parents go through a phase of "babbling" with hand motions, and this has been equated to the vocal babbling of children on their way toward speech. We are very skeptical of this new theory because we doubt that hand signal communication is as deeply imbedded in the human nervous system and genetics, whereas verbal communication probably is. Thus, the hand motioning of infants on their way toward a manual communication system cannot be in the same class as the vocal babbling of infants on their way to a spoken language. Furthermore, we think it would be very interesting to see what deaf infants would do if they had parents who hear and speak but use hand motions as much as deaf parents would, but not in order to convey meaning.

*Most people know that there is an American Sign Language used by the deaf, but few know that there is an American Jewish Sign Language, and that it is different from the Israel sign language.

*There is a very confusing situation in that the hand sign made in satanic cults, called "the horns of the beast," and which is often witnessed at rock and heavy metal concerts, is the same sign used in American sign language for love. Does anybody have an explanation?

*Parent-based associations in mental retardation, such as ARCs or Arcs, have fallen on such hard times that some cannot even get a quorum at their annual elections. A very, very sad ploy--rather than admitting being sick unto death--is to ask members to mail in proxies to assure a phantom

quorum. We first ran across this in August 1994.

In a number of jurisdictions, parent associations have permitted themselves to be co-opted into becoming almost quasi-arms of the state. While in many countries, there have always been voluntary organizations providing services, many such groups, including parent associations, have gotten so deeply into contractual agreements with government and into a state of subjection via oversight, inspections, etc., etc., as to be practically quasi-public rather than private organizations.

*Volunteerism has declined not only in the US but in other countries, such as Australia. However, one sector in which there has been a great deal of mutual help volunteerism is around people with AIDS. While we have not seen any hard data on this, we suspect that it is one of the most active areas of volunteerism at this time.

*Several generations of communism eradicated traditions of nongovernmental helping forms in the Soviet Union that had never been very strong there to begin with. Moscow now has a large number of homeless people, but had no shelter provision for them as of 12/94. During Christmas week in 1994, 24 froze to death and 200 were admitted to hospitals with frostbite (SHJ, 27/12/94).

*It is estimated that 20% of workers' compensation claims in the US (for job-related injuries) are fraudulent (SHJ, 11 Feb. 94).

*Mixed blessings. In 9/94, a large group of people working in mental health and mental retardation services in New York State went to visit equivalent services in Scotland. They remarked how similar the facilities and programs were to their own--as well as the problems. One said, "I could have gone straight into their facility and worked. It was that similar." (Communicator, 12/94; source item from Steve Holburn).

*A new method to keep immature teenagers from having babies falls very much into the category of pedagogic "technologies," and is otherwise a two-edged device. It consists of an adorable eight-pound doll, life-size, named "Baby Think It Over," which is given to teenage girls to take care of for some days or weeks. The girls are required to have the doll with them around the clock, even in school. The trick is that the doll is programmed to emit high-pitched shrieks at random intervals which can only be stopped by picking the baby up, putting a key in its back and holding it there for 20-30 minutes--the average time to feed a newborn. This has certainly served to de-romanticize having a baby for many teenagers, but on the other hand, it has also made some of them outright hostile toward child-bearing, some of them saying "never" after this experience. This might drive many toward abortion rather than toward chastity. The doll comes at \$220 and in various ethnicities, and for some peculiar reason is manufactured by physically handicapped workers (SHJ, 17/9/94).

*Time magazine (5 Sept. 94) reported the story of a woman who probably had no "real" community, or at least insufficient community. So when she found herself dying of cancer, she and a friend put out the message on the computer bulletin board in which she was participating. They asked for practical help, but since most people on that network were very far away, they could not provide that. Instead, network members voiced their "concern" for her on the bulletin board, and eulogized her on it after she died. This seems to us to be another example of the high-tech world becoming more real for some people than the real world, at the same time illustrating that whatever connections one may be able to make with people via the computer (referred to as "virtual friendship" in the above case), it is simply no substitute for the real human presence. Interestingly, the things she had posted on the bulletin board before everyone knew she was dying were judged and reacted to more harshly--and probably more honestly--than they were once everyone knew she was so sick, when everything she contributed began to be praised. The rather useless feedback she got from people she never met included "every damn time I read this topic I cry," "I never had a chance to meet you really," "I will miss you," "She was my friend."

*By now, readers will all have heard a great deal about the controversy surrounding the appearance of the book The Bell Curve: Intelligence and Class Structure in American Life. The house organ of the American Psychological Association, the APA Monitor (12/94), admitted that the data reported in the book are "very accurate and very balanced," but that psychologists generally disagree with the analysis and interpretation of the data. Unlike what the press has generally reported, the book concedes that between 20-60% of intelligence may be determined by environmental factors, and the book does not claim that the racial differences in IQ scores that have been regularly found are genetically based. However, we suspect that the authors were social Darwinists at heart.

One reason we are seeing a resurgence of eugenics even though this is virtually never explicitly acknowledged is that geneticists have discovered that there are so-called dynamic mutations that increase the likelihood in successive generations that a genetic disorder will appear full-blown or increase in severity. Also, a genetic disorder may have an ever earlier age of onset in successive generations. Both are things that are merely more sophisticated forms of an assertion of the social Darwinists, namely, that there was progressivity in genetic degeneration in successive generations. At least, that is the current teaching, assuming that it does not turn out to have been a craze. It is hypothesized that the same mechanism may be at work in other organisms, and one can speculate whether this might also account for instances where infectious organisms suddenly become more virulent (American Scientist, 3/94).

*Knightley, P. (1994, April 2-3). Goodbye to Great Britain. The Australian Magazine, 8-16. As of 1994, Britain had slipped back toward a Victorian pattern of income distribution and means of social control. Government financial support for a child in a poor family is today less than the equivalent of what it would have cost in the 1870s to feed such a child with bread and gruel in a poorhouse. Between 1979-1993, there have been 29 changes to the way in which British unemployment figures have been calculated, with most changes having had the effect of reducing the unemployment estimates. According to some authorities, the figures in the early 1990s were actually double what the government reported.

*Throughout his career, the TIPS editor has run across publications which either tried to prove scientifically that this or that group of human beings were not members of the human species; or conversely, studies that tried to prove that this or that group really was human. The latter kinds of studies were particularly prominent during the 1950s in mental retardation, when behavioral and other researchers were trying to find out just how much retarded people were like other people. For instance, one of the questions then being asked was whether retarded people learn according to the same laws of learning as other people did. Accordingly, there were studies of whether retarded people responded to positive reinforcement, whether they showed the same kind of resistance to extinction that other people displayed when they had undergone intermittent rather than ongoing reinforcement, and so on. Of course, it was eventually agreed that the laws of learning were just as applicable to retarded as to non-retarded people, which directly (usually not explicitly) was perceived as contributing to the point that the retarded really were human.

In 1991, we ran across another research study (AJMR, 11/91) which seems to fall into the category of "are the retarded human?" It asked the question whether retarded people who were given lithium would show the same unpleasant side effects as non-retarded ones, and concluded, "results suggest that adults with mental retardation who take lithium may be as prone to side effects as those in the general population." Of course, why would anyone expect otherwise--unless latent behind the question would lurk the possibility that the retarded might not be quite human.

*Holding one finger up to the forehead or temple and making a circle with it is an ancient icon of insanity, or of someone being "mental," and among other things, it was related to the attachment of images of pinwheels and spinwheels to mentally handicapped people. We were thus amused to learn that when a retarded man who cannot speak was asked whether he wanted to live with other handicapped men in the group home he had just visited, he indicated "no" by shaking his head and making a circle by his forehead with his finger.

*A judge in Syracuse observed that between testing accused rapists for DNA, and having almost every defendant psychiatrically examined, "it seems we are running a hospital instead of a court" (Syracuse Herald-Journal, 23/7/90).

*In 1994, one of the US states was spending \$320,000 per year serving just one single young man said to be "autistic," often having as many as three staff members attend to him at once.

*According to Michael Kendrick, the Spastic Society in the Australian state of Victoria has the biggest bus fleet in the southern hemisphere.

*In an unexpected visit to us on 19 June, 1989, Betty Ferris (Hallgren) reminded the TIPS editor of a dream that he had had and told her at the 1974 Portland, Oregon, conference of the American Association on Mental Deficiency. In the dream, he was riding in a car full of students, when the car stopped working because of some problems with the engine or something like that. He got out, opened the hood and was poking around in the works, trying to find the problem--when all of the students piled out of the car, rushed to the hood, pushed him aside, and began to tear apart everything that he had been doing. He reportedly stood there helpless, unable to stop them, and was very distraught. When he told her the dream, she said that he was still very distraught. When she reminded him of this dream, she said, "Now how's that for prophetic?"

*A Checklist

Place One has an eight-year waiting list.

Place Two has a nursing home odor.

Place Three is in a bad neighborhood.

Place Four is in another city.

Place Five won't take medicaid.

Place Six takes only terminal cases.

Place Seven doesn't offer therapy.

Place Eight puts three in a room.

Place Nine requires a hike to the dining room.

Place Ten demands Mother's money up front.

Place Eleven decides Mother won't fit in.

(From When I am an Old Woman, I Shall Wear Purple, by Sandra Martz (1987))

*In 1992, there was a large conference on "severe developmental disabilities" in Winnipeg perversely entitled, "Empowering and Enabling Through Research."

*Our own ignorance sometimes staggers us. Only in 4/93 did we become aware that there was such a thing as a "National Stuttering Awareness Week," and that for some unknown reason (probably having something to do with the moon), it fell on May 10-16 of that year.

*A small service agency held a conference entitled "The Meaning of Life." We were chagrined that we had not thought of this ourselves, though a bit puzzled that the agency was able to cover the topic in a single day.

*Apparently, American Express believes that it has and is the answer to all human service problems, because in a 1988 ad, it offered American Express credit cards as the answer to "toothache in Tangiers, fevers in Faro, smash-up hire cars in Cremona and lost luggage in Lyons." (Source item from Kristjana Kristiansen.)

Developments Related to Service Organization or Administration

*As one way of moving from mostly institutional to community service systems, the TIPS editor in 1969 designed a novel plan for structuring and conveying services (Wolfensberger, W.

(1969). A new approach to decision-making in human management services. In R. Kugel & W. Wolfensberger (Eds.), Changing Patterns in Residential Services for the Mentally Retarded (pp. 367-381). Washington: President's Committee on Mental Retardation). The scheme would have authorized a single point of reference (an office) in a service region to work with families of retarded persons to first assess their needs, and then offer to fund certain service options to address these needs. The idea was so far ahead of its time that it was totally ignored, even though the book in which it was published was declared by Scheerenberger in his 1987 text on the history of mental retardation to have been the most successful work of a quarter century during the reform era.

In retrospect, we can see that this scheme was a forerunner of certain forms of so-called service brokerage, single-point-of-entry and "person-centered planning." Yet one more such scheme was launched with great fanfare by New York State in 1993 under the name "Community Services Expansion Plan."

*Everybody is distressed about the devolution of welfare and other things from the national to lower levels, but of course, this is much more in accord with our own principle of identification with handicapped people on the local levels, and with the principle of subsidiarity. At least, dysfunctionalities will be local dysfunctionalities, and the hoods and crooks will be our own local hoods and crooks whom we know, rather than the ones far away whom we do not know.

*Michael Kendrick has noted that establishing individual program plans for service clients is mandatory, while meeting their needs is optional, which he called a reversal of priorities. He suggested that instead of mandating the complex and bureaucratic forms of making such plans, this be made an option to be exercised at the discretion of the recipient or the recipient's representative.

*One of the many things that has fueled the current documentation craze in human services is the astronomic staff turnover rate. Anything that is verbally communicated is apt to be lost in no time at all because of this turnover, but obviously, the written documentation is not much help either against this problem.

*One interesting development that we have observed is that since the late 1960s and early 1970s, there has been a dramatic drop-off in attendance by senior human service leaders at human service learning events. During the early 1970s particularly, there was a great eagerness by senior people to learn of new ideas and developments, and they would attend all sorts of workshops in order to acquire new ideas to introduce into their own services. However, since the late 1970s, senior leaders have become increasingly overwhelmed with administrative and bureaucratic demands, and rarely seem to attend seminal learning events. Furthermore, it appears that an increasing percentage among them have acquired an attitude that they know vastly more than in fact they do, and their reasoning seems to be that they would not have been able to attain senior positions if they had not known more than other people. In reality, the opposite is now the case because junior people are vastly more likely to attend learning events than senior people. This has in turn contributed to yet further reduced attendance by senior people who apparently feel demeaned by attending events with people other than their peers.

*A major portion of the June 1992 issue of Mental Retardation was devoted to a documentation that mental retardation residences are being regulated to death.

*A company that makes wheelchairs and related equipment said that filling out Medicare paperwork consumes 70% of the time of its billing department even though only 10% of its business deals with Medicare clients (SHJ, 19/3/94).

*A lot of people are acting today as if the very concept of a comprehensive and continuous service system were intrinsically invalid, rather than believing or proclaiming that it is not this concept that is invalid, but that our society is no longer capable of constructing and delivering moral and rational service in a systematic fashion.

*We heard a "bioethicist" claim in 11/91 that 46 different committees of Congress had oversight over federal programs on aging.

*Cooper, M. (1994, May 31). Overthrowing the welfare state: Wisconsin shows Washington new ways to punish the poor. Village Voice, p. 33-37. This article examines several efforts at welfare reform in Wisconsin which are being closely watched by other US states and the federal government as possible models of welfare reform elsewhere. Cooper notes that the debate on welfare reform is confused because reformers are unclear whether they want to change the costs of welfare, the growth of welfare, or the "morality" of welfare. Most welfare reform efforts are aimed at "getting people off welfare," and putting people to work. But no reform efforts address the creation of new jobs, or other economic reforms. Nor do reform efforts anywhere seem to address the roots of poverty, so they all tend to eliminate or reduce welfare itself, rather than the need for welfare. Nor are there many efforts to address sexual promiscuity, out-of-wedlock births, and males abandoning both the children they father and the women who bear them. Also, what the reform efforts seem to say is that unless one is working, one is not doing a good job by one's children, so staying home to raise them is something to devalue, whereas having a job--even if it is only at McDonald's--and farming the children out to someone else to raise is better.

The dramatic increase in people on welfare in the past decades is a result of both the loss of jobs, Reagan-era cuts in various social programs, and the transfer of wealth to the upper classes.

The current furor for welfare reform is also an example of the imperial strategy of pitting disadvantaged groups against each other. The working poor and the lower middle class have seen their jobs disappear and their standard of living suffer as a result of economic policies, but rather than rebel against these, they are brainwashed to see those who are even poorer than they as the enemy who are absorbing their precious tax dollars.

*In collaboration, the government of the Canadian province of British Columbia and the provincial Association for Community Living (the organization founded by parents of the mentally retarded) came up with 11 principles to guide services to "people with mental handicaps." These principles are as follows:

Respect for the individual, personal service planning, self determination, family involvement, maximizing choices, maximizing independence & growth, community inclusion, quality of life, community partnership, generic services, and conflict resolution (Community Living News(BC), Fall 93). While the principles all have merit, if not overdone (as some appear to be, such as "self-determination" by people whose core impairment is in the domain of intellect and judgment), they are an incoherent medley, lacking parsimony and elegance.

*Robert Flynn made the observation in 12/92 that "hard services are getting softer," and that the new kinds of support services that have been developing are "beyond soft."

*We were told that in some human services, every worker has a computer station which is connected to all the other workers in the agency. One result is that the workers no longer talk to each other but send each other messages over the computer. Even some people who--in a sense--work close together hardly ever see each other any more. Has anyone done any analysis of this?

*The marvelous and meaningful things that happen in human services were underlined when it was announced in 1990 that the Syracuse University special education training program for the blind--which does not exist at Syracuse University, and never has--ranked 4th highest in the US. We have always said that nonexistent services are best, because they can do no harm.

A Bit of Human Service Crazyiness

*When one reads widely in the advocacy, organizational, professional and research literature about handicapping conditions, one can be struck by the grossly divergent claims, not only by different parties but sometimes by the same parties at different times. On the one hand, one

constantly runs across euphoric statements of how wonderful things are going, how many handicapped people are being habilitated and employed, how much emancipation, empowerment and independence there is--and at the same time, one runs across endless statistics on the high rate of segregation, unemployment, and abuse of handicapped people, their marginalization, the wounds that are struck them, etc. If one knew no more than these conflicting statements, one would certainly conclude that the handicap field is in a state of acute but apparently never-ending schizophrenia.

*A newspaper exposé revealed in Feb. 92 (SHA, 2 Feb. 92) that the US federal government had stupidly given large sums of money to tenants of a subsidized public housing project that was being closed because it was in such bad condition, supposedly in order to cover what they would have to pay for a new house. Because they would not be likely to get subsidized housing soon, the waiting lists for such housing being very long, they were paid what it might cost for housing on the open market for four years. Thus, the tenants received about \$20,000 each, and some more than that, in one lump sum. A few used the money to better their lives, e.g., one young couple bought a home, a grandmother moved her grandchildren to a better neighborhood away from crime and drugs. But many used the money on drugs, impulsively lavish shopping sprees--and many of them continued to receive government assistance (welfare), and still do.

There are several unfortunate elements to this story. One is that it was published during a presidential campaign in which the poor were being blamed for the economic troubles of the nation, and in which there is a hardening of public attitudes towards the poor. This story only served to give support to such negative attitudes. Also, although some people used the money wisely, so many others did not that the good that did come of the cash disbursements was small. Third, it reveals the tremendous naiveté among the lawmakers and government bureaucrats about the culture of poverty and the multigenerationally poor--most probably, because they do not have ongoing contact with people from the lowly (let alone lowliest) classes of society. And fourth, in a highly materialistic and here-and-now-istic culture, this fed the flames of monetary desire in other poor residents of public housing projects, who began to demand similar monetary "damages" for the conditions under which they live.

What was not reported in this story was the multiple millions of dollars made off the poor, the federal government and the taxpayers, by the contractors, and by several owners and management companies of the complex that was eventually demolished, even while they made their tenants live in miserable conditions.

*The in-depth ABC TV news program, "Prime Time Live" (23/1/92), documented a classical instance of agency runabout. Veterans of the Gulf War, some of them with many years of distinguished military service, some of them highly decorated, are already found among the homeless population. The program showed one such veteran presenting himself in the evening to a VA hospital because he had no place to stay. The VA hospital gave him a list of shelters to go to, which it handed to all the homeless veterans who presented themselves. The first address was a shelter 25 blocks away, to which he had to walk in the bitter cold for lack of money. When he arrived there, he discovered that the shelter had moved to another location. Going to the next address on his referral list, he found that that shelter was temporarily closed. Going to the third address on the list, he discovered that the service there was no longer a shelter. By this time, the night was half gone, and the TV camera people who had been tagging along chipped in and bought the man a hotel room for the night. The program also reported that a homeless veteran may have to wait as long as nine months to get a needed medical examination.

*We have always taught that those who render the most direct service to others are "real helpers," and everybody else in human services should consider themselves their servants. Yet a senior Salvation Army spokesperson said that the most important job in the Salvation Army is performed by the fund-raisers (SHJ, 30/12/94).

*We were astonished to read an article (JTASH, Fall 92) that claimed that "The importance of a rich social life for persons with disabilities has only recently emerged as a component of

program planning, probably because little empirical information is available to guide families, service providers, and researchers in this area." (our emphasis.)

*The county in which Syracuse is located set up a committee to study the county's high rate of infant mortality. The committee came up with the recommendation that infant mortality could be greatly reduced by making available--believe it or not--more sex education and easier access to abortion. Apparently, people are not aware that all health and social problems can be eliminated by killing all humans (SHJ, 16/3/92).

Human Service News on the Deviancy or Even Freakish Side

*In the desert town of Quartzsite in Arizona, there are 800 regular inhabitants, but by mid-winter, 1.2 million almost exclusively elderly people show up in their trailer homes and make it their winter quarters, making this the largest quasi old-age home in the world (Spiegel, No. 10, 1995).

*We suppose that this is a kind of "human service" news. An Australian soccer team and a brothel in Melbourne (with the wonderful name "Spellbound") reached an agreement whereby the team would sport the brothel's logo on its uniforms and advertising signs at home games, and the team would receive an annual fee, plus discounts for all its players and officials (SHJ, 19/11/91). We have never withheld from our Australian friends our opinion that Australians are inclined toward the crude, but they are commendably forthright about it.

*In Australia, a cerebral palsied young man who suffers from ataxia came on the public scene circa 1990 as a comedian who exploits his handicaps as a source of jokes. Paradoxically, he goes under the stage name of Steady Eddie, and is interpreted as the "bent man of comedy." He has become so successful that he is also featured on local TV and radio. (Source material from Michael Steer.)

In Munich, there is a "cripple cabaret" that presents "scenes from Rollywood."

*Cable TV's Mystery Science Theatre 3000 has a cult following, and an organization with 50,000 members, many of whom come to conventions/expositions, often dressed in fantastic costumes. A 1994 convention featured a live head of a young woman on a baking tray interpreted as "Jan in the Pan" from an episode entitled "The Brain that Wouldn't Die." Jokesters commented "look, she makes her own gravy too," and "good thing our convention has handicapped-access ramps," and "let's give her first prize and then serve her in Paul Newman's Sockaroooni sauce" (Time, 3 Oct. 94).

*Here is a German deviancy joke. A couple celebrates their 50th anniversary, and the woman says "After all this time, I will now confess a secret to you: I am color-blind." To which he replies, "That is not so bad after all, because now I can reveal to you my secret that I am Chinese."

*Here is some very bad freak world news. A sideshow performer most of us have heard about, known as the Human Blockhead (whose specialty has been hammering nails into his nostrils), who supposedly had an IQ of 79, and who was the son of a midget billed as "the world's smallest man," was sentenced to life in prison for joining his mother in letting out a murder contract on his stepfather, known as the Claw-Hand Lobster Boy (AP, in Philadelphia Inquirer, 15/10/94; source item from Margaret Sager). They recruited a teenage neighbor to shoot Lobster Boy in the head through the windows as he sat in his trailer watching TV. The widow's party said that Lobster Boy was a brute who deserved to die for battering her (AP in SHJ, 29/7/94).

Human Service Atrocities or Calamities

Where shall one start?

*Of all the institutional scandals in history, one of the biggest has been unveiled over a period of years in the Canadian province of Quebec. From the mid-1930s into the 1960s, many ordinary children were institutionalized in 7 institutions run by Catholic religious orders (mostly nuns), often because they were orphaned, born out of wedlock, or their parents could no longer care for them. In these institutions, there was wholesale abuse and the severest forms of deprivation. The children claim they were beaten, tortured, sexually abused, and used as cheap labor. One child who was placed in one of them because her father died and there were 11 other children in the family was never told that she had family, and did not see her mother again for 20 years. When she left the institution as an adult, she had had no education or training, had never seen a car, and did not even know what a sidewalk was. The problem got worse in 1955, when a new law went into effect that gave these institutions higher compensation (\$2.75 per day) for mentally handicapped children than for orphaned and homeless ones (only \$0.75 per day). Thus, many children were falsely, and suddenly--literally overnight--reclassified with a mental diagnosis, including mental retardation and insanity. One observer noted that in one facility, the children went to bed one night as orphans, and woke up the next morning mentally handicapped (Globe & Mail, 12 March 93). Because all of this took place during the reign of Premier Maurice Duplessis, these people have come to be called the "Duplessis children." In 1993, 4,000 of them joined in seven separate class action lawsuits for an estimated \$1.5 billion against the Quebec government and several religious orders. Another 800 were estimated to still be in some kind of institution, and the number of plaintiffs may increase as more people come forward and claim victim status. First and foremost, they are demanding an official apology, a correction of their false diagnoses, financial compensation, free relevant services henceforth, and the establishment of an office to attend to their affairs. A 1994 book (Mémoire d'asile: La tragedie des enfants de Duplessis) has documented this scandal. (Source material from André Dionne and Barry Wever.)

*On Friday, 20/1/1995, the ABC television program "20/20" reported on a 9-month investigation into abuse of residents in nursing homes across the US. It reported widespread such abuse, including everything from assault and rape to robbery. It secretly videotaped nursing home employees stealing everything from jewelry and cash to candy, and beating up residents. The report attributed these problems to two main causes: the low-skilled, low-paid, marginal and sometimes outright criminal direct care employees, and the fact that the nursing home administrators are unwilling to pay higher wages in order to recruit better staff because this would cut into their own profits. Some employees not only had criminal convictions for such offenses in the past, but even had arrest warrants outstanding against them. One nursing home hired clients of an alcohol-and-drug rehabilitation program as aides, and many of them came in to work high. They reported that aides would get patients from their wheelchairs into their beds by stepping down so hard on the back of the wheelchairs that the patients would "pop" right up out of them, and then the aides would "bat them into bed," all this to save the aides from having to bend over and lift people out of their chairs. Employees charged or even convicted with offenses in one nursing home often simply move on to work in another, sometimes even in the same nursing home chain. In New Orleans, the police chief offered to conduct police checks on potential employees for a nursing home, to screen out those with a criminal record, but the owner declined the offer.

All in all, it was a sorry story of very vulnerable--defenseless really--people, often abandoned, being served upon by extremely marginal people, some of them outright psychopathic, probably less than 1% of whom had any kind of a calling, and all in conditions that are bound to elicit violence. The administrators and stockholders who are profiting from all this can look good and clean by blaming it on the kind of people they "have" to hire. Unfortunately, the recommended measures were exceedingly low-level, including that families visit a nursing home at odd hours before putting a family member there to see what really goes on, that there be better state regulation of nursing homes, and that all employees be subjected to police checks.

Increasingly, we get reports that the situation is the same in the home health aide business. There seems to be a gradual development toward an entire class of criminal workers in that field. One good reason for conscienceless people to go into home health care work is that it offers almost unlimited opportunities to steal--and to get drugs, namely, the ones prescribed to the people served.

Altogether, home health care aides and nonprofessional direct care workers in nursing homes stand on the lowest rung of employability.

*For 5 years, 10 residents of a group home for the mentally retarded in New York City suffered chronic deficiencies in food, household supplies, facility maintenance and recreation activities, despite large subsidies by the state. After repeated complaints by family members and staff, a state investigation was launched but the president and executive director of the corporation that ran the facility stonewalled it and did not permit investigators to visit the premises. The day in 11/92 that a subpoena to admit investigators to the premises was finally to take effect, the executive director and president padlocked the doors after the residents had gone to their day programs and fled to North Carolina, leaving the residents stranded. It then turned out that the executive director had a criminal record, was using a false name and social security number, and had concealed that he was married to the president. The board was a sham, and the couple had diverted about \$510,000 into their own pocket, using a crooked accountant to disguise their theft (Quality of Care, 7&8/94).

*At one of the state juvenile detention centers in NY State, the time-out room was used by staff to beat up unruly youths (SHJ, 5 Jan. 95). Sounds more like a "time-be-no-more" room to us.

*In Puerto Rico, eight juvenile detention centers with 900 boys and girls were found to be so bad that some of the children were forced to drink out of toilets (AP in SHJ, 12 Aug. 94).

*The oldest state institution for retarded people in the US still on the same campus, now called the Syracuse Developmental Center in Syracuse, NY, is supposed to be phased out and closed. Immediately it was proposed that it be converted into a nursing home for veterans. Interestingly, the local newspaper said that it was an "archaic notion to warehouse people with disabilities," but wholeheartedly endorsed the idea of warehousing debilitated veterans at the facility (SHJ, 22/2/93).

*In Fall 1991, we heard of an effort to identify where all the retarded people were who had been deinstitutionalized in consequence of a so-called consent decree between the state of Massachusetts and plaintiffs on behalf of institutionalized people. A number of people who had been deinstitutionalized could not be found in this follow-up, and were then referred to as "lost class members." (Sounds like the "lost" tribes of Israel.) It turned out that one of these lost class members was working as a custodian right at the very institution where he had once been an inmate, even though the state could not find him, and the only way he was identified was by the coincidence that a secretary happened to have known him, and knew where he was.

*A 75-year-old patient in a French hospital disappeared without a trace. The hospital informed the family that the man must have voluntarily absconded. Three days later, his body was found in one of the hospital toilets (DPA in AW, 5 Nov. 94).

*Out of a combination of individual program and service planning, the processes of applying the PASS and PASSING instruments, and the Model Coherency construct, have come all sorts of specific schemata for individual planning, personal futures planning, etc., together with workshops on how to do such planning. An observer commented with amusement that there are services that cannot even manage to have their clients' fingernails cleaned today, but that are sending their workers to these individual futures planning workshops to plan decades of the clients' lives. The interpretation that we have given for many years to these sorts of things is "Where nothing works, nothing works," meaning that in an environment where it seems impossible to get anything good done, one cannot expect that any other or new thing--assuming that it is good--will get done either.

*Cheryl McNeil drew our attention to a new threat in human service circles. When somebody does not behave as expected, the person may be told, "you need a behavior plan."

*The imperial powers have never liked volunteerism, and have always tried to undermine or at least control it. One strategy has been to develop forms of "paid volunteerism," and these forms appear to be increasing, with the US federal government instituting all sorts of volunteer programs in which the "volunteers" get paid, sometimes as much as the minimum wage. Beyond that, some of these programs have so much bureaucracy behind them that it actually cost \$20,000 to field a single "volunteer" (Newsweek, 9 Aug. 93).

*The county in which Syracuse is located has a program in which "medically stable patients can direct their own care," meaning that such persons can hire their own home care aides, which gives them greater control over who their aides are and what these aides do. Otherwise, the aides are hired, sent out, and controlled by the agencies. The program had been in effect less than one year when at least one horror story emerged. A man with multiple sclerosis who needed personal care every day and gets around in a wheelchair was fortunate enough to be befriended by one of his aides, who invited him to share her home rather than see him enter a nursing home. When he took her up on this offer, the county promptly interpreted this as his selecting this aide, assumed that this aide would now take care of him free of charge for almost 40 hours a week, and cut his assigned hours of help (SHA, 14 Aug. 1994). To us, this was more evidence of imperial hostility to freely-given, informal, and normative living arrangements for devalued people, disincentives against these, and of imperial attempts to on the one hand co-opt them (by making his now friend and housemate a formal server once again), and to sabotage them (by adding more responsibilities for this man's care than his friend had bargained for).

How hostile the empire is to normative, informal relationships, especially between servers and served, is also illustrated by the fact that one of this man's aides lost his job for having taken the man Christmas shopping and stopping for lunch while they were out getting him a haircut. The trip for the haircut was permitted, but not spontaneously deciding to do some Christmas shopping and grab a bite to eat together.

*After the reunification of Germany in 1990, it was discovered that residential settings for handicapped people in East Germany had been of atrocious quality. When these facilities were forced to retreat from their prison-like identity (with metal grilles and other such provisions), the workers did not know how to handle the new situation and began to crack. Some of them began to institute straitjackets and other restraints instead.

*Altman, B. M., & Cunningham, P. J. (1993). Dynamic process of movement in residential settings. American Journal on Mental Retardation, 98, 304-316. A national sample of US residential settings for the mentally retarded found that almost 16% of all individuals who had spent some time in such a residential facility during the year 1987 underwent at least one move into another living arrangement during the same year. About 20% of those who moved once were moved a second time that year, and 16% were moved three or more times. The majority of moves were between facilities of the same kind. Perhaps surprisingly, 28% of the moves were to more restrictive settings.

*In US high schools, children spend less than half as much time on core academic subjects than children in other major developed countries, as other subjects have gobbled up increasing chunks of time. This has been called a "dumbing down" of the curriculum (Newsweek, 16/5/94).

From the Shrink & Mental World--& Which Might as Well be Under Atrocities & Calamities

*We are very pleased to report that Newsweek (like us) has also begun to refer to psychiatry and mental health as "shrinkery." It headed a chart on the growth of private "psychiatric hospitals" with a title, "shrinkage growth" (Newsweek, 4 Nov. 91).

*The entire Spring 1993 issue of Disabilities Studies Quarterly was devoted to a review of scores of publications of all kinds that deconstructed the validity of the psychiatric and mental health

service paradigm, including with many perspectives from people who have been its clients/victims.

*The 1992 book, The Selling of DSM: The Rhetoric of Science in Psychiatry book claims that in essence, the Diagnostic and Statistical Manual of Mental Disorders (DSM) of the American Psychiatric Association is a fraud perpetrated to aggrandize psychiatry by medicalizing mental conditions, and to increase psychiatry's power among the mental profession. It also claims that the alleged improvements in the reliability of different diagnostic categories are largely untrue, or minor. Also, the book points out that the manuals keep getting revised in rapid order, and that this serves two purposes: one is that the sales of the manual are vastly profitable to its publisher, and frequent revisions make for planned obsolescence; and that by constantly revising the manual, its syndromes are made into moving targets so that criticisms can always be trivialized with a claim that the next improved revision is right around the corner. We suspect that there is much truth in all this.

*There is a new kind of physical restraint used in services, such as mental ones, that has the euphemistic name "calming blanket."

*In 9/94, the Commission on Quality of Care for the Mentally Disabled of NY State issued two reports on the use of restraints and seclusion in state psychiatric facilities. One report found that restraints and seclusion had increased dramatically over the previous decade and had been associated with over 100 patient deaths. It also found what had actually been known for hundreds of years, namely, that the amount of restraint and seclusion used had less to do with the characteristics of the inmates than it did with the treatment philosophy of the senior staff of a facility, and that living units with better living conditions and more activities were less likely to use restraints. The second report was based on one of the largest surveys of the opinions of previous inmates of psychiatric facilities. The respondents reported that when they were restrained or secluded, this was commonly contrary to state law and policy; and that while restrained or secluded, they were often poorly treated, abused or injured.

The Commission concluded that restraints and seclusion were indeed used as punishment or for staff convenience at some facilities.

*According to one estimate, an inmate in a Canadian mental institution will, over the course of his/her stay, get about 1.2 minutes of contact with a psychiatrist per week (Globe & Mail, 21/4/89; source item from Don Weitz).

*In 1993, it became public that for 25 years, two yacht clubs have been operating rent-free and tax-free on the grounds of the Kings Park Psychiatric Center on Long Island in New York State, one of these clubs being open only to employees of the institution (AP in SHJ, 8 Oct. 93).

*For several years during the late 1980s, two inmates in the central New York Psychiatric Center (a so-called forensic facility) in Marcy, NY, more or less took over control over a sector of the facility with many residents through a regime of economic manipulations, extortion, and physical and sexual assaults. For several years, the administration reacted passively to this, and resisted the uncovering of the truth. This sort of thing has of course been quite common in the history of institutions and prisons, and probably always will be.

*A whole series of scandals involving private psychiatric care facilities in Texas (some of them part of national chains), and having to do with improperly roping people into treatment and then dropping them when their insurance coverage ran out, were triggered in 1991 and resulted in a series of legal settlements, amounting to many millions of dollars, between these facilities and the state. The episode was a serious blow not only to mental health services in Texas but also to psychiatry and psychology there (APA Monitor, 4/93).

*Over a two-year period, 570 people committed to 5 mental institutions in the New York City area by the police or the courts because they were dangerous to themselves or others managed to flee

from these supposedly secure facilities (SHJ, 6 Dec. 94).

*While we are familiar with refuge homes for battered women, a new development in Europe is safe houses for people who have run away from mental facilities in order to escape drugs, electroshocks, confinement and humiliation. Also, people who are mentally vulnerable are advised to write "psychiatric wills," in which they specify how they do or do not want to be treated if they should be committed. These are called "Ulysses contracts" because in the *Odyssey*, Ulysses told his men what (not) to do if he lost his senses in response to the Sirens' song. The problem is that once a person is interpreted as psychotic and put into a mental institution, that person's statements at that time as to what he or she does or does not want to be subjected to will not be taken very seriously, while a statement made while a person was still of presumably sound mind is apt to carry more weight (Asylum, Spring 94).

*There is such a thing as a National Depressive and Manic Depressive Association in the US, with local chapters.

*Organizations of victims of psychiatric oppression sometimes go to certain extremes of which we do not approve. One of these is the reinterpretation of the experience of auditory hallucinations as "hearing voices." In the Netherlands, there even took place a conference in 1993 entitled "Conference for Children Who Hear Voices." In Britain, there is a National Hearing Voices Network that at least since 1992 has been giving conferences entitled "Hearing Voices Conferences." One of its publications speaks about "hearing and accepting voices." All of this depreciates the unhealthy significance of auditory hallucinations, and puts them in about the same category as having a strong urge to go to square dances.

Similarly, we do not approve use of the term "Eating Distress" to refer to serious eating disorders such as bulimia and anorexia nervosa.

We also do not approve of the opinion encountered in some of the above circles that adapting oneself to existing circumstances is inherently and always an objectionable thing, and that the environment must always adapt itself to the person (e.g., Asylum, Spring 94).

An antipsychiatry psychiatrist and intellectual much better known in France than elsewhere, Frantz Fanon, has claimed that the origins of mental disorder are located in social injustice and inequality. This is rather absurd when one considers how obvious it is that chaotic parenting all by itself can scramble a child's mind for life (Asylum, Spring 94).

*Strangely enough, Minnesota has become the state to which have flocked an estimated 40,000 people (1% of its population) seeking or making some kind of "recovery" from drug addiction, alcohol or mental problems. Some people have called the state the "land of 10,000 treatment centers," in allusion to its promotional slogan of "Land of 10,000 Lakes." The state crawls with outpatient programs, inpatient programs, halfway houses, detox centers, extended care facilities, and uncountable 12-step programs and meetings. People currently or formerly "in recovery" have their own coffee shops, dry bars, strip joints, newspapers, motorcycle clubs and even high schools and a softball league with 33 teams. Most of this started with the peak of the cocaine epidemic in the Eastern US in the early 1980s, with about half of the people coming for treatment staying on. This subculture is even developing its own jargon, such as calling non-addicted people "normies" (Newsweek, 25/7/94).

*We continue to get a steady stream of news clippings about members of fire departments setting fires. One way in which compulsive arsonists act out their compulsion is by joining voluntary fire departments.

*A 14-year-old girl stabbed a 16-year-old boy 23 times for disputed reasons, and was only sentenced to 5 years of "therapy" because she allegedly had a personality disorder (AP in SHA. 5 Dec. 93).

Columnist Donald Kaul said (in SHJ, 30/11/93) that "therapy for thugs" is no answer because

(a) there are not enough therapists around for all the thugs, and (b) half are quacks.

*After it was discovered that certain kinds of commuter airplanes were not safe when flown in icy weather, several pilots refused to fly under such conditions. In response, their airline company required that they undergo counseling (SHJ, 30/11/94).

*On the grounds of a mental institution in Pueblo, Colorado, an unmarked and forgotten cemetery was discovered which apparently had been used between roughly 1879 and 1915 to bury 132 patients. This is a great mystery insofar as the institutional records asserted that unclaimed bodies had been buried somewhere else, in a paupers' section of a Pueblo cemetery. If there was foul play in the death of these former inmates, we may never find out (Insight, 1/93; source item from Marcia Tewell).

*A workers' compensation court case revolved around whether a worker's loss of ability to work was due to the stress of his job, or preexisting personal problems. The man's last employer was able to show that this worker had endured the following problems during the previous 13 years: three divorces, two auto accidents that resulted in chronic back pain and ruptured vertebral discs, asthmatic bronchitis and allergies, arthritis, hypertension, headaches, facial swelling, obesity, nosebleeds, dermatitis, breast enlargement and a sexual dysfunction (SHJ, 5 Nov. 91).

*In connection with the observance of the 50th anniversary of the liberation of the Auschwitz concentration camp, various writers noted that 20% of the survivors displayed "behavior that requires therapy, such as insomnia, depression and problems with intimacy and attention spans" (AP in SHJ, 23/1/95). This is actually splendid news insofar as almost all the American shrink leaders claim that at least a third of Americans should be in therapy. Perhaps they should instead be sent to Auschwitz, so that if they survive, only 20% will still have mental problems calling for therapy.

*In Germany, a Jewish psychologist started a support group for children of leaders of the Nazi era. Most of them are fairly disturbed people, and some claim that they did not really know what their parents had done until quite recently (CBS-TV "60 Minutes," 14/4/91).

*An acquaintance told us in 1992 that he had been visiting mental health residential centers with units for retarded people that looked as bad as things did in the 1960s.

*Psychoanalyst Jeffrey Masson, who has been much in the news lately, admitted to having had sex with somewhere between 700 and 1,300 women. Apparently, after a few hundred, one loses count. Another possibility is that many of these women had multiple personalities, and if one has had sex with only a few of them, one has had sex with thousands (Time, 7 June 93).

*A mother of a mentally disordered person said, "I shall never forget the day when these psychiatrists listened in stunned silence to the reading of the letters received from family members of the mentally ill. The visible effects of those letters on the committee members provided a rare moment of communion with me and a better understanding of my experiences and those of other families." She was talking about members of the Group For the Advancement of Psychiatry. Even though this body is more progressive than its peers, being exposed to the candid perspectives of family members of people under their care was a novel experience to them (Family Affair, 1986, by the Group For The Advancement of Psychiatry).

*A woman who coordinates services to a deaf-blind retarded youngster told us that despite the child's many behavioral problems, she always tries to minimize the involvement of psychiatrists "due to the havoc they bring along with them."

Promising or Positive Human Service News

*To paraphrase a statement from the 1993 charter of the l'Arche Federation, "knowledge, power and action lose their meaning and purpose" without "essential values of the heart, such as welcome, spontaneity, wonderment and directness--all qualities found among a lot of mentally retarded people."

*A girl with Down's syndrome is the top reader in her regular fourth grade in Concord, MA. Her parents started reading to her when she was a baby, and a few years later, she would sit still and listen to stories being read to her for an hour at a time. By five, she was reading on her own (Smithsonian, 2/95).

*After the Doman-Delacato method of "patterning" the motor behavior of handicapped people had been given such a bad press for decades, it now has emerged that patterning does, in fact, work under certain conditions. For instance, cats with severed spinal cords have been retaught to walk by being forced to locomote on treadmills, apparently thereby retraining local nerves to function without the brain's control. Thus, we may see the re-emergence of patterning research with humans (Science, 9 Oct. 92).

*The Association for Community Living in Winnipeg has a lending library of all sorts of augmentative communication equipment, and related technical support. This allows people to experiment with many different approaches to communication without having to make a large investment in equipment, and gives some people the option of upgrading the equipment they already have. (Source information from David Wetherow.) This certainly beats the single-pathway approaches that are now so popular, including "facilitated communication."

*Considering that there have been untold numbers of commercial weight loss programs, it was only in 1992 that one of these (OPTIFAST, marketed by Sandoz Nutrition Corporation) was first scientifically evaluated. It was found to be effective, but researchers warned that almost all chronically obese people must remain on some sort of systematic program for life, similar to persons who have diabetes.

*Some nursing homes have begun to make some of their meeting rooms available for community organizations. This is meant to both attract people to the nursing home who otherwise would never go to it, and contribute to good public relations.

*A participant at a recent series of Training Institute workshops, and a long-time faithful reader of TIPS (Jacqueline Mincey-Cone), sent us some very thoughtful reflections after the workshops. We have excerpted some of them below, because we thought they would be instructive for TIPS readers.

"Take or feed nothing to your soul but the truth.

"The truth is whatever the truth is! Do not be misled or fooled by language that misrepresents the truth.

"Truth is pure... It is what's right.

"Stand up for truth to the times. Listen above, around, underneath what you hear.

"It is living the truth that salvages your heart, soul, and mind from being dead on earth. The journey for truth works out your soul's salvation.

"It's incredible how easy it is to separate what you know to be true and right from 9 a.m. - 5 p.m.!

"...It is important to know that you can be free even while victimized by people, laws, rules, opportunities, etc. ...You can be free and imprisoned!

"...Personal freedom is not monetarily rewarded.

"As human service workers we are not free because we deny ourselves the truth."

TIPS Editorial Policy. TIPS was begun in 1981, & comes out in six, or fewer but combined, issues per year. Combined issues of TIPS, such as a double or triple issue, contain two or three times the usual amount of copy. This allows some topics to be treated in depth, & saves on postage costs. TIPS contains articles, news, insights, reviews & viewpoints that relate to the interests & mission of the Training Institute. At the present, this mission has to do with reading "the signs of the times," & interpreting their meaning for human services. This necessitates that TIPS address some of the larger issues which affect our society & the ways in which decisions are made in it, because these higher-order phenomena will eventually express themselves in human services in various ways, including in human service values, funding & practices. Usually, each TIPS issue focuses primarily on one major theme. Examples from the past have been Crazeology; Deathmaking; Human Service News; Poverty & the Poor; Social Advocacy; Social Role Valorization; War & Peace; Crime, Punishment & Prisons; & Homelessness. TIPS addresses relevant developments whenever & wherever they occur, so disclosures of adaptive or horrific developments promoted by a particular political party or government should not be taken as partisan political statements. We assume that subscribers are people who lead hard lives struggling against great odds, & are aware of many shortcomings in human services. Thus, we try to inject levity into TIPS so as to make subscribers' lives more bearable (or less unbearable, as the case may be), even if not deliriously joyful. In fact, the "signs of the times" tend to be depressing, & thus much TIPS content is in need of levitation. TIPS tries to report developments truthfully, but since it gets many items from other sources, it cannot be responsible for errors contained in original sources. In order to save space, published sources for items are abbreviated when cited--just enough to help us recover the full citation if a reader requests it. Items that are not attributed to other sources or writers are to be considered authored by the publisher/editor of this newsletter. Anyone wishing to reproduce items from TIPS should contact the TI Training Coordinator for permission & terms.

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