

**An Internet Guide to Health Care and the Americans with Disabilities Act
and Related Disability Topics**

**Includes a list of local resources in Palm Beach and Broward County
for People with Disabilities**

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www.theamericanswithdisabilitiesact.net

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DISABILITY RIGHTS LAWS

There are two laws that protect the rights of people with disabilities and guarantee equal access to the same goods and services as people who do not have disabilities.

Americans with Disabilities Act (ADA)

Under the Americans with Disabilities Act all businesses, health care providers and government agencies are required to provide reasonable accommodation in communicating with customers, clients and patients. A public accommodation must reasonably modify its policies, practices, or procedures to avoid discrimination.

Reasonable Accommodation: Auxiliary Aids and Services

Under Title III of the ADA public accommodations such as health care providers:

- Are required to provide reasonable accommodation in the way they communicate with their patients/clients with a visual disability.
- They must provide auxiliary aids, services and other types of program access.
- Health care providers must ensure that they can effectively communicate with people who have a range of disabilities, including people who have a mobility impairment, are deaf, hard of hearing or have a speech, vision or learning disability.
- Providers may use a variety of auxiliary aids and services to help facilitate communication.

Examples include:

- Sign Language interpreters
- TDDs / TTY
- Text telephones
- Written notes
- Readers
- Braille
- Large Print
- CD

Rehabilitation Act of 1973

The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in title I of the Americans with Disabilities Act.

Section 504

Section 504 of the Rehabilitation Act of 1973 protects individuals from discrimination based on their disability. The nondiscrimination requirements of the law apply to government agencies, businesses and organizations that receive financial assistance from the Federal government. These include hospitals, nursing homes, mental health centers and human service programs that receive Medicare and Medicaid funds. Section 504 forbids organizations and employers from excluding or denying individuals with disabilities an equal opportunity to receive program benefits and services. It defines the rights of individuals with disabilities to participate in and have access to, program benefits and services.

Florida Civil Right Law Public Accommodations

It is unlawful for an individual to be denied access or to receive poor service or lesser quality accommodations because of his or her race, color, national origin, sex, disability, familial status or religion.

THE AMERICANS WITH DISABILITIES ACT

Americans with Disabilities Act – General Information

United States Department of Justice

www.ada.gov

ADA 2010 update

www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm

ADA National Network

<https://adata.org/learn-about-ada>

www.adasoutheast.org/

ADA Titles I-IV Summary

<http://ada.ky.gov/titles.htm>

A Guide to Disability Laws

www.ada.gov/cguide.htm

Job Accommodation Network Glossary of ADA Terms

<https://askjan.org/links/adaglossary.htm>

Glossary of ADA Terms

<https://adata.org/glossary-terms>

ADA Sources of Information: Agency Contacts

www.ada.gov/agency.htm

American Foundation for the Blind

www.afb.org/info/programs-and-services/public-policy-center/civil-rights/advocacy-resources/disability-rights-resources/12345

ADA Rights of Blind and Visually Impaired Customers

<http://labor-employment-law.lawyers.com/americans-with-disabilities-act/ada-rights-of-blind-and-vision-impaired-customers.html>

The ADA National Network Disability Law Handbook

<https://adata.org/publication/disability-law-handbook>

Handbook Myths and Facts About the ADA

www.ada.gov/pubs/mythfct.txt

Accessibility Standards

2010 Accessibility Standards

www.ada.gov/2010ADASTandards_index.htm

The Americans with Disabilities Act: Checklist for Readily Achievable Barrier Removal

www.ada.gov/checkweb.htm

United States Access Board

www.access-board.gov/

Accessibility Standards-Assisted Living facilities

www.ada.gov/doj_hud_statement.pdf

ADA and Health Care

<https://adata.org/factsheet/accessible-health-care>

How usable are your health care services and facilities to people with disabilities?

http://fpg.unc.edu/sites/fpg.unc.edu/files/resources/other-resources/NCODH_RemovingBarriersToHealthCare.pdf

Planning Events

Canada National Institute for the Blind

www.cnib.ca/en/services/resources/accessible_events/pages/default.aspx

The Centers for Disease Control

<http://www.cdc.gov/ncbddd/disabilityandhealth/accessibility.html>

National Council on Disability

The Current State of Health Care for People with Disabilities

www.ncd.gov/publications/2009/Sept302009#Professional

Businesses and the ADA

www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm

Small Business Administration

www.sba.gov/blogs/small-businesses-americans-disabilities-act-ada

ADA Business Connection

www.ada.gov/business.htm

National Council for the Blind of Ireland

Assisting Customers who are Blind or Vision Impaired

www.ncbi.ie/information-for/best-practice-guides/customer-service

Expanding Your Market: Customers with Disabilities Mean Business

www.ada.gov/busstat.htm

Making Your Business Accessible to Customers with Sight Loss

www.ncbi.ie/information-for/best-practice-guides/making-businesses-accessible

The ADA and Employment

U.S. Equal Employment Opportunity Commission

Facts About the ADA: Title I

www.eeoc.gov/eeoc/publications/fs-ada.cfm

www.eeoc.gov/facts/health_care_workers.html

Questions & Answers about Blindness and Vision Impairments in the Workplace and the Americans with Disabilities Act (ADA)

www.eeoc.gov/eeoc/publications/qa_vision.cfm

Questions and Answers About Health Care Workers and the ADA

www.eeoc.gov/facts/health_care_workers.html

Cornell University: Disability & HR: Articles, checklists, & glossary on disability and HR for HR Professionals

www.hrtips.org/

Employees with Visual Impairments

<http://askjan.org/media/Sight.html>

Employment Posters

www.govdocs.com/visually-impaired-workers-access-labor-law-posters/

Effective Communication Requirement

<https://adata.org/factsheet/communication>

www.ada.gov/effective-comm.htm

Harris Family Center for Disability and Health Policy

<http://hfcdhcp.org/briefs/brief6a-alt-formats/>

Nolo Law

www.nolo.com/legal-encyclopedia/blind-low-vision-persons-right-health-care-information-alternative-formats.html

Guidelines for Converting Documents to Large Print and Other Accessible Formats

American Printing House for the Blind

<http://www.aph.org/research/lpguide.htm>

Association of Science Technology Centers

www.astc.org/resource/access/pmlp.htm

University of Oregon

http://darkwing.uoregon.edu/~atl/alt_text_home.html

(see bottom of page)

American Foundation for the Blind

Tips for Making Print More Readable

www.afb.org/info/living-with-vision-loss/reading-and-writing/making-print-more-readable/235

Self Advocates Becoming Empowered

A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired

www.sabeusa.org/wp-content/uploads/2014/02/A-Guide-to-Making-Documents-Accessible-to-People-Who-are-Blind-or-Visually-Impaired.pdf

ACB: Best Practices and Guidelines for Large Print Documents

<http://acb.org/node/750>

ADA and Veterans

www.ada.gov/servicemembers_adainfo.html

Statistics on Vision Loss and the Military

<http://www.visionaware.org/info/everyday-living/essential-skills/information-for-veterans-coping-with-vision-loss/statistics-on-vision-loss-and-the-military/1235>

VA Blind Rehabilitation Services

<http://www.rehab.va.gov/blindrehab/>

Health Care

National Council on Disability

www.ncd.gov/publications/2009/Sept302009#Overview

Disability Rights Education and Defense Fund

<http://dredf.org/healthcare/healthcare.shtml>

The ADA in a Health Care Setting

www.ncbi.nlm.nih.gov/books/NBK11429/

Health Care: Deaf and Hard of Hearing

ADA Business Brief: Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings

www.ada.gov/hospcombr.htm

National Association of the Deaf Law and Advocacy Center

ADA: Questions and Answers for Health Care Providers

www.wvdhhr.org/wvcdhh/directories/07TOC/ADAQAHealthCarPro.pdf

Health Care-HIV/AIDS

Questions and Answers: The Americans with Disabilities Act and Persons with HIV/AIDS

www.ada.gov/aids/ada_q&a_aids.htm

Health Care-Mobility Impairments

Access to Health Care for Individuals with Mobility Disabilities

www.ada.gov/medcare_mobility_ta/medcare_ta.htm

Health Care-Visually Impaired

ADA Checklist: Health Care Facilities and Service Providers - American Foundation for the Blind

www.afb.org/info/programs-and-services/public-policy-center/ada-checklist-health-care-facilities-and-service-providers/125

Equal Opportunity Employment Commission

Questions & Answers about Blindness and Vision Impairments in the Workplace and the Americans with Disabilities Act (ADA)

www.eeoc.gov/eeoc/publications/qa_vision.cfm

Health Insurance

www.eeoc.gov/eeoc/foia/letters/2001/titlevii_ada_insurance_benefits.html

Hotels and Lodging

ADA Guide for Places of Lodging: Serving Guests Who Are Blind

www.ada.gov/lodblind.htm

Public Accommodations Key Links

American Foundation for the Blind: Key Links

www.afb.org/info/programs-and-services/public-policy-center/civil-rights/ada-title-iii-public-accommodations-key-links/1235

www.afb.org/info/programs-and-services/public-policy-center/civil-rights/of-consuming-interest-titles-ii-and-iii-of-the-ada/1235

ADA Requirements: Effective Communication

www.ada.gov/effective-comm.htm

Staff Development and Training / Professional Education

ADA and Staff Training

www.southwestada.org/html/publications/employment/humanresources/personnel.html

Developing Disability Competency-Professional Education

www.chcs.org/media/Developing_Disability_Competency_-_Considerations_for_States_and_Health_Plans.pdf

National Council on Disability

The Current State of Health Care for People with Disabilities

www.ncd.gov/publications/2009/Sept302009#Professional

Tax Credits

www.ada.gov/archive/taxpack.pdf

Florida Civil Rights Law

Florida Human Rights Commission 1-800-342-8170 <http://fchr.state.fl.us/>

Rehabilitation Act of 1973

<http://www.hhs.gov/ocr/civilrights/resources/factsheets/504.pdf>

Pacer Center: Q &A: The Rehabilitation Act and ADA Connection

<http://www.pacer.org/publications/adaqa/adaqa.asp>

United States Access Board

<http://www.access-board.gov/the-board/laws/rehabilitation-act-of-1973>

National Association of the Deaf

<http://nad.org/issues/civil-rights/rehabilitation-act-1973>

Disability Etiquette

How to Interact with Someone who is Blind or Visually Impaired

www.asb.org/aboutasb/VisionLossInfoGuide.pdf

How to Guide a Blind Person

www.ncbi.nlm.nih.gov/pmc/articles/PMC1354441/

<http://chicagolighthouse.org/programs-and-services/working-someone-who-blind-or-visually-impaired/how-be-sighted-guide>

Sign Language-Alphabet

www.start-american-sign-language.com/support-files/startasl-sign-language-alphabet.pdf

Easter Seals-Interacting with someone using a wheelchair

www.easterseals.com/explore-resources/facts-about-disability/disability-etiquette.html

United Cerebral Palsy

<http://ucp.org/resources/disability-etiquette/>

Modern Disability

www.moderndisability.com/business/HearingEtt.Biz.html

(etiquette for other disabilities are also covered-see bottom of page)

USDA

www.nrcs.usda.gov/wps/portal/nrcs/detail/pia/about/outreach/sep/?cid=nrcs142p2_037667

Attitudes of Health Care Professionals Toward People with Disabilities

www.phyther.net/content/66/10/1551.full.pdf

National Center for Disability and Journalism

<http://ncdj.org/style-guide/>

Disability-General Information and Statistics

<http://fodh.php.ufl.edu/files/2011/05/Florida-Chartbook-disability-and-Health.pdf>

Lighthouse International-Baby Boomer Survey

<http://www.lighthouse.org/news/press-releases/baby-boomer>

Medline Plus Directory of Health Related Organizations

http://www.nlm.nih.gov/medlineplus/organizations/all_organizations.html

U.S. Government

www.disability.gov

American Psychological Association

Disability and Socioeconomic Status

www.apa.org/pi/ses/resources/publications/factsheet-disability.aspx

Health Literacy

Health Literacy and Older Adults

<http://www.health.gov/communication/literacy/olderadults/default.htm>

Hospital Readmissions

Center for Medicaid and Medicare

<http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/AcuteInpatientPPS/Readmissions-Reduction-Program.html>

Agency for Health Care Research and Quality

<http://www.hcup-us.ahrq.gov/reports/infographics/HCUP-hospital-readmission-infographic-final.pdf>

Understanding Rehospitalization Risk:

Can the Hospital Discharge be Modified to Impact Recurrent Hospitalization

https://www.bu.edu/fammed/projectred/publications/Strunin_L.pdf

Vision-General Information

Lighthouse International 800-829-0500 www.lighthouse.org

Prevent Blindness America 800-331-2020 www.preventblindness.org/

Blinded Veterans Association 800-669-7079 www.bva.org/
Canadian National Institute for the Blind 800-563-2642 www.cnib.ca
Myths About Blindness and Visual Impairments
<https://www.dhs.wisconsin.gov/blind/adjustment/myths-blindvisual.htm>
ADA Resources: Living with Blindness
<http://know-the-ada.com/t5/ada-living-blindness.html>
Working Effectively with People who are Blind or Visually Impaired
<http://digitalcommons.ilr.cornell.edu/cgi/viewcontent.cgi?article=1297&context=edicollect>

Vision and Aging

National Institute on Aging
www.nia.nih.gov/health/publication/aging-and-your-eyes
National Eye Institute
www.nei.nih.gov/nehep/programs/visionandaging
Vision Aware
www.visionaware.org/
Center for Disease Control
www.cdc.gov/visionhealth/pdf/vision_brief.pdf
Age Related Macular Degeneration
www.AMD.org
Macular Degeneration Association 941- 870-4399
American Macular Degeneration Foundation 888-622-8527 <https://www.macular.org>
Sensory Impairments in Older Adults: Vision Loss
www.nursingcenter.com/lnc/ce_articleprint?an=00000446-200611000-00019
National Eye Institute: Diabetic Retinopathy
www.nei.nih.gov/health/diabetic/retinopathy
All About Vision: Retinitis Pigmentosa
www.allaboutvision.com/conditions/retinapigment.htm
Glaucoma Research Foundation 800-826-6693 www.glaucoma.org

Vision Loss, Coping with

Caring for Seniors with Vision Loss
<http://www.care.com/senior-care-caring-for-seniors-with-vision-loss-p1143-q317322.html>
Lions Center for Vision Impairment
Coping with Visual Impairment
<http://www.seniorvision.org/resources/coping-with-visual-impairment>
Information and Resources for Adults Adjusting to Vision Loss
<http://www.perkinselearning.org/scout/adjusting-vision-loss>
American Foundation for the Blind
<http://www.afb.org/info/living-with-vision-loss/1>
National Federation of the Blind-Maryland
Losing Your Vision: Now What?
<http://www.nfbmd.org/vision.html#cont>
Home Safety Tips for Low Vision: Live Independently and Avoid Falling
http://seniorliving.about.com/od/visionproblems/a/low_vision.htm

Website Accessibility

Wix: 5 Ways to Ensure That Your Site is Accessible
<http://mashable.com/2011/04/20/design-for-visually-impaired/>
508 Accessibility Standards
<http://www.section508.gov/>
American Foundation for the Blind

Creating Accessible Websites

www.afb.org/info/programs-and-services/technology-evaluation/creating-accessible-websites/123

Web Accessibility Initiative

www.w3.org/WAI/intro/accessibility.php

Web Accessibility

<http://aboutwebaccessibility.com/home/law/businesses/intent>

Community Resources for Patients with Disabilities

Advocacy Organizations

American Council for the Blind www.acb.org

Council of Citizens with Low Vision www.cclvi.org 1-800-733-2258

National Federation of the Blind www.nfb.org

Disability Rights Florida

800-342-0823 www.disabilityrightsflorida.org

Assistive Technology

Ai Squared 1-802-362-3612 www.aisquared.com

Florida Reading and Vision Technology 954-525-5311 www.floridareading.com

Humanware 1-800 722-3393 www.humanware.com/

LS & S 1-800-468-4789 <https://www.lssproducts.com/category/assistive-technology>

MaxiAids 1-800-522-6294 www.maxiaids.com

Freedom Scientific (computer technology) 1-800-444-4443 <http://www.freedomscientific.com/>

Enhanced Vision 561-232-4482 www.enhancedvision.com

Innovative Vision Systems 954.344.7399 www.innovativevisionsystems.com

Guide to Buying Low Vision Magnifiers

<http://www.allaboutvision.com/buysmart/magnifiers.htm>

Vision Aware: What are the Most Common Non-Optical Devices?

<http://www.visionaware.org/info/your-eye-condition/eye-health/low-vision/common-non-optical-devices/1235>

Computer Accessibility

Computer Use with Age Related Macular Degeneration

<http://www.amd.org/improving-the-appearance-of-your-computer/>

Microsoft Accessibility

<http://www.microsoft.com/enable/guides/vision.aspx>

Free 411 information from your phone company

AT&T Special Needs Center 800-772-3140

www.att.com/esupport/article.jsp?sid=KB414146&cv=807

Comcast 855-270-0379

<http://customer.comcast.com/help-and-support/account/accessibility-services>

Verizon 888-262-1999

www.verizonwireless.com/accessibility/index.html

Note: Many cell phone companies offer this service.

For information contact your cell phone provider.

Religious Materials

JBI International 800-433-1531 www.jbilibrary.org/

Jewish Heritage for the Blind 800-995-1888 www.jhbinternational.org/

Lutheran Braille Workers 800-925-6092 www.lbwinc.org/

Braille Bibles International 800-522-4253 www.braillebibles.org/

Christian Record Services for the Blind 402-488-0981 www.christianrecord.org

Audio Bibles for the Blind 941-748-4100 www.audiobiblesfortheblind.org

Educational Programs

Hadley School for the Blind 800-526-9909 ww.hadley.edu

Publications

New York Times 800-631-2580 www.NYtimes.com

Readers Digest 800-310-2181 www.rd.com

Choice Magazine Listening 888-724-6423 www.choicemagazinelistening.org

Radio Reading Service 800-273-6677 <http://wlrn.org/programs/radio-reading-service>

NFB Newsline 866-504-7300 <https://nfb.org/audio-newspaper-service>

Vision Impairment-Resources

American Council for the Blind

How to Find Blindness-Related Resources and Share Them

<http://acb.org/node/171>

American Foundation for the Blind

<http://www.afb.org/directory.aspx?action=browse>

Government Benefits

Social Security Administration 800-772-1213 www.ssa.gov

(Social Security, Social Security Disability, SSI)

Medicare 800-633-4227 www.medicare.gov

Services for People with Visual Impairments and other disabilities: Palm Beach County and Treasure Coast

Advocacy Organizations

Florida Council for the Blind 800-267-4448 www.fcb.org

American Council for the Blind

Palm Beach/Treasure Coast 772-342-8246

National Federation of the Blind www.nfb.org,

Palm Beach 561-855-0641

Council of Citizens with Low Vision www.cclvi.org

1-800-733-2258

General information on services in the community:

Information and referral 211 www.211palmbeach.org/

Area Agency on Aging (Elder Helpline) 561-684-5885 www.youragingresourcecenter.org

Government Benefits / Services

Homestead Exemptions

(older adults, people with disabilities, veterans)

Palm Beach County 561-355-2883 www.pbcgov.com/papa

Non Driver's ID Cards: Delray Beach, 501 S. Congress Ave. www.gathergoget.com/

Senior Services

Palm Beach County Department of Community Services 561-355-4700

The Volen Center 561-395-8920

Adult Day Care, Senior Center, Transportation

Services for people with visual impairments:

Florida Division of Blind Services 866-225-0794, <http://dbs.myflorida.com>

Palm Beach/Treasure Coast: 561-681-2548

(866) 225-0794

Lighthouse for the Blind of the Palm Beaches/Treasure Coast 561-586-5600

www.lighthousepalmbeaches.org

Talking Books Library 888-780-5151 www.pbclibrary.org/services/talking-books

Braille Club of Palm Beach County <http://brailleclub.webs.com> 561-585-2301

Florida Outreach Center for the Blind 561-642-0005 www.flblindcenter.org

Blind Rehabilitation and Low Vision outpatient program 561-422-5260

www.westpalmbeach.va.gov/services/blind_rehabilitation.asp

Services for people with hearing impairments

Free Phones for the Hearing Impaired

Audiology with a Heart 561-366-7219

Deaf and Hearing Resources of Palm Beach County

561-802-3353

Services for people with disabilities and certain health conditions:

Arthritis Foundation 561-833-1133

Coalition for Independent Living Options, Inc.

561-966-4288

Pathways to Independence 561-626-6611

Advocacy Organizations

American Council for the Blind www.acb.org

Florida Council for the Blind 800-267-4448 www.fcb.org

Palm Beach/Treasure Coast 772-342-8246

National Federation of the Blind www.nfb.org,

Palm Beach 561-855-0641

Transportation:

Palm Tran Connection 1-877-870-9849

www.co.palm-beach.fl.us/palmtran/information/connection.htm

Ruth Rales Jewish Family Services 561-852-3333

The Volen Center 561-395-8920

Counseling and Support Groups

Ruth Rales Jewish Family Services (561) 852-3333 (south county)

Alpert Jewish Family Services (561) 684-1991 (north county)

Morse Life Neighbors2Neighbores (561) 531-9844.

Services for People with Visual Impairments and other disabilities:**Broward County****General information on services in the community:**

Information and referral 211 www.211-broward.org

Services for People with Disabilities

Center for Independent Living of Broward

954-722-6400 www.cilbroward.org
Multiple Sclerosis Foundation 954-776-6805 www.msfocus.org

Services for People with Hearing Impairments

Center for Hearing and Communication
(free phones for the hearing impaired)
954- 601-1930 <http://chchearing.org/>

Services for People with Visual Impairments

Lighthouse of Broward County
954-463-4217 www.LHOB.org
Talking Book Library 954-357-7555
www.broward.org/library/mylibraryonline/pages/talkingbooklibrary.aspx
Florida Division of Blind Services 866-225-0794, <http://dbs.myflorida.com>
(866) 225-0794, Broward: 954-746-1770

Government Benefits

Homestead Exemptions
(older adults, people with disabilities, veterans)
Broward County 954-357-6830 www.bcpa.net

Transportation

Paratransit (TOPS) 954.357.8400 www.broward.org/BCT/Riders/Pages/Paratransit.aspx

Senior Services

Aging and Disability Resource Center 954-745-9779 www.adrcbroward.org
Broward County Elderly and Veteran's Services
954-357-6622 www.broward.org/HumanServices/ElderlyAndVeterans
Jewish Family Services
954-370-2140 www.jfsbroward.org

Services for People with Visual Impairments and other Disabilities in Miami-Dade County

Services for People with Disabilities

Center for Independent Living of South Florida
(305) 751-8025 www.soflacil.org

Services for People with Visual Impairments

Florida Division of Blind Services
(888) 529-1830, (305) 377-5339
Miami Lighthouse for the Blind 305-856-2288 miamilighthouse.org/
Talking Book Library 800-451-9544, 305-751-8687
www.mdpls.org/special-services/talking-books.html

Government Benefits/Services

Homestead Exemption
www.miamidade.gov/pa/

Transportation

Special Transportation Services 786-469-5000

www.miamidade.gov/transit/special-transportation.asp

Senior Services

Alliance for Aging 305-670-6500, Elder Helpline: 305-670-4357

www.allianceforaging.org

Miami Dade Community Action and Human Services

www.miamidade.gov/socialservices/elderly-services.asp