



Telecommunication Access Program and.... Consumer Directed Services

FIVE CORE SERVICES:

- Information/Referral
- Life Skills Training
- Advocacy
- Peer Support
- Transitioning

MISSION:

To empower people with disabilities to live as full and productive members of society.

ADDRESS:

Office Square
109 Aid Avenue
West Plains, MO 65775

PHONE:

417-256-8714
417-257-0038
Voice/TDD Toll Free:
1-888-440-7500

FAX: 417-257-2380

FACEBOOK:

Ozark Independent
Living

WEBSITE:

www.ozarkcil.com

E-MAIL:

info@ozarkcil.com

OFFICE HOURS:

Mondays-Fridays
8 a.m. to 4:30 p.m.

Mary Moore has had steadily declining hearing loss for the last several years. She discovered that Ozark Independent Living is a Telecommunication Access Program (TAP) demonstration center through the recommendation of her OIL Consumer Directed Services (CDS) coordinator who often had difficulty communicating on the phone with Mary about her care plan and other issues related to her health care situation.

Mary's phone demonstration was back in January – which seems like a long time ago! Circumstances have changed since then, but at that time we were able to do an in-person phone demonstration. It was determined that Mary had a preference for a cordless phone, so she could carry it with her at different locations in her residence.

After looking at the options, Mary chose a Panasonic 450 cordless adaptive phone which features volume control (ringer and handset); "slow talk" for slowing down conversations in real-time; and battery back-up in the base so the phone can be used during power outages.

Mary says she really likes the phone,



Mary Moore

and it has been working great. In addition to being able to converse more efficiently with her case manager, she is also able to easily have conversations with other individuals.

While in-person demonstrations of OIL's TAP adaptive phones are "on hold" for the time being because of concerns over transmission of COVID-19, anyone who has had a TAP phone for at least four years is eligible for another one.

If you're not sure how long you've had your phone and you're interested in getting another one, call Kathy or Terry, 256-8714. In certain cases, we can do reorders via mail.

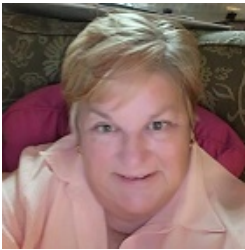


INSIDE HIGHLIGHTS:

Kristina Kauffman: Thoughts from a Stroke Survivor

ADA 30-year anniversary: Celebration set for July 28

Poster Contest: Sponsored by Governor's Council on Disability



More from **MOORE**

*By Executive Director
Cindy Moore*

The news is about the same as last time due to all the quarantine issues and being at home. Remember to wear a mask! Right now these are the stats for our counties of total Corona cases. Douglas - 3, Howell - 19, Oregon - 2, Ozark - 0, Shannon - 6, Texas - 1, and Wright - 14. A couple of suggestions about wearing gloves. Shopping cart handles and gas pump handles; you might want to keep a pair of gloves in the car to use when dealing with either of these items!

The office is also waiting to hear about our funding from the state. Revenues are down. I'm sure the governor has his hands full with making decisions for all the departments that are going to get a reduction.

I wanted to emphasize that we have interests all over the state, and staff which follow disability news, trends, etc. Our only concern is the disabled population; how choice, control and change can be pivotal in lives. Between our **Independent Living Dept.** and **Consumer Directed Services Dept.** (in-home aides), this office has an answer for anyone dealing with disability issues – all under the umbrella of the **only Center for Independent Living** in this area.

Such a beautiful time of year now – try to get out and enjoy it!

Regards,
Cindy

CELEBRATING 30 YEARS Americans with Disabilities Act

*by Newsletter Editor Terry Hampton
information compiled from adata.org.*

In 1990 the Americans with Disabilities Act (ADA) was signed into law by President George H. W. Bush. Its purpose was to make sure that people with disabilities have the same rights and opportunities as everyone else. It prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, transportation, schools, and private places that are open to the general public. The ADA is divided into different sections that relate to different areas. Some highlights:

Employment. Helps people with disabilities access the same employment opportunities and benefits available to people without disabilities. Defines disability, establishes guidelines for the reasonable accommodation process.

Public Services: State and Local Government. Prohibits discrimination on the basis of disability by “public entities” such as government agencies.

Public Accommodations and Services Operated by Private Entities. Prohibits places of public accommodation from discriminating against individuals with disabilities. Includes privately owned, leased, or operated facilities like hotels, restaurants, retailers, doctor's offices, golf courses, private schools, day care centers, health clubs, sports stadiums, movie theaters, etc.

Telecommunications. Requires telephone and Internet companies to provide a nationwide system of telecommunications relay services to allow individuals with hearing or speech disabilities to communicate by phone.

The ADA was a long-overdue piece of civil rights legislation. It has been a game changer for the Disability Community and for all citizens. There is always more work to do, but at the 30-year mark, there is much to celebrate!

OIL Office Reopens to the Public

COVID-19 continues to have an impact on policies and procedures across the country and here in the Ozarks as well. While CDS services were never suspended or interrupted at OIL, the office was closed to the public for several weeks. As of June 1 OIL's doors once again opened and some home visits with our consumers are set to resume, as necessary and as appropriate, with prior consent from consumers.

If you visit the office for any reason, please plan to maintain minimum six-foot social distancing guidelines. **If you are feeling sick at all, especially if you have a fever or a cough, do NOT visit the office.** Masks are not a requirement at this time, but are strongly recommended.

If you are an OIL CDS consumer and you have any questions about home visits, please contact your coordinator, 417-256-8714.

We appreciate everyone's patience during these unusual circumstances. The health and safety of our consumers, staff members, and the communities we serve is our number one priority now, as always.

Staffer Spotlight

FORREST OGDEN **Data Specialist**

Forrest has been working at OIL for about three and a half years. Following is his brief bio.

I started working at OIL when I was 22 years old. I've learned a lot since then, and many changes in my life have happened for the better. I have an amazing wife, Sabrina, and a wonderful son, three dogs, and two cats that all get along together very well (thankfully)!

I am a self-taught musician. I record and write my own music. I enjoy creating art, including drawing and painting. But I have also picked up a few more hobbies over the years. In the time since I started working at OIL, I have taught myself – through reading online and watching videos – how to forge and fabricate high-carbon steel knives. Additionally, I have been practicing lapidary arts for about two years now.

Lapidary is the art of cutting stone to form what are called “cabochons,” which is the fancy name for the stone in a jewelry setting. I hand-cut and polish semi-precious stones, including opals (which are my favorite). After cutting and polishing these stones, I use either copper or silver wire and wrap the stones in an elegant fashion, resulting in a 100 percent hand-made, artisan pendant.

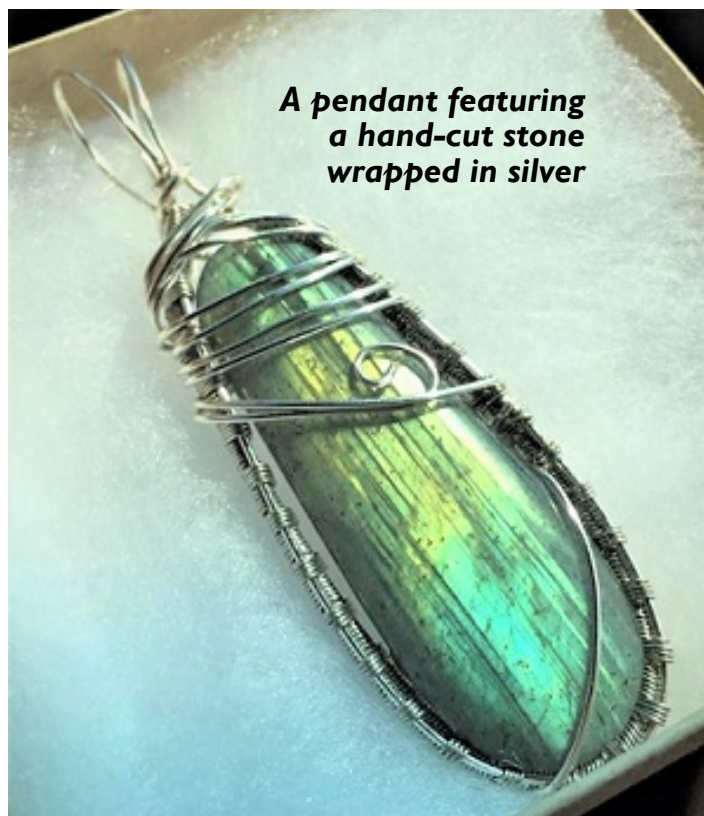
I have also advanced more into my gardening hobby. My favorite crops this year are spaghetti squash and the 1.5 million Scoville unit hot peppers I am growing. The Scoville unit measures how hot the pepper is. (For reference, a jalapeno is 5,000 units.)

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**A high-carbon
steel knife**

Some of Forrest's work



**A pendant featuring
a hand-cut stone
wrapped in silver**



**Commissioned
pendant wrapped for
someone by request**

FORREST – continued from previous page

This year, I will be building a large greenhouse in my backyard so that my gardens and crops can be protected, manicured, and nourished for transplanting.

My goal in life is to master a few hobbies while also providing for my family and being a great husband and father. I can't imagine doing any of these things without God in my life, and I'm thankful for all of the opportunities life has presented me so far. Hopefully they keep on coming!

Forrest is a 2013 graduate of West Plains High School and has an Associates of Arts in General Studies from MSU-West Plains.

His job at OIL includes that he helps make sure individual tasks are completed by attendants who are employed by our consumers. He also analyzes time sheets and online records in our system to help combat fraudulent activities and ensure that our consumers' service care plans are being adequately met. He relays and requests information regarding discrepancies. At times he meets with consumers in the OIL office to obtain specific information or clear up errors.



Some “cabochons” cut by Forrest

Unfortunately, OIL's Annual Art Show Featuring Senior Artists & Artists with Disabilities was canceled for 2020. It is our hope to be back next year, bigger and better than ever, so keep on making art! The show was canceled, but in this issue we are able to share work from two different artists, one staff member, Forrest Ogden, and one member of the community, Kristina Kauffman, whose story is below.

The following was originally written as a Facebook post by Willow Springs resident Kristina Kauffman. There have been some additions and edits from the original post.

Thoughts from a Stroke Survivor

I would like to share some of the realities I'm learning for those of you who may have had a small stroke or love someone who has. Of course, every stroke is quite different depending on location within the brain and damage, yet for those of us with small strokes, sensation is quite likely to return, which we will think is a great blessing (we are healing) and yet may not be a pleasant experience (particularly for those whose stroke was in the pons or brain stem as mine was). Many stroke survivors talk about returning to normal – the person they were – and that is quite unlikely. Too much changes. You might recover. You might walk, etc. and yet you will be different. Maybe better.

I am so deeply blessed to hope that I will fully recover sensation and skill sets, and live a normal life that I hesitate to accept any of the normal reactions that pass through my mind of fear, anger, frustration, even impatience as acceptable emotions, but they are there – sometimes.

My arm goes numb and then the feeling returns, and my foot goes numb and then the feeling returns,

repeat, repeat, repeat. Today it's my neck that has sensation again, and that feeling that I must have slept with my neck in a strange position. It's become completely unpredictable – infuriating – crazy making. Sometimes it feels like someone is grabbing my arm roughly. Rarely does my leg have that feeling. My lower spine hurts in a way I can't quite describe, but sometimes I'm overcome by it. (I'm told the nerve pain is in my brain, rather than in my back. It's from the scarring in my brain from my multiple strokes.) I feel angry, scared I'll never enjoy walking, and yet today it's a bit better so I can actually write about it with some degree of hope.

Walking at times required breathing like I was giving birth, and finally I was given Cymbalta for the nerve pain. I hesitated to ask for anything as I think of pain killers as something for right after injury or surgery, or toward the end of life. I have – and my mom also had – psoriatic arthritis. (She passed 10 years ago and had 10 or more years on painkillers for spinal degeneration, which I have too). At first I assumed my pain was from spinal degeneration, so I refused to even really complain, but no, it's from the scarring in the brain. In a weird sense it's not real, though it was driving up my heart rate, blood pressure, etc.

Continued on next page

Kristina Kauffman - Continued

The neurologist gave me Cymbalta which I may take for six months or the rest of my life. So far, no side effects, no brain fog. Just pain relief!

ART THERAPY, WORDS OF HOPE

I've been drawing a lot and that really helps my arm, but since it's been quite numb recently I thought I best do physical therapy I've created for myself that seems the most difficult (drawing tiny black lines). So I did a drawing of a woman surrounded by flowers (below). I rather love flowers – no matter their cartoon or realistic nature.



My advice to anyone who may have a small stroke or love someone who does:

1. Develop a level of patience you never imagined possible. I mean never imagined possible, because it will take that level of patience!
2. Try to find the incredibly odd experience of regaining and losing sensation as just plain weird, maybe even funny. There are days I can laugh about it.
3. Admit to someone who loves you that you are scared, or angry or frustrated, particularly if that someone is like my husband and says to you, "Don't you think that's incredibly normal? Don't you think it's OK to feel that way for a while?" Somehow that acceptance is amazingly powerful. And, much of the fear dissipates.

I think my year of reading posts on the Facebook Stroke Survivors page has left me with one strong thought. Too many people want to return to who they were. As I stated earlier, few will. Most will be forever changed by the experience. Most strokes require such a long recovery period that we will not be the same. I hope we will be more patient, more reflective of what really matters to us, and far more

empathetic to those with challenges of all sorts.

I don't think that "How can I get back to being the person I was?" is the question to ask the doctor, our clergy, our social worker, or family. I think we should ask ourselves instead, "Who do I want to be in recovery, and who do I want to be in two years when I'm likely in the best place I will achieve physically and intellectually post stroke?" (Although many continue to improve slowly after that). Or, "How can I contribute to family and friends during recovery? How can I feel valuable each day?" Everyone is.

My 93-year-old grandmother remained exceptionally valuable to me even in her last days. She was still wise, loving, and there for me. Perhaps the greatest value someone might be of today is to really listen to their caregiver and give them the wisdom they've achieved over decades of life, or weeks in recovery.

I choose my art. I love portraits because, for me, they are windows into someone's life. The one of Christine Steele was one of the first really good portraits I've ever done. I kept thinking about what she meant to



me. How valuable her 'welcome to our community' was to me. That she loved the birdhouses I'd painted. I sincerely believe that if we look hard enough, listen deeply enough that everyone's life has value, unless they choose to sell the soul and abandon it. If we learn something each day, our day had value.

One never knows when that information could enrich or save another person's life.

My other overwhelming thought is that we all, no matter our health, our politics, or family circumstances, need to be kind to ourselves and others. Yes, kind to ourselves first, so that we have the capacity to be kind to others. And, sometimes kindness to ourselves means admitting how terribly weak we feel, even though we know we are incredibly blessed to have a warm home, good food, love, and hope.

Kristina Kauffman
*a recent self-portrait
from a 2014 photo*



Resources

Ozark Independent Living does not endorse websites or attest to the accuracy of information from other sources, but sometimes we find resources on topics of interest which we pass along for our readers' own investigation.



Anyone who is 60 years old or older can call their nearest senior center and ask to get a once-a-week 'reassurance call' (a wellbeing check).

Additionally, there is an option of giving a number of a friend, family member or neighbor who will be contacted if the person being called cannot be reached. As more people – especially the older population – are staying at home and isolated, this is a valuable service.

There are 36 centers in 17 counties in the Senior Age service region. For contact numbers and more information visit the Senior Age website. www.senioragemo.org/senior-centers/locations/

MO Outdoors

This is a useful mobile app from the Mo. Dept. of Conservation. It can be searched by location (zip code or county), area name or outdoor activity (such as birdwatching, camping or hiking).



There are maps and other features, too, including that you can see immediately which areas are wheelchair accessible.

www.missouriconservation.org/contact-engage/mobile-apps/mo-outdoors

MO Food Finder



A website developed by the University of Missouri Extension is designed to "connect Missouri consumers with people growing and selling locally produced food in their region."

This statewide interactive map shows several producers in OIL's seven-county region and more will likely soon be added as the idea of supporting local food growers gains more traction.

Further details in website: mofoodfinder.org

Acting F.A.S.T. is key to stroke survival.



Face: Does one side of the face droop when smiling?



Arms: Does one arm drift downward when both arms are raised?



Speech: Is speech slurred or strange when repeating a simple phrase?



Time: If you see any of these signs, call 9-1-1 right away.

Time lost is brain lost. Every minute counts when you or someone you know is having a stroke. Act F.A.S.T. and call 9-1-1 right away if you spot signs of stroke.



cdc.gov/stroke



Events & items to note...



Celebrate the 30th Anniversary of the Americans with Disabilities Act

SAVE THE DATE

TUESDAY, JULY 28, 2020

11 a.m. - 1 p.m.

Missouri State Capitol - 1st Floor Rotunda

Governor's Council on Disability Poster Contest...

An opportunity to express your artistic abilities is to enter the Disability Employment Awareness Month Poster Contest hosted by the Governor's Council on Disability. **Entries are now being accepted through August 1.**

Illustrate the importance of workforce inclusion through your artwork. How has the Americans with Disabilities Act (ADA) impacted employment? Artists are encouraged to reference the 30th anniversary of the ADA in the artwork. Open to all Missouri residents.

Further details in website listed below:

disability.mo.gov/gcd/PosterContest/

Newton's Agency

Call us today
417-257-0954

Visit our website at
www.newtonsagency.com

e-mail us at
newtonsagency@gmail.com

*Partnering
with families
to help people
with special needs
live as productively
and independently
as possible to
reach their full
potential.*

To all of the
graduates in OIL's
service area and
everywhere:

We know that this has been an unexpected and perhaps difficult way to end your school experience. We appreciate you and your hard work getting to the next stage in life – all the best to you in the years ahead.

CONGRATULATIONS!

From all of us at **OZARK INDEPENDENT LIVING**



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OFFICE SQUARE - 109 AID AVE.
WEST PLAINS, MO 65775

**OIL HAS ZERO
TOLERANCE FOR
FRAUD, WASTE AND
ABUSE!**

**People Caring
About People**

**Do your part
RECYCLE!**

**Like "Ozark Independent
Living" on Facebook - Thanks!**

When you like and share items from our page, you stay informed and it helps us grow our web presence.

**If you would like to remove your name from this mailing list
or would like to [sign up for our email list](#), please contact OIL
newsletter editor Terry Hampton by phone, 417-256-8714 or toll
free/TDD 888-440-7500, or via email newsletter@ozarkcil.com.**

**If you or someone you know would like to know more about
Consumer Directed Services or any of the other services offered
by OIL, please give us a call or clip this form and drop in the mail to:
OIL, 109 Aid Avenue, West Plains, MO 65775.**

Check any or all that apply:

- ☐ Add to the Pipeline newsletter mailing list OR ☐ Remove from list
☐ Contact for more information about Consumer Directed Services
☐ Contact for more information about Independent Living Services

Name: _____

Address: _____

Phone: _____

Office hours are 8 a.m. to 4:30 p.m. Mondays through Fridays

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**Remember to wash your
hands – help stop the
spread of infectious
disease!**