

# Understanding Disabilities 101



**Advocacy | Information & Referral | Peer Support**  
**Independent Living Skills | Personal Care**

The mission of Southwest Center for Independent Living is to promote a barrier-free environment for all individuals with disabilities through public education and advocacy for social change, and to provide a full range of independent living services, which will assist each in meeting his or her goals for independence.

**Voice/TTY: 417.886.1188 | Toll Free: 800.676.7245**  
**scil@swcil.org | www.swcil.org**

**Main Office:**  
**2864 S. Nettleton Ave.**  
**Springfield, MO 65807**  
**Fax 417.886.3619**

**Branson Branch:**  
**610 S. 6th St., Suite. 201**  
**Branson, MO 65616**  
**Fax 417.239.2735**



# Understanding Disabilities 101

You, like many, may be wondering about appropriate ways to interact with people with disabilities. The Southwest Center for Independent Living (SCIL) developed the following booklet to discuss disability awareness and share communication and interaction tips; American's with Disabilities Act (ADA) requirements and offer disability resources.

According to the ADA, the definition of a disability is a physical, mental, cognitive or sensory impairment that substantially limits one or more major life activity, including the ability to function independently in the family or community or to obtain, maintain or advance in employment.

Please contact us if you have additional questions.

## History of SCIL

The Southwest Center for Independent Living (SCIL) is one of 400 Centers for Independent Living (CILS) across the United States, 22 in Missouri. SCIL is a non-profit organization founded in 1985 and offers a wide range of services and programs to assist individuals with disabilities to remain or achieve independence in the community.

We are consumer-controlled, which means that the majority of the governing board and staff are persons with disabilities.

We serve eight counties in southwest Missouri: Christian, Dallas, Greene, Lawrence, Polk, Stone, Taney and Webster and provide the following four core services at no charge to individuals with disabilities, the community and agencies:

- ▶ Individual and Systems Advocacy
- ▶ Information and Referral
- ▶ Independent Living Skills Training
- ▶ Peer Support



# Table of Contents

<b>Section</b> .....	<b>Page</b>
People First Language .....	2
Communication .....	3
Words with Dignity.....	6
Interaction & Social Courtesies.....	8
ADA.....	18
Centers for Independent Living.....	20
Website Resources .....	28

## People First Language

People first language is a way of speaking or writing aiming to avoid perceived and subconscious dehumanization when discussing people with disabilities, as such forming an aspect of disability etiquette.

The basic idea is to impose a sentence structure that names the person first and the condition second, i.e. “people with disabilities” rather than “disabled people”, in order to emphasize that “they are people first”.

***People with disabilities are not conditions or diseases.  
They are individual human beings.***

For example, a person is ***not*** an ***epileptic*** but rather a person who ***has epilepsy***.

# Communication

- ▶ When speaking about people with disabilities, emphasize achievements, abilities and individual qualities. Portray him as he is in real life: as a parent, an employee, a business owner, etc.
- ▶ When talking to a person who has a disability, speak directly to that person, not through a companion.
- ▶ Relax - don't be embarrassed if you use common expressions such as "See ya later" or "Gotta run" that seem to relate to a person's disability.
- ▶ To get the attention of a person who has a hearing impairment, tap them on the shoulder or wave. Look directly at the person and speak clearly, slowly and expressively to establish if she read lips. Not all people with hearing impairments can read lips. Those who do, rely on facial expressions and body language for understanding. Stay in the light and keep food, hands and other objects away from your mouth. Shouting won't help. Written notes will.
- ▶ When talking to a person in a wheelchair for more than a few minutes, place yourself at eye level with that person. This will spare both of you a sore neck.



# Communication

- ▶ When greeting a person with a severe loss of vision, always identify yourself and others. For example, say “On my right is John Smith.” Remember to identify persons to whom you are speaking. Speak in a normal tone of voice and indicate when the conversation is over. Let them know when you move from one place to another.



## **Suggestions for communicating with people using communication aides**

- ▶ Expect non-verbal people to communicate.
- ▶ Ask the person to show how she indicates “yes”. Once you have noted this, ask her how she indicates “no”.
- ▶ Find out if he feels like talking to you, and has the time to talk with you.
- ▶ If there are instructions visible for communicating with her, take a moment to read them.
- ▶ Make sure the person’s communication system is within his

# Communication

reach.

- ▶ Find out how she “points” (with her finger, eyes, fist, etc.).
- ▶ Ask one question at a time.
- ▶ Ask open-ended, rather than yes/no questions, whenever appropriate.
- ▶ Wait for a response.

## More things to remember

- ▶ People with disabilities are NOT all alike and have a wide variety of skills and personalities. Everyone is an individual and should be treated as such.
- ▶ People with disabilities should not be viewed as sick, incompetent, dependent, unintelligent or contagious.
- ▶ The wheelchair is part of the user’s personal space. It is not a leaning post.



# Words With Dignity

Language reflects and reinforces our perceptions and misperceptions of others. The list below lists words or phrases to use instead of negative stereotypes and labels. It is intended as a suggestion, not censorship.

<b>Use these words with dignity...</b>	<b>Not these words...</b>
▶ Person with a disability / person who has a disability / person is disabled	– Cripple / handicapped / invalid (Literally invalid means “not valid.” Do not use it.)
▶ Person who has / person who experienced / person with (e.g., person who has cerebral palsy)	– Victim / afflicted with (e.g., victim of cerebral palsy)
▶ Uses a wheelchair	– Restricted, confined to a wheelchair / wheelchair bound (The chair enables mobility. Without the chair, the person is confined to bed.)
▶ Non-disabled	– Normal (Referring to non-disabled persons as “normal” insinuates people with disabilities are abnormal.)
▶ Deaf / does not voice for themselves / nonvocal	– Deaf mute / deaf and dumb
▶ Disabled since birth / born with	– Birth defect
▶ Emotional disorder / mental illness	– Crazy / insane
▶ Seizures	– Fits
▶ Developmental delay	– Slow / retarded





# Words With Dignity

Some people with disabilities are choosing to reclaim certain terms, using them to describe themselves with high-impact effect. This reclaiming of hurtful words takes the power away from those who intend to use them to put others down. Reclaiming a term gives it a positive meaning when used by the people it describes, but it is still considered a slur when used by others.

## Preferred terminology

- ▶ Blind (no visual capability)
- ▶ Visually impaired (some visual capability)
- ▶ Deaf / profoundly deaf (no hearing capability)
- ▶ Hearing impaired (some hearing capability)
- ▶ Hemipelgia (paralysis of one side of the body)
- ▶ Paraplegia (loss of function in lower body only)
- ▶ Quadriplegia (paralysis of both arms and legs)

## Negative terminology

- Abnormal
- Burden / burdened
- Condition
- Deformed
- Differently abled
- Disfigured
- Handicap / handicapped
- Imbecile
- Incapacitated
- Maimed
- Palsied
- Pathetic
- Physically challenged
- Poor
- Spastic
- Stricken
- Stricken with
- Suffer
- Unfortunate

# Interaction & Social Courtesies

You don't have to feel awkward when dealing with a person who has a disability. These pages provide some basic tips for you to follow. And if you are ever unsure about what to do or say with a person who has a disability, just ask!

## **Be yourself**

- ▶ As in any new situation, everyone will feel more comfortable if you are relaxed.

## **Meeting someone**

- ▶ People who use wheelchairs may have a variety of disabilities.
- ▶ Some have use of their arms and some do not.
- ▶ When you meet someone, extend your hand to shake if that is what you normally do.
- ▶ A person who cannot shake hands will let you know.
- ▶ He or she will appreciate being treated in a normal way.
- ▶ If you are meeting a blind person, identify yourself. If you have met before, remind him of the context; he won't have the visual clues to jog his memory.



## **Helping**

- ▶ Do not automatically give assistance; ask first if the person wants help.
- ▶ Follow the person's cues, and ask if you are not sure.

# Interaction & Social Courtesies

- ▶ Be the assistant, not the director; let a blind person hold your arm and follow you.
- ▶ And don't be offended if someone refuses your offer of assistance. It's her choice to be as independent as she can be.

## Communication

- ▶ Talk directly to the person, not to an aide, friend, or interpreter.
- ▶ If the person has a speech impairment, listen carefully and patiently. Ask him to repeat if you don't understand.
- ▶ If the person doesn't understand you when you speak, try again, rephrase the question or statement. Don't let him think your communication with him is not worthwhile to you.
- ▶ If the person is deaf or hard of hearing, follow his lead; use gestures or write.
- ▶ If the person uses a wheelchair, sit at eye level and converse at his level.

## Socializing

- ▶ Do not leave a person with a disability out of a conversation or activity because you feel uncomfortable or fear that she will feel uncomfortable.
- ▶ Include her as you would anyone else. She knows what she can do and want to do; let it be her decision whether or not to participate.



# Interaction & Social Courtesies

## Disability

- ▶ Treat the person as an individual.
- ▶ Don't assume that the person's disability is all he can talk about or is interested in.
- ▶ Find a topic of small talk, the way you would with anyone.
- ▶ Don't treat the person as a disability.

## Environments

- ▶ Be sensitive about the setting. A noisy or dark environment, or people talking simultaneously might make it difficult for people with vision, speech, or hearing disability to participate in a conversation.

## Environments continued

- ▶ Be aware of clear paths of travel for people who use wheelchairs or are blind. Describe goings-on and surroundings (especially obstacles) to a blind person.
- ▶ A person with chemical sensitivity may have a reaction to smoke, perfume, cleaning products, or other forms of irritants in the environment.

## Touching

- ▶ Do not pet guide dogs, and do not touch a person with a disability unless there is a good reason (such as shaking hands in greeting or if the person has requested assistance).
- ▶ However, you may gently touch the person who is deaf to get her attention.
- ▶ Never push a person's wheelchair without her permission.
- ▶ Please do not recoil if you meet a person with AIDS; shake her



# Interaction & Social Courtesies

hand as you would anyone. You can't get AIDS by touching. And your acceptance means a lot.

## Hidden disabilities

- ▶ Not all disabilities are apparent. A person may have trouble following a conversation, may not respond when you call or wave, may make a request that seems strange to you, or may say or do something that seems inappropriate.
- ▶ The person may have a hidden disability, such as low vision, a hearing or learning disability, traumatic brain injury, mental retardation, or mental illness. Don't make assumptions about the person or his disability.
- ▶ Be open-minded.



## Learning more

- ▶ Lack of knowledge or misinformation may lead you to shy away from interacting with persons with certain disabilities.
- ▶ Preconceptions about mental illness, AIDS, cerebral palsy, Tourette Syndrome and other disabilities often lead to a lack of acceptance by those around the person.
- ▶ Remember that we are all complex human beings; a disability is just one aspect of a person.

# Interaction & Social Courtesies

- ▶ Learning more about the disability may alleviate your fears and pave the way for you to see the person for whom she is.

## **Overall attitude and approach to persons with disabilities**

- ▶ As you meet people with various disabilities, you will likely find that you are apprehensive about how you should behave towards that individual.
- ▶ Every person is different and some will find it easy to work with such individuals, whereas others will find it difficult adjusting to working with people with disabilities.
- ▶ Always remember that a person with a disability is a person. He is like anyone else, except for the limitations of their disability.
- ▶ Please don't refer to people with disabilities as being inspirational.

## **The most important thing is to be honest**

- ▶ If you do not understand someone because she has difficulty with their speech, or she uses some form of communication aid, please do not assume that she does not understand.
- ▶ If you have difficulty understanding her, then admit it, and try to get someone to translate for you. People in such situations will not get upset if you are honest, and in time, you will learn to understand what she is saying to you.

# Interaction & Social Courtesies

## Disability Etiquette

- ▶ Make references to the person first, then the disability. Say “A person with a disability” rather than “a disabled person.”
- ▶ The term “handicapped” is derived from the image of a person standing on the corner with a cap in hand, begging for money. People with disabilities do not want to be recipients of charity. He wants to participate equally with the rest of the community. A disability is a functional limitation that interferes with a person’s ability to walk, talk, learn, etc. Use “handicapped” to describe a situation or barrier imposed by society, the environment or oneself.
- ▶ If a disability is not relevant to the story or conversation, don’t mention it.
- ▶ A person is not a condition, so avoid describing a person in such a manner. Don’t present someone as epileptic or post-polio. Say, “a person with epilepsy” or “a person who has had polio” or “a person who has post-polio symptoms.”
- ▶ We are all just temporarily abled. You could think, “I might face a disability someday, and here’s a person who could help me live with it!”
- ▶ When advertising your program, please be sure to ask if special accommodations are needed. This can be achieved by simply adding the following line to your notice: “If special accommodations are needed, please call by \_\_\_\_\_.”



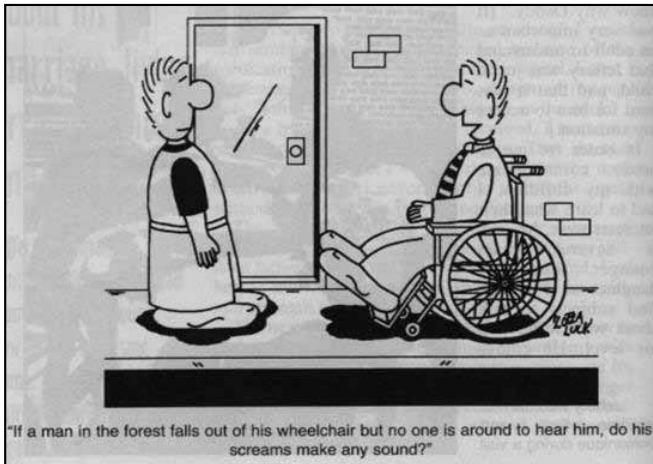
# Interaction & Social Courtesies

- ▶ Don't feel obligated to act as a caregiver to people with disabilities. It is alright to offer assistance to a person with a disability, but wait until your offer is accepted before you help. Listen to instructions the person may give.
- ▶ Leaning on a person's wheelchair is similar to leaning or hanging on a person and is usually considered annoying and rude. The chair is a part of one's body space. Don't hang on it!
- ▶ Share the same social courtesies with people with disabilities that you would share with anyone else. If you shake hands with people you meet, offer your hand to everyone you meet, whether or not he is disabled. If the person with a disability is unable to shake your hand, he will tell you.
- ▶ When offering assistance to a person with a visual impairment, allow that person to take your arm. This will enable you to guide, rather than propel or lead the person. Use specific directions, such as "left one hundred feet" or "right two yards" when directing a person with a visual impairment.
- ▶ When planning events that involve persons with disabilities, consider their needs before choosing a location. Even if people with disabilities will not attend, select an accessible spot. You would not think of holding an event where other minorities could not attend, so don't exclude people with disabilities.
- ▶ Curiosity is natural; however, you may be afraid to ask those questions for fear of violating the provisions of the ADA, or being rude. But remember - it is okay to ask. People with disabilities will let you know whether something is inappropriate or not.





# Interaction & Social Courtesies



## Humor

- ▶ Humor can create connections between people. If you observe people who are laughing together, in small or large ways they are creating connections with each other. As with any other person, use humor in conversation when speaking with people with disabilities, if appropriate.
- ▶ One of the primary functions of humor is that it serves as a reliever of stress.
- ▶ The physical acts of smiling and laughing relax muscle groups, allow one's mind to focus on things other than one's troubles, and lead to the production of endorphins, a biochemical substance that gives us a sense of well-being.
- ▶ Another major function of humor is to balance negative experiences of life. Leonard Pitts, Jr., following a personal tragedy stated: "In some sense, life leaves us all wounded forever. To be human is to face that and laugh anyway."

# Interaction & Social Courtesies

## How to help

- ▶ Introduce yourself and offer assistance.
- ▶ Ask how you can help and listen for instructions
- ▶ Don't be offended if your help is not needed.
- ▶ Be courteous, but NOT condescending.
- ▶ Assist the person with the disability when necessary or requested, but do not discourage their active participation.
- ▶ Allow a person DIGNITY to do what he wants to do for himself.

## When you meet a non-vocal person

- ▶ Some non-vocal people prefer to write their communications down on paper, some use sign-language and some use a sign board. These methods can be slow and require patience and concentration. You may have to handle much of the conversation yourself .
- ▶ Try to keep in mind that communication is the important thing.
- ▶ You might try using more yes/no questions.
- ▶ If possible, fill in the gaps when you can so the non-vocal person will need to expend less energy getting the message across.

## Things to remember

- ▶ Treat people as you would like to be treated yourself.
- ▶ Do not show pity for or patronize a person with a disability. It makes them feel demoralized.

# ADA Requirements

## The Americans With Disabilities Act (ADA)

### What is the ADA?

The Americans with Disabilities Act (ADA) (P.L. 101-336) is the most comprehensive civil rights legislation adopted to prohibit discrimination against people with disabilities. Public and private businesses, state and local government agencies, private entities offering public accommodations and services, transportation and utilities are required to comply with the law. The ADA was signed into law by President George bush on July 26, 1990, extending civil rights protections to individuals with physical or mental disabilities in the following areas:

- ▶ Employment (Title I)
- ▶ Public Transportation and state and local government services (Title II)
- ▶ Public accommodations (Title III)
- ▶ Telecommunications (Title IV)
- ▶ Miscellaneous (Title V)

### Some specifics you might encounter:

#### Service Animals

- ▶ It's the LAW: "A service animal cannot be denied access within the facility or program, unless its presence or behavior creates a fundamental alteration in the nature of the services or a direct threat to person in this particular area."
- ▶ Service animal is defined as any service animal individually trained to provide assistance to an individual with a disability.

# ADA Requirements

▶ Clean, healthy, well behaved service animals and their handlers should be allowed access to regular care areas, as would be the able-bodied public, e.g., patient rooms, public areas.

▶ Types of service animals

1. Signal - Alert persons with hearing impairments to sounds.
2. Mobility Assist - Pull wheelchairs or carry and pick up items, and/or help with balance for persons with mobility impairments, and
3. Seizure Alert - Alert their companions to the onset of potentially life-threatening seizures.



## **In Print or Narrative**

▶ First and foremost people with disabilities are people. Only secondarily does he have one or more disabling conditions. Hence, he prefers to be referred to in print or broadcast media as “People with Disabilities.”

# ADA Requirements

- ▶ In any story, article, announcement or advertisement, “people with disabilities” should be used either exclusively or, at a minimum, as the initial reference. Subsequent references can use the terms “person with a disability” or “individuals with disabilities” for grammatical or narrative reasons.

## **Alternative Format**

- ▶ **Print Copy:** Large print using at least 18 point font. Use of color print on colored paper (black on yellow, navy on white, black on white) may vary with your audience.
- ▶ **Cassette Tape:** Read your printed document on cassette and have ready when other handouts are provided.
- ▶ **Braille:** Covert your document to Braille and have ready when other handouts are provided.

## **Using Interpreters**

- ▶ Use an Interpreter upon request only. If you are requested that an interpreter is needed, you must provide one.
- ▶ For non-legal interpreting, a certification level of 2 or 3 should be adequate.
- ▶ Talk at your normal speed; the interpreter will only be a few words behind. That is the nature of interpreting one language to another. Use normal expressions and gestures.
- ▶ Locate the interpreter near the speaker so the deaf or hard-of-hearing person can see both the interpreter and the speaker.

# Centers for Independent Living

Centers for Independent Living (CIL) provide people with disabilities and their families as well as the community information and referral on disability related topics as well as independent living skills training, advocacy and peer support.

Missouri CILs:

## **Southwest Center for Independent Living (SCIL)**

Address 2864 S Nettleton Ave, Springfield, MO 65807

Contact Gary Maddox, Executive Director

Voice/TTY (417) 886-1188, Toll Free (800) 676-7245

Fax (417) 886-3619

Email [scil@swcil.org](mailto:scil@swcil.org)

Website [www.swcil.org](http://www.swcil.org)

Counties Served Christian, Dallas, Greene, Lawrence, Polk, Stone, Taney, Webster

## **SCIL Branch Office**

Address 610 S. 6th St., Suite 201, Branson, MO 65616

Voice (417) 886-1188, TTY (417) 239-2746

Toll Free: (877) 239-0082

Fax (417) 239-2735

Counties Served Stone and Taney

## **Access II Independent Living Center (Access II)**

Address 101 Industrial Parkway, Gallatin, MO 64640

Contact Heather Swymeter, Executive Director

Voice (660) 663-2423, TTY (660) 663-2663

Fax (660) 663-2517

Email [access@accessii.org](mailto:access@accessii.org)

Website [www.accessii.org](http://www.accessii.org)

Counties Served Caldwell, Carroll, Davis, Grundy, Harrison, Livingston, Mercer, Ray

## **Access II Branch Office**

Address 607 W. Business Hwy 36, PO Box 437 Chillicothe, MO 64601

Voice (660) 646-6001

Fax (660) 646-6002



# Centers for Independent Living

## **Bootheel Area Independent Living Center (BAILS)**

Address PO Box 326, Kennett, MO 63857

Contact Tim Shaw, Executive Director

Voice/TTY (573) 888-0002, Toll-Free (888) 449-0949

Fax (573) 888-0708

Email [tshaw@bails.org](mailto:tshaw@bails.org)

Website [www.bails.org](http://www.bails.org)

Counties Served Dunklin, New Madrid, Pemiscot, Stoddard

## **Delta Center for Independent Living (DCIL)**

Address Weldon Springs Professional Bldg, 5933 Hwy 94 S, Ste 107, St. Charles, MO 63304

Contact Nancy Murphy, Executive Director

Voice/TTY (636) 926-8761, Toll Free (866) 727-3245

Fax (636) 447-0341

Email [info@dcil.org](mailto:info@dcil.org)

Website [www.dcil.org](http://www.dcil.org)

Counties Served St. Charles, Lincoln, Warren

## **Disabled Citizen Alliance for Independence (DCAI)**

Address #8 Missouri Ave, PO Box 675, Viburnum, MO 65566

Contact Steve Vaughn, Executive Director

Voice (573) 244-5402, TTY (573) 244-3315

Fax (573) 244-5609

Email [dcitizen@misn.com](mailto:dcitizen@misn.com)

Counties Served Iron, Crawford, Dent, Reynolds, Washington

## **Disability Resource Association (DRA)**

Address 420-B S Truman Blvd, Crystal City, MO 63019

Contact Craig Henning, Executive Director

Voice (636) 931-7696, TTY (636) 937-9016

Fax (636) 931-4863

Email [dra@disabilityresourceassociation.org](mailto:dra@disabilityresourceassociation.org)

Website [www.disabilityresourceassociation.org](http://www.disabilityresourceassociation.org)

County Served Jefferson



# Centers for Independent Living

## **Heartland Inc. (HILC)**

Address 1010 Hwy 28 W, Owensville, MO 65066  
Contact Pat Chambers, Executive Director  
Voice (573) 437-5100, Toll Free (866) 322-3224  
Fax (573) 437-5111  
Email [hilc@heartland.org](mailto:hilc@heartland.org)

Counties Served Franklin, Gasconade, Maries

## **HILC Branch Office**

Address 104 S. McKinley, Ste A, Union, MO 63084  
Voice (636) 583-7977, Toll Free (877) 553-5215  
Fax (636) 583-7940

Counties Served Franklin

## **Independent Living Center of Southeast MO (ILCSEMO)**

Address 511 Cedar St, Poplar Bluff, MO 63901  
Contact Bruce Lynch, Executive Director  
Voice (573) 686-2333, TTY (573) 776-1178  
Toll Free (888) 890-2333  
Fax (573) 686-0733  
Email [info@ilcsemo.org](mailto:info@ilcsemo.org)  
Website [www.ilcsemo.org](http://www.ilcsemo.org)

Counties Served Butler, Carter, Ripley, Wayne

## **Independent Living Resource Center (ILRC)**

Address 3620 W. Truman Blvd, PO Box 6787  
Jefferson City, MO 65102-6787  
Contact Stephanie Cox, Executive Director  
Voice (573) 556-0400, TTY (573) 634-3876  
Toll Free (877) 627-0400  
Fax (573) 556-0402  
Email [ilrcjcmo@ilrcjcmo.org](mailto:ilrcjcmo@ilrcjcmo.org)  
Website [www.ilrcjcmo.org](http://www.ilrcjcmo.org)

Counties Served Camden, Cole, Miller, Moniteau, Morgan, Osage,  
Callaway (Holts Summit only)

## **ILRC Branch Office**

Address 920-R N. Business Rt 5, Camdeton, MO 65020  
Voice (573) 317-9011, Toll Free (877) 317-9011  
Fax (573) 317-9013





# Centers for Independent Living

## **Living Independently for Everyone (LIFE)**

Address 725 E Karsch, PO Box 967, Farmington, MO 63640

Contact Tim Azinger, Executive Director

Voice (573) 756-4314, TTY (573) 760-1402

Toll Free (800) 596-7273

Fax (573) 756-3507

Email [lifecenter@lifecilmo.org](mailto:lifecenter@lifecilmo.org)

Website [www.lifecilmo.org](http://www.lifecilmo.org)

Counties Served Madison, St. Francois & Ste. Genevieve

## **Midland Empire Resources for Independent Living (MERIL)**

Address 4420 S 40th St., St. Joseph, MO 64503

Contact JC Dollar, CEO

Voice (816) 279-8558, TTY (816) 279-4943

Toll Free (800) 242-9326

Fax (816) 279-1550

Email [meril@meril.org](mailto:meril@meril.org)

Website [www.meril.org](http://www.meril.org)

Counties Served Andrew, Atchison, Buchanan, Clinton, DeKalb, Gentry, Holt, Nodaway, Worth

## **MERIL Branch Office**

Address PO Box 381, Maryville, MO 64468

Voice (660) 562-1441

Fax (660) 562-1665

## **North East Independent Living Services (NEILS)**

Address 909 Broadway Ste 350, Hannibal, MO 63401

Contact Brooke Kendrick, Executive Director

Voice/TTY (573) 221-8282, Toll Free (877) 713-7900

Fax (573) 221-9445

Email [neils@neilscenter.org](mailto:neils@neilscenter.org)

Website [www.neilscenter.org](http://www.neilscenter.org)

Counties Served Clark, Lewis, Marion, Monroe, Pike, Ralls



# Centers for Independent Living

## **Ozark Independent Living (OIL)**

Address 109 Aid Avenue, West Plains, MO 65775  
Contact Cindy Moore, Executive Director  
Voice (417) 257-0038, Toll Free: (888) 440-7500  
Fax (417) 257-2380  
Email [ozark@townsq.com](mailto:ozark@townsq.com)  
Website [www.ozarkcil.com](http://www.ozarkcil.com)

Counties Served Douglas, Howell, Oregon, Ozark, Shannon, Texas, Wright

## **On My Own, Inc. (OMO)**

Address 428 E. Highland Ave., Nevada, MO 64772  
Contact Jennifer Gundy, Executive Director  
Voice (417) 667-7007, Toll Free (800) 362-8852  
Fax (417) 667-6262  
Email [onmyowngundy@sofnet.com](mailto:onmyowngundy@sofnet.com)

Counties Served Vernon, Bates, Cedar, St. Clair, Hickory

## **OMO Branch Office**

Address 1301 DeLaPorte, PO Box 211, Collins, MO 64738  
Voice (417) 275-1115, Toll Free (877) 275-2815  
Fax (417) 275-1113

## **Paraquad, Inc. (Paraquad)**

Address 5240 Oakland Ave, St. Louis, MO 63110  
Contact Bob Funk, Executive Director  
Voice (314) 289-4200, TTY (314) 289-4252  
Fax (314) 289-4201  
Email [paraquad@paraquad.org](mailto:paraquad@paraquad.org)  
Website [www.paraquad.org](http://www.paraquad.org)

Counties Served St. Louis, St. Louis County

## **Rural Advocates for Independent Living (RAIL)**

Address 1100 S Jamison St, Kirksville, MO 63501  
Contact Theresa Myers, Executive Director  
Voice (660) 627-7245, TTY (660) 627-0525  
Toll Free (888) 295-6461  
Fax (660) 665-9849  
Email [center@cableone.net](mailto:center@cableone.net)

Website [www.ruraladvocatesforindependentliving.org](http://www.ruraladvocatesforindependentliving.org)

Counties Served Adair, Knox, Putnam,  
Schuyler, Scotland,  
Sullivan



Southwest Center For  
**Independent Living**

# Centers for Independent Living

## **RAIL Branch Office**

Address 203 E 2nd, Macon, MO 63552  
Voice (660) 385-6789, Toll Free (877) 684-4542  
Fax (660) 385-6410

Counties Served Chariton, Linn, Macon, Shelby

## **SEMO Alliance for Disability Independence (SADI)**

Address 1913 Rusmar Ave, Cape Girardeau, MO 63703  
Contact Miki Gudermuth, Executive Director  
Voice/TTY (573) 651-6464, Toll Free (800) 898-7234  
Fax (573) 651-6565  
Email [miki@sadi.org](mailto:miki@sadi.org)  
Website [www.sadi.org](http://www.sadi.org)

Counties Served Bollinger, Cape Girardeau, Mississippi, Perry, Scott

## **Services for Independent Living (SIL)**

Address 1401 Hathman Place, Columbia, MO 65201  
Contact Aimee Wehmeier, Executive Director  
Voice (573) 874-1646, TTY (573) 874-4121  
Toll Free (800) 766-1968  
Fax (573) 874-3564  
Email [sil@silcolumbia.org](mailto:sil@silcolumbia.org)  
Website [www.silcolumbia.org](http://www.silcolumbia.org)

Counties Served: Audrain, Boone, Callaway, Cooper, Howard, Montgomery, Randolph

## **Tri-County Center for Independent Living (TCIL)**

Address 1420 Hwy 72 E, Rolla, MO 65401  
Contact Victoria Evans, Executive Director  
Voice/TTY (573) 368-5933  
Fax (573) 368-5991  
Email [vevans@fidnet.com](mailto:vevans@fidnet.com)  
Web Site [www.tricountycenter.com](http://www.tricountycenter.com)

Counties Served Laclede, Phelps, Pulaski



# Centers for Independent Living

## **The Independent Living Center, Inc. (TILC)**

Address 2639 East 34th St., Joplin, MO 64804  
Contact Jeff Flowers, Executive Director  
Voice (417) 659-8086, TTY (417) 659-8702  
Toll Free (877) 307-8702 or (800) 346-8951  
Fax (417) 659-8087  
Email [jflowers@ilcenter.org](mailto:jflowers@ilcenter.org)  
Website [www.ilcenter.org](http://www.ilcenter.org)

Counties Served Barry, Barton, Dade, Jasper, McDonald, Newton

## **TILC Branch Office**

Address 775 Chapel Dr, Ste B, Monett, MO 65708  
Contact Asst. Dir. Jon Pickup  
Voice (417) 354-8656, TTY Toll Free (877) 307-8702  
Toll Free: (800) 346-8951

## **TILC Branch Office**

Address 506 S Main St, Carthage, MO 64836  
Contact Asst. Dir. Dan Rife  
Voice (417) 359-9911, TTY Toll Free (877) 307-8702  
Toll Free: (800) 346-8951

## **The Whole Person, Inc. (TWP)**

Address 3420 Broadway Ste 105, Kansas City, MO 64111  
Contact David Robinson, Executive Director  
Voice (816) 561-0304, TTY (816) 627-2201  
Toll Free (800) 878-3037  
Fax (816) 753-8163  
Email [info@thewholeperson.org](mailto:info@thewholeperson.org)  
Website [www.thewholeperson.org](http://www.thewholeperson.org)

Counties Served Cass, Clay, Jackson, Platte

## **TWP East Jackson County Office**

Address 11015 E 39th St Ste 25, Independence, MO 64052  
Voice (816) 358-3510, TTY (816) 358-2731  
Fax (816) 358-2036



# Centers for Independent Living

## **TWP Branch Office**

Address 310 NW Englewood Rd., Ste. 410, Gladstone, MO  
64118

Voice (816) 561-0304

Fax (816) 413-8707

## **West-Central Independent Living Services (WILS)**

Address 710 N College Ste D, Warrensburg, MO 64093

Contact Jerry Seeley, Executive Director

Voice (660) 422-7883, TTY (660) 422-7894

Toll Free: (800) 236-5175

Fax (660) 422-7895

Email [wils@iland.net](mailto:wils@iland.net)

Website [www.w-ils.org](http://www.w-ils.org)

Counties Served Benton, Henry, Johnson, Lafayette, Pettis, Saline

## **WILS Branch Office**

Address 1020-B Thompson Blvd, Sedalia, MO 65301

Contact George Fleming, Office Manager

Voice (660) 829-1980, Toll Free (866) 558-5588

# Website Resources

## **Americans with Disabilities Act (ADA)**

- ▶ [www.ada.gov](http://www.ada.gov)
- ▶ Information and technical assistance

## **National Center on Accessibility (NCA)**

- ▶ [www.ncaonline.org](http://www.ncaonline.org)
- ▶ The NCA promotes access and inclusion for people with disabilities in parks, recreation and tourism. NCA believes that the principles of universal design and inclusion are important factors for achieving personal wellness and building healthy communities. Among people with disabilities, recreation and active leisure pursuits are vital for rehabilitation from illness or injury, prevention of disease, longevity and improved quality of life.

## **National Center on Physical Activity & Disability**

- ▶ [www.ncpad.org](http://www.ncpad.org)
- ▶ Information related to physical activity and people with disabilities

## **Disabled Sports USA**

- ▶ [www.dsusa.org](http://www.dsusa.org)
- ▶ To provide the opportunity for individuals with disabilities to gain confidence and dignity through participation in sports, recreation and related educational programs

## **Access to Recreation, Inc.**

- ▶ [www.accesstr.com](http://www.accesstr.com)
- ▶ Their mission is to help others achieve a high quality of life by providing access to equipment and supplies to meet both your physical and emotional needs. With this in mind they have designed their web-site to offer you both products and information.





## **Definition of Disability Pride:**

**“Disability pride represents a rejection of the notion that our physical, sensory, mental, and cognitive differences from the non-disabled standard are wrong or bad in any way and is a statement of our self-acceptance, dignity, and pride. It is a public expression of our belief that our disabilities are a natural part of human diversity, a celebration of our heritage and culture, and a validation of our experience. Disability pride is an integral part of movement building and a direct challenge to systemic ableism and stigmatizing definitions of disability. It is a militant act of self-definition, a purposive valuing of that which is socially devalued, and an attempt to untangle ourselves from the complex matrix of negative beliefs, attitudes, and feelings that grow from the dominant group’s assumption that there is something inherently wrong with our disabilities and identity.”**

*Disability Pride, Sarah Triano*

*Encyclopedia of Disability, Ed. Gary Albrecht. Val. 1 Thousand Oaks: Sage Reference, 2006. p476-477. 5 vols.*

**“Disability is not a ‘brave struggle’ or ‘courage in the face of adversity’ ... disability is an art. It’s an ingenious way to live.”**

*- Neil Marcus*



**Advocacy | Information & Referral | Peer Support**

**Independent Living Skills | Personal Care**

**Voice/TTY: 417.886.1188 | Toll Free: 800.676.7245  
scil@swcil.org | www.swcil.org**

**Main Office:  
2864 S. Nettleton Ave.  
Springfield, MO 65807  
Fax 417.886.3619**

**Branson Branch:  
610 S. 6th St., Suite. 201  
Branson, MO 65616  
Fax 417.239.2735**