

# Idaho IL Newsletter

Independent Living - Celebrating Life Your Way!



## Restaurant now posts Service Dog Policy

When Pigs Fly BBQ reached an agreement with the Justice Department after discriminating against a veteran with PTSD. They have now adopted a service dog policy. They have trained their staff in this policy and posted this statement on their website and advertising: "We are pet friendly outside on our patio, all service animals are allowed and welcomed in the restaurant." Let's hope other business owners will learn from this :)

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### NEWS FROM DAC

The straight scoop on what qualifies as a service dog

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### NW ADA CENTER

Web Accessibility Deadline was January 2018

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### LIFE INC

Aging in Place Remodels add value to Homes

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### GUEST EDITOR

Is your Service Animal prepared for an emergency?

## LOCAL EVENTS - Please join us!

**February 1 - Build Your Credit Score**

Moscow, ID

Latah County Fairgrounds Classroom, 6:00 - 7:00 pm

**February 13- Lunch & Learn - Take Care of You**

Moscow, ID

Latah County Fairgrounds Grange Bldg, 12:00 - 1:00 pm

**February 16 - Social Security 101**

Moscow, ID

DAC NW Moscow Office 1:00 - 4:00 pm

**February 23 - Hearts and Homes Dinner & Auction**

Coeur d'Alene, ID

Hagadone Event Center, 6:00 am - 9:30 pm

**February 27 - Lunch & Learn - Insurance Secrets**

Moscow, ID

Latah County Fairgrounds, Grange Building 12:00 noon - 1:00 pm

## SAVE THE DATE - TOOLS FOR LIFE MARCH 5TH MOSCOW ID

### MY DOG SKIP - SERVICE ANIMAL EVENT

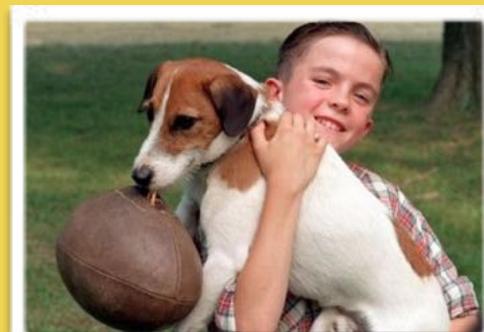
Monday, February 5th

6:30 pm - 9:00 pm

Film begins 6:30 pm

Kenworthy Performing Arts Center, 508 S Main Street, Moscow

Join us for a FREE family film, facepainting and balloons, and a Meet & Greet with Service Animals in Training. Learn about different groups that train animals. See the premier of the locally produced short film Service Dogs Accommodations in Emergency Work Settings.



## FROM THE EDITOR

### What's Up with "Double-Briefing"?

Recently I have heard about reimbursements plummeting for those living on government assistance that need incontinence products to stay independent. They have to strategize how to stretch the use of pull-on protective underwear to maximize the little they get. To make the product last longer some people have taken to wearing two pairs at the same time. This is called "double-briefing".

This option is NOT a clinically sound choice. It puts a persons skin in peril, causing skin breakdown or even UTI's. Whatever limited breathability that brief may have had is further reduced by doubling the product. (The preferred option is flow booster pads, that can help absorb more and allow better breathability since they don't have the moisture proof backing.)

While I was caring for my Mum, we had the similar situation happen with ostemy bags. Her insurance provided a certain number for her at regular intervals, but invariably something would go wrong, peeling back the adhesive wrong or something and a bag or two would be destroyed. That would leave us short for the end of the month before the next scheduled shipment.

We wanted to buy more. We could afford to buy more. But for some inexplicable reason these were unavailable to purchase through private pay. We had the prescription, size, and all of that but they wouldn't sell us extra.



That made me think these bags must be extremely rare and valuable on the black market. Obviously so as they wouldn't allow us to purchase more than we need because we might start selling them on the sly ~ *"Psst! I have some great poop bags here in my coat, are you interested?"*

And when we did look like we were going to run short, all manner of strategies were put in place to make sure that the "good" ones that were left lasted as long as possible til the next shipment came in. (God forbid it got a pin hole!) I'm sure if we could have figured out a double-briefing method, or in this case "double-bagging", in order to stretch the product further we would have come up with it.

My point is, for something so simple, why is it still a struggle in this country? I don't see anyone giving away their protective underwear or ostemy bags on street corners, so why is this stuff managed so tightly? A country that plans on building a "wall" ought to be able to provide this stuff to those that need it.

You can email me at [vicki@dacnw.org](mailto:vicki@dacnw.org)

**Vicki Leeper**



# NEWS FROM DAC NW

## WHAT IS A SERVICE ANIMAL?

Dogs are mans best friend, probably since the beginning of time. They are easy to train, loyal, compassionate, and trust worthy so it makes sense that dogs would become service animals. The question is “What is a Service Animal?”

The ADA defines a service animal as “dogs (and in some cases miniature horses) that are individually trained to do work or perform tasks for people with disabilities.” For instance; an obvious task would be a Seeing Eye Dog that guides individuals who are blind. Some other tasks would be alerting a deaf individual of a car going by, pulling a wheelchair, alerting and protecting a person who is having a seizure. There are so many other tasks that service animals provide that it’s too numerous to list.

Now remember, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. If that is the case, the individual must have control of the service animal at all times by means of voice, signal, or other effective means. Under the ADA regulations governments, businesses and non-profits that serve the public must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. A good example of this would be a hospital setting where it would be appropriate to allow a service animal into a patients room, clinics, cafeterias, or exam room. However, it would be inappropriate to allow a service animal into the operating room where it could affect the sterilization of the environment.

A few extra tidbits you might find helpful when out and about on your life’s journey. Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. If a hotel normally charges guests for damage that they



cause, a customer with a disability may also be charged for damage caused by himself or the service animal. Restaurants must allow service animals in public areas. Staff is not required to provide care or food for the animal. Lastly, people with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to patrons without animals. If a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

And remember...When it is not obvious what a service animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the service animal required because of a disability, and (2) what work or task has the dog been trained to perform.

And if you’re still in the dark about Service Animals, you can get a hold of us here at DACNW, we are always glad to help!

...by James Pickard

**Helping YOU take action!**

# NEWS FROM



## WEB ACCESSIBILITY IN HEALTH CARE

As the ADA celebrates its 28th anniversary this year, it has become a given that physical locations should be accessible to all people, especially those with disabilities. The digital world should be no different but unfortunately, an alarming number of websites have proven to be vastly inaccessible. Digital accessibility means giving every person access to the information on the internet. There is significant structure behind the 2-dimensional screen, and you simply cannot just “see” if a website is accessible by looking at the screen.

Many people with disabilities use tools and technology, such as screen readers, magnifying software, to access and read information online. If the code behind the website isn’t compatible with the assistive technology (AT) or worse, if the code isn’t even there, navigating a website becomes nearly impossible.

Since the nature of health care is to help those affected by disease, disabilities and impairments, these organizations should be assessing their digital properties from the perspective of their consumers with disabilities and impairments, and apply that knowledge to their online information.

285 million people have vision impairments, and this number will continue to grow as the population ages. 37.5 million adults report some level of hearing loss, from temporary to permanent - this also impacts the online experience. Imagine the frustration of being unable to order a prescription online because the form entry fields are too small, or to be able to understand a video about post-op instructions because it lacks closed-captioning.

Simply put, as we become a more tech-savvy world, barriers also increase. In the last 10 years, many health

care organizations have switched to digital health records. Agencies must ensure that all published electronic information is compatible with AT devices commonly used by people with disabilities.

Section 508 of the Rehabilitation Act has now aligned with the worldwide Web Content Accessibility Guidelines (WCAG 2.0). These guidelines, already recognized in most developed countries, address accessibility for vision and hearing impaired, color perception, cognition, manual

dexterity, and more, and requires websites to be accessible starting January 2018. Online website content must incorporate header tags, alt attributes and other elements for text, images, video, forms, animations and more. There is not always a one-size-fits-all solution, but businesses today need to make sure they are doing all they can.

For more information contact Laine Amoureux of Amoureux AT Consulting in Boise. She specializes in accommodation for access to digital information such as websites or computer programs and can help a business identify and learn to use the tools the architect of the digital space may need. You can learn more at [axesskeysconsulting.com](http://axesskeysconsulting.com) or call 208-297-3341.

**One in 5  
American  
adults have a  
documented  
disability.**

[NWADACENTER.ORG/IDAHO](http://NWADACENTER.ORG/IDAHO)

Dana Gover, MPA, and ACTCP Certification  
ADA Training & Technical Assistance

Email: [dananwadacenteridaho@gmail.com](mailto:dananwadacenteridaho@gmail.com)

Phone: Voice & TTD 208-841-9422





# NEWS FROM LIFE INC.

## Aging in Place Home Remodels are Worth It

Whether it's for ourselves, or for a family member with a disability joining our household, there comes a time for analyzing your home with accessibility in mind. You can try searching for a new or existing home that is wheelchair accessible, but if none are available you need to go to Plan B. With the help of a realtor who understands accessibility, you can use your current home or look for a home that might work — with a remodel.

An aging in place evaluation can locate a good candidate. A family's needs can be specific, so they need to be identified in detail. Remodeling plans can be developed for permitting and construction as these accommodations need to be code-compliant. They could cover just a "suite" in the home, or the whole home. It's good to look for senior-friendly and dementia supportive materials, finishes, lighting, and colors. The decor can include these evidence-based design elements such as uplifting artwork, colors and a memory wall of photos to trigger positive memories.

The result can be defined to the whole home or just an in-law suite that includes wheelchair access for living room, bed room and bathroom with ADA compliant fixtures.

You can create an inviting, open space, with



custom design closets, vanities, curb-less showers with fold down benches and support bars that allow for easy access and maneuverability.

These remodels make life easier for the caregiver too, whether it's live in or from a home-care service provider. Doorways are wider and access to the bathroom can be greatly improved.

The return on investment (ROI) takes less than 1 year compared to housing costs in a facility. And should the home be resold, it is poised to sell fast since there is an ever-growing demand for accessible, age in place ready homes. Keep the design beautiful and they sell for top dollar too!

# Living Independently For All



# NEWS FROM LINC

## CVS Opening Mock Stores to Train People with Disabilities



by Shaun  
Hasley

CVS is ramping up its efforts to hire people with disabilities with a slew of new mock stores designed to help train this traditionally-underemployed demographic.

The pharmacy chain said it will open at least eight mock stores by spring.

Each site features equipment characteristic of a typical CVS location. People with disabilities participate in classroom and hands-on training in both life and job-related skills, learning the tasks required for working in a CVS store or as a pharmacy technician.

Those who complete the training program are eligible to apply for employment at CVS. “CVS Health is focused on breaking down the employment barriers that individuals with

disabilities face, which these facilities help to achieve,” said David Casey, vice president of workforce strategies and chief diversity officer at CVS Health.

CVS opened one of the mock stores this month at the Arkansas Career Training Institute in Hot Springs, Ark. and two others — located in Fishersville, Va. and Johnstown, Pa. — are already up and running.

The first site opened in Virginia in 2016 and the company said 41 people have completed the training program and 11 are now on the CVS payroll. Additional mock stores are planned for Baltimore, Plainwell, Mich., Smyrna, Tenn., Warm Springs, Ga., and Thelma, Ky by this spring.

Living Independently For All

# TECHNOLOGY FOR INDEPENDENT LIVING

## Free Audio Magazine



If you have conditions that make it difficult to read, such as low vision, macular degeneration, MS, cerebral palsy, Parkinson's or any condition that makes it difficult to hold a magazine, you are eligible for Choice Magazine Listening Service. Four times a year, listeners receive 12 hours of the best articles, stories and poems from the finest magazines. A talking book player is also provided free of charge. Enjoy the issue for several weeks, then return it in the postage free mailer provided. It's also available for download. The editors select articles, stories and poems from over 100 publications like National Geographic, Sports Illustrated, Time, Vanity Fair, Discover, Travel & Leisure, Rolling Stone, Smithsonian, the New Yorker and so many more. Selected pieces are wonderfully read by some of America's top audio book narrators. This service is free of charge to all listeners.

Available from [choicemagazinelistening.org](http://choicemagazinelistening.org)

## Adaptive Clothing



Clothing that is more comfortable for chair users! Sitter Pants are cut higher in the back and lower in the front so they don't hit the ribs in front or ride down in the back. All elastic waist with a extra long zippers in front or on the side, they are customized to your measurements. Different stylish and comfortable fabrics are available. They also have a Kick Back Suit in a soft interlock knit. Choose from open back zipper or inseam snaps. G-tube lots available too with or without a protective pocket to hold the tube.

[adaptionbyadrian.com](http://adaptionbyadrian.com)

# LINKS WORTH SHARING

## Info about Service Dogs—by James Pickard



Eastern Idaho has a attentive and reliable in-home day care for pets that is provided by a former Guide Dog for the Blind Trainer. They take care of all sorts of animals from fish to llamas. They also do individual pet counseling and dog obedience classes to help your animal stay under control - important when on the road to becoming a service animal!  
<http://www.oncallerpetadventures.com>



Confused about the difference between Service, Companion, or Therapy animal? Not sure what rights are protected under the ADA? This website provides easy to understand information about who is responsible for what. Check it out!  
<https://www.isu.edu/housing/forms-and-policies/service-animals/>



Companion Training in Boise offers training for your service dog. They specialize in training dogs for Diabetic Alert, Autism, Mobility, PTSD, and Hearing Alert. You can even purchase the DVD and train your own Diabetic Alert Dog! Or find out how to get a trained dog from them.  
<http://companiontraining.com/service-dogs/>



Freedom Service Dogs of America has partnered with Breckenridge Brewery and created a new IPA called ZIPA to raise funds to offset the training costs of a new chocolate lab puppy named Zipper. They are donating \$1 from every pour. Zipper will be making personal appearances as well!  
<https://freedom servicedogs.org/zipper-zipa/>



Got a service dog with behavior problem? Symbiosis Service Dogs offers one on one training for \$20 an hour and boarding for \$40 to fix this. And the funds raised go to help provide service dogs to those who can't afford it. AND their service dogs have been rescued from local shelters!  
<http://www.symbiosisservicedogs.org>

## Be Prepared for Your Service Animal! by GinaBurnet



Sometimes we humans may not do anything to prepare ourselves for an emergency but we will think ahead to prepare for our service animal.

Ahead of time you can make sure your local authorities, particularly the fire department and EMTs, are notified of your disability and your service dog. Firehouses usually love visitors who call ahead and bring something yummy. It helps the response teams be aware of your service animal and it also helps your dog acclimate to the strange sights and smells of a fireman in uniform. Many EMTs will vouch for a familiar service dog at the ER door and help bypass the potential hassle of getting the dog admitted with you.

Call and notify your local Emergency Information Management office that you have a service dog and that he is not to be separated from you. Request to be added to their disability registry. Then notify each emergency response department and ask that they “tag” your address as having a service dog on site.

In the event of an emergency evacuation with rare exceptions, animals can't be rescued. Not even service dogs. Emergency responders as a rule cannot risk the safety of humans by bringing on animals of unknown training. If a group is sheltering together, dogs barking, fighting, begging for food, or wandering unattended is a danger to humans. Pet allergies are common and can be severe. There may not be enough medical care to be able to respond.

So here is the tricky part: the owner of the animal must have an emergency plan in place to protect them as best as possible. Sometimes an emergency happens so quickly a safety plan cannot be used. It's a tragedy that breaks our hearts but may happen.

There are several options to protect your animals. Sheltering in place is sometimes an option depending on the emergency. Evacuating by a private vehicle may increase the chances of protecting you and your dog, again depending on the emergency. You would need to have a place to go that would accept both of you. The arrangements should be made in advance. In the event of helicopter rescue the dog and wheelchair might have to be left behind.

Plan for transportable bowl, food and water in the vent you can get out with your dog. Take any paperwork for vaccinations, medicine, service dog gear like vest, harness and leash, clean up bags and perhaps a favorite toy if it will fit into the kit.

Make a plan to protect your helper and check it monthly. They work hard. Work hard for them too!

## IMPROVE CLASSES HELP WITH COMMUNICATION



Trying improv comedy for the first time could be daunting for anyone, but Second City has been offering these classes for teens who are on the Autism spectrum and their progress is incredible. It offers an opportunity to practice communication skills, talking to people, looking them in the eye, and listening and relating to others.

Improv for Autism launched in 2013 and is one of several “wellness” classes for people with autism and also with anxiety, senior citizens, and people with Parkinson’s disease. Studies show that the effects of improv on the brain goes beyond entertainment and could open a door to a new area of mental health treatment.

**And who doesn’t want to laugh more?**

# TIDBITS!

**Categorically left over but no less important**

## Quotes to make you think!

*“All the commercials on TV today are for antidepressants, for Prozac or Paxil. And they get you right away. ‘Are you sad? Do you get stressed, do you have anxiety?’ Yes! I have all those things! I’m alive!”*  
~ Ellen DeGeneres



## Durable Medical Goods Exchange

Please call an office near you to make donations of durable medical items you no longer use or see if there is something you may need! Explain your needs and our trained staff may know the perfect item that will help you!

James Pickard in Moscow 208-883-0523

Valerie Johnson in Idaho Falls 208-529-8610

Todd Wilder in Boise 208-336-3335

Help improve health care  
access for people with disabilities

## HEALTH CARE ACCESS STUDY

You may qualify if you are:

- o A person with a disability or functional limitations.
- o At least 18 years old.
- o Have needed health care within the last 12 months.
- o Live in Alaska, Idaho, Oregon, or Washington.

What:

- o The Americans with Disabilities Act (ADA) sets out guidelines for health care access for people with disabilities or functional limitations due to health conditions or aging.
- o This study aims to capture experiences in accessing health care as it relates to the ADA.
- o Participants will be asked to complete a short eligibility screening questionnaire.
- o The full survey asks about participant's demographics and their experiences in accessing health care.
- o This is a one-time survey that can be completed online, over the phone, or on a paper survey.
- o Participants will be eligible for a drawing of \$50 Amazon eGift cards.

Why:

- o The ADA is over 25 years old but barriers still remain. The goal of this research is to find out where those barriers exist and ways of improving access.

How:

- o Participate online by going directly to: <http://nwadacenter.org/study>
- o Participate over the phone or via paper survey:  
206-744-3609 (866-495-7015) or [adastudy@uw.edu](mailto:adastudy@uw.edu).



Call or email if you have questions!

**W**  
UNIVERSITY of WASHINGTON



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## CONTACT YOUR LOCAL IDAHO CENTER FOR INDEPENDENT LIVING

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640 Pershing Ave Ste 7  
Pocatello, ID 83204  
208-232-2747 VOICE-TDD  
208-232-2754 FAX  
800-631-2747

570 W Pacific  
Blackfoot, ID 83221  
208-785-9648 VOICE  
208-785-2398

250 S Skyline  
Idaho Falls, ID 83402  
208-529-8610 VOICE  
208-529-8610 TDD  
208-529-6804 FAX

2311 Park Ave Ste 7  
Burley, ID 83318  
208-678-7705 VOICE  
208-678-7771 FAX

[www.idlife.org](http://www.idlife.org)



3726 E Mullan Ave  
Post Falls, ID 83854  
208-664-9896 VOICE-TDD  
208-666-1362 FAX  
800-854-9500

330 5th Street  
Lewiston, ID 83501  
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208-746-1004 FAX  
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