

Resources and Acknowledgments



STEPS

to Success with Your Homecare Worker

This publication was made possible through the joint efforts of

- **The Oregon State Independent Living Council (SILC)**
- **The Oregon Home Care Commission (HCC)**
- **SEIU Local 503.**



**If you have a disability and need this Handbook in an alternate format, please call 1-877-277-0513 and ask for the STEPS Project Staff
orsteps.org**

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Knowledge is power! This 'Resource' section is here to give you information, web-links and contact points for many topics seniors and people with disabilities often ask about. The 'Acknowledgements' section is to recognize those who have contributed to the development of the STEPS Training.

NOTE: Just because a business, agency, or organization is listed in this section does not mean we guarantee their work or products. In addition, this listing does not mean the State Independent Living Council (SILC), Oregon Home Care Commission (OHCC), Seniors and People with Disabilities (SPD), Area Agencies on Aging (AAA), Department of Human Services (DHS) or Service Employees International Union (SEIU), Local 503, OPEU approves of everything they do or produce.

Acknowledgments

The Oregon State Independent Living Council (SILC) developed the STEPS training materials using information from public documents and a variety of other sources. We thank all the agencies that gave us permission to use their materials. A very special thanks goes to the Oregon Department of Human Services, Seniors and Persons with Disabilities Division for allowing us to include their "Employer's Guide."

Our sincerest thanks to the Oregon Centers for Independent Living (CILs) and the more than twenty consumers they surveyed in helping choose the most important information to include in this handbook.

Tremendous appreciation goes to the STEPS Advisory Committee for their excellent feedback and guidance:

- ❖ Sandy Abrams, Northwest Senior and Disability Services
- ❖ Leslie Houston, Home Care Commission Training Manager
- ❖ Lee Meyers, Homecare Workers Representative
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- ❖ Mike Volpe, Disability Representative
- ❖ John Dotson, STEPS Trainer
- ❖ Kirt Toombs, Executive Director at EOCIL

Thanks also goes to two individuals who were key in making sure this collaboration moved forward with integrity, a mutual sharing of ideas and a common vision:

- ❖ Scott Lay - Chair, Oregon Home Care Commission
- ❖ Cheryl Sanders – Executive Director, Oregon Home Care Commission

Additional thanks to Sharon without whom this project would not have had such a timely start:

- ❖ Sharon Miller – Former Executive Director, Oregon Home Care Commission

Many thanks to those who have traveled this path before us for the great ideas we gathered from reading your materials and talking with some of your developers:

Effective Supervision and Communication: A Companion Manual for Employers Participating in Online Supervisory Training.
Referral and Workforce Resource Center, Olympia, WA

Finding and Keeping an Attendant.
Center for Independence, Lakewood, WA

How to Hire and Keep Good Staff: A Resource for Employers.
Referral and Workforce Resource Center, Olympia, WA

Independent Choices Program Manual.
Division of Aging and Adult Services, Little Rock, AR

Kansas Personal Assistance Supports and Services (K-PASS) Self-Direction Toolkit: A Comprehensive Guide to Assist Individuals in Self-Direction.
Kansas University Center on Developmental Disabilities, University of Kansas, Lawrence, KS

Managing Support Relationships: Working With People Who Assist You.
National Center on Self-Determination, Oregon Institute on Disability and Development, Portland, OR

Personal Care Attendant Services: A Handbook for Accessing and Using Personal Care Attendant Services.
Alabama Council for Developmental Disabilities, Easter Seals of Central Alabama, Montgomery, AL

Smoothing Out the Edges: A Manual on Attendant Management.
Center for Independent Living, Berkeley, CA

Working Together: A Consumer's Guide to Attendant Management.
Access to Independence, Madison, WI

Avoiding Attendants from HELL: A Practical Guide to Finding, Hiring and Keeping Personal Care Attendants.
Chesterfield, MO.

Consumer-Directed Model Training Manual. Partners for Inclusive Communities.
University of Arkansas

Consumer-Directed Personal Assistant Services Training Manual.
Indiana

Employing, Supervising and Retaining Your Personal Assistant: An Orientation Workshop for People with Disabilities.
Paraprofessional Healthcare Institute, Bronx, NY

Individual Providers: A Guide To Employing Individual Providers Under Participant Direction.
Center for Medicare and Medicaid (CMS)

Managing Your Personal Assistance Services: Handbook for Consumers.
Consumers in Action for Personal Assistance, San Francisco, CA

Self-Direction Training Modules.
Consumer Direction for People with Disabilities in Virginia

STEPS TRAINING PROJECT INTRODUCTION

This training project was developed as a natural partnership among the:

- ❖ State Independent Living Council (SILC)
- ❖ Oregon Home Care Commission (HCC or OHCC)
- ❖ Service Employees International Union (SEIU, Homecare Workers' union), and the
- ❖ Centers for Independent Living (CIL)

The Oregon State Independent Living Council (SILC):

- ❖ Promotes choice, equal access, and full inclusion of people with disabilities of all ages.
- ❖ Advises on Independent Living issues in Oregon.
- ❖ Identifies Independent Living services needs in the State of Oregon.
- ❖ Surveys consumer satisfaction with existing services.
- ❖ ...And much more!

The Oregon Home Care Commission (HCC or OHCC):

- ❖ Ensures the quality of in-home services that are funded by the Department of Human Services for seniors and people with disabilities.
- ❖ Establishes minimum qualifications of homecare workers.
- ❖ Creates and maintains an internet-based Registry and Referral Service of homecare workers.
- ❖ Provides training for homecare workers and their consumer-employers.
- ❖ Serves as the "employer of record" for purposes of collective bargaining for homecare workers whose pay comes from public funds.
- ❖ Processes workers' compensation claims for homecare workers.

Service Employees International Union (SEIU):

- ❖ Represents homecare workers in Oregon.
- ❖ Actively partners and advocates to fund STEPS training and the Home Care Commission's training program
- ❖ Administers health insurance coverage through Homecare Union Benefits Board (HUBB).
- ❖ Lobbies the legislature for funding, protection of the in-home services program, and gives input on ballot measures that would affect funding for the program. Consumer-employers have a standing invitation to participate in SEIU lobby efforts and are supported in their participation.

Centers for Independent Living (CILs):

- ❖ Centers for Independent Living are organizations run by people with disabilities, for people with disabilities.
- ❖ The mission of each CIL is to help people with disabilities to live as independently as possible in communities that understand and value their contributions.
- ❖ CILs provide four core services:
 - ◆ Information & referral
 - ◆ Advocacy
 - ◆ Independent Living skills development
 - ◆ Peer counseling
- ❖ Other services are provided by CILs based on individual needs of the community and their consumers.
- ❖ CIL services move people away from dependence and toward independence.

OREGON HOME CARE COMMISSION

In 2000, the citizens of Oregon voted to amend the State Constitution to create the Oregon Home Care Commission (OHCC). The Commission strives to ensure the quality of in-home, home care services funded by the Department of Human Services for seniors and people with disabilities.

The Oregon Home Care Commission (OHCC) makes sure the quality of in-home services is high. They do this by:

- Setting minimum qualifications for homecare workers (HCWs);
- Providing training for homecare workers and seniors and people with physical disabilities who use homecare workers; and
- Creating and maintaining a registry of homecare workers qualified to provide routine, emergency and respite services.

If you would like more information about the ballot measure that created the Oregon Home Care Commission go to:

<http://www.sos.state.or.us/elections/irr/2000/104text.pdf>

Registry and Referral System

The OHCC Registry and Referral System (RRS) was created through the OHCC as noted above and an agreement with the Service Employees International Union (SEIU), Local 503 OPEU and the State of Oregon, Department of Human Services (DHS), through Seniors and People with Disabilities (SPD).

It is an internet-based system which can be used any time, day or night. The RRS is used by consumer-employers, their representatives, and SPD and Area Agency on Aging (AAA) staff to:

- Find qualified HCWs
- Identify matches between consumer-employers and qualified HCWs who are willing to provide the needed services in the geographic area of the consumer-employer
- Provide emergency and respite referrals

The web address for the Registry and Referral System must be fully typed into the address field of your internet browser. The address is:

<https://www.or-hcc.org>

Qualified Homecare Worker

Homecare workers who want to work for consumer-employers needing in-home services must apply at one of the SPD or AAA local offices located

throughout the state. Contact information for these offices is located on page 20 of this Resources and Acknowledgements handout.

To be listed in the Registry and Referral System homecare workers must meet Oregon's qualifications shown in the Oregon Administrative Rules, Chapter 411, Division 031 online at:

http://www.dhs.state.or.us/policy/spd/rules/411_031.pdf

They must also meet the Oregon Home Care Commission's minimum qualifications for HCWs. These include:

- Submit an application to a local SPD/AAA office.
- Pass a criminal history background check and cooperate when a request is made to do periodic criminal history background rechecks.
- Complete a HCW orientation.
- Ability to provide or learn the necessary skills.
- Be at least 18 years of age (no exceptions)
- Willing to provide documentation and/or references to possible employers upon request. This information should include the HCW's:
 - ◆ Qualifications
 - ◆ Skills (including language skills)
 - ◆ Experience
 - ◆ Any job-related limitations

Homecare Worker Referral Information

After a person has met the minimum qualifications listed above to become a homecare worker (HCW), their HCW information is entered into the registry. The information is used to find matches between potential consumer-employers and HCWs. HCW information on the RRS includes:

- Languages spoken and written
- Gender
- Days and times they are available for work
- Services they are willing and able to provide
- Cities or areas where they are willing to provide services

Employer Referral Information

Consumer-employers (or their representatives) enter service need and other identifying information into the registry to get a list of homecare workers with the skills needed to meet their service needs. The results of a search are not saved but the consumer-employer may elect to save their profile by creating a User ID. This makes any future searches faster. Consumer-employers are not required to save their profiles. Consumer-employer information includes:

- Language(s) spoken
- Gender
- Days and times services are needed
- Types of services needed
- The city or area where the services are needed

Registry and Referral System Matching

After the consumer-employer enters their service needs into the registry, the computer system searches for HCWs with qualifications to meet those needs. When the consumer-employer gets a list of possible HCWs, they are responsible for calling, interviewing and hiring the HCW who can best meet their needs. The consumer-employer's case manager has the final approval of what services may be paid for through Medicaid or Oregon Project Independence.

OREGON HOME CARE COMMISSION TRAINING OPPORTUNITIES FOR HOMECARE WORKERS

The Oregon Home Care Commission offers training for homecare workers, consumer-employers are welcome to attend these trainings. The trainings are a part of the agreement that was developed when the OHCC was established (as noted above).

The OHCC training schedule is included in a newsletter that is sent to all working homecare workers each month. If you want to see the schedule, you may ask your homecare worker to share the information with you or call the OHCC and ask for the newsletter to be sent to you.

The OHCC may pay homecare workers who are currently working to attend these trainings. Here is an explanation about these payments:

1. Homecare workers are only paid to attend trainings sponsored by the OHCC.
2. Travel time and expenses are not reimbursed.
3. HCWs must have an active provider number and must have been working authorized hours within any of the three months before the training, or during the month of the training.
4. HCWs are expected to pre-register for training. The OHCC has a toll-free training registration phone number: 1-877-867-0077.
5. Payment is only for classroom time.
6. HCWs who work hourly are paid the current hourly rate. HCWs working as a live-in at the time of training may receive both the live-in pay and \$6.00 an hour for the time at training
7. Pay will be prorated if a worker does not attend the entire class, it will not be considered complete nor will it be listed on the registry.
8. Training pay is not paid through the regular voucher system, the homecare worker is paid at no cost to consumer-employers
9. A HCW may be paid from only one source to attend training. In other words, if a HCW turns in a voucher for work hours during the time she is with the consumer-employer at the training, the homecare worker will not receive training pay (except for live-ins as noted above in #6).

If you want to attend one of the homecare worker trainings, please register in advance by calling 1-877-867-0077.

We hope that homecare workers are able to go to training on their time off or to adjust their schedules with consumer-employers to allow them to attend. HCWs should work with their employers and the case managers to arrange for relief HCWs if they wish to attend training during a time they are needed to work.

You will find a summary of the trainings offered to homecare workers by the Oregon Home Care Commission on the following page.

HOME CARE COMMISSION - Course Descriptions

Bathing and Grooming	Skills in personal care activities of bathing, shaving, skin care and grooming using person-centered values and techniques.
Blindness and Low Vision	Understanding low vision and vision loss; resources and adaptive equipment for the home.
Working with Challenging Behaviors	Defining challenging behaviors; communication tips and interpersonal skills
Dementia and Alzheimer's	Tips for daily care, tools for understanding behaviors, and information on treatments and research.
Diabetes By the Numbers	Affects and warning signs of diabetes; meal planning and portion control; monitoring
Fighting Fraud and Abuse	Recognizing and reporting Medicare fraud; recognizing and reporting abuse and neglect of vulnerable adults.
Grief and Loss	Process of grief, myths and realities of grief and loss; practical issues of provider grief
Keeping It Professional	Maintaining professional boundaries; recordkeeping and principles of confidentiality
Protecting Against Sprains and Strains	Basics of good body mechanics and work practices; how to avoid and/or prevent injuries
Preventing Disease Transmission	Best practices in housekeeping and caregiving to prevent the spread of disease
Respiratory Care: Oxygen to Ventilators	Understanding end-stage respiratory diseases, and basics on the use of oxygen, nebulizers, & ventilators.
Substance Abuse Awareness	Common drugs and their affects, resources for treatment and a review of the Home Care Commission policy on maintaining a drug-free workplace.
Stress Management and Relaxation Techniques	Understanding stress and its affects; techniques for coping with provider stress
Taking Responsibility in Personal Safety	Preventing injuries from slips and trips, preparing for emergencies, and safe driving tips
Working Together	Communication between employers and workers about the task list, interviewing techniques, and person-directed values

If you're interested ask about "MoneyWise" – a class on personal money management that covers goal setting, budgeting, saving tips, and resources. Although homecare workers may not assist with financial management, consumer-employers are welcome to attend this class.

HEMOCARE WORKERS ARE UNION REPRESENTED EMPLOYEES

Consumer-Employers - Union Employees Making Quality Jobs a Part of Quality Care

Oregon was one of the first states to get money from Medicaid for in-home care services in 1981. This allowed seniors and people with disabilities to get care in their own homes rather than go live in nursing homes or more restrictive settings. Even though that system became a popular choice, there was one important problem.

People who use in-home services have always been the "employer" in the in-home services program, but have had little, if any, control over:

- how their employee was paid
- what training was offered to the homecare worker
- whether the employee got benefits such as health care coverage

As a result, consumer-employers have struggled with shortages of qualified homecare workers, high turnover, and difficulty recruiting someone they could depend on. These problems had a big effect on their quality of care and ability to live independently.

In 1995, it was the homecare workers themselves who began to contact the union (SEIU Local 503) because they were concerned about how they, and their consumer-employers, were suffering because of those problems. The homecare workers were concerned about:

1. Low pay – and not getting paid on time
2. No health care coverage or workers' compensation insurance to cover on-the-job injuries
3. No tax withholding from their checks – workers had to try to come up with what they owed in taxes at the end of the year
4. No training for them as homecare workers and no training for the consumer-employers to help them both understand their 'employer' and 'employee' roles.

In 2000, SEIU Local 503, OPEU homecare workers, consumers and many advocacy groups for seniors and people with disabilities sponsored Ballot Measure 99 to create the Oregon Home Care Commission. Voters in every county in Oregon passed this amendment to the state constitution. The majority of the members of the Oregon Home Care Commission are consumer-employers, and it is their responsibility to oversee the quality of homecare services. The Commission has the authority to keep track of issues that affect the quality of in-home services.

Homecare workers were given the right to collectively bargain with the Oregon Home Care Commission and together they:

1. Have improved wages and the process for getting paid on time
2. Provided health care and workers compensation insurance coverage to homecare workers
3. Arranged for Federal and State taxes to be withheld
4. Established a funded training program for workers and consumer-employers

Doing these things has lowered the turnover rate of homecare workers and made it easier for consumer-employers to attract qualified workers.

What does it mean to a consumer-employer to have a homecare worker who belongs to the union?

5. Consumer-employers keep the right to choose their own homecare workers. They make their own hiring and firing decisions.
6. Homecare workers are not allowed to go on strike. If the union can't reach a collective bargaining agreement, they ask an independent third-party arbitrator to help reach an agreement.
7. Health insurance is administered through the Home Care Union Benefits Board (HUBB).
8. Workers compensation claims are taken care of by the Oregon Home Care Commission.
9. The Oregon Home Care Commission handles any grievances (contract violations).

10. The homecare workers union lobbies the state legislature for funding to protect the homecare program. They also give their opinions on ballot measures that would affect funding for the homecare program. Consumers are welcome to join with the union in their lobbying efforts.
11. Homecare workers petition the Oregon Home Care Commission and policy makers to make or change rules that impact the quality of services to the homecare program.

Resources:

Visit our web site for up-to-date information about SEIU Local 503, the Homecare Workers Union. You'll find Information about many topics that affect consumer-employers and homecare workers.

<http://www.seiu503.org/homecare/index.cfm>

<http://www.opecuseiu.org/Homecare/AdvocatingforWorkHours.pdf>





WHAT IS THE SILC?

“SILC” stands for State Independent Living Council. The SILC was established by Executive Order of the Governor. The Council is made up of up to twenty-one voting members, and most are people with disabilities. The Council members are current or past consumers of Independent Living (I.L.) services, representatives of Centers for Independent Living (CILs), private business representatives, other persons with disabilities, as well as parents, guardians and advocates of and for individuals with disabilities. The SILC also has a non-voting member from the Oregon Commission for the Blind (OCB) and the Office of Vocational Rehabilitation Services (OVRS).

The SILC:

- Advises on Independent Living issues in Oregon, including reviewing and commenting on policies
- Identifies Independent Living service needs in the State of Oregon
- Monitors the implementation of the State Plan for Independent Living
- Coordinates information with other disability organizations
- Conducts surveys of consumers to see how satisfied they are with the services they are getting

The SILC believes that disability is a natural part of the human experience. People with disabilities have the right to live independently, make their own choices, contribute to society, have a meaningful career, and be included in the economic, political, social, cultural, and educational mainstream of American society.

WHAT IS THE SILC's MISSION?

The Mission of the SILC is to promote choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon.

SILC members work as individuals, as a Council, through partnerships with Centers for Independent Living and other agencies, and through its committees to further the SILC Mission.

What Is Independent Living?

Independent Living means that people with disabilities have the chance to make decisions about their lives and take part in activities they choose. People are truly living independently when they have the chance and the ability to direct and personalize services to meet their own needs. Nationally, the Independent Living movement is a key part of disability advocacy. Most states have several Centers for Independent Living, which provide needed services for persons with disabilities.

What is a Center for Independent Living?

Centers for Independent Living are agencies run **by** people with disabilities, **for** people with disabilities. The mission of each CIL is to help people with disabilities live as they choose, as much as possible, in communities that understand and value their contributions.

CILs provide four core services:

- 1) information & referral
- 2) advocacy (both individual and systems advocacy)
- 3) Independent Living skills development
- 4) peer counseling

Other services are provided by CILs based on individual needs of their communities and their consumers. CIL services move people away from depending on others and toward independence.

HOW DO I FIND OUT MORE ABOUT INDEPENDENT LIVING IN OREGON?

Contact the CIL closest to you, or call or write to the Oregon SILC:

500 Summer St NE E-87, Salem, Oregon 97301

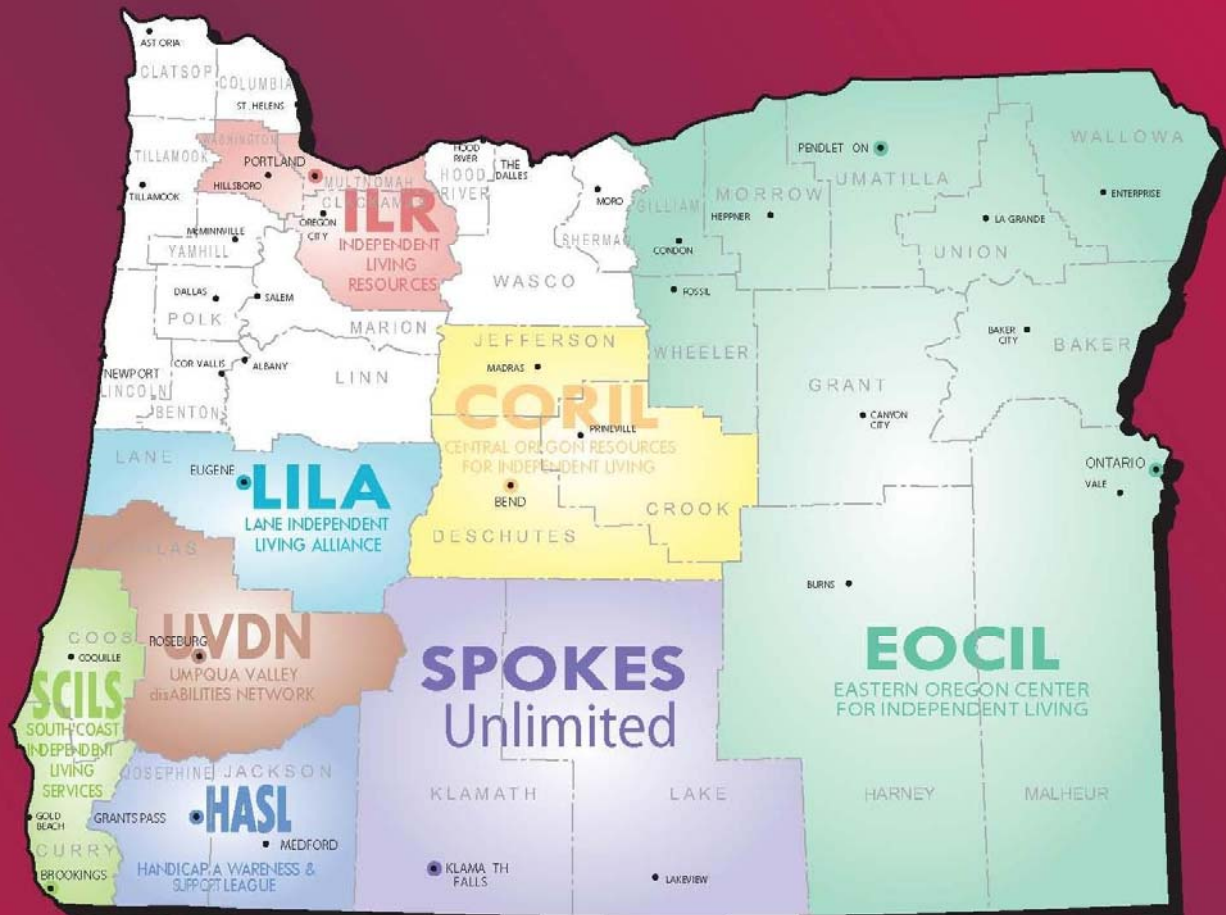
Voice: (503) 945-6204 ▪ TTY: 1-866-813-3526

FAX: (503) 945-8991 ▪ E-mail: oregon.silc@state.or.us

www.orsilc.org

The SILC is looking for committed disability advocates who believe that disability is a natural part of the human experience. Please contact us if you are interested in applying to be a member of the Council.

STATE INDEPENDENT LIVING COUNCIL



The Mission of the SILC is to promote choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon

CENTERS FOR INDEPENDENT LIVING Directory

CORIL (Central Oregon Resources for Independent Living)

Glenn Van Cise, IL Director

PO Box 9425, Bend, OR 97708 (Mailing Address)

20436 Clay Pigeon Court, Bend, OR 97702 (Physical Address)

541-388-8103 (voice/TTY) ~ 541-388-1226 (fax)

coril@coril.org ~ www.coril.org

Service area: Deschutes, Crook and Jefferson Counties

EOCIL (Eastern Oregon Center for Independent Living)

Kirt Toombs, Director

1021 SW 5th Ave., Ontario, OR 97914

541-889-3119 (voice/TTY) ~ 541-889-4647 (fax)

eocil@eocil.org ~ www.eocil.org

EOCIL Pendleton Satellite Office

17 SW Frazer, Suite 212, Pendleton, OR 97801

541-276-1037 (voice) ~ 541-276-1125 (fax)

Service Area: Baker, Gilliam, Grant, Harney, Malheur, Morrow, Umatilla, Union, Wallowa and Wheeler Counties

HASL (Independent Abilities Center)

Randy Samuelson, Director

305 NE E Street, Grants Pass, OR 97526

541-479-4275 (voice) ~ 541-479-7261 (fax)

haslstaff@yahoo.com ~ www.haslonline.org

Service Area: Jackson and Josephine Counties

ILR (Independent Living Resources)

Barry Quamme, Director

2410 SE 11th Avenue, Portland, OR 97214

503-232-7411 (voice) ~ 503-232-8408 (TTY) ~ 503-232-7480 (fax)

ilrpx@qwest.net ~ www.ilr.org

Service Area: Multnomah, Washington and Clackamas Counties

LILA (Lane Independent Living Alliance)

Sheila Thomas, Director

99 W. 10th Ave. #117, Eugene, OR 97401 (mailing address)

541-607-7020(voice) ~ 541-345-7021 (fax) ~ 541-284-9474 (Message)

lila@lilaoregon.org ~ www.lilaoregon.org

Service Area: Lane County

SCILS (South Coast Independent Living Services)

Reneé Brooks, Director

P.O. Box 3059, Harbor, OR 97415 (mailing address)

97900 Shopping Center Ave., #36, Harbor, Oregon 97415 (physical address)

541-469-8887 (voice/fax) ~ 541- 469-7298 (TTY)

renee@scils.us

Service Area: Coos and Curry Counties

SPOKES Unlimited

Wendy Howard, Director

415 Main Street, Klamath Falls, OR 97601

541-883-7547 (voice) ~ 541-885-2469 (Fax)

wendy.howard@spokesunlimited.org ~ www.spokesunlimited.org

Service Area: Klamath and Lake Counties

UVDN (Umpqua Valley disAbilities Network)

David Fricke, Director

P.O. Box 507, Roseburg, OR 97470 (mailing address)

736 SE Jackson Street, Roseburg, OR 97470 (physical address)

541-672-6336 (voice), ~ 541-440-2882 (TTY), ~ 541-672-8606 (fax)

uvdn@uvdn.org ~ www.uvdn.org

Service Area: Douglas County



IN-HOME SERVICES IN OREGON

In Oregon, Medicaid or Oregon Project Independence (OPI) pays nearly 11,000 homecare workers for in-home services to people who qualify for these services. The HCW's role is very important, because many times, the employer's quality of life gets worse without the worker's help. Services which people often need help with include:

- Activities of Daily Living (ADLs) such as:
 - ◆ Walking and/or Transferring
 - ◆ Bathing
 - ◆ Dressing
 - ◆ Eating
 - ◆ Toileting
- Self Management Tasks also known as Instrumental Activities of Daily Living (IADLs) such as:
 - ◆ Taking or setting up medications
 - ◆ Housekeeping
 - ◆ Laundry
 - ◆ Meal Preparation
 - ◆ Shopping
 - ◆ Transportation
- Health-Related Procedures such as:
 - ◆ Bowel program
 - ◆ Injections
 - ◆ Ostomy care
 - ◆ Suctioning
 - ◆ Wound care

Note:

The OHCC, SPD/AAA and/or SEIU cannot guarantee that HCWs have the experience and skills listed in the Registry. The Registry provides employers with a list of qualified homecare workers.

Before hiring any HCW, it is very important for employers (or their representatives) to interview the HCW and check their references to be able to decide who can best meet their in-home service needs.

Employers who receive services through Medicaid or Oregon Project Independence direct their own in-home services, the employer's case manager approves the number of hours and tasks to be provided based on their assessment and the employer's preferences and needs.

If you want to read the Oregon Administrative Rules that direct the provision of in-home services they are located on the internet. The web address is:

http://www.dhs.state.or.us/policy/spd/rules/411_030.pdf

For a complete list of offices that administer in-home services, the web address is:

<http://www.oregon.gov/DHS/spwpd/offices.shtml>

or, to find the office closest to you call the Seniors and People with Disabilities office in Salem, Oregon at:

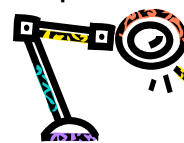
Telephone: 1-800-282-8096

TTY: 800-282-8096

AIDS TO DAILY LIVING (ADLs) (Helpful tools, devices, gadgets, and equipment)

There are many businesses that specialize in equipment and devices to make the lives of seniors and people with disabilities easier. We have included just a few of them below. Many handle the same types of products, but specialize in certain areas. Most have either on-line catalogs or will send you a free catalog. The wide variety of products available to help seniors and people with disabilities include items such as:

- Products for people who are blind or have low vision. Examples:
- Alerting indicators, Canes, Radios, Sewing Aids, Talking products, Writing/reading aids...and more
- Products for people who are deaf or hard of hearing.



- Alerting devices, Amplification devices, Speech aids, TTYs, Vibrating products...and more
- Mobility aids
- Canes, crutches, Ramps, Rollators (rolling walkers), Walkers and accessories, Wheelchairs and accessories, and more
- Medical/Health items



Bathroom, Bedroom, Dressing, and Medication aids, more

- Household items: Appliances, Batteries/chargers, cooking/measuring helpers, Flashlights, Home cleaning, Home safety, Pots and pans, Utensils, One-hand operated can openers, bread boards ...and more
- Technology: Computer systems, Adaptive keyboards, Scan/read devices, Screen magnifiers, Software ...and more



SOME PROVIDERS FOR AIDS TO DAILY LIVING

ABLEWARE

www.maddak.com

6 Industrial Rd

Pequannock, NJ07440-1993

973-628-7600 voice

7-1-1, Relay | 1-973-305-0841 Fax

ACCESS TECHNOLOGIES, Inc.

www.accesstechnologiesinc.org/company/index.htm

3070 Lancaster Drive NE

Salem, OR 97305

Voice/TTY: 1-800-677-7512

Voice/TTY: (503) 361-1201

Fax: (503) 370-4530

info@accesstechnologiesinc.org

COMFORT HOUSE

www.comforthouse.com

1-800-359-7701, voice

7-1-1, Relay | 1-973-242-0131, Fax
E-mail: customerservice@comforthouse.com

HEARING RESOURCES

www.earlink.com
4311 NE Tillamook St
Portland, OR 97213
1-800-531-2139 voice/TTY
1-503-774-7247 Fax
**On-line catalog only*

HEAR MORE

www.hearmore.com
P O Box 3413
Farmingdale, NY 11735
1-800-881-4327 voice
1-800-281-3555 TTY
1-631-752-0689 Fax

INDEPENDENT LIVING AIDS (ILA)

www.independentliving.com
P O Box 9022
Hicksville, NY 11802-9022
1-800-537-2118 voice
7-1-1, Relay
516-937-3906 Fax

LS&S GROUP

www.lssproducts.com
P O Box 673
Northbrook, IL 60065
1-800-468-4789 voice
1-866-317-8533 TTY
877-498-1482 Fax

MAXI-AIDS

www.maxiaids.com

42 Executive Blvd

P O Box 3209

Farmingdale, NY 11735

1-800-522-6294 voice

1-631-752-0738 TTY

631-752-0689 Fax

PLANET MOBILITY www.planetmobility.com

866-465-4387, voice | 7-1-1, Relay | 586-532-8279, Fax

***Planet Mobility's products are more mechanical, mostly larger items related more to mobility.*

A Financial Resource For ADLs

GET LOANS FOR BETTER ACCESS FROM DIGITAL FEDERAL CREDIT UNION.

Members of the American Association of People with Disabilities (AAPD) can join the Digital Federal Credit Union (DCU) to be able to get this kind of loan. Access Loans are available for any product, device, or remodeling that will help someone with a disability. Borrow from \$1,500 to \$25,000 or more for up to 72 months (6 years) with no down payment. The borrower does not need to be the person who will benefit from the purchase. You are allowed to use the money for these items and more:



- Power scooters, power wheelchairs, stair-climbing power chairs, all-terrain wheelchairs
- Standard manual wheelchairs, custom sport wheelchairs, and specialized hand cycles
- Adaptive computer and communications equipment (such as air tube systems for people with spinal cord injuries, voice systems for people who are blind, educational and rehabilitation systems for children and adults)
- Durable medical equipment (such as slings for lifting people with paraplegia and quadriplegia, breathing systems, specialized beds)

- Rehabilitative equipment (such as motorized equipment that exercises muscles and limbs)
- Remodeling to make spaces accessible (such as putting in ramps, handrails and widening doorways)

Mobility Vehicle Loans Also Available From DCU

If you have a disability, there are several types of modified vehicles on the market to help you get around. Lift-equipped vans, vehicles with hand controls, and other modifications can be very expensive. DCU can help make them more affordable by spreading the cost over time. The borrower does not need to be the person who needs the vehicle.

You may open a Mobility Vehicle Loan from \$5,000 to \$100,000 and take up to 120 months (10 years) to repay.

Call DCU directly for further information and an application at 800-328-8797 (800-395-5146 TTY). Or visit DCU's website at www.dcu.org for further information and applications.

DCU is a member of the Better Business Bureau (BBB) and *BBB OnLine* is the arm of the Council of Better Business Bureaus that specifically deals with web sites, which can earn a Reliability Seal and a Privacy Seal.

FINANCIAL SAFETY SUGGESTIONS

- The next time you order checks, don't use your first name on them – just use your initials and last name. If someone takes your checkbook, the thief will not know whether you sign your checks with just your initials or your first name, but your bank will know how you sign your checks.
- When you are writing checks to pay your credit card bills, DO NOT put the complete account number on the "For" line. Instead, just put the last four numbers. The credit card company knows the rest of the number and it will stay private information as it passes through all the check processing.

- You do not need to put your phone number on your checks. If you have a post office box, use that instead of your home address. Never have your social security number printed on your checks!
- Photocopy both sides of everything you keep in your wallet (license, credit card, insurance card, etc.). Keep that information in a safe place at home. That way, you will know what you had in your wallet and all of the account numbers and phone numbers to call and cancel.
- To limit the loss in case your purse/wallet is stolen:
 - ◆ Call the Social Security Administration Fraud Line: 1-800-269-0271 if your social security card was stolen.
 - ◆ Canceling lost credit cards immediately is important, but the key is having the toll-free numbers and your card numbers handy so you know where to call. Keep those where you can find them easily.
 - ◆ File a police report immediately in the city or county where the theft occurred. This proves to credit providers that you were on top of things and trying to do the right thing. Reporting your loss is a first step toward an investigation (if one is initiated).
 - ◆ Call the three national credit-reporting companies immediately to place a fraud alert on your name and Social Security number. The alert means any company that checks your credit (thieves try to get loans and credit cards in your name using your good credit) knows your information was stolen and they have to contact you by phone to authorize new credit. The numbers are:
 - EquiFax: 1-800-525-6285
 - Experian:(formerly TRW): 1-888-397-3742
 - Trans Union: 1-800-680-7289

INFORMATION ON ABUSE AND NEGLECT

What does “abuse” mean?

It can include:

- Hurting or injuring your body
- Not giving you basic care
- Making unwanted sexual contact (behaviors, words, or touches)
- Taking advantage of you financially
- Talking to you in a bad way or making you feel bad
- Making you stay in a room by yourself
- Leaving you alone in your home when you should be getting care
- Not taking care of yourself that leads to harm

Where does abuse occur?

Abuse can occur wherever a person lives, for example:

- A person's own home
- The home of family
- The home of a friend
- A nursing home
- A residential care home
- An assisted living home
- An adult foster home
- A retirement home
- A room and board home

Who should report abuse?

Everyone **should** report abuse. But Oregon law says these groups of people **must** report abuse of seniors and people with disabilities:

- Health care providers
- Public officials
- State and county social service agency employees

- Law enforcement officials
- Legal counsel, guardians and family of nursing facility residents

To report abuse

Call your local Department of Human Services (DHS) office or your local law enforcement agency (police, sheriff) to report abuse. DHS offices can also provide more information about services in your area. You can find out from a local DHS office if other abuse complaints have been filed against licensed care homes.

DHS Abuse Hotline: 1-800-232-3020
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Keeping Information About Abuse Private

You can report abuse without giving your name. Names of people who complain and witnesses stay private unless there is a court proceeding.

Protective services

DHS can give any or all of the following protective services:

- Advocate for a person's rights
- Help arrange for a different care giver or living arrangements
- Connect you with medical, legal, financial or other services
- Counsel you, your family, and connect you with community resources
- Refer the case for criminal prosecution
- Start the process for legal guardianship or conservatorship when it's appropriate

For more information

Contact your local DHS or Area Agency on Aging office to find your local protective services office.

Resources for Treating Substance Abuse

Substance abuse and addiction are treatable diseases. Early intervention and support improve the success of recovery.

For Yourself:

Consumer-employers should check with their medical plan to learn about the availability of drug and/or alcohol treatment.

For Your Homecare Worker:

The Employee Assistance Program (EAP) is available to homecare workers eligible for health benefits.

1. The Crisis Line is available after 5:00 p.m., Monday through Friday, during weekends, and holidays 24/7. Call 1-800-433-2320.
2. The Information Line is an anonymous information line that provides help for homecare worker and their dependents seeking information about general mental health and EAP services. Call 1-800-433-2320 and ask for the Information Line, Monday through Friday, 8 a.m. to 5 p.m.
3. The Listening Library provides recorded messages available 24/7. Call 1-800-257-6291 or in the Portland Metro Area, call 503-620-3749. Choose extension 279 for information on Substance Abuse.
4. EAP website is www.cascadecenter.com

To receive an EAP brochure call the Homecare Union Benefits Board (HUBB) toll free phone number 866-364-4822 or contact HUBB via e-mail HUBB@opeuseiu.org.

HUBB website is www.hubbinsurance.org.

ASSOCIATIONS AND ORGANIZATIONS

AMERICAN ASSOCIATION OF PEOPLE WITH DISABILITIES (AAPD)

1629 K Street NW, Suite 503

Washington, DC 20006

Telephone: (800) 840-8844 (Toll-Free Voice/TTY)

or (202) 457-0046 (Voice/TTY)

Fax: (202) 457-0473

AAPD is over 50 million strong - People with disabilities in America, plus our families and friends. The AAPD is a nonprofit organization that joins people with disabilities and their families and friends together to have more economic power and get more benefits. To help people with disabilities have a consumer and economic power base, AAPD offers monetary benefits to its members in the form of services. These services provide discounts that are the same as other people without large incomes have access to. *[See information about access loans and mobility vehicle loans under "**Financial Information**" in this resource section.*

Membership is \$15.00 a year per person. You can sign up for membership online at www.aapd-dc.org/docs/join.php, or call or write for information.

**ASSOCIATION OF PROGRAM FOR RURAL INDEPENDENT LIVING
(APRIL)**

2001 Pershing Circle, Suite 200

North Little Rock, AR 72114

Phone: 501-753-3400

FAX: 501-753-3406

MISSION: The purpose of APRIL is to provide leadership and resources on rural independent living. As a national membership organization, APRIL is dedicated to advancing the rights and responsibilities of people with disabilities in rural America by serving as a center of resources and by leading systems change.

The Association of Programs for Rural Independent Living (APRIL) is a national grass roots, consumer controlled, nonprofit membership organization consisting of centers for independent living, their satellites and branch offices, statewide independent living councils, other organizations and individuals concerned with the independent living issues of people with disabilities living in rural America.

Visit APRIL's website at: <http://www.april-rural.org/>

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

www.aarp.org Call AARP at 1-888-867-2277 (Mon-Fri, 4 a.m.- 9:00 p.m. Pacific time) or write AARP, 601 E Street NW, Washington, DC 20049.

AARP is a nonprofit, nonpartisan organization for people age 50 and over who are dedicated to making the quality of life better as we age. Anyone over age 50 can join AARP for \$12.50 a year, and that price includes membership for a spouse.

- **Benefits and Discounts:** Access to health insurance, automobile insurance, homeowners insurance. Discounts on travel, online services, music and much more.
- **Advocacy and Information:** A voice in Washington and in your state, representing you on issues like Medicare, Social Security and consumer safety.
- **Advice for Living Well:** Expert advice on healthy living, financial planning, consumer protection, and caring for parents.
- **Award-winning Publications:** AARP The Magazine and the monthly AARP Bulletin.
- **Community Services:** Over 2,000 local chapters, driver safety courses, tax preparation help, and a nationwide volunteer network. NOTE: Oregon law requires that your insurance rates be lowered 3-5% (depending on your insurance company) if you complete the AARP 8-hour driver safety course (offered in two 4-hour sessions). You can either take the course online or sign up for a local training session.

AMERICAN RED CROSS –

Emergency Preparedness

<http://www.redcross.org/services/disaster/beprepared/mobileprogs.html>

Oregon's Red Cross Chapters:

- Willamette Chapter, Salem ~ 503-585-5414, voice
North Marion County ~ 503-981-9393, voice
- Oregon Mountain River chapter, Bend ~ 541-382-2142, voice
1-888-895-1099, toll-free
- Southern Oregon Chapter, Medford ~ 541-779-3773 or
Toll-free 800-433-9285 Grants Pass office 541-471-7822
- Oregon Pacific Chapter, Eugene ~ 541-344-5244
- Oregon Trail Chapter, Portland ~ 503-284-1234

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### **Where is your nearest Red Cross Shelter?**

If large numbers of people have to evacuate their homes for an extended period of time because of a disaster (massive power outage, chemical emergency, flood, etc.) the local Red Cross will open a shelter at a church, school, recreation center or other public building. All American Red Cross emergency services are provided free of charge.

## BETTER BUSINESS BUREAU

### Intruders Don't Always Arrive on Foot!

*What follows is a short version of a warning published in an Arlington, Virginia, newspaper in October, 2006. Although written with seniors in mind, people with disabilities are also at risk, too, if they are home a lot.*

Protect yourself from scam or con artists. Scam artists aren't looking for items to steal. They want personal information (Social Security numbers, bank account and credit card numbers) and/or money. Unlike traditional burglars, scam artists are happy to find someone at home, particularly if that person is a senior citizen. They consider seniors to be easy prey so they choose to call, knock on the front door bell or look in the mailbox.

To many of us, the following situations would seem unbelievable. To the BETTER BUSINESS BUREAU, they are common examples of frauds that frequently target the elderly.

- **Sweepstakes/foreign lotteries:** An elderly man in Ohio was mailed a fake "Award Notification" from the International Lotto Commission in Spain, claiming he won \$815,590. He raced to Spain, where he was told to meet the manager of the lottery's finance company at a local bank. Supposedly, he would receive his lottery check if he paid 5% of his winnings plus an additional \$8,150 fee. He finally realized it was a scam and flew home.
- **Health-related:** Some people are receiving phone calls from the "National Medical Office" and other official-sounding "agencies." The caller warns the person that their Medicare cards are about to expire. To prevent this, the caller says people must provide their bank account number so the "agency" can quickly take out a one-time fee (ranging from \$200-\$400).
- **Home repairs:** People are responding to mailbox flyers offering loans for home repairs. They don't realize the loans have a 19-21% interest rate. The contractor later convinces them to sign a "work has been completed" form. Then the contractor disappears without performing the repairs. On the West Coast, an elderly woman reported that she was charged \$900 to have her circuit breakers "cleaned" (circuit breakers do not need to be cleaned!).

- **Door-to-door Scams:** Salespeople went house-to-house demonstrating "new" vacuum cleaners; the machines turned out to be used. In Toledo, a woman recently knocked on doors in a senior citizen neighborhood, sometimes after 10:00 p.m. If the resident opened the door, she barged in to falsely claim she was selling Girl Scout cookies and needed to collect the money now.

### **Why are seniors at Risk?**

"Seniors can be vulnerable due to their age and their living conditions," said one BETTER BUSINESS BUREAU executive. They trust strangers who are friendly and appear to have the senior's best interests at heart. They are also more likely to believe offers claiming to help with the cost of prescription drugs or home repair costs.

### **Check, Protect and Defend**

The BETTER BUSINESS BUREAU recommends taking a three-pronged approach – Check, Protect and Defend -- to keep from being a victim of fraud.

- **Check** with the BETTER BUSINESS BUREAU whenever you receive a phone call, a piece of mail, a flyer or a visit from an unknown person, business or charity. Call the BETTER BUSINESS BUREAU before you:
  - ◆ let anyone into your home
  - ◆ hand over any money
  - ◆ give any personal or financial information
  - ◆ sign any contract
  - ◆ donate any money
- **Protect** your personal information. Do not carry your Social Security card in your wallet or purse. Never give out this information to someone you don't know (no matter how tempting the offer):
  - ◆ mother's maiden name
  - ◆ Social Security number
  - ◆ bank account number
  - ◆ credit card number

- **Defend** yourself against scam artists. Put your phone number on the 'National Do-Not-Call Registry' (phone toll-free 1-888-382-1222), which forbids calls from telemarketers.
  - ◆ Post a "No Solicitors" notice by your door.
  - ◆ Friends and family can help sort through incoming mail that may be confusing. They can often explain why you shouldn't answer to certain advertisements and point out suspicious mailings.
  - ◆ Understand that the "infomercials" on TV offer deals that are often to "too good to be true." Be especially suspicious of advertisements that give you only a few minutes to get the "bargain." Don't get carried away. If it's an item you really need, chances are you can find it at a local store for about the same price. Buy from trusted sources.

For additional information, or for help with a complaint against a business, please contact your local BETTER BUSINESS BUREAU, visit the BETTER BUSINESS BUREAU web site ([www.Better Business Bureau.org](http://www.Better Business Bureau.org)) or call 703-276-0100.

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**NATIONAL COUNCIL ON INDEPENDENT LIVING (NCIL)**  
**Since 1982**

Not Just Responding To Change, But Leading It!

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1710 Rhode Island Ave, NW - 5th Floor  
Washington, D.C. 20036

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Voice: (202) 207-0334      TTY: (202) 207-0340  
Toll Free: (877) 525-3400      Fax: (202) 207-0341  
[www.ncil.org](http://www.ncil.org)      E-mail: [ncil@ncil.org](mailto:ncil@ncil.org)

NCIL members help further the cause of independent living and the human and civil rights of people with disabilities through consumer-driven advocacy. NCIL envisions a world in which people with disabilities are valued equally and participate fully.

## MISCELLANEOUS RESOURCES

### OVERVIEW OF THE AMERICANS WITH DISABILITIES ACT OF 1990



Over 54 million Americans with physical or mental impairments that greatly limit their daily activities are protected from discrimination under the Americans with Disabilities Act of 1990, our country's most recent anti-discrimination law. These daily activities include (but are not limited to) working, walking, talking, seeing, hearing, thinking, or caring for oneself. People who are being discriminated against because they have a record of such an impairment and those who are thought to have a severe impairment are also protected.

The Americans with Disabilities Act (ADA) covers the following five areas:

Title I - Employment (all government employers and private employers with 15 or more employees) [*Note: Similar Oregon law applies to private employers with six or more employees. See Oregon Revised Statutes 659A.106*]

Title II - Public Services (state and local government offices, including public school districts and public transportation)

Title III - Public Accommodations and Services Operated by Private Entities (businesses)

Title IV - Telecommunications

Title V - Miscellaneous Coverage

The following is a brief summary of the major requirements contained in the ADA statute. To find answers about the regulations, guidelines, and/or technical assistance materials that have been developed, contact the agency listed below that enforces each title of the ADA (as listed above):

- US Department of Justice (DOJ) ~ Title II and Title III
  - ◆ 1-800-514-0301, voice
  - ◆ 1-800-514-0383, TTY
  - ◆ [www.ada.gov](http://www.ada.gov)
- Equal Employment Opportunity Commission (EEOC) ~ Title I

- ◆ 1-800-669-4000, voice/TTY
- ◆ [www.eeoc.gov](http://www.eeoc.gov)
- Department of Transportation (DOT) Title II and III transportation issues
  - ◆ 800- 377-8642, voice
  - ◆ 800-877-8339, TTY
  - ◆ 866-377-8642, Speech to Speech
  - ◆ [http://www.fta.dot.gov/civil\\_rights.html](http://www.fta.dot.gov/civil_rights.html)
- Federal Communications Commission (FCC) ~ TV captioning, telephone relay service, Voice Over Internet Protocol, more
  - ◆ 1-888-225-5322) voice
  - ◆ 1-888-835-5322) TTY
  - ◆ 1-866-418-0232 Fax
  - ◆ <http://www.fcc.gov/cgb/dro/>
- Access Board ~ physical facility access issues
  - ◆ 1-800-872-2253, voice
  - ◆ 1-800-993-2822, TTY
  - ◆ [www.access-board.gov](http://www.access-board.gov)
- The Internal Revenue Service (IRS) has special rules to give tax breaks for certain costs of obeying the ADA (a small business tax credits, and a tax deduction for businesses of any size). Refer to [www.irs.gov](http://www.irs.gov) or call 1-800-829-1040, voice or 1-800-829-4059, TTY.

## **ADA Title I - Employment**

Title I of the ADA does not allow discrimination against people with disabilities in employment. Employers must make “reasonable accommodations” to the known physical or mental limitations of a qualified job applicant or employee. If the employer thinks it would be an “undue hardship” (too expensive or too hard to do), he or she does not have to give the accommodation. “Reasonable accommodations” might mean:

- making worksites accessible (for example, putting in ramps or accessible parking spaces)
- making changes to existing equipment

- buying special devices
- changing work schedules
- changing job duties
- hiring a person who can see to guide a blind employee to a meeting out of the building, or hiring a sign language interpreter

Title I also says employers may not give tests or make decisions that screen out, or tend to screen out, individuals with disabilities, unless such tests or reasons for making decisions are shown to be job-related and necessary for the kind of business. It also forbids using medical examinations or asking questions before offering a job to find out if an applicant has a disability. It does, however, allow the employer to require a medical examination after a job offer has been made if the results are kept confidential if all persons in the same job category are required to take them. The employer cannot single out just some applicants to have physical exams. The results may never be used to discriminate. Employers are allowed to ask at any time about whether a job applicant or employee can do the job-related tasks.

Every ADA issue is looked at on a case-by-case basis. If a job applicant or an employee does not agree with the employer's actions, he or she should contact the U.S. Equal Employment Opportunity Commission (EEOC).

### **FREE CELL PHONES FOR EMERGENCY 9-1-1 USE (Information from <http://www.andreas.com/faq-cell911.html> )**

Many people buy cell phones to keep in the car for "emergency use only." They often pay rates such as \$15/month and one-time sign-up \$150 service fees. These fees are NOT necessary.

You can use a used cell phone to call 9-1-1 without paying anything at all. Cell phones are regulated by the Federal Communications Commission (FCC). The FCC requirements state that ALL cell phones, regardless of whether they are currently being used must be able to dial 9-1-1. Whether you have a telephone number or not, whether you have signed up for service or not, the cell phone can connect to 9-1-1.

In many areas, you can place other calls as well. You can test this by dialing a number to see what happens. You may get an operator who will

offer to place the call for you and bill your credit card. The call may cost as much as \$3/minute. You can use this if you have an emergency.

Note about Reprogramming: In some areas, if you press 0 (zero) or dial a number, an operator will answer and ask if you want to charge the call to your credit card. In other areas, that doesn't work. If you want to be able to call roadside assistance, AAA, the police, or a friend, then it's possible to have the cell phone reprogrammed, which enables the cell phone to make credit card calls. If you test your phone in your area and it works, and you plan to travel around the country, you may end up in an area where cell phones can't make credit card calls. [www.emergencycellphones.com](http://www.emergencycellphones.com) can reprogram phones for about \$30.

You don't need to recharge it or keep it charged. Just plug it in, turn it on, dial 9-1-1, and it will work.

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## **TRAVEL TROUBLE HOTLINES**

### **Air Travel**

If you are having difficulty traveling by air because of a disability, call the 'Air Travel Hotline For Disability-Related Complaints':

- 1-800-778-4838 (voice)
- 1-800-455-9880 (TTY)

### **Railroad Travel**

If you are having difficulty traveling by rail because of a disability, call the FEDERAL RAILROAD ADMINISTRATION Office of Civil Rights:

- 1-800-986-9678 (voice)
- 7-1-1 (relay service)