

## **Phone Numbers and Resources**

### *Making it work*

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*The Health Information Resource Center on the 3rd floor (main level) of the hospital has staff and computers to help you and your family find health information and other resources.*

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*Many agencies and programs can help you after you come home from your rehabilitation at the hospital. These resources and phone numbers will help you find answers to aid in your continued rehabilitation after you return home. As you return to your community, you will have many, many questions. We hope this chapter will help you ease back into your home and community with the numbers and organizations provided by many professionals, advocates, past patients, and their families.*

*~ Patient Advisor*

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## **UWMC Phone Numbers**

### **Financial Counseling**

Weekdays, 8 a.m. to 5 p.m. ....206-598-4320

### **Health Information Resource Center**

Weekdays, 10 a.m. to 4 p.m. ....206-598-7960

**Patient Relations**.....206-598-8382

**Flair for Hair**..... 206-221-4284

### **Social Work and Care Coordination**

Monday, Wednesday, and Friday .....206-598-4369

Tuesday and Thursday ..... 206-598-8413

## **General Support Services in the Seattle Area**

- **Alliance of People with disAbilities** helps people with disabilities live more independently in the community. They have 2 independent living centers, in Seattle and Bellevue. The Alliance provides information on services and programs in the community, peer support, and skills training. Areas of help may include housing, attendant care, transportation, employment, assistive technology, and more. Visit [www.disabilitypride.org](http://www.disabilitypride.org).

- **Northwest Regional Spinal Cord Injury System (NWRSCIS)** is at UWMC. It is one of 14 model systems in the U.S. for treating spinal cord injuries (SCI).

NWRSCIS has a very helpful website. It is mainly for those with spinal cord injuries, but may also be helpful to people with other conditions. The archive of SCI Forums and several streaming videos cover a range of topics, including employment, managing your health, transportation, aging, dating, remodeling your home for wheelchair use, and more. The archive of past SCI newsletter articles is a great resource, too. Look under the drop-down menu, "Information and Education," to find these resources. Visit <http://sci.washington.edu>.

Another service of the NWRSCIS is the **Peer Mentoring** program for inpatients with SCI. Sometimes it helps to talk with someone who has been through what you are facing.

This project matches newly injured patients with a peer of the same gender, a similar injury level, and age. Contact the SCI Peer Mentor Coordinator, Chris Garbaccio, at 206-616-8568.

The NWRSCIS also runs a monthly **SCI Support and Information Group** at Harborview Medical Center that is open to all individuals in the community with SCI (not just Harborview patients) and their family members and caregivers. Visit <http://sci.washington.edu/info/sig.asp> or call Chris Garbaccio at 206-616-8568.

## **Independent and Supported Living Options**

### **Skilled Nursing Facilities**

These community facilities are licensed to provide around-the-clock skilled nursing care and skilled therapy services. Medicare requires a 3-day hospital stay before a patient transfers to a skilled nursing facility (SNF). Most facilities accept Medicare, private insurance, Washington Apple Health, and private pay. A list of skilled nursing facilities by city, state, or zip code, along with information about staffing and quality measures, is online at [www.Medicare.gov](http://www.Medicare.gov).

### **Adult Family Homes**

These single-family homes in the community are licensed as care facilities for up to 6 residents. They are staffed 24 hours a day. Care level and quality can vary widely, so ask questions and visit the homes you are interested in to make sure your needs can be met. Adult family homes accept Washington Apple Health and private pay. Visit the DSHS website at [www.dshs.wa.gov](http://www.dshs.wa.gov) or the Senior Services website at [www.seniorservices.org](http://www.seniorservices.org) to learn more.

### **Assisted Living**

These communities offer apartment living with part-time help for medicine management, bathing, and other activities of daily living (ADLs). Most assisted living communities have a minimum age of 55. Assisted living can be paid for by Washington Apple Health or private funds.

## Subsidized Housing

Subsidized housing programs for people with disabilities are available in most communities. In the greater Seattle area, there are several Housing Authorities, each with its own application process and waiting list:

- **Department of Housing and Urban Development** (HUD) runs a federal housing program for home buyers, home owners, and tenants in multi-family and single-family housing.
- **Section 8** is a voucher program that allows the voucher holder to get housing in any building that accepts Section 8 subsidy. The voucher can also be transferred to another city or state if the resident moves.



The Seattle Housing Authority website provides information about different neighborhoods in downtown Seattle.

## Resources for Housing Options

Here are resources you may find helpful:

- Seattle Housing Authority .....206-239-1500  
[www.seattlehousing.org](http://www.seattlehousing.org)
- King County Housing Authority..... 206-574-1100  
[www.kcha.org](http://www.kcha.org)
- Muckleshoot Housing Authority ..... 253-833-7616  
*E-mail: anthony.herrera@muckleshoot.nsn.us*
- Renton Housing Authority ..... 425-226-1850  
[www.rentonhousing.org](http://www.rentonhousing.org)
- Archdiocesan Housing Authority ..... 206-448-3360  
[www.ccsww.org](http://www.ccsww.org)
- HUD Subsidized Housing List..... 206-220-5101  
[www.hud.gov](http://www.hud.gov)
- Section 8 General Information..... 206-239-1728

## Modifying Your Home

After rehab, many people need to make structural changes to their home for them to live there independently. Watch the video “Home Modification after Spinal Cord Injury” at [http://sci.washington.edu/info/forums/reports/home\\_mod\\_07.asp](http://sci.washington.edu/info/forums/reports/home_mod_07.asp) for ideas on how to make your home more accessible.

This video is also useful for people with other disabling conditions. The webpage lists many other helpful resources, too.

## **Transportation**

### **Free Transportation with Washington Apple Health**

If you have Washington Apple Health, you can arrange free transportation to health care appointments through your local Department of Social and Health Services (DSHS) transportation broker. The broker will arrange for a taxi or *cabulance* (wheelchair van), if needed. To schedule your ride, **call the broker 48 hours before your health care appointment.**

In King County, the broker is Hopelink, 800-246-1646; TTY 800-246-1646; [www.hope-link.org](http://www.hope-link.org).

### **Regional Transit Buses**

All buses on the regional transit systems (Metro, Community Transit, and Sound Transit), from Tacoma to Everett, are very accessible, and the drivers are usually very polite to people with disabilities. You can pick up a permit for regional reduced fares at the transit center offices, or call 206-553-3000 for details.

**Metro Bus Service** is available from the airport and throughout the greater Seattle area. Call 800-542-7876 or 206-553-3060, or visit <http://metro.kingcounty.gov> to plan your trip, check schedules and routes, or buy passes.

To learn about other Metro Transit services:

- **Access Transportation:** Call 206-263-3113; TTY Relay 711.
- **Dial-A-Ride Transit (DART):** Off-route trips can be requested within the DART service area by calling the DART office. Call 866-261-3278; TTY 800-246-1646.
- **Metro Transits RapidRide:** This red-and-yellow bus operates 24 hours a day, 7 days a week. Call 206-553-3000; TTY Relay 711.

- **Rideshare Operations:** Ride matching for daily commutes or for going to special events. Call 888-814-1300, TTY 800-833-6388, or send an email to [rideshare@rideshareonline.com](mailto:rideshare@rideshareonline.com).
- **Regional Reduced Fare Permit:** Eligible persons benefit from reduced fares at participating regional transit agencies. Call 206-553-3000; TTY Relay 711.
- **Taxi Scrip Program:** Features half-price taxi fares. Call 206-553-3060; TTY 206-684-2029.
- **Transit Instruction:** Free bus and route training for seniors and people with disabilities. Call 206-749-4242.
- **South Lake Union Streetcar:** There is only a very small gap between the platform and the streetcar. Press a button to use the wheelchair ramp. Visit [www.kingcounty.gov](http://www.kingcounty.gov) or call 206-553-3000; TTY Relay 711.
- **Sound Transit** provides commuter train and bus services to and from areas outside Seattle. To plan your trip or check schedules and routes, go to [www.soundtransit.org](http://www.soundtransit.org) or call ST Express Customer Service, 800-201-4900 or 888-889-6368.
- **Central Link Light Rail** goes between Westlake Station in downtown Seattle and SeaTac Airport. It has level boarding from the platform. Call 206-398-5000 or 800-201-4900; TTY Relay 711; or visit [www.soundtransit.org](http://www.soundtransit.org).
- **Sound Transit Sounder Commuter Rail** travels:
  - Between Tacoma and Seattle; stops in Puyallup, Sumner, Auburn, Kent, and Tukwila
  - Between Everett, and Seattle; stops in Mukilteo and Edmonds
 Sounder runs weekday mornings and afternoons only. It also serves some weekend events such as Seahawks and Mariners games. Call 888-889-6368 or visit [www.soundtransit.org](http://www.soundtransit.org).
- **Community Transit** provides commuter bus services to and from communities outside the metro Seattle area. To plan your trip or check schedules and routes, visit [www.communitytransit.org](http://www.communitytransit.org); call 425-353-RIDE (7433) or 800-562-1375; or TTY Relay 711.

## **ADA Paratransit Program**

The ADA Paratransit Program serves people age 6 and older who cannot use regular bus service because of disability. The program provides rides on ACCESS vans during the times, in the areas, and on the days Metro operates non-commuter bus services. You may bring a personal caregiver on your trip.

To use the program, you must first apply and be found eligible. Your application must be co-signed by a health care professional. It may take up to 21 days to be accepted after your completed application is received. Once your application has been accepted and you want to set up a ride, call 206-205-5000, option 2.

To learn more about this program, call Metro's Accessible Services at 206-263-3113 or toll-free 866-205-5001. You can also email [accessible.services@kingcounty.gov](mailto:accessible.services@kingcounty.gov).

### ***Joint Paratransit Eligibility Agreement***

Metro Transit, Pierce Transit, Community Transit, Everett Transit, Kitsap Transit, Intercity Transit, and Jefferson Transit have a joint paratransit eligibility agreement. This means if any of these agencies find you eligible to use the service, you may also use the services of the other agencies. You must apply for eligibility with the transit agency that serves the area where you live. Call your local transit agency for more information.

### **Private Cabulance Services**

If you do not have medical coupons and need transport in a wheelchair van, you may want to use a private cabulance service. There is a pick-up fee plus a per-mile charge. This service is not covered by Medicare, but in rare cases it is covered by other health care insurance. Some King County cabulance services are:

Tri-Med Cabulance.....	206-243-5622
JMAC Cabulance .....	888-301-4848
Northwest Transport Cabulance.....	800-600-9225
Protransport 1.....	800-840-4255

[www.protransport-1.com](http://www.protransport-1.com)

## Shuttle Services

**Shuttle Express** provides shared, door-to-door van service to and from the airport and within town. Their ramp van can hold 3 passengers and a wheelchair. Be sure to request a wheelchair-accessible vehicle when you make your reservation.

Reservations office ..... 425-981-7000  
    *Toll-free in Washington state* ..... 800-487-7433  
    Office Hours ..... 8 a.m. to 5 p.m. Monday through Friday  
Website..... *www.shuttleexpress.com*  
Email ..... *sales@shuttleexpress.net*

## Taxi Services

Wheelchair-accessible taxis are available in Seattle and King County. What you should know before you go:

- Wheelchairs must meet ADA guidelines for size:
  - Width: 30 inches
  - Length: 48 inches
  - Height: 56 inches
  - Weight: Under 600 pounds
- When you call:
  - Be sure to tell them that you need a **wheelchair taxi**.
  - Ask for an estimated time of arrival.
  - Tell the call taker if you will be using taxi scrip as payment.
- If the cab does not arrive in a reasonable amount of time, call again.

## Phone Numbers

Yellow Cab..... 206-622-6500  
Farwest..... 206-622-1717  
Green Cab..... 206-575-4040  
STITA ..... 206-246-9980



## **King County Customer Service Complaint Line**

If you have a problem with a wheelchair-accessible taxi, call 206-296-8294 to file a report. You will need to give them:

- Date and time you took the taxi
- Taxi number

## **Metro Access**

You must request Metro Access rides 1 to 3 days before the day you need to travel. Same-day trips are not available. This is a contracted service, which means they pick up and drop off many people on each run. Because of this, it can take a long time to get to your destination or to be picked up. For more information, call 206-263-3113.

## **Wheelchair-Accessible Van Rental**

Local dealers of accessible vehicles may also have a small number of rentals. They may be costly, but are worth it if you want to do some traveling. There are often mileage limits per day. Two of these dealers are:

- **Access Mobility Systems** in Everett, Washington. They provide accessible van rentals and adaptive equipment such as hand controls and transfer seat bases. Call 425-353-6563 or toll-free 800-854-4176 or visit [www.accessams.com](http://www.accessams.com).
- **Absolute Mobility Center**. They offer wheelchair-accessible van rentals for health care appointments, vehicle repairs, vacations, and special occasions. Call 425-481-6546 (Seattle), 253-267-5280 (Tacoma), or toll-free 800-376-8267, or visit [www.absolutemobilitycenter.com](http://www.absolutemobilitycenter.com).

## **Becoming an Employer in Washington State**

### **Washington State Department of Licensing**

Business Licensing Service

..... <http://bls.dor.wa.gov/startbusiness.aspx>

Click on “Get your customized Business Licensing Guide” on the right-hand side of the page. Select “Domestic Help” as your business activity.

## **Employment Security Department (ESD)**

District tax offices can help with the Master Business Application and guide you through the new employer process. ESD issues a Unified Business Identification (UBI) number. It is like a Social Security number for your domestic help business. You must file quarterly state employment taxes.

ESD website ..... [www.esd.wa.gov](http://www.esd.wa.gov)

Unemployment Insurance Tax Information Handbook  
..... [www.esd.wa.gov/uitax/formsandpubs/tax-handbook.pdf](http://www.esd.wa.gov/uitax/formsandpubs/tax-handbook.pdf)

## **Washington State Department of Labor and Industries**

Worker's Compensation coverage, if you are required or choose to carry it ..... [www.lni.wa.gov](http://www.lni.wa.gov)

## **Washington State Department of Social and Health Services**

You must file a New Hire Report when you hire a new or returning employee..... [www.dshs.wa.gov/newhire](http://www.dshs.wa.gov/newhire)

## **Federal Requirements for Becoming an Employer**

### **Federal Employer Identification Number**

Apply for your federal Employer Identification Number (EIN) online, and you will receive your EIN right away. You can then download, save, and print your EIN confirmation notice. Visit [www.irs.gov/businesses/small/article/0,,id=102767,00.html](http://www.irs.gov/businesses/small/article/0,,id=102767,00.html).

### **Internal Revenue Service Requirements**

- Pay Medicare, Social Security, and Federal Unemployment Tax (FUTA) quarterly as a sole proprietor/individual taxpayer with your 1040 Estimated Tax.
  - Form 1040-ES, "Estimated Tax for Individuals," is online at [www.irs.gov/pub/irs-pdf/f1040es.pdf](http://www.irs.gov/pub/irs-pdf/f1040es.pdf).
- Report household employee wages on your annual IRS return.
  - Publication 926, "Household Employer's Tax Guide," is online at [www.irs.gov/pub/irs-pdf/p926.pdf](http://www.irs.gov/pub/irs-pdf/p926.pdf).
  - Publication 15, "Employer's Tax Guide" is online at [www.irs.gov/pub/irs-pdf/p15.pdf](http://www.irs.gov/pub/irs-pdf/p15.pdf).

- Report household employee wages to the employee with a W-2 form and to the government with a W-3 form in January after the year of employment.
  - Instructions for Forms W-2 and W-3 are online at [www.irs.gov/pub/irs-pdf/iw2w3.pdf](http://www.irs.gov/pub/irs-pdf/iw2w3.pdf).

## **Guides for Hiring and Managing Caregivers**

- **Personal Caregivers: Tips, Tricks and Tales from Individuals with Spinal Cord Injury** – People with spinal cord injuries share their tips for hiring and managing personal caregivers. The video is also helpful for individuals with other disabling conditions. Watch the video or read the report at <http://sci.washington.edu/info/forums/reports/caregivers.asp>.
- **Personal Care Assistants: How to Find, Hire and Keep Them** – Tips and resources: [www.craighospital.org/Left-Nav/Craig-Programs/Spinal-Cord-Injury--SCI--Rehab/Health-and-Wellness-Information/Care-receiving/Personal%20Care%20Assistants](http://www.craighospital.org/Left-Nav/Craig-Programs/Spinal-Cord-Injury--SCI--Rehab/Health-and-Wellness-Information/Care-receiving/Personal%20Care%20Assistants).
- **Personal Care Assistance: How Much Help Should I Hire?** – A 4-page guide: [www.craighospital.org/repository/documents/HeathInfo/PDFs/715.PCAHowMuchHelp.NOD.pdf](http://www.craighospital.org/repository/documents/HeathInfo/PDFs/715.PCAHowMuchHelp.NOD.pdf).
- **Hiring and Management of Personal Care Assistants for Individuals with Spinal Cord Injury** – An excellent 26-page document with good examples of advertisements, interview forms, questions to ask, a rating system for applicants, time sheets, a working agreement, and resources: [www.tbi-sci.org/pdf/pas.pdf](http://www.tbi-sci.org/pdf/pas.pdf).
- **Managing Personal Assistants: A Consumer Guide** – A 70-page guide by Paralyzed Veterans of America (PVA). Download the guide for free or order a free printed copy at [www.pva.org/site/News2?page=NewsArticle&id=8115](http://www.pva.org/site/News2?page=NewsArticle&id=8115). There is a shipping charge added for printed copies.

## **Background Checks**

- **Washington State Patrol WATCH Service** gives access to criminal history records in Washington state. Call 360-534-2000 or visit [www.wsp.wa.gov/crime/crimhist.htm](http://www.wsp.wa.gov/crime/crimhist.htm).

- **The Information Source** is a private company that does fast and affordable background checks. You must set up an account before using the service. Call 509-624-2229 or 800-548-8847 (toll-free). You may fax in your request using the release form signed by your applicant. Their fax numbers are 509-458-8956 or 800-303-8317 (toll-free). They also have an online option at [www.tisource.com](http://www.tisource.com).

## **Financial Support**

**Navigating the System: Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)** – Presented by Peter McKee, Attorney, Douglas, Drachler & McKee, LLP. Watch this video or read the report at <http://sci.washington.edu/info/forums/reports/ssdi&ssi.asp>.

## **Financial Support through COPES**

COPES (Community Options Program Entry System) is a program of the Washington State Department of Social and Health Services (DSHS) that pays for personal care and other services for eligible clients in their own homes or in residential facilities. It is designed for people who, without this financial support, would need to be in nursing homes.

Eligibility for COPES is based on health, disability status, and financial need. For information, visit [www.aasa.dshs.wa.gov](http://www.aasa.dshs.wa.gov) or call 800-422-3263 (toll-free).

A brochure, “Summary of Home and Community Services and Eligibility,” is available through the Aging and Disability Services Administration website:

[www.dshs.wa.gov/pdf/Publications/22-866.pdf](http://www.dshs.wa.gov/pdf/Publications/22-866.pdf)

## **Recreation and Entertainment**

There are many free services for people with disabilities:

- **The Flash Card** – This card, issued by the city of Seattle, allows free access for the card holder and their personal assistant to places such as the zoo and aquarium. Visit [www.seattle.gov/humanservices/seniorsdisabled/mosc/golcard.htm](http://www.seattle.gov/humanservices/seniorsdisabled/mosc/golcard.htm), or call 206-684-0500 for more information.

- **The Access Pass** – This card is issued by the National Parks Service. It is a lifetime pass for U.S. citizens or permanent residents with permanent disabilities. The card allows the pass holder and 3 adults to enter the parks for free. Visit [www.nps.gov/fees\\_passes.htm](http://www.nps.gov/fees_passes.htm).
- **Outdoors for All** – This program allows people with disabilities to continue an active life. Many outdoor activities are available year-round with this group, including alpine skiing, white water rafting, hiking, water skiing, other water sports, weekend excursions, rock climbing, kayaking, and canoeing. Visit [www.outdoorsforall.org](http://www.outdoorsforall.org) or call 206-838-6030.
- **Washington Trails Association: Accessible Trails** – Visit these websites for information on accessible trails in Washington state:
  - [www.wta.org/trail-news/signpost/accessible-trails](http://www.wta.org/trail-news/signpost/accessible-trails)
  - [www.parks.wa.gov](http://www.parks.wa.gov)
- **Footloose Sailing** – A sailing program for people with all types of disability. Visit [www.footloosesailing.org](http://www.footloosesailing.org).
- **Movie theatres** – Many movie theatres offer free entry for your caregiver/assistant. Although this is not widely known, just ask at the box office if they offer this service.
- **Plays, symphony, sporting events, concerts, and more** – Go out and have some fun! Most of these public facilities have good access for people with disabilities. Staff are usually very helpful and you may get the best seats in the house! Some places offer free admission for your caregiver/assistant. Ask at entry if they offer this service.
- **Accessible Travel** – Advice and events that might interest you for your future travel along with great information on accessibility. Visit <http://suite101.com/accessibletravel>.
- **Seattle Adaptive Sports (SAS)** – The mission statement of SAS is to enhance and promote the well-being of physically challenged individuals by giving them the opportunity to participate and compete in athletic and recreational activities. Visit [www.seattleadaptivesports.org](http://www.seattleadaptivesports.org) or call 206-726-3984.

- **Wheelchair Yoga and Meditation** – Visit [www.mayallbehappy.org/wheelchair-yoga](http://www.mayallbehappy.org/wheelchair-yoga) for information about conferences and tapes. Check your local yoga centers; they may have a seated yoga class.

## Clothing

Many websites offer clothing and patterns designed for people with disabilities. Here are some you might explore:

- **Access Clothing:** [www.easyaccessclothing.com](http://www.easyaccessclothing.com)
- **Fashion Freaks:** [en.fashionfreaks.se](http://en.fashionfreaks.se)
- **Professional Fit Clothing:** [www.professionalfit.com](http://www.professionalfit.com)
- **USA Jeans:** [www.wheelchairjeans.com](http://www.wheelchairjeans.com)

## Adaptive Products

- **Adaptive Computer Products** – Links to websites and books: [www.makoa.org/computers.htm](http://www.makoa.org/computers.htm)
- **ErgoMart** – Office and computer products: [www.ergomart.com](http://www.ergomart.com)
- **EnableMart** – Assistive technology hardware and software: [www.enablemart.com](http://www.enablemart.com)
- **InfoGrip** – Assistive technology hardware and software: [www.infogrip.com](http://www.infogrip.com)

### Questions?

Your questions are important. Talk to your doctor, nurse, or other health care provider if you have questions or concerns.

While you are a patient on UWMC's inpatient rehab unit, call 8-4800 from your bedside phone. From outside the hospital, call 206-598-4800.

After discharge, call your primary care provider or UWMC's Rehabilitation Clinic: 206-598-4295