

**LOW VISION
INFORMATION
PACKET**

COMPILED BY

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&

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**Kaiser Permanente
Union City Ophthalmology**

1) State Department of Rehabilitation - 510-622-2764

Will evaluate your needs and make appropriate referrals, such as cane training, low vision programs, group counseling, and guide dog services as needed.

Contact person is Frank Blais (510-794-2473) who helps residents of:

TriValley (Dublin, Pleasanton, Livermore), TriCity (Fremont, Union City, Newark), Hayward, San Leandro, San Lorenzo, and Castro Valley.

Part of qualification for State Dept of Rehab service is a physical exam and ophthalmic exam (paid for by State Dept of Rehabilitation)

California Department of Rehabilitation

California Vocational Rehabilitation

2000 Evergreen Street

Sacramento, CA 95815

Direct: (916) 263-8674

TTY: (916) 263-8672

Fax: (916) 263-8671

Email: src@dor.ca.gov

Web Site: <http://www.rehab.cahwnet.gov/default.htm>

2) Rose Resneck's Lighthouse for the Blind (415) 431-1481

Located in San Francisco at 214 Van Ness Avenue

They have a very helpful store stocked with visual aides that you may visit without a pre-set appointment. (Call to verify store hours) Monday–Friday 11:00 a.m. till 6:00 p.m.

and the first and third Saturday from 10:00 a.m. until 3:00 p.m. Low vision aids of value may include a lighted magnifier, a monocular telescope, and high magnification glasses. You may also obtain a stamp stating, “Free Matter for the Blind” to be used in place of a postage stamp – to be used only for low vision related mailings.

The Lighthouse is also helpful for a wide variety of issues, e.g., CCTV’s, support groups, arts & crafts, other low vision aides.

3) **Pacific Gas & Electric**

Will mark appliances

Call for info on additional services 1-800-786-8439

They don’t send a bill in large print.

4) **Telephone Services**

A.) Call the customer service number on your phone bill.

Free 411 calls (telephone number information) are available.

They offer billing in large print

B) The **California Telephone Access Program (CTAP)** (www.ddtp.org) distributes telecommunications equipment and services to individuals certified as having difficulty using the telephone. CTAP is a California State mandated program, under governance of the California Public Utilities Commission (CPUC). Equipment and some network services are available at no charge to eligible consumers.

CTAP Call Center

P.O. Box 30310

Stockton , CA 95213

Fax: (800) 889-3974

English TTY: (800) 806-4474 Voice: (800) 806-1191

Spanish TTY: (800) 896-7670 Voice: (800) 949-5650

Hmong Voice: (866) 880-3394

Cantonese Voice: (866) 324-8754

Mandarin Voice: (866) 324-8747

Please note: Hours of operation for the Hmong Voice, Cantonese Voice, and Mandarin Voice lines are: Monday - Friday 10am to 4pm ONLY.

5) Transportation (get a letter from doctor verifying legally blind status)

East Bay Para transit 510-287-5000 or 1-800-555-8085. To get an application, press ‘6’ after dialing either of the above numbers. This is a transportation service for people who are unable to use regular buses or BART trains because of a disability.

BART tickets discounted. May be purchased at www.bart.gov/index.asp; or at the attendant’s booth Lake Merritt, Montgomery, Embarcadero, Civic Center, and Powell Street stations.

Regional Transit Connection Discount Card issued to qualified seniors and persons w/disabilities, for discounted Bart/Muni/Cable Car/AC Transit tickets. Applications will be mailed to you upon request (510-208-0200). First: get the application & have your eye care specialist sign it. Second: take your part of the application to the Customer Service Center, concourse level of the Lake Merritt Bart Station and have a photo taken for the I.D. card: Monday thru Friday 9–11:00 a.m. and 2 – 4:00 p.m. Bring a valid ID, \$3.00 for a

new or renewal card (\$5.00 to replace a lost card). You will receive the card in the mail within 21 working days.

DMV disability card and/or parking placard.
Application forms available at DMV office or at www.dmv.ca.gov

You may exchange your driver's license for a California State I.D. card.

6) **Books on Tape** – Library of Congress at www.loc.gov/nls

Obtain a form from your local library.

You will receive a machine to play the tapes, and the audiotapes will be sent to you.

Postage is free

7) **Kaiser members: Contact the Kaiser Worker's Compensation Department** for your service area (even though this is not a work related problem) to be assigned to a disability case manager.

8) **Veterans' Administration** (for vets)

Palo Alto office – eligibility 1-650-493-5000 ext 66266

Have independent living centers (must qualify) where you usually stay for up to a month to learn skills necessary for becoming independent again. May provide computer training, computers, CCTV's & other aides

9) **Computers**

Macintosh computers have a built-in voice command. Other PC's may have programs for visually impaired.

Computer screen-reading programs include: “Window Eyes” and “Jaws for Windows” (www.FreedomScientific.com). The program “Zoomtext” may have a built-in screen reader. The Dolphin Company in England puts out “SuperNova”, a program that does magnification, reads the screen, & lets you use more than one window at a time.

10) **Lion’s Club Blind Centers** offer Braille instruction, counseling, in-home support, living skills and mobility training, and help with computer instruction/technology (e.g., talking programs to read your computer screen).

Oakland

3834 Opal Street Voice: (510) 450-1580

Oakland, CA 94609 TTY: (510) 450-1580

Fax: (510) 654-3603

Website: www.oakland-blind-center.org

San Jose

Lion’s Blind Center, Inc AKA

Santa Clara Valley Blind Center

101 N Bascom Avenue

(408) 295-4016