

RESOURCE GUIDE FOR PEOPLE WITH VISION LOSS

**COMMISSION
FOR THE
BLIND**



BLINDNESS WITHOUT BARRIERS

Updated January 2025

This resource guide is provided by the Oregon Commission for the Blind. Please contact us if you have additional ideas, information, or corrections at 888-202-5463 or ocb.mail@ocb.oregon.gov. The most current copy of this resource guide can always be found at:

www.oregon.gov/blind/livingwithvisionloss/Pages/Brochures_Resources.aspx

Please note that this guide is not intended to be all-encompassing but is designed to make you aware of at least some of the resources available. We are not endorsing any specific resources listed in this guide but invite you to research them and determine if any will meet your needs.

We update the guide once a year, so please note that information may have changed since the last update; always double-check!

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About Oregon Commission for the Blind

Oregon Commission for the Blind (OCB)'s mission statement is: "Empower Oregonians Who are Blind to Fully Engage in Life." Our vision statement is "Blindness without Barriers."

Services are provided statewide, with counselors and teachers meeting with individuals in their home communities throughout the state.

OCB assists eligible Oregonians with vision loss in making informed choices to achieve full inclusion in society through employment, independent living, and social self-sufficiency.

We do this by providing:

- A continuum of services from youth transition to older blind services, including skills training that enables people to remain independent in their homes and communities.
- Individual and group counseling addressing adjustment to blindness.
- Employment counseling, training, and job placement.

- Resources for employers interested in hiring or retaining employees with vision loss.
- Training in adaptive skills for reading, computer use, traveling, job seeking, and other skills, which increase independence and employment for persons experiencing vision loss.
- Public education on the abilities of people who are blind or visually impaired.
- Supported employment programs for people who experience vision loss along with other disabilities.
- A registry of Oregonians who are legally blind, and a clearinghouse for Oregonians seeking information and referral regarding blindness and visual impairment.

The Commission for the Blind's clients are:

- Oregonians who experience legal blindness and/or visual impairments, and require rehabilitation services to be employed or to live independently in their community. The majority of these individuals experience vision loss as adults due to a variety of conditions such as diabetes, macular degeneration, retinitis pigmentosa, or injury.
- Businesses in Oregon who have or are considering hiring legally blind employees.

- The taxpayers of Oregon who benefit from persons with vision loss being fully integrated into their communities. Taxpayers also benefit from individuals who experience blindness entering employment and paying taxes while decreasing or eliminating their dependence on public assistance, including but not limited to premature nursing home care.

Office Locations

PORTLAND – MAIN OFFICE

535 SE 12 Avenue, Portland, OR 97214

971-673-1588

TTY: 971-673-1577

Fax: 503-234-7468

Oregonians may call toll-free at 888-202-5463 or email Ocb.mail@ocb.oregon.gov for referral to their nearest office.

www.oregon.gov/Blind/

SALEM

780 Commercial Street SE, Number 200

Salem, OR 97301

503-378-8479

Fax: 503-566-8550

Ocb.mail@ocb.oregon.gov

EUGENE

541 Willamette Street, Room 408

Eugene, OR 97401

541-686-7990

FAX: 541-485-7107

Ocb.mail@ocb.oregon.gov

CENTRAL/EASTERN OR

813 SW Highland Avenue, Suite 102

Redmond, OR 97756

541-699-5090

Fax: 541-699-5097

Ocb.mail@ocb.oregon.gov

MEDFORD

724 South Central Street, Room 110

Medford OR, 97501

541-776-6047

Fax: 541-772-0970

Ocb.mail@ocb.oregon.gov

Board of Directors

The Oregon Commission for the Blind Board consists of seven members who are appointed by the Governor and confirmed by the Senate. To ensure the commission is consumer driven, it is required that four members are persons with vision loss that meet the legal definition of blindness. Three members are appointed from the areas of business, labor, optometry, ophthalmology, or education (with a focus on low/no vision).

If you would like to know the current members of the Commission Board, please contact the main office at: 971-673-1588 or toll-free in Oregon 888-202-5463 or visit:

www.oregon.gov/blind/whoweare/Pages/boardmembers.aspx.

Oregon Revised Statutes and Laws

Structure of Government Body

ORS 346.110 to 346.570

Under these statutes OCB is responsible for the administration of programs and services for the blind.

White Cane Law

ORS 811.03514, 811.110, and 814.120

These laws grant and enforce the rights of pedestrians who are blind or blind and deaf. Under these laws a person may carry and use a white cane on streets and other public places for the purposes of identification and mobility. All drivers must yield to pedestrians using a white cane.

Dog Guide Law

ORS 346.610 and 236.621

These laws give persons with vision loss the right to have their guide dogs with them in any place of public accommodation or on any mode of transportation as long as the person with vision impairment controls the behavior of the dog.

Signature Stamps

Under Oregon law a person who is blind may use a signature stamp when witnessed by a notary

public. The notary types "stamped before me by...." Most businesses including banks accept documents signed with a signature stamp. A statement of responsibility may need to be supplied to a bank before they will accept checks signed with a signature stamp. Signature stamps are available from stamp and stationary stores.

Aids and Appliances

Below are some companies who sell products for people who are blind or visually impaired such as watches, canes, writing guides, and household, personal, and recreational aids:

Ambutech

Orientation and mobility products. Manufacturers of aluminum folding and rigid mobility and identification canes available in a variety of sizes and custom sizes, with a variety of tip styles.

Toll-free: 800-561-3340

Fax: 800-267-5059

orders@ambutech.com

<https://ambutech.com/>

American Printing House for the Blind

Electronic book reading machines, a talking typing tutor program, a math drill program, computer training programs, talking color identifiers, bold line paper, braille maps, 4-track recorders, braille equipment, abacuses and many more other educational aids.

Toll-free: 800-223-1839

Fax: 502-899-2384

info@aph.org

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

Blind in Mind Braille Superstore: Future Aids

Thousands of Braille books, toys, games, kitchen aids, and talking products; free shipping.

Toll-free: 1-800-987-1231

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

Captek/Science Products

Call to inquire about selection of aids such as talking calculators, talking coin and cash register products.

Toll-free: 800-888-7401

www.captek.net/

The Carroll Store

Located on the campus of the Carroll Center for the Blind in Massachusetts, their online store sells canes, talking watches and clocks, magnification, games, jewelry, lamps, sunglasses, writing guides, kitchen items, household items and more.

1-617-969-6200

<https://carroll.org/store/>

En-vision America

They sell a talking bar code scanner to read bar-coded items, and equipment to bar code your own items to make them scannable. They also sell

ScriptAbility products, including accessible prescription labels (braille, large print, and talking), and can help people find pharmacies in their area that use these labels.

Toll Free: 800-890-1180

<https://www.envisionamerica.com/>

Gadget Gallery Catalog

Through this catalog Horizons for the Blind offers over 400 items, including Braille and Large Print cookbooks, books on plants and gardening, books and kits on crafts, knitting and crochet patterns, as well as seasonal baking items complete with Braille and Large Print instructions.

<https://www.horizons-blind.org/gadget-gallery/>

Or request a free catalog in large print or braille at mail@horizons-blind.org or by calling 1-815-444-8800 x238.

Independent Living Aids

Has a large selection of talking watches, magnifiers, talking medical equipment, daily living aids, lighting, and other low vision aids.

Toll-free: 800-537-2118

www.independentliving.com/

LS&S Group

Has a large selection of helpful items and talking equipment, including talking medical devices such as weighing scales, glucose monitoring, and blood pressure meters; amplifying devices; low-vision lighting; and games and toys. They also carry many items for deaf-blind people.

Toll-free: 800-468-4789

TTY: 866-317-8533

www.lssproducts.com/

MaxiAids

Has a large selection of computer, household, medical, and mobility items for sale, for both low-vision and deaf-blind people.

Toll-free: 800-522-6294

TTY: 631-752-0738

www.maxiaids.com/

Sterling Adaptives

A full range of computer hardware and software, peripherals and assistive technology products.

<https://sterlingadaptives.com/collections/blindness-products>

Banking and Financial Services

Many banks and credit unions (some of which are listed below) now offer the following services:

- iPhone and/or Android apps
- Extra-large checks with boldface print and raised lines
- Bank statements in braille or large print
- Braille ATMs
- Headsets for ATMs
- Braille debit cards
- Online banking

Bank of America

Offers iPhone apps, Braille and large print statements, reader, and interpreter services.

Toll-free: 800-432-1000

www.bankofamerica.com/accessablebanking/state-select.go

Chase Bank

Offers iPhone apps, reader services, information reformatting (braille, large print or audio), talking ATMs and guideline/raised lined checks.

Toll-free: 800-935-9935

www.chase.com/resources/web-accessibility

US Bank

Offers iPhone apps, online and mobile banking accessibility, talking ATMs in accessible locations, large print and raised guideline checks.

Toll-free: 800-872-2657

accessibilitybanking@usbank.com

www.usbank.com/accessibility-banking/index.html

Wells Fargo

Offers iPhone apps, talking ATMs, audio recording of printed material, material in large print or braille, and accessible website.

Toll-free: 800-869-3557

www.wellsfargo.com/about/diversity/accessibility/

Bills and Statements in Braille and Large Print

A growing number of companies, such as those listed below, are supplying bills in braille and large print upon request. Companies with whom you do business will not know that you need information in accessible formats unless you tell them!

City of Portland Water Bureau

<https://www.portland.gov/water/about-us/disability-and-language-access>

Century Link

<https://www.centurylink.com/aboutus/community/community-development/programs-for-customers-with-disabilities.html>

Chase

www.chase.com/resources/web-accessibility

Comcast/Xfinity

Provides customer support for customers who use accessibility services such as closed captioning, audio description and voice guidance; large print or Braille bills on request; help ordering and pairing large button voice remotes and large button remote controls; troubleshooting using assistive tech with Xfinity services; more.

<https://www.xfinity.com/support/articles/accessibility-services>

Braille/Large Print/Cassette/Talking Books and Periodicals

American Action Fund for Blind Children and Adults

Provides blind children a free braille book every month from a popular children's reading series.

410-659-9315, ext. 2287

<https://actionfund.org/free-braille-books>

American Printing House for the Blind

Manufactures textbooks and magazines in braille, large print, recorded, and digital formats. APH also manufactures hundreds of educational, recreational and daily living products.

PO Box 6085, Louisville, KY 40206-0085

502-895-2405

Toll-free: 800-223-1839

www.aph.org

Bookshare

Allows people with dyslexia, blindness, cerebral palsy, and other reading barriers to customize their experience to suit their learning style and find virtually any book they need for school, work, or the joy of reading. Bookshare offers ebooks in audio, audio + highlighted text, braille, large font, and other formats. U.S. students and schools get

free unlimited access, adults pay less than \$1/week, and people in over 70 countries can access it as well.

www.bookshare.org

Braille Bibles International

They provide Bibles to people who are blind in braille, large print, and two different audio formats including digital cartridges compatible with National Library Service Digital Audiobook Players, as well as hand-held pocket devices.

PO Box 378, Liberty, MO 64069-0378

800-522-4253

info@braillebibles.org

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

Braille Circulating Library

A circulating library of religious materials available in braille, large print, and on cassette, for eight-week loan. Includes special resources for children.

804-359-3743

braillecirculatinglibrary@gmail.com

www.braillecirculatinglibrary.org

Choice Magazine Listening

A free audio anthology, CML offers the best of contemporary magazine writing to adults who are unable to read standard print. The magazine is recorded on four-track cassette tapes.

85 Channel Drive, Port Washington, NY 11050
516-883-8280
Toll-free: 1-888-724-6423
Fax: 516-944-6849
www.choicemagazinelisting.org

Doubleday Large Print Book Club

Offers a vast selection of bestsellers, romance, self-help, health, mysteries, and more in large print at up to 30% off publisher's edition prices.

Doubleday Membership Services Center
PO Box 916400, Rantoul, IL 61866-6400
1-716-250-5700

customer.service@DoubledayLargePrint.com

www.doubledaylargeprint.com

General Mills

Offers braille and large print recipes.

PO Box 9452, Minneapolis, MN 55440

Toll-free: 800-248-7310

For additional cookbook titles and resources, contact Talking Book and Braille Services.

Global Islamic Foundation for the Blind

Offers resources for visually impaired Muslims, including online and braille Qur'ans. Headquartered in Kerala, India.

+91-9847974646

mgifblind@gmail.com

<https://www.facebook.com/groups/fromblindness/>

Horizons for the Blind

Horizons offers products and services for blind and visually impaired people around the world. Their online catalog offers over 400 items including braille and large print cookbooks, books on plants and gardening, books and kits on crafts, knitting and crochet patterns, and seasonal baking items.

815-444-8800

mail@horizons-blind.org

www.horizons-blind.org

Learning Ally

This national nonprofit service library has thousands of titles in a broad variety of subjects, from literature and history to math and the sciences, at all academic levels through post-graduate and professional. Anyone with a documented disability — including a visual impairment, learning disability, or other physical disability which makes reading standard print difficult or impossible — is eligible to become a member and use Learning Ally's audio textbooks. There is a one-time registration fee and an annual

membership fee. Applications can be obtained from Learning Ally's website or by calling or writing:

20 Roszel Road, Princeton, NJ 08540

800-221-4792

custserv@LearningAlly.org

www.learningally.org

Lighthouse Guild

Provides information on large-print books, textbooks, and educational tools. Maintains a free by-mail library of 18-point size large print titles. Publishes booklets related to coping with low vision issues. Carries a selection of low vision aids.

Toll-free: 800-284-4422 / TTY 711

250 West 64 Street, New York, NY 10023

www.lighthouseguild.org/

Matilda Ziegler Magazine for the Blind

This is no longer published but is archived online.

www.matildaziegler.com/

National Braille Press

They have large braille bookstores for both kids and adults, a children's book club, and through their ReadBooks! program they will distribute a free bag of beginning braille materials to families with blind and visually impaired children, ages birth to seven, across the U.S. and Canada.

88 Saint Stephen Street, Boston, MA, 02115-4312
1-888-965-896

contact@nbp.org

<https://www.nbp.org/ic/nbp>

Oregon State Library Talking Book and Braille Library

The Oregon state branch of a completely free national library service for children and adults who have a visual or physical disability (including physically based learning disabilities) that prevents them from reading traditional print materials.

Though physically located in Salem, they loan braille and audio books and magazines to eligible readers across the entire state. All lending is done free through the mail or via download. Once you are a registered user of Talking Books, you can also create a BARD account. BARD (**B**raille and **A**udio **R**eadin**G** **D**ownload) gives users FREE access to download any National Library Service digital book they want 24 hours a day/seven days a week. No limits, wait lists, due dates, or mailing, with free mobile aps for smartphones and tablets.

250 Winter Street NE, Salem, OR 97301-3950
503-378-5389

Toll-free: 800-452-0292

Talkingbooks.info@slo.oregon.gov

www.oregon.gov/library/print-

disabilities/pages/default.aspx

Our Daily Bread

Offers daily devotions and other materials such as Bible studies in large print. They also have a very accessible iPhone app with daily content for each devotional.

PO Box 2222, Grand Rapids, MI 49501

616-974-2210

odb@odb.org

<https://odb.org/>

Reader's Digest Partners for Sight Foundation

Publishes Reader's Digest Select Editions Large Type. This series is a collection of current fiction, romance, adventure, mystery, and more.

Westchester One, 44 South Broadway, 17 Floor,
White Plains, NY 10601

Toll-free: 800-877-5293

Customer_Service@PartnersforSight.com

<https://partnersforsight.org/>

Thorndike Press

Huge selection of thousands of large print award-winning, bestselling, popular, and classic fiction and nonfiction titles.

Toll-free: 800-223-1244, ext. 4

<https://www.gale.com//thorndike>

Computers and Adaptive Equipment

Access Technologies, Inc.

ATI is a non-profit organization that provides ergonomic assessments, assistive technology, and technology training services. They offer training and workshops along with a try-before-you-buy equipment rental service.

Lancaster Drive NE, Salem, OR 97305

Toll-free and TTY: 800-677-7512

Voice and TTY: 503-361-1201

info@accesstechnologiesinc.org

www.accesstechnologiesinc.org

Apple Accessibility

Apple products have powerful, built-in accessibility features for vision, hearing, mobility, and learning.

877-204-3930

www.apple.com/accessibility/

Applications for Mobile Devices

Several free and at-cost applications are available for mobile devices such as iPhone and Androids.

Aipoly - Uses your camera to identify and read aloud 1000 common objects, 900 food dishes from around the world, 2000 species of plant and animal, many types of text, and 200 colors.

Does not require an internet connection. Free, iOS and Android.

<https://www.aipoly.com/index.html>

AIRA – Live sighted assistance by certified professionals, all hours of every day. Free trial and then by subscription plan, levels starting at \$26/month and up. IOS and Android.

<https://aira.io/download-and-try-it/>

BARD Mobile – This free app from the National Library Service gives easy access to BARD, a free service that provides reading material via downloadable e-braille and compressed audio files. Patrons get access to thousands of no-cost special-format books, magazines, and music scores. Free, iOS, Android.

<https://www.loc.gov/nls/braille-audio-reading-materials/bard-access/>

Be My Eyes – Live sighted assistance by volunteers. It can be used to describe locations, objects, expiration dates, and read text. Should not be used with important documents or confidential information. Free, iOS and Android.

<https://www.bemyeyes.com/>

BlindSquare – Widely used accessible GPS navigation tool. Paired with third-party navigation apps, BlindSquare's self-voicing app delivers detailed points of interest and

intersections for safer, reliable travel both outside and inside.

<https://www.blindsquare.com/>

EyeNote and IDEAL – Money identifiers developed by the Federal Bureau of Engraving and Printing. EyeNote is on iOS and IDEAL on Android. Both are free and use your phone camera to scan currency and then report denomination audibly.

<https://www.bep.gov/services/currency-accessibility/mobile-applications>.

Envision – Uses your smartphone's camera to speak aloud written information, describe objects and surroundings, and tell you who's nearby. Free, iOS and Android.

<https://www.letsenvision.com/app>

KNFB/OneStep Reader – Converts text to speech or text to Braille. About \$100, iOS, Android, and Windows 10 devices. <https://nfb.org/programs-services/knfb-reader>

Merlin Bird ID app – by Cornell Lab, the app's Sound ID feature gives users ability to identify and learn birds by song. Free, iOS, Android.

<https://merlin.allaboutbirds.org/>.

NFB-NEWSLINE® – The National Federation of the Blind's free, audible new service. Free, iOS.

<https://apps.apple.com/us/app/nfb-newsline-mobile/id530470425>

PlantNet – Identifies trees and plants you photograph and upload by comparing it to a huge database of citizen-uploaded photos. Free, iOS, Android. <https://plantnet.org/en/>

ReBokeh – Designed for users with moderate vision impairment, create custom video filters to adjust contrast, exposure, color inversion and more in real time to meet your needs. Free, iOS. <https://rebokeh.com/>

ScripTalk – Identifies local pharmacies that provide accessible medication labels. Free, iOS and Android. <https://www.envisionamerica.com/scriptalk-station-for-patients>

Seeing AI – Artificial intelligence application that uses the device camera to identify people and objects and audibly describe them. Free, iOS. <https://apps.apple.com/us/app/seeing-ai/id999062298>

Sero (formerly iBlink Radio) - Includes radio stations, podcasts and reading services. Content is created by, and of special interest to, persons who experience visual impairment. Free limited content; full content \$5.99/month subscription.

IOS and Android.

<https://www.iaccessibility.com/apps/blind/index.cgi/product?ID=37>

Spectrum Access – Audio description and closed captioning sent directly to your mobile device.

Free, iOS and Android.

<https://www.spectrum.com/apps/spectrum-access-app>

TapTapSee – Double tap phone screen to take a photo of anything, at any angle, and hear the app speak the identification back to you (Note: requires iOS VoiceOver/Android Talkback to be turned on). Free, iOS and Android.

<https://taptapseeapp.com/>

Voice Dream – A reader that lets you listen to PDFs, Web pages, and books using text-to-speech. Includes Bookshare audio books. \$20, iOS. <https://www.voicedream.com/>

VoiceOver – Gesture-based screen reader that allows the user to experience the touchscreen simplicity of an iPhone or iPad without sight. It gives audible descriptions of what's on the screen including the battery level, who is calling, and which app your finger is on. Built-in to iOS devices, no download necessary; turn off and on in Settings.

Zoom Magnifier – Magnification on iOS devices. Built-in, no download necessary; turn off and on in Settings.

<https://www.perkins.org/resource/zoom-magnifier-and-low-vision/>

Oregon Commission for the Blind Technology Center

Serves the adaptive technology needs of the Commission's clients. Training includes the use of specialized hardware and software such as screen reading and magnifying software. Training in standard Windows applications such as Microsoft Office and Internet Explorer provides a foundation on which future computer use is built. As a client leaves the Training Center and enters employment, technical assessment, consulting, and expertise are provided via the technology center and outside contractors to ensure the employee has efficient access to software required to perform the job. The Center is in our Portland office.

535 SE 12 Avenue, Portland, OR 97214

971-673-1588

TTY: 971-673-1577

Toll-free in Oregon: 888-202-5463

Fax: 503-234-7468

www.oregon.gov/blind/livingwithvisionloss/Pages/Vocational-Rehabilitation.aspx

Oregon Telecommunication Devices Access Program (TDAP)

Loans adaptive telephone equipment and iPads at no cost -- and with no income restrictions -- to eligible Oregonians who have hearing, vision, speech, mobility, or cognitive impairments.

Oregon Public Utility Commission

201 High Street SE, Suite 100, Salem, OR 97301

503-378-6600

Toll-free: 800-522-2404

TTY: 800-648-3458

puc.consumer@puc.oregon.gov

www.rspf.org

Consumer Groups

ACB of Oregon/Oregon Council of the Blind

They are affiliated with the American Council of the Blind, a national non-profit consumer interest organization that seeks the advancement of the social and economic interests of the blind. They have local chapters throughout Oregon with over 300 members. The Council publishes newsletters in braille, large print, e-mail, and on cassette. They offer scholarships to qualified applicants, monitor and lobby national, state and local government.

President Carrie Muth

Coos Bay, OR 97420

541-269-1993

www.acboforegon.org

American Foundation for the Blind

A national information clearinghouse on blindness. They publish AccessWorld® with informed commentary and cutting-edge news and trends concerning information technology and visual impairment. <https://www.afb.org/aw>

1401 South Clark Street, Suite 730

Arlington, VA 22202

212-502-7600

www.afb.org

APH ConnectCenter

Operated by the American Printing House, the ConnectCenter provides curated information and resources to assist children, parents, job seekers, adults, and older people who are blind or visually impaired. They have a Directory of Services searchable by state; an Events Calendar where you can find and post events, a FamilyConnect site, a Job Seekers Toolkit, and a VisionAware site with information about independent living.

1-800-232-5463

connectcenter@aph.org

<https://aphconnectcenter.org/>

National Federation of the Blind of Oregon

A nonprofit organization committed to the empowerment of Oregonians with vision loss through education, advocacy, and mentoring in skills necessary to function independently. The NFB has groups for seniors, parents of blind children, students (including scholarships), professionals, and homemakers.

541-653-9153

State President Carla McQuillan

president@nfb-oregon.org

www.nfb-oregon.org/

Correspondence Education

E.A.R.S. for Eyes (Enrichment Audio Resource Services Inc.)

A nonprofit organization that provides, free of charge, audio lessons that teach adaptive daily living skills to persons who are visually impaired and their caregivers. Their list of free cassette lessons includes titles such as The Kitchen Environment, Indoor Mobility, and Managing Medications. The lessons, modeled after current blind rehabilitation techniques, are a must for anyone coping with loss of eyesight. EARS is committed to teaching seniors who have developed limited vision the necessary skills to continue living their lives with confidence and dignity.

Toll-free: 800-843-6816

tom@earsforeyes.org

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

The Chicago Lighthouse's Forsythe Entrepreneurial Center

Formerly operated by the Hadley Institute, the Forsythe Entrepreneurial Center now focuses on online curriculum to train people who are blind or visually impaired to become Randolph-Sheppard vendors. Available to state agency staff and current and prospective Randolph-Sheppard vendors.

312-997-3681

BEP@ChicagoLighthouse.org

<https://bep.chicagolighthouse.org/NABM-BEP.asp>

Hadley Institute for the Blind and Visually Impaired

Offers correspondence classes on a wide range of subjects for persons who are blind, and a program for parents of children who are blind. Courses are free of charge to all legally blind individuals.

700 Elm Street, Winnetka, IL 60093-2554

Toll-free: 800-323-4238

info@hadley.edu

www.hadley.edu

Domestic Violence Resources

National Domestic Violence Hotline:

1-800-799-SAFE (7233). Text "START" to 88788.

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

National Sexual Assault Hotline:

1-800-656-HOPE (4673). Online chat at

<https://hotline.rainn.org/online>

Culturally Specific:

StrongHearts Native Helpline (24/7)

This is a free, safe, anonymous, and confidential service for Native Americans affected by domestic violence and dating violence. Advocates are available at no contact Monday through Friday from 9am to 5:30pm Central Standard Time

1-844-7NATIVE (762-8483)

<https://strongheartshelpline.org/>

UNICA (24/7)

Developed in direct response to domestic and sexual violence services needs identified by the Latino community, their work includes crisis intervention and urgent response, human trafficking response, support groups, mental health services, child and family services, out-stationed services, sexual assault services and primary

prevention programming. All services provided in Spanish and English by bilingual and bi-culturally competent case managers and advocates.

503-232-4448

<https://www.elprograma.org/unica>

Bradley Angle's Healing Roots Program

Provides culturally specific and responsive services for Black and African American survivors of domestic violence through one-on-one advocacy, culturally specific and topic-based support groups, and one-on-one family support.

503-235-5333

<https://bradleyangle.org/get-help/programs/healing-roots/>

Volunteers of America Home Free

Providing long-term, post-crisis support designed to prevent victims of domestic violence from having to return to an abusive home.

<https://www.voaor.org/find-services/adults-children-and-families/home-free/>

Emergency Services Crisis Hotline

Hours: Monday – Friday, 9am – 5pm

503-771-5503

Toll-free: 888-771-5503

emergencyservices@voaor.org

Restraining Order Services

Hours: Monday – Friday, 8am – 2pm

503-802-0506

homefreecourt@voaor.org

Clackamas County

Clackamas Women's Services (24/7)

24-Hour Crisis Line: 1-888-654-2288

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

A Safe Place: Family Justice Center

256 Warner Milne Rd, Oregon City, OR 97045

Hours: M-Th 8am-4pm, Friday 8am-1pm

503-655-8600

<https://asafeplacefjc.org/>

Clatsop County

The Harbor (24/7): 503-325-5735

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

Columbia County

SAFE of Columbia County (24/7): 503-397-6161 or

toll-free: 866-397-6161. Spanish Speaking crisis

line (24/7): 844-953-0441

<https://safeofcolumbiacounty.org/>

Multnomah County

Call To Safety (24/7) (formerly Portland Women's

Crisis Line): 1-888-235-5333 *or* 503-235-5333
<https://calltosafety.org/>

Washington County

Sexual Assault Resource Center (SARC) Crisis Line
(24/7): 503-640-5311 *or* 1-888-640-5311.

SARC counseling and case management services:
503-626-9100.

<https://sarcoregon.org/>

Employment Assistance

Easter Seals Oregon's Connecting Communities Program

Employment services for people with disabilities and people with language and/or literacy barriers.

- Portland/Main: 503-228-5108
- Toll-free: 800-556-6020
- Gresham: 503-512-8183
- Beaverton: 971-228-8462
- Salem: 503-587-7389
- Woodburn: 503-587-7389
- Eugene: 541-636-4027
- Medford: 541-613-7874

<https://www.easterseals.com/oregon/our-programs/employment-training/connecting-communities-program.html>

Easter Seals Oregon's Homeless Veterans Reintegration Program

Employment services for veterans who are homeless or at risk of becoming homeless.

- Portland: 971.358.3980
- Tigard WorkSource: 971.238.8930
- Oregon City WorkSource: 971.673.6460
- Albany: 541.248.3732
- Salem: 971.283.4973
- Eugene: 541.600.3780

- Medford: 541.414.3680
- Roseburg WorkSource: 541.671.5501

<https://www.easterseals.com/oregon/our-programs/military-veteran-services/homeless-veterans.html>

Goodwill Industries Oregon

Provides job placement, career search assistance, rehabilitation programs, and tax assistance for persons with disabilities.

Toll-free: 800-GOODWILL

<https://goodwill-oregon.org/vocational-services/>

Oregon Commission for the Blind

Provides vocational rehabilitation services to eligible Oregonians with vision loss. Clients develop individualized plans for employment. Services include vocational counseling, training, placement, and computer technology. We have five offices: Portland, Salem, Bend, Eugene, and Medford. Call to be connected to your nearest office.

971-673-1588

Toll-free in Oregon: 1-888-202-5463

<https://www.oregon.gov/blind>

INCIGHT

INCIGHT's mission is to unlock the potential of people through employment, education and

independence. They serve people with disabilities, single parents, veterans, welfare recipients, and justice-involved people.

P.O. Box 82056, Portland, OR 97282
971-244-0305

www.incight.org/

WorkSource Oregon

WorkSource is a statewide partnership with state, local, and nonprofit agencies dedicated to stimulating job growth by connecting businesses and workers with resources they need to succeed.

- Portland: 503-280-6046
- Gresham: 503-669-7112
- La Grande: 541-633-2255
- Salem: 503-378-4846
- Eugene: 541-686-7601
- Bend: 541-388-6070
- Roseburg: 541-440-3344
- Medford: 541-734-7533
- Non-English Access Line: 833-685-0845

www.WorkSourceoregon.org/

Oregon Vocational Rehabilitation Services

Oregon Vocational Rehabilitation is a similar but separate agency to the Oregon Commission for the Blind that serves people with a wide range of disabilities statewide. They assist people in getting

and keeping a job that matches their skills, interests and abilities. They have over 40 offices across the state; call for your closest location.

503-945-5880

Toll-free: 1-877-277-0513

<https://www.oregon.gov/dhs/employment/VR>

Eye Care/Low Vision Services

Many clinics offer low-vision specialists or can refer to one. Low-vision clinics offer vision evaluations including visual acuity refraction; prescription of optical aids; demonstration of practical non-optical aids; information on adaptive skills for managing daily activities; libraries of low vision products and catalogs; and referral to additional resources.

Many of these resources are also available at the Oregon Commission for the Blind.

America Glaucoma Society Cares

AGS Cares is a public service program of the AGS Foundation that provides surgical glaucoma care at no cost to uninsured patients who qualify for such care. The glaucoma care is provided by members of a national network of volunteers comprising glaucoma surgeons who are AGS active or provisional members.

655 Beach Street, San Francisco, CA 94109

415-561-8587

Fax: 415-561-8531

ags@aao.org

<https://www.americanglaucomasociety.net/patients/ags-cares>

Casey Eye Institute OHSU

Offers comprehensive low vision evaluations including visual acuity refraction; prescription of optical aids; demonstration of practical non-optical aids; information on adaptive skills for managing daily activities; a library of low vision products and catalogs; and referral to additional resources.

3375 SW Terwilliger Blvd

Portland, OR 97239-4197

503-494-3000

Toll-free: 888-222-6478

www.ohsu.edu/xd/health/services/casey-eye

EyeCare America

A public service program of The American Academy of Ophthalmology that provides medical and surgical eye care to low-income US citizens or legal residents ages 65 and older. Call their help line to see if you are eligible for no-cost medical eye care.

PO Box 429098, San Francisco, CA 94142-9098

877-887-6327

www.eyecareamerica.org

Eye Want 2 Know

Spark Therapeutics operates Eye Want 2 Know, a website aiming to provide those living with an inherited retinal disease (IRD) the knowledge and resources they need to get started with genetic

testing to determine the genetic cause of their condition. Eye Want 2 Know also includes an enhanced gene testing initiative that tests for variants in approximately 250 genes known to cause IRDs and includes optional genetic counseling, both available at no charge.

<http://eyewant2know.com/>

Foundation Fighting Blindness: My Retina Tracker® Program

Provides individuals with a clinical diagnosis of an inherited retinal degeneration (IRD), no-cost genetic testing by Blueprint Genetics, and no-cost genetic counseling from InformedDNA.

<https://blueprintgenetics.com/my-retina-tracker-program/>

Genentech Ophthalmology Access Solutions

Provides access and reimbursement support for the following medications:

- Lucentis® (ranibizumab injection)
- Susvimo™ (ranibizumab injection)
- Vabysmo™ (faricimab-svoa)

Their service is aimed at medical professionals; you can let your doctor know about this resource.
866-422-2377

<https://www.genentech-access.com/hcp/ophthalmology.html>

Legacy Devers Eye Institute at Good Samaritan Medical Center

Offers assessment of visual functioning, low vision clinical examination and instruction, prescription and dispensing of optical and non-optical aids, and information and referral.

Good Samaritan Building Two

1040 NW 22 Avenue, STE 200, Portland, OR 97210

503-413-8202

<https://www.legacyhealth.org/Doctors-and-Locations/specialty/devers-eye-institute-good-sam>

Oregon Academy of Ophthalmology

Provides list of ophthalmologists in Oregon and other related information.

417 2nd Street, Lake Oswego, OR 97034

503-222-3937

staff@oregoneyephysicians.org

www.oregoneyephysicians.org

Oregon Optometric Physicians Association

Provides a list of optometrists in Oregon and other related information.

4404 SE King Road, Milwaukie, OR 97222

503-654-5036

Toll-free: 800-922-2045

www.oregonoptometry.org

Financial Resources (see also Health Care and Eye Care)

ABLE Accounts

In 2014 a federal law was passed allowing people with disabilities to create tax-advantaged savings accounts called ABLE accounts. These accounts can be used for qualified disability-related expenses, such as education, housing and transportation. Most importantly, they allow people to save money without losing benefits such as Medicaid or Supplemental Security Income (SSI).

202-296-2040

www.nationaldisabilityinstitute.org/financial-wellness/able-accounts/

Blanche Fisher Foundation

This foundation makes direct grants on behalf of individuals with physical disabilities. The aid may relate to the disability or may indirectly foster independence. The foundation prefers to supplement other resources rather than be the sole source of funding. Call to apply for a grant.

4931 SW 76 Ave., #346, Portland, OR 97225

503-246-4941

www.bff.org

Digital Federal Credit Union

Offers "Access Loans" for any product, device, or building modification designed to assist someone with a disability. The borrower need not be the beneficiary of the purchase.

220 Donald Lynch Blvd., Marlborough, MA 01752

Toll-free: 800-328-8797

<https://www.dcu.org/borrow/personal-loans/access-loans.html>

Directory Assistance Exemption

You may qualify for exemption from charges for directory assistance calls in your area code or calls with operator-assisted dialing. To qualify for this exemption, you must sign a form certifying that you are unable to use a telephone directory. You can obtain an application for this service from the carrier of your choice. Here are a few:

- ATT:

<https://www.att.com/support/article/local-long-distance/KM1298338/>

- Century Link:

https://www.centurylink.com/content/dam/home/about-us/community/CTL_DA_Application.pdf

- T-Mobile:

<https://www.t-mobile.com/pdfs/T-Mobile-411-Accessibility->

[Form Updated 1.31.18#:~:text=The%20Directory%20Assistance%20Exemption%20Program,customers%20with%20a%20qualifying%20disability.](#)

- Verizon:
<https://www.verizon.com/about/sites/default/files/Exemption-Directory-and-Operator-Application-MD-VA-DC-2017.pdf>
- Xfinity:
<https://www.xfinity.com/support/articles/directory-assistance-operator-services-exemption>

Income Tax Exemption

A taxpayer who is legally blind may be entitled to a tax exemption on their federal tax return. To learn more contact the IRS.

Toll-free: 800-829-1040.

<https://www.irs.gov/individuals/more-information-for-people-with-disabilities>

Mailing Free Matter for the Blind and Visually Handicapped Persons

Braille, large print, and cassettes may be mailed free of charge to persons with visual impairments within specific guidelines. For more information contact your local post office.

<https://faq.usps.com/s/article/What-is-Free-Matter-for-the-Blind-or-Other-Physically-Handicapped-Persons>

Social Security Administration

This administration directs the SSI and SSDI programs, which pay monthly benefits to eligible people. Work incentives are available to support individuals' goals to attain self-sufficiency. For more information ask Social Security for publication #0510052 "If You Are Blind: How Social Security and SSI Can Help," or see link below.

Toll-free: 800-772-1213

Toll-free TTY: 800-325-0778

<https://www.ssa.gov/pubs/EN-05-10052.pdf>

Supplemental Security Income (SSI)

To be eligible for SSI based on a medical condition, a person must:

- Have little or no income, assets or resources.
- Be considered medically disabled.
- Not be working, or be working but earning less than an amount called the "substantial gainful activity" level. This level adjusts annually.

Apply for SSI at your local Social Security office or online: <https://www.ssa.gov/ssi/start.html>

Also refer to the ABLE account entry above.

Social Security Disability Insurance (SSDI)

To be eligible for SSDI, a person must:

- Have worked and paid Social Security taxes for enough quarters to be covered.
- Be considered medically disabled.
- Not be working, or working but earning less than an amount called the “substantial gainful activity” level. This level adjusts annually.

Apply for SSDI at your local Social Security office or online: <https://www.benefits.gov/benefit/4382>

U.S. Department of Veterans Affairs Blind Rehabilitation Services

Veterans and active-duty members of the military who are visually impaired (regardless of whether the disability is service-connected) may qualify for benefits ranging from low vision evaluations to counseling and rehabilitative services at regional centers. They can also refer veterans to other available services.

202-461-7317

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

Guide Dog Schools

Many schools provide dogs nationally and do not base eligibility on location. However most schools require students to attend onsite training for several weeks, which is sometimes followed up by training in the student's home community. They provide the training, room, board, and dog at no cost to the student. Many also provide financial assistance for the dog's feeding and healthcare. Some schools also provide dogs to students who have additional disabling conditions. To learn about dog guides and a school's particular training and services, contact each directly.

Custom Canines Service Dog Academy, West Coast Operations

67782 E. Palm Canyon Dr. Ste. B104278

Cathedral City, CA 92234

844-888-8850 ext. 5

info@customcanines.org

<https://www.customcanines.org/guide-dogs>

Fidelco Guide Dog Foundation, Inc.

103 Vision Way, Bloomfield, CT 06002

860-243-5200

Fax: 860-769-0567

info@fidelco.org

www.fidelco.org/

Freedom Guide Dogs for the Blind

1210 Hardscrabble Road, Cassville, NY 13318

315-822-5132

info@freedomguidedogs.org

<https://freedomguidedogs.com/>

Guide Dogs for the Blind, Inc., Oregon Campus

32901 SE Kelso Road, Boring, OR 97009

Oregon: 503-668-2100

Toll-free: 800-295-4050

www.guidedogs.com

Guide Dog Foundation

371 E. Jericho Turnpike, Smithtown, NY 11787

Toll-free: 800-548-4337

info@guidedog.org

www.guidedog.org

Guide Dogs of America

13445 Glenoaks Blvd., Sylmar, CA 91342

818-833-6428

Toll-free: 800-459-4843

admissions@guidedogsofamerica.org

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

Guide Dogs of Hawaii

715 S King St., Suite 110, Honolulu, Hawaii 96813

808-941-1088

info@guidedogsofhawaii.org

<https://guidedogsofhawaii.org/>

Guide Dogs of Texas, Inc.

1503 Allena Drive, San Antonio, TX 78213

210-366-4081

outreach@guidedogsoftexas.org

www.guidedogsoftexas.org/

Guide Dogs of the Desert

60735 Dillon Road, Whitewater, CA 92282

760-329-6257

Fax: 760-329-2866

info@gddca.org

www.guidedogsofthedesert.org/

Guiding Eyes for the Blind

611 Granite Springs Road,

Yorktown Heights, NY 10598

Toll-free: 800-942-0149 ext. 2222

admissions@guidingeyes.org

www.guidingeyes.org

Leader Dogs for the Blind

1039 South Rochester Road, Rochester, MI 48307

248-651-9011

Toll-free: 888-777-5332

leaderdog@leaderdog.org

www.leaderdog.org

Pilot Dogs, Inc.

625 West Town Street, Columbus, OH 43215

614-221-6367

info@pilotdogs.org

www.pilotdogs.org

Southeastern Guide Dogs, Incorporated

4210 77th Street East, Palmetto, FL 34221

941-729-5665

Toll Free: 800-944-3647

info@guidedogs.org

www.guidedogs.org

The Seeing Eye, Incorporated

PO Box 375, Morristown, NJ 07963-0375

973-539-4425

info@seeingeye.org

www.seeingeye.org

Health Care (also see Eye Care)

Good Days

Provides financial support to low-income people by covering prohibitively costly co-pays for those with life-altering conditions, allowing them to receive treatment without destroying their finances.

6900 N. Dallas Parkway, Ste. 200, Plano, TX 75024
972-608-7141

Toll free: 877-968-7233

www.mygooddays.org

HealthWell Foundation

The HealthWell Foundation provides financial assistance to eligible individuals to cover co-insurance, copayments, healthcare premiums and deductibles for certain treatments.

P.O. Box 489, Buckeystown, MD 21717
800-675-8416

Fax: 800-282-7692

www.healthwellfoundation.org

Medicaid and Medicare

Medicaid is a medical insurance program for people who receive SSI. Medicaid can help meet the medical and/or dental needs of people who meet low-income and resource qualifications. Funding comes from federal and state sources.

Medicare is a medical insurance program for people who receive social security benefits.

<https://www.hhs.gov/answers/medicare-and-medicaid/index.html>

Oregon Health Plan (OHP)

Offers Oregonians health care at little or no cost, both citizens and eligible non-citizens. There are many ways that you may be eligible for OHP; different rules and income levels apply to different groups of people. Call or apply online for coverage:

Oregon Health Authority

PO Box 14015, Salem, OR 97309

Toll-free: 800-699-9075

www.oregon.gov/DHS/healthplan

If you receive Supplemental Security Income (SSI) benefits, are eligible for Medicare, or are 65 years of age or older, call the Department of Human Services at 800-282-8096 for more information about OHP and other health care programs.

Housing Services

2-1-1 Housing and Rental Assistance

211 helps connect people in need with community resources including housing services and rental assistance. If 2-1-1 is not available from your location or telephone, dial 503-222-5555 or 503-655-8861.

ACCESS (Medford)

ACCESS provides housing, warmth and other essential services to Jackson County's low-income children, families, seniors and people with disabilities.

3630 Aviation Way, Medford, OR 97504

541-779-6691

www.accesshelps.org

Caritas Housing (Multnomah, Clackamas, Douglas, and Jackson Counties)

Catholic Charities' dedicated housing entity, Caritas Housing, began working in 1998 to acquire, develop, rehabilitate, and manage permanent affordable housing across the state for those in need of a home, placing special emphasis on trauma-informed, equal opportunity projects.

2740 SE Powell Blvd., Portland, OR 97202

(503) 231-4866

Housing Transitions: 971-222-1880

<https://www.catholiccharitiesoregon.org/services/healthy-housing/caritas-housing/>

Community Action (Washington County)

Community Action seeks to eliminate conditions of poverty and creates opportunities for people and communities to thrive.

Hours: Monday - Friday, 8:30am - 5pm

1001 SW Baseline Street, Hillsboro, OR 97213

503-648-6646

www.caowash.org

Fair Housing Council of Oregon (Statewide)

FHCO is a nonprofit in Oregon dedicated to eliminating housing discrimination. Under federal and state housing law, disability is a protected class. From any moment of the housing process — buying, renting, acquiring a loan, etc. — no one should be discriminated against based on protected classes such as disability. If you are renting, buying a home, or any point in between, call FHCO if you believe you have a fair housing question. FHCO is not a law firm, but they can help you with your fair housing situation.

800-424-3247 Ext. 2 (Interpreters Available)

<http://fhco.org/>

Hacienda CDC (Portland Metro)

Hacienda's affordable housing and services are available to all low-income individuals and families and their expertise is in serving Latino/a/x/e and immigrant community members. Their housing services include affordable housing, counseling and assistance for first-time homebuyers, and default intervention for homeowners at risk of foreclosure.

6700 NE Killingsworth St, Portland, OR 97218

503-961-6432

home@haciendacdc.org

<https://haciendacdc.org/>

Home Forward (Portland)

Home Forward serves individuals and families who are challenged by income, disability or special needs, through the Housing Choice Voucher Program (aka Section 8), affordable housing units, and rent assistance programs.

Virtual hours: Monday – Thursday, 8am – 4pm.

Lobby hours: Tuesday – Thursday, 9am – noon and 1pm-3pm.

135 SW Ash Street, Portland, OR 97204

Main line: 503-802-8300

Rent assistance: 503-802-8333

TTY: 503-802-8554

www.homeforward.org

Homeless Veterans Line (National)

Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters—can call or chat online with the National Call Center for Homeless Veterans. Trained counselors are ready to talk confidentially 24 hours a day, 7 days a week.

1-877-424-3838

www.va.gov/homeless/nationalcallcenter.asp

Housing Works (Central Oregon)

Housing Works is a local housing authority for Deschutes, Crook and Jefferson counties. They provide affordable housing, rental assistance and new beginnings for low- and moderate-income Central Oregonians.

Hours: Monday – Thursday, 8am – 5pm.

405 SW 6 Street, Redmond, OR 97756

541-923-1018

frontdesk@housing-works.org

<http://www.housing-works.org/>

Innovative Housing (Portland Metro)

They provide apartment communities designed to serve families, singles, people with disabilities, and those with barriers to housing. IHI's rents are lower than market-rate apartments and are affordable to households earning 30%, 50%, and 60% of area median income. Some units come

with rent subsidy, and many were developed as permanent supportive housing to help people move directly from homelessness into safe homes.

219 NW Second Ave., Portland, OR 97209

503-226-4368

Info@innovativehousinginc.com

<http://www.innovativehousinginc.com/housing/housing.html>

Janus Youth Access Center (Portland)

Ages 16-24. Single point-of-entry determines eligibility for Portland's Homeless Youth Continuum, access to basic needs and shelter. Call to set up a screening.

Hours: 9am - 5pm 365 days a year.

1635 SW Alder Street, Portland, OR 97205

503-432-3986

<https://www.janusyouth.org/programs/homeless-youth>

JOIN Day Space Services (Portland)

Restroom, shower, mail, laundromat vouchers, clothing resources, hygiene items, and coffee. Depending on staff availability JOIN may also be able to help you with referral information, application assistance, or other non-financial support with your housing search.

Hours: Monday, Wednesday, Friday 1pm - 4pm

1435 NE 81st Avenue, Portland, OR 97213

503-232-2031

dayspace@joinpdx.org

<https://joinpdx.org/>

Klamath & Lake Community Action Services (Klamath Falls)

KLCAS operates a homelessness prevention program and provides information and resources for homebuyers and homeowners.

Please note their office is not currently open to the public; call Monday-Thursday for an appointment.

2316 South Sixth St., Suite C, Klamath Falls, OR 97601.

541-882-3500

Toll-free: 866-665-6438

info@klcas.org

www.klcas.org

NW Pilot Project Housing for 55+ (Multnomah County)

Connects low-income and homeless seniors (55 and over) in Multnomah County who are capable of independent living with rental housing that is safe, permanent and affordable to them. NWPP doesn't own or manage housing. Instead, they leverage 50 years of relationships with landlords, property managers, and community development partners

to secure housing for seniors at risk of losing their housing or who are experiencing homelessness.

1430 SW Broadway Ste 200, Portland, OR 97201

503-227-5605

Fax: 503-274-8559

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

<https://www.nwpilotproject.org/housing-contact/>

Oregon Housing & Community Services **(Statewide)**

Administers federal and state antipoverty, homeless and energy assistance, and community service programs, as well as providing information and referrals. OHCS also assists in the financing of single-family homes, the new construction or rehabilitation of multifamily affordable housing developments, and grants and tax credits to promote affordable housing.

725 Summer Street NE, Suite B, Salem, OR 97301

503-986-2000

TTY: 503-986-2100

HCS_Housing.Info@hcs.oregon.gov

www.ohcs.oregon.gov

Rent Well Tenant Education Programs

Rent Well is a tenant education class that teaches individuals their rights and responsibilities when it comes to renting. The course is taught in person or

on Zoom at many non-profit and service agencies in Oregon and Washington. This course is also available as an online eCourse that can be completed at your own pace.

7916 SE Foster Rd., Portland, OR 97206

Phone 503-515-1328

<https://rentwell.org/>
info@rentwell.org

REACH Community Development (Multnomah, Washington, Clackamas, and Clark Counties)

Since 1982, REACH has provided affordable housing and supportive programs that address complex challenges facing communities.

4150 SW Moody Avenue, Portland, OR 97239

503-501-5733

<http://reachproperties.org/>

ROSE Community Development (SE Portland)

They build and manage quality affordable housing at rents that fit within a family's budget, including multi-family apartment communities; duplexes, and single-family homes. Most properties have resident services and many have special accommodation features for seniors and people living with disabilities.

5215 SE Duke St., Portland, OR 97206

503-788-8052

info@rosecdc.org

<https://rosecdc.org/>

**Rose Haven Day Shelter & Community Center
(Portland)**

Serves women, children, and gender non-conforming folks. Meals, clothing, first aid, restroom, shower, mail, hygiene items.

Hours: Monday – Friday, 9am - noon

1740 NW Glisan Street, Portland, OR 97209

503-248-6364

<https://rosehaven.org/about-us/reaching-us>

Transition Projects (Portland)

Restroom, shower, laundry, haircut, mail, clothing, locker, and shelter.

Hours: Monday – Friday, 9am-5pm

Bud Clark Commons Building

665 NW Hoyt Street, Portland, OR 97209

503-280-4700

<https://www.tprojects.org/contact-us>

**United Community Action Network/UCAN
(Douglas and Josephine Counties)**

They help community members overcome the barriers created by poverty and become self-sufficient through several programs, including: filling urgent needs for people without housing, support finding and paying for housing, Rent Well

classes to become a better tenant, and a small number of their own affordable housing units.

Douglas County:

541-672-5392; dccm@ucancap.org

Josephine County:

541-956-4050; jccm@ucancap.org

<https://www.ucancap.org/housing-help/>

DMV Identification Card

The Oregon Department of Motor Vehicles handles the regulation and distribution of Oregon ID cards. Oregon Identification Cards are issued to non-driving residents for identification purposes in lieu of an Oregon driver's license. You can find Oregon ID Card resources and information at Oregon's licensing website or by calling a local DMV office.

Call center hours: Monday, Tuesday, Thursday and Friday, 8am to 5pm; Wednesdays 8:30am - 5PM.

Call for hours at local DMV offices:

- Bend: 541-388-6322
- Medford: 541-776-6025
- Portland Metro: 503-299-9999
- Roseburg: 541-440-3395
- Salem Metro: 503-945-5000

TTY: 7-1-1

https://www.oregon.gov/odot/dmv/pages/contact_us.aspx

Oregon ID Information:

<https://www.oregon.gov/odot/DMV/Pages/DriverID/Index.aspx>

Centers for Independent Living

Centers for Independent Living are organizations operated by people with disabilities, for people with disabilities. CILs' missions are to help people with disabilities live as independently as possible in communities that understand and value their contributions.

Abilitree (Central Oregon)

They can help you apply for Social Security benefits; navigate benefits once you start working; gain job skills; and receive cognitive behavioral group therapy and Healing Through Art courses.

2680 NE Twin Knolls Drive, Suite 150

Bend, OR 97701

541-388-8103

Fax: 541-617-5845

www.abilitree.org/

Eastern Oregon Center for Independent Living/EOCIL (Eastern Oregon)

EOCIL provides peer-based services to people with disabilities living in eastern Oregon. Based in Ontario with additional offices in Pendleton and The Dalles, EOCIL serves consumers in 13 central and eastern Oregon counties: Baker, Gilliam, Grant, Harney, Hood River, Malheur, Morrow, Sherman,

Umatilla, Union, Wallowa, Wasco, and Wheeler.
Each location has a different phone number but all
locations use 711 relay service and fax number
541-889-4647
Eocil@eocil.org
www.eocil.org

EOCIL Main office: Ontario

PO Box 940; 1021 SW 5th Ave. Ontario, OR
97914 541-889-3119
Toll-free: 1-844-489-3119

EOCIL Pendleton

322 SW 3rd Street, Pendleton, OR 97801-2174
541-276-1037
Toll-free: 1-877-711-1037

EOCIL The Dalles

Columbia Gorge Community College, 400 East
Scenic Drive, Building 2, 3rd Floor, Suite 2.382,
The Dalles, OR 97058
541-370-2810
Toll-free: 1-844-370-2810

**HASL Independent Abilities Center (Jackson
and Josephine Counties)**

The Handicap Awareness and Support League
(HASL) is a non-profit organization assisting people
with disabilities and senior citizens in Josephine &

Jackson Counties. They provide support,
education, advocacy, and training.
305 NE E Street, Grants Pass, OR 97526-2163
541-479-4275
Toll-free: 800-758-4275
www.haslonline.org

Independent Living Resources/ILR (Portland)

By offering four core services of Advocacy,
Information and Referral, Peer Counseling and
Skills Training, ILR helps people help themselves.
Their offices are currently closed to the public but
remote services are available via appointment.
1839 NE Couch Street, Portland, OR 97232
503-232-7411
Fax: 503-232-7480
info@ilr.org
www.ilr.org

Lane Independent Living Alliance/LILA (Lane County)

LILA is a consumer-controlled organization serving
people with physical, mental, cognitive, and
sensory disabilities in Lane County, OR.
Hours: Monday – Thursday, 9am – 4pm
20 E 13th Avenue, Eugene, OR 97401
541-607-7020
lila@lilaoregon.org

www.lilaoregon.org

SPOKES Unlimited (Klamath Falls)

They offer information and referral, peer counseling, advocacy, Social Security advocacy, independent living skills training, transition services for youth, low-vision assessment, benefits and work incentive planning services, community education and outreach, and a women's depression and disabilities support group.

1006 Main Street, Klamath Falls, OR 97601

Phone and TTY: 541-883-7547

Toll-free: 1-866-504-8995

www.spokesunlimited.org

Umpqua Valley disAbilities Network (Douglas County)

UVdN's Mission is to serve people with all types of disabilities, their families and loved ones by fostering independent living, facilitating personal growth, honoring individual choice, raising disability awareness and promoting full inclusion in the community.

736 SE Jackson Street, Roseburg, OR 97470

541-672-6336

TTY: 541-440-2882

Fax: 541-672-8606

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

Legal Assistance

Disability Rights Oregon (DRO)

DRO is a non-profit legal advocacy organization that advocates for lasting change through public education and outreach, information and referral including publishing [Know Your Rights Guides](#), legislative advocacy, monitoring conditions inside institutions, [direct client representation](#), and class-action litigation. They investigate abuse and neglect, provide [tips and tools](#) Oregonians can use to be their own best advocate, and refer clients to partner organizations.

511 SW 10 Avenue, Ste 200, Portland, OR 97205
503-243-2081

Toll-free: 800-452-1694

welcome@droregon.org

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

Eviction Defense Project

This partnership between Legal Aid Services of Oregon and the Oregon Bar Association offers legal help to tenants who have received eviction papers from the court. Leave a message on the intake line or via email with your name, date of birth, and eviction case number.

888-585-9638

evictiondefense@oregonlawcenter.org

<https://oregonlawhelp.org/>

Legal Aid Services Oregon (LASO)

The operate [OregonLawHelp.org](https://oregonlawhelp.org/), a guide to legal resources and general civil (non-criminal) legal information for low-income and senior Oregonians. They can help you connect with legal assistance in your community. Find your nearest office by calling the numbers below or visiting their site at

<https://oregonlawhelp.org/resource/oregon-legal-aid-offices>.

- Albany: 541-926-8678
- Bend: 541-385-6944, 1-800-678-6944
- Eugene: 541-485-1017, 1-844-595-8330
- Grants Pass: 541-476-1058
- Hillsboro: 503-640-4115, 1-877-296-4076
- Klamath Falls: 541-273-0533, 1-800-480-9160
- McMinnville: 503-472-9561
- Medford: 541-779-7291
- Newport: 541-265-5305, 1-800-222-3884
- Ontario: 541-889-3121, 1-888-250-9877
- Pendleton: 541-276-6685, 1-800-843-1115
- Portland: 503-224-4086, 1-800-228-6958
- Salem: 503-581-5265, 1-800-359-1845

[www.oregonlawhelp.org](https://oregonlawhelp.org)

Northwest ADA Center

Provides technical assistance, information, and training regarding the Americans with Disabilities Act (ADA). Specialists are available to answer questions pertaining to all titles of the ADA and related legislation. Staff can give trainings on these titles and can tailor them for a specific audience.

6912 220th Street SW, Suite 105

Mountlake Terrace, WA 98043.

Their office is currently closed to the public. Call or email for technical assistance.

Toll-free: 800-949-4232

TTY: 425-248-2480

nwadactr@uw.edu

www.dbtacnorthwest.org

Oregon Law Center (OLC)

They provide free legal help to people struggling to make ends meet on matters related to their homes, livelihoods, medical care and physical safety against domestic violence. They are not currently accepting walk-in clients, so please call your area office. They coordinate with Legal Aid Services Oregon (LASO) to ensure statewide coverage, so if one of the offices below does not meet your needs, contact LASO (above).

Portland Regional Office - Oregon Law Center

522 SW 5th Ave., Suite 812, Portland, OR 97204

(800) 672-4919 (Toll-Free)

Spanish-speaking staff available.

Please note this office does not handle family law; contact LASO for those matters.

<https://oregonlawcenter.org/how-to-get-help/olc-offices/portland/>

OLC Columbia County Office

(A satellite office of OLC Hillsboro)

270 S. 1st Street (PO Box 1090)

St. Helens, OR 97051

Phone: 503-397-1628

Hours: Please leave a message to request services, Monday - Friday, 9:30 am to 4:30 pm

OLC Coos Bay Office

490 N. 2nd Street, Coos Bay, OR 97420

541-269-1226

Toll-free: 1-800-303-3638

Hours: Monday - Thursday 1:30pm - 4pm

Center for Non-Profit Legal Services – Jackson Co.

A legal aid program sponsored by the Jackson County Bar Association.

225 W. Main Street, Medford, OR 97501

541-779-7291

Hours: Monday - Friday, 8:30am – noon, and 1pm – 5pm.

Senior Legal Services: 541-779-7000 on
Monday, Wednesday, and Friday, 1pm – 3pm
www.cnpls.org

OLC Salem Regional Office

Temporary address: PO Box 825, Salem Oregon
97308

Currently closed to entry by the public and
providing telephone-only appointments for new-
client intakes. Spanish-speaking staff available.
Please note this office does not handle family
law; contact LASO for matters such as custody,
divorce or protective orders.

Hours: Monday to Friday, 9am-12pm and 1pm-
5pm. Leave a message to request services;
messages checked daily.

503-485-0696 or Toll free: 888-601-7907

[https://oregonlawcenter.org/how-to-get-
help/olc-offices/salem/](https://oregonlawcenter.org/how-to-get-help/olc-offices/salem/)

Oregon State Bar Association

They have a library of legal information designed
to help individuals understand legal problems,
understand the justice system, and know where to
go for help. They cover debt and bankruptcy,
business, consumer rights, criminal law,
disabilities, family, health, LGBTQ+, employment,
immigration, landlord tenant, and more.

16037 SW Upper Boones Ferry Road
Tigard, OR 97224
503-620-0222
Toll-free: 800-452-8260
info@osbar.org
<https://www.osbar.org/public/>

St. Andrew Legal Clinic (SALC)

SALC is a public interest law firm that provides legal services to low-income families. Services include child custody/support, domestic violence intervention, divorce, guardianship, parenting time and stepparent adoption.

www.salcgroup.org

Multnomah County Office:

2950 SE Stark Street, Suite 200
Portland, OR 97214
503-281-1500
Hours: 9am - 5pm, weekdays

Washington County Office:

232 NE Lincoln, Suite H., Hillsboro, OR 97124
503-281-1500
9am - 5pm, weekdays
503-281-1500

LGBTQIA+

Outside In

Young adult (under age 25) - medical, behavioral health, housing, meals, employment, substance use disorder.

1132 SW 13th Ave, Portland

503-535-3800

info@outsidein.org

outsidein.org

Prism Health

Primary care, gender-affirming care, behavioral health, pharmacy, PrEP, HIV/STI testing. Accepts Medicare, Medicaid, most private insurance, and sliding scale.

Hours: Monday – Friday 8:30am – 5pm

2236 SE Belmont, Portland, OR 97214

503-445-7699

After hours: 503-445-7699

info@prismhealth.org

prismhealth.org

Q Center

Affinity and support groups, resources, senior community.

Hours: Tuesday - Friday 12pm - 4pm

4115 N. Mississippi Ave, Portland OR 97217

503-234-7837
Info@pdxqcenter.org
pdxqcenter.org

Trans Lifeline

24/7 Peer support by and for trans people; connects trans people to the community support and resources needed to survive and thrive.
877-565-8860
<https://translifeline.org/>

Trevor Project

24/7 Suicide prevention and crisis intervention via phone, text or chat. Mission is to end suicide among lesbian, gay, bisexual, transgender, queer and questioning young people.
866-488-7386

TrevorSpace

TrevorSpace is an affirming, online community where LGBTQ young people between the ages of 13-24 years old can explore identity, get advice, find support, and make friends in an intentionally designed and moderated community.
<https://www.thetrevorproject.org/visit-trevorspace/>

News and Current Events

NFB-NEWSLINE®

NFB-NEWSLINE®, developed by the National Federation of the Blind, is an easy-to-use telephone service that reads all the text from various newspapers across the country, as well as localized emergency alerts, job listings, a special account for children, TV listings, and COVID-19 updates. Anyone who cannot read printed publications due to vision loss, dyslexia, or a physical disability is eligible for this free service. Some Oregon newspapers currently available are The Oregonian, The Statesman Journal, and the Oregon AP Newswire.

Users need only a touch-tone phone and a PIN number to access a national toll-free number. By following a touch-tone menu, users can access different sections of the newspaper and even choose a preferred reading voice.

This service is also available via email and web, as well as on mobile devices via the NFB Newsline App, Amazon's Alexa, portable digital media audio players, and NLS BARD Refreshable Braille eReaders.

The staff at Talking Book and Braille Services can sign up their registered users to use NFB-NEWSLINE® over the telephone; call 800-452-

0292. Or email talkingbooks.info@slo.oregon.gov. You will be assigned a PIN number and a security code to gain access.

Learn more here: <https://nfb.org/programs-services/nfb-newsline>

Funding for this service is provided by Oregon Commission for the Blind, National Federation for the Blind of Oregon, and the State Library's Talking Book and Braille Services.

Parking Permits for Disabled Persons

Special parking privileges are available for individuals with disabilities. Those who are certified by an authorized health care specialist as having a permanent or temporary disability are eligible for a Disabled Person Parking Permit. Apply at your local DMV office or you can download an application from their website and mail it to:

DMV Driver Issuance Unit

1905 Lana Avenue NE, Salem, OR 97314

[www.oregon.gov/ODOT/DMV/pages/driverid/dispar
king.aspx](http://www.oregon.gov/ODOT/DMV/pages/driverid/dispar
king.aspx)

Recreation

ODFW Oregon Disabilities Hunting and Fishing Permit

Offered by the Oregon Department of Fish and Wildlife (ODFW), this free permit enables anglers to fish from an anchored craft, access many fishing sites reserved for persons with disabilities, and use an electric powered reel. It allows legally blind hunters to hunt with a designated shooter and hunt from a motor vehicle on a public road.

Please note this permit is not a license or tag; those must still be purchased as appropriate at regular rates. Both Oregon residents and non-residents may apply. Although it is free, it must be renewed every five years; permanent angling and hunting permits have been eliminated. Disabled veterans are encouraged to inquire about free Disabled Veteran Licenses.

The permit application is available online, at sporting goods stores, at any ODFW office that sells licenses, or by calling Salem ODFW at 503-947-6101. Mail applications to:

Oregon Department of Fish & Wildlife
4034 Fairview Industrial Drive SE
Salem, OR 97302
503-947-6101

<https://myodfw.com/articles/oregon-disabilities->

[hunting-and-fishing-permit-information](#)

The Hull Foundation and Learning Center

This park is run by a group of volunteers who form the Oral Hull Foundation for the Blind. For people who are blind and their friends and family, it provides overnight accommodations with kitchen facilities and/or prepared meals, fishing, a fragrance garden, swimming pool, hot tub, and recreation room. There are special annual events such as summer camp, and weekly classes too. Call for daily and weekend rates.

Oral Hull Park
43233 SE Oral Hull Road
PO Box 157, Sandy, OR 97055
503-668-6195
www.oralhull.org

Northwest Association of Blind Athletes

NWABA provides experiences in sports, such as tandem biking, kayaking, and skiing, to individuals of all ages and abilities with visual impairments.
703 Broadway St, Suite 600
Vancouver, WA 98660
360-448-7254
Toll-free: 800-880-9837
www.nwaba.org/

Referral Services

2-1-1

An easy-to-remember telephone number that helps connect people in need with the community resources available to help meet those needs.

If 2-1-1 is not available from your location or telephone, dial 1-866-698-6155

TTY: dial 7-1-1 and call 1-866-698-6155

If you are in an emergency, dial 9-1-1.

Senior Services/ Area Agencies on Aging

Aging and People with Disabilities

This state agency under the Department of Human Services has information regarding caregiver and adult foster homes, assisted living facilities, resource and needs assessment, and Supplemental Security Income (SSI) applications.

500 Summer Street NE, E02

Salem, OR 97301-1073

503-945-5811

Toll-free: 800-282-8096

TTY: 503-282-8096

www.oregon.gov/DHS/SENIORS-DISABILITIES/Pages/index.aspx

Aging and Disability Resource Connection

The ADRC is a resource directory for Oregon families, caregivers and consumers seeking information about long-term supports and services.

Toll-free: 1-855-673-2372

ADRC.WebMessages@state.or.us

www.adrcoforegon.org

AmeriCorps Senior Companion Program

This program brings active volunteers over 55 years of age together with seniors who have

difficulty with daily living tasks, such as shopping or paying bills. The assistance and friendship AmeriCorps Seniors volunteers provide keeps seniors independent longer and gives respite to family caregivers. Volunteers themselves also report better health and longevity having served their community.

There is no central hub for requesting the help of a volunteer; instead contact your local Area Agency on Aging below to learn what nonprofits in your area are participating. To learn about applying to be a volunteer, visit the Americorps website.

<https://americorps.gov/serve/americorps-seniors/americorps-seniors-senior-companion-program#apply>

Area Agencies on Aging/O4AD

Oregon's 16 Area Agencies on Aging provide information and assistance on older adult needs and resources, as well as long-term services including home delivered meals, in-home care, case management, caregiving, legal services, and transportation. Local office information is below. O4AD, an association of these agencies, advocates to protect the independence, dignity, choice and safety of Oregon's seniors and people with disabilities. <http://www.o4ad.org/>.

Regional offices:

Council on Aging of Central Oregon

373 NE Greenwood Avenue

Bend, OR 97701

541-678-5483

info@councilonaging.org

www.councilonaging.org/

Clackamas County Social Services

2051 Kaen Road, #135, Oregon City, OR 97045

503-655-8640

Clackamas Aging and Disability Resource

Connection: 503-650-5622

www.clackamas.us/socialservices

Community Action Program of East Central
Oregon (CAPECO)

Serving Gilliam, Hood River, Morrow, Sherman,
Umatilla, Wasco and Wheeler Counties.

www.capeco-works.org/

CAPECO Pendleton Office:

721 SE Third St., Ste D, Pendleton, OR 97801

541-276-1926, Toll-free: 800-752-1139

CAPECO The Dalles Office:

3641 Klindt Dr., The Dalles, OR 97058

541-705-5434

ADRC.WebMessages@state.or.us

Community Action Team

Serving Columbia, Clatsop, Tillamook Counties.

125 North 17th Street, St. Helens, OR 97051

Hours: Monday – Friday 8:30 – 5pm. Closed

12:30 – 1:30pm.

503-397-3511

www.cat-team.org/

Community Connection of Northeast Oregon
(CCNO)

Serving Baker, Union, Wallowa, Grant Counties.

2802 Adams Ave., LaGrande, OR 97850-2621

541-963-3186

www.ccno.org/

CCNO Baker County Office

2810 Cedar Street, Baker City, OR 97814

541-523-6591

CCNO Grant County Office

530 E. Main St., Ste. 6, John Day, OR 97845

541-575-2949

CCNO Union County Office

1504 N. Albany Street, La Grande, OR 97850

541-963-7532

CCNO Public Transportation Office

2204 E. Penn, La Grande, OR 97850

541-963-2877

CCNO Wallowa County Office
702 NW First Street, Enterprise, OR 97828
541-426-3840

Douglas County Senior Services
1036 SE Douglas Ave., Roseburg, OR 97470
Monday – Friday, 8 am – noon, 1pm - 5 pm
541-440-3677
Fax: 541-440-3658
seniors@co.douglas.or.us
<https://douglascounty-oregon.us/452/Senior-Services>

Harney County Senior & Community Services Center
17 S. Alder Street, Burns, OR 97720-2048
541-573-6024
angela.lamborn@co.harney.or.us
<https://www.co.harney.or.us/index.php/harney-hub-services>

Klamath and Lake Counties Council on Aging
404 Main St. Suite 6, Klamath Falls, OR 97601
541-205-5400
general.info@klccoa.org
<https://www.klamathlakeareaonaging.org/>

Lane Senior and Disability Services

1015 Willamette St., Ste 500, Eugene, OR
97401

541-682-3353

ADRCLane@lcog.org

www.lcog.org/332/Aging-Disability-Resource-Connection-ADR

Malheur Council on Aging & Community Services

842 SE 1st Avenue, Ontario, OR 97914-3621

541-889-7651

info@mcoacs.org

www.mcoacs.org/

Multnomah County Aging, Disability & Veterans
Services Division

421 SW Oak St., Suite 510, Portland, OR 97204

503-988-3646

adrc@multco.us

www.multco.us/ads

Northwest Senior & Disability Services (NWSDS)

Serving Clatsop, Tillamook, Marion, Polk and
Yamhill Counties.

information.nwsds@nwsds.org

www.nwsds.org/. They have five offices:

NWSDS [Dallas Office](#)

260 NE Kings Valley Highway, Dallas OR
Main Line: (503) 831-0581
Toll Free: 1 (866) 582-7458
TTY: (888) 370-4307

NWSDS [McMinnville Office](#)
300 South Hill Road S, McMinnville OR
Main Line: (503) 472-9441
Toll Free: 1 (866) 333-7218
TTY: (888) 370-4307
General Fax: (503) 472-4724

NWSDS [Salem Office](#)
3410 Cherry Ave. NE, Salem OR
Main Line: (503) 304-3400
Toll Free: 1 (800) 469-8772
TTY: (888) 370-4307
General Fax: (503) 304-3421

NWSDS [Tillamook Office](#)
5010 E. Third St., Tillamook OR
Main Line: (503) 842-2770
Toll Free: 1 (800) 584-9712
TTY: (888) 370-4307
General Fax: (503) 842-6290

NWSDS [Warrenton Office](#)
2002 Chokeberry Ave. SE, Warrenton OR
Main Line: (503) 861-4200

Toll Free: 1 (800) 442-8614
TTY: (888) 370-4307
General Fax: (503) 861-0934

NWSDS [Woodburn Office](#)
2100 Progress Way, Woodburn OR
Main Line: (503) 981-5138
Toll Free: 1 (888) 257-0138
TTY: (888) 370-4307
General Fax: (503) 982-8268

Oregon Cascades West Council of Governments
Serving Benton, Linn, and Lincoln Counties.
1400 Queen Ave. SE, Suite 206
Albany, OR 97321
541-967-8630
Toll-free: 800-638-0510
www.ocwcog.org/

Rogue Valley Council of Governments - Senior
and Disability Services
Serving Jackson and Josephine Counties.
155 N First Street, Central Point, OR 97502
541-664-6674
adrc@rvcog.org
www.rvcog.org/home/sds-2/

South Coast Business Employment Corporation
Serving Coos and Curry Counties.
800 North Bayshore Dr., Coos Bay, OR 97420
541-269-2013
info@scbec.org
www.scbec.org/

Washington County Department of Disability,
Aging and Veteran Services
Hours: Monday – Friday 8am – 5pm
5240 NE Elam Young Parkway, Hillsboro, OR
97124
503-846-3060
www.co.washington.or.us/HHS/DAVS/

Senior Loneliness Line (24/7)

This free, confidential call service is for any Oregonian 55 and older experiencing loneliness, isolation, depression or anxiety. A statewide partnership between Lines for Life and the Oregon Health Authority, their team of volunteers and staff are specially trained in working with older adults. They can provide ongoing support, connect you with resources, or just listen.

503-200-1633
Toll-free: 800-282-7035
<https://seniorlonelinessline.org/>

TimeToBeBold National Campaign

If you can't see something, say something! Almost 1 in 10 people ages 75 or older report difficulty seeing even when wearing glasses. In 2021 a public awareness campaign was launched with the goal of letting seniors with failing vision know there are many resources available to them – including Oregon Commission for the Blind!

Toll-free: 800-232-5463

connectcenter@aph.org

timetobebold.org.

Shopping and Meal Services

Amazon Accessibility Customer Service

Call to speak with an accessibility specialist who can help you buy books and other products, and can transfer you directly to tech support for Amazon devices like Alexa, Kindle & Fire tablets. Toll-free: 888-283-1678

<https://www.amazon.com/b?ie=UTF8&node=15701038011>

Grocery Stores

Most supermarkets will provide shopping assistants to help you locate your selections. Many are offering online grocery shopping with delivery. Target stores and websites also offer free use of Aira's live, on-demand visual interpreting.

- Fred Meyer: www.fredmeyer.com
- Safeway: www.shop.safeway.com
- Schwans: www.schwans.com/products/deals
- Instacart: www.instacart.com (also available on iPhone or Android app). Groceries delivered within one hour.
- Target: Offering free Aira service, 24/7/365, at all stores nationwide and for online shopping.
<https://aira.io/target> <https://www.target.com/>

Meals on Wheels

They serve seniors who live in Multnomah or Washington counties in Oregon, and Clark County in Washington. They have dozens of dining centers, and volunteers deliver Meals on Wheels and friendly visits to homebound elderly. Complete a request form online using the below link, or call. 503-736-6325 in Multnomah & Washington Counties 866.788.6325 in Clark County, WA Washington <https://www.mowp.org/what-we-do/meals-on-wheels/>

Store to Door

Serving Multnomah County and parts of Washington County (Beaverton, Hillsboro, and Aloha.) This non-profit agency facilitates independent living for seniors and people with disabilities by providing a low-cost, personalized grocery shopping and delivery service. They can also deliver prescriptions, household items, stamps, toiletries, pet supplies, and bus and lift passes. There is a waitlist for new enrollment. Enroll online or over the phone.

7730 SW 31 Avenue, Portland, OR 97219

503-200-3333

Fax 971-239-4951

office@storetodooroforegon

www.storetodooroforegon.org

Substance Use Disorder Resources

Cedar Hills Hospital

Portland. Detox, dual-diagnosis, inpatient and outpatient treatment. Accepts Medicare.

503-944-5000, 24/7

<https://cedarhillshospital.com/treatment-services/inpatient-programs/substance-abuse/>

CODA

Portland Metro area and Seaside; serves other areas via telehealth. Residential and outpatient treatment, opioid treatment program. Accepts OHP.

503-239-8400

Toll-free: 855-733-2362

<https://codainc.org/>

Fora Health (formerly DePaul Treatment)

Portland (Clackamas and Multnomah Counties), and Hillsboro (Washington, Clatsop, Columbia and Tillamook Counties). Walk-in detox admission, residential and outpatient treatment, medically monitored residential treatment, family therapy. Accepts OHP and most insurance.

503-535-1151

forahealth.org

Harm Reduction Clinic and Syringe Exchange

Multnomah County. Limited in-person medical appointments and screening for STD, HIV, hepatitis C and syphilis; opioid overdose kits; syringe exchange; wound and abscess care; safer sex supplies; risk reduction counseling; referrals. Telehealth appointments available as appropriate. Mobile needle exchange van.

12425 NE Glisan Street (in Menlo Park Plaza, behind Walgreens), Portland OR 97230

503-988-0577 - clinic appointments

503-988-3700 – STD clinic

503-280-1611 - needle exchange schedule, info

<https://www.multco.us/hiv-and-std-services/syringe-exchange-and-disposal>

HIV Alliance Needle Exchange

Eugene, Springfield, Roseburg, Grants Pass, Glendale, Cave Junction, Coos Bay, Port Orford, Beaverton, Cottage Grove, and Brookings. Needle exchange and pick-up, free HIV testing.

541-342-5088

Toll-free: 866-470-3419

prevention@allianceor.org

<https://hivalliance.org/prevent/syringe-services/>

NARA NW

Portland. Youth and adult residential and outpatient treatment. Accepts OHP and Medicare.

503-224-1044

info@naranorthwest.org

<https://www.naranorthwest.org/projects/>

Oregon Recovery Network

Maintains a database of recovery and detox services by location around the state, denoting which take OHP, are culturally relevant, and offer translation and/or Spanish language.

<https://oregonrecoverynetwork.org/treatment-and-detox-resources/>

Oregon Recovery and Treatment Center

Eugene, Bend, Grants Pass, Medford, Pendleton. Medication assisted opioid addiction treatment, counseling, assessments, overdose kits.

541-617-4544

contact@ortc.care

<https://ortc.care/>

Rainier Springs

Vancouver, WA. Detox, dual-diagnosis, inpatient, outpatient via telehealth. Accepts Medicaid.

360-356-1890 24/7

<https://rainiersprings.com/substance-abuse-treatment/>

Wallowa Valley Center for Wellness

Enterprise location, telehealth also available.

Outpatient care, assessments, peer support, referrals to detox and residential treatment.

Financial assistance for low-income people.

541-426-4524

Crisis line: 541-398-1175

<https://wvcenterforwellness.org/index.php/services/12-services/7-addiction-treatment>

Support and Crisis Lines

988 Suicide & Crisis Lifeline (24/7)

Confidential support for people in distress and prevention and crisis resources for you or your loved ones. National network of over 200 local crisis centers routes calls to the nearest center. Call or text 988.

TTY: Dial 711 then 988

<https://988lifeline.org/>

Ayuda En Español

Lifeline ofrece 24/7, gratuito servicios en español, no es necesario hablar inglés si usted necesita ayuda.

888-628-9454

<https://suicidepreventionlifeline.org/help-yourself/en-espanol/>

Baby Blues Connection

Supports parents and their families coping with pregnancy and postpartum mood disorders and pregnancy loss, with information, resources, and community. Leave a message or send a text and a volunteer with a kind, caring ear will call or text back within 24 hours. They also have facilitated support groups.

Call toll-free or text: 1-800-557-8375

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

Crisis Text Line (24/7)

Text HOME to 741741 to reach a volunteer Crisis Counselor from anywhere in the U.S., anytime.

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

Racial Equity Support Line (M-F 10am-7pm):

A service led and staffed by people with lived experience of racism. They offer support to those who are feeling the emotional impacts of racist violence and microaggressions, as well as the emotional impacts of immigration struggles and other cross-cultural issues.

503-575-3764

<https://www.linesforlife.org/get-help-now/services-and-crisis-lines/racial-equity-support-line/>

Senior Loneliness Line (24/7)

The consequences of senior loneliness and isolation can be alarming and physically harmful. Call for a friendly person to talk to and listen, grief support, resource and referrals, elder abuse prevention and counseling, and suicide intervention.

503-200-1633

Toll-free: 800-282-4631

<https://www.linesforlife.org/get-help-now/services-and-crisis-lines/senior-loneliness->

[line/](#)

Trans Lifeline (24/7)

Hotline from grassroots non-profit organization offering peer-to-peer, direct emotional and financial support to trans people in crisis; for the trans community, by the trans community.

877-565-8860

<https://translifeline.org/>

Trevor Project (24/7)

Trained counselors who understand the challenges LGBTQ young people face will listen without judgment. All conversations are confidential, and you can share as much or as little as you'd like.

866-488-7386

Text "start" to 678-678

Online chat: <https://www.thetrevorproject.org/>

Veterans & Military Crisis Line (24/7)

They serve veterans, service members, National Guard and Reserve members, and their friends and families who support them. They can help even for those not enrolled in VA benefits or health care.

Dial 988 then press 1

Text 838255

Chat online:

<https://www.veteranscrisisline.net/get-help-now/chat/>

Youthline (24/7)

Confidential teen-to-teen crisis support and help line for people ages 20 and younger. Teens available daily 4 - 10 pm, adults available 24/7.
877-968-8491

Text "teen2teen" to 839863 (4-10pm PST)
teen2teen@linesforlife.org

Online chat: <https://www.theyouthline.org/>

Support Groups for Blind/Low Vision

Casey Eye Institute Vision Support Group

Virtual on Webex; call for information.

Hours: Every third Wednesday, 1 pm - 2:15pm.

Contacts: Marie Oliva, 971-263-3977 and Tara Albury, 503-494-1618.

<https://www.ohsu.edu/casey-eye-institute/vision-loss-support-group>

Bend Low Vision Support Group

Where: Downtown Bend Public Library

601 NW Wall St., Bend, OR

When: Second Thursday of each month, 3-4 pm, except in July (Friday July 15th 3-4pm)

Contact: Darwin Simtustus, 541-390-4736.

Blind Women Veteran's Support Group

Virtual meeting via conference call.

Hours: Wednesdays at 10AM PST.

Call Laurette Santos 541-826-2111, X 3575 to reach her assistant for details.

Corvallis Low Vision/Macular Degeneration Support Group

Held third Monday of each month, 2 pm.

Corvallis Community Center, 2601 NW Tyler Ave, Corvallis, OR 97330

Contact: John and Stella Gallagher, 541-740-2817.
<https://www.corvallisoregon.gov/c3/page/groups-center>

Eye2Eye Peer Support

Virtual meeting. They offer free one-to-one, phone-based peer support for adults who are blind or visually impaired anywhere in the US. Callers are matched with a Peer Support Partner who calls regularly to check in and offer emotional support, shared experiences, helpful resources, and connection. Participants can also attend virtual monthly support groups. Note: as of August 2022 there was a three- to four-month waitlist for the program. Leave a message including your location. 833-932-3931

eye2eye@shp.rutgers.edu.

Grants Pass Vision Loss Support/Discussion Group

Held by the Rogue Valley Chapter of The American Council of the Blind of Oregon.

Hours: Second Wednesday of each month, 11:30 am luncheon meeting, program at noon.

Black Forest Restaurant, 820 NE E St.

Grants Pass, OR 97526.

Contact: Mona Huntley, 541-761-5918.

frankmona@charter.net.

Guide Dog Users of Oregon

A consumer group affiliated with Guide Dog Users, Inc., offering support and special interest groups.

Guide Dog Users of Oregon

14761 SW Beard Road, Number 202

Beaverton, OR 97007-8137

503-523-7351

www.guidedogusersinc.org/

Lighthouse Guild Tele-Support Groups for Teens, Parents, more

Although based in New York, the Lighthouse Guild's Tele-Support Groups are open to everyone. They have groups for young adults, adults, and parents of blind and low-vision children, as well as a Youth Transition Program to help students who are blind or visually impaired prepare for life after high school, including the transition to college. Group members share resources, experiences, strength, and hope.

Lighthouse Guild: Tele-Support Groups

Contact: Carly Feldstein

212-769-6344

feldsteinc@lighthouseguild.org

<https://lighthouseguild.org/support-services/telesupport-groups/>

Mid Valley Low Vision Support Group (East Linn County)

Where: Brookdell Grand Prairie Senior Living, 1929 Grand Prairie Road SE, Albany 97322.

When: Third Wednesday of each month 2:00pm

Contact: Ellen Lilja, 541-974-6233.

Milwaukie - Willamette View Retirement Community Low Vision Support Group

Held second Tuesday of each month, 1 pm (call to confirm).

12705 SE River Rd., Portland 97222.

Contact: Sandra Gurling-Werner, 503-654-6581.

Oral Hull Foundation for the Blind Support Groups

Remote via Zoom. Schedule varies – check schedule online. Online groups include Sight Loss and Hearing Loss, Using Your Five Senses, Navigating Social Situations--Visually Impaired Vs. Sighted, and Legal Blindness. Oral Hull also holds in-person events and trainings like Living with Sight Loss, craft days, and field trips. Call first for information.

43233 SE Oral Hull Rd, Sandy, OR 97055.

Krystal Marshall, 503-668-6195.

<https://oralhull.org/my-calendar-2/>

Oregon Commission for the Blind

Offers a one-term, 12-week, Living with Blindness class for clients referred by their vocational rehabilitation counselor and receiving services at the training center.

1-888-202-5463

ocb.mail@ocb.oregon.gov

<https://www.oregon.gov/blind/>

Tax Preparation Assistance

The IRS, in conjunction with a variety of nonprofit organizations and tax software vendors, provides free tax preparation services to qualifying taxpayers. Free Tax Preparation options include e-filing with direct deposit of refunds – the fastest, most secure way for taxpayers to file their return and receive refunds. Three IRS-sponsored programs are listed below: the Facilitated Self-Assistance model, the Volunteer Tax Assistance program, and the Alternative Media Center.

Facilitated Self-Assistance Model (FSA)

Using this free tax preparation option, taxpayers use a do-it-yourself model to prepare their own returns with the assistance of a certified volunteer and self-preparation software. Assistance may be provided via tax coach, helpline or online chat services. Below are two ways to use this program:

1. MyFreeTaxes provides self-paced, step-by-step guidance to file tax returns online.

www.myfreetaxes.com/

2. Freefile is available in two formats:

- FreeFile software – Self-paced, step-by-step guidance to file tax returns online.

- FreeFile fillable forms – Fillable forms for tax filers to complete their taxes and e-file.
<http://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>

Volunteer Income Tax Assistance Program

The Volunteer Income Tax Assistance (VITA) program offers free tax help to qualified individuals who generally make \$54,000 or less, persons with disabilities, and limited English-speaking taxpayers who need assistance in preparing their tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing.

www.irs.gov

IRS Services for the Visually Impaired

The AMC provides services to visually impaired taxpayers who want links to accessible forms and publications, instructions on how to obtain accessible copies of notices or letters, and information about upcoming enhancements to accessibility services.

800-829-1040.

<https://www.irs.gov/forms-pubs/information-about-the-alternative-media-center>

<https://www.irs.gov/forms-pubs/accessible-irs-tax-products>.

Transportation

Most counties in Oregon provide reduced public transportation fares for people with disabilities.

Amtrak

Offers discounts to passengers with disabilities. To receive the discount, book your reservation ahead by telephone or at a ticket counter. You must also provide written documentation of disability at the ticket counter and when boarding the train.

Contact Amtrak about the kinds of acceptable forms of documentation of disability.

Toll-free: 800-872-7245

TTY: 800-523-6590

www.amtrak.com

Cherriots

Salem-Keizer Transit

555 Court Street NE, Suite 5230, Salem, OR 97301

503-588-2424

Fax: 503-566-3933

www.cherriots.org

Cherriots LIFT

Eligibility Office

555 Court Street NE, Suite 5230, Salem, OR 97301

503-361-7554

Fax: 503-361-7560
adaeligibility@cherriots.org
www.cherriots.org/lift/

Dial-a-Ride—Central Oregon

541-385-8680
Toll-free: 866-385-8680

Greyhound

Call Greyhound's Customers with Disabilities Travel Assistance Line to learn about their Personal Care Attendant program.

Toll-free: 800-752-4841
www.greyhound.com

Klamath Basin Transit

1130 Adams Street, Klamath Falls, OR 97601
541-883-2877
www.basintransit.com

Lane Transit District

3500 East 17 Avenue, Eugene, OR 97403
541-687-5555
www.ltd.org

Portland International Airport

For air travel, individuals who are blind may request either "Meet and Assist" or "Ground

Assistance” services (including wheelchair) for assistance locating gates and getting on the plane.
503-415-6000

www.pdx.com/Accessibility

PDX also offers connection to a live Aira operator free of charge while on Portland International Airport property. Aira is a free smartphone app that once downloaded, allows people with sight impairment to use their smartphone camera or smart glasses to connect with an operator who can effectively “see” what the user cannot, and personally guide them through a space or experience. Android, iOS.

www.aira.io/how-it-works

Rogue Valley Transportation District (serving Medford, Ashland, Phoenix, Talent, Jacksonville, White City, and Central Point.)

Bus schedule: 541-779-2877

www.rvtd.org/

Rogue Valley Lift Dial-A-Ride Service

Phone: 541-842-2080 option 1.

TTY: 7-1-1

www.rvtd.org/Page.asp?NavID=22

TriMet (Portland Metro Area)

Offers reduced fares for people with disabilities through an “Honored Citizens” program. To receive this service, complete the [Honored Citizen Application Form](#), which you can get several ways:

- Download it here:
www.trimet.org/pdfs/fares/honoredcitizen.pdf.
- Call the TriMet Ticket Office at 503-962-2455 (TTY: 503-962-5811) to have it mailed to you. Hours: Monday–Friday 8:30 a.m.-5:30 p.m.
- Get it via email at accessible@trimet.org.
- Pick one up at the [TriMet Ticket Office](#) at Pioneer Courthouse Square, 701 SW 6th Avenue, Portland, OR 97204.
- Call Oregon Commission for the Blind: 971-673-1588; we can also give you the disability verification you will need.

Bring the completed application with verification of your disability and a government-issued photo ID to the TriMet Ticket Office. TriMet will then take your photo and give you a personalized Hop card. Disability verification can be from a certified/ licensed health care provider who fills out the back of the application, such as the Social Security Administration, a certified agency like the Oregon Commission for the Blind, the Department of Veterans Affairs, or another transit agency.

www.trimet.org/fares/hc-card.htm

TriMet Lift Service

Provides door to door services for registered customers unable to ride fixed-route buses.

Reservations/Information: 503-962-8000

TTY: 503-962-8229

www.trimet.org/lift/index.htm

Uber and Lyft

These services both have smartphone apps that make it easy to request a ride any time. Pay through the app; payment is completely cashless.

<https://www.uber.com/>

www.lyft.com

Utilities

Many utility companies have special services and discounts for customers with disabilities and/or low-income customers. There are also state-funded assistance programs administered regionally through nonprofits. Always ask your utility company if they have, or can direct you to, any programs or discounts that may apply to you!

Affordable Connectivity Program

This FCC benefit program helps ensure that households can afford the broadband they need for work, school, healthcare and more. It provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

<https://www.fcc.gov/acp>

AT&T

Accessibility for Vision:

<https://about.att.com/sites/accessibility/vision>

Senior tools and discounts: 800-772-3140
<https://about.att.com/sites/accessibility/aging>
AT&T National Center for Customers with
Disabilities: 866-241-6568
AT&T Mail features for people with disabilities:
<https://www.att.com/support/article/u-verse-tv/KM1041221>

Century Link

- Free Directory Assistance for low vision clients
- Different bill formats
- Reduced long distance charges for TTY, TTY directory listing and TTY voicemail box
- Hearing aid compatible cell phones

Office of Programs for Customers with Disabilities
P.O. Box 2670, Omaha, NE 68103
800-244-1111

<https://www.centurylink.com/aboutus/community/community-development/programs-for-customers-with-disabilities.html>

Comcast Xfinity

Xfinity customers who use accessibility services — including audio description, voice guidance, braille bills, large-print channel descriptions, and assistive technology — have access to a specially trained customer support team through their Accessibility Support Center for Customers with Disabilities.

Call 855-270-0379 and say "Accessibility."

Connect with an accessibility chat agent:

https://www.xfinity.com/xfinityassistant/?intent=other-style_accessibility-chat.

Email accessibility@comcast.com.

Text "Accessibility" to 266278.

<https://www.xfinity.com/support/articles/accessibility-services>

Comcast Xfinity new or existing customers who use American Sign Language (ASL) have access to a dedicated customer support team and representatives fluent in ASL via videophone, through their ASL Support Center.

<https://www.xfinity.com/support/articles/asl-help-videos>

Human Solutions

Utility aid line will accept calls for PGE, Pacific Power, Northwest Natural Gas, Oil/Propane and Wood. Water bills have a separate line.

Energy Line: 503-405-7877

Water programs: 503-548-0271.

LIHEAP/OEAP Utility Payment Assistance

State of Oregon Housing and Community Services provides funds to local community agencies that provide bill payment assistance programs. These programs assist low-income households to make

energy costs more affordable and help prevent the loss and the restoration of home energy service. Payments are made to the utility company on the customer's behalf.

<https://www.oregon.gov/ohcs/energy-weatherization/Pages/utility-bill-payment-assistance.aspx>

NW Natural Gas

Through the Oregon Arrearage Management Program (AMP) NW Natural customers in need may receive assistance and instant grants to help with a past-due balance or payment plans, up to \$600 and up to \$1,500 in some cases.

1-800-422-4012

<https://www.nwnatural.com/account/payment-assistance>

Pacific Power

If someone in your household has a disability, or requires accessibility, financial or language support during a public safety power outage, Pacific Power will provide an additional notification prior to a public safety power shut off.

1-888-221-7070

<https://www.pacificpower.net/outages-safety/wildfire-safety.html>

PGE Income-Qualified Bill Discount

Depending on gross annual household income and household size, customers can get 15 - 25% ongoing monthly discounts on their bills. No financial documents are needed to apply.

503-228-6322

<https://portlandgeneral.com/income-qualified-bill-discount>

Portland Water Bureau

Offers financial assistance through two-year bill discounts for sewer and water charges, \$500 once-a-year crisis vouchers, and fixture repair services.

503-823-7770

<https://www.portland.gov/water/water-financial-assistance/apply-financial-assistance>

Self Enhancement Inc.

Ongoing assistance options available by making an appointment through the hotline or online.

503-713-5590.

<https://www.selfenhancement.org/energy>

Spectrum Cable

Contact them to learn about and take advantage of Spectrum cable accessibility accommodations.

844-762-1301

<https://www.spectrum.com/choose-spectrum/access?opredirect=access>

T-Mobile Accessibility Customer Care

T-Mobile provides accessible support for wireless network service and billing inquiries. Please contact our Accessibility Customer Care if you have any questions or need special assistance.

1-833-428-1785

<https://www.t-mobile.com/responsibility/consumer-info/accessibility-policy>

Verizon

It can sometimes be challenging to get information about accessibility features that make your mobile phone or tablet work for you. Verizon has a Accessibility Customer Service Center with technical support dedicated to helping people maximize the accessibility features built into all of Verizon's mobile devices.

1-888-262-1999

vccd@verizon.com

<https://www.verizon.com/about/accessibility/overview>

Accessibility Quick Tips:

<https://www.verizon.com/about/privacy/accessibility/accessibility-quick-tips>

Washington COVID-19 Assistance Program

Income-qualified customers in need in Washington can receive an instant grant to help with a past-due balance of up to \$2,500 per household per year. It can be used to help offset the cost of a payment plan or pay off a past-due account balance.

1-888-333-WUTC (9882)

<https://www.utc.wa.gov/CovidHelp>

Voting

Forms and Pamphlets

Voter registration forms are available in post offices, public libraries, online, telephone blue pages, and the Oregon Commission for the Blind. An audible version of the Voter's Pamphlet is available through Talking Book and Braille Services, at 800-452-0292 or email talkingbooks.info@slo.oregon.gov.

Please visit <https://www.droregon.org/voting-rights> for further information regarding use of an Alternate Format Ballot, as well as accessibility features that include screen-readers and text-enlargers.

Ballot Tracking

Track the status of your mail-in ballot from printed to accepted with an accessible and free process. Four Oregon counties have Ballot Tracking:

- Multnomah
<https://multnomah.ballottrax.net/voter/>
- Marion
https://marioncountyclerk.ballottrax.net/voter/login#
- Washington
<https://washcovotes.ballottrax.net/voter/>
- Yamhill

<https://yamhillcounty.ballottrax.net/voter/>

The voter provides full name, date of birth, zip code, and desired notification method. The CAPTCHA system used to ensure your response is human (and not an online robot) is a simple and accessible check mark. If there is a problem with your signature, you will be notified within a day. The percentage of successful voters with Ballot Tracking is very high, and anyone can help a voter get signed up.

Audio Voters Guide

The League of Women Voters of Oregon produces a web-based audio voter's guide for state primary and general elections. The files are in mp3 format, and they are all downloadable.

Hours: Monday – Friday, 9 am – 1 pm

Oregon League of Women Voters

1330 12 Street SE, Suite 200, Salem, OR 97302

503-581-5722

www.lwvor.org

Tips Guide

These tips are simply methods that persons with visual impairments have discovered for performing everyday household tasks. Most likely you will develop your own system for getting things done. We hope these tips will get you started.

There is also a section to share with your family and friends to let them know how they can be of assistance to you.

Training in these and many other techniques is available through the Oregon Commission for the Blind.

Using Equipment and Appliances

Telling Time

Talking clocks are available at many major stores or through catalogs. If you prefer to read the time, you can purchase a clock with large numbers or a Braille watch. Another potential method for telling time is to buy an inexpensive alarm clock and pry the face off so that the clock hands may be read with your fingers.

Reading Temperatures, Scales, and Other Measuring Devices

Talking thermometers scales, calculators, and other devices are available at many stores or through mail order catalogs.

Setting Thermostats and Appliance Dials

You can mark thermostats and dials on stoves, washers, dryers, televisions, and other appliances by placing tactile dots of silicone caulking or plastic on dial settings. The dial is set by matching one of these dots with a dot placed on the backboard above the dial at the "On" location. Place these dots at frequently used settings. These can be used as reference points to estimate other settings. If desired, use a color that contrasts with the appliance to enhance visibility. Two products ideal for marking dials and other household equipment are silicone caulking which is available at most hardware stores and a product called Hi-Marks, which is available at many stores and at OCB. Hi-Marks is a tube of soft plastic that hardens on application. The plastic is bright orange and can be read by sight or touch.

There is also a product called HALOS tactile icons that are shapes that represent common features on four common home appliances -- microwave,

oven, washer, keypad – as well as a general home kit. They can be applied directly to a touch surface control panel, identifying both the location and the function of an appliance feature.

<https://www.tangiblesurfaceresearch.com/halos>

Handling Finances

Identifying Money

Coins can be identified by feeling the size and edges. You can tell quarters and dimes by their ridges, and nickels and pennies by their smooth edges. Bills can then be identified by placing ones unfolded in your wallet, fives folded once lengthwise, tens folded once widthwise, and twenties folded twice, once lengthwise and once widthwise. Larger bills and one dollar bills could be placed in separate compartments of your wallet or purse.

Free Currency Reader

In advance of issuing tactile-enhanced Federal Reserve notes, the Bureau of Engraving and Printing (BEP) is providing currency readers, free of charge, to eligible blind and visually impaired individuals. All U.S. citizens or persons legally residing in the U.S. who are blind or visually

impaired can request a free currency reader by downloading the application at the site below:

www.bep.gov/uscurrencyreaderform.html

Writing Checks

A check-writing stencil and signature guide may help in filling out checks and signing your name. These can be obtained by contacting OCB. Many banks furnish raised line or large print checks for customers who are visually impaired. Check with your bank to see if they provide this service.

Preparing Meals

Identifying Packaged Foods

Food products can be identified through a variety of simple methods. Make a habit of keeping different kinds of products on different shelves. For example, place canned vegetables on the top shelf and canned fruits on the bottom. Place rubber bands on similar canned goods to distinguish one can from another. For example, use one rubber band for creamed corn and two for whole kernel corn. Or place a rubber band at the top of a can of tomato soup and in the middle of the can of chicken noodle soup. If you can read larger print, try making a large print label to wrap around the cans. Other labeling methods are magnetic toy

letters, magnetic tape with raised large print or braille letters, or nail polish.

There are also stand-alone devices and iDevice applications that will take a picture and read the items aloud. The PenFriend audio labeler is also a great tool for this task. This revolutionary labelling system was designed for anyone who cannot see. Labelling everything from your CD collection to frozen foods is literally as easy as 1, 2, 3 ...

www.braillebookstore.com/PenFriend-Audio-Labeler.1

Organizing Cooking Materials

Place equipment and ingredients on a large tray of a color that contrasts with your work surface to keep objects from rolling, spilling, or becoming misplaced. You may want to use a second tray as a workspace or transfer each item after it has been used.

Pouring

Liquids can be poured into a cup or glass without spilling by using one of several methods:

1. Use weight as a guide by judging the weight of the container when empty and then when full.
2. Place index finger in the glass up to the first knuckle. When the liquid reaches your fingertip, stop pouring.

3. When pouring very hot or cold liquids, place your hand on the outside of the container to feel the level rise.
4. For hot liquids, measure while cold, pour into saucepan, heat and return to the cup.
5. Purchase a device equipped with a sound alert indicator to let you know when the liquid level nears the top of a container such as:
www.rehabmart.com/category/liquid_indicator.htm

Using Recipes

Record your favorite recipes or write them out in large print using a felt tip pen or print them out on a computer. Recorded, large-print, and braille cookbooks are also available.

Personal Care

Identifying Clothing

Organize clothes by locations in closet and drawers. Some items can be identified by texture, style, or by details such as button shapes. Identify the color of clothes by attaching a tactile labeling device. Commonly used labels are clothing tags with raised marks and small safety pins placed in the waistband or collar. Use small safety pins to

match socks. Pins placed in specific area of socks can be used to determine color. For example, pinning socks at the toe might designate blue and at the heel might designate brown. Pin socks together before washing to keep pairs matched. The PenFriend audio labeler is also a great tool for identifying clothing.

www.braillebookstore.com/PenFriend-Audio-Labeler.1

Sewing

When sewing or mending take advantage of widely used products such as self-threading needles, Velcro fasteners and Stitch Witchery.

Identifying Medicines

Use many of the same techniques that you use to label food to identify medicine containers. The different sizes and shapes of the containers may also be of help. ScripTalk Station provides those who cannot read the information on their prescriptions a safe and easy way to manage their personal healthcare. Simply press a button and place the special Talking Label over the reader. A pleasant natural sounding voice speaks all the information printed on the label. To learn more:

www.envisionamerica.com/products/scriptability/scriptalk/scriptalk-station-for-patients/

Tips for Interacting with Family, Friends and Others

Because many people are uncertain of the needs of individuals who are visually impaired, they can be awkward and uncomfortable when spending time with you. You can help clear up this awkwardness by stating your needs as plainly as possible. Here are some tips on how you might do this in several common situations.

Receiving Assistance

Tell others that if they think you might need assistance, they should simply ask if they can be helpful and how. Ask them not to make assumptions about your needs. By making this request, you are asking others for the same courtesy they would extend to anyone.

Walking with a Sighted Person

Instead of allowing others to grab onto you while you are walking with them, you will find that it is both safer and more comfortable for you to hold onto their elbow. Let others know that this is your preference and demonstrate for them how this technique works. Grasp their arm above the elbow gently but firmly. Walk slightly behind them so that

you can follow their motions. Let them know that physical cues are usually all that are necessary to signal where they are going and that verbal explanations usually are not needed.

Receiving Directions

Let people know what type of information you wish to receive. Let them know that specific terms such as "right," "left," "north," "west," are better than pointing or saying "over there." Ask clerks in stores to take you directly to the aisle and not to say "in aisle four."

Conversing

You may find that others are at first uncertain about how to speak with you. They may address their comments to your sighted companions rather than speak directly to you. Or they may speak more loudly than usual. Let them know that if they wish to get your attention, they should simply address you by name.

Hadley Online Seminars

The mission of The Hadley Institute for the Blind and Visually Impaired is to promote independent living through lifelong distance education programs for individuals who are blind or visually impaired, their families, and blindness service providers.

Hadley has a course for you if you are:

- A blind or visually impaired individual 14+ years of age
- A relative of a blind or visually impaired child
- A family member of a blind or visually impaired adult
- A professional or paraprofessional in the blindness field

Toll-free: 800-323-4238

info@hadley.edu

www.hadley.edu

Helen Keller National Center for Deaf-Blind Youths & Adults

Provides training and resources exclusively to people age 16 and over who have combined vision and hearing loss.

Northwest Region Office (AK, ID, OR, WA)

PO Box 4269, Crestline, CA 92325

951-208-6548

cmetcalf@helenkeller.org

www.helenkeller.org/hknc/northwestern-region

Pedestrian Safety Tips

Being a pedestrian in a world full of cars and bicycles is daunting. Being a pedestrian who is blind in this environment takes some extra precautions to ensure you arrive at your destination without any close calls. Here are some tips and reminders for those walking with low or no vision, especially during winter's shorter, darker and wetter days.

1. Think about the time of day you are planning to travel. Can you adjust your trip to arrive at your destination before it is dark? Keep in mind that drivers are less likely to see you if their vision is impaired by rain and low light conditions.

2. In the fall remember daylight saving time and adjust your thinking to the fact that it is now dark an hour earlier.

3. Talking on your phone or listening to music prevents your ability to listen for traffic.

4. Keep in mind that although intersections are where you normally encounter cars crossing your path, driveways or parking lots are often more hazardous. When cars are backing up the driver is typically looking in their rear-view mirror where they see only your upper torso. This excludes them from seeing your long cane or dog guide.

5. If you walk with a cane, use a prominent arc prior to initiating your crossings.
6. If you encounter a running car that is blocking the sidewalk it is better to knock on the window and talk to the driver (or take an alternative route) than pass behind a running car.
7. If your route requires you to walk in the street due to no sidewalks, walk on the side of the road so that oncoming traffic is nearest you. The curb will be immediately on your left.
8. While walking on a sidewalk or road edge, stop walking and stay stationary, in a safe place, if a siren is passing or there is a loud noise blocking your ability to hear oncoming cars.
9. If you have a choice, choose a route with streetlights.
10. Wear reflective clothing! Recent studies show wrist and upper arm bands pick up the swing and movement associated with a person walking. Wearing reflective clothing on the top half of your body is most important because drivers typically only see the top half. Reflective gear is now affordable and easy to find, from gloves, hats, vests, to adhesive reflective tape and hanging reflective tabs.

***Thank you for using the Oregon Commission
for the Blind Resource Guide!***

Please share it with your communities, and contact us if you have additional ideas, information, or corrections at 888-202-5463 or ocb.mail@ocb.oregon.gov. The most current copy of this resource guide can be found at:

https://www.oregon.gov/blind/livingwithvisionloss/Pages/Brochures_Resources.aspx