

Guide to
Achieving the

Fundamental Elements of Accessibility



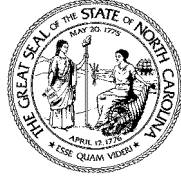
Developed by:
The North Carolina Office on Disability and Health



Guide to Achieving the Fundamental Elements of Accessibility

**for NC Domestic Violence and Sexual Assault
Service Providers**

North Carolina Office on Disability and Health



North Carolina Department of Crime Control and Public Safety Governor's Crime Commission

Michael F. Easley, Governor
Bryan E. Beatty, Secretary

Linda W. Hayes, Chair
David E. Jones, Director

The Governor's Crime Commission is committed to helping domestic violence and sexual assault agencies provide accessible services for all women -- including women with disabilities. The Commission has collaborated with the North Carolina Office on Disability and Health and served as a member of the Leadership Council on Accessibility.

The fundamental elements of accessibility discussed in this booklet were developed to complement the Governor's Crime Commission's fundamental service elements. The original service fundamentals reflect service expectations for domestic violence and sexual assault victims programs regarding hotlines, shelters, counseling and advocacy services. The Commission's Crime Victims' Services Committee, which promotes the development of effective programs that improve the response of human service professionals, has endorsed these fundamental elements of accessibility.

Beginning with recipients of 2008 Governor's Crime Commission grants, domestic violence and sexual assault agencies should be in compliance with the fundamental elements of accessibility. Regional training, technical assistance, this booklet and a training manual will be provided to agencies to help them achieve compliance. GCC is aware that some programs may be challenged to reach compliance with these elements. When needed, the Commission will partner with the N.C. Office on Disability and Health to ensure a smooth transition and help programs become compliant.

Accessibility is achievable for North Carolina domestic violence and sexual assault service providers. We look forward to working with you to provide quality accessible services for women with disabilities.

David Jones, Director
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INTRODUCTION

Sexual assault and domestic violence are serious issues for people with disabilities, especially women. Many of these women face a higher risk for domestic violence and sexual assault than women without disabilities. In NC, women with disabilities are five times more likely to be sexually assaulted than women without disabilities (BRFSS 2001). Twenty-seven percent of women with disabilities in North Carolina report experiencing physical violence compared to fifteen percent for women without disabilities (BRFSS 2003). Research also suggests persons with disabilities may experience longer durations of abuse.

There are many risk factors for violence for people with disabilities. Individuals with intellectual disabilities often reside in group homes where they are vulnerable to abuse by staff, caregivers or other residents. They are often taught to be obedient and may be overly trusting of others and easier to trick or coerce. Persons with physical disabilities may depend on others to meet their basic needs such as bathing, eating, or dressing, which makes them vulnerable to abuse. They may also be less able to physically defend themselves or escape violent situations. People with disabilities, especially those with intellectual disabilities, may grow up without receiving sexuality education or prevention information. They may lack knowledge about their bodies, healthy relationships, and how to protect themselves (Disability Services ASAP of SafePlace, Austin, Texas). Persons with hearing loss or who have a speech disability may not be able to report abuse or seek services due to communication barriers. Yet this problem is mostly invisible and unaddressed. Often sexual and domestic violence services are not accessible to persons with disabilities.

The NC Office on Disability and Health (NCODH) received a 2005-2007 grant, Access for All: Developing Systems Change, from the NC Governor's Crime Commission to increase the capacity of domestic violence and sexual assault programs in North Carolina to serve people with disabilities. As part of this grant project, NCODH has developed Fundamental Elements of Accessibility (FEA) for NC domestic violence and sexual assault agencies to incorporate into their core services (hotline, shelter, counseling and advocacy) to improve accessibility of services for clients with disabilities. The fundamental elements provide guidelines about accessibility of information, communication and buildings and are explained in this booklet, *Guide to Achieving the Fundamental Elements of Accessibility*.

Guide to Achieving the Fundamental Elements of Accessibility was developed to assist domestic violence and sexual assault agencies across North Carolina to understand how to become more accessible to people with disabilities – step by step. This booklet explains each fundamental element and provides specific how-to information and community resources. State and local resources are listed by topic, as well as by alphabetical order. The appendices include

information such as sample policies about accessibility; intake questions to identify client needs; sample accessible brochures; a list of equipment available for loan from the state Coalitions (NCCADV and NCCASA); and tips for hiring sign language interpreters and using telecommunications services.

Other materials available from NCODH can also assist service providers in successfully completing these fundamental elements, including a disability awareness training curriculum (*Basic Disability Awareness: Providing Disability-Friendly Sexual and Domestic Violence Services*) and a DVD about Telecommunications Relay Service (*Are You Listening?*). NCODH has distributed these materials to all DV and SA agencies in NC.

We hope these basic guidelines will help you become more accessible and welcoming to people with disabilities. We encourage DV and SA service providers to gain awareness about disability, implement strategies to improve access to services, and strive to provide high quality services for all people, including those with disabilities.

Comments from DV and SA service providers at pilot/evaluation sites:

“It is amazing what little you can do sometimes; FEA are very simple; people just have to be willing to learn; they don’t have to know everything.”

“The FEA do not require a lot of change and time.”

“Service animals and personal care assistants made sense. Of course, they should be welcomed.”

“These elements are all very doable. I did not know there is an online sign language directory; this is a good resource to know about.”

For questions about the Fundamental Elements of Accessibility or additional materials from NCODH, contact:

NC Coalition Against Sexual Assault
(888) 737-2272 (toll free)
www.nccasa.org

NC Coalition Against Domestic Violence
(888) 232-9124 (toll free)
www.nccadv.org

NC Office on Disability and Health
Frank Porter Graham Child Development Institute, UNC-Chapel Hill
(919) 843-3882 or (919) 966-0871 (Voice)
(919) 843-3811 (TTY)
nobles@mail.fpg.unc.edu or dickens@mail.fpg.unc.edu
www.fpg.unc.edu/~ncodh

Tips for Providing Accommodations for Clients with Disabilities

People with disabilities often face barriers to accessing services at domestic violence and sexual assault agencies. DV and SA service providers should offer assistance and make reasonable accommodations in their programs. The key is to ask all clients what assistance they need to receive services and then listen to their request. The client with a disability can be your best resource and problem solver. Below are examples of accommodations you may be asked to provide.

ACCESS TO INFORMATION

- ∞ Someone who has vision loss may need materials that are easy to read (i.e., printed using plain lettering, 12 point font size or larger and text color with good contrast to the paper color).
- ∞ Other persons with vision loss may need alternate formats of printed materials such as larger print, audio tapes, Braille, or a diskette/CD.
- ∞ Persons who are blind may need signs with raised characters or Braille.
- ∞ Individuals with intellectual disabilities may need printed information written using easy-to-understand language.
- ∞ Some persons with disabilities may need assistance completing paperwork.

EFFECTIVE COMMUNICATION

- ∞ Someone who is deaf may need to use a licensed sign language interpreter or be able to call your agency using Telecommunications Relay Service.
- ∞ Someone who is hard of hearing may need an assistive listening device or a phone with volume control.
- ∞ Persons with mental health, intellectual or speech disabilities may need more time to articulate or determine their goals and needs.
- ∞ Persons with intellectual disabilities may need things explained using simplified language.

ACCESS TO THE BUILDING

- ∞ Persons with physical limitations may need an accessible parking space; a ramped or no-step entry; pathways that are wide and clear of objects or furniture; a first floor restroom; a first floor bedroom (at DV shelters); and a restroom with a wider doorway and grab bars.

POLICIES AND PROTOCOLS

- ∞ Agencies should have a written policy that allows a service animal or a personal care assistant to accompany persons with disabilities, when needed.
- ∞ DV and SA staff and volunteers should be trained about basic disability awareness and disability resources.
- ∞ During intake or the initial contact, staff and volunteers should ask all clients to identify their needs, as well as the assistance they prefer, while receiving services at the agency.

- ∞ DV and SA advocates should ask all clients who are receiving medical or legal services off site if they will need assistance or accommodations. Information about the needs of a client with a disability should be communicated to the appropriate healthcare or legal/courthouse personnel.

FUNDAMENTAL ELEMENTS OF ACCESSIBILITY

The following Fundamental Elements of Accessibility are intended to guide domestic violence and sexual assault agencies and shelters to improve access to services for clients with disabilities. In this booklet, **disability** is defined as a limitation that interferes with a person's ability to perform activities of daily living such as seeing, thinking, talking, hearing, learning, walking, or self-care.

Accessible refers to programs, services, communication and buildings designed or modified to enable people with disabilities to utilize them without undue difficulty.

The Fundamental Elements of Accessibility (FEA) were developed to complement the NC Governor's Crime Commission's Fundamental Service Elements. The original service fundamentals reflect expectations for domestic violence and sexual assault programs regarding their hotline, shelter, counseling and advocacy core services. The FEA reflect expectations regarding accessibility of DV and SA services for clients with disabilities. This booklet and a training manual will be provided to agencies by NCODH. Regional trainings and technical assistance will be provided by NCODH and the state Coalitions (NCCASA and NCCADV) to help each agency achieve the FEA.

The following pages list the ten Fundamental Elements of Accessibility with a rationale and explanation for each FEA and a list of resource organizations to assist service providers in achieving the accessibility guideline. Contact information for these resource organizations can be found in the Resources sections of this booklet. The Appendices include additional how-to information and sample policies, intake questions, flyers, and checklists.

Please note that the FEA do not guarantee that all accessibility issues have been adequately addressed. Instead, the **FEA serve as a framework** for agencies and shelters to begin addressing basic issues of accessibility to make services easier to use for persons with disabilities who have experienced domestic or sexual violence.

FUNDAMENTAL ELEMENT # 1

Staff and volunteers should be trained in basic disability awareness.

Rationale and Explanation: DV and SA staff and volunteers should receive training in basic disability awareness which includes strategies on how to interact effectively with people with disabilities, how to improve access to services and ways to provide outreach to people with disabilities. Agency staff should become aware of the need to provide accessible programs, communication and buildings to all clients. Accessibility is also providing an environment where clients with disabilities feel welcomed and accepted.

Disability awareness training should be incorporated into the ongoing training provided for staff and volunteers. Agencies can provide training utilizing the NCODH training manual, *Basic Disability Awareness* (free copy available from NCODH). Agencies are encouraged to partner with disability organizations and/or persons with disabilities for training; the personal experience of a person with a disability can be an invaluable resource and perspective. If agencies have questions about training, they can contact the organizations listed below.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #1 (refer to Resources sections)

- ∞ Centers for Independent Living in North Carolina
- ∞ Disability Organizations
- ∞ North Carolina Coalition Against Domestic Violence
- ∞ North Carolina Coalition Against Sexual Assault
- ∞ North Carolina Office on Disability and Health

FUNDAMENTAL ELEMENT # 2

Intake process should include procedures for screening, referral, and/or the delivery of services to victims with disabilities. Procedures apply to both adult clients and their children.

Rationale and Explanation: During intake (initial contact), all clients should be asked to identify their needs and assistance they prefer while receiving services. (Sample intake questions are listed in Appendix A). A possible intake question to be asked could include:

- ∞ “Do you have any needs that we can assist you with while receiving services from our agency (e.g., sign language interpreter, assistive listening device, first floor counseling space/restroom/bedroom, etc.)?”
- ∞ A question using simplified language such as “What extra help will you need from us while you get services here?” may be more appropriate for persons with an intellectual disability.

Clients may request needed assistance related to their physical, intellectual, sensory (vision and hearing), mental health disability or substance abuse concern. Recognize that some clients may have more than one type of disability. Staff members can assist clients with disability-related issues or make appropriate referrals to community resources. Refer to the NCODH training manual, *Basic Disability Awareness*, for communication tips and strategies to effectively interact with people with different types of disabilities. Ongoing assessment may identify additional client needs. Children with disabilities may require referrals for services to address educational and other needs. Contact information for disability resources for adults and children are listed in the Resources sections of this booklet.

LIST OF DISABILITY-RELATED RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #2
(refer to Resources sections)

- ∞ Cystic Fibrosis Foundation
- ∞ Easter Seals UCP North Carolina
- ∞ Epilepsy Foundation of North Carolina
- ∞ Family Support Network of North Carolina
- ∞ First In Families of North Carolina
- ∞ Hearing Loss Association of North Carolina

LIST OF DISABILITY-RELATED RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #2
(refer to Resources sections)

- ∞ Learning Disabilities Association of North Carolina
- ∞ Mental Health Association in North Carolina
- ∞ Muscular Dystrophy Association
- ∞ National Alliance on Mental Illness North Carolina (NAMI NC)
- ∞ National Multiple Sclerosis Society
- ∞ National/NC Spinal Cord Injury Association
- ∞ North Carolina Assistive Technology Program
- ∞ North Carolina Division of Aging and Adult Services
- ∞ North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
- ∞ North Carolina Division of Services for the Blind – Aids and Appliances
- ∞ North Carolina Division of Services for the Deaf and the Hard of Hearing
- ∞ North Carolina Division of Vocational Rehabilitation
- ∞ North Carolina Early Intervention Services
- ∞ North Carolina Governor’s Advocacy Council for Persons with Disabilities
- ∞ North Carolina Library for the Blind and Physically Handicapped
- ∞ North Carolina Office on Disability and Health
- ∞ North Carolina Psychiatric Association
- ∞ North Carolina Psychological Association

FUNDAMENTAL ELEMENT # 3

Staff and volunteers should provide accessible communication to clients with disabilities.

Rationale and Explanation: Different types of disabilities such as intellectual, mental health, physical, speech, or hearing limitations may impact a person's ability to communicate while receiving DV and SA services. People with these disabilities may experience barriers in communicating effectively with staff and volunteers while at the agency or shelter. For example, persons with vision loss may not know who's speaking unless the individual identifies him/herself. Persons with intellectual disabilities may need information communicated using simplified language. Extra time may be needed when communicating with persons who have speech disabilities or physical limitations. For example, some persons may need longer to say words or may use a communication board. Refer to the NCODH training manual, *Basic Disability Awareness*, for strategies for effective communication with persons who have different types of disabilities.

The communication needs of persons who are hard of hearing, late-deafened, or have a cochlear implant may be different from the needs of persons who are deaf. Some deaf clients may need a TTY (text telephone) machine (at DV shelters) or a sign language interpreter; persons who are hard of hearing may need assistive listening equipment (amplification device), a phone with volume control or other technology. Appropriate assistive hearing technology and services should be available to clients with all levels of hearing loss. Other people may choose to use written communication during face-to-face interactions. Ask clients how they prefer to communicate while receiving services.

It is the agency's responsibility to hire and pay for a licensed sign language interpreter, when requested, to facilitate clear communication during intake and counseling for clients who use sign language as their primary means of communication. The Division of Services for the Deaf and the Hard of Hearing maintains an online directory of sign language interpreters located in different regions throughout NC at <http://dsdhh.dhhs.state.nc.us/division/interpreter/interpreter.html>. (Appendix B)

EQUIPMENT FOR LOAN

The NC Coalition Against Domestic Violence has TTY (text telephone) machines and assistive listening equipment for loan to DV agencies or shelters. The NC Coalition Against Sexual Assault has assistive listening equipment for loan to SA agencies. Both coalitions will mail equipment to an agency, when requested. Refer to Appendix C for a list of items. Assistive equipment can also be purchased from vendors.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #3

(refer to Resources sections)

- ∞ Family Violence Prevention and Services/Grants for Battered Women's Shelters and Related Assistance, North Carolina Division of Social Services
- ∞ Harris Communications
- ∞ Hearing Loss Association of North Carolina
- ∞ North Carolina Assistive Technology Program
- ∞ North Carolina Coalition Against Domestic Violence
- ∞ North Carolina Coalition Against Sexual Assault
- ∞ North Carolina Division of Services for the Deaf and the Hard of Hearing
- ∞ Partnerships in Assistive Technology
- ∞ Sertoma (SERvice TO MAnkind)
- ∞ Southeast Disability and Business Technical Assistance Center
- ∞ TACSI Assistive Systems

FUNDAMENTAL ELEMENT # 4

Hotline staff and volunteers should be trained to use Telecommunications Relay Service.

Rationale and Explanation: Effective communication is particularly critical for calls to and from crisis hotlines. Telecommunications Relay Service (TRS) is a nationwide telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls through specially trained relay operators. There are various types of TRS available, depending on the person's unique communication needs. There is no charge to use relay services. TRS options are described in Appendix D.

The NC Division of Services for the Deaf and the Hard of Hearing provides free on-site training about relay services. The Division can also provide a free 6-minute DVD, *Are You Listening?*, to DV and SA agencies that explains in detail how to use relay services. Contact information is listed in the Resources sections of this booklet.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #4 (refer to Resources sections)

- ∞ North Carolina Division of Services for the Deaf and the Hard of Hearing – Telecommunications Access of NC, Regional Resource Centers

FUNDAMENTAL ELEMENT # 5

Printed information should be accessible for clients with disabilities.

Rationale and Explanation: Printed information (materials printed in English and other languages) such as intake forms, brochures, flyers, and posted signs should be accessible to clients with disabilities. When developing printed materials, the following characteristics of the printed material have been identified as important basics to accommodate people with low vision:

- ∞ Dark text on light colored paper or vice versa (high contrast)
- ∞ Text at least 12 point font size
- ∞ Plain and simple font (not *italics*)
- ∞ Left-aligned or bulleted text

Printed materials need to be available in alternate formats such as diskette, audiotape, Braille or large print, upon request by a client. **Sixteen to eighteen** point font size is recommended for large print documents. Refer to the NCODH training manual, *Basic Disability Awareness* (Module 3, Activity 2), for instructions about creating alternate formats. Printed materials should also include information relevant for clients with disabilities such as the Telecommunications Relay Service phone number (711) or the office's TTY number. Refer to Appendix E for a checklist to review printed materials that are accessible for persons with vision loss and inclusive of persons with all types of disabilities. Refer to Appendix F for a sample accessible flyer.

When creating materials for persons with intellectual disabilities and/or low literacy skills or those who read English as a second language, use simple easy-to-understand language. Some other ways to help the reader understand the material more easily include:

- ∞ Place important information at the beginning
- ∞ Focus on a few key ideas
- ∞ Be concrete and use short sentences
- ∞ Use pictures and graphics to help convey meaning
- ∞ Identify desired behaviors or next steps for the reader

Refer to Appendix G for a checklist to use when reviewing/creating easy-to-understand printed materials; Appendix H is a sample easy-to-understand flyer.

To accommodate clients with disabilities, staff can also read the materials or forms and assist the client with completing them in a private location. Staff should ask clients if they prefer reading the materials on their own, completing the forms with a staff person or having an alternate format of the materials.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #5
(refer to Resources sections)

- ∞ Lighthouse International
- ∞ North Carolina Division of Services for the Blind
- ∞ North Carolina Library for the Blind and Physically Handicapped
- ∞ North Carolina Office on Disability and Health

FUNDAMENTAL ELEMENT # 6

Buildings should be physically accessible for people with disabilities or the agency should have a plan with identified options / alternate accessible locations to provide services.

Rationale and Explanation: A physically accessible building means the client with a disability can get into the building and participate in services without undue difficulty. The key areas include parking, building entrance, doorways, hallways, restroom and areas where services are delivered (i.e., counseling space). Additional key areas for DV shelters include the bedroom and kitchen. Basic accessibility features may include:

- ∞ at least one accessible parking space (approximately 16' wide with a curb cut or non-step path onto the sidewalk)
- ∞ ramped or non-step entrance
- ∞ at least 32" wide entrance and doorways; hallways with clear paths of travel
- ∞ counseling room located on the first floor or with elevator access to upper floors
- ∞ one restroom (located on the first floor or with elevator access to upper floors) with the following:
 - 2 grab bars (beside and behind toilet, 33"- 36" high)
 - adequate space for a wheelchair (5' x 5' turnaround space)
 - clear path to the sink and reachable soap/towel dispensers
 - clear path to the shower/tub
- ∞ one bedroom and the kitchen located on the first floor or with elevator access to upper floors at domestic violence shelters
- ∞ smoke detectors with visual and audible signals (at least in the first floor bedroom and adjoining hallway) at DV shelters. The visual signal (strobe light) provides added safety from fire for clients who are deaf or hard of hearing. Some accessible smoke detectors can be plugged into an outlet; the NC Coalition Against Domestic Violence has an accessible smoke detector for loan to shelters (Appendix C). Smoke detectors can also be purchased through equipment vendors, which are listed in the Resources sections of this booklet.

Refer to the NCODH training manual, *Basic Disability Awareness*, for more detailed information about improving access (Module 3, Activity 1).

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #6
(refer to Resources sections)

- ∞ AMBUCS
- ∞ American Ramp Systems
- ∞ Center for Universal Design, North Carolina State University
- ∞ North Carolina Coalition Against Domestic Violence
- ∞ North Carolina Division of Services for the Blind - Aids and Appliances
- ∞ North Carolina Office on the Americans with Disabilities Act
- ∞ Southeast Disability and Business Technical Assistance Center

FUNDAMENTAL ELEMENT # 7

Agency should be welcoming of service animals and personal care assistants.

Rationale and Explanation: Agencies should have a written policy stating that service animals are welcome (Appendix I). Service animals are not pets. Instead, they are trained to assist persons with mobility, tasks, or alerts. Staff can consult with the client to determine the best way to provide services for the individual and her/his animal in a manner that will be least disruptive to the client and others at the agency. Refer to the NCODH training manual, *Basic Disability Awareness*, for rules about interacting appropriately with a person's service animal (Module 2, Activity 1). During intake at a domestic violence shelter, request documentation verifying that the service animal has a current rabies vaccination, when possible.

Agencies should have a written policy stating that personal care assistants are welcome to provide services for the client at the agency when necessary (Appendix I). It is not the DV and SA agencies' responsibility to provide the personal care assistant. The need for personal care services may relate to the person's disability or be the result of violence. In private, verify with the client or home health agency that the individual providing personal care is not the batterer or assailant. At a DV shelter, the personal care assistant may need to stay at the shelter with the client to provide ongoing care. The personal care assistant should sign a confidentiality pledge and a statement of nondisclosure regarding the location of the shelter.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #7

(refer to Resources sections)

- ∞ North Carolina Division of Aging and Adult Services
- ∞ North Carolina Division of Services for the Blind
- ∞ U.S. Department of Justice, *ADA Business Brief: Service Animals*
<http://www.usdoj.gov/crt/ada/svcanimb.htm>

FUNDAMENTAL ELEMENT # 8

Staff and volunteers should be prepared to advocate for accommodations during medical care for sexual assault survivors with disabilities.

Rationale and Explanation: Agency staff and volunteers should be prepared to provide support and advocacy to clients with disabilities who need healthcare. They should be aware of, and sensitive to, the needs and experiences of people with different types of disabilities so they can advocate for accommodations and assistance for the client. Ask all clients about assistance they will need to access the healthcare facility and accommodations needed during the medical exam.

Examples of accommodations might include:

- ∞ ramp or no-step entrance
- ∞ restroom with a wider stall and grab bars
- ∞ height-adjustable exam table
- ∞ alternate positioning for having a pelvic exam
- ∞ sign language interpreter
- ∞ assistive listening device
- ∞ alternate format of written materials (such as large print or audiotape)
- ∞ someone to read the informational materials/medical forms and help the client with completing the forms
- ∞ extra time or simplified language to explain procedures, when needed
- ∞ sighted guide assistance (person who is blind uses a person with sight as a guide) within healthcare facility

If requested by the client, the advocate should communicate with the health care personnel about the client's accommodation needs.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #8

- ∞ Patient Relations Department at the medical facility

FUNDAMENTAL ELEMENT # 9

Staff and volunteers should be prepared to advocate for accommodations during legal proceedings for sexual assault and domestic violence survivors with disabilities.

Rationale and Explanation: Agency staff and volunteers should be prepared to provide support and advocacy for clients with disabilities who are involved with civil and criminal court procedures. They should be aware of, and sensitive to, the needs and experiences of people with different types of disabilities so they can advocate for accommodations for the client. Ask all clients about what assistance they will need to access the courthouse and participate in civil or criminal proceedings. Examples of accommodations might include:

- ∞ ramp or no-step entrance
- ∞ 1st floor restroom with a wider stall and grab bars
- ∞ sign language interpreter
- ∞ alternate formats of written materials (such as large print, Braille or diskette)
- ∞ someone to read the informational materials/court documents and help the client with completing the paperwork
- ∞ extra time or simplified language to explain court procedures when needed
- ∞ relocation of court proceeding to accessible courtroom (i.e., first floor or elevator access to courtroom, accessible witness stand if testifying)
- ∞ sighted guide assistance (person who is blind uses a person with sight as a guide) within the courthouse

Each NC county court system has an ADA (Americans with Disabilities Act) Coordinator. The coordinator's role is to help insure that persons with disabilities receive needed accommodations at the courthouse, when requested. SA and DV advocates should communicate with the ADA Coordinator and the client's attorney about the client's accommodation needs, when requested by the client. To identify the ADA Coordinator, contact the Office of the Clerk of Superior Court, in the county where the hearing or other court activity is scheduled, or the Administrative Office of the Courts for the North Carolina Court System (refer to Resources sections). The state office maintains a list of ADA Coordinators by county.

Providing accessible services may require advanced notification to court personnel to ensure that certain accommodations are available, such as a sign language interpreter or assistive listening system. Agency staff should become aware of potential barriers to accessibility at their county courthouse and possible accommodations that clients may require.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #9
(refer to Resources sections)

- ∞ County ADA coordinator
- ∞ North Carolina Court System Administrative Office of the Courts
- ∞ North Carolina Office on the Americans with Disabilities Act
- ∞ Office of the Clerk of Superior Court (county courthouse)

FUNDAMENTAL ELEMENT # 10

Disability-related assistance or accommodations should be provided free of charge.

Rationale and Explanation: Clients may need disability-related assistance. For example, some clients may need a sign language interpreter or assistive listening equipment (amplification device) to communicate clearly while receiving services. Others may need a magnifier when reading your agency's printed materials.

It is the agency's responsibility to pay for a licensed sign language interpreter or acquire or borrow needed equipment. The cost for interpreter services is approximately \$35 per hour (2-hour minimum) plus mileage reimbursement (Appendix B). Allocate funds for disability-related costs when developing your agency's budget.

The NC Coalition Against Domestic Violence has assistive listening devices and other equipment available for loan to DV agencies and shelters serving persons with disabilities, including items that can assist clients with communication and meal preparation. The NC Coalition Against Sexual Assault has assistive listening equipment available for loan to assist clients with hearing loss (Appendix C). Assistive equipment can also be purchased from vendors who are listed in the Resources sections.

Domestic violence agencies and shelters can also request grant funds for accessibility improvements (up to \$1000) through Family Violence Prevention Services/Grants at the NC Division of Social Services.

LIST OF RESOURCES TO ASSIST AGENCIES IN ACHIEVING FEA #10 (refer to Resources sections)

- ∞ Family Violence Prevention and Services/Grants for Battered Women's Shelters and Related Assistance, North Carolina Division of Social Services
- ∞ Harris Communications
- ∞ North Carolina Coalition Against Domestic Violence
- ∞ North Carolina Coalition Against Sexual Assault
- ∞ Sammons Preston Rolyan
- ∞ Sertoma (SERvice TO MAnkind)
- ∞ TACSI Assistive Systems

APPENDICES

- A.** Sample Intake Questions
- B.** Sign Language Interpreters
- C.** Loaner Kits
- D.** Telecommunications Relay Service
- E.** Checklist for Accessible Print Materials
- F.** Sample Accessible Flyer
- G.** Checklist for Easy-to-Understand Print Materials
- H.** Sample Easy-to-Understand Flyer
- I.** Sample Policies about Accessibility

Appendix A

SAMPLE INTAKE QUESTIONS

During intake (initial contact with a client), ask one of the following questions to assess the client's needs (or ask similar questions of your own choosing). The client may identify assistance or an accommodation that is needed while receiving services at your agency. The client's response may identify how to best provide services. Examples of accommodations might include assistance with communicating, alternate formats of written materials (e.g., large print), a no-step entrance or using simple language. It is important to ask all clients about their needs as some disabilities are not visible.

Sample Questions:

1. We are striving to become more accessible. Do you need any assistance while receiving our services?
2. Do you have any needs that we can assist you with while receiving services from our agency?
3. We would like to accommodate your needs. What needs do you have?
4. Do you (or others) consider yourself to have a disability? What, if any, help will you need while you receive services from us?
5. What extra help will you need from us while you get services here? (This question may be most appropriate for clients with intellectual disabilities)

Adapted from *Stop the Violence, Break the Silence*. SafePlace, Austin, TX, 2002

Appendix B

SIGN LANGUAGE INTERPRETERS

The following information describes how domestic violence and sexual assault service providers can select, locate and hire a licensed sign language interpreter for a client.

LOCATING A QUALIFIED SIGN LANGUAGE INTERPRETER

The NC Division of Services for the Deaf and the Hard of Hearing maintains an up-to-date statewide directory of licensed and available sign language interpreters at <http://dshh.dhhs.state.nc.us/division/interpreter/interpreter.html>. The directory lists interpreters who are licensed and currently hold state and/or national credentials. The directory includes individual interpreters by region and interpreter service/referral agencies.

STANDARD PRACTICES FOR INTERPRETERS

- Interpreters generally charge a two-hour minimum rate.
- Interpreters require reimbursement for mileage at the current IRS rate.
- Generally, if an assignment is located more than one hour from the interpreter's location, compensation for driving time is also expected.
- Time and one-half rate is typically charged under the following conditions: 1) when assignment occurs before 8:00 am and after 5:00 pm or on weekends/holidays; 2) work exceeds the scheduled time; 3) interpreter is hired with less than twenty-four hours notice.
- Longer assignments may require the use of a team of two or more interpreters.
- If the interpreter arrives late, then a conversation is warranted between the hiring party and the interpreter to ensure the payment reflects actual hours worked.

SELECTING AND HIRING A SIGN LANGUAGE INTERPRETER

- Ask the client about her/his communication preference (e.g., American Sign Language, Pidgin Sign English, Tactile Sign Language, etc.) and if s/he has a preference for hiring a specific individual.
- Contact an interpreter as far ahead as possible (at least 24 hours) to schedule the assignment.
- Make every effort to hire a Full License or Grandfather License interpreter with national credentials or state certification level A or B. All interpreters are bound by the Professional Code of Conduct that ensures confidentiality, discretion and impartiality in conveying the messages of all involved parties.

- Share with the interpreter specific details regarding the assignment (refer to next section).
- Once the interpreter is hired, send an email confirmation to the interpreter with the assignment information. The interpreter should sign a confidentiality agreement.
- If the assignment is changed or cancelled, notify the interpreter immediately. If assignment is cancelled with less than twenty-four hours notice (or client does not show), interpreters generally charge the full amount.

INFORMATION TO SHARE WITH THE SIGN LANGUAGE INTERPRETER

- Type of assignment (i.e. counseling session, support group, meeting, training)
- Other considerations for the client such as assistive listening devices, seating arrangements, visual limitations
- Date, start and finish time, address/location of assignment
- Materials to be used during the assignment

Adapted from materials written by the
NC Division of Services for the Deaf and the Hard of Hearing.

Appendix C LOANER KITS

Equipment is available for loan from NC Coalition Against Domestic Violence (NCCADV) to improve access to domestic violence shelters for persons with disabilities.

Three loaner kits have equipment to assist persons with disabilities who are staying at a shelter. **There is no cost for borrowing the kits.**

- 1) Hearing Loss Kit 2) Vision Loss Kit 3) Mobility Impairment Kit

1) LOANER KIT FOR PERSONS WITH HEARING LOSS

- a) Phone with volume control and call flasher (flashing light signals when ringing; large buttons are easy to read/dial, \$20)
- b) Assistive listening device (amplifies sounds, \$150)
- c) Smoke detector with audio and visual signals (flashing light signals presence of smoke, \$160)
- d) Notification device (flashing light signals door knock, \$30)
- e) TTY machine (text telephone displays typed conversation, \$240)

2) EQUIPMENT LOANER KIT FOR PERSONS WITH VISION LOSS

- a) Magnifiers (magnifies text, under \$10)
- b) Talking alarm clock (announces time, \$25)
- c) Kitchen equipment
 - ∞ Measuring cup set (large print, \$5)
 - ∞ Measuring spoon set (large print, \$3)
 - ∞ Timer (large print and raised characters, \$25)
 - ∞ Bump dots (tactile cues indicate settings on appliances, \$5)

3) LOANER KIT FOR PERSONS WITH MOBILITY LIMITATIONS

- a) Reacher (picks up small objects, \$20)
- b) Kitchen equipment
 - ∞ Rocking T knife (safe and easy to use, \$20)
 - ∞ Jar opener (easy to open, \$15)
 - ∞ Can opener (easy to open, \$15)
 - ∞ Scooper bowl and plate (easy to scoop food onto utensil, \$30)
 - ∞ Large handle utensils (easy to grasp, \$30)
 - ∞ Push-pull helper (helps place food in and out of oven safely, \$10)
 - ∞ Food preparation board (suction cups hold board in place, \$15)

Contact NCCADV to request that a loaner kit be mailed to you. Approximate costs for each item are listed for agencies that plan to purchase equipment.

For more information:

- ∞ NCCADV (refer to Resources sections)
- ∞ Equipment vendors (refer to Resources sections)

Note: If you are a DV agency, not a shelter, you can borrow assistive listening devices from NCCADV for clients with hearing loss. The equipment can assist clients during counseling sessions or support groups

Equipment is available for loan from NC Coalition Against Sexual Assault (NCCASA) to improve access to sexual assault services for persons with disabilities

Equipment is available to improve communication access for persons with hearing loss. The equipment can assist clients during counseling sessions or support groups. **There is no cost for borrowing the equipment.** Contact NCCASA to request that the loaner equipment be mailed to you. Approximate cost for the item is listed for agencies that plan to purchase equipment.

For more information:

- ∞ NCCASA (refer to Resources sections)
- ∞ Equipment vendors (refer to Resources sections)

Equipment for Loan

- 1) Assistive listening device (amplifies sounds, \$150)

Appendix D

TELECOMMUNICATIONS RELAY SERVICE

Telecommunications Relay Service or TRS is a nationwide telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls free-of-charge through specially trained relay operators. There are various types of TRS available depending on the person's unique communication needs. TRS options include the following:

- ∞ Traditional Relay – for persons who are deaf or have a speech disability. Caller uses a TTY (text telephone) to type the message and the operator reads the message.
- ∞ Voice Carry Over – for persons who have difficulty hearing on the typical phone but who can speak clearly. Caller speaks, then reads reply on VCO telephone with visual display.
- ∞ CapTel – for persons who may hear some part of a message on a typical phone and are able to speak clearly. Caller speaks, listens and reads reply on CapTel telephone with visual display.
- ∞ Hearing Carry Over – for a hearing person who has a speech disability. Caller listens and types reply on TTY which is then voiced to the other party.
- ∞ Speech-to-Speech – for persons with a speech disability or voice synthesizer. Caller uses his/her own voice then a specially trained operator repeats the voiced message to the called party.

When receiving a TRS call at a sexual assault or domestic violence agency, a relay operator will identify him/herself as a relay operator and give specific instructions about how to take the call. Staff and volunteers direct their conversation to the client and not to the operator. Relay calls can be made from your agency by calling 711 on a standard phone. An operator answers and facilitates the call. All operators follow a strict policy of confidentiality.

The Division of Services for the Deaf and the Hard of Hearing provides free training about relay services. The Division can also provide a free 6-minute DVD, *Are You Listening?*, that explains in detail how to use relay services (refer to Resources sections).

Appendix E

Checklist for Accessible Print Materials

When reviewing printed literature for accessibility and inclusiveness, consider the following questions:

Does the information include issues/accommodations for people with disabilities?

- Is there a statement that the agency is striving to be accessible to all people (or universal symbol of accessibility)?
- Does the contact information include a TTY or Telecommunications Relay Service number?
- Is there a statement that materials are available in alternate formats (such as diskette/CD, large print, Braille, or audiotape)?
- Do illustrations and photos include people with disabilities?

Is the material accessible - written in a way that enhances readability?

- Is the language easy to understand?
- Is sentence structure simple?
- Is most of the material written in the active voice (subject completes the action, e.g., "Agency provides accessible services.")?
- Is the text left-aligned with bullet points?
- Is the font simple, such as Times New Roman, Verdana or Ariel?
- Does the font have normal white spaces between characters? (Compressed fonts and *italics* are difficult to read.)
- Is there one and one-fourth to double spacing between lines?
- Are designs, photographs, graphics, and text free of type, illustrations or watermarks over or behind them?
- Does the document have a flexible binding, preferably one that allows the material to lie flat?
- Is low gloss or non-glossy paper used to minimize glare?
- Is the contrast between foreground and background colors distinct? (Use dark text on light background or vice versa)
- Is the line of the text no longer than six inches?

Appendix F
Sample Accessible Flyer

Family Violence

It Could Happen To You

An abusive partner or caregiver uses physical, emotional, sexual, or financial power to gain control over you..... **It is not your fault.**

- Does anyone (partner, friend, family, caregiver) threaten you?
- Does anyone try to control you?
- Does anyone keep your medications from you?
- Does anyone hit, push, punch or kick you?
- Does anyone force you to do anything sexual?
- Does anyone take away your assistive equipment (wheelchair, walker, cane, TTY, etc.)?
- Does anyone try to isolate you from family and friends?

You deserve to be safe. You don't have to go through this alone. If you are experiencing violence or abuse, there is help...

Family Violence Prevention Center

Our free and confidential services include:

- 24-hour crisis intervention
- shelter placement
- accessible transportation
- community education
- court advocacy
- support groups

We are striving to make our services accessible to all people. Please let us know how we may assist you.

Alternate formats of materials available upon request.

Family Violence Prevention Center

500 Main Street, PO Box 100, Anytown, NC 20000

Office: 919-555-0000, Toll Free: 800-555-1500

Fax: 919-555-9900, E-mail: fvpc@email.com

Appendix G
**CHECKLIST FOR
EASY-TO-UNDERSTAND PRINT MATERIALS**

Some persons with disabilities may need printed materials that are easy to read such as individuals with intellectual disabilities, low literacy skills and/or those who read English as a second language. Use the following tips when creating easy-to-understand materials.

Organization and layout of material

- Place important information at the beginning of the material.
- Present information in a logical order.
- Organize information under simple headings.
- Use bullet points where possible.
- Select plain font style (Times New Roman, Ariel, Verdana) and use at least 12-point font size.

Words and ideas

- Focus on a few (3-4) key ideas.
- Use simple, familiar words of one and two syllables, when possible.
- Limit sentences to 8-10 words; limit paragraphs to 3-5 sentences.
- Utilize pictures and graphics to help convey meaning.
- Use positive words to convey message.
- Avoid abbreviations and acronyms.
- Be concrete and direct (choose words meant to be understood literally).
- Give examples to clarify key ideas.
- Identify desired behaviors for the reader, using action words (e.g., yell “Stop!”).
- Use active voice (“You can tell someone you trust.”) and the present tense.
- Use conversational style (include “you” and other personal pronouns).

Appendix H
Sample Easy-to-Understand Flyer

Abuse is

when someone hurts or takes advantage of another person.

Does anyone you know:

- Call you names or make you feel bad?
- Push, hit, or kick you or say they will hurt you?
- Keep you from talking with family or friends?
- Harm you in a sexual way?
- Stop you from making your own choices?
- Keep you from having food, clothes or medicine?
- Spend or steal your money?



If so, this is abuse and **it is not your fault.**

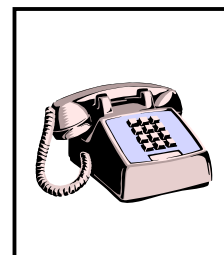
If you are being abused, here are some ways you can get help:

- Tell the person who has hurt you to stop.
- Get away from them if you can.
- Tell someone you trust, so they can try to make the abuse stop.
- Call My Safe Place for help at 1-800-555-7100.



My Safe Place can help you. We can:

- Talk with you by phone on our 24-hour hotline.
- Meet with you about how you can feel better and stay safe.
- Go with you to the courthouse or hospital.
- Provide a different place for you to live so you can get away from the abuse.



Please let us know how we can help you.

My Safe Place
 500 Main Street
 Anytown, North Carolina 20000
 24-Hour Hotline: 1-800-555-7100

Appendix I

Sample Policies About Accessibility

Policy of Inclusion

It is the intention of (agency name) to provide programs and services that are inclusive and accessible to all people.

ADA Compliance Policy

It is the intention of (agency name) to comply with the Americans with Disabilities Act (ADA) and to make reasonable accommodations to persons with disabilities upon request (unless it would clearly be an “undue financial burden” on the agency to do so). Refer to the NCODH training manual, *Basic Disability Awareness*, for more information about the ADA.

Policy about Service Animals

It is the intention of (agency name) to allow service animals to accompany their owners while the person with a disability receives services, provides volunteer services or is employed by (agency name).

Policy about Personal Care Assistants

It is the intention of (agency name) to allow personal care assistants to accompany or provide care to persons with a disability, upon request, while the individual receives services, provides volunteer services or is employed by (agency name). (In private, verify with the client or home health agency that the individual providing personal care is not the batterer or assailant.)

Statement of Inclusion for Job Applications (staff and volunteer)

We recruit staff and volunteers and provide services to all people without regard to age, sex, race, ethnicity, national origin, disability, sexual orientation, or religion

TOPIC-RELATED LISTING OF RESOURCES

DISABILITY

ARC OF NORTH CAROLINA

343 East Six Forks Road, Suite 320

Raleigh, NC 27609

(919) 782-4632

(800) 662-8706

<http://www.arcnc.org/>

The Arc of North Carolina and its 44 local chapters throughout the state provide a support structure and access to needed services for persons with intellectual disabilities and developmental disabilities. Some services offered include supported employment, information and referral, self-advocacy, and community housing.

ARTHRITIS FOUNDATION

200 East Woodlawn Road

Building 1, Suite 156

Charlotte, NC 28217

(704) 529-5166

(800) 883-8806

<http://www.arthritis.org>

Triad Region

P.O. Box 30247

Winston-Salem, NC 27130

(704) 529-5166

Triangle Region

5300 Castlebrook Drive

Raleigh, NC 27604

(919) 250-0433

The Arthritis Foundation is dedicated to the prevention, control, and cure of arthritis. Services include the provision of information on conditions and treatments, educational resources, local programs and events to raise money and awareness, and advocacy to change government policies and funding.

ASSOCIATION OF SELF ADVOCATES OF NORTH CAROLINA

3801 LAKE BOONE TRAIL
Suite 260
Raleigh, North Carolina 27607
(919) 420-7995
<http://www.asa-nc.org/>

Local groups: Cabarrus, Durham, Forsyth, Guilford, Lenoir, Mecklenburg, Moore, New Hanover, Orange, Stanly, Union, Wake and Wayne counties and Butner, Morganton, New Bern and Morehead City

The Association of Self Advocates of North Carolina (ASANC) is a statewide advocacy organization for people with developmental disabilities. ASANC is dedicated to helping people with developmental disabilities take responsibility for their lives and bring about change towards full inclusion in society. ASANC aims to educate the community, government leaders, families, guardians and service providers about self-advocacy and the abilities of people with disabilities.

AUTISM SOCIETY OF NC, INC.

505 Oberlin Road, Suite 230
Raleigh, NC 27605
(919) 743-0204
(800) 442-2762
<http://www.autismsociety-nc.org>

The Autism Society of North Carolina is committed to connecting people who live with autism and their loved ones with resources, support, advocacy, and information tailored to their unique needs. Services include advocacy to assist parents and individuals in navigating community services, school systems, and supports; recreation therapy; summer camp program for children, teens, and adults; and community-based programs.

BRAIN INJURY ASSOCIATION OF NORTH CAROLINA

Post Office Box 10912
Raleigh, NC 27605
(919) 833-9634
(800) 377-1464
<http://www.bianc.net>

The Brain Injury Association of North Carolina is committed to creating a better future for children, adolescents, and adults who survive brain injury by providing prevention, education, research, and advocacy. BIANC has Family and Community Support Centers and local chapters/support groups across the state. BIANC also maintains an updated list of NC resources.

CENTERS FOR INDEPENDENT LIVING IN NORTH CAROLINA

The Centers for Independent Living in North Carolina promote consumer control by people with disabilities and advance civil rights of equal access and full participation in society. Core services of the Centers include individual and systems advocacy, peer mentoring and support, information and referral, independent living skills training, and community integration. There are six Centers throughout North Carolina. For counties not served by a Center for Independent Living, contact the nearest Center for assistance.

Alliance of Disability Advocates

401 Oberlin Rd., Suite 103

Raleigh, NC 27605

(919) 833-1117 (Voice/TTY)

www.alliancecil.org

Counties served: Wake, Durham, Franklin, Johnston, Orange

Joy A. Shabazz

235 N. Greene St.

Greensboro, NC 27401

(336) 272-0501

www.shabazzcenter.org/

Counties served: Guilford, Alamance, Caswell, Randolph, Rockingham

Pathways for the Future

525 Mineral Springs Dr.

Sylva, NC 28779

(828) 631-1167

www.pathwayscil.org/

Counties served: Jackson, Cherokee, Clay, Graham, Haywood, Macon, Swain

Disability Rights & Resources

5801 Executive Center Dr., Suite 101

Charlotte, NC 28212

(704) 537-0550 (Voice/TTY)

(800) 755-5749

www.paladvocates.org/

Counties served: Mecklenburg, Cabarrus, Gaston, Union

The Adaptables

3650 Patterson Avenue, Suite B

Winston-Salem, NC 27105

(336) 767-7060 (Voice)

(336) 767-7008 (TTY)

(866) 894-3103

www.theadaptables.com/

Counties served: Forsyth, Davidson, Davie, Stokes, Surry, Yadkin

Western Alliance

30-B London Rd.
Asheville, NC 28803
(828) 274-0444

www.westernalliance.org/

Counties served: Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, Transylvania

CLIENT ASSISTANCE PROGRAM

NC Dept. of Health and Human Services, Div. of Vocational Rehabilitation
2806 Mail Service Center
Raleigh, NC 27699
(919) 855-3600
(800) 215-7227 (Voice/TTY)
<http://dvr.dhhs.state.nc.us/DVR/CAP/caphome.htm>

The Client Assistance Program (CAP) assists people in understanding the rehabilitation process, and advises them of their rights and responsibilities as consumers of these services. CAP serves applicants, clients, former clients, and those seeking the services of the Division of Vocational Rehabilitation Services, Division of Services for the Blind, and Independent Living Rehabilitation Services. CAP can help the consumer communicate more effectively with program staff, and can work directly with consumers and staff to resolve problems related to the individual's rehabilitation plan. If these efforts do not succeed, CAP will assist the client through the rehabilitation agency's formal appeals process.

CYSTIC FIBROSIS FOUNDATION

2301 Stonehenge Drive, Suite 200
Raleigh, NC 27615
(919) 845-2155
(800) 822-9941
<http://www.cff.org>

The Cystic Fibrosis Foundation is committed to developing the means to cure and control cystic fibrosis, and to improve the quality of life for those with the disease. The Foundation is a central resource for information about CF. It also provides grants to conduct research and clinical trials, funds its own Research Development Program, and conducts an annual fundraising walk-a-thon called Great Strides at more than 500 sites throughout the country.

EASTER SEALS UCP NORTH CAROLINA

2315 Myron Drive
Raleigh, NC 27607-3399
(919) 783-8898
<http://nc.easterseals.com/>

Easter Seals UCP North Carolina offers quality programs to persons with disabilities and their families, including a durable medical equipment program. This program purchases medical equipment for people who would not be able to purchase the equipment themselves such as wheelchairs, prostheses, orthotics, orthopedic shoes, hospital beds, walkers, canes, hearing aids, and bathroom equipment that does not require installation. Information and referral services help individuals with disabilities and their families learn about programs, services, and resources. Individual and family support services help individuals develop the skills necessary to live at home. Other services include personal assistance, personal care services, support groups, skills training, and respite care.

EPILEPSY FOUNDATION OF NC

c/o Wake Forest University Health Sciences
Meads Hall, Medical Center Blvd.
Winston-Salem, NC 27157-0001
(336) 716-2320
(800) 451-0694
<http://www.epilepsyfoundation.org/>

The Epilepsy Foundation of North Carolina strives to prevent, control and cure epilepsy through research, education, advocacy and services. The foundation is committed to ensuring that people with seizures are able to participate in all life experiences.

FAMILY SUPPORT NETWORK OF NC

CB# 7340, UNC-CH
Chapel Hill, NC 27599
(919) 966-2841
(800) 852-0042
<http://www.fsnn.org>

The Family Support Network of North Carolina is dedicated to promoting and providing support for families with children who have special needs. Services include the following: 1) a parent-to-parent program which connects parents in

similar situations for mutual emotional and informational support, 2) education and outreach programs including Early Connections and the NC Early Intervention Mentor Program, and 3) research and evaluation initiatives. The Family Support Network (FSN) also maintains a Central Directory of Resources and hotline that provides information and referrals to other organizations and agencies. FSN is a statewide network of affiliated local programs.

FIRST IN FAMILIES OF NORTH CAROLINA

PO Box 1665

Durham, NC 27702-1665

(919) 781-3616 ext. 223

<http://www.firstinfamiliesofnc.org>

First In Families of North Carolina is dedicated to improving the lives of people with disabilities through family and community support. Services include provision of recreational items, home furnishings or modifications, childcare or respite care, repairs to vehicles, and referrals to vocational, social, and educational opportunities in the community. First In Families partners with local businesses, citizens, and organizations. There are eleven First in Family projects throughout North Carolina. Local projects are listed on the First in Families website.

HEARING LOSS ASSOCIATION OF NORTH CAROLINA

<http://www.nchearingloss.org/>

Hearing Loss Association of North Carolina provides awareness among hard of hearing people about accessible community resources, advocates for issues of interest to hard of hearing people, and sponsors conferences and community service projects for people interested in hearing loss. Eleven local chapters are organized by volunteers who have personal experience with hearing loss.

LEARNING DISABILITIES ASSOCIATION OF NORTH CAROLINA

9650 Strickland Road, Suite 103

Raleigh, NC 27615

(919) 493-5362

<http://www.ldanc.org/>

The Learning Disabilities Association of North Carolina (LDANC) promotes awareness of the multifaceted nature of learning disabilities through education, support, advocacy, collaboration, and the encouragement of ongoing research. LDANC sells "Finding Solutions: A Handbook on Learning Disabilities, Attention

Deficit Disorder and Legal Rights in the North Carolina Public Schools," a book which provides information and resources for individuals to become full participants in the process of educating children with learning disabilities and/or attention deficit disorders.

LIGHTHOUSE INTERNATIONAL

The Sol and Lillian Goldman Building
111 East 59th Street
New York, NY 10022-1202
(212) 821-9200
(800) 829-0500
<http://www.lighthouse.org/>

Lighthouse International is committed to helping people who are blind or partially sighted remain safe, active, productive, and independent members of society. Core services include rehabilitation, education, research, prevention, and advocacy. Lighthouse International also publishes an informational booklet called "Making Text Legible" which can be purchased for \$1 each.

MUSCULAR DYSTROPHY ASSOCIATION

3724 National Drive, Suite 113
Raleigh, NC 27612
(919) 783-0222
<http://www.mdaua.org/>

The Muscular Dystrophy Association is dedicated to curing and controlling neuromuscular diseases through research, comprehensive medical and community services, and professional and public health education. The MDA also sponsors support groups and summer camps for individuals with neuromuscular diseases and their families.

NATIONAL MULTIPLE SCLEROSIS SOCIETY

733 Third Avenue
New York, NY 10017
(800)-FIGHT-MS (344-4867)
<https://www.nationalmssociety.org/>

The National Multiple Sclerosis Society is committed to expanding knowledge of MS, enhancing access to MS specialty medical care, and empowering people with MS to live as independently as possible. This is accomplished through educational programs, support groups, advocacy, and assistance in gaining access to community resources and quality, specialty healthcare. Local NC chapters are listed on the website.

NATIONAL SPINAL CORD INJURY ASSOCIATION

North Carolina Chapter
 3701 Wake Forest Road
 Raleigh, NC 27609
 (919) 350-4172
<http://www.spinalcord.org>

The National Spinal Cord Injury Association (NSCIA) is dedicated to improving the quality of life and opportunities of people with spinal cord injuries and diseases. NSCIA provides educational materials, information on community resources, access to support groups, and is affiliated with other agencies committed to serving persons with disabilities. NC NSCIA provides a newsletter, monthly support groups, and annual conference.

NORTH CAROLINA DIVISION OF AGING AND ADULT SERVICES

2101 Mail Service Center
 Raleigh, NC 27699
 (919) 733-3983
<http://www.dhhs.state.nc.us/aging/>

The North Carolina Division of Aging and Adult Services is committed to promoting independence and enhancing the dignity of North Carolina's older adults and adults with disabilities and their families. The Division offers a wide range of services including adult home and healthcare, health screening and support services, delivered meals, housing and home improvement, and counseling.

NORTH CAROLINA DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES

3001 Mail Service Center
 Raleigh, NC 27699
 (919) 733-7011
<http://www.dhhs.state.nc.us/mhddsas/>

Contact information for clients who are deaf or hard of hearing:
 NC DMH/DD/SAS, Program Manager for Deaf and Hard of Hearing Services
 3005 Mail Service Center
 Raleigh, NC 27699-3005
 (919) 715-2774 (Voice)
 (919) 715-1233 (TTY)
 (919) 715-1233 (Videophone)

The NC Division of Mental Health, Developmental Disabilities, and Substance

Abuse Services (NC DMH/DD/SAS) is dedicated to providing North Carolina residents with, or at risk of, mental illness, developmental disabilities, and substance abuse problems and their families access to the necessary prevention, intervention, treatment, services, and support resources they need to live successfully in the communities of their choice. Local programs (called Local Management Entities or LME's) are listed on the NC DMH/DD/SAS website by county. For emergencies, contact the 24-hour emergency line at the local LME. NC DMH/DD/SAS also provides specialized mental health and substance abuse services statewide for deaf and hard of hearing consumers of all ages. Through regionally-based programs, culturally and linguistically appropriate outpatient treatment services are provided throughout North Carolina by clinicians who are fluent in sign language and understand the treatment needs of consumers who are deaf, hard of hearing, or deaf-blind.

NORTH CAROLINA DIVISION OF SERVICES FOR THE BLIND

2601 Mail Service Center

Raleigh, NC 27699-2601

(919) 733-9822

(866) 222-1546

<http://www.dhhs.state.nc.us/dsb/>

The North Carolina Division of Services for the Blind (DSB) is dedicated to enabling people who are blind or visually impaired to reach their goals of independence and employment. Services include trainings, career counseling, medical assistance, and daily living skills education. DSB operates a non-profit program that sells small aids and appliances developed or adapted for people who are blind or visually impaired. Items for sale include talking/Braille/large-print watches, sewing aids, kitchen aids such as bump dots (markers for oven/stove dials), large print measuring cup and spoon sets, as well as low-vision aids such as special sunglasses and magnifiers. These and other products are available at cost plus shipping and state tax.

NORTH CAROLINA DIVISION OF SERVICES FOR THE DEAF AND THE HARD OF HEARING

2301 Mail Service Center

Raleigh, NC 27699-2301

(800) 851-6099 (Voice/TTY)

<http://dshh.dhhs.state.nc.us/>

DSDHH Telecommunications Access of North Carolina

(800) 999-5737

<http://dshh.dhhs.state.nc.us/division/tanc/tanc.html>

The North Carolina Division of Services for the Deaf and the Hard of Hearing

(DSDHH) provides a broad range of services for children and adults, their families, and the professionals who serve them. The Division also provides interpreter services, advocacy, access to technology, and coordination of human services for the deaf and hard of hearing. DSDHH administers Telecommunications Access of North Carolina, which includes the Telecommunications Equipment Distribution Program and Telecommunications Relay Services. DSDHH provides free training about Telecommunications Relay Services (TRS), which offers telephone accessibility to people who are deaf, hard of hearing, or speech limited. The Division can mail a free 6-minute DVD that explains in detail how to use TRS. DSDHH also maintains an updated directory of qualified sign language interpreters in different regions throughout NC. The directory provides guidance about how to select an interpreter. DSDHH has seven regional resource centers throughout North Carolina.

Asheville Regional Resource Center

31 College Place
 Building D, Suite 310
 Asheville, NC 28801
 (828) 251-6190
 (800) 681-7998

Counties served: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mitchell, Polk, Swain, Transylvania and Yancey

Charlotte Regional Resource Center

5501 Executive Center Dr.
 Suite 101
 Charlotte, NC 28212
 (704) 568-8558
 (800) 835-5302

Counties served: Anson, Cabarrus, Gaston, Lincoln, Mecklenburg, Montgomery, Richmond, Rowan, Stanley, Union

Greensboro Regional Resource Center

122 North Elm Street
 Suite 900
 Greensboro, NC 27401
 (336) 273-9692
 (888) 467-3413

Counties served: Alamance, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, Yadkin

Morganton Regional Resource Center

517 C West Fleming Drive

Morganton, NC 28655

(828) 432-5335

(800) 999-8915

Counties served: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Iredell, McDowell, Rutherford, Watauga, Wilkes

Raleigh Regional Resource Center

2301 Mail Service Center

Raleigh, NC 27699-2301

(919) 773-2963

(800) 851-6099

Counties served: Caswell, Chatham, Cumberland, Durham, Franklin, Granville, Harnett, Hoke, Johnston, Lee, Moore, Nash, Orange, Person, Vance, Wake, Warren

Wilmington Regional Resource Center

1316 South 16th Street

Wilmington, NC 28401

(910) 251-5702

(800) 205-9915

Counties served: Bladen, Brunswick, Carteret, Columbus, Duplin, Jones, New Hanover, Onslow, Pender, Robeson, Sampson, Scotland

Wilson Regional Resource Center

216 W. Nash Street, Suite A

Wilson, NC 27893

(252) 243-3104

(800) 999-6828

Counties served: Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Edgecombe, Gates, Greene, Halifax, Hertford, Lenoir, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wayne, Wilson

NORTH CAROLINA DIVISION OF VOCATIONAL REHABILITATION

2801 Mail Service Center

Raleigh, NC 27699-2801

(919) 855-3500

<http://dvr.dhhs.state.nc.us/>

The North Carolina Division of Vocational Rehabilitation is committed to assisting citizens with disabilities in achieving independence and employment. The Division provides counseling, training, education, medical care, transportation, and other support services to persons with physical or mental disabilities.

Services include an Independent Living Program, an Assistive Technology Program which loans equipment, and Disability Determination which processes disability benefit payments. Contact information for local offices is listed on the website.

NORTH CAROLINA EARLY INTERVENTION SERVICES

1916 Mail Service Center
Raleigh, NC 27699-1916
(919) 707-5520

<http://www.ncei.org/ei/itp/branch.html>

North Carolina Early Intervention Services are a system of services provided by many different agencies and programs for children birth to five and their families. The Early Intervention Branch aims to increase the quality, accessibility, and efficiency of early intervention services throughout North Carolina. This is accomplished through ongoing evaluation of the interagency service delivery system; identification of unmet early intervention needs and development of plans to address these needs; and provision of training and technical assistance to staff from all public and private agencies providing early intervention services.

NORTH CAROLINA LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

1811 Capital Blvd.
Raleigh, NC 27635
(919) 733-4376
(888) 388-2460

<http://statelibrary.dcr.state.nc.us/lbph/lbph.htm>

The North Carolina Library for the Blind and Physically Handicapped (NCLBPH) is a public library that circulates books and magazines especially made for persons who cannot use regular printed material because of a visual or physical disability. The library is located in Raleigh, but mails materials throughout the state. NCLBPH offers books and magazines in large print, Braille, or audio formats. The library loans equipment for listening to audio materials.

NORTH CAROLINA OFFICE ON DISABILITY AND HEALTH

Division of Public Health
1928 Mail Service Center
Raleigh, NC 27699-1931

Project Contact Information:

NC Office on Disability and Health
 Frank Porter Graham Child Development Institute, UNC-Chapel Hill
 Campus Box 8185
 Chapel Hill, NC 27599-8185
 (919) 843-3882 or (919) 966-0871 (Voice)
 (919) 843-3811 (TTY)
<http://www.fpg.unc.edu/~ncodh>

North Carolina Office on Disability and Health (NCODH) works to promote the health and wellness of persons with disabilities in North Carolina. NCODH works to increase awareness and understanding of the health-related needs of individuals with disabilities, improve access and inclusion, and develop health promotion programs and educational materials for consumers and professionals. As part of the women's health initiative, NCODH developed Fundamental Elements of Accessibility (FEA) for NC domestic violence and sexual assault services related to their core services including hotline, counseling, shelter and advocacy. The FEA provide guidelines about accessibility of buildings, information and communication. NCODH is available to provide training and technical assistance to support domestic and sexual violence agencies in becoming more accessible to people with disabilities. NCODH is a partnership between the North Carolina Department of Health and Human Services, Division of Public Health and the University of North Carolina at Chapel Hill, FPG Child Development Institute.

ACCESSIBILITY**AMBUCS**

4285 Regency Court
 High Point, NC 27265
 (800) 838-1845
<http://ambucs.org>

AMBUCS is dedicated to creating mobility and independence for people with disabilities. The AmBility program helps make homes and businesses more physically accessible by offering modular ramp alternatives. The program also offers a ramp building guide to instruct individuals through the building process.

AMERICAN RAMP SYSTEMS

4111 Brenmar Lane
 Durham, NC 27713
 (919) 697-7568
<http://www.americanramp.com/>

American Ramp Systems sells and rents affordable, easily accessible ramps for

persons who use manual wheelchairs, scooters and power chairs. AmRamp carries both portable as well as permanent ramps and will provide free evaluations with no obligation to buy.

CENTER FOR UNIVERSAL DESIGN

College of Design, North Carolina State University
50 Pullen Road, Brooks Hall, Room 104
Campus Box 8613
Raleigh, NC 27695-8613
(919) 515-3082
(800) 647-6777
<http://www.design.ncsu.edu/cud/>

The Center for Universal Design is a national research, information, and technical assistance center that evaluates, develops, and promotes universal design in housing and public/commercial facilities. Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. For a nominal fee, agencies may order information about how to make restrooms and kitchens more accessible.

**FAMILY VIOLENCE PREVENTION AND SERVICES/GRANTS
FOR BATTERED WOMEN'S SHELTERS AND RELATED ASSISTANCE**

NC Division of Social Services
325 N. Salisbury St.
Raleigh, NC 27699
(919) 733-2279

Family Violence Prevention and Services funding is available to establish, maintain, and expand programs and projects to prevent family violence and provide immediate shelter and related assistance for victims of family violence and their dependents. Funding emphasis is on shelter programs throughout the state. Grant applicants should describe services their agency will provide to meet the needs of underserved populations, which includes persons with disabilities. **Grant applicants can submit a request for funds to improve accessibility of the agency and/or shelter for clients with disabilities.** Funds for accessibility can be used for creating written materials in large print for persons with vision loss, purchasing an assistive listening device for persons who are hard of hearing, making the facility physically accessible (e.g., adding grab bars in the restroom) or other accessibility improvements.

IMAGINE

1032 Altice Drive
Raleigh, NC 27603
(919) 779-3487
<http://www.ifuimagine.org/>

Imagine (**I**ncreased **M**obility **A**nd **G**reater **I**ndependence **E**quipment) is dedicated to providing increased mobility and independence through equipment and educational support for the residents of North Carolina who have a temporary or permanent disability. Imagine provides equipment to people who have insufficient insurance coverage and/or cannot afford the equipment needed to enhance their quality of life through additional independence.

LIGHTHOUSE INTERNATIONAL

The Sol and Lillian Goldman Building
111 East 59th Street
New York, NY 10022-1202
(212) 821-9200
(800) 829-0500
<http://www.lighthouse.org/>

Lighthouse International is committed to helping people who are blind or partially sighted remain safe, active, productive, and independent members of society. Core services include rehabilitation, education, research, prevention, and advocacy. Lighthouse International also publishes an informational book called "Making Text Legible" which can be purchased for \$1 each.

NORTH CAROLINA LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

1811 Capital Blvd.
Raleigh, NC 27635
(919) 733-4376
(888) 388-2460
<http://statelibrary.dcr.state.nc.us/lbph/lbph.htm>

The North Carolina Library for the Blind and Physically Handicapped (NCLBPH) is a public library that circulates books and magazines especially made for persons who cannot use regular printed material because of a visual or physical disability. The library is located in Raleigh, but mails materials throughout the state. NCLBPH offers books and magazines in large print, Braille and audio formats. The library loans equipment for listening to the audio materials.

NORTH CAROLINA OFFICE ON THE AMERICANS WITH DISABILITIES ACT

111 E. North St.
1304 Mail Service Center
Raleigh, North Carolina 27601
(919) 733-0054
<http://www.doa.state.nc.us/ada/welcome.htm>

The North Carolina Office on the Americans with Disabilities Act provides consultation services to state and local governments, businesses, and industries to help them comply with the Americans with Disabilities Act (ADA) of 1990.

SERTOMA (SERVICE TO MANKIND) INTERNATIONAL

1912 E. Meyer Blvd., Kansas City, MO 64132
(816) 333-8300
infosertoma@sertoma.org

Local Sertoma clubs throughout North Carolina provide services to benefit persons with speech, hearing and language disabilities. Local clubs sponsor community projects and agencies serving persons with communication disabilities. Some clubs may provide funds for equipment such as assistive listening devices or TTY machines. Local clubs identify community needs and consider requests for assistance. To request funds for equipment, send an email to the Sertoma International office (infosertoma@sertoma.org). This office will contact the Sertoma club in your county and pass along your request.

SOUTHEAST DISABILITY AND BUSINESS TECHNICAL ASSISTANCE CENTER

490 Tenth Street
Atlanta, Georgia 30318
(404) 385-0636 (Voice/TTY)
(800) 949-4232
<http://www.sedbtac.org/>

The Southeast Disability and Business Technical Assistance Center (SEDBTAC) offers five core services to promote awareness about the Americans with Disabilities Act (ADA), accessible information technology (IT), and the rights and abilities of people with disabilities. These five core services include technical assistance, materials dissemination, training, referrals, and public awareness.

U.S. DEPARTMENT OF JUSTICE, AMERICANS WITH DISABILITIES ACT**ADA BUSINESS BRIEF: SERVICE ANIMALS**

(800) 514-0301 (Voice)
(800) 514-0383 (TTY)
<http://www.usdoj.gov/crt/ada/svcanimb.htm>

The ADA Business Brief: Service Animals provides basic information about requirements and responsibilities for organizations regarding access to, and provision of, services for people who have service animals.

ADAPTIVE EQUIPMENT

EASTER SEALS UCP NORTH CAROLINA

2315 Myron Drive
Raleigh, NC 27607
(919) 783-8898
(800) 662-7119

<http://nc.easterseals.com/>

Easter Seals UCP North Carolina offers quality programs to persons with disabilities and their families, including a durable medical equipment program. This program purchases medical equipment for people who would not be able to purchase the equipment themselves such as wheelchairs, prostheses, orthotics, orthopedic shoes, hospital beds, walkers, canes, hearing aids, and bathroom equipment that does not require installation. Information and referral services help individuals with disabilities and their families learn about programs, services, and resources. Individual and family support services help individuals develop the skills necessary to live at home. Other services include personal assistance, personal care services, support groups, skills training, and respite care.

HARRIS COMMUNICATIONS

15155 Technology Drive
Eden Prairie, MN 55344
(800) 825-6758 (Voice)
(800) 825-9187 (TTY)

www.harriscomm.com

Harris Communications sells equipment to improve communication for persons who are deaf or hard of hearing. Items for sale include accessible smoke detectors, assistive listening devices, notification devices (door knockers), TTY (text telephone) machines, amplified telephones, signalers and vibrating clocks, and sign language CDs, DVDs, books, and videos.

NORTH CAROLINA ASSISTIVE TECHNOLOGY PROGRAM

1110 Navaho Drive
Suite 101
Raleigh, NC 27609
(919) 850-2787 (Voice/TTY)

<http://www.ncatp.org/>

North Carolina Assistive Technology Program (NCATP) is a statewide system to coordinate assistive technology services. Assistive technology (AT) is any piece of equipment or device that is used to increase the independence of individuals with disabilities. This program's goal is to increase awareness about AT and provide training, funding information, referral services, technical assistance, and an equipment loan program. NCATP sponsors the Assistive Technology Expo annual conference.

NORTH CAROLINA DIVISION OF SERVICES FOR THE BLIND - AIDS AND APPLIANCES

Governor Morehead School

311 Ashe Avenue

2601 Mail Service Center

Raleigh, NC 27699-2601

(919) 715-0249

<http://www.dhhs.state.nc.us/dsb/guide.htm>

Division of Services for the Blind operates a non-profit program that sells small aids and appliances developed or adapted for people who are blind or visually impaired. Items for sale include talking/Braille/large-print watches, sewing aids, kitchen aids such as bump dots (markers for oven/stove dials), large print measuring cup and spoon sets, as well as low-vision aids such as special sunglasses and magnifiers. These and other products are available at cost plus shipping and state tax.

PARTNERSHIPS IN ASSISTIVE TECHNOLOGY

1110 Navaho Drive, Suite 100

Raleigh, NC 27609

(919) 872-2298

<http://www.pat.org/>

Partnerships in Assistive Technology (PAT) aims to increase knowledge about and access to assistive technology and information technology for North Carolinians with disabilities. In collaboration with the NC Council on Developmental Disabilities, PAT co-sponsors the North Carolina ADA Network. This project seeks to promote voluntary compliance with the ADA in local communities via dissemination of ADA materials, technical assistance, training, public awareness, and capacity building activities.

SAMMONS PRESTON ROLYAN

W68 N158 Evergreen Blvd.

Cedarburg, WI 53012

(800) 323-5547

<http://www.sammonspreston.com/>

Sammons Preston Rolyan sells rehabilitation equipment and supplies for persons with disabilities. Items for sale include kitchen supplies such as bowls, plates, and food preparation plates with suction cups, one hand can openers, easy-to-grip jar openers and utensils, and large print kitchen timers. They also sell other supplies including talking alarm clocks and reachers. Items may be ordered online.

TACSI ASSISTIVE SYSTEMS

P.O. Box 1104

Graham, NC 27253

(919) 304-5431

Email: joan.black@tacsi-assistivesystems.com

TACSI Assistive Systems is dedicated to improving communication for people with hearing loss. TACSI provides consultation to individuals, businesses, governments and educators about hearing loss assistive technology. They sell assistive listening equipment for people with hearing loss.

MENTAL HEALTH AND SUBSTANCE ABUSE**ALCOHOL/DRUG COUNCIL OF NORTH CAROLINA**

3500 Westgate Drive, Suite 204

Durham, NC 27707

(919) 493-0003

(800) 688-4232

<http://alcoholdrughelp.org>

Alcohol/Drug Council of North Carolina links people to treatment services and offers prevention programs, advocacy and education. It provides alcohol and drug abuse information and referral to NC resources including self-help groups, family support services, DWI service providers, and housing options for individuals in recovery.

MENTAL HEALTH ASSOCIATION IN NORTH CAROLINA

3820 Bland Road
 Raleigh, NC 27609
 (919) 981-0740
 (888) 881-0740
 (800) 897-7494 (information and referral)
www.mha-nc.org/

The Mental Health Association (MHA/NC) offers a statewide Information and Referral Call Center, a non-crisis line providing information, referrals, and assistance in understanding NC's changing system of mental health consumer care. MHA/NC advocates for greater access to appropriate and affordable care, equal health insurance coverage, increased funding for research and services, and the elimination of the stigma that creates discrimination against people with mental illness. MHA/NC also has educational outreach programs which address topics such as the importance of support groups, understanding depression, suicide awareness, anger management, and eating disorders.

NATIONAL ALLIANCE OF MENTAL ILLNESS NORTH CAROLINA (NAMI NC)

309 W. Millbrook Road Suite 121
 Raleigh, NC 27609
 (919) 788-0801
 (800) - 451-9682
<http://www.naminc.org/>

The NAMI North Carolina is committed to improving the lives of those with mental illness and their families. Through advocacy, education, and support, NAMI NC members aim to advance the activities and involvement of those who have personally experienced a serious mental illness. Local affiliates are listed on the website.

NORTH CAROLINA DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES

3001 Mail Service Center
 Raleigh, NC 27699
 (919) 733-7011
<http://www.dhhs.state.nc.us/mhddsas/>

Contact information for clients who are deaf or hard of hearing:
 NC DMH/DD/SAS, Program Manager for Deaf and Hard of Hearing Services
 3005 Mail Service Center
 Raleigh, NC 27699-3005
 (919) 715-2774 (Voice)
 (919) 715-1233 (TTY)
 (919) 715-1233 (Videophone)

The NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (NC DMH/DD/SAS) is dedicated to providing North Carolina residents with, or at risk of, mental illness, developmental disabilities, and substance abuse problems and their families access to the necessary prevention, intervention, treatment, services, and support resources they need to live successfully in the communities of their choice. Local programs (called Local Management Entities or LME's) are listed on the NC DMH/DD/SAS website by county. For emergencies, contact the 24-hour emergency line at your local LME.

NC DMH/DD/SAS also provides specialized mental health and substance abuse services statewide for deaf and hard of hearing consumers of all ages. Through regionally-based programs, culturally and linguistically appropriate outpatient treatment services are provided throughout North Carolina by clinicians who are fluent in sign language and understand the treatment needs of consumers who are deaf, hard of hearing, or deaf-blind.

NORTH CAROLINA PSYCHIATRIC ASSOCIATION

4917 Waters Edge Drive, Suite 250

Raleigh, NC 27606

(919) 859-3370

(800) 553-1935

<http://www.ncpsychiatry.org>

The North Carolina Psychiatric Association is a professional medical organization with approximately 850 psychiatric physician members. It supports and promotes access to, and delivery of, quality psychiatric services to the citizens of North Carolina. NC Psychiatric Association provides information about psychiatry and mental illness and makes referrals using a toll-free telephone number.

NORTH CAROLINA PSYCHOLOGICAL ASSOCIATION

1004 Dresser Court, Suite 106

Raleigh, NC 27609

(919) 872-1005

<http://www.ncpsychology.org>

The North Carolina Psychological Association (NCPA) is a professional organization of psychologists in North Carolina. The NCPA offers a Statewide Psychologist Referral Service as a way for individuals to find psychologists throughout North Carolina. The NCPA also sponsors continuing education activities and works in a variety of settings such as hospitals, community mental health centers, private practices, colleges and universities, public schools, corrections, and research facilities.

VIOLENCE

NORTH CAROLINA COALITION AGAINST DOMESTIC VIOLENCE

123 W. Main Street, Suite 700

Durham, NC 27701

(919) 956-9124

(888) 232-9124

<http://www.nccadv.org/>

The North Carolina Coalition Against Domestic Violence (NCCADV) is a community of agencies and individuals who serve battered women and their children. NCCADV provides technical assistance, training, information about public policy initiatives, and facilitates activities to increase public awareness surrounding domestic violence. Domestic violence shelters may borrow equipment “loaner kits” from NCCADV to improve access to their shelter for persons with disabilities. Loaner kits include items to improve safety, communication and the ability to perform daily activities at the shelter for persons with hearing loss, mobility limitations and/or vision loss. Loaner kits include equipment such as TTY (text telephone) machines, assistive listening devices, accessible smoke detectors, and items that can assist clients with meal preparation. Domestic violence agencies can borrow assistive listening equipment for improved communication during counseling or support groups. There is no cost for borrowing the equipment. NCCADV also provides technical assistance to domestic violence programs about accessibility and working with clients with disabilities.

NORTH CAROLINA COALITION AGAINST SEXUAL ASSAULT

183 Wind Chime Court, Suite 100

Raleigh, NC 27615

(919) 870-8881

<http://www.nccasa.org/>

North Carolina Coalition Against Sexual Assault (NCCASA) is a statewide alliance working to end sexual violence through education, advocacy, and legislation. NCCASA provides information, referrals, and resources to individuals, rape crisis programs and other organizations; trains rape crisis advocates and allied professionals; and promotes sexual assault awareness through education and media campaigns. NCCASA provides technical assistance to NC sexual violence programs about accessibility and working with clients with disabilities. Sexual violence agencies can borrow assistive listening equipment from the Coalition for improved communication during counseling or support groups for clients with hearing loss. There is no cost for borrowing the equipment.

LEGAL

CAROLINA LEGAL ASSISTANCE

P.O. Box 2446
Raleigh, NC 27602
(919) 856-2195
<http://www.cladisabilitylaw.org>

Carolina Legal Assistance offers legal representation to children and adults with mental illness and developmental disabilities. CLA has established the Victims with Disabilities Project which advocates for the needs of people with mental health and developmental disabilities who are victims of crime, along with providing training to victim service providers.

LEGAL AID OF NORTH CAROLINA

224 South Dawson Street
Raleigh, NC 27601
(919) 856-2564
(866) 369-6923 (clients only)
www.legalaidnc.org

Legal Aid of North Carolina (LANC) is a nonprofit law firm that provides free legal services to eligible NC residents through 24 local offices. Legal Aid of NC also operates five statewide projects including the Domestic Violence Prevention Initiative/Battered Immigrant Project that provides legal assistance to battered women and/or domestic violence victims and strives to strengthen the working relationships between legal services and domestic violence programs throughout the state. Staff attorneys can help with civil remedies, meaning they can help with domestic violence protective orders.

NORTH CAROLINA COURT SYSTEM

Administrative Office of the Courts
P. O. Box 2448
Raleigh, NC 27602-2448
(919) 733-7107
www.nccourts.org/Citizens/SRPlanning/Disability.asp

The North Carolina Court System is committed to ensuring that persons with disabilities can participate fully and fairly in court programs, services, and activities. Each county court system in NC has an ADA (Americans with Disabilities Act) Coordinator to make certain that persons with disabilities receive needed accommodations at the courthouse, when requested. To identify the ADA Coordinator, contact the Office of the Clerk of Superior Court in the county

where the hearing or other court activity is scheduled. The Administrative Office of the Courts for the North Carolina Court System also maintains a list of ADA Coordinators by county.

NORTH CAROLINA DEPARTMENT OF JUSTICE

Attorney General's Office
Victim and Citizens Services
9001 Mail Service Center
Raleigh, NC 27699-9001
(919) 716-6780
<http://www.ncdoj.com/>

The North Carolina Department of Justice is dedicated to protecting the people of North Carolina from crimes and scams. The Victims and Citizens Services Section provides direct assistance to the people of North Carolina. Services include education about the justice system, development of policy and legislation, crime prevention programs, referrals to community resources, and collaboration with other agencies to coordinate services for citizens who have been victimized.

NORTH CAROLINA GOVERNOR'S ADVOCACY COUNCIL FOR PERSONS WITH DISABILITIES

1314 Mail Service Center
Raleigh, NC 27699-1314
(800) 821-6922 (Voice)
(888) 268-5535 (TTY)
<http://www.gacpd.com/whatsapna.htm>

North Carolina Governor's Advocacy Council for Persons with Disabilities (GACPD) is dedicated to working with and for people with disabilities to protect and advance their rights, their dignity, and their opportunity to make choices. Services include a statewide protection and advocacy program, the investigation of complaints, the pursuance of legal remedies for protection, the review and recommendation of changes in laws, assistance for local advocacy programs, and advice and assistance on employment issues. GACPD also has a video available for viewing which explains how to increase accessibility for people with disabilities in the court system.

NORTH CAROLINA VICTIM ASSISTANCE NETWORK

PO Box 28557
Raleigh, NC 27611-8557
(919) 831-2857
(800) 348-5068
<http://www.nc-van.org>

The North Carolina Victim Assistance Network (NCVAN) promotes the rights and needs of crime victims by educating North Carolina's citizens and public policy leaders about the devastating impact that crime has on our society. This statewide network provides support and information for crime victims and advocates for their fair treatment. NCVAN provides information about victim service and criminal justice agencies, victim assistance programs and advocacy groups.

ALPHABETICAL LISTING OF RESOURCES

ALCOHOL/DRUG COUNCIL OF NORTH CAROLINA

3500 Westgate Drive, Suite 204

Durham, NC 27707

(919) 493-0003

(800) 688-4232

<http://alcoholdrughelp.org>

Alcohol/Drug Council of North Carolina links people to treatment services and offers prevention programs, advocacy and education. It provides alcohol and drug abuse information and referral to NC resources including self-help groups, family support services, DWI service providers, and housing options for individuals in recovery.

AMBUCS

4285 Regency Court

High Point, NC 27265

(800) 838-1845

<http://ambucs.org>

AMBUCS is dedicated to creating mobility and independence for people with disabilities. The AmBility program helps make homes and businesses more physically accessible by offering modular ramp alternatives. The program also offers a ramp building guide to instruct individuals through the building process.

AMERICAN RAMP SYSTEMS

4111 Brenmar Lane

Durham, NC 27713

(919) 697-7568

<http://www.americanramp.com/>

American Ramp Systems provides affordable, easily accessible ramps for wheelchairs, scooters and power chairs for purchase or for rent. AmRamp carries both portable as well as permanent ramps and will provide free evaluations with no obligation to buy.

ARC OF NORTH CAROLINA

343 Six Forks Road, Suite 320
Raleigh, NC 27609
(919) 782-4632
(800) 662-8706
<http://www.arcnc.org/>

The Arc of North Carolina and its 44 local chapters throughout the state provide a support structure and access to needed services for persons with intellectual disabilities and developmental disabilities. Some services offered include supported employment, information and referral, self-advocacy, and community housing.

ARTHRITIS FOUNDATION

200 East Woodlawn Road
Building 1, Suite 156
Charlotte, NC 28217
(704) 529-5166
(800) 883-8806
<http://www.arthritis.org>

Triad Region

P.O. Box 30247
Winston-Salem, NC 27130
(704) 529-5166

Triangle Region

5300 Castlebrook Drive
Raleigh, NC 27604
(919) 250-0433

The Arthritis Foundation is dedicated to the prevention, control, and cure of arthritis. Services include the provision of information on conditions and treatments, educational resources, local programs and events to raise money and awareness, and advocacy to change government policies and funding.

ASSOCIATION OF SELF ADVOCATES OF NORTH CAROLINA

3801 Lake Boone Trail
Suite 260
Raleigh, North Carolina 27607
(919) 420-7995
<http://www.asa-nc.org/>

Local groups: Cabarrus, Durham, Forsyth, Guilford, Lenoir, Mecklenburg, Moore, New Hanover, Orange, Stanly, Union, Wake and Wayne Counties and Butner, Morganton, New Bern and Morehead City

The Association of Self Advocates of North Carolina (ASANC) is a statewide advocacy organization for people with developmental disabilities. ASANC is dedicated to helping people with developmental disabilities take responsibility for their lives and bring about change towards full inclusion in society. ASANC aims to educate the community, government leaders, families, guardians and service providers about self-advocacy and the abilities of people with disabilities.

AUTISM SOCIETY OF NC, INC.

505 Oberlin Road, Suite 230

Raleigh, NC 27605

(919) 743-0204

(800) 442-2762

<http://www.autismsociety-nc.org>

The Autism Society of North Carolina is committed to connecting people who live with autism and their loved ones with resources, support, advocacy, and information tailored to their unique needs. Services include advocacy to assist parents and individuals in navigating community services, school systems, and supports; recreation therapy; summer camp program for children, teens, and adults; and community-based programs.

BRAIN INJURY ASSOCIATION OF NORTH CAROLINA

P.O. Box 10912

Raleigh, NC 27605

(919) 833-9634

(800) 377-1464

<http://www.bianc.net>

The Brain Injury Association of North Carolina is committed to creating a better future for children, adolescents, and adults who survive brain injury by providing prevention, education, research, and advocacy. BIANC has Family and Community Support Centers and local chapters / support groups across the state. BIANC also maintains an updated list of NC resources.

CAROLINA LEGAL ASSISTANCE

P.O. Box 2446

Raleigh, NC 27602

(919) 856-2195

<http://www.cladisabilitylaw.org>

Carolina Legal Assistance (CLA) offers legal representation to children and adults with mental illness and developmental disabilities. CLA has established the Victims with Disabilities Project which advocates for the needs of people with disabilities who are victims of crime, along with providing trainings to frontline victim service providers.

CENTER FOR UNIVERSAL DESIGN

College of Design, North Carolina State University
50 Pullen Road, Brooks Hall, Room 104
Campus Box 8613
Raleigh, NC 27695-8613
(919) 515-3082
(800) 647-6777
<http://www.design.ncsu.edu/cud/>

The Center for Universal Design is a national research, information, and technical assistance center that evaluates, develops, and promotes universal design in housing and public/commercial facilities, and related products. Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. For a nominal fee, agencies may order information about how to make restrooms and kitchens more accessible.

CENTERS FOR INDEPENDENT LIVING IN NORTH CAROLINA

The Centers for Independent Living in North Carolina promote consumer control by people with disabilities and advance civil rights of equal access and full participation in society. Core services of the Centers include individual and systems advocacy, peer mentoring and support, information and referral, independent living skills training, and community integration. There are six Centers throughout North Carolina. For counties not served by a Center for Independent Living, contact the nearest Center for assistance.

Alliance of Disability Advocates

401 Oberlin Rd., Suite 103
Raleigh, NC 27605
(919) 833-1117 (Voice/TTY)
www.alliancecil.org
Counties served: Wake, Durham, Franklin, Johnston, Orange

Joy A. Shabazz

235 N. Greene St.
Greensboro, NC 27401
(336) 272-0501
www.shabazzcenter.org/
Counties served: Guilford, Alamance, Caswell, Randolph, Rockingham

Pathways for the Future

525 Mineral Springs Dr.

Sylva, NC 28779

(828) 631-1167

www.pathwayscil.org/

Counties served: Jackson, Cherokee, Clay, Graham, Haywood, Macon, Swain

Disability Rights & Resources

5801 Executive Center Dr., Suite 101

Charlotte, NC 28212

(704) 537-0550 (Voice/TTY)

(800) 755-5749

www.disability-rights.org/

Counties served: Mecklenburg, Cabarrus, Gaston, Union

The Adaptables

3650 Patterson Avenue

Suite B

Winston-Salem, NC 27105

(336) 767-7060 (Voice)

(336) 767-7008 (TTY)

(866) 894-3103

www.theadaptables.com/

Counties served: Forsyth, Davidson, Davie, Stokes, Surry, Yadkin

Western Alliance

30-B London Rd.

Asheville, NC 28803

(828) 274-0444

www.westernalliance.org/

Counties served: Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, Transylvania

CLIENT ASSISTANCE PROGRAM

NC Dept. of Health and Human Services, Div. of Vocational Rehabilitation

2806 Mail Service Center

Raleigh, NC 27699

(919) 855-3600

(800) 215-7227 (Voice/TTY)

<http://dvr.dhhs.state.nc.us/DVR/CAP/caphome.htm>

The Client Assistance Program (CAP) assists people in understanding the rehabilitation process and advises them of their rights and responsibilities as consumers of these services. CAP serves applicants, clients, former clients, and

those seeking the services of the Division of Vocational Rehabilitation Services, Division of Services for the Blind, and Independent Living Rehabilitation Services. CAP can help the consumer communicate more effectively with program staff and can work directly with consumer and staff to resolve problems related to the individual's rehabilitation plan. If these efforts do not succeed, CAP will assist the client through the rehabilitation agency's formal appeals process.

CYSTIC FIBROSIS FOUNDATION

2301 Stonehenge Drive, Suite 200

Raleigh, NC 27615

(919) 845-2155

(800) 822-9941

<http://www.cff.org>

The Cystic Fibrosis Foundation is committed to developing the means to cure and control cystic fibrosis, and to improve the quality of life for those with the disease. The Foundation is a central resource for information about CF. It also provides grants to conduct research and clinical trials, funds its own Research Development Program, and conducts an annual fundraising walk-a-thon called Great Strides at more than 500 sites throughout the country.

EASTER SEALS UCP NORTH CAROLINA

2315 Myron Drive

Raleigh, NC 27607

(919) 783-8898

(800) 662-7119

<http://nc.easterseals.com/>

Easter Seals UCP North Carolina offers quality programs to persons with disabilities and their families, including a durable medical equipment program. This program purchases medical equipment for people who would not be able to purchase the equipment themselves such as wheelchairs, prostheses, orthotics, orthopedic shoes, hospital beds, walkers, canes, hearing aids, and bathroom equipment that does not require installation. Information and referral services help individuals with disabilities and their families learn about programs, services, and resources. Individual and family support services help individuals develop the skills necessary to live at home. Other services include personal assistance, personal care services, support groups, skills training, and respite care.

EPILEPSY FOUNDATION OF NC

c/o Wake Forest University Health Sciences
 Meads Hall, Medical Center Blvd.
 Winston-Salem, NC 27157-0001
 (336) 716-2320
 (800) 451-0694

The Epilepsy Foundation of North Carolina strives to prevent, control and cure epilepsy through research, education, advocacy and services. The foundation is committed to ensuring that people with seizures are able to participate in all life experiences.

FAMILY SUPPORT NETWORK OF NC

CB# 7340, UNC
 Chapel Hill, NC 27599
 (919) 966-2841
 (800) 852-0042
<http://www.fsnc.org>

The Family Support Network of North Carolina is dedicated to promoting and providing support for families with children who have special needs. Services include the following: 1) a parent-to-parent program which connects parents in similar situations for mutual emotional and informational support, 2) education and outreach programs including Early Connections and the NC Early Intervention Mentor Program, and 3) research and evaluation initiatives. The Family Support Network (FSN) also maintains a Central Directory of Resources and hotline that provides information and referrals to other organizations and agencies. FSN is a statewide network of affiliated local programs.

**FAMILY VIOLENCE PREVENTION AND SERVICES/GRANTS
 FOR BATTERED WOMEN'S SHELTERS AND RELATED ASSISTANCE**

NC Division of Social Services
 325 N. Salisbury St.
 Raleigh, NC 27699
 (919) 733-2279

Family Violence Prevention and Services funding is available to establish, maintain, and expand programs and projects to prevent family violence and provide immediate shelter and related assistance for victims of family violence and their dependents. All geographic areas of the state receive funding; funding emphasis is on shelter programs. Grant applicants should describe direct services their agency will provide to meet the needs of underserved populations, including persons with disabilities. **Grant applicants can submit a request for funds to improve accessibility of the agency and/or shelter for clients with**

disabilities. Funds for accessibility can be used for creating written materials in large print for persons with vision loss, purchasing an assistive listening device for persons who are hard of hearing, making the facility physically accessible (e.g., adding grab bars in the restroom) or other accessibility improvements.

FIRST IN FAMILIES OF NORTH CAROLINA

PO Box 1665

Durham, NC 27702-1665

(919) 781-3616 ext. 223

<http://www.firstinfamiliesofnc.org>

First In Families of North Carolina is dedicated to improving the lives of people with disabilities through family and community support. Services include provision of recreational items, home furnishings or modifications, childcare or respite care, repairs to vehicles, and referrals to vocational, social, and educational opportunities in the community. First In Families partners with local businesses, citizens and organizations. There are eleven First in Family projects throughout North Carolina. Local projects are listed on the First in Families website.

HARRIS COMMUNICATIONS

15155 Technology Drive

Eden Prairie, MN 55344

(800) 825-6758 (Voice)

(800) 825-9187 (TTY)

www.harriscomm.com

Harris Communications sells equipment to improve communication for persons who are deaf or hard of hearing. Items for sale include accessible smoke detectors, assistive listening devices, notification devices (door knockers), TTY (text telephone) machines, amplified telephones, signalers and vibrating clocks, and sign language CDs, DVDs, books, and videos.

HEARING LOSS ASSOCIATION OF NORTH CAROLINA

<http://www.nchearingloss.org/>

Hearing Loss Association of North Carolina provides awareness among hard of hearing people about accessible community resources, advocates for issues of interest to hard of hearing people, and sponsors conferences and community service projects for people interested in hearing loss. Eleven local chapters are organized by volunteers who have personal experience with hearing loss.

IMAGINE

1032 Altice Drive
 Raleigh, NC 27603
 (919) 779-3487
<http://www.ifuimagine.org/>

Imagine (Increased **M**obility **A**nd **G**reater **I**ndependence **E**quipment) is dedicated to providing increased mobility and independence through equipment and educational support for the residents of North Carolina who have a temporary or permanent disability. Imagine provides equipment to people who have insufficient insurance coverage and/or cannot afford the equipment needed to enhance their quality of life through additional independence.

LEARNING DISABILITIES ASSOCIATION OF NORTH CAROLINA

9650 Strickland Road, Suite 103
 Raleigh, NC 27615
 (919) 493-5362
<http://www.ldanc.org/>

The Learning Disabilities Association of North Carolina (LDANC) promotes awareness of the multifaceted nature of learning disabilities through education, support, advocacy, collaboration, and the encouragement of ongoing research. LDANC sells "Finding Solutions: A Handbook on Learning Disabilities, Attention Deficit Disorder and Legal Rights in the North Carolina Public Schools," a book which provides information and resources for individuals to become full participants in the process of educating children with learning disabilities and/or attention deficit disorders.

LEGAL AID OF NORTH CAROLINA

224 South Dawson Street
 Raleigh, NC 27601
 (919) 856-2564
 (866) 369-6923 (clients only)
www.legalaidnc.org

Legal Aid of North Carolina (LANC) is a nonprofit law firm that provides free legal services to eligible NC residents through 24 local offices. Legal Aid of NC also operates five statewide projects including the Domestic Violence Prevention Initiative/Battered Immigrant Project that provides legal assistance to battered women and/or domestic violence victims, and strives to strengthen the working relationships between legal services and domestic violence programs throughout the state. Staff attorneys can help with civil remedies, meaning they can help with domestic violence protective orders.

LIGHTHOUSE INTERNATIONAL

The Sol and Lillian Goldman Building

111 East 59th Street

New York, NY 10022-1202

(212) 821-9200

(800) 829-0500

<http://www.lighthouse.org/>

Lighthouse International is committed to helping people who are blind or partially sighted remain safe, active, productive, and independent members of society. Core services include rehabilitation, education, research, prevention, and advocacy. Lighthouse International also publishes an informational book called "Making Text Legible" which can be purchased for \$1 each.

MENTAL HEALTH ASSOCIATION IN NORTH CAROLINA

3820 Bland Road

Raleigh, NC 27609

(919) 981-0740

(888) 881-0740

(800) 897-7494 (information and referral)

www.mha-nc.org/

The Mental Health Association (MHA/NC) offers a statewide Information and Referral Call Center, a non-crisis line providing information, referrals, and assistance in understanding NC's changing system of mental health consumer care. MHA/NC advocates for greater access to appropriate and affordable care, equal health insurance coverage, increased funding for research and services, and the elimination of the stigma that creates discrimination against people with mental illness. MHA/NC also has educational outreach programs which address topics such as the importance of support groups, understanding depression, suicide awareness, anger management, and eating disorders.

MUSCULAR DYSTROPHY ASSOCIATION

3724 National Drive, Suite 113

Raleigh, NC 27612

(919) 783-0222

<http://www.mdausa.org/>

The Muscular Dystrophy Association (MDA) is dedicated to curing and controlling neuromuscular diseases through research, comprehensive medical and community services, and professional and public health education. The MDA also sponsors support groups and summer camps for individuals with neuromuscular diseases and their families.

NATIONAL ALLIANCE OF MENTAL ILLNESS NORTH CAROLINA (NAMI NC)

309 W. Millbrook Road Suite 121

Raleigh, NC 27609

(919) 788-0801

(800) 451-9682

<http://www.naminc.org/>

The NAMI North Carolina is committed to improving the lives of those with mental illness and their families. Through advocacy, education, and support, NAMI NC members aim to advance the activities and involvement of those who have personally experienced a serious mental illness. Local affiliates are listed on the website.

NATIONAL MULTIPLE SCLEROSIS SOCIETY

733 Third Avenue

New York, NY 10017

(800)-FIGHT-MS (344-4867)

<https://www.nationalmssociety.org/>

The National Multiple Sclerosis Society is committed to expanding knowledge of MS, enhancing access to MS specialty medical care, and empowering people with MS to live as independently as possible. This is accomplished through educational programs, support groups, advocacy, and assistance in gaining access to community resources and quality, specialty healthcare. Local chapters are listed on the website.

NATIONAL SPINAL CORD INJURY ASSOCIATION

North Carolina Chapter

3701 Wake Forest Road

Raleigh, NC 27609

(919) 350-4172

<https://www.spinalcord.org>

The National Spinal Cord Injury Association (NSCIA) is dedicated to improving the quality of life and opportunities of people with spinal cord injuries and diseases. NSCIA provides educational materials, information on community resources, access to support groups, and is affiliated with other agencies committed to serving persons with disabilities. NC Chapter provides monthly support groups, a newsletter, and an annual conference.

NORTH CAROLINA ASSISTIVE TECHNOLOGY PROGRAM

1110 Navaho Drive
Suite 101
Raleigh, NC 27609
(919) 850-2787 (Voice/TTY)
<http://www.ncatp.org/>

North Carolina Assistive Technology Program (NCATP) is a statewide system to coordinate assistive technology services. Assistive technology (AT) is any piece of equipment or device that is used to increase the independence of individuals with disabilities. This program's goal is to increase awareness about AT and provide training, funding information, referral services, technical assistance, and an equipment loan program. NCATP sponsors the Assistive Technology Expo annual conference.

NORTH CAROLINA COALITION AGAINST DOMESTIC VIOLENCE

123 W. Main Street, Suite 700
Durham, NC 27701
(919) 956-9124
(888) 232-9124
<http://www.nccadv.org/>

The North Carolina Coalition Against Domestic Violence (NCCADV) is a community of agencies and individuals who serve battered women and their children. NCCADV provides technical assistance, training, information about public policy initiatives, and facilitates activities to increase public awareness surrounding domestic violence. Domestic violence shelters may borrow equipment "loaner kits" from NCCADV to improve access to their shelter for persons with disabilities. Loaner kits include items to improve safety, communication and the ability to perform daily activities at the shelter for persons with hearing loss, mobility limitations and/or vision loss. Loaner kits include a TTY (text telephone) machine, assistive listening devices, accessible smoke detectors, and items that can assist clients with meal preparation. Domestic violence agencies can borrow assistive listening equipment for improved communication during counseling or support groups. There is no cost for borrowing the kits. NCCADV also provides technical assistance to domestic violence programs about accessibility and working with clients with disabilities.

NORTH CAROLINA COALITION AGAINST SEXUAL ASSAULT

183 Wind Chime Court, Suite 100
Raleigh, NC 27615
(919) 870-8881
<http://www.nccasa.org/>

North Carolina Coalition Against Sexual Assault (NCCASA) is a statewide alliance working to end sexual violence through education, advocacy, and legislation. NCCASA provides information, referrals, and resources to individuals, rape crisis programs and other organizations; trains rape crisis advocates and allied professionals; and promotes sexual assault awareness through education and media campaigns. NCCASA provides technical assistance to NC sexual violence programs about accessibility and working with clients with disabilities. Sexual violence agencies can borrow assistive listening equipment from the Coalition for improved communication during counseling or support groups for clients with hearing loss. There is no cost for borrowing the equipment.

NORTH CAROLINA COURT SYSTEM

Administrative Office of the Courts

P. O. Box 2448

Raleigh, NC 27602-2448

(919) 733-7107

www.nccourts.org/Citizens/SRPlanning/Disability.asp

The North Carolina Court System is committed to ensuring that persons with disabilities can participate fully and fairly in court programs, services, and activities. Each county court system in NC has an ADA (Americans with Disabilities Act) Coordinator to make certain that persons with disabilities receive needed accommodations at the courthouse, when requested. To identify the ADA Coordinator, contact the Office of the Clerk of Superior Court in the county where the hearing or other court activity is scheduled. The Administrative Office of the Courts for the North Carolina Court System also maintains a list of ADA Coordinators by county.

NORTH CAROLINA DEPARTMENT OF JUSTICE

Attorney General's Office

Victim and Citizens Services

9001 Mail Service Center

Raleigh, NC 27699-9001

(919) 716-6780

<http://www.ncdoj.com/>

The North Carolina Department of Justice is dedicated to protecting the people of North Carolina from crimes and scams. Services include education about the justice system, development of policy and legislation, crime prevention programs, referrals to community resources, and collaboration with other agencies to coordinate services for citizens who have been victimized.

NORTH CAROLINA DIVISION OF AGING AND ADULT SERVICES

2101 Mail Service Center
 Raleigh, NC 27699
 (919) 733-3983
<http://www.dhhs.state.nc.us/aging/>

The North Carolina Division of Aging and Adult Services is committed to promoting independence and enhancing the dignity of North Carolina's older adults and adults with disabilities and their families. The Division offers a wide range of services including adult home and healthcare, health screening and support services, delivered meals, housing and home improvement, and counseling.

NORTH CAROLINA DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES

3001 Mail Service Center
 Raleigh, NC 27699
 (919) 733-7011
<http://www.dhhs.state.nc.us/mhddsas/>

Contact information for clients who are deaf or hard of hearing:
 NC DMH/DD/SAS, Program Manager for Deaf and Hard of Hearing Services
 3005 Mail Service Center
 Raleigh, NC 27699-3005
 (919) 715-2774 (Voice)
 (919) 715-1233 (TTY)
 (919) 715-1233 (Videophone)

The NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (NC DMH/DD/SAS) is dedicated to providing North Carolina residents with, or at risk of, mental illness, developmental disabilities, and substance abuse problems and their families access to the necessary prevention, intervention, treatment, services, and support resources they need to live successfully in the communities of their choice. Local programs (called Local Management Entities or LME's) are listed on the NC DMH/DD/SAS website by county. For emergencies, contact the 24-hour emergency line at the local LME.

NC DMH/DD/SAS also provides specialized mental health and substance abuse services statewide for deaf and hard of hearing consumers of all ages. Through regionally-based programs, culturally and linguistically appropriate outpatient treatment services are provided throughout North Carolina by clinicians who are fluent in sign language and understand the treatment needs of consumers who are deaf, hard of hearing, or deaf-blind.

NORTH CAROLINA DIVISION OF SERVICES FOR THE BLIND

2601 Mail Service Center
Raleigh, NC 27699-2601
(919) 733-9822
(866) 222-1546
<http://www.dhhs.state.nc.us/dsb/>

The North Carolina Division of Services for the Blind (DSB) is dedicated to enabling people who are blind or visually impaired to reach their goals of independence and employment. Services include trainings, career counseling, medical assistance, and daily living skills education. DSB operates a non-profit program that sells small aids and appliances developed or adapted for people who are blind or visually impaired.

NORTH CAROLINA DIVISION OF SERVICES FOR THE BLIND - AIDS AND APPLIANCES

Governor Morehead School
Lower level Cooke building
311 Ashe Avenue
2601 Mail Service Center
Raleigh, NC 27699-2601
(919) 715-0249
<http://www.dhhs.state.nc.us/dsb/guide.htm>

The North Carolina Division of Services for the Blind operates a non-profit program that sells small aids and appliances developed or adapted for people who are blind or visually impaired. Items for sale include talking/Braille/large-print watches, sewing aids, kitchen aids such as bump dots (markers for oven/stove dials), large print measuring cup and spoon sets, as well as low-vision aids such as special sunglasses and magnifiers. These and other products are available at cost plus shipping and state tax.

NORTH CAROLINA DIVISION OF SERVICES FOR THE DEAF AND THE HARD OF HEARING

2301 Mail Service Center
Raleigh, NC 27699-2301
(800) 851-6099 (Voice/TTY)
<http://dspdhh.dhhs.state.nc.us/>

DSDHH Telecommunications Access of North Carolina

(800) 999-5737
<http://dspdhh.dhhs.state.nc.us/division/tanc/tanc.html>

The North Carolina Division of Services for the Deaf and the Hard of Hearing (DSDHH) provides a broad range of services for children and adults, their families, and the professionals who serve them. The Division also provides

interpreter services, advocacy, access to technology, and coordination of human services for the deaf and hard of hearing. DSDHH administers Telecommunications Access of North Carolina, which includes the Telecommunications Equipment Distribution Program and Telecommunications Relay Services. DSDHH provides free training in Telecommunications Relay Services (TRS), which offers telephone accessibility to people who are deaf, hard of hearing, or speech limited. The Division can mail a free 6-minute DVD, *Are You Listening?*, that explains in detail how to use TRS. DSDHH also maintains an updated directory of qualified sign language interpreters in different regions throughout NC. The directory provides guidance about how to select an interpreter. DSDHH has seven regional resource centers throughout North Carolina.

Asheville Regional Resource Center

31 College Place
Building D, Suite 310
Asheville, NC 28801
(828) 251-6190
(800) 681-7998

Counties served: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mitchell, Polk, Swain, Transylvania and Yancey

Charlotte Regional Resource Center

5501 Executive Ctr. Dr.
Suite 101
Charlotte, NC 28212
(704) 568-8558
(800) 835-5302

Counties served: Anson, Cabarrus, Gaston, Lincoln, Mecklenburg, Montgomery, Richmond, Rowan, Stanley, and Union

Greensboro Regional Resource Center

122 North Elm Street
Suite 900
Greensboro, NC 27401
(336) 273-9692
(888) 467-3413

Counties served: Alamance, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry and Yadkin

Morganton Regional Resource Center

517 C West Fleming Drive
Morganton, NC 28655
(828) 432-5335
(800) 999-8915

Counties served: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Iredell, McDowell, Rutherford, Watauga, Wilkes

Raleigh Regional Resource Center

2301 Mail Service Center

Raleigh, NC 27699-2301

(919) 773-2963

(800) 851-6099

Counties served: Caswell, Chatham, Cumberland, Durham, Franklin, Granville, Harnett, Hoke, Johnston, Lee, Moore, Nash, Orange, Person, Vance, Wake and Warren

Wilmington Regional Resource Center

1316 South 16th Street

Wilmington, NC 28401

(910) 251-5702

(800) 205-9915

Counties served: Bladen, Brunswick, Carteret, Columbus, Duplin, Jones, New Hanover, Onslow, Pender, Robeson, Sampson and Scotland

Wilson Regional Resource Center

216 W. Nash Street, Suite A

Wilson, NC 27893

(252) 243-3104

(800) 999-6828

Counties served: Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Edgecombe, Gates, Greene, Halifax, Hertford, Lenoir, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wayne and Wilson

NORTH CAROLINA DIVISION OF VOCATIONAL REHABILITATION

2801 Mail Service Center

Raleigh, NC 27699-2801

(919) 855-3500

<http://dvr.dhhs.state.nc.us/>

The North Carolina Division of Vocational Rehabilitation is committed to assisting citizens with disabilities in achieving independence and employment. The Division provides counseling, training, education, medical care, transportation, and other support services to persons with physical or mental disabilities. Services include an Independent Living Program, an Assistive Technology Program which loans equipment, and Disability Determination which processes disability benefit payments. Contact information for local offices is listed on the website.

NORTH CAROLINA EARLY INTERVENTION SERVICES

1916 Mail Service Center
 Raleigh, NC 27699-1916
 (919) 707-5520
<http://www.ncei.org/ei/itp/branch.html>

North Carolina Early Intervention Services are a system of services provided by many different agencies and programs for children birth to five and their families. The Early Intervention Branch aims to increase the quality, accessibility, and efficiency of early intervention services throughout North Carolina. This is accomplished through ongoing evaluation of the interagency service delivery system, identification of unmet early intervention needs and development of plans to address these needs, and provision of training and technical assistance to staff from all public and private agencies providing early intervention services.

NORTH CAROLINA GOVERNOR'S ADVOCACY COUNCIL FOR PERSONS WITH DISABILITIES

1314 Mail Service Center
 Raleigh, NC 27699-1314
 (800) 821-6922 (Voice)
 (888) 268-5535 (TTY)
<http://www.gacpd.com/whatsapna.htm>

North Carolina Governor's Advocacy Council for Persons with Disabilities (GACPD) is dedicated to working with and for people with disabilities to protect and advance their rights, their dignity, and their opportunity to make choices. Services include a statewide protection and advocacy program, the investigation of complaints, the pursuance of legal remedies for protection, the review and recommendation of changes in laws, assistance for local advocacy programs, and advice and assistance on employment issues. GACPD also has a video available for viewing which explains how to increase accessibility for people with disabilities in the court system.

NORTH CAROLINA LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

1811 Capital Blvd.
 Raleigh, NC 27635
 (919) 733-4376
 (888) 388-2460
<http://statelibrary.dcr.state.nc.us/lbph/lbph.htm>

The North Carolina Library for the Blind and Physically Handicapped (NCLBPH) is a public library that circulates books and magazines especially made for persons who cannot use regular printed material because of a visual or physical

disability. The library is located in Raleigh, but mails materials throughout the state. NCLBPH offers books and magazines in large print, Braille and audio formats. The library loans equipment for listening to the audio materials.

NORTH CAROLINA OFFICE ON DISABILITY AND HEALTH

Department of Health and Human Services
 Division of Public Health
 1928 Mail Service Center
 Raleigh, NC 27699-1931

Project Contact Information:

NC Office on Disability and Health
 Frank Porter Graham Child Development Institute, UNC-Chapel Hill
 Campus Box 8185
 Chapel Hill, NC 27599-8185
 (919) 843-3882 or (919) 966-0871 (Voice)
 (919) 843-3811 (TTY)
<http://www.fpg.unc.edu/~ncodh>

North Carolina Office on Disability and Health (NCODH) works to promote the health and wellness of persons with disabilities in North Carolina. NCODH works to increase awareness and understanding of the health-related needs of individuals with disabilities, improve access and inclusion, and develop health promotion programs and educational materials for consumers and professionals. As part of the women's health initiative, NCODH developed Fundamental Elements of Accessibility (FEA) for NC domestic violence and sexual assault services related to their core services, including hotline, counseling, shelter and advocacy. The FEA provide guidelines about accessibility of information, communication and buildings. NCODH is available to provide training and technical assistance to support domestic and sexual violence agencies in becoming more accessible to people with disabilities. NCODH is a partnership between the North Carolina Department of Health and Human Services, Division of Public Health and the University of North Carolina at Chapel Hill, FPG Child Development Institute.

NORTH CAROLINA OFFICE ON THE AMERICANS WITH DISABILITIES ACT

111 E. North St.
 1304 Mail Service Center
 Raleigh, NC 27601
 (919) 733-0054
<http://www.doa.state.nc.us/ada/welcome.htm>

The North Carolina Office on the Americans with Disabilities Act provides consultation services to state and local governments, businesses, and industries to help them comply with the Americans with Disabilities Act (ADA) of 1990.

NORTH CAROLINA PSYCHIATRIC ASSOCIATION

4917 Waters Edge Drive, Suite 250

Raleigh, NC 27606

(919) 859-3370

(800) 553-1935

<http://www.ncpsychiatry.org>

The North Carolina Psychiatric Association is a professional medical organization with approximately 850 psychiatric physician members. It supports and promotes access to and delivery of quality psychiatric services to the citizens of North Carolina. NC Psychiatric Association provides information about psychiatry and mental illness and referrals through a toll-free telephone number.

NORTH CAROLINA PSYCHOLOGICAL ASSOCIATION

1004 Dresser Court, Suite 106

Raleigh, NC 27609

(919) 872-1005

<http://www.ncpsychology.org>

The North Carolina Psychological Association (NCPA) is a professional organization of psychologists in North Carolina. The NCPA offers a Statewide Psychologist Referral Service as a way for individuals to find psychologists throughout North Carolina. The NCPA also sponsors continuing education activities and works in a variety of settings such as hospitals, community mental health centers, private practices, colleges and universities, public schools, corrections, and research facilities.

NORTH CAROLINA VICTIM ASSISTANCE NETWORK

PO Box 28557

Raleigh, NC 27611-8557

(919) 831-2857

(800) 348-5068

<http://www.nc-van.org>

The North Carolina Victim Assistance Network (NCVAN) promotes the rights and needs of crime victims by educating North Carolina's citizens and public policy leaders about the devastating impact that crime has on our society. This statewide network provides support and information for crime victims and advocates for their fair treatment. NCVAN provides information about victim service and criminal justice agencies, victim assistance programs and advocacy groups.

PARTNERSHIPS IN ASSISTIVE TECHNOLOGY

1110 Navaho Drive, Suite 100
 Raleigh, NC 27609
 (919) 872-2298
<http://www.pat.org/>

Partnerships in Assistive Technology (PAT) aims to increase knowledge about, and access to, assistive technology and information technology for North Carolinians with disabilities. In collaboration with the NC Council on Developmental Disabilities, PAT co-sponsors the North Carolina ADA Network. This project seeks to promote voluntary compliance with the ADA in local communities via dissemination of ADA materials, technical assistance, training, public awareness, and capacity building activities.

SAMMONS PRESTON ROLYAN

W68 N158 Evergreen Blvd.
 Cedarburg, WI 53012
 (800) 323-5547
<http://www.sammonspreston.com/>

Sammons Preston Rolyan sells rehabilitation equipment and supplies for persons with disabilities. Items for sale include kitchen supplies such as bowls, plates, and food preparation plates with suction cups, one hand can openers, easy-to-grip jar openers and utensils, and large number kitchen timers. They also sell other supplies including talking alarm clocks and a reacher, which is used to pick up objects. Items may be ordered online.

SERTOMA (SERVICE TO MANKIND) INTERNATIONAL

1912 E. Meyer Blvd.
 Kansas City, MO 64132
 (816) 333-8300
infosertoma@sertoma.org

Local Sertoma clubs throughout North Carolina provide services to benefit persons with speech, hearing and language disabilities. Local clubs sponsor community projects and agencies serving persons with communication disabilities. Some clubs may provide funds for equipment such as assistive listening devices or TTY machines. Local clubs identify community needs and consider requests for assistance. To request funds for equipment, send an email to the Sertoma International office (infosertoma@sertoma.org). This office will contact the Sertoma club in your county and pass along your request.

SOUTHEAST DISABILITY AND BUSINESS TECHNICAL ASSISTANCE CENTER

490 Tenth Street
Atlanta, Georgia 30318
(404) 385-0636 (Voice/TTY)
(800) 949-4232
<http://www.sedbtac.org/>

The Southeast Disability and Business Technical Assistance Center (SEDBTAC) offers five core services to promote awareness about the Americans with Disabilities Act (ADA), accessible information technology (IT), and the rights and abilities of people with disabilities. These five core services include technical assistance, materials dissemination, training, referrals, and public awareness.

TACSI ASSISTIVE SYSTEMS

P.O. Box 1104
Graham, NC 27253
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TACSI Assistive Systems is dedicated to improving communication for people with hearing loss. TACSI provides consultation to individuals, businesses, governments and educators about hearing loss assistive technology. They sell assistive listening equipment for people with hearing loss.

U.S. DEPARTMENT OF JUSTICE, AMERICANS WITH DISABILITIES ACT**ADA BUSINESS BRIEF: SERVICE ANIMALS**

(800) 514-0301 (Voice)
(800) 514-0383 (TTY)
<http://www.usdoj.gov/crt/ada/svcanimb.htm>

The ADA Business Brief: Service Animals provides basic information about requirements and responsibilities for organizations regarding access to, and provision of, services for people who have service animals.

The material contained in this document is presented for the purpose of educating and informing readers about providing accessible domestic violence and sexual assault services for persons with disabilities. We do not endorse any of the resources listed. The resource information was accurate at the time of publication (March 2007).

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CREDITS

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Other NCODH Publications

North Carolina Office on Disability and Health is a partnership between the North Carolina Department of Health and Human Services, Division of Public Health and the University of North Carolina at Chapel Hill FPG Child Development Institute

Tips and Strategies to Promote Accessible Communication

This booklet is an easy-to-read, quick reference guide that addresses the basics on ways to effectively communicate and interact with people with disabilities. It provides information and tips that can be incorporated into service provision for people with disabilities as well as in daily community living.

Removing Barriers: Planning Meetings that are Accessible to all Participants

This publication highlights guidelines and strategies to help organizations make their meetings accessible and welcoming to people with disabilities. The guide focuses on small and last-minute meetings to make sure that a variety of participants are included in all aspects of organizational life.

Depression and Disability

This booklet, written by clinical psychologist Dr. Karla Thompson, addresses basic information about depression, common symptoms and treatments of depression, and why people with disabilities may be at an increased risk for depression. Booklet is also available in Spanish.

Orchid

This special issue health and wellness magazine for women with disabilities focuses on achieving wellness, not removing disability. Articles in Orchid include topics such as relationships, recreation and leisure, travel, and gardening. Orchid also offers an abundance of resource listings. Magazine is also available in Spanish.

Copies of these publications can be ordered or downloaded in PDF or html format from the NCODH website at <http://www.fpg.unc.edu/~ncodh>. Whenever possible, NCODH will make publications available in alternate formats, such as large print, audio, diskette, upon request.

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