

Social Services

- **Bureau of Blind Services** helps adults who are blind or visually impaired rediscover their independence and achieve their employment, education, training, and independent living goals. Services include: specialized vocational rehabilitation services; a short-term residential program for adults who are newly blind or visually impaired; independent living services for older individuals who are blind; and the Illinois Business Enterprise Program for the Blind.
 - **Chicago Department of Human Services Counselor:**
 - **Juan Ortiz** | (312) 633-4067 | juan.ortiz@illinois.gov
 - **ICRE-Wood** 1151 S. Wood Street | Chicago, 60612
 - **Outside the City of Chicago DHS intake coordinator:**
 - **Alice Metcalf** | (708) 709-3331 | alice.metcalf@illinois.gov
- **IL Department of Aging**
 - Care Coordinators, Support Services, Caregiver Services, Adult Protective Services, Housing and Meal Assistance
 - (312) 814-2630
 - www2.illinois.gov/aging
- **Access Living**
 - Personal Assistants Housing Assistance Legal Services Money Management Support Other Classes and Workshops
 - (312) 640-2100
 - <https://accessliving.org/>
- **Friedman Place—Navigator Program (www.friedmanplace.org)**
 - The Navigator Program provides a broad range of case management and social services to people who are blind in order for them achieve the greatest level of self-determination, independence, and interaction within the community. Navigator staff informs, educates, supports and empowers clients who are blind or visually impaired along with their families and friends in many areas, including (but not limited to) obtaining and maintaining Public Entitlement Programs, Social, vocational, educational, and housing services, and Healthcare. Staff are available to meet in offices in Chicago's loop and the northwest side
 - 5527 N. Maplewood Ave. Chicago, IL 60625 T: **773-989-9800**

- **Blind Diabetics—Advanced Diabetic Supply (www.northcoastmed.com)**
 - Sells supplies for struggling diabetics
 - Servicing a Nationwide patient base, ADS is committed to delivering on your service expectations. With live knowledgeable Customer Care Specialists ready to assist you can contact us with any questions related to your diabetic supply products, insurance coverage questions, qualifying criteria details, or questions for our Pharmacists and/or Certified Diabetes Educators. **T: (866) 422-4866 |**
- **Low Vision Patients of Indiana—TradeWinds**
 - TradeWinds is a full-service agency providing services from infants to seniors. TradeWinds has continued with our children’s programs of all-inclusive Childcare and Children’s Summer Camps and Speech & Occupational Therapy. Serving our adults with physical and intellectual disabilities with programs which include Adult Day Activity Program & Training (ADAPT), Pre-Vocational Services in Packaging & Assembly and Order Fulfillment, Sewing Manufacturing, Sign Shop and Employment Services; Residential Group Homes and Supported Living; Respite for Caregivers, Deaf Services; and a Chicago Lighthouse Low Vision Clinic for residents of Northwest Indiana. **T: (219) 945-0100 | www.tradewindsnwi.org**
- **Wisconsin Low Vision/Blindness Patients—Vision Forward**
 - Vision Forward provides a continuum of services, from birth through adulthood, to people with visual impairments, helping them achieve important developmental milestones as well as educational, personal and professional goals. All our programs and services are provided regardless of a person’s or family’s ability to pay. **T: (414) 615-0100 | www.vision-forward.org**
- **Hadley**
 - The mission of Hadley is to create personalized learning opportunities that empower adults with vision loss or blindness to thrive - at home, at work, and in their communities. Take classes on daily living, adjusting to vision loss, recreation, technology, braille, and working – at any time – as many times as you’d like. Watch the educational videos from Hadley at www.hadley.edu/learn.
- **Well Connected & Well Connected Español**
 - A virtual community that offers phone and online activities that build community through group conversations, games, and education.
 - 877-797-7299
- **Job Accommodation Network (JAN)**
 - JAN is a service of the Office of Disability Employment Policy (ODEP) of the US Department of Labor and facilitates the employment and retention of workers with

disabilities by providing employers, employment providers, and people with disabilities with information on job accommodations, self-employment, and small business opportunities. (800)526-7234

- **Guide for Job Seekers & Workers with a Disability: Your Rights When Looking for a Job and Getting Reasonable Accommodation Under the ADA**
 - <https://www.moneygeek.com/careers/resources/workers-with-disabilities-and-ada/>
- **OASIS Christian Support Group for VI**
 - This organization offers OASIS, or safe haven, to those who have impaired vision by providing emotional, physical, and spiritual support through rehabilitation and support group services.
 - (708) 460-6573
- **Little Brothers – Friends of the Elderly**
 - At all of our locations, we strive to meet the emotional and physical needs of our elderly friends. For some, isolation comes with growing older. Children move away to follow their work, spouses and friends die, a car wears out and is not replaced, or a driver's license is surrendered or revoked because of illness. This isolation is compounded by poverty. In these difficult situations we extend a helping hand. We treat our elderly friends as individuals, offering them the gifts of respect and love by visiting, socializing, and providing programs that combat loneliness and promote independent living, helping them remain in their own homes.
 - (312) 455-1000
 - <https://lbfechicago.org/>

Transportation

- **Pace Paratransit**—If you are unable to use public transportation
 - Paratransit service is the general term for a "demand-response" service in which a passenger must reserve a ride in advance. Unlike fixed-route service, in which buses travel the same route in a regular pattern and pick up any waiting passengers, paratransit vehicles make only pre-arranged trips for riders who are eligible for the particular service. There are several different types of paratransit service, visit their site or call to learn more.
 - Pace also operates a fixed route system, which is entirely accessible to people with disabilities. For senior citizens and people with disabilities, fixed route is a less expensive way to get around the community and gives people the freedom to travel

without arranging a ride in advance. The Regional Transportation Authority offers a training program for those who wish to learn how to ride fixed route.

- T: (847) 364-PACE (7223), option 3 | www.pacebus.com/sub/paratransit

- **GoGo Grandparents**

- You don't have to be a grandparent to use this service! Many people with vision loss have a hesitancy to get a smart phone or learn its accessibility, but then miss out on the benefits.
- Access services from partners like Uber, Doordash, and Instacart, with or without a smartphone, 24/7
- They screen drivers, find preferred vehicle sizes, manage pickups & driver GPS and more for 100% safety and reliability
- Trained concierge team members are always available by telephone to help put doctor's visits, medication delivery, dietary restrictions and groceries on autopilot
- One month free trial, then subscription based.
- (855) 464-6872.

- **Uber Assist**

- Committed to developing solutions that support everyone's ability to easily move around their communities, certified drivers give special assistance to riders who may need extra help.
- <https://www.uber.com/au/en/ride/assist/>

Low Vision Housing

- **Friedman Place (www.friedmanplace.org)**

- A nonprofit Supportive Living Community for adults who are blind or visually impaired. Most of the residents have additional health challenges that become more difficult to manage due to blindness. Visual impairment is what unites our residents, but each person has unique needs which are addressed by the programs and services Friedman Place provides.
- 5527 N. Maplewood Ave. | Chicago, IL 60625 T: (773) 989-9800

Reading/Books

- **National Federation of the Blind**
 - NFB-NEWSLINE is a free audio news service for anyone who is blind, low-vision, or otherwise print-disabled that offers access to more than 500 publications, emergency weather alerts, job listings, and more. Place a call over the phone to listen to the newspaper or download the app to read the paper using accessibility features of your device.
 - **(866) 504-7300 ext. 2317** | www.nfb.org/programs-services/nfb-newsline
- **The National Library Service for the Blind and Print Disabled/Audio Book Player**
 - Free service through library, choose language and print
 - Using the book player or mobile app you can listen to books from the library www.loc.gov/nls/enrollment-equipment/apply-for-nls-service/application-in-english-spanish-and-for-institutions/
 - **For Large Print Books through NLS**
www.loc.gov/nls/resources/general-resources-on-disabilities/large-print-materials/
- **Kindle & Audible**
 - Whispersync is a feature that allows you to continue listening to any Audible (professionally narrated) audiobook across multiple Whispersync devices (including voice-enabled) without losing your place. Furthermore, Whispersync also allows you to switch seamlessly between listening to your audiobooks and reading their companion Kindle eBooks (digital books in which you can enlarge the print and change the contrast). As long as your Whispersync device has access to a Wi-Fi connection, the playback position, bookmarks, and notes will be kept across devices without any action required.
 - Simply purchase your Kindle eBook on Amazon.com first and add the Audible version to the purchase to get started.
- **Bibles for the Blind Visually Handicapped International (www.biblesfortheblind.org)**
 - Free Braille bibles **T: (812) 466-4899**
- **Bookshare**
 - Bookshare makes reading easier. People with dyslexia, blindness, cerebral palsy, and other reading barriers can customize their experience to suit their learning style and find virtually any book they need for school, work, or the joy of reading.
 - Customize your reading experience with ebooks in audio, audio + highlighted text, braille, large font, and other formats.
 - Access the largest library of textbooks, bestsellers, children's books, career resources, and more for people with reading barriers.

- Read on almost any device, including smartphones, tablets, Chromebooks, computers, and assistive technology devices.
- Get unlimited access: FREE for qualified U.S. students and schools, less than \$1 per week for adults, and reduced fees in certain countries.
- <https://www.bookshare.org/cms/>
- 650-352-0198
- **Textbooks for Students: RedShelf (www.redshelf.com)**
 - **RedShelf:** Leading-edge digital course materials with accessibility-first design to ensure equal experiences for all.
 - Make an accessibility request for a book here:
 - https://solve.redshelf.com/hc/en-us/requests/new?ticket_form_id=360000299974

Phone

- **Phones for Deaf/Blind**—Illinois Telecommunications Access Corporation
 - Free phones for those who are hard of hearing. **T: 800-841-6167**
 - www.itactty.org/apply
- **TruConnect – Free Phone Service and Wireless Internet Provider**
 - The FCC’s Affordable Connectivity Program (ACP) is a new federal government program committed to bringing connectivity to low-income Americans.
 - (800) 430-0443
 - www.truconnect.com
- **Hadley**
 - **Hadley has video workshops on how to make your smart phone or tablet more accessible at www.hadley.edu/learn**
- **Chicago Lighthouse List of accessible apps for iPhone and Android**
 - <https://chicagolighthouse.org/technology/a11y-resources/>
- **iBUG Today**
 - Training on Apple and Android products, Movie nights, Book clubs, Free to join!
 - 832-453-7139
 - <http://www.ibugtoday.com/>

Television

- **The Audio Description Project (www.acb.org/adp/dvdsalpha.html)**
 - An Initiative of the American Council of the Blind. Audio Description involves the accessibility of the visual images of theater, television, movies, and other art forms for

people who are blind, have low vision, or who are otherwise visually impaired. It is a narration service (provided at no additional charge to the patron) that attempts to describe what the sighted person takes for granted -- those images that a person who is blind or visually impaired formerly could only experience through the whispered asides from a sighted companion.

- Alphabetical listing of all USA commercial DVDs and Blu-ray discs with audio description
- **Cable and Streaming Services that offer Accessibility**
 - Comcast Xfinity: voice remote, voice guidance, video description, enhanced text readability, EZ button remote, Braille or large print bill, Braille or large print channel lineup, Braille or large print set up kit
 - **(855) 270-0397 | www.xfinity.com**
 - U-verse: video description, closed captioning, Braille/large print bills
 - **www.att.com/features/accessibility.html**
 - Dish Network: accessible receivers, voice activated remote, audio description, bluetooth audio, screen magnification & text to speech menus, closed captioning, accessible billing
 - **www.dish.com/accessibility**
 - DirecTV: video description, talking guide menu, mobile app voice feature (requires HD DVR HR24 or higher), closed captioning
 - Spectrum: guide narration (talking guide menu), Roku audio guide, descriptive video service (video description), closed captions
 - **www.spectrum.net/page/accessibility**
 - **www.spectrum.net/support/accessibility/talking-guide-information-and-support**
 - Netflix: audio description & closed captioning
 - Hulu: audio description & closed captioning
 - Amazon Prime: audio description & closed captioning
 - Amazon Firestick: comes with a remote that can be used with voice control through the Alexa button, has accessibility settings of magnifying the screen and Voice View which will speak each action.
 - Roku: Audio Guide Screen Reader, Closed Captioning, Voice search available on Roku Ultra, Roku 4, and Roku 3

Computer

- **Built-in Accessibility on Windows Computers**
 - Ease of Access Center- Can be found on most Windows computers by searching “Ease of Access or by pressing and holding down the Windows Logo key (located at the bottom left of the keyboard between the Ctrl and Alt keys) while pressing the letter U. Optimize Display, Launch Narrator, Use built in Screen Magnifier.
 - <https://www.afb.org/blindness-and-low-vision/using-technology/using-computer/part-ii-experienced-computer-user-new-1>
- **Built in Accessibility on Apple Computers-OS X**
 - The OS X operating system includes built-in features to assist users with a range of physical and motor disabilities. Command + Option + F5 summons a complete list of accessibility options, including turning screen magnification on or off, increasing or decreasing contrast, and inverting screen colors, and enabling VoiceOver
 - <https://www.afb.org/blindness-and-low-vision/using-technology/using-computer/part-ii-experienced-computer-user-new-3>
- **Accessible Computers:**
 - **Computers for the Blind** provides JAWS, Fusion, or ZoomText
 - <https://www.computersfortheblind.org/>
 - CFTB provides refurbished desktop and laptop computers preloaded with accessibility software. CFTB partners with Freedom Scientific (FS) to provide a one-year home edition licensed copy the consumer’s choice of JAWS, Fusion, or ZoomText at no additional cost. The user can purchase the Service Maintenance Agreement (SMA) with home use pricing after the end of the year if they choose. JAWS includes the JAWS training bundle to help the user to master JAWS.
 - **Other Software Provided**
 - CFTB computers are also loaded with a trial version of Typio, a talking typing tutorial. It retails for \$100 but is available for only \$10 through a grant from the Reading & Radio Resource Fund of the Communities of Texas Foundation. In addition, the computers have productivity software with everything needed to access e-mail and the Internet as well as a free word processor, spreadsheet, and much more.
 - **Cost of Computers**
 - Computers are available to consumers and state agencies for a processing fee of \$130 for a desktop and \$185 for a laptop. CFTB offers a one-year warranty for desktop hardware and two years for laptop hardware. The computers come with

everything needed: keyboard, mouse, speakers, and a 17- to 21-inch flat screen monitor. Computers are shipped free to anywhere in the US.

- **Apple Accessibility Hotline**

- Questions are welcome regarding accessibility features - VoiceOver, Zoom, etc. This hot line is not for help on operating your device's general features and applications. T: **(877) 204-3930** | accessibility@apple.com

- **Free Screen Reader (www.nvaccess.org)**

- Screen reading software allows those with no vision to access a computer audibly. Download onto your computer. Requires Windows XP or later.

Prescriptions

- **Script Talk**

- ScripTalk Station (T: 800-890-1180)
- A free prescription reader device service through pharmacy. Simply press a button and place the special ScripTalk talking label over the reader. A pleasant natural sounding voice speaks all the information printed on the label.
- | www.envisionamerica.com/products/scriptability/scriptalk/scriptalk-station-for-patients

- **Accessible Pharmacy**

- Accessible Pharmacy Services for the Blind is a comprehensive, home delivery pharmacy service specializing in the needs of people who are blind and have low vision. To speak with their pharmacy team, call 215-799-9900. When submitting a prescription, it can be done electronically by sending it to Reliant Care Solutions in Fairless Hills, PA. It can also be faxed to: 215.547.1722.

- **Spoken Rx - CVS**

- Spoken Rx™ tells you which prescription you're holding and how to take it.* All you need is a smart tagged prescription and the CVS app. Contact your CVS for details.

Other Resources

- **White Cane**

- **Free white cane program**
- nfb.org/programs-services/free-white-cane-program
- 410-659-9314

- **Guide Dogs**

- List of locations where you can be trained to use a guide dog

- www.nfb.org/resource-list-guide-dog-schools
- **Money Identifier**
 - Free though state, choose language, and print application
 - Pocket sized device allows dollar increments to be identified audibly
 - www.moneyfactory.gov/uscurrencyreaderform.html
- **Echo Show-By Amazon**
 - Voice Commands through Amazon assistant “Alexa”—Needs internet connection
 - Weather, Time and date, look up recipes, News, Music, set timers, etc.
 - Echo Show offers a new object identification feature by asking Alexa “what am I holding” Alexa will also give verbal and audio cues to help the customers place the item in front of the device’s camera.
 - Alexa Together is a new way to provide support for your loved ones, keeping you together even when you're apart. Enjoy features such as 24/7 Urgent Response, Activity Feed, Customized Alerts, Circle of Support, Remote Assist and Fall Detection Response. All it takes to get started is an Alexa Together subscription and an Echo device. Make sure you both have your own Amazon.com accounts too.
 - Amazon Accessibility Line: 888-283-1678
 - Use your SNAP-EBT card to get free delivery on Amazon Fresh. Applicable items for SNAP-EBT include: Fruits, vegetables, meat, poultry, fish, and dairy products
 - Breads, cereals, canned vegetables, and pantry staples
 - Other foods such as snacks, seeds, and non-alcoholic beverages
 - Look for items labeled SNAP EBT Eligible
- **Linkupil.org**
 - Making healthy, local, farm-fresh foods more affordable and accessible by doubling the value of Link purchases at farmers markets, farm stands, food co-ops, and independent grocery and corner stores across Illinois.
 - Some of these resources also offer home delivery, such as Forty Acres Fresh Market and Urban Canopy
- **Small Accessible Repairs for Seniors (SARFS)**
 - The Small Accessible Repairs for Seniors (SARFS) program provides safety, security and accessibility improvements that help senior citizens to remain in their homes. Repair types are limited to minor repairs that may include, but are not limited to:
 - <https://www.chicago.gov/city/en/depts/doh/provdrs/homeowners/svcs/sarfs.html>
 - 773-921-3200