Reference Guide To Independence

A Guide For People With Disabilities

Options Center for Independent Living

2018 - 2019
Riverside offers assistance in the selection and use of:

- Power Chairs
- Wheel Chairs
- Scooters
- Complex Rehab seating or mobility

Rich is glad to offer assistance in the selection and use of power chairs, wheel chairs, scooters as well as specializing in helping individuals who need Complex Rehab seating.

In addition to Rich, Riverside’s team includes certified respiratory therapists, medical equipment specialists, and a full-time licensed mastectomy consultant.

For additional assistance, we have immediate access to clinical personnel at Riverside Medical Center. Medicare and insurance claims assistance is also available.

Free delivery and pick-up options are offered within a large service area on certain purchases as well.

Riverside Health Equipment
44 Meadowview Shopping Center
Kankakee
Monday - Friday: 9 am - 5 pm
Saturday: 9 am - 12 pm
Sunday: Closed
(815) 933-5187
riversidehealthcare.org
Options CIL is a consumer driven, non-residential, community based, non-profit organization that emulates the independent living philosophy. Independent living is essentially living just like everyone else – having opportunities to make decisions that affect one’s life, having the ability to pursue activities of one’s own choosing – limited only in the same ways that one’s non-disabled neighbors are limited.

Options CIL was established in 1989. Our board and our staff are comprised of more than 50% of people with disabilities. We are funded by state and federal grants, private donations, private foundation grants, United Way allocations, memberships and proceeds from fundraisers.

Our main office is located in Bourbonnais, Illinois serving Kankakee County. Our satellite office in Watseka, Illinois serves Iroquois County. OCIL serves individuals of all ages, races, faiths, genders, and disabilities.

We provide five core services, which are: advocacy, information and referral, independent living skills, peer mentoring, and transition. Our mission is to partner with persons with disabilities who want to live independently and participate fully in society.

Through peer support and role modeling, Options staff teaches consumers that persons with disabilities have the right and the responsibility to pursue goals of self-determination and self-sufficiency. We serve as a resource and mentor, empowering consumers with the skills to direct their own lives, set their own goals, and plan the necessary steps to achieve those goals.

Options CIL works to bring about positive change in attitudes and accessibility and provides our community with the information and knowledge needed to accept, respect, and accommodate citizens with disabilities.

OPTIONS SERVICE AREA AND OFFICES

**IROQUOIS COUNTY**
130 Laird Lane, Suite 103
Watseka IL 60970
815-432-1332 (Voice)
815-432-1361 (TTY)
815-432-1360 (Fax)

**KANKAKEE COUNTY**
22 Heritage Drive, Suite 107
Bourbonnais IL 60914
815-936-0100 (Voice)
815-936-0132 (TTY)
815-936-0117 (Fax)

www.optionscil.org

Partnering with People with Disabilities Who Want to Live Independently And Participate Fully in Society

1989 to 2018
<table>
<thead>
<tr>
<th>Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7th Annual Options Empowerment Seminar</td>
<td>36</td>
</tr>
<tr>
<td>Adcraft Printers, Inc.</td>
<td>40</td>
</tr>
<tr>
<td>Advantage Copier</td>
<td>8</td>
</tr>
<tr>
<td>Allers Aluminum Products, Inc.</td>
<td>20</td>
</tr>
<tr>
<td>Amplified Phone Program - ITAC</td>
<td>34</td>
</tr>
<tr>
<td>Asbury of Kankakee</td>
<td>36</td>
</tr>
<tr>
<td>Assistive Device To Aid In Eating Easier - Liftware</td>
<td>23</td>
</tr>
<tr>
<td>Bank of Bourbonnais</td>
<td>14</td>
</tr>
<tr>
<td>Blanchette Upscale Apartments</td>
<td>15</td>
</tr>
<tr>
<td>Borschnack, Pelletier &amp; Co.</td>
<td>14</td>
</tr>
<tr>
<td>Bradley Animal Hospital</td>
<td>38</td>
</tr>
<tr>
<td>Burke, Montague &amp; Associates, L.L.C.</td>
<td>13</td>
</tr>
<tr>
<td>C &amp; C Tire and Auto Service, Inc.</td>
<td>8</td>
</tr>
<tr>
<td>Chicago Dough Company</td>
<td>26</td>
</tr>
<tr>
<td>CLR Computer Technologies</td>
<td>27</td>
</tr>
<tr>
<td>CommonWealth Credit Union</td>
<td>21</td>
</tr>
<tr>
<td>CSL Behring</td>
<td>44</td>
</tr>
<tr>
<td>CSL Behring History</td>
<td>22</td>
</tr>
<tr>
<td>Dimond Bros. Insurance, LLC</td>
<td>24</td>
</tr>
<tr>
<td>Disability Rights In Housing</td>
<td>18-20</td>
</tr>
<tr>
<td>Easter Seals Joliet Region, Inc.</td>
<td>11</td>
</tr>
<tr>
<td>Fisher-Swale-Nicholson Eye Center</td>
<td>11</td>
</tr>
<tr>
<td>Foster Chiropractic</td>
<td>8</td>
</tr>
<tr>
<td>Glade Plumbing and Heating Co.</td>
<td>8</td>
</tr>
<tr>
<td>Good Shepherd Manor</td>
<td>14</td>
</tr>
<tr>
<td>Groskretz, Abraham, Eshleman &amp; Gerretse LLC</td>
<td>12</td>
</tr>
<tr>
<td>Health Alliance Medicare</td>
<td>8</td>
</tr>
<tr>
<td>Helen Clymer, Speckman Realty, Inc.</td>
<td>15</td>
</tr>
<tr>
<td>Home Helpers</td>
<td>16</td>
</tr>
<tr>
<td>Hove Nissan, Inc.</td>
<td>30</td>
</tr>
<tr>
<td>How Do You Define Invisible Disability?</td>
<td>11</td>
</tr>
<tr>
<td>How To Keep Diabetes From Affecting Your Hearing And Your Health</td>
<td>35-36</td>
</tr>
<tr>
<td>Iroquois Federal</td>
<td>32</td>
</tr>
<tr>
<td>Iroquois Memorial Hospice</td>
<td>17</td>
</tr>
<tr>
<td>Iroquois Mental Health Center</td>
<td>40</td>
</tr>
<tr>
<td>Jim Brosseau Custom Roofing</td>
<td>30</td>
</tr>
<tr>
<td>Kankakee Building &amp; Construction Trades Council</td>
<td>21</td>
</tr>
<tr>
<td>Kankakee Community College</td>
<td>26, 30</td>
</tr>
<tr>
<td>Kankakee County Housing Authority</td>
<td>21</td>
</tr>
<tr>
<td>Kliest &amp; Cyrier Painting Company</td>
<td>36</td>
</tr>
<tr>
<td>Nicklas, Richard S., D.D.S.</td>
<td>8</td>
</tr>
<tr>
<td>Olofsson, Brian P., M.D.</td>
<td>11</td>
</tr>
<tr>
<td>Options Center For Independent Living 2018 Membership</td>
<td>4-5</td>
</tr>
<tr>
<td>Options CIL Board Of Directors, Staff &amp; Advisory Board Members</td>
<td>3</td>
</tr>
<tr>
<td>Options CIL Service Area &amp; Offices</td>
<td>1</td>
</tr>
<tr>
<td>Options Mission Statement</td>
<td>44</td>
</tr>
<tr>
<td>Options/U of I Wheelchair Basketball Game</td>
<td>3</td>
</tr>
<tr>
<td>Peoples Bank of Kankakee County</td>
<td>40</td>
</tr>
<tr>
<td>Piggush, Simoneau, Inc.</td>
<td>20</td>
</tr>
<tr>
<td>Proven IT</td>
<td>33</td>
</tr>
<tr>
<td>Razzle Dazzle Doggie Bow-tique</td>
<td>38</td>
</tr>
<tr>
<td>River Valley Metro</td>
<td>37</td>
</tr>
<tr>
<td>Riverside Health Equipment</td>
<td>Back Cover</td>
</tr>
<tr>
<td>Riverside Health Equipment Inside Back Cover</td>
<td>Back Cover</td>
</tr>
</tbody>
</table>

Continued on page 3
Index... (Continued from page 2)

Service Animals (Including Emotional Support Animals)................................. 38-40

Serving People With Disabilities In The Most Integrated Setting: Community Living And Olmstead..................................15

Seven Of The Best Apps For People With Disabilities................................. 28-29

Tax Return Help For People With Disabilities..................................................12

Testing Accommodations.......................................................... 31-32

The Ten Commandments Of Communicating With People With Disabilities.............17

Times – Republic - Iroquois County ........................................ 23

Tobey’s Construction and Cartage, Inc. ............................................ 26

UPSS tore........................................................ 8

User Manual To Digital Citizenship When You Have A Disability ......................... 25-26

Vision Disability: Types, News & Information ................................................ 9-11

WGFA 94.1 FM & 1360 AM .................................................. 32

What Are Anxiety Disorders ......................................................... 41

WIQI 95.9 FM ................................................................. 17

Your Right To Accessible Health Care...... 42-44

Youth, Disclosure, and the Workplace Why, When, What, and How..................... 6-7

Join us for our 2nd Annual Options/U of I Wheelchair Basketball Game April 2019.

Call Options CIL at 815-936-0100 for more details

2018 Options CIL Board of Directors

President Kay Jurica
Vice President Chris King
Co-Secretary Dina Raymond, Jessica Corbus
Treasurer Dan Brough
Officers Larry Burton, Romero Lewis
Mark Mantarian, Mary Ann Molnar

Options CIL
Advisory Board Members

KANKAKEE COUNTY MEMBERS
Debra Ann Caise RN, BSN Chris King
Donna Cardosi Nancy Moore
Deb Hoyer-Denson Brenda Randazzo
Dr. Lori Foster Melissa Tanner
Brandi Kaner Jackie Tobey

IROQUOIS COUNTY MEMBERS
Tina Abhsie Greg Hankey
Linda Clatterbuck Carol Saucedo
Chuck Gomez Carla Waters
Jean Green

Staff

Therese Cardosi
Executive Director

Jennifer Cappellano
Associate Director

Lenda Brasel
Independent Living Advocate, Iroquois County

Kimberly Harwood
Office Assistant, Iroquois County

Olivia Janisse
Vision Service Advocate

Heather Long
Youth Transition Coordinator

Krystal Moore
Community Living Advocate

Donna Sample
Independent Living Advocate/ Resource Coordinator

Ashley Varvel
Administrative Assistant
2018 Membership

Philanthropic Membership

Home Helpers Home Care

Making Life Easier™

Home Helpers Home Care

Fisher-Swale-Nicholson Eye Center

Foster Chiropractic

“Dedicated To Your Health”

Foster Chiropractic

Corporate Membership

Bank of Bourbonnais
Iroquois Federal
Kankakee County Housing Authority
Peoples Bank of Kankakee County
Riverside Medical Center
Tobey’s Construction & Cartage Inc

Small Business Membership

Kankakee Natural Foods, Inc.
McDonalds – Linman Family
Pence Oil Company
Simms Engineering LTD

Not-For-Profit Agency Membership

Good Shepherd Manor
Presence St. Mary’s Hospital
River Valley Special Recreation Association
Individual Memberships

Larry & Joyce Barbee
Arlene Bartolini
Calli Raye Bodie
Lenda Brasel
Daniel Brough
Donald Brough
Jennifer Cappellano
Therese Cardosi
Linda Clatterbuck
Jessica Corbus
Mary Kate Dancanton
Loretta Dundas
Mandy Florenzo
Carol Glade
Jean Green
Michael Dee Grimes
Margaret Guerrero
Alvera E. Hamlyn
Greg Hankey
Kim Harwood
Philip Hass
Bill J. Isaacs
Josh James
Olivia Janisse
Kayley & Marion Jaworski
Olivia Jennings
Irene Jensen
Mileen Joines
Genevieve Keller
Mardell A. Koch
Brenda Lane
Romero Lewis
Jacob Lohiser
David Long
Heather Long
Sherry Lynn Long
Mark Mantarian
Barbara J. Miller
Mary Ann Molnar
Krystal Moore
Ruby Nagle
Ryan Neese
Kathy Petersen
Brenda Randazzo
Dina and Ray Raymond
Jeannie Regnier
Donna Sample
Carol Saucedo
Wendy Skarstad
Norm and Janice Strasma
Melissa Tanner
Denise L. Thomas
Ashley Varvel
Sharon Walski
Ann Wendlick
Xavier L. Willis
Lisa A. Winge
Juan Zarate

Please contact us for a Membership Application or for more information.
www.optionscil.org
815-936-0132 (TTY) or 815-936-0100 (Voice)
Every job seeker with a disability is faced with the same decision: “Should I or shouldn’t I disclose my disability?” This decision may be framed differently depending upon whether you have a visible disability or a non-visible disability. Ultimately, the decision of whether to disclose is entirely up to you.

Why Disclose in the Workplace?

When you leave school and enter the workforce, many aspects of your life change. Among the many differences, is the requirement to share information about your disability if you want your employer to provide you with reasonable accommodations. In school if you had an individualized education program (IEP), as required under the Individuals with Disabilities Education Act (IDEA), information about your disability and the accommodations you needed followed you from grade to grade. When you enter the workforce, the IDEA no longer applies to you. Instead, the Americans with Disabilities Act (ADA) and the Rehabilitation Act protect you from disability-related discrimination and provide for meaningful access. The laws require that qualified applicants and employees with disabilities be provided with reasonable accommodations. Yet, in order to benefit from the ADA and the Rehabilitation Act, you must disclose your disability. An employer is only required to provide work-related accommodations if you disclose your disability to the appropriate individuals.

When to Disclose Your Disability

There is no one “right” time or place to disclose your disability. Select a confidential place in which to disclose, and allow enough time for the person to ask questions. Do not dwell on the limitations of your disability. You should weigh the pros and cons of disclosure at each point of the job search, recruitment, and hiring process and make the decision to discuss your disability when it is appropriate for you. Consider the following stages:

- In a letter of application or cover letter;
- Before an interview;
- At the interview;
- In a third-party phone call or reference;
- Before any drug testing for illegal drugs;
- After you have a job offer;
- During your course of employment; or
- Never.

How to Disclose your Disability

Preparation is essential for disclosing your disability. Effective disclosure requires that you discuss your needs, and that you provide practical suggestions for reasonable job accommodations, if they are needed. One way to become comfortable with discussing your disability is to find someone you trust and practice the disclosure discussion with that person. The two of you can put together a disclosure script. It should contain relevant disability information and weave in your strengths. Always keep it positive!

(Continued on page 7)
What to Disclose About Your Disability

There is no required information to share about your disability. In fact, it will be different for everyone. For example, if you have an apparent disability it is often beneficial to address how you plan to accomplish tasks required by the job. This can affirm to the employer that you are suited for the position. Additionally, by demonstrating your own ease and comfort with the job requirements, you can relay to employers other traits that are desirable in an applicant. A person with a hidden disability, on the other hand, will first need to decide whether to disclose the disability, and subsequently determine what information to share about the disability. Generally, if you choose to disclose, it is most helpful to share the following:

- General information about your disability;
- Why you are disclosing your disability;
- How your disability affects your ability to perform key job tasks;
- Types of accommodations that have worked for you in the past; and
- Types of accommodations you anticipate needing in the workplace.

To Whom to Disclose Your Disability

Disclose your disability on a “need-to-know” basis. Provide further details about your disability as it applies to your work-related accommodations to the individual who has the authority to facilitate your accommodation request. Consider disclosing to the supervisor responsible for the hiring, promoting, and/or firing of employees. This person needs to be informed of your disability-related needs to provide the necessary supports and judge your job performance fairly.

Disclosure Protections and Responsibilities

As a person with a disability, you have disclosure protections as well as significant responsibilities to yourself and to your employers.

You are entitled to:

- Have information about your disability treated confidentially and respectfully;
- Seek information about hiring practices from any organization;
- Choose to disclose your disability at any time during the employment process;
- Receive reasonable accommodations for an interview;
- Be considered for a position based on your skill and merit; and
- Have respectful questioning about your disability for the purpose of determining whether you need accommodations and if so, what kind.

You have the responsibility to:

- Disclose your need for any work-related reasonable accommodations;
- Bring your skills and merits to the table; and
- Be truthful, self-determined, and proactive.

From the United States Department of Labor’s website at https://www.dol.gov/odep/pubs/fact/ydw.htm
Richard S. Nicklas, D.D.S.
497 South Wall Street
Kankakee, Illinois 60901
815-932-6251
General Dentistry

Foster Chiropractic
“Dedicated To Your Health”

DR. LORI FOSTER
588 Latham Drive
Bourbonnais, Illinois 60914
(815) 932-7800
Fax (815) 932-7806

211 W. Water Street • Kankakee, Illinois 60901
Commercial / Industrial
Plumbing • Hydronic Heating • Process Piping
Backflow Prevention • Pipe Lining
815-933-1796 Phone
815-933-1999 Fax
Illinois Plumbing Contractor Registration No. 055-000475
Vision Disability: Types, News & Information

The number of different vision conditions that can affect a person’s eyesight are varied in the way they do affect the person’s daily life. Some of these conditions have a minor affect, while others may have a larger affect.

Visual impairment (vision impairment, vision disability) is defined as a decreased ability to see to a degree that causes problems not fixable by usual means, such as glasses or medication. Visual impairment can be due to disease, trauma, or congenital or degenerative conditions. In the United States, the terms “partially sighted”, “low vision”, “legally blind” and “totally blind” are used by schools, colleges, and other educational institutions to describe students with visual impairments.

Various conditions require only eyeglasses or contact lenses in order to correct the person’s vision. Other conditions may require surgery. Additional health concerns can affect a person’s vision as well, such as Diabetes or Glaucoma.

Vision Conditions

There are a number of eye problems and conditions that may make it more difficult for a person to see things clearly, yet do not cause loss of vision. An example of this is, ‘Myopia,’ or, ‘Near-sightedness,’ where a person sees nearby objects clearly, but has difficulty focusing on objects that are more distant.

‘Hyperopia,’ or, ‘Far-sightedness,’ is another example of a vision condition; this one involves the ability to see distant objects clearly, with difficulty focusing on nearby objects.

A third example of an eye condition that does not cause loss of vision is, ‘Astigmatism,’ where the person’s vision appears blurred at any distance. These conditions are common and can often be corrected with eyeglasses or contact lenses.

Low Vision

The term, ‘Low Vision,’ sometimes also referred to as, ‘Vision Loss,’ means that even though a person may use eyeglasses, contact lenses, medication, or surgical techniques to improve their vision; they still have difficulty seeing.

Most persons develop low vision due to eye disease or health conditions. There are some common causes of low vision among adults in America.

- ‘Diabetic Retinopathy,’ is a condition in which Diabetes has damaged tiny blood vessels inside the person’s retina, causing low vision.
- ‘Age-Related Macular Degeneration,’ is a condition in which the cells in a person’s retina that allow them to see fine details have died.
- ‘Glaucoma,’ is a condition in which the fluid pressure in a person’s eyes slowly rises, damaging their optic nerve.
- ‘Cataracts,’ are a condition that involves a clouding of the lens in a person’s eye.

(Continued on page 10)
**Vision Disability...** *(Continued from page 9)*

Receiving prompt treatment for these conditions may prevent them from getting worse, making regular eye exams crucial.

**Cataracts**

As many as 10 million people around the world suffer from cataracts.

In Germany alone, more than 600,000 cataract operations are performed each year.

Cataracts can be either congenital or acquired; age-related opacification of the lens is the most common type. The main symptom of cataract is slowly progressive worsening of vision, but glare disability and nearsightedness can also be signs of the disease.

Cataract operations are now usually performed on an outpatient basis. The eye is anesthetized, pretreated with antibiotics, and surgically opened. New approaches permit the operation to be performed through an incision smaller than 2 mm.

In the phacoemulsification technique, the lens is emulsified and aspirated away through a vibrating hollow needle. The surgeon then implants an intraocular artificial lens. Patients without any other diseases of the eye can achieve a visual acuity of 1.0 or even better.

Special optical designs for the artificial lens can further optimize the quality of vision and thereby improve patient satisfaction.

**Vision Terms**

According to the International Classification of Diseases, there are 4 levels of visual function:

- blindness
- normal vision
- severe visual impairment
- moderate visual impairment

*Moderate visual impairment combined with severe visual impairment are grouped under the term low vision: low vision taken together with blindness represents all visual impairment.*

There are some different terms used to describe levels of vision disability. These terms include, ‘Partially-Sighted,’ ‘Low-Vision,’ ‘Legally Blind,’ and, ‘Totally Blind.’

- Partially-Sighted means the person has some form of visual disability that may require special education.
- Low-Vision usually is used to refer to persons who experience a more severe loss of vision that is not necessarily limited to distance vision. Persons with low-vision may be unable to read a newspaper at an

*(Continued on page 11)*
Vision Disability... (Continued from page 10)

average distance with eyeglasses or contacts, and may need large print or Braille.

- Persons who are legally blind have less than 20/200 vision in their better eye, or a very limited field of vision, often 20 degrees at its widest point.

- Persons who are totally blind are unable to see and often use Braille or other non-visual forms of media.

Eye disorders lead to vision loss; visual impairment is a consequence of a functional loss of vision rather than the eye disorder itself. Retinal degeneration, muscular problems, albinism, corneal disorders, congenital disorders, and infections can also lead to vision impairment.

For more information please go to www.disabled-world.com/disability/types/vision/

How Do You Define Invisible Disability?

in·vis·i·ble dis·a·bil·i·ty /in 'vizəb(ə)l/ /disə 'bilədē/

noun
People often ask us to define invisible disability. To define invisible disability in simple terms is a physical, mental or neurological condition that limits a person’s movements, senses, or activities that is invisible to the onlooker. Unfortunately, the very fact that these symptoms are invisible can lead to misunderstandings, false perceptions, and judgments.

For more information please go to https://invisibledisabilities.org

815-932-2020 • 352 Brown Blvd, Bourbonnais, IL 60914
fisherswale.com
Special assistance is available for persons with disabilities. If you are unable to complete your tax return because of a disability, you may be able to obtain assistance from an IRS office or the Volunteer Income Tax Assistance or Tax Counseling for the Elderly Programs sponsored by IRS.

Disability Tax Benefits

Higher Standard Deduction for Blindness
If you are **blind** on the last day of the year and you don’t itemize deductions, you are entitled to a higher standard deduction.

**Not totally blind.** If you aren’t totally blind, you must get a certified statement from an eye doctor (ophthalmologist or optometrist) that:

- You **can’t see better than 20/200** in the better eye with glasses or contact lenses, or
- Your field of vision is **20 degrees or less**.

If your eye condition **isn’t likely to improve beyond these limits**, the statement should include this fact. Keep the statement in your records.

If your vision **can be corrected beyond these limits** only by contact lenses that you can wear only briefly because of pain, infection, or ulcers, you can take the higher standard deduction for blindness if you otherwise qualify.

Impairment-Related Work Expenses
If you have a **physical or mental disability** that limits your being employed, or substantially limits one or more of your major life activities, such as performing manual tasks, walking, speaking, breathing, learning, and working, you can deduct your impairment-related work expenses.

Impairment-related work expenses are ordinary and necessary business expenses for attendant care services at your place of work and other expenses in connection with your place of work that are necessary for you to be able to work.

**Example:** If you are blind and you must use a reader to do your work. You use the reader both during your regular working hours at your place of work and outside your regular working hours away from your place of work. The reader’s services are only for your work. You can deduct your expenses for the reader as impairment-related work expenses.

For more information please go to the IRS website https://www.irs.gov
Accountants, Advisors & Auditors

Serving the Tax and Accounting Needs of Businesses and Individuals

Phone (815)933-5641

www.mybmacpa.com
Good Shepherd Manor
4129 N. State Route 1 – 17, Momence, IL 60954
815-472-3700

Providing a high quality life and compassionate care for men with intellectual and developmental disabilities since 1971.

Celebrating 47 Years of Service
Services include 13 Group Homes, Day Program, Vocational Training and Nursing Services

www.goodshepherdmanor.org

Borschnack & Co
Certified Public Accountants & Consultants

(815) 933-1771
Executive Centre
200 E. Court St., Suite 608
Kankakee, IL 60901

SERVICES PROVIDED
Tax Preparation
Tax Planning
QuickBooks® Consulting
Bookkeeping Services
Audits, Reviews, & Compilations

CERTIFIED PUBLIC ACCOUNTANTS
Dan Borschnack
Paul Pelletier
Jim Borschnack
Brian Creek
Bob Sikma
Jessica Witvoet

YOUR LOCAL FULL-SERVICE TAX & ACCOUNTING FIRM

www.bpc-cpa.com

Bank of Bourbonnais
Come see us for all your financial needs
Serving the Community since 1974

www.bankofbourbonnais.com

Member FDIC
The U.S. Supreme Court’s 1999 landmark decision in Olmstead v. L.C. (*Olmstead*) found the unjustified segregation of people with disabilities is a form of unlawful discrimination under the Americans with Disabilities Act (ADA). The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) plays a pivotal role in supporting the *Olmstead* decision and promoting community living through our vigorous enforcement of the ADA and other key civil rights laws.

OCR investigates complaints alleging a violation of the ADA’s “integration mandate,” which requires that individuals with disabilities receive services in the most integrated setting appropriate to their needs. This principle is central to the Supreme Court’s *Olmstead* decision. The Court held that states are required to provide community-based services for people with disabilities who would otherwise be entitled to institutional services when: (a) such placement is appropriate; (b) the affected person does not oppose such treatment; and (c) the placement can be reasonably accommodated, taking into account the resources available to the state and the needs of other individuals with disabilities.

OCR’s investigations of Olmstead complaints have had a significant impact in facilitating the community integration of individuals with disabilities. As a result of OCR’s efforts, many individuals have transitioned from an institution to the community, and many individuals have avoided unnecessary institutionalization. For example, OCR’s investigations have led to:

- Individuals who had been institutionalized for decades are now receiving services in their community
- Individuals who lost their housing and/or community-based supportive services when they were forced to enter institutions due to an acute health care problem have had the needed services provided or restored
- Individuals with disabilities are able to access home and community-based services through Medicaid “Waiver” programs.
- Increased hours of personal care and assistance are being provided to individuals who require additional services to remain in the community.
- Individuals with disabilities now have greater control over their community-based care and services.
- Individuals’ needs are met by providing reasonable accommodations in their communities, and not by moving to a more restrictive setting.
You and your family deserve the best home care. From a few hours to 24/7 care, we’re there when and where you need us!

Medication Dispenser • Light Housekeeping • Transportation • Fall Sensor Dressing / Bathing • Companionship • Tele Health • GPS Tracking

Home Helpers provides non-medical and personal care in homes, retirement communities, nursing homes, hospitals, and more.

Caregivers are bonded and insured.

Our flexible care plans are tailored to fit your needs and budgets

www.kankakeehomecare.com

Call Today

Each office is independently owned & operated
The Ten Commandments Of Communicating With People With Disabilities

I. Speak directly rather than through a companion or sign language interpreter who may be present.

II. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is acceptable greeting.

III. Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking.
   • When dining with a friend, who has a visual disability, ask if you can describe what is on his or her plate.

IV. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.

V. Treat adults as adults. Address people with disabilities by their first names only when extending the same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.

VI. Do not lean against or place your hand on someone’s wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies.

VII. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.

VIII. Place yourself at eye level when speaking with someone in a wheelchair or on crutches.

IX. Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands, and food away from your mouth when speaking.
   • If a person is wearing a hearing aid, don’t assume that they have the ability to discriminate your speaking voice.
   • Never shout at a person. Just speak in a normal tone of voice.

X. Relax. Don’t be embarrassed if you happen to use common expressions such as “See you Later” or “Did you hear about this?” that seem to relate to a person’s disability.

For more information please go to: http://www.disabilitytraining.com
Definition of Disability: Federal laws define a person with a disability as “Any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment.”

In general, a physical or mental impairment includes hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex, and mental retardation that substantially limits one or more major life activities. Major life activities include walking, talking, hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself.

Disability Rights in Private and Public Housing: Regardless of whether you live in private or public housing, Federal laws provide the following rights to persons with disabilities:

• Prohibits discrimination against persons with disabilities. It is unlawful for a housing provider to refuse to rent or sell to a person simply because of a disability. A housing provider may not impose different application or qualification criteria, rental fees or sales prices, and rental or sales terms or conditions than those required of or provided to persons who are not disabled.

Example: A housing provider may not refuse to rent to an otherwise qualified individual with a mental disability because s/he is uncomfortable with the individual’s disability. Such an act would violate the Fair Housing Act because it denies a person housing solely on the basis of their disability.

• Requires housing providers to make reasonable accommodations for persons with disabilities. A reasonable accommodation is a change in rules, policies, practices, or services so that a person with a disability will have an equal opportunity to use and enjoy a dwelling unit or common space. A housing provider should do everything s/he can to assist, but s/he is not required to make changes that would fundamentally alter the program or create an undue financial and administrative burden. Reasonable accommodations may be necessary at all stages of the housing process, including application, tenancy, or to prevent eviction.

Example: A housing provider would make a reasonable accommodation for a tenant with mobility impairment by fulfilling the tenant’s request for a reserved parking space in front of the entrance to their unit, even though all parking is unreserved.

• Requires housing providers to allow persons with disabilities to make reasonable modifications. A reasonable modification is a structural modification that is made to allow persons with disabilities the full (Continued on page 19)
enjoyment of the housing and related facilities.

Examples of a reasonable modification would include allowing a person with a disability to: install a ramp into a building, lower the entry threshold of a unit, or install grab bars in a bathroom.

Reasonable modifications are usually made at the resident’s expense. However, there are resources available for helping fund building modifications. Additionally, if you live in Federally assisted housing the housing provider may be required to pay for the modification if it does not amount to an undue financial and administrative burden.

- Requires that new covered multifamily housing be designed and constructed to be accessible. In covered multifamily housing consisting of 4 or more units with an elevator built for first occupancy after March 13, 1991, all units must comply with the following seven design and construction requirements of the Fair Housing Act:
  - Accessible Entrance on an Accessible Route
  - Accessible Public and Common-Use Areas
  - Usable Doors
  - Accessible Route Into and Through the Dwelling Unit
  - Accessible Light Switches, Electrical Outlets, Thermostats, and Environmental Controls
  - Reinforced Walls in Bathrooms
  - Usable Kitchens and Bathrooms

In covered multifamily housing without an elevator that consists of 4 or more units built for first occupancy after March 13, 1991, all ground floor units must comply with the Fair Housing Act seven design and construction requirements.

For information on how to comply with the physical accessibility requirements of the Fair Housing Act, visit the Fair Housing Accessibility FIRST Web site.

These requirements apply to most public and private housing. However, there are limited exemptions for owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker, and housing operated by organizations and private clubs that limit occupancy to members.

If you live in Federally assisted multifamily housing consisting of 5 or more units, 5 percent of these units (or at least one unit whichever is greater) must meet more stringent physical accessibility requirements. Additionally,
2 percent of units (or at least one unit whichever is greater) must be accessible for persons with visual or hearing disabilities.

**People with Disabilities in Federally Assisted Housing:** Federal law makes it illegal for an otherwise qualified individual with a disability to be excluded, solely because of his or her disability, from programs receiving federal financial assistance. **Zoning and Land Use:** It is unlawful for local governments to utilize land use and zoning policies to keep persons with disabilities from locating to their area.

**State and Local Laws:** Many states and localities have fair housing laws that are substantially equivalent to the Federal Fair Housing Act. Some of these laws prohibit discrimination on additional bases, such as source of income or marital status. Some of these laws may impose more stringent design and construction standards for new multifamily housing.

**The Americans with Disabilities Act:** In most cases, the ADA does not apply to residential housing. Rather, the ADA applies to places of public accommodation such as restaurants, retail stores, libraries, and hospitals as well as commercial facilities such as office buildings, warehouses, and factories. However, Title III of the ADA covers public and common use areas at housing developments when these public areas are, by their nature, open to the general public. For example, it covers the rental office since the rental office is open to the general public.

Title II of the ADA applies to all programs, services, and activities provided or made available by public entities. This includes housing when the housing is provided or made available by a public entity. For example, housing covered by Title II of the ADA includes public housing authorities that meet the ADA definition of “public entity,” and housing operated by States or units of local government, such as housing on a State university campus.

For more information on the Americans with Disabilities Act, visit the Department of Justice ADA Home Page

Article from the U.S. Department of Housing and Urban Development Website

---

PIGGUSH • SIMONEAU • INC.
PSI
General Contractors • Commercial/Industrial Construction
DALE A PIGGUSH
660 N. Cherry St.
Kankakee, IL 60901
Office 815-932-4194
Fax 815-932-4394

Allers Aluminum Products, Inc.
REPLACEMENT WINDOWS & DOORS • SIDING
PATIO COVERS • AWNINGS • RETRACTABLE AWNINGS
ROOM ENCLOSURES
RICH & JOSH
898 S. Washington Ave. • Kankakee, IL 60901
Ph. (815) 939-1563
www.allersaluminum.com
In 1916, Dr. William Penfold opened the doors of the Commonwealth Serum Laboratories in Melbourne to ensure the people of Australia had their own supply of important medicines. Since then, CSL has grown into a global biotherapeutics leader with a unique combination of R&D focus, operational excellence, and commercial strength that enables them to consistently deliver on the promises to patients and stakeholders around the world.

Worldwide, CSL employs more than 19,000. The Kankakee site is celebrating its 65th anniversary this year and currently employs more than 1,500 people in the area.

As the county’s top manufacturing employer CSL Behring’s Kankakee site provides plasma-based therapies to treat coagulation disorders, primary immune deficiencies, trauma, shock and burns, in addition to filling and packaging of sister company, Seqirus’, seasonal influenza vaccine for distribution in the U.S.

CSL Behring recently announced it is expanding its Kankakee manufacturing facility by 1.8 million square-feet to better serve its patients around the world. This significant investment could turn out to be the single largest investment ever to an existing business in Kankakee County. The expanded campus includes 74 acres adjacent to the current site, expanding the footprint for CSL Behring to 138 acres. The expansion is known as CSL South.

The world-class biotech facility is scheduled for completion after 2030 and is just one of several planned expansion projects at CSL Behring sites around the globe.

CSL Behring is proud to support the communities in which we live and work. We are proud of and support the work Options does to help individuals with disabilities remain independent and participate fully in society.

For more than a century, CSL has earned a reputation as a passionate, yet responsible organization driven to care for its patients. We look forward to a bright future for our patients, our stakeholders, and the communities where we live and work.
Liftware products are designed to help people with hand tremor and limited hand and arm mobility eat more easily. Conditions that may contribute to hand tremor include Parkinson’s disease and essential tremor. Conditions that may contribute to limited hand and arm mobility include cerebral palsy, spinal cord injury, Huntington’s disease, and post-stroke deficits.

Liftware Level works best for people who can move a utensil from the plate to their mouth, but have difficulty controlling the angle of a spoon. The amount of benefit will vary depending on factors that affect the intensity of a person’s motion and control at any given moment. These factors may include the use of medications, amount of sleep, degree of stress, intensity of exercise, and natural variation of motion deficits that may be related to certain medical conditions.

If you receive benefits through the US Department of Veterans Affairs, you may be eligible to receive your Liftware device under your veterans benefits program.

If you think you may be eligible for benefits through the Department of Veterans Affairs benefits or through a need-based donation program, please contact Liftware at support@liftware.com for more information. Be sure to note whether you experience hand tremor or limited hand and arm mobility.

www.Liftware.com
Donald A. Devereaux, Jr., PHR, GBA
Producer

Dimond Bros. Insurance, LLC

301 N. Schuyler Ave.
Kankakee, IL 60901

Office: 815.932.6791 x 2005
Cell: 815.703.8132
Fax: 815.933.5921

Don.devereaux@dimondbros.com
User Manual To Digital Citizenship When You Have A Disability

By Heather Long

We live in a society that relies heavily on the internet. There is virtually no way around using the internet and more importantly, social media. Many school districts, employers and businesses use social media as a platform to connect with their audiences. So essentially, if you avoid social media you can not only miss out on important information but the potential to make friends.

This is the case for students with disabilities. They don’t want to be left out from the social media craze nor do their parents, but it can be a very scary place that can get a young person with a disability in trouble if they do not handle their actions appropriately. In the past, especially with young people who have Autism, ADHD, Social Anxiety or learning disabilities, we worried about bullying and inappropriate behavior, but typically these actions were ones that could be seen by parents, teachers or friends. The behavior could be stopped before it escalated. With young people moving to the digital world for socializing and interacting, the inappropriate behavior and bullying has moved to the digital world as well. In fact the term cyber bullying came about because of bullying online.

It is important to teach all young people proper internet safety and etiquette but even more crucial to teach a young person with a cognitive disability these important lessons. Any young person may inadvertently develop a friendship online if someone is friendly with them. Someone who asks superficial questions of them like their hobbies, what movies they like, what their house is like, etc. A young person with a cognitive disability might not recognize when a seemingly friendly person asks inappropriate questions like their real name, street address, phone number, etc.

The online world can be a much safer and easier place for them to make friends. It is true that the cyber world can help those who struggle with social interactions learn how to interact and make friends. It gives them the opportunity to try different things in what they perceive is a safe place, but it is important for them to know how to make social media a safe place.

How do we do that?
To answer that question, there are a few things parents and educators can teach their young person about being on the internet.

• First, continuously remind them that the internet is not private and there really is no way to erase something once it has been put online.

• Make a list of concrete questions or actions they should never do or answer if it is from someone they have only met online. Make sure that list is somewhere the young person can see even while they are using the computer.

• Encourage them to use social media sites that you know are being constantly monitored for inappropriate behavior. SpecialFriends.com is a social media site that is specifically for people with disabilities and is monitored around the clock for inappropriate behavior.

• Lastly, teach them how to appropriately handle any inappropriate behavior they may encounter. Make another list of steps they must take when they encounter bullying. How they should conduct themselves,

(Continued on page 26)
what not to do (i.e. threaten the person or use profane language) and who and how they appropriately report the behavior.

The cyber world can be a scary place, and it could be easier to just prohibit a young person with a disability from the internet, but the internet can be such a great place to make friends and gain new information. Instead it is important to stay involved in their daily lives and teach them how to be safe, so they can equally reap the benefits of the online world. (Powering up What Works, 2014; pg 2)
CLR Computer Technologies

has served Kankakee and surrounding communities for over 25 years.

CLR sells and services:

servers
workstations
printers
virus and spyware removal.

CLR can custom install CAT5 or CAT6 cabling for your new or existing network.

We also provide video surveillance systems with remote view with a simple app.

We are located just north of Denny’s Restaurant next to Tile By Lonnie.

1335 N. Arthur Burch Drive
Bourbonnais, IL 60914
815-935-0034

Video Surveillance Systems
Analog and HD IP Solutions
Dome and Bullet Cameras
Covert Cameras

View from anywhere with the Mobile App
Home and Business systems
Reaching Higher Levels in IP Surveillance
Call for free estimates
Custom installation
Seven Of The Best Apps For People With Disabilities

A collection of ground-breaking apps that use modern technology to help people with disabilities around the world

We all have our challenges in life - physical, mental and emotional. Some are bigger, some are smaller, and some need more assistance than others to overcome. These seven apps use modern technology to enrich the lives of people with disabilities - from creative aids for the blind and deaf to new ways to make life more manageable for people with autism spectrum disorders and speech disabilities.

1. THE APP THAT GIVES A VOICE TO PEOPLE WITH SPEECH DISORDER
THE APP: Talkitt

WHO IT HELPS: People with motor, speech and language disorders - including but not limited to Amyotrophic Lateral Sclerosis (ALS), Cerebral Palsy, stroke, brain damage, autism and Parkinson’s disease.

WHAT IT DOES: The Talkitt app translates unintelligible pronunciation into understandable speech, allowing people to communicate using their own voice. The technology behind the app is brilliant - by recognizing each individual user’s vocal patterns, it “speaks” their words in a coherent manner - thus allowing them to communicate clearly and easily. Even more amazing? The program works in every language.

2. THE APP THAT GIVES EYES TO THE BLIND
THE APP: Be My Eyes

WHO IT HELPS: People who are blind or visually impaired.

WHAT IT DOES: Be My Eyes connects blind people who need assistance with sighted volunteers who want to help out via a direct video connection. Currently available for iPhone and coming soon for Android, the app can be used in a variety of situations - for example a blind person might need help checking the expiration date on a milk carton, or making their way around new surroundings. They enter a request for assistance and the volunteer gets a notification that the blind person could use some help. Arguably the best app for blind people, there are currently over 90,000 sighted volunteers active on Be My Eyes, and some 7,000 blind people using the app.

3. THE APP WITH NO WORDS THAT SPEAKS TO AUTISTIC CHILDREN
THE APP: Avaz

WHO IT HELPS: Children with autism spectrum disorders, Downs Syndrome, Angelman’s Syndrome, Cerebral Palsy, and other speech disabilities.

WHAT IT DOES: This Australian app enables children with autism and other disorders to “speak” using pictures - in a variety of situations. For example, the app can be used in speech therapy sessions, on a day-to-day basis to develop language, and to stimulate and improve the intent to communicate. The app uses picture symbols and high-quality voice synthesis to help non-verbal users create messages and improve language skills. The cherry on top is a powerful keyboard that helps users transitioning to text - growing with the child as he or she develops.

(Continued on page 29)
4. THE APP THAT PUTS CAPTIONS ON PHONE CALLS
THE APP: RogerVoice

WHO IT HELPS: People who are deaf and hearing impaired.

WHAT IT DOES: RogerVoice uses voice recognition to convert voice to text, so deaf people can “hear” phone calls by reading.

5. THE APP THAT IMPROVES EYE CONTACT AND COMMUNICATION
THE APP: LOOK AT ME

WHO IT HELPS: Autistic children.

WHAT IT DOES: Designed to improve socialization skills for autistic children, Samsung’s LOOK AT ME app gamifies interactions, helping users learn to read moods, remember faces, and express themselves with facial expressions and poses. A test group found that playing the game for just 15 minutes per day for an eight-week period can bring about a 60% improvement in making eye contact and identifying facial expressions - definitely one of the best apps to use modern technology to change interpersonal communication.

6. THE APP THAT AMPLIFIES SOUNDS
THE APP: HearYouNow

WHO IT HELPS: People with hearing difficulties who don’t use a hearing aid.

WHAT IT DOES: Intended for use in public settings such as restaurants, meetings and parties as well as watching TV or listening to radio, the HearYouNow app customizes sound performance depending on the user’s specific needs. By attaching headphones to a digital device, sound is controlled and amplified per ear, with three frequency bands tuned towards speech understanding and the option to optimize foreground or background sounds. Developed by ExSilent, a Dutch manufacturer of hearing aids, the app is intended for people who could use a hearing aid but aren’t quite ready for one - saving them from repeatedly having to ask “what was that?”

7. THE APP THAT SIMPLIFIES DAILY ROUTINES INTO PICTURES
THE APP: Stepping Stones

WHO IT HELPS: Children and adults who benefit from visual support, including those with developmental disabilities such as Autism, attention or auditory processing deficits, learning disabilities, or anxiety.

WHAT IT DOES: This simple app allows users to create visual guides - or ‘paths’ - using their own photos, so as to make sense of daily routines and schedules or stories. These visual supports help to increase the independence and flexibility that people with developmental disabilities can experience in their lives, as well as teaching essential life skills and assisting with sequential processing.

https://www.goodnet.org/articles/7-best-apps-for-people-disabilities-list
Nissan Inc.
1405 North Kinzie
Bradley, Illinois 60915
Phone 815-932-8600
Fax 815-939-4882

HOVE BUICK GMC
815-932-8700
www.hoveauto.com

HOVE
Nissan Inc.
1405 North Kinzie
Bradley, Illinois 60915
Phone 815-932-8600
Fax 815-939-4882

HOVE BUICK GMC
815-932-8700
www.hoveauto.com

Jim Brosseau
Custom Roofing
COMMERCIAL • INDUSTRIAL • RESIDENTIAL
STATE AND LOCALLY LICENSED

- Rubber 1-Ply Roof Systems
- Built-Up Asphalt Shingles
- Slate & Tile
- Waterproofing
- Maintenance Programs
- 5% Senior Discount

FULLY INSURED • ESTIMATES
184 S. TOMAGENE • BOURBONNAIS, ILLINOIS
815-939-2935

Get Started Here!
www.kcc.edu/future/start
815-802-8500
Standardized examinations and other high-stakes tests are gateways to educational and employment opportunities. Whether seeking admission to a high school, college, or graduate program, or attempting to obtain a professional license or certification for a trade, it is difficult to achieve such goals without sitting for some kind of standardized exam or high-stakes test. While many testing entities have made efforts to ensure equal opportunity for individuals with disabilities, the Department continues to receive questions and complaints relating to excessive and burdensome documentation demands, failures to provide needed testing accommodations, and failures to respond to requests for testing accommodations in a timely manner.

The Americans with Disabilities Act (ADA) ensures that individuals with disabilities have the opportunity to fairly compete for and pursue such opportunities by requiring testing entities to offer exams in a manner accessible to persons with disabilities. When needed testing accommodations are provided, test-takers can demonstrate their true aptitude.

The Department of Justice (Department) published revised final regulations implementing the ADA for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010. These rules clarify and refine issues that have arisen over the past 20 years and contain new and updated requirements.

What Are Testing Accommodations?
Testing accommodations are changes to the regular testing environment and auxiliary aids and services that allow individuals with disabilities to demonstrate their true aptitude or achievement level on standardized exams or other high-stakes tests. Examples of the wide range of testing accommodations that may be required include:

- Braille or large-print exam booklets;
- Screen reading technology;
- Scribes to transfer answers to Scantron bubble sheets or record dictated notes and essays;
- Extended time;
- Wheelchair-accessible testing stations;
- Distraction-free rooms;
- Physical prompts (such as for individuals with hearing impairments); and
- Permission to bring and take medications during the exam (for example, for individuals with diabetes who must monitor their blood sugar and administer insulin).

Who Is Eligible To Receive Testing Accommodations?
Individuals with disabilities are eligible to receive necessary testing accommodations. Under the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, or thinking) or a major bodily function (such as the neurological, endocrine, or digestive system). The determination of whether an individual has a disability generally should not demand extensive analysis and must be made without regard to any positive effects of measures

(Continued on page 32)
such as medication, medical supplies or equipment, low-vision devices (other than ordinary eyeglasses or contact lenses), prosthetics, hearing aids and cochlear implants, or mobility devices. However, negative effects, such as side effects of medication or burdens associated with following a particular treatment regimen, may be considered when determining whether an individual’s impairment substantially limits a major life activity.

A substantial limitation of a major life activity may be based on the extent to which the impairment affects the condition, manner, or duration in which the individual performs the major life activity. To be “substantially limited” in a major life activity does not require that the person be unable to perform the activity. In determining whether an individual is substantially limited in a major life activity, it may be useful to consider, when compared to most people in the general population, the conditions under which the individual performs the activity or the manner in which the activity is performed. It may also be useful to consider the length of time an individual can perform a major life activity or the length of time it takes an individual to perform a major life activity, as compared to most people in the general population. For example:

- The condition or manner under which an individual who has had a hand amputated performs manual tasks may be more cumbersome, or require more effort or time, than the way most people in the general population would perform the same tasks.

- The condition or manner under which someone with coronary artery disease performs the major life activity of walking would be substantially limited if the individual experiences shortness of breath and fatigue when walking distances that most people could walk without experiencing such effects.

- A person whose back or leg impairment precludes him or her from sitting for more than two hours without significant pain would be substantially limited in sitting, because most people can sit for more than two hours without significant pain.

A person with a history of academic success may still be a person with a disability who is entitled to testing accommodations under the ADA. A history of academic success does not mean that a person does not have a disability that requires testing accommodations. For example, someone with a learning disability may achieve a high level of academic success, but may nevertheless be substantially limited in one or more of the major life activities of reading, writing, speaking, or learning, because of the additional time or effort he or she must spend to read, write, speak, or learn compared to most people in the general population.

For more information please go to the ADA Website at www.ADA.gov
TRANSFORM
WORKPLACE
PRODUCTIVITY.

YOUR BUSINESS TECHNOLOGY SOLVED.

- Managed Network Services
  Proven IT is one of Chicago's largest IT resources. We manage your network so you can focus on pertinent business matters. We offer Data Backup and Restore, Network Security, Help Desk, ProActive Monitoring and much more.

- Print Management Solutions
  Printing is the largest unmanaged cost of business. Our intuitive print admin & monitoring software gives you end-to-end control over your entire printing fleet to reduce costs, improve workflow efficiency and reduce waste.

- Voice & Data
  Communication is the key to your business's success. Get on the same page with intuitive phone systems from Proven IT, featuring technology by Alworx and NEC. Our cabling and network experts make it a snap to optimize, grow or relocate your business.

- Office Technology
  Equip your office with the best. Proven IT partners with industry leading quality and durability for your multifunctional Devices. As a "manufacturer" agnostic dealer, Proven offers flexible solutions that fit your needs. Canon, Toshiba and Xerox devices answer the call to fit your job requirements, budget, and expectations.

- ELITE Service Platform
  Proven IT is partnered with a network of over 250 dealers across the country to provide national coverage. With 9 Chicagoland locations, we have a strong local presence with mobile warehouses loaded with the parts your equipment needs. Our proactive service platform keeps your business running without a hitch.

Managed Network Services | Print Management Solutions | Voice & Data | Document Management & Workflow | Office Technology

Carrie McCann-Randolph
Senior Account Manager
Proven IT
cmiccann@provenit.com
C: 815.383.4567

proven IT | S | The Official Office Technology Partner of the Chicago White Sox
TOSHIBA | Laserfiche® | Canon | xerox®
Having trouble hearing on the phone?

Illinois has a FREE amplified phone program!

For more information and to test the phones:

**Options Center for Independent Living**

Bourbonnais Office:
22 Heritage Dr. Ste. 107
815-936-0100

Watseka Office:
130 Laird Ln. Ste. 103
815-432-1332

No age or income restrictions

[www.itactty.org](http://www.itactty.org)
A FREE program required and governed by Illinois law.
How To Keep Diabetes From Affecting Your Hearing And Your Health

By Neil Bauman, PH.D.

It is no secret that diabetes causes hearing loss in numbers of people with this condition. In fact, hearing loss among diabetics is more than twice that of those without diabetes. Studies show that one in three people with diabetes will have trouble with their hearing because of damage to their inner ears from elevated blood glucose levels.

This holds true for all severities of hearing loss and for all audible sound frequencies. In a large study of people ages 20-69, researchers found a strong association between diabetes and hearing problems. Hearing loss was found as early as age 30. Therefore, if you have diabetes or pre-diabetes, you have to act fast if you want the best chance of preserving your hearing.

Diabetes can affect your hearing in several ways. Here are two main ones:

1. The blood vessels in your inner ears are tiny. When your blood sugar levels are high, your blood thickens and is more the consistency of syrup. This makes it difficult to get much blood (and oxygen) through the tiny capillaries in your cochlea. This lack of adequate oxygen to the hair cells (and other structures) results in loss of hearing.

2. When your blood sugar rises, there is a breakdown of the nerves in your inner ears. The results in sensorineural (inner ear) hearing loss. Specifically, high blood glucose levels can damage the vessels in the stria vascularis and the nerves that control the inner workings of your cochlea. That’s the bad news.

The good news is that you do not have to let Type 2 diabetes destroy your hearing or your health. You can take control and do something about it. This is because Type 2 diabetes is a nutritional disease. Since you have total control over what you put in your mouth, you can choose to change your diet to one that will get your diabetes under control, and ultimately get rid of your Type 2 diabetes altogether.

To learn what you need to know about your diabetes and how you can take control of it, you won’t do better than reading Dr. Mercola’s introductory article on diabetes at:


Once you have read that article I suggest you read another of his articles at:

https://www.articles.mercola.com/sites/articles/archive/2016/05/16/tips-to-prevent-diabetes.aspx

(or https://tinyurl.com/ybbe2pme if the preceding link is broken)

(Note: there are thousands of other articles on Dr. Mercola’s website that will teach you much more about how to have and maintain good health.)

(Continued on page 36)
How To Keep Diabetes... (Continued from page 35)

Once you have read these two articles, you will know the basics of how you can take control of your diabetes, maintain good control of your blood sugar, and in the process, preserve your hearing and your health.

Now comes the hard part - mustering up your will-power to follow through.

My advise: just do it!

The permanent link for this article is on the Center’s website at http://hearinglosshelp.com/blog/how-to-keep-diabetes-from-affecting-your-hearing-and-your-health/ (or http://hearinglosshelp.com/?p=4863 if the preceding link is broken)
River Valley Metro Mass Transit District

What is it, and what do they do?

River Valley Metro Mass Transit District is a public service agency that offers three types of bus services for the residents of Kankakee County.

1. Traditional, or “fixed route”, bus service in the urbanized area of Kankakee County. This includes Aroma Park, Kankakee, Bradley, Bourbonnais and Manteno.

2. Commuter shuttle service to Midway Airport and to the Metra train station at University Park.

3. Service for individuals with disabilities who are unable to independently use fixed route service. This is referred to as Metro Plus service.

Fixed route buses serve more than 350 bus stops from 5:00 am to 9:30 pm Monday through Friday, 7:00 am to 9:30 pm on Saturdays, and 8:00 am to 4:00 pm on Sundays and major holidays. Most stops are served once each hour, but a few are served every half hour. All buses are wheelchair accessible. Fare is $1.00 per trip.

The University Park Metra train station commuter shuttle departs from the Metro Centre in Bourbonnais and makes one stop in Manteno. The morning schedule is coordinated with trains departing from University Park, and the afternoon/evening schedule is coordinated with trains arriving at University Park. Fare is $2.00 each way.

The Midway Airport shuttle also departs from the Metro Centre in Bourbonnais and makes one stop in Manteno. It then runs non-stop to the public transportation hub at Midway Airport. Free parking is available at both the Bourbonnais and the Manteno departure points. Fare is $2.00 each way.

Metro Plus service requires pre-qualification and operates by appointment. Metro Plus buses will pick you up at your home and take you to your destination. This is a shared ride service, meaning that multiple individuals’ trips are grouped together in an effort to meet all trip requests and improve efficiency. Ride time on Metro Plus is comparable to travel time on the fixed route system, including transfers and wait times. Fare is $2.00 each way.

Additional details about each of these services are available at RiverValleyMetro.com or by calling 815-937-4287.
Service Animals (Including Emotional Support Animals)

Under the Air Carrier Access Act (ACAA) a service animal is any animal that is individually trained or able to provide assistance to a person with a disability; or any animal that assists persons with disabilities by providing emotional support. Documentation may be required of passengers needing to travel with an emotional support or psychiatric service animal.

Things to Know
Which service animals are allowed in the cabin?

- A wide variety of service animals are permitted in the cabin portion of the aircraft flying to and within the United States; however, most service animals tend to be dogs and cats. Airlines may exclude animals that:
  - Are too large or heavy to be accommodated in the cabin;
  - Pose a direct threat to the health or safety of others;
  - Cause a significant disruption of cabin service; or
  - Are prohibited from entering a foreign country.

Note: Airlines are never required to accept snakes, reptiles, ferrets, rodents, sugar gliders, and spiders.

How do airlines determine whether an animal is a service animal?

- Airlines can determine whether an animal is a service animal or pet by:
  - The credible verbal assurances of an individual with a disability using the animal;
  - Looking for physical indicators such as the presence of a harness or tags;
  - Requiring documentation for psychiatric support animals and emotional support animals; and
  - Observing the behavior of animals.

- Emotional Support and Psychiatric Service Animals - Airlines can request specific documentation and/or 48-hours advanced notice for service animals that are emotional support animals and psychiatric service animals.

What kind of documentation can be required of persons travelling with emotional support animals and psychiatric service animals?

(Continued on page 39)
Service Animals... (Continued from page 38)

- Airlines may require documentation that is not older than one year from the date of your scheduled initial flight that states:
  - You have a mental or emotional disability that is recognized in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
  - You need your emotional support or psychiatric support animal as an accommodation for air travel and/or for activity at your destination;
  - The individual providing the assessment is a licensed mental health professional and the passenger is under his/her professional care; and
  - The licensed health care professional’s Date and type of professional license; and Jurisdiction or state in which their license was issued.

Tips for Traveling with a Service Animal

At the airport

- If your animal needs to relieve itself, please ask an airport or airline professional for the location of the nearest service animal relief areas.

Onboard the aircraft

- Your animal must be permitted to accompany you in the space under the seat in front of you.
- Certain small animals may be permitted to sit on your lap, if it can be done so safely.
- Your animal cannot block a space that must remain unobstructed for safety reasons (ex. an aisle or access to an emergency exit).
- An airline is not required to upgrade you to a different class of service to accommodate your animal.
- Airlines cannot refuse to allow your animal onboard because it makes other passengers or flight crew uncomfortable.
- Your animal must behave properly. An animal that engages in disruptive behavior (ex. barking or snarling, running around, and/or jumping onto other passengers, etc. without being provoked) will not be accepted as a service animal.
- For a flight that is scheduled for eight hours or longer, airlines may require documentation stating that your animal will not need to relieve itself, or can do so in a sanitary way.

Traveling outside of the United States?

Here are a few things to keep in mind if you’re planning to fly outside of the United States with your service animal.

- Foreign airlines operating to and from the United States are only required to accept dogs.
- U.S. airlines traveling to foreign countries are subject to the requirements of that foreign country regarding acceptance of service animals; not all countries permit service animals from other foreign countries.
- Check to ensure whether your destination country permits your animal and any other requirements to enter and exit legally.

(Continued on page 40)
Encounter A Problem?

- If you believe your rights under the Air Carrier Access Act are being or have been violated, ask to speak with a Complaints Resolution Official (CRO). A CRO is the airline’s expert on disability accommodation issues. Airlines are required to make one available to you, at no cost, in person at the airport or by telephone during the times they are operating.

Updated: Tuesday, March 20, 2018

For more information go to www.transportation.gov
What Are Anxiety Disorders?

Anxiety is a normal reaction to stress and can be beneficial in some situations. It can alert us to dangers and help us prepare and pay attention. Anxiety disorders differ from normal feelings of nervousness or anxiousness, and involve excessive fear or anxiety. Anxiety disorders are the most common of mental disorders and affect nearly 30 percent of adults at some point in their lives. But anxiety disorders are treatable and a number of effective treatments are available. Treatment helps most people lead normal productive lives.

Anxiety refers to anticipation of a future concern and is more associated with muscle tension and avoidance behavior.

Fear is an emotional response to an immediate threat and is more associated with a fight or flight reaction – either staying to fight or leaving to escape danger.

Anxiety disorders can cause people to try to avoid situations that trigger or worsen their symptoms. Job performance, school work and personal relationships can be affected.

In general, for a person to be diagnosed with an anxiety disorder, the fear or anxiety must:

- Be out of proportion to the situation or age inappropriate
- Hinder your ability to function normally

There are several types of anxiety disorders, including generalized anxiety disorder, panic disorder, specific phobias, agoraphobia, social anxiety disorder and separation anxiety disorder.

Risk Factors

The causes of anxiety disorders are currently unknown but likely involve a combination of factors including genetic, environmental, psychological and developmental. Anxiety disorders can run in families, suggesting that a combination of genes and environmental stresses can produce the disorders.

Diagnosis and Treatment

The first step is to see your doctor to make sure there is no physical problem causing the symptoms. If an anxiety disorder is diagnosed, a mental health professional can work with you on the best treatment. Unfortunately, many people with anxiety disorders don’t seek help. They don’t realize that they have an illness that has effective treatments.

Although each anxiety disorder has unique characteristics, most respond well to two types of treatment: psychotherapy, or “talk therapy,” and medications. These treatments can be given alone or in combination. Cognitive behavior therapy (CBT), a type of talk therapy, can help a person learn a different way of thinking, reacting and behaving to help feel less anxious. Medications will not cure anxiety disorders, but can give significant relief from symptoms. The most commonly used medications are anti-anxiety medications (generally prescribed only for a short period of time) and antidepressants. Beta-blockers, used for heart conditions, are sometimes used to control physical symptoms of anxiety.

For more information please go to https://www.psychiatry.org/patients-families/anxiety-disorders/
People with disabilities have a right to accessible health care under federal, state and local laws. The most important federal laws governing equal access are the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504).

Each law applies to a different health care setting:

- **Section 504** applies to medical providers that receive federal financial assistance.
- **Title II of the ADA** applies to public hospitals, clinics, and medical offices operated by state and local government entities.
- **Title III of the ADA** applies to private hospitals and medical offices.

Under these laws, you are considered an individual with a disability if you have a physical or mental impairment that substantially limits a major life activity, have a record of such impairment, or are regarded as having such impairment. Major life activities include, but are not limited to: seeing, hearing, walking, working, and major bodily functions.

The ADA and Section 504 require medical providers to ensure that people with disabilities have access to equivalent services as other patients. As a result, to be considered fully accessible and comply with federal law, a health care provider must provide structural access into and throughout a facility, accessible equipment, and be willing to provide reasonable accommodations and auxiliary aids to people with disabilities.

These laws are designed to prohibit **discrimination** against people with disabilities due to a lack of accessibility. However, they do not require a health care provider to provide services that would be a **fundamental alteration** to the services they normally provide.

For example, while a doctor’s office must allow a person with a disability to enter with their service animal, the provider is not obligated to provide a service animal to someone who needs one.

**A. STRUCTURAL ACCESS**

Structural access refers to the physical accessibility of a medical facility itself. Under federal law, all health care services must be available to individuals with disabilities in an accessible facility. In order for a facility to be considered accessible, it must, at a minimum, meet the following criteria:

- Routes into and throughout facilities are flat and wide enough to provide maneuvering clearance;

(Continued on page 43)
• Counters are low enough for individuals to interact with receptionists and other medical personnel;

• Doors are wide enough and light enough to navigate;

• Restrooms are fully accessible with items low enough to be easily accessed, grab bars properly installed, and sufficient floor clearance; and

• Examination rooms are large enough to accommodate service animals, wheelchairs, or other assistive devices.

B. ACCESSIBLE MEDICAL EQUIPMENT

Accessible medical equipment refers to the usability of the equipment itself. Denying service to a patient with a disability because of a lack of appropriate equipment is a form of discrimination. Medical facilities need to provide accessible equipment and have staff trained on how to use the equipment to properly assist patients with disabilities. Some examples of accessible medical equipment include:

• Examination tables low enough to facilitate patient transfer;

• Adequate supports;

• Weight scales that are flat with a large base;

• The availability of lifts; and

• Specialized equipment, such as mammography equipment that is height adjustable.

C. REASONABLE MODIFICATIONS AND THE PROVISION OF AUXILIARY AIDS

Reasonable modifications are changes in a facility’s policies, practices, or procedures that ensure equal access for individuals with disabilities in all aspects of medical care.

Reasonable modifications in the health care setting may include:

• Allowing a service animal in the facility;

• Providing extra assistance in filling out forms; and

• Allowing a patient to bring an assistant or family member into the examination room.

(Continued on page 44)
Your Right To Accessible Health Care... (*Continued from page 43*)

**Auxiliary aids** are services provided to ensure that a person with a disability is not excluded or otherwise treated differently. They include possession and usage of specialized equipment and are most often needed to facilitate effective communication.

The following are examples of auxiliary aids in the health care setting:

- Providing forms in alternative formats, such as large print materials;
- Assisting with alternatives to verbal communication during an appointment, such as providing an American Sign Language interpreter; and
- Use of a telecommunications relay service for scheduling appointments.

The law does **not** require modifications or auxiliary aids that would result in an undue burden or in a fundamental alteration in the nature of the goods or services provided by a public accommodation. An undue burden is when a modification or auxiliary aid can only be provided with significant difficulty or expense. A fundamental alteration is a modification that is so substantial that it alters the nature of the goods, services, facilities, privileges, advantages, or accommodations offered. These limitations are derived from existing regulations and case law, and are determined on a case-by-case basis.

**Note:** Article is from the Accessible Health Care Self Advocacy Toolkit from The Equal Right Center [www.equalrightscenter.org](http://www.equalrightscenter.org) for more information.

---

**Mission Statement**

Options Center for Independent Living partners with persons with disabilities who want to live independently and participate fully in society.
Riverside offers assistance in the selection and use of:

- Power Chairs
- Wheel Chairs
- Scooters
- Complex Rehab seating or mobility

Riverside Healthcare is a fully integrated healthcare system serving the needs of individuals and communities throughout the counties of Kankakee, Iroquois, Will, Livingston, Grundy and beyond. The heart of the system, Riverside Medical Center, is a 312-bed hospital that provides a full scope of patient care and is a nationally recognized award-winning Level II Trauma hospital. With leading programs in heart care, cancer care, neurosurgery and orthopedics, its reputation for nursing excellence has earned Riverside the designation as a Magnet® Recognized hospital. Riverside ranks among the top 5 percent of hospitals nationwide.

For more information, visit riversidehealthcare.org.

As an Assistive Technology Professional (ATP), Rich Blanchette has the skill and expertise to help analyze the needs of individuals with disabilities. He can assist in the selection of appropriate assistive devices and is dedicated to promoting the health and well-being of people with disabilities through increasing access to technology solutions.

Rich became certified as an ATP in 2015 from The Rehabilitation Engineering and Assistive Technology Society of North America. Rich is the only locally based ATP servicing Kankakee, Iroquois and Ford Counties. Rich is glad to offer assistance in the selection and use of power chairs, wheel chairs, scooters as well as specializing in helping individuals who need Complex Rehab seating.

In addition to Rich, Riverside’s team includes certified respiratory therapists, medical equipment specialists, and a full-time licensed mastectomy consultant. For additional assistance, we have immediate access to clinical personnel at Riverside Medical Center. Medicare and insurance claims assistance is also available.

Free delivery and pick-up options are offered within a large service area on certain purchases as well.

Riverside Health Equipment
44 Meadowview Shopping Center
Kankakee
Monday - Friday: 9 am - 5 pm
Saturday: 9 am - 12 pm
Sunday: Closed
(815) 933-5187
riversidehealthcare.org

Soaring to new heights....
Celebrating 65 Years in Kankakee County

The people and science of CSL Behring save lives around the world. We develop and deliver innovative specialty biotherapies, helping people with life-threatening conditions live full lives.

Visit us at kankakee.csl behring.com
Follow us @CSLBehring
linkedin.com/company/csl-behring

CSL Behring
Biotherapies for Life™
The Perfect Fit
Solutions that match your mobility needs

Riverside Health Equipment leases, sells and services medical equipment and supplies for use in the home or office. Riverside's dedicated team includes Rich Blanchette, ATP; Seating and Mobility Consultant.

Riverside offers assistance in the selection and use of:

- Power Chairs
- Wheel Chairs
- Scooters
- Complex Rehab seating or mobility

Riverside offers free delivery and pick-up options within a large service area on certain equipment and supply purchases as well.