



Disability Resource Directory

FOR THE CITIZENS OF
ORANGE COUNTY, FLORIDA

2015-2017 10TH EDITION

Information printed in the “Disability Resource Directory” contains available information as solicited or provided.

Inclusion of an agency does not imply endorsement of its services, nor does exclusion reflect on any organization’s contribution to the community.

Orange County Government will not be held responsible for inaccuracies in this directory due to changes in the information, typographical errors, or any other reason. Resource information has been provided showing applicable website links.

This Directory is not for resale and resale is strictly prohibited.

The Directory is published by Orange County Family Services Department on behalf of citizens of Orange County and the Orange County Disability Advisory Board.

Orange County Government will not unlawfully discriminate against any person on the basis of disability. Through compliance with the Florida Sunshine Law and the Americans with Disabilities Act, its services, programs and activities are provided barrier-free and consistent with reasonable accommodations policy.



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Disability Resource Directory

2015-2017

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To Justin Dart. Without your drive, your 'believing' and your leadership this day would not have been possible. With respect & friendship G. Bush

Orange County
Board of
County Commissioners



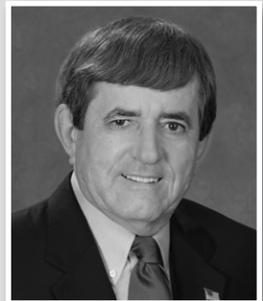
Teresa Jacobs
Orange County Mayor



S. Scott Boyd
District 1



Bryan Nelson
District 2



Pete Clarke
District 3



Jennifer Thompson
District 4



Ted B. Edwards
District 5



Vistoria Siplin
District 6

About the Disability Advisory Board

The Orange County Disability Advisory Board is an advisory to the Board of County Commissioner's. The Board was created in 1995 to provide citizen input to the Board of County Commissioners regarding the life and living conditions of persons with special needs. Advisory board members are diverse individually and by culture, each member is appointed by a County Commissioner and one member appointed by the County Mayor. A public monthly forum meeting is held whereby citizens can express their opinions about their living and life conditions.

Disability legislation that affects people with special needs,

- The Americans with Disabilities Act
- Assistive Technology Act
- Early Intervention Services
- Federal Funding
- Fair Housing Act, as amended
- Housing and Urban Development
- Individuals with Disabilities Education Act
- Medicaid
- Medicare
- Mental Health Parity Act and the Baker Act
- Olmstead Act
- Supplemental Social Security Income and Social Security
- The Rehabilitation Act
- Supported Employment
- TEA 21, Project Action
- White Cane Law
- The Workforce Investment Act

Initiatives of the Disability Advisory Board continue to be,

- Accessible communication and technology
- Affordable, accessible housing
- Disability awareness
- Education of persons with disabilities
- Employment opportunities
- Accessible healthcare
- Pedestrian and street safety
- Support services (caregivers, personal assistants, meals, home based waivers, transportation)
- Accessible, affordable, efficient public transportation
- Accessible bus stops and shelters
- Accessibility
- Emergency Preparedness

2012 Florida Accessibility Code for Building Construction



Adopted pursuant to Section 553.503, Florida Statutes based on the 2010 ADA Standards for Accessible Design

The 1993 Florida Legislature enacted the "Florida Americans with Disability Accessibility Implementation Act" which incorporated the architectural accessibility requirements of the Americans with Disabilities Act of 1990, Public Law No. 101-336, 42 U.S.C. Section 12101 et. Seq. ADA, into Florida law and maintained existing provisions of Florida law thought to be more stringent than the ADA accessibility guidelines.

In 1997 the legislature amended the Act to address U.S. Department of Justice (DOJ) concerns with Florida requirements, which might not have been equivalent or more stringent than ADA architectural standards, to obtain federal certification of Florida's building code as substantially equivalent to the Federal ADA Standards for Accessible Design as adopted by the Department of Justice (DOJ) in 28 CFR 36.

The United States Access Board adopted revised ADA Accessibility Guidelines in 2004. DOJ published final regulations September 15, 2010 adopting the 2004 Guidelines with additions pursuant to 28 CFR 35 and 28 CFR 36 as the 2010 ADA Standards for Accessible Design.

The Florida Building Commission updated the Florida Accessibility Code for Building Construction for consistency with the 2010 ADA Standards and Florida law, Part II, Chapter 553, Florida Statutes, in the summer of 2011. The intent as established by s.553.502, Florida Statutes, is to maintain the US Department of Justice certification of the Code as substantially equivalent to the ADA Standards so compliance with the Code provides presumption of compliance with the ADA Standards.

The 1997 Florida Accessibility Code for Building Construction was certified by the DOJ, however, the 2012 Florida Accessibility Code for Building Construction must also be reviewed and certified by the DOJ. Until the review is completed and the DOJ notifies the State the 2012 Code is certified all parties should maintain due diligence to ensure compliance with both the 2010 Standards for Accessible Design and the 2012 Florida Accessibility Code. Note: Code certification provides presumption of rebuttable evidence of compliance with the ADA for private entities (Title III) but not public entities (Title II).

Accessibility is multi-faceted. The legislative actions of the 101st Congress which implemented the Americans with Disabilities Act and previous acts of the Florida Legislature have been combined to reflect accessibility laws as they related to most areas of construction in Florida. Areas of employment as related to accessibility and/or complaints would be the responsibility of the Equal Employment Opportunity Commission, 1-800-669-4000 or 305-536-4491.

Because of the many complexities of balancing the rights of the physically disabled and the technically specific requirements of the built environment,

no single agency has been charged with enforcement of all issues pertaining to accessibility. The following is a listing of agencies and their statutory areas of responsibility for accessibility. The Florida Building Commission at the time of publication of this code attempts to ensure that the Code is a reflection of the laws of Florida and the administrative rules of each agency as the requirements relate to construction. Because individual agency rules may change, it is the responsibility of the design professional and the property owner to ensure compliance with subsequent revisions.

Responsible Agencies:

H.U.D Office of Fair Housing and Equal Opportunity Hot Line
Washington, D.C.
Voice: 202-708-1112
TTY 202-708-1455
www.hud.gov
Atlanta, GA
Voice: 1-404-331-5136

Forms & Publications

1-800-767-7468

Florida Offices

Jacksonville

Voice: 1-904-232-2627
Fax: 1-904-232-3759

Miami

Voice: 1-305-536-5678
Fax: 1-305-536-5765
TTY: 1-305-536-4734

Orlando

Voice: 1-407-648-6441
Fax: 1-407-648-6310

Tampa

Voice: 1-813-228-2026
Fax: 1-813-228-2431
TTY: 1-813-228-2115

Florida Commission on Human Relations

Voice: 1-850-488-7082
Voice Message Service:
1-800-342-8170
TDD ASCII 1-800-955-1339

TDD Baudot 1-800-955-8771

Voice Relay Service:

1-800-955-8770

www.fchr.state.fl.us

Public Telephone Installation and Placement Florida Public Service Commission

Voice: 1-800-342-3552

Fax: 1-850-511-0809

TDD: 1-800-955-8771

www.floridapsc.com

Government Parking Facilities FL Department of Transportation Traffic Operations Office

Voice: 1-866-374-3368, x 5253

Fax: 1-850-414-5251

TDD: 1-850-921-0762

Accessible Parking Placards: Department of Highway Safety and Motor Vehicles

Contact your local Tax Collector's Office.

Contact number listed by County:

www.hsmv.state.fl.us/offices/

Elevator Accessibility: Department of Business Regulation Bureau of Elevator Inspection

Automated Call System:

1-850-487-1395

Select Hotels and Restaurants, then Elevators

www.myfloridalicense.com/dbpr/hr/elevators.html

Florida Government Facilities Department of Management Services

Division of Real Estate Development and Management

Voice: 1-850-488-2074

www.dms.myflorida.com/business_operations/real_estate_development_management

Hospital and Health Care Facilities
Agency for Health Care Administration
Office of Plans and Construction
Voice: 1-850-412-4477
www.AHCA.myflorida.com/MCHQ/plans/

Public Schools and State Universities
FL Department of Education
Office of Educational Facilities
www.fldoe.org/edfacil/
Voice: 1-850-245-0494
Fax: 1-850-245-9236
www.firn.edu/doe/edfacil/

State Prisons
Department of Corrections
Facilities Services
Voice: 1-800-514-0301 (select option 7 for technical assistance)
TTY/TDD: 1-800-514-0383
www.usdoj/disabilities.htm

FL Accessibility Code and Waiver
Questions/Direction to Additional Resources
Division of Historical Resources
Voice: 1-850-245-6372
Fax: 1-850-245-6437
www.dhr.dos.state.fl.us/preservation

Code Compliance and Enforcement
Contact: Local Building Departments

ADA, Employment Accommodations, and You

Since its passage in 1990, the American with Disabilities Act (ADA) has stripped away the barriers that have restricted individuals with disabilities from reaching their full potential in the employment arena.

The employment provisions of the ADA have been in effect since 1992. These rules have one simple goal—to bring people with disabilities into the work force. The ADA prohibits employers and employment agencies from discriminating against qualified individuals with disabilities in job application procedures, hiring, promotions, dismissals, compensation, and job training.

What does the ADA mean for you in terms of employment? Under the ADA law, a disability is a physical or mental impairment that substantially limits an individual's major life activities. This definition also applies to individuals who have had a history or record of an impairment.

The ADA not only covers discernible disabilities—impaired sight or hearing, stuttering, muscular and neurological disorders, for example—but also less obvious impairments, such as cancer, epilepsy, emotional disturbances, and learning disabilities. The law also protects individuals who have the AIDS virus or AIDS from discrimination, and it offers the same protection to recovered alcoholics and recovered drug addicts. The ADA does not cover occasional or chronic alcoholics or illegal drug users. It also doesn't cover temporary conditions, like a broken leg or

You are a qualified individual if you can perform the essential functions of the job with or without a reasonable accommodation and meet the employer's objective requirements for the job, such as field of study,

technical skills, and GPA. It's important to recognize that it is not the employer's responsibility to make you qualified for the job; nor is it the employer's responsibility to change the job requirements to fit your individual qualifications. The ADA is not a guarantee of a job: Instead, it levels the playing field so that you're judged on your job-related abilities. The guiding principle behind the ADA is that the focus should be on the job seeker's abilities, not his or her disabilities.

The ADA defines "reasonable accommodations" as accommodations that do not impose undue hardship on the employer. An accommodation that causes the employer significant expense or difficulty is considered an undue hardship under the ADA; however, remember that what is considered a significant expense for one employer may not be for another. The nature and cost of the accommodations are weighed against such factors as the overall financial resources of the organization, the number of employees, the size of the company budget, the number and types of facilities owned by the company, and whether the accommodation would be disruptive to the company's purpose. That means that the very same accommodation could be reasonable in one workplace and create undue hardship in another. For example, providing \$12,000 adaptive equipment for computer use might be reasonable for a large corporation but unreasonable for a small business. Many of the accommodations that you may have been accustomed to in the educational setting—like readers, note takers, or interpreters—may not be considered reasonable accommodations in the workplace.

It has become common for employers to ask applicants up front to advise them of any type of accommodation needed to the recruitment process—a change in the interview site to one that is accessible, or an alteration to a pre-employment test, for example. *If you are made this offer and you know you may need an accommodation, advise the employer.* The fact that you may need an accommodation during the recruitment process has no bearing on whether you'll need an accommodation to perform the job.

While employers are free to ask you to advise them about accommodations to the recruitment process, they are not permitted to ask if you have a disability—and they're also not allowed to ask about the nature and extent of the disability. Generally speaking, at this stage employers can ask about your ability to perform job-related functions, but they can't ask you if you need an accommodation to do a particular job or what type of accommodation you might need to do the work. And, they can't require you to submit to a pre-employment physical before extending a job offer to you. After the employer has made a job offer to you, the employer can require that you take a medical exam—as long as all other candidates who have received job offers from the employer are also required to take it.

The whole issue of when you should discuss accommodations to the job is tricky, and ultimately the decision is yours. Legally, during the recruitment process, you don't need to bring up job accommodations; moreover, if you are not fully aware of what the job requires, you're not really prepared to discuss accommodations. Legally, the employer can't ask you about the need for a job accommodation until after making you a job offer. You need to understand, however, that many employers don't know very much about accommodations. For example, the employer may not be aware that, in some cases, no accommodation is necessary. Or, the employer may be unaware of the variety of accommodations that can be made—and may in fact think that there are no reasonable accommodations for certain impairments. The employer may also be unaware of how simple (and

inexpensive) many types of accommodations are—raising a desk off the floor to provide wheelchair access, for example. The employer lacks the knowledge that you have—but can't ask you to share that knowledge in the pre-employment stage.

Keep in mind that the interview is where you're showcasing your abilities and skills, and it's not inappropriate for you to touch upon accommodations that you used to perform a project or assignment that highlights your abilities and talents. You can let the employer know if you performed without an accommodation, if that's been the case, or you can let the employer know what modifications enabled you to carry out a project, responsibility, or assignment. Remember, however, that your conversation should focus on the end result, the achievement.

If you choose to discuss accommodations to a particular job before you've received a job offer, proceed with caution. Before you discuss any job or workplace accommodations, learn as much as possible about the job and its work site. Ask the employer questions regarding the exact job requirements and be sure to ask about the facility in which the job is performed. If possible, tour the plant or office to get a feel for the work and the workplace. By researching the job and workplace, you'll be better able to discuss job accommodations, should you choose to do so prior to being made an offer. And, when discussing possible accommodations—either before or after you've received a job offer—you need only discuss accommodations, not your disability.

What if you are asked an illegal question about your disability? You have three basic options: You can remind the employer about the ADA's restrictions on questions related to disabilities; you can try to answer the question behind the illegal question—Is the employer really asking if you have the ability to do the job?—or, you can answer the illegal question. In the end, it's up to you to decide how to handle such a situation. The good news is that most employers now have had several years of experience with the ADA and are versed in the dos and don'ts of the law; your chances of being confronted with an illegal question are much sligher than might have been the case a few years ago.

Finally, remember that the ADA's bottom line is this: All job seekers have a right to be judged on their abilities, and that's what you should focus on in your job interviews. Showcase your talents. Let the employer know what you have to offer to the organization—and what you will bring to the position.

Consumer Fraud

Tips to Avoid Consumer Fraud

As a savvy consumer, you should always be on the alert for shady deals and scams. To avoid becoming a victim, keep these things in mind:

1. A deal that sounds too good to be true usually is! Be wary of promises to fix your credit problems, low interest credit card offers, deals that let you skip credit card payments, work-at-home job opportunities, risk-free investments, and free travel.
2. Don't share personal information with someone you don't know or trust. Learn how to recognize fraud.

3. Be aware of payday and tax refund loans. Interest rates on these loans are usually excessive. A cash advance on a credit card may be a better option.
4. Read and understand any contract or legal document you are asked to sign. Do not sign a contract with blank spaces or where the terms are incomplete.
5. Get estimates from several contractors for home or car repairs. Make sure the estimates are for the exact same repairs for a fair comparison.
6. When paying for your purchases, watch the cash register screen. If you think the price that has been charged is incorrect, speak up.
7. Before you buy, make sure you understand and accept the store's refund and return policies, especially for services and facilities that charge monthly fees.
8. Don't buy under stress. Avoid making big-ticket purchases during times of duress (e.g., coping with a death or debt).
9. When shopping online, look for the padlock icon in the bottom corner of your screen or a URL that begins with "https" to ensure that your payment information is transmitted securely.
10. If you are having difficulty making payments on loans, notify your lender immediately so that you can work out a payment plan.

Quick Tips for Avoiding Fraud

There are many varieties of consumer frauds, but the most common ones are variations of fake check scams, credit repair, free trip offers, and sweepstakes. Here are some tips to help you avoid being a victim:

- Don't give out personal information. Be suspicious of anyone you don't know who asks for your social security number, birthdate, credit card number, bank account number, password, or other personal data.
- Don't be intimidated. Be suspicious of calls or e-mails that want you to provide or verify personal information immediately. Tell them you are not interested and hang up or don't reply to the e-mail.
- Monitor your accounts. Review bank and credit card statements carefully, and report unauthorized transactions to your financial institution immediately.
- Use a shredder. Tear or shred credit offers you receive in the mail, bank statements, insurance forms, and other papers with personal information.

Protect Your Pin

Beware of "shoulder surfers". Be suspicious of anyone lurking around an ATM or watching over your shoulder while you use your card. Some thieves even put a device over the card slot of an ATM to read the magnetic strip and record your PIN; this is known as "skimming". If you suspect criminal activity, walk away and use a different ATM.

A graphic at the top of the page features a background image of a hurricane's eye and surrounding clouds. The title "Hurricane Preparedness" is centered over this image in a large, bold, dark grey font.

Hurricane Preparedness

Before a hurricane threatens, you must plan what to do.

Do you know if you live within a flood zone? If you live in an area prone to flooding during heavy rains, you may want to relocate. Find out by calling Orange County's Storm Water Management Division at 407-836-7946 and they will ask for your address.

Inventory your property. Review your insurance policies and coverage before property becomes threatened. Separate policies are needed for protection against wind and flood damage. Check your homeowners policy if you are a homeowner and check your tenant coverage if you are a renter. Keep descriptions and pictures along with insurance papers inside waterproof plastic bags and take these with you instead of trying to pack everything into a safe place. Keep backup documents in a safety deposit box at your bank. Give copies to family members or friends outside your risk area. If you have to evacuate, take these documents with you. Move large items to higher levels of your home.

Protect your property from falling dead tree limbs and branches.

Have limbs and branches near power lines trimmed. Anchor loose objects outside (garbage cans, tools and toys). If you have a garage, bring loose objects inside. In high winds, these may become flying objects and cause serious injury and property damage. Have shutters or lumber for protecting large windows or doors. Draw drapes across windows and doors to protect against flying glass. Brace your garage door and lower antennas.

Educate yourself on what to expect during emergency situations, especially hurricanes. Does your family know how to get in touch with you? Where to meet the rest of the family members if you are separated? Involve your family members in putting together your disaster plan.

When a weather watch is issued, turn on your radio. Consider purchasing a NOAA Weather Alert Radio.

Make your travel plans. If you are a person that requires assistance to evacuate, are you registered with the [Special Needs Registry](#). If not, call 407-836-9319. If you have a serious health condition that requires specialized medical support during an evacuation you are encouraged to register with the Special Needs Program and your local utility company if electrical power is needed. Visit <http://www.orangecountyfl.net/cms/DEPT/hfs/healthservices/ems/default.htm>

Maintain supplies year round of flashlights, batteries, covered candles or lamps and safety matches, nonperishable foods, and containers for drinking water (at least two quarts of water per day per person). Store at least one gallon per day per person to accommodate washing and bathing. Set aside 3 days change of clothing including your toiletries and medications needed should you have to evacuate.

When a warning is issued, listen constantly to radio and television. Prepare for tornadoes and floods. These are the worst killers associated with hurricanes. If you live in a mobile home (manufactured housing), check the tie downs and leave immediately for a safe place. If you have made plans to be evacuated you will receive a call from the Special Needs Registry explaining evacuation procedures if you are registered.

During evacuation, call 3-1-1

Decide where to go if you must evacuate. You may leave the region, go to a friend or relative in a safe area, go to a hotel or motel outside the area or go to a shelter. But, you must pre-plan.

Know your escape route and evacuate when the order is given, leave immediately seek shelter from high winds. If you depend on public transit, all transportation will be pulled off the roads when the winds reach between 35-74mph, depending on the weather conditions.

If you live in a mobile home, always plan to relocate. Destructive high winds endanger citizens remaining inside mobile and manufactured homes. These residents usually evacuate early whenever a hurricane threatens. Tie-downs have limited capabilities. When the evacuation order is given, leave immediately and seek shelter from high winds.

Open shelters – call 3-1-1 or 407-836-3111 (Orange County's Government Services Center) for the nearest shelter. Special needs shelters open as the pathway of the storm is determined, so remain on alert and take action when notified. If you go to a Red Cross shelter, bring any supplies and medications you may need for at least 3 days, including cash or travelers checks, sleeping bags, blankets, pillows, folding chair, flashlight, battery powered radio/tv, batteries, cards, games, books, canned and packaged foods, can open, paper plates, cups, bottled water, special dietary foods, personal hygiene needs, clothing, eye glasses, hearing aid and batteries and your important documents. Bedding is not provided at public shelters.

Pet-Friendly Shelters. Orange County maintains shelters that will accept you and your pets. To find out which of these shelters are open call 3-1-1 or 407-836-3111 during the disaster. As a last resort, you must leave your pets behind; protect them by releasing them inside your house or garage. Do not leave your animals tied up in the house or outside in the weather. Leave them with food and water for several days. Remove the toilet tank lid and the seat cover and leave water in the bathtub for them to drink.

For assistance during disaster recovery, call 3-1-1 (407-836-3111). Call 3-1-1 for public information during disasters. 311 will tell you where to get assistance with sheltering, resource distribution (i.e., ice, water, sandbags, etc.) and debris removal and school closings. Dial 9-1-1 for life threatening emergencies only. If you are sheltered, you will not be allowed to return to your home until it is safe to return.

Terms Used in Special Education

Adaptive development – development of the child in comparison to other children the same age. This might include the child's ability to dress, eat without the assistance of others, toilet training, how he plays with other children, how he plays with other children, how he plays alone, understanding dangers in crossing the street, how he behaves if mother leaves the room, etc.

Advocate – Someone who takes action to help someone else (as in "educational advocate"); also, to take action on someone's behalf.

Amendment – change, revision, or addition made to a law or an original document

Appeal – a written request for a change in a decision; also, to make such a request

Appropriate – able to meet a need; suitable or fitting; in special education, it usually means the most normal situation possible

Assessment – a collecting and bringing together of information about a child's needs, which may include social, psychological, and educational evaluations used to determine services; a process using observation, testing, and test analysis to determine an individual's strengths and weaknesses in order to plan his or her educational services.

Attention Deficit Disorder (ADD/ADHD) – neurobiological disorder. Malfunctions in brain chemistry result in inattention, impulsiveness or hyperactivity. Symptoms appear in childhood, are chronic in nature and not attributable to other physical, mental, or emotional causes. Some characteristics include not staying on task, difficulty organizing and completing work, inability to stay with activities for periods of time appropriate for a child's age, and failure to follow through on parental requests. Symptoms may vary with situation and time (i.e., home, school, groups, and one-on-one interactions).

At risk – a term used with children who have, or could have, problems with their development that may affect later learning.

Autism – A lifelong developmental disability which affects communication and behavior and which usually appears before age three. It is characterized by lack of meaningful speech or inappropriate speech; withdrawn, anti-social and/or affectionless behavior; fascination with objects rather than people; prolonged odd body movements; hypersensitivity to stimuli; stereotypic and compulsive behavior; and a failure to initiate and relate to people.

Behavior Intervention Plan – a plan designed to teach a child proper behavior and social skills.

Behavioral Assessment – gathering and analyzing information

about a child's behavior. This can be accomplished by observation and parent report. The information is used to plan ways to assist with the child's un-desirable behaviors.

Behavioral Disorders – behavior which seriously interferes with the normal life of a person or the lives of those with whom he or she lives or works; may be caused by environmental, emotional or psychiatric factors. (examples: see prader-willi syndrome, tourette's syndrome)

Blindness and Low Vision – Blindness is often thought to be complete loss of sight with no remaining perception of light; however, this form of blindness is rare. Blindness can be congenital (before or after birth) or is acquired as a result of trauma or a medical disorder. Low vision age related causes include: macular degeneration, cataracts, diabetic retinopathy, retinitis pigmentosa, and glaucoma. Low vision varies and may be the result of night or color blindness, myopia (nearsightedness), astigmatism (irregular curvature of the cornea), hyperopia (farsightedness) and presbyopia where the eye lens becomes elastic.

Child Find – a service directed by each state's Department of Education or lead agency for identifying and diagnosing un-served children with disabilities; while Child Find looks for all un-served children, it makes a special effort to identify children from birth to six years old.

Chronic Health Impairments – Some impairments are visible disabilities, but many are invisible illnesses or medical conditions. In some cases, the degree of impairment will vary from one day to the next because of the nature of the medical condition, the medication used, or the therapy required. Conditions may include: AIDS, allergies, back disorders, burns, cancer, diabetes, fibromyalgia, heart disease, hemophilia, lupus, multiple sclerosis, muscular dystrophy, renal-kidney disease, respiratory disorders, seizure disorders, sickle cell anemia, Tourette's syndrome.

Cognitive – A term that describes the process people use for remembering, reasoning, understanding, and using judgment; in special education terms, a cognitive disability refers to difficulty in learning.

Comprehensive service system – Refers to a list of 14 areas each participating state is to provide under the Early Intervention Program for infants and toddlers (Part C). These 14 points range from definition of developmentally delayed, to guidelines for identification, assessment, and provision of early intervention services for the child and family.

Counseling – advice or help given by someone qualified to give such advice or help (often psychological counseling).

Cystic Fibrosis – an inherited disease that affects the pancreas, respiratory system, and sweat glands, which usually begins in infancy and is characterized by chronic respiratory infection, pancreatic insufficiency, and heat intolerance.

Deafness and Hearing Loss – Deafness refers to a profound hearing loss

of 90 decibels or greater. Hard of hearing refers to those who have some residual hearing. Deafness can be congenital (before birth or at birth) or prelingual (before the age of about three when spoken language is normally acquired).

Developmental – having to do with the steps or stages in growth and development before the age of 8 years and generally exhibits below average intellectual functioning and potential for measurable achievement in instructional settings.

Developmental history – the developmental progress of a child (ages birth to 18 years) in such skills as sitting, walking, talking, or learning.

Developmental tests – standardized tests that measure a child's development as it compares to the development of all other children at that age.

Disability – the result of any physical or mental condition that affects or prevents one's ability to develop, achieve, and/or function in an educational setting at a normal rate.

Due process (procedure) – action that protects a person's rights; in special education, this applies to action taken to protect the educational rights of students with disabilities.

Early interventionist – someone who specializes in early childhood development, usually having a Master's degree or Ph.D. in an area related to the development of infants, toddlers, and preschoolers.

Early intervention policies – See policy/policies

Early intervention services or programs – programs or services designed to identify and treat a developmental problem as early as possible; before age 2-3 (services for 3-5 year olds are referred to as preschool services).

Eligible – able to qualify

Evaluation – The process and procedures used by appropriate qualified personnel to determine a child's initial eligibility for programs.

Free appropriate public education (often referred to as FAPE) – one of the key requirements of the IDEA, which requires that an education program be provided for all school-aged children (regardless of disability) without cost to families; the exact requirements of "appropriate" are not defined, but other references within the law imply the most "normal" setting available.

Handicap – see disability; also obsolete word

Identification – the process of locating and identifying children needing special services

Lead agency – the agency (office) within a state or territory in charge

of overseeing and coordinating the service system for children ages birth through 2.

Learning disability – presumed neurological dysfunction which may exist with other disabling conditions and may exhibit other disabling conditions. The individual often exhibits average to above average intelligence ability, severe processing deficits, severe aptitude-achievement discrepancies and measured achievement in an instructional or employment setting.

Least restrictive environment (LRE) - an educational setting or program that provides a student with disabilities with the chance to work and learn to the best of his or her ability; it also provides the student as much contact as possible with other children without disabilities, while meeting all of the child's learning needs and physical requirements.

Mental health – see psychological disabilities

Mobility Impairments – there are a wide range of neuromuscular and orthopedic impairments that are congenital, the result of illness, or accident related. They may range from slight difficulties with movement to paralysis. May be caused by disorders such as arthritis, multiple sclerosis, or congenital causes such as cerebral palsy or muscular dystrophy. They can also result from illness, accidents, strokes or injury to the spinal cord.

Multidisciplinary – a team approach involving specialists from more than one discipline, such as a team made up of a physical therapist, a speech and language pathologist, a child development specialist, an occupational therapist, or other specialists as needed.

Occupational therapy – a therapy or treatment provided by an occupational therapist that helps individual developmental or physical skills that will aid in daily living; it focuses on sensory integration, on coordination of movement, and on fine motor and self-help skills, such as dressing, eating with a fork and spoon, etc.

Parent training and information programs – programs that provide information to parents of children with special needs about acquiring services, working with schools and educators to ensure the most effective educational placement for their child, understanding the methods of testing and evaluating a child with special needs, and making informed decisions about their child's special needs.

Physical therapy – treatment of (physical) disabilities given by a trained physical therapist (under doctor's orders) that includes the use of massage, exercise, etc. to help the person improve the use of bones, muscles, joints and nerves.

Placement – the classroom, program, service, and/or therapy that is selected for a student with special needs.

Policy/policies – rules and regulations; as related to early intervention and special education programs, the rules that a state or local school system has

for providing services for and educating its students with special needs.

Prader-Willi syndrome – a rare, incurable disease of childhood that is characterized by short stature, lack of muscle tone, size and strength; an insatiable appetite which leads to obesity if untreated; and cognitive delays in most cases.

Private agency – a non-public agency which may be receiving public funds to provide services for some children.

Private therapist – any professional (therapist, tutor, psychologist, etc.) not connected with the public school system or with a public agency.

Procedural safeguards – the law provides very specific guidelines for student evaluation, parental consent and involvement, access to records, individualized education program development and implementation, student placement, mediation and due process procedures.

These procedural safeguards provide standards for accountability, consistency across classrooms, districts and states, and detail a process for settling disputes in a fair and equitable manner.

Program(s) – in special education, a service, placement, and/or therapy designed to help a child with special needs.

Psychological disabilities – These disabilities vary widely with severity of symptoms and diagnoses. Common are mood disorders such as bipolar and major depression. Other conditions are anxiety and panic disorders, obsessive-compulsive disorder, and schizophrenia. These disabilities are recognized to be biological and many can be treated with appropriate psychotherapy and psychiatric medications.

Psychologist – a specialist in the field of psychology usually having a Master's degree or Ph.D. in psychology.

Public agency – an agency, office or organization that is supported by public funds and serves the community at large.

Public Law (P.L.) 94-142 – a law passed in 1975 requiring that public schools provide a “free appropriate public education” to school aged children ages 3-21 (exact ages depend on your state's mandate), regardless of disabling condition; also called the Education for all Handicapped Children Act of 1975 or the Education of the Handicapped Act (EHA), and with recent amendments now called the Individuals with Disabilities Education Improvement Act (IDEA 2004).

Public Law (P.L.) 102-119 – passed in 1991, this is an amendment to the individuals with Disabilities Education Act (IDEA), which requires states and territories to provide a “free appropriate public education” to all children ages 3-5; and provides funds for states and territories to plan and implement a comprehensive service system for infants and toddlers (ages birth through 2 years) with disabilities.

Related Services – transportation and development, corrective, and other support services that a child with disabilities requires in order to benefit from education. Examples of related services include speech/language pathology and audiology; psychological services, physical and occupational therapy, recreation, counseling services, interpreters for those with hearing impairments, medical services for diagnostic and evaluation purposes, and assistive technology devices and services.

Seizure disorders – characterized by uncontrolled movements of the muscles of the body or change in alertness or behavior. They are caused by certain abnormalities in the brain. A seizure happens when bursts of unorganized electrical impulses interfere with the normal brain electrical impulses.

Service coordinator – someone who acts as a coordinator of an infant's or toddler's services, working in partnership with the family and providers of special programs; service coordinators may be employed by the early intervention agency.

Services/service directory – the services (therapies, instruction, treatment) given to a child with special needs.

Social or emotional (development) – the psychological development of a person in relation to his or her social environment.

Special education – See special education programs and services.

Special education coordinator – the person in charge of special education programs at the school, district or state level.

Special education program/services – programs/services, or specially designed instruction (offered at no cost to families) for children over 3 years old with special needs who are found eligible for such services; these include special learning methods or materials in the regular classroom and special classes and programs if the learning or physical problems indicate this type of program.

Special needs – (as in child with special needs) – a term to describe a child who has disabilities or who is at risk of developing disabilities and who, therefore, requires special services or treatment in order to progress.

Speech and language delay – any number of conditions that interfere with the individual's ability to produce audible utterances to such a degree that the resultant sounds do not serve satisfactorily as the basic tool for oral expression. Speech difficulties fall into several categories; articular problems in which speech sounds are omitted, replaced by substitute sounds or distorted; voice problems in which pitch, loudness or quality of voice are affected; and stuttering.

Speech/language pathology – a planned program to improve and/or correct communication problems.

Tourette's syndrome – a neurological movement disorder which begins

when the individual is age two to sixteen and characterized by rapidly repetitive muscular movements called "tics" including rapid eye blinking, shoulder shrugging, head jerking, facial twitches or other torso/limb movements; and involuntary vocalizations including repeated sniffing, throat clearing, coughing, grunting, barking or shrieking.

Transition (from high school to college) – High schools are governed by the IDEA (Individuals with Disabilities Education Act) and parents are notified and required by law to give permission for any decisions regarding their son or daughter.

Colleges are governed by the ADA and the Rehabilitation Act but not governed by the IDEA. The Family Educational Rights and Privacy Act (FERPA) mandate that the college cannot release any information concerning an adult over the age of 18 unless the student has given explicit written permission.

Sources:

- Children of the Cost, Quality and Outcomes Study
Go to School: Chapel Hill, University of North Carolina
- Florida Directory of Early Childhood Services/Central
Directory Manual: Tallahassee, Florida: FL Children's
Forum 1994, 1997, 2000
- Inclusive Child Care Booklet: Tallahassee, Florida:
Children's Forum 2000
- Mainstreaming and Inclusion Become a Reality:
Tallahassee, Florida
- Inclusive Child Care: Open Hearts – Open Doors:
Salem, Oregon 1999
- U.S. Department of Justice, Civil Rights Division
Disability Rights Section
- U.S. Department of Education

Orange County Directory 2015-2017 Agency Listing

Easy Access Numbers

2-1-1 Community Resources &
Elder Helpline

3-1-1 Orange County Government Info
and Services

Orange County Emergency
Management, 407 836 9140 (during a
disaster, call 3-1-1)

Open Shelters

Orange County Special Needs Registry,
407-836-8319

Disaster Preparedness,
www.floridadisaster.org

www.OCOEM.net

Wireless Emergency Alerts (WEA)
www.fema.gov/emergency

NOAA Weather Reports

www.weather.gov

NOAA weather VHF bands:

162.400 (Tallahassee)

162.425 (Palatka)

162.450 (Largo)

162.475 (Orlando, Ft. Myers)

162.500, 162.525

162.550

(Tampa, Jacksonville, Miami)

5-1-1 Roadways – *information on road
conditions and traffic congestion
(public transit, ferry, bicycle,
tourism, and other information.*

7-1-1 Florida Relay Speech to Speech
Telephone Calls (STS)
877-955-533

Hearing Carry Over (HCO)

771

Voice Carry Over (VCO)

771

9-1-1 Life Threatening Situations

ABA Educational Art 904-291-2113

Ability online Support Network

*Family friendly monitored electronic message sys-
tem that enables children and adolescents with
disabilities to share experiences and information.*

866-650-6207

Able Trust (FAAST)

**Florida Governor's Alliance for the
Employment of Disabled Citizens**
850-224-4493 (Voice and TTY)

Technology and Assistive Services
850-487-3278, www.faaast.org

FL Alternative Financing Program
888-788-9216 x 107

Abuse Prevention & Crises Intervention

*An act of violence and mistreatment to attack
and the use of coarse and insulting words or
actions.*

Florida Domestic Violence Hotline

800-500-1119

Florida DV Hotline 800-621-4202 (TTY)

Safehouse of Seminole 407-302-5220

Jewish Family Services 407-644-759

Harbor House Hotline 407-886-2856

Help Now of Osceola County Hotline
407-847-8562

Parent Helpline 800-352-5683

Abuse/Neglect/Exploitation

Accepts reports of abuse, neglect and exploitation of children and vulnerable adults (elderly and Disabled) and self-neglect by vulnerable adults.

FL Department of Children & Families

800-962-2873 (Hotline)

Child/Adult/Elderly

Business Office (Tallahassee)

850-487-4332

Complaints 800-541-9724

Florida Abuse Registry

800-962-2873 (TDD), 800-453-5145 x 5098

National Abuse Hotline

800-799-7233, 800-787-3224 (TTY)

House of Hope 407-843-8686

Lifeline Central FL Crises 407-425-2624

Osceola Childrens Home & Shelter

321-219-1176

Accept Pregnancy Centers, Inc.

407 S. Dillard Street, Winter Garden, FL 34787

407-654-0820

Access Board (U.S.)

Americans with Disabilities Accessibility

Guidelines www.access-board.gov

Access to Health Insurance Resources

for Care 800-798-8447

Accessible Alternatives 407-859-1444

ACCESS LYNX

Transportation for persons with disabilities, Medicaid and Transportation for the Disadvantaged. Door-to-door transportation Individuals must apply and meet eligibility criteria. www.golynx.com

407-423-8747

Press 3 – Check your pickup arrival

Press 4 – Make a reservation

Press 5 – To make comments or suggestions

Press 6 – To check eligibility

Press 7 – To cancel a trip for today

Press 8 – Pickup Line

Accessible Technology

Bobby

A technology that analyzes web pages for their accessibility to people with disabilities. <http://bobby.watchfire.com/bobby/html/en/index.jsp>

Center for Accessible Technology

<http://www.cforat.org>

(Adaptive equipment)

<http://www.cat.buffalo.edu/>

(R & D adaptive equipment)

<http://www.ncam.wgbh.org>

(Motion picture access projects)

Rehabilitation Engineering and Assistive Technology Society of North America

(Science, engineering, technology)

<http://www.resna.org>

TDI

Site provides information for TTY users such as how to purchase a number and how to have it published in the national directory and fact sheets on TTYs.

<http://www.tdi-onlin.org>,

Web Accessibility Initiative

Site produces guidelines explaining ways to make websites and products more accessible. <http://www.33c.org/WAI>, Consortium of businesses that provides a broad range of services including a repository of information about www developers and users. <http://www.w3.org>

WebABLE

database that includes several guidelines for removing barriers from websites. <http://www.webable.com/library.html>,

Accommodation Tools

Cell Phones

ETO Engineering, cell phones for blind, deaf, hard of hearing, physically disabled and elderly 919-523-0205

Interpreting Services

Gallaudet University Services

202-651-5199 (Voice and TTY)

<http://www.gis.gallaudet.edu>

Pointing Devices

Riverdeep Inc. 319-395-9626

<http://www.riverdeep.net/edmark>

Kensington Technology Group

650-572-2700, info@kensington.com

<http://www.kensington.com>

Logitech Inc. 800-231-7717

<http://www.logitech.com>

Telecommunications Devices Clarity

800-552-3368

<http://www.clarityproducts.com/indexNA.asp>

Enabling Technologies Co.

800-777-3687 (Voice and TTY)

<http://www.brailleur.com>

Krown Manufacturing

817-738-2485 (Voice), 877-738-8993 (TTY)

<http://www.krownTTY.com>

Ultratec Inc.

800-482-2424 (Voice and TTY)

<http://www.ultratec.com>

Independent Living Aids

Outlet for watches, clocks, canes, kitchen items, slates and styluses, household, personal and recreation items, voice activated TV remote, large button cordless phone, talking pagers, sewing aids, tools, medical devices, etc.

Innovative Rehabilitation Technology, Inc.

Custom computers and software, reading machines, talking calculators, notetakers, bathroom scales, clocks, watches (talking and Braille), etc. 530-274-2090

Technical Assistance from Federal Agencies Title I (ADA) - employment Equal Employment Opportunity Commission Office of Legal Counsel

202-663-4900 (Voice)

800-669-E E O C (Voice)

202-663-4494 (TTY)

<http://www.eeoc.gov>

DBTACs (Disability and Business Technical Assistance Centers)

800-949-4232 (Voice and TTY)

<http://www.adata.org>

Access to Recreation

Ten regional centers are funded through the US Department of Education. The toll free number will automatically connect caller to the center that Serves their area. 800-634-4351

Access Wheels, Inc. (Modifications)

800-456-1371

Accountants

FL Department of Business and Professional Regulation

352-333-2500, 850-487-1395

ACLU (American Civil Liberties Union)

www.aclucentralflorida.org

Acupuncture

FL Department of Health

State office for osteopathic medicine, speech language pathology, acupuncture, midwifery, massage therapy, audiology. 850-245-4161

ADA (Americans with Disabilities Act)

This service permits businesses, state and local governments or others; To ask questions about general or specific ADA requirements including questions about the ADA standard for design.

US Department of Justice

800-514-0301, 800-514-0383

National ADA & IT Technical

Assistance Center 800-949-4232 (v/TTY)

SE Disability and Business Technical

Assistance Center 404-541-9001 (v/TTY)

SE ADA Center 800 949-4232

ADA Hotline 877-232-4968

ADA Publications 800-669-3362

Abilities Inc. of Florida (State Affiliate)

727-538-7370 x 363

ADA Coordinator, Orange County, FL

Information and/or referral on concerns related to accessibility services, programs, activities and public accommodation.

407-836-6568

Disability Advisory Board 407-836-6568

Job Accommodation Network

800-526-7234

Adaptive Mobility Services (*home, functional, wheelchair and driving assessments*)

407-426-8020

Adaptive Aids

Magnifying Center of Winter Park

407-672-6441

Magnifying Solutions 386-986-0312

Florida Reading & Vision 407-488-3547

Freedom Scientific 800-444-4443

ADD (Attention Deficit Disorder)

Attention Deficit Disorder Association

800-233-4050

CHADD Orlando Metrowest 407-578-6200

Children and Adults with Attention Deficit/Hyperactivity Disorder (CHADD)

301-306-7070, 800-233-4050

CNS Healthcare 407-425-5100

Kids Neuro Care 407-218-4444

Interventions Unlmted. 407-678-8889

Learn to Learn 407-275-5550

Life Skills Academy 407-629-9455

Social Bridges 407-539-2450

Addiction Professionals

FL Certification Board (Drug abuse certification board) 850-222-6314

Adoption

FL Adoption Reunion Registry

850-488-8000

FL Department of Children and Families (FL Adoption Exchange)

850-487-2383

Adoption by Shepherd Care

407-265-9599, 407-265-9549 (fax)

FL Adoption Information Center

800-962-3678, 904-353-3472 (fax)

Adult Services

Easter Seals Daybreak at the Miller Center

407-629-4565

Share the Care, etal 407-423-5311

St. Mary Magdalen Adult Center

407-831-9630

Adult Day Care Center (ADCC)

Agency for Health Care Admin.

Regional Office, Ft. Lauderdale

954-967-1493

Orlando Office Service and intake

800-342-0823, 407-273-8858 (Fax)

Consumer Hotline 888-419-3456

Orlando Office

407-317-7851 (Administration)

407-245-0847 (Fax)

Florida Agency for Health Care

850-412-3600



Bureau of Long Term Care Services

800-963-5337

Adult Literacy League, Inc.

407-422-1540

FL Department of Children and Families with Developmental Disabilities

Facilities for in-home services 850-488-8922

FL Department of Children and Families

Adult Protective Services

850-488-2881

FL Department of Elder Affairs

Elder Helpline 800-963-5337

Ad Valorem Tax

FL Department of Revenue

800-352-3671, 850-488-6800

Advertising

General complaints/misleading advertisements/bait and switch.

Federal Trade Commission

877-382-4357

Advocacy

Speaking on behalf of others

Regional Office, Ft Lauderdale

945-967-1493

Center for Independent Living

407-623-1070

Children's Medical Services

407-858-5555

Early Steps 888-654-4400 (Toll Free)

407-317-7430, x 2121

Easter Seals 407-629-7881

Family Care Council www.fccflorida.org

FDLRS 407-317-3660

Orange County Public Schools

Exceptional Student Education

www.ocps.net/cs/ese/

Parents Helping Parents of Florida

www.phpf-fountain.org

UCP of Central Florida

www.ucpcf.org

Quest Inc. www.questinc.org

Gliding Stars Ice Skating

www.glidingstars.org

After School Zone 407-836-7610

Locations:

Apopka Middle School 407-884-2208

Avalon Middle School 407-207-7839

Bridgewater Middle School 407-905-3710

Chain of Lakes Middle School

407-909-5400

Conway Middle School 407-249-6420

Corner Lake Middle School 407-568-0510

Discovery Middle School 407-384-1555

Freedom Middle School 407-858-6130

Glenridge Middle School 407-623-1415

Gotha Middle School 407-521-2360

Hunter's Creek 407-858-4620

Lakeview Middle School 407-877-5010

Legacy Middle School 407-658-5330

Liberty Middle School 407-249-6440

Lockhart 407-296-5120

Maitland 407-623-1462

Meadowbrook Middle School

407-296-5130

Meadow Woods Middle 407-850-5180

Ocoee Middle 407-877-5035

Piedmont Lakes 407-884-2265

Robinswood 407-296-5140

Sunridge Middle 407 656 0794

SW Middle School 407-370-7200

Union Park Middle 407-249-6309

Walker Middle 407-858-3210

Wolf Lake Middle 407-464-3317

Agency for Healthcare Administration (AHCA)

888-419-3456, 850-922-5873 (Tallahassee)

Adaptive Equipment

Buddy Bike 786-489-2453

Dyna Vox 866-396-2869

Agency for Persons with Disabilities

The agency supports persons with developmental disabilities in living, learning and working in their communities.

District 7 services Brevard, Orange, Osceola and Seminole counties

850-488-4257 (Tallahassee)

<http://www.apd.myflorida.com>

Orlando 407-245-0440

Agency for Workforce Innovation

850-2457105, 850-245-7265 (Tallahassee)

Aging

Aging with Dignity 888-594-7437

O.C. Health Department 407-836-2680

Office on Aging 407-836-6563

Seniors Resource Alliance 407-839-4357

AIDS/HIV

AIDS Clinical Trials Information

800-874-2572

AIDS/HIV Treatment Information

800-448-0440

FL Aids Hotline 800-352-2437

800-545-7432 (Spanish)

Hope and Help 407-645-2577

National AIDS Information

800-458-5231 (English/Spanish)

Miracle of Love 408-843-1760

Airports

Orlando Executive Airport 407-894-9832

Airline Complaints (US. Dept. of Transportation) 202-366-2220

Alcoholism

ACT Center, Inc. 407-294-0106

Addiction Helpline 800-511-9225

Al-Anon World Service Office

800-344-2666

Al-Anon, Orlando 407-896-4929

800-292-6489

Alcohol 24 Hour Helpline 800-252-6465

Alcohol and Drug Abuse Helpline

800-821-4357, 800-510-8966

Alcohol and Drug Information

800-729-6686 (TDD), 800-487-4889

American Council on Alcoholism

800-527-5344

- Another Chance Counseling Center**
407-629-6167
- Bridges of America** 407-926-8134
- Center for Drug Free Living**
407-245-0012
- Central FL Treatment Center**
407-843-0041
- Choices Counseling Center** 407-629-3443
- Clear Path Centers** 407-478-6321
- Colonial Counseling Associates**
407-249-1146
- Detox Abuse Action Addiction Hotline**
407-835-4066
- Distrito 33 Area 14 Del Norte De la Florida**
321-460-6244
- Drug Abuse Addiction Hotline**
407-835-4065
- Families Recovery of Central Florida**
407-260-1165
- Fetal Alcohol Syndrome**
800-666-6327, 202-785-4585
- Grove Counseling Center** 407-327-1765
- Health & Recovery Institute of Central FL**
407-327-1765
- House of Freedom** 407-957-9077
- Human Services Associates, Inc.,**
407-295-8911
- Mid Florida Metro Treatment Center**
407-933-8331
- Narcotics Anonymous,** 407-425-5157
- National Council on Alcoholism**
800-622-2255
- New Life Connections,** 407-366-747
- Orlando Behavioral Healthcare**
407-647-1781
- Orlando Methadone Treatment Center**
407-275-8939
- Project Refocus,** 407-332-9918
- Quest Counseling Center, Inc.**
407-331-7199
- STEPS Inc.** 407-522-2144
- Transition House** 407-892-5700
- Turning Point of Central FL** 407-740-5655
- Alcoholics Anonymous**
Helpline 407-260-5408
Osceola County 407-870-8282
- Alien Certification** 850-921-3367
FAAST 850-487-3278, 850-921-5951
- All Dimensions Inc.**
Counseling, adult education, sex offenders, anger management, sexual harassment, parenting education 407-944-1155
- Allergies**
Allergy and Asthma Network/Mothers of Asthmatics 800-878-4403
American Academy of Allergy and Immunology 800-822-2762
- Alternate Formats**
Classic Books on Cassettes
202-363-3429 (Audio Books)
Audio Editions on Cassette
800-231-4261, 530-888-7803
<http://www.audioeditions.com>
Carnegie Library for the Blind and Physically Handicapped
800-242-0586, 412-687-2440
<http://www.clpgh.org/locations/lbph>
Media Access Group at WGBH
Captioning 617-300-5400
<http://www.wgbh.org/wbbh/pages/mag/>
National Captioning Institute
703-917-7600 (Voice and TTY)
<http://www.ncicap.org>
National Library Service for the Blind & Physically Challenged
202-707-5100 (Voice), 202-707-0744 (TTY)
<http://www.loc.gov/nls>
Thorndike Press
800-223-1244 x 15 (Toll Free, general questions)
<http://www.galegroup.com/thorndike>
- Alliance for Technological Access**
707-778-3011
- Alzheimer's Association of Central and North Florida Chapter**
407-228-4299, 800-272-3900 (Toll Free)
- Alzheimer's Resource Center, Inc.**
407-843-1910, 407-381-4155 (fax)
- Ambulatory Surgical Centers** 850-487-2717
- Ambulatory Transport** (See Stretcher Services)

AMC Cancer Information and Counseling Center 800-525-3777

American Association of People with Disabilities 202-457-0046, 800-840-8844

American Academy of Allergy and Immunology 800-822-2762

American Association of Kidney Patients
800-749-2257

American Association of Mental Retardation 800-695-0285

American Bar Association 800-285-2221

American Burn Association 800-548-2876

American Cancer Society
Orange 800-227-2345, 407-843-8680
Osceola 407-843-8680, x 305
<http://www.cancer.org>

American Cleft Palate Foundation
800-242-5338

American Council of the Blind
800-424-8666, 202-467-5081
<http://www.acb.org>

American Diabetes Association
800-342-2383, www.diabetes.org
Maitland 407-660-1926, 407-660-1926

American Dietetic Association
800-877-1600

American Foundation of the Blind
800-232-5463, <http://www.afb.org>

American Heart Association
800-242-8721 (Tx)
407-843-1330 (Administrative)

American Juvenile Diabetes Association
800-223-1138

American Kidney Fund, Inc. 800-638-8299

American Liver Foundation 800-465-4837
info@liverfoundation.org

American Lung Assoc. of Central Florida
800-586-4872, 407-425-5864 (Administrative),
407-425-2876 (fax)

American Paralysis Association
800-225-0292

American Parkinson's Disease Association
800-223-2732

American Printing House for the Blind
800-223-1839

American Psychological Association
202-336-5500, 800-374-2721

American Ramps of North Florida
850-363-1800

American Red Cross
First aid, Aids/HIV, child care instruction, CPR, pets training, military support, disaster welfare inquiries, disaster services, training, housing assistance, temporary aid, swimming and water safety services. 800-435-7669 (English)
800-257-7575 (Spanish)
407-894-4141 (Central FL Offices)

American Society for Deaf Children
800-942-2732

American, Speech, Language and Hearing Association 800-638-8255
301-897-5700, x 4157 (TTY)

American Stroke Association
888-498-7653, 407-843-1330

American Trauma Society 800-556-7890

Americans with Disabilities Act (ADA) Information Hotline 800-949-4232
Department of Justice 800-514-0301
ADA Publications 800-669-3362

Amerigroup Community Care 407-879-6604

Amputee Coalition of America
1-888-267-5669

Amyotrophic Lateral Sclerosis Association
888-257-1717 (Toll Free)
813-637-9000 (Administration)

Anemia
Lack of vitality due to deficiency in red blood cells.

Cooley's Anemia Foundation, Inc.
800-522-7222

Animal Assist Programs

Angel Therapy Dogs 407-920-0146

Brevard Therapy Dogs 321-729-9191

Canine Assisted Therapy 954-990-5175

Canine Companions for Independence
407-682-2535

Canine Helpmates 907-357-5700

Comfort Program

Companions for therapy. 850-488-0055

New Horizons Service Dogs 386-456-0408
Paws for Friendship Inc. 813-961-2822
Paws for Smiles, Inc. 954-435-3720
Southland Dog Training 866 418 7246
Share a Pet 954-630-8763
Star Bright Therapy Dogs 772-462-2199
Sunshine on a Leash 772-287-7711
Tallahassee Therapet Inc. 850-656-4998

Anti-Spam

FL Attorney General Office
866-966-7226 (866-9 N O-S C A M)

Apartment Houses Five + Units Adjoining

FL Department of Business and Professional Regulation 850-487-1395

APSE (The Network on Employment)

804-278-9187

ARC (Intellectual & DD) 800-226-1155

Architectural and Transportation Barriers Compliance Board (ATBCB) 800-872-2253

Arnold Palmer Hospital Center for Children and Women

Provides medical and psychological diagnosis evaluation, case management and coordination of all participating agencies for abused children.
407-317-7430, 407-649-9111

Child Protection Team 407-317-7430
Developmental Center (Infants & Children) 407-317-7430



Healthy Families 407-521-4239
Hug Me Program 407-649-6856
Sexual Trauma Recovery Center 1
407-246-8007
Sexual Trauma Recovery Center 2
407-317-7430

Arthritis

Inflammation of the joints in the body.

Arthritis Consulting Services 800-327-3027

Arthritis Foundation 800-850-9455
www.arthritis.org

Assistance Dog Institute 800-284-3647

Assisted Living Assistance

FL Agency for Health Care Administration Bureau of Long Term Facilities 850-922-3809

A&S Quality Care Inc. 407-532-3148

AAA Quality Care, Inc. 407-222-9555

Ablehouse LLC 321-752-3923

Acts of Kindness Inc. 407-298-5731

ACTELL Elderly Care Inc. 407-518-1437

ADA Renovation Specialists 407-656-7134

ADEL CARE LLC 407-850-0301

All Comfort Care 407-889-2287

All in One Support Services 407-409-4366

Angels of Hope Inc. 407-290-9387

Behavior Services of Brevard, Inc.
321-639-9800

Behavior Support Services 407-830-6412

Bishop Grady Villas 407-892-6078

Bomah Services, Inc. 407-232-3771

Brevard Achievement Center
321-632-8610

Bridge Builders of Central FL
407-296-8902

Brighter Future Services, LLC
321-662-3554

Changing Directions of America Inc.
407-740-0428

Children First Home Health Care Services 407-513-3000

CJS Automotive, Inc. (Vans) 407-281-8369

Colonial Medical Supplies 407-849-6455

Community Life Options Inc.
321-258-1967

Crystal Lake Supportive Environment

407-896-1217

D & D Services 407-856-0658**Divine Center of Hope of Orlando**

407-895-0772

Eagle Eye Group 321-437-4020**Florida Home Health** 407-843-2777**Health Inspiration Inc.** 407-292-4836**Home at Last of Brevard Inc.** 321-723-5694**Horizons Medical Supplies** 407-240-8600**Interventions Unlimited Inc.** 407-678-8889**Lane Electronics & Alarm Systems**

407-299-6070

Loving Care Connection, Inc.

407-253-7142

Optimum Rehab Inc. 407-323-6955**Osceola Association for Retarded Citizens**

407-847-6016

Partners for the Future 407-788-9076**Pathways Services** 407-292-7121**Prestige Construction of FL** 407-384-0605**Primrose Center** 407-898-7201**Rainbow Community Services**

407-823-8038

Salvant Homecare Agency 407-719-6162**Sego's Home Medical** 407-268-0179**Set Free Ministry** 407-697-3308**Seminole Support Services** 407-328-9976**Silexa Services, Inc.** 407-298-0315**Supports Unlimited Enrichment****Center** 407-925-7374**Threshold Inc.** 407-671-7060www.apd.myflorida.com<http://www.apd.myflorida.com/>**Assisted Living Complaints** 888 419 3456**Assisted Living Facilities** 888-831-0404**Complaints** 888-419-3456, 850-487-2515**Assistive Technology Industry Association**

877-687-2842

Assistive Listening Devices (also see**Hearing)****Alexander Graham Bell Assoc. for the Deaf**

202-337-5220 (Voice), 202-337-5221 (TTY)

Audex Assistive Listening Systems

800-237-0716 (Voice and TTY)

www.audex.com**Phonic Ear Inc.**

800-227-0735 (Voice), 707-769-1267 (TTY)

www.phonicear.com**Sennheiser Electronic** 860-434-9190www.sennheiserusa.com**Telex Communication** 952-884-4051www.telex.com**Williams Sound** 800-328-6190 (Voice),

952-943-9675 (TTY)

www.williamsound.com**Assistive Technology Educational****Network of FL (ATEN)** 407-688-2201www.aten.scps.k12.fl.us**Assistive Therapy Solutions, Inc.**

352-481-2659

Association of Assistive Technology Act**Programs** 518-439-1263**Association for Retarded Citizens of FL****(ARC)** 850-921-0460**Asthma and Allergy Foundation of****America** 800-727-8462, www.aafa.org**Attendant Care/Personal Care Services***A licensed bonded person who cares for individuals who are unable to care for themselves.*<http://www.apd.myflorida.com>**CCE (Community Care for the Elderly)**

407-628-2884

Center for Independent Living

407-623-1070

United Cerebral Palsy 407-852-3333**United Cerebral Palsy Association**

800-872-5827

Holloway Early Intervention

407-852-3300

UCP Osceola Center 407-932-3445**UCP Seminole Center** 407-322-6222**UCP East Orlando** 407-823-6507**Supported Living Waiver (APD)**

407-245-0440

ADD (Attention Deficit Disorder)

407-263-4222

Attention Deficit Disorder (ADD)*Condition that can make it hard for a person to sit still, control behavior and pay attention.***Orlando** 407-263-4222

Pembroke Pine, Broward County

954-680-0799

Tampa 813-882-5310**CHADD (Children Adults ADD)**

301-306-7070, 800-233-4050

CHADD of Orlando 407-447-5537**ADD Association** 856-939-9099,
484-945-2101**Autism Information Center at DCD**

800-311-3435

Autism Society of America 407-207-3388**Cure Autism Now** 888-828-8476**National Alliance for Autism Research**

888-777-6227

Attention Deficit Disorder Association

856-439-9099

Attorneys**Florida Bar Association** 800-342-8011**Licensing/Examinations** 850-487-1292**Referral Service** 850-681-0601**Attorney General (State of Florida)****Orlando** 407-245-0833**Tampa** 813-287-7950**Ft. Lauderdale** 954-712-4600**Miami** 305-377-5619**Audiology****FL Department of Health (Speech,
language, audiology)** 850-488-0595**Aurora Ministries** 941-748-3031**Autism***Neurological disorder that affects a child's ability to communicate, understand language, play and relate to others.***Autism Information Center at DCD**

800-311-3435

Autism Society of America

800-311-3435, 800-328-8476

Autism Society of Florida 954-349-2830www.autismfl.com**Autism Speaks** 212-252-8584**Central FL Autism Institute**

863-680-1396

Cure Autism Now 888-328-8476**National Alliance for Autism Research**

888-777-6227

Autism Society of Florida, Inc.

954-349-2820

Center for Autism and Related Disorders**(CARD)** 800-754-5891, 407-737-2566**FSU Center for Autism & Related****Disorders** 800-769-7926**UCF Center for Autism**

407-737-2566, x 19

Autism Society of Greater Orlando

407-855-0235

ABC School House for Autism

407-324-7772

Autism and Related Disabilities**Gym Program** 407-234-7456**ABC Applied Behavior Center**

407-324-7772

Academy for Autism 407-852-9922**Achieve Pediatric Therapy** 407-382-5551**Alexis Foundation** 407-862-8833**Center for Health, Learning &****Achievement** 407-382-5551**Interventions Unlmted.** 407-678-8889**Whole Sum Therapies** 407-622-7177**STARS** 206-297-6368**Auto Safety Hotline** 800-424-9393**Avalon Tech** 407-281-5121**Aviation Authority (Orlando)** 407-894-9831**Banks****FL Department of Financial Services**

800-848-3792, 850-410-9895

Federal National Banks 800-613-6743**Credit Cards** 850-410-9275, 800-613-6743**Barn Builders Peer Support Group***Peer support for farmers and ranchers with disabilities.* 800-825-4264**BASE Camp** (Children's Cancer Foundation)

407-673-5060

Bazon Center for Mental Health Law

202-467-5730, 202-467-4232

www.bazon.org**Beech Nut Nutrition Helpline**

800-523-6633

Behavioral Support Services, Inc.*Provides behavioral and counseling services to children and adults with disabilities.*407-830-6412, www.bssorlando.com

Best Buddies

Enhances lives of people with intellectual disabilities by providing opportunities for friendship and integrated employment. 407-898-0787

www.bestbuddiesflorida.org

Buddy Break Free Respite

www.nathanielshope.org

Beta Center, Inc.

Focuses on parenting, teen moms and at risk families. 407-277-1942, www.betacenter.org

Beta Parenting Center 407-277-1942

Better Business Bureau 407-621-3300

Better Hearing Institute Helpline

800-327-9355

Big Brothers, Big Sisters of Central

Florida, Inc. 407-478-2996

Bilingual Sales and Service 800-222-3111

Birth Certificates 904-359-6900

Vital Statistics 877-550-7330

Birth Control Center, Inc. 407-422-0606

Birth Defects

Physical or biochemical defect present at birth and inherited or environmentally induced.

Orlando 407-566-8304

March of Dimes 407-599-5077

Bishop Grady Villas 407-892-6078

Blind Services

FL Department of Education

850-245-0322, 800-342-1828

Division of Blind Services 407-245-0700

American Council of the Blind

800-424-8666

American Foundation of the Blind

800-232-5463

American Printing House for the Blind

800-223-1839

Audio Editions 800-231-4261

Blind Children's Center Hotline

800-222-3566

Carnegie Library 800-242-0586

Cell phones "free" (SafeLink)

919-423-0205

Library for the Blind and Physically

Handicapped 800-226-6075

Rehabilitation Center 800-741-3826



Blinded Veterans Center 800-669-7079

Canine Companions for Independence

800-572-2275

Communication Disorders Clinic

407-882-0468

Council of Citizens with Low Vision

800-733-2258

Foundation Fighting Blindness

800-683-5555

Glaucoma Support Network 800-826-6693

Guide Dog Foundation for the Blind

800-548-4337

Hadley School for the Blind 800-323-4238

MaxiAide (telephone equipment)

800-522-6294

National Alliance of Blind Students

800-424-8666

National Braille Press for the Blind

800-548-7323

National Eye Care Project 800-222-3937

National Information Clearinghouse

800-438-9376

National Library for the Blind

800-422-8567

Prevent Blindness America 800-221-3004

Recorded Books 800-638-1304

Recordings for the Blind 800-221-4792

Western Union (Braille telegrams)

800-325-6000

Carroll Store (Blind services) 617-969-6200

Boys and Girls Clubs of Central Florida

After school programs, educational activities, character development 407-841-6855
www.bgccf.org

Braille

Braille Association of Mid-Florida

407-897-3367

FL Bureau of Braille & Talking Books

386-239-6000, 800-226-6075,
800-955-8771 (TTY)

Special Format Library (Braille and Talking Books) 800-226-6075

800-955-8771 (TTY)

Brain and Spinal Cord Injury Program

800-342-0778

Brain and Spine Neurosurgery Center

407-903-9360

Brain Injury Association of Florida, Inc.

407-889-8588, Helpline 800-992-3442

www.biaf.org, www.givebackorlando.com

FL Department of Health Brain & Spinal Program 850-245-4045,

866-875-5660 (Toll Free)

Give Back Orlando

www.givebackorlando.com

Breast Cancer Support Line 800-221-2141

Brevard Achievement Center

Assists individuals with disabilities to achieve vocational and social independence (skills training, employment, opportunities).

321-610-2160, www.bacbrevard.com

BrightStart Pediatrics 407-857-1212

Burns

American Burn Association 800-548-2876

Phoenix Society for Burn Survivors

800-888-2876

Business Law

Consumer Services

800-435-7352, 850-488-2221

Internal Revenue Service

800-829-4933, 800-351-3671

Camp Challenge 352-383-4711

Camp Thunderbird 407-889-8088

Cancer Support 800-422-6237

American Psychosocial Oncology Society

1-866-276-7443

AMC Cancer Info & Counseling

800-525-3777

American Cancer Society 407-843-8680,

800-227-2345

BASE Camp Children's Cancer

407-673-5060

Breast Cancer Support Line 800-221-2141

Candlelighters Childhood Cancer

800-366-2223

Church Street Counseling Center,

407-423-2388

Leukemia Society of America

800-955-4572

Winter Park Memorial Hospital

407-646-7000

Canes for the Blind

Folding and rigid canes

Revolution Enterprises 800-382-5132,

858-679-5785

Canine Companions for Independence

407-522-3300

Caregiving

Visiting Angels 800-365-4189

Care4Dystonia, Inc. 212-755-0198

CareerSource Central Florida

Full Service:

Leesburg 352-360-6280, x 6400

Orlando 407-531-1227, x 4400

Kissimmee 407-705-1555, x 5400

Sanford 407-531-1231

Satellite Offices:

Florida Mall 407-531-1232

Powers Drive 407-531-1223

Catholic Charities 407-658-0999,

407-658-1818

Counseling 407-658-1818

Family Assistance 407-658-0999

Refugee and Immigration 407-658-0110

Refugee Employment 407-277-1938

CECO (Conductive Education Center

of Orlando) 407-671-4687

Center for Autism and Related Disabilities (CARD-UCF)

Provides support and assistance to people with autism. 407-823-6011, 800-754-5891

Center for Independence Technology & Education 407-898-2483

Center for Independent Living

Helping people with disabilities achieve their self-determined goals for independence.

Winter Park 407-623-1070

Lakeland 863-413-2722

Titusville 407-268-2244

Cocoa 321-784-9008

Center for Affordable Housing, Inc.

407-323-3268

Center for Disease Control 800-232-4636

Center for Drug Free Living 407-245-0014

Addictions/Receiving Center

407-245-0012

Centaur 407-835-4130

Clarcona Pointe Adolescent 407-521-2495

Orlando Counseling Center 407-245-0014

Osceola Counseling Center 407-846-5285

William R Just Center 407-245-0020

Center for Independence Technology & Education 407-898-2483

Center for Pregnancy 407-514-4517

Center for Rehabilitation

800-726-9119 (Hotline)

Central FL Children's Home 407-277-7441

Central Florida Deaf Services 863-686-1221

Central FL Down Syndrome Association

407-540-1121

Central FL Family Health Center

407-322-8645

Alafaya Office 407-275-4048

Hoffner Office 407-207-7756

Central FL Legal Services 407-322-8983

Central FL Paralyzed Veterans

407-328-7041

Central FL Parent Center 727-789-2400

Central FL Women's Resource Center Inc.

407-426-7960

Cerebral Palsy

Condition caused by injury to the parts of the brain that control our ability to use our muscles and bodies.

United Cerebral Palsy Association

800-872-5827/850-878-2141

Easter Seals 800-221-6827 (Voice),
407-896-7881 (TTY)

UCP Osceola Center 407-932-3445

UCP Seminole Center 407-322-6222

UCP East Orlando 407-281-0441

Central FL Cerebral Palsy 407-852-3300

Certificate of Need (AHCA) 850-488-8673

Chamber of Commerce for Persons with Disabilities 407-947-3656

Chemical Psychiatric Dependency and Psychiatric Disorders

Kinetic Concepts, Inc. 800-275-4524

Family Network on Disability

800-825-5736

Programs for Infants 850-245-4200,
850-921-3180

Child Support Collection 407-836-2059

Children with Disabilities (ages3-5) DOE
850-245-0478

Children's Home Society of Central FL

Counselling, education for emotionally disturbed children, emergency shelter, crises nursery, parenting. 321-397-3000

www.chsfl.org

Place for Children 407-836-2108

Crises Nursery Program 407-522-2288

Central FL Division 321-397-3000

Dependence Case Management

407-895-5800

Kissimmee 407-943-3003

Lilley House 407-262-7688

Osceola County 407-846-5220

Children's Medical Services 407-856-6565

Green House Counseling 407-895-5800

Christian Help 407-834-4022

Christian Sharing Center 407-260-9155

Child/Adult Abuse Hotline Crises*Intervention***FL Dept. of Children and Families**

800-962-2873, press 1

Children Health Insurance**FL Kid Care** 888-540-5437**Children's Craniofacial Foundation**

800-418-3223

Children's Hospice International

800-242-4453

Children's Rights Foundation

407-834-9797, 800-329-5437

Christian Service Center of Central FL, Inc.

407-425-2515

Daily Bread 407-425-2523**Fresh Start** 407-422-9781**West Orange Office** 407-656-6678**Winter Park Office** 407-628-1692**Children's Services****Advocacy Center for Persons with Disabilities**

Tallahassee 800-342-0823

Early Intervention 800-654-4440

Early Steps 850-245-4218

Ft Lauderdale 954-967-1493

Center for Children with Disabilities

800-695-0285

Child Support Enforcement 800-622-5437**Children with Special Health Care****Needs (DOH)** 800-654-4440**State CHIP Program** 888-540-5437,

850-245-4218

Children's Foundation 202-347-3300**Children's Home Society of FL**

321-397-3000

Children's Hospice International

800-242-4453

Children's Craniofacial Foundation

800-418-3223

Christian Service Center of CF, Inc.

407-425-2415

Dept of Children & Families, 407-245-0420**Ear Foundation** 800-545-4327**FL Healthy Baby Hotline** 800-451-2229**Gerber Consumer Information**

800-443-7237

John Tracy Clinic 800-522-4582**National Adoption Center for****Special Needs & Physically Disabled****Children** 800-862-3678**National Center for Missing Children**

800-843-5678

National Center for Child Abuse &**Neglect** 800-394-3366**National Runaway Switchboard**

800-621-4000

Shriner's Hospital for Children

877-272-3800

Child Care Law Center 413-394-7144**Christopher Reeves Paralysis Foundation,**

800-225-0292

Council for Exceptional Children,

800-224-6830

Citizens Commission on Human Rights

800-782-2878

Citizens Complaint Against State Agencies**Governor's Office** 850-488-4441**FL Dept. of Financial Services**

800-438-5326

Civil Rights Commission (Complaints)

800-552-6843

Clearer Vision Ministries, Inc. 904-797-8384**Clearinghouse on Disability Information**

202-245-7307

Coalition for the Homeless of Central FL

407-426-1250

Cocaine Information Referral Service

800-262-2463

Codes and Standards**FL Building and Standards** 850-487-1824**Commission for Transportation****Disadvantaged** 850-410-5700**Community Care for the Elderly**

407-628-2884

Community Care for Children, Inc.*Childcare programs, parental support programs,**tuition assistance programs, parent support.*407-522-2252, www.4corlando.org

Community Acres Children's Home

Established by the Brevard County Board of County Commissioners to serve dependent children who have suffered abuse, neglect and/or abandonment. 321-264-5000

Community Health Centers

Apopka 407-886-6201

Eatonville 407-645-3989

Leesburg 351-360-0490

Pine Hills 407-209-2302

Winter Garden 407-877-4340

Zellwood 351-735-2255

Community Health Clinics www.chcfl.org

(Most insurance accepted; also pay on sliding scale based on income)

Apopka

Bithlo

Eatonville

Lake Ellenor

Leesburg

Meadow Woods

Pine Hills

South Lake

Winter Garden

Administration: 407-905-8827

Community Legal Services (Fair Housing)

Brevard 321-639-8770

Orlando 407-841-7777

Osceola 407-847-0053

Seminole 407-322-8983

Community Transportation

(Also see Lynx/Access LYNX)

Community Transportation Association of America 202-628-1480

National Transit Resource Center
800-527-8270 (Hotline)

Transportation Disadvantaged Helpline 800-983-2435

Comprehensive Outpatient Rehab Facilities 850-487-2717

Computer Training

Orange County Library 407 835 7323

Goodwill BEST Program 407 218 4409



Concerns/Complaints (Disabilities)

Department of Children & Families Abuse Hotline (Abuse, Neglect, Exploitation) 1-800-96-ABUSE

Department of Elder Affairs State Long Term Ombudsman Hotline (concerns or discrimination in a long term care facility)
1-888-831-0404

Agency for Health Care Administration Hotline (services provided)
1-888-419-3456, option 1

Disability Rights Florida (report disability discrimination) 1-800-342-0823

Bureau of Medicaid Program Integrity (overbilling or fraud) 1-888-419-3456

Medicaid Fraud Control Unit (intentional deception) 1-866-966-7226

Consumer Fraud Hotline 800-848-3792

Consumer Protection AARP 202-434-3410

Consumer Credit Counseling Service
407-895-8886

Conductive Education Center of Orlando, Inc. (CECO)

School and programs for children with motor disabilities 407-671-4687, 407-647-3833 (Fax)

Cooley's Anemia Foundation Inc.
800-522-7222

Cooperative Extension 407-254-9200

Community Center Locations

East Orange 407-254-9610

Hal P. Marston 407-836-8484

Holden Heights 407-317-7636

John H. Bridges 407-254-9449

Maxey 407-654-5161

Pine Hills 407-254-9100

Taft 407-251-2434

Counsel for Learning Disabilities

913-491-0111

Counseling

Central FL Haven of Hope Ministry

407-298-2056

Children's Home Society 407-895-5800

Christian Counseling Association

407-339-0604

Church Street Counseling Center

407-423-2388

Cornerstone Hospice 407-206-2273

Lutheran Counseling Services

407-644-4692

Counsels on Developmental Disabilities

(FDDC) 800-580-7801, 850-488-4180

Court(s)

Howell Branch – ICF

Residential healthcare for developmentally disabled. 407-671-1115

Juvenile Justice (incident hotline)

800-355-2280

Craniofacial

Children's Craniofacial 800-535-3643

Forward Face 800-393-3223

National Assoc. for the Craniofacial

800-332-2373

American Cleft Palate Foundation

800-242-5338

Crealde School of Art 407-671-1886

Crimeline 800-423-TIPS

Crisis Counseling 321-617-7533

Crisis Hotline 800-784-2433

Crisis Stabilization Units & Short Term

Residential

Treatment Facilities (AHCA) 850-487-2717

Crohn's and Colitis Foundation

800-932-2423

Custom Mobility, Inc. 800-622-5151

Cystic Fibrosis Center (Nemours)

407-650-7366

Cystic Fibrosis Foundation 800-344-4823

Orlando 407-896-1113

Deaf/Blindness

Access through Sign Language

407-382-3823

American Association Deaf-Blind

301-495-4403

American Council of the Blind

800-424-8666

American Sign Language 407-518-7900

Canine Companions Inc. 407-522-3313

Deaf Service Bureau 407-531-1299

FL Children w/visual impairments

386-677-7760

FL Outreach Project Deaf/Blind

904-827-2731

FL School Deaf/Blind 904-827-2731

Hearing Me 407-317-7430

Lighthouse of Central FL 407-898-2483

Natl. Assoc for Visual Impairments

800-562-6265

Deafness and Hearing Loss

Hearing loss and deafness affect individuals of all ages and may occur at any time from infancy through old age. There are four types of hearing loss: (1) Conductive hearing losses are caused by disease or obstructions in the outer and inner ear (2) Sensorineural hearing loss is the result of damage to the sensory hair cells of the inner ear; (3) Mixed hearing means a problem occurs in both the outer or middle and inner ear; (4) Central hearing loss is damage to both the outer or middle and the inner ear.

Alexander Graham Bell Association
for the Deaf and Hard of Hearing

202-337-5220 (Voice), 202-337-5221 (TTY)

www.agbell.org

American Society for Deaf Children

800-942-2732 (Voice and TTY)

www.deafchildren.org

American Speech-Language Hearing

Association 301-897-5700 (Voice and TTY)

www.asha.org

Charter School at National Deaf Academy

352-735-9500

Laurent Clerc National Deaf Education

Center 202-651-5051 (Voice/TTY)

National Institute on Deafness

800-241-1044 (Voice), 800-241-1055 (TTY)

Self Help for Hard of Hearing People

301-657-2248 (Voice), 301-657-2249 (TTY)

Dial A Hearing Screening Test

850-245-4330

Ear Foundation 800-545-4327

Deaf Services

Central FL Speech & Hearing Center

863-686-3189

Deaf Access Equipment

www.deafadvocacy.org

Deaf phones www.ftri.org/free

Deaf Service Bureau

407-531-1299 (Voice/TTY)

Dogs for Deaf 800-990-D O G S

FL Coordinating Council for the Deaf and
Hard of Hearing 866-602-3275

Phones for Deaf Callers www.captel.com

Programs for Children (VR) 850-245-3353

850-245-3413, 850-245-3404 (TTY)

Delmarva Foundation 813-972-8100

Dental

Alafaya Health Center 407-322-8645

Apopka Health Center 407-905-8827

Central Health Center 407-648-6853

Dental Clinic Osceola Co. 407-343-2160

Dental Hygiene, Brevard CC 321-632-6111

Eatonville Health Clinic

407-905-8827, 407-645-3989

FL Dental Association 800-877-9922

Hoffner Dental Clinic

407-207-7290, 407-367-0923

Lake Ellenor Pediatric Dental Clinic

407-905-8827, 407-956-4660

Lake Underhill Health Center

407-322-8645, 407-956-4320

Meadow Woods Health Center

407-905-8827

Osceola Co. Christian Ministry Center

407-994-9968

Pine Hills Health Center 407-905-8827

Seminole County Health Department

407-665-3000

UF Dental Clinic 352-392-9813

Winter Garden Health Center

407-905-8827

Dental Society of Greater Orlando

407-894-9798

Osceola County 407-343-2160

Dept. of Agriculture & Consumer Services

800-435-7352

Dept. of Banking & Finance 800-848-3792

Dept. of Children & Families (DCF)

Food stamps, Medicaid, financial assistance, foster care, community based care, homeless services

407-245-0420, 850-487-1111

www.dcf.state.fl.us/districts/d7

ACCESS FL Tallahassee 850-922-8002

Call Center 866-762-2237

Elder Abuse 800-962-2873

Mental Health Programs Office

850-488-8304

Mental Health Rep. for Children & Youth

850-410-1177

Suicide Prevention 800-273-8255

Tallahassee 850-487-1111

Dept. of Education (Div of VR) 850-488-7082

Bureau of Exceptional Education &

Student Services 850-245-0475

Coordinator of Transition Services

351-392-0701

**Programs for Children & Youth who are
Blind or Visually Impaired**

800-342-1828, 850-245-0322

**Programs for Children & Youth who are
Deaf or Hard of Hearing**

850-245-3353 or 850-245-3350 (Voice),

850-245-3413 (TTY)

School to Work Transition Services

850-245-3360

Dept. of Health, Children's Medical

Services (Early Steps) 850-245-4200

Dept. of Elder Affairs 800-963-5337

Dept. of Insurance Consumer Helpline

800-342-2762

Dept. of Justice

ADA Office www.ada.gov

Civil Rights Division 800-514-0301 (Voice),

800-514-0383 (TTY)

Dept. of Transportation 866-374-3368

Developmental Disabilities

Disabilities usually evident by age 3 (autistic



disorder, Rett Syndrome, disintegrative disorder, asperger's, pervasive developmental disorder not otherwise specified.

Agency for Persons with Disabilities

Orlando, District 7, Serving Orange, Brevard, Osceola and Seminole Counties
407-245-0440

Agency for Health Care Administration

888-419-3456

Asperger Syndrome Coalition of the U.S.

866-427-7747

Autism Society of America 800-328-8476

International Rett Syndrome Association

800-818-RETT

Autism Coalition www.autismcoalition.com

Autism-PDD Resources Network

www.autism-pdd.net/

Councils on Developmental Disabilities

850-488-9071

Planning Council, 850-488-4180

Protection and Advocacy Agency

850-488-9071 *See: Primrose Center, Quest Inc., Threshold Inc.*

State Developmental Disabilities

University Centers for Excellence Univ. of

Miami 305-243-6801

Devereux Florida 407-362-9210,
321-281-3840, www.devereux.org

Treatment Center (mental health)

407-812-4555

Orange/Osceola/Seminole

407-975-2565, 407-816-6485

Diabetes

Excess insulin and sugar in the blood and urine.

Diabetes Association 407-660-1926

Diabetes Control and Health 850-245-4330

Disabled American Veterans 859-441-7300

Orlando 407-843-3722

Disabilities 407-836-6568

Disability Advisory Board (Orange County)

Public forum for individuals with disabilities.

407-836-6568

Disability Awareness

Access Board (removing physical barriers)

www.access-board.gov

Accessibility Cop

<http://bobby.watchfire.com>

Advocacy Center for Persons with

Barrier to Employment www.jan.wvu.edu

Community Awareness

www.nichcy.org/hewsdig.asp

www.nichcy.org/pubs/bibliog/bib13txt.htm

Concepts of Disability www.nod.org

Disabilities 954-967-1493

FL Association of Rehab Facilities Inc.

850-877-4816

Government's Resource List

www.disabilityinfo.gov

Higher Education www.ahead.org

Houses of Worship

www.rf.org/noteworthy/accessible.html

Housing

www.hud.gov/groups/disabilities.cfm

Information Technology

www.washington.edu/accessit/index.php

Recreation www.ncaonline.org

Specific Disability 800-695-0285

www.nichcy.org/search/htm

Statewide Advocacy Network

813-258-5700

Transportation www.dot.gov.org

VSA Florida 813-975-6962

What is the ADA?

www.adata.org/index.html

Disability Organizations

Autism Society of Greater Orlando
Brain Spinal Cord Injury Network
Division of Blind Services
Easter Seals
Family Care Council
Lighthouse Central FL
Mid FL Council for the Blind
National Federation of the Blind
Primrose Center
Quest Inc.
UCP
Vocational Rehabilitation

Disability Rights Florida

(formerly Advocacy Center for Persons with Disabilities) 800-342-0823

Disabled American Veterans of Central FL

407-843-3722

Discovery Toys, Inc. 888-663-8677

Discrimination/Civil Rights 800-669-4000

Division of Vocational Rehabilitation
888-838-2253

EEOC Clearinghouse 800-669-3362

Fair Housing Continuum 321-633-4551

FL Commission on Human Relations
850-488-7082

Housing Discrimination Hotline
800-669-9777

Office for Civil Rights 800-368-1019

Division of Blind Services 407-245-0700

Blind Babies Program (0-5 years)

Blind Babies Program (5 to Transition)

School to Work Program (same as
Transition)

Tallahassee 800-342-1828

Lakeland 863-499-2385

Tampa 813-871-7190

Division on Developmental Disabilities

609-631-2200, 800-832-9173

Division of Emergency Management

850-413-9969

Division of Vocational Rehabilitation

800-451-4327

Division of Workforce Education Career and Technical Education for Students with Disabilities 850-245-9022

Dogs

Assistance Dog Institute 800-284-3647

Canine Companions for Independence
800-572-2275

Guide Dog Foundation 800-548-4337

Southeastern Guide Dogs 941-729-5665

Domestic Violence

FL Hotline 800-500-1119

National Hotline 800-799-7233

Helpline 800-799-7233, 800-222-2000 (TTD)

Rape Crises 407-843-4357

Do Not Resuscitate Cards

Bureau of Emergency Services
850-245-4440

Down Syndrome

Chromosomal condition associated with mental retardation.

National Down Syndrome Congress

800-232-6372, 770-604-9500

www.ndsccenter.org

National Down Syndrome Society

800-221-4602

The ARC of the U.S. 301-565-3842

Down Syndrome Association of Central FL

407-540-1121

Drug Discount Cards

866-341-8894 (Voice), 866-763-9630 (TTY)

Drug Addiction

Access Behavioral Care Assoc.

407-370-2588

Alcohol & Drug Abuse 407-321-1765

ACT Center Inc. 407-381-9616

Arise Counseling Assoc 407-438-4994

Bridges of America 407-291-1500

Center for Drug Free Living 407-245-0010

Central FL Substance Abuse Treatment
Center 407-843-0041

Christian Care Counseling Center, Inc
407-843-0041

Colonial Counseling Assoc Center
407-249-1146

Department of Veterans Affairs
407-629-1599

Drug Treatment & Addiction 407-294-0106

FL Psychiatric Assoc Inc. 407-352-3339

FL Recovery Center 407-262-2220

Fresh Start Ministries of Central FL

407-293-3822

Health & Recovery Institute 407-895-6846**Human Services Assoc Inc.** 407-836-8884**Lakeside Alternatives** 407-667-1600**Lisa Merlin House Inc.** 407-292-0109**Orlando Behavioral Healthcare**

407-647-1781, x 2163

Orlando Methadone Treatment**Center** 407-275-8939**SAFE Inc.** 855-786-7378**Drugs****Alcohol and Drug Abuse Helpline**

800-821-4357

Alcohol & Drug Abuse, ad 800-622-H E L P**Center for Drug Free Living** 407-245-0045**Chemical Dependency/Disorders**

800-275-4524

Cocaine Information Referral

800-262-2463

Clearinghouse for Drugs and Alcohol

800-729-6686

Cocaine Information 800-333-2294**Coalition for Drug Free Living**

407-836-7335

Devereux Treatment Center 407-296-5300**Lakeside Alternatives** 407-875-3700**Rebate** 888-419-3456**Transition House** 407-846-0068**Dyslexia***Unable to read or use language***Educator's Publishing** 800-225-5750**International Dyslexia Association**

800-222-3123

Early Intervention**BESS** 850-245-0475**Blind Children's Center** 323-664-2153**Center for Independent Living**

407-623-1070

Central FL Parent Center 888-612-9273**Children's Campaign** 850-425-2600**Children's Medical Services** 407-856-6519**Children's Movement of Florida**

305-646-7136

Destiny Foundation 407-849-0079**Disability Rights Florida**

Toll Free 800-342-0823

Early Childhood Services 850-487-6301,

800-654-4440

Early Learning Agency for Workforce**Innovation** 866-357-3239**Early Steps (DOH)** 800-654-4440**Easter Seals Central FL** 407-896-2293**Family Network on Disability**

Toll free 800-825-5736

FL Autism Center 407-413-9550**FL Diagnostic & Learning Resources**

407-317-3660

FL Directory of Early Childhood Services

800-654-4440

FL Inclusion Network 850-414-7593**FL Partnership for School Readiness**

850-922-4200

Florida Diagnostic & Learning Resources,

800-654-4440

Kinder Institute 407-898-7798**National Dissemination Center**

800-695-0285

O.C. Health Department 407-836-7185**Office of Early Learning Agency for****Workforce Innovation** 866-357-3239**Office of Special Ed & Rehab**

202-205-8241

Programs for Children with Disabilities

(Ages 3-5 years)

Programs for Infants & Toddlers with**Disabilities (Birth to age 2)** 850-245-4200**Seminole County Healthy Start**

407-839-7235

Seminole Health Department

407-665-3700

Special Health Care Needs 850-487-6301**Seminole Health Department**

407-665-3700

Easter Seals FL 407-629-7881**Easter Seals Daybreak** 407-629-4565**National phone** 800-321-6827**Easter Seals Project Action**

800-659-6428, 202-347-7385 (TTY)

Eckerd Academy (for troubled youth)

407-568-0216

Education

Adult Education, Adult Migrant, GED

850-245-9008

Adult Learning Center (Osceola Co.)

407-518-8140

Adult Literacy League, Inc. 407-422-1540

Career Planning 850-245-0908

Exceptional Student 850-245-0478

FL State Dept. of Education 850-487-1785

K-12 Initiatives 850-245-9057

Mid Florida Tech. 407-251-6047

Office for Students with Disabilities

352-392-1261

Orange County Public Schools

407-317-3200

Orlando Tech. 407-246-7060

Seminole State College 407-708-2153

Special Education 850-488-1570

Valencia Community College 407-299-5000

Vocational Education 850-245-9022

Westside Tech 407-905-2000

Winter Park Tech 407-622-2906

Elder/Seniors

Elder Abuse 800-962-2873

Elder Care Helpline 800-963-5337

Elderly Programs 407-836-7616

Citizens Commission for Children

407-836-7610

Community Action 407-836-8476

Office on Aging 407-836-6563

Emergency Funds

(Food pantry, rent, mortgage, utility assistance, youth services)

Catholic Charities 407-658-1818

Christian Service Center 407-425-2523

Coalition for the Homeless 407-426-1250

Home Visitors 407-836-9512

Jewish Family Services of Greater

Orlando, Inc. 407-644-7593

Long Term Hardships 407-836-6512

Low Income Home Energy 407-836-7429

Orange County Crises Assistance

407-836-6500

Veterans Services 407-836-8990

Emergency Management

407-836-9140, www.ocoem.com

Orange County Government Services 3-1-1

FEMA Florida 407-858-6207

Emergency Medical Services 407-836-8960

Office of Medical Examiner 407-650-9400

Special Needs 407-836-9319

Emotional Disturbance

Emotional state includes schizophrenia but does not apply to children who are socially maladjusted, unless an emotional disturbance condition has been determined.

American Academy of Child & Adolescent

Psychiatry 202-966-7300, www.aacap.org

Center on Positive Behavioral

Interventions 541-346-2505, www.pbis.org

Fed. Of Families for Children's Mental

Health 240-403-1901, www.ffcmh.org

NAMI 703-524-7600, www.nami.org

National Mental Health Association

800-969-6642, www.nmha.org

National Mental Health Information

Center 800-789-2647, _

www.mentalhealth.org

Employment and Training (Disabilities)

AbleTrust 850-224-4493

Agency for Workforce Innovation

850-488-7228, 850-245-7105

CareerSource of Central FL 407-531-1227

Central Care Mission 407-299-6146

Central FL Contract Industries

407-660-8330

Christian Help Employment Council

407-834-4022

Coalition for the Homeless of Central FL

407-426-1250

FAAST/UCF 407-882-0467

Goodwill Job Self Sufficiency Center

407-872-0770

Hispanic Office for Labor Finders

407 843 5050

Jobs Partnerships 407 641 0755

Local Assistance 407-254-4652

MDT Personnel 407 253 9960

Infiniti Employment Solutions

407-313-5060

Office of Disability Employment

850-921-5172

PACER Center 800-537-2237
Samaritan Resource Center 321-285-6237
Seminole Work Opportunity Program
407-699-4419
State Vocational Rehabilitation
800-451-4327
Ticket to Work Program 800-772-1213
US Department of Labor 877-872-5627
Veterans Administration 407-629-1599

Employment Job Services

See Center for Independent Living
See Division of Blind Services
See Epilepsy Association of Central FL
See Goodwill Industries
See Lighthouse Central Florida
See Orange County Public Schools
See CareerSource (Workforce and
Employment Opportunities)

Epilepsy

A disturbance of the electrical rhythms of the central nervous system; sometimes seizure disorder.

Epilepsy Foundation – National Office
301-459-3700, 800-332-1000 (Toll Free)
www.epilepsyfoundation.org
**National Institute of Neurological
Disorders** 301-496-5751, 800-352-9424
www.ninds.nih.gov
Epilepsy Association of Central FL
407-422-1416
Wayne Densch Center 407-422-1416
Epilepsy Services Program (FDOH)
850-245-4330
**Episcopal Counseling Center of
Central FL** 407-423-3327
Central FL Epilepsy Foundation
407-422-1416

Equal Employment Opportunity Commission (EEOC)

Federal Office 800-669-4000
Publications Info 800-669-3362

Ethics

FL Commission on Ethics 850-488-7864

Exceptional Student Education Program Development & Services 850-245-0475

Eyes

Florida's Vision Quest, Inc. (Eyeglass
provision donations) 407-323-2040
Jefferson Vision Quest 407-323-2040

FAAST/UCF 850-487-3278, 407 882 0465

Fair Housing Hotline 800-669-9777

Families of Spinal Muscular Atrophy
800-886-1762

Family Care Council, Area 7 407-834-8643

Family Caregiver Alliance 800-445-8106
National Family Caregivers Association
800-896-3650
Well Spouse Association 800-838-0879

Family Medical Leave

Department of Labor 866-487-9243

Family Network on Disabilities

800-825-5736

Family Services of Metro Orlando

407-398-7875

Family Services Department

Citizens Commission for Children
407-836-7610
Community Action 407-836-9333
Cooperative Extension 407-836-7570
Family Resources Program 407-836-6500
Head Start 407-836-6590
History Center 407-836-8500
Mental Health & Homeless 407-836-7608
Ryan White (HIV/AIDS) 407-245-0126
Youth & Family Services 407-836-7600
Veterans 407-836-8990
Aging Program Office 407-836-6563
Disability Program Office 407-836-6568

Family Village

Online global community that integrates information, resources and communication opportunities for persons with disabilities.

<http://www.familyvillage.wisc.edu/>

FDLRS Action Resource Center (Disabilities)

**Florida Diagnostic & Learning
Resource Center** 407-317-3660
www.fdlrs.ocps.net, www.fdlrs.com

Federal Agencies

Access Board 800-872-2253 (Voice)

www.access-board.gov

ADA www.ada.gov

Federal Communications Commission

888-225-5322 (Voice), 888-835-5322 (TTY)

<http://www.fcc.gov/owd>

Federal Emergency Operations Agency

(FEMA) 202-646-2500, www.fema.gov

www.ready.gov

National Council on Disability

202-272-2004 (Voice), 202-272-2074 (TTY)

<http://www.ncd.gov>

National Health Information Center

800-336-4797

<http://www.health.gov/nhic>

Office of Special Education Programs

202-245-7531

<http://www.ed.gov/about/offices/list/osep/index.html>

US Department of Education

<http://www.ed.gov/about/offices/list/osep/index.html>

US Dept. of Health & Human Services

800-368-1019 (Voice), 800-537-7697 (TTY)

<http://www.hhs.gov/ocr/>

US Department of Housing & Urban Development

202-708-1112 (Voice), 202-708-1455 (TTY)

<http://www.hud.gov/offices/fheo/index.cfm>

US Department of the Interior

Office of Civil Rights

202-208-5693 (Voice) 202-208-5998 (TTY)

<http://www.doi.gov/diversity/6disability.htm>

US Department of Justice

800-514-0301 (Voice), 800-514-0383 (TTY)

<http://www.usdoj.gov/crt/ada/adahom1.htm>

US Department of Labor

202-693-6500 (Voice), 202-693-6515 (TTY)

<http://www.dol.gov/oasam/programs/civil.htm>

Job Accommodation Network

800-526-7234 (Voice/TTY),

800-ADA-Work (ADA Information)

<http://janweb.icdi.wvu.edu>

Office of Disability Employment Policy

866-633-7365 (Voice), 866-889-5627 (TTY)

<http://www.dol.gov/odep/welcome.htm>

US Department of Transportation

888-446-4511

<http://www.fta.dot.gov>

Federal Communications Commission

888-225-5322

Federal Government Agencies

Miami EEOC Office 800-669-4000

Office of Civil Rights, Atlanta

800-368-1019

US Small Business Administration

Atlanta 404-331-0100

VA Regional Office, Regional Office

St. Petersburg 800-827-1000

Federal Student Aid 800-433-3243

Federal Transit Administration

Atlanta 404-865-5600

Fibrodysplasia Ossificans Progressive

Foundation 407-365-4194

Florida Abuse Registry

800-962-2873, 800-453-5145 (TDD)

Florida AIDS

Hotline 800-352-2437

Spanish 800-545-7432

Creole 800-243-7101

Florida, State of

Central Florida Specialist Assistant to

the Governor 407-235-3921



FL Alliance for Assistive Service & Technology Orlando

850-487-3278, 888-788-9216
850-022-5951 (TTY), 407-882-9463

FL Association of Centers for Independent Living 866-575-6004

FL Association of the Deaf

941-758-2539 (TTY), www.fadcentral.org

FL Association of Rehabilitation Facilities

850-877-4816, www.floridaarf.org

FL Association of Support Coordinator

www.fl-fasc.com

FL Centers for Autism & Related

Disabilities 850-487-9758

FL Coalition of Homeless 877-205-0021

FL Commission on Human Relations

850-488-7082

FL Commission for Transportation

Disadvantaged 850-410-5700

FL Council for Community Mental Health

850-224-6048

FL Dental Association 800-877-9922

FL Department of Children & Families

Orange, Seminole, Osceola & Brevard
Counties 407-245-0400

www.state.fl.us/cf_web/

Food Stamps (online with computer)

www.myflorida.com/accessflorida/

Adult Services 407-245-0410

Brevard County 321-690-3805

Osceola County 407-846-5000

Alcohol/Drugs 407-245-0420

Developmental Services 407-245-0440

Economic Self-Sufficiency 407-245-0450

Orlando 407-245-1500

Sanford 407-330-6909

Orange County 407-897-5850

Osceola County 407-846-5357

Seminole County 407-302-6978

Orange County Public Health

407-836-2600

Apopka Clinic 407-886-6201

East Side Clinic 407-858-1495

Food Stamps 866-762-2237

FL Dept. of Community Affairs

850-488-7956

FL Kidcare (Low income uninsured)

888-540-5437

FL Dept. of Corrections (Tallahassee)

Victims only, Toll Free 877-884-2846

Citizen Services 888-558-6488

FL Department of Education

Workforce Education 850-245-0446

Apprenticeships 850-245-9004

Clearinghouse 850-245-0477

K12 Initiatives 850-245-9057

Adult Education 850-245-9906

John McKay Scholarship Program

850-245-0502

ESOL, GED 850-245-9906

Career Planning 800-342-9271

Bureau of Exceptional Education

850-245-0475

Office of No Child Left Behind

850-245-0501

FL Program for Infants & Toddlers

850-245-4218

School to work Transition Services (VR)

800-451-4327

Special Needs 850-245-9022

FL Dept. of Elder Affairs 800-601-3534

FL Department of Health

Orange 407-858-1400

Vaccinations 407-836-2600

Osceola Public Health 407-343-2000

Seminole County 407-665-3000

Environmental Health 407-665-3606

Oviedo Clinic 407-665-3290

Sanford Clinic 407-665-3000

Tallahassee 850-245-4444

FL Department of Juvenile Justice

Orange County JJ 407 398 6668

Incident Hotline 1-800-355-2280

FL Department of Veterans Affairs

850-487-1533

FL Developmental Disabilities Council

(FDDC) 850-488-4180

FL Diagnostic & Learning Resources Systems (Orange, Lake, Osceola, Seminole, Sumter Counties) 407-317-3660, 800-262-1596

FL Directory of Early Childhood Services
800-654-4440

Program for Children with Disabilities
850-245-0478

FL Division of Blind Services
407-245-0700 (Tallahassee), 386-226-3335

FL Division Consumer Services
800-435-7350

FL Division of Emergency Management
850-510-2177

FL Dog Guides 941-748-8245

FL Domestic Violence Helpline
800-500-1119

FL Healthy Baby (Hotline) 800-451-2229

FL Hospital

Orlando:

602 E. Rollins Street 407-896-6611
601 E. Altamonte Dr. 407-303-4321
201 N. Park Ave., Apopka 407-889-1000
7727 Lake Underhill Dr. 407-277-8110
Kissimmee 407-846-4343
Women's Center 407-303-1200

FL Housing Coalition 850-878-4219

FL Housing Corporation Finance
850-488-4197

FL Independent Living Council, Inc.
Oversight of 21 centers for independent living
877-822-1993

FL Institute for Family Involvement
877-926-3514

FL Institute of Rehab Education
Visually impaired or blind 850-942-3658

FL Justice & Peace Center 877-732-2359

FL Kidcare
CHIP, healthcare for low income uninsured children. 888-540-5437

FL Literacy Coalition, Inc. 407-246-7110

FL Mental Health Agency 850-488-8304



Mental Health Representative for Children And Youth 850-488-8304

FL Relay Services

800-955-8770, 800-955-8013 (Voice/TTY)
800-955-8771 (TTY), 850-508-0594

FL Disabled Outdoors Association (FDOA)
850-201-2944, www.fdoa.org

FL Respite Coalition, Inc. 407-740-8909

FL School of the Deaf and Blind
800-356-6729

St. Augustine 904-827-2210

FL Spinal Cord Injury Resource Center
800-995-8544

FL Statewide Advocacy Council
800-342-0825, 850-488-6173

FL Supported Employment 407-740-8909
www.flse.net

FL Telecommunications Relay Service, Inc.
Audio Equipment Assistance
800-222-3448

FL Vocational Rehabilitation
850-488-6210, 800-451-4327

FL Voice on Mental Illness (NAMI)
850-671-4445

Food/Clothing/Furniture

Azalea Park UMC (discount groceries)

407-277-3472

Bread of Life 407-971-1770

Broadway UMC (discount groceries)

407-841-8902

Catholic Charities 407-658-0999

Calvary Outreach 407-644-1199, x 304

Campus Pavilion 407-426-1250

Carter Tabernacle CME (discount groceries)

407-295-4931

Centaur 407-245-0014, x 284

Central FL Haven of Hope 407-298-2056

Christian Help 407-834-4022

Christian Service Center 407-425-2415

Christian Sharing Center 407-260-9155

Church of the Good Shepherd

407-644-5350

Community Action 407-836-9333

Community Service Center (Emergency

assistance) 407-851-5920

Community Food & Outreach

407-650-0774

Covenant House CDC (discount groceries)

407-425-3001

Crossroads Coffeehouse 407-843-7646

Destiny Community Assistance Center

407-849-0079

Daily Bread 321-723-2227

Dress for Success 407-628-0506

Faith UMC (discount groceries)

407-275-1771

Family Service Center 407-317-7698

Food Shopping Service (Homebound)

Winn Dixie 407-849-0079

Goodwill 407-857-0659

Harvest Time International 407-328-9900

Hope & Help Center 407-645-2577

Human Crises Center 407-521-7750

Human Crises Council 407-294-4704

Jewish Family Services 407-644-7593

Joy Metropolitan Community Church

407-894-1081

Loaves & Fishers 407-886-6005

Meals on Wheels:

Central Care Mission of Orlando,

407-299-6146

Food with Care 407-657-3880

Meals on Wheels, etc. 407-333-8877

Osceola Council on Aging 407-846-8532

Seniors First Inc. 407-292-0177

Mercy Ministries 407-644-9070

Mustard Seed 407-875-2040

New Beginnings 407-850-6063

New Covenant Church 321 285 6237

Osceola Council on Aging 407-846-8532

Orlando Union Rescue Mission

407-841-7578

Pine Hills UMC (discount groceries)

407-293-0545

Place of Comfort 407-245-0026

Prince of Peace Lutheran Church

(discount groceries) 407-277-3945

Rescue Outreach Shelter 407-321-8224

Restore Orlando 407-246-0061

Sadie Holmes Help Services 407-331-6324

Salvation Army :

Sanford 407-322-2642

W. Colonial 407-423-8581

S. Semoran 407-671-4419

Sanford Christian Sharing 407-323-2513

Second Harvest Food Bank 407-295-1066

Seed of Hope Outreach 407-661-7333

Seminole Christian Sharing 407-260-9155

Seniors First 407-292-0177

Share Program 800-536-3379

St. Cloud Community Food Pantry

407-892-7070

St. Luke's UMC (discount groceries)

407-876-4991

Tabernacle Baptist Church 407-293-6000

Thrift Store 407-339-7947

Union Rescue Mission 407-841-7578

University Seventh Day Adventist Church,

407-657-4696

Wesleyan Church 321-285-6237

Woodbury Presbyterian Church

321-285-6237

Food Allergy Network 800-929-4040

Food Stamps 866-762-2237

SNAP (apply online)

www.myflorida.com/AccessFlorida

Forward Face 800-393-3223

Foster Care

Specialized family care services for children and special needs children and youth. 407-836-7665

Children's Home Society 407-895-5800

Family Services – Metro Orlando

407-578-0074

Share the Care 407-423-5311

Catholic Charities 407-658-0999

Crises Nursery 407-522-2288

Devereux Wymore Service Center

407-975-2565

Devereux Therapeutic Foster Care

407-738-5543

Foster Homes 407-333-8256

Foster Grandparent Program of Central FL

407-298-4180

The Foundation Fighting Blindness

800-683-5555

Fraud

Consumer Protection 407-836-2490

Freedom Ride Inc.

Therapeutic horseback riding, equestrian therapy for diseases and disabilities. 407-293-0411

Frontline Resources 408-293-3000

FSU Center for Autism and Related Disorders

800-769-7926

Gerber Consumer Information

800-443-7237

Girls and Boys Town of Central FL

407-366-3667

Emergency Shelter 407-365-7662

Shelter Program 407-323-6903

Give Back Orlando

www.givebackorlando.com

Give Kids the World 407-396-1114

Glaucoma Support Network 800-826-6693

Goals, Inc. (Legal Services) 407-841-7777

Golden Rule Housing 407-324-9123

Goodwill Industries of Central FL

Vocational & Community Services

407-235-1500

Sanford Self Sufficiency Job Center

407-936-0469

Orlando Self Sufficiency Job Center

407-872-0770

Kissimmee Self Sufficiency Job Center

407-847-0696

Guide Dog Foundation for the Blind

800-548-4337

Guardian Care Nursing & Rehab Center

407-295-5371

Grand Avenue Economic Community Action

Development Corporation 407-521-6335

Grove Counseling Center

Outpatient, Prevention Services

407-327-1765

Guardian Care Nursing & Rehab Center

407-295-5371

Hadley School for the Blind 800-323-4238

Handicapped Parking 850-617-2000

Hands of Florida

Housing services, counseling, down payment assistance, housing search. 407-447-5686

Harbor House Center Against Domestic Violence

407-886-2856 (Service/Intake),

800-500-1119 (Helpline/Hotline)

Healing the Children *Pediatric medical/*

surgical care for children in uninsured families.

407-877-9311, www.youcanheal.org

Health Department

Osceola County 407-343-2000

Orange County 407-836-2600

State Mediation System 850-245-0476

Seminole County 407-665-3400

www.orchd.state.fl.us

Healthcare (medically needy)

AIDS Clinic 407-836-2690

Dream Center 407-302-0880

Hill Burton Program 800-638-0742

Health Dept. Orange 407-836-2600

Health Dept. Seminole 407-665-3400

Central FL Health Center for Indigent

407-322-8645

FL Kidcare 888-540-5437
Grace Medical Home 407-936-2785
Shepherd's Hope 407-905-2006
Stepping Stones (Medical equipment)
407-649-4100

Healthcare Center for the Homeless

407-428-5751

**Healthcare for People with Disabilities
without Health Insurance**

Central FL Family Health Center, Alafaya

407-367-0064

Community After Hours Medical Clinic,

407-303-7298

Eatonville 407-645-3989

Families 407-317-7430

Florida Hospital (after hours)

407-303-7298

Grace Medical Home 407-936-2785

Grand Avenue School

407-245-1750, x 2300

Health Care Center for the Homeless

407-428-5751

Hoffner Office 407-367-0923

Howard Phillips Center for Children &

Lake Underhill Office 407-956-4320

Shepherd's Hope 407-245-1750

Southside Office 407-956-4660

Spina Bifida Center 321-842-5683

Winter Garden Children's Health Center

407-877-4350

Zellwood 352-73-2255

Healthcare Services

FL Agency for Healthcare Admin.

850-414-6010

Health & Human Services

Provider Referral Resource Line

850-224-6333

Health Insurance for Children

Kidcare 888-540-5437

Early Steps (Children's Medical)

850-245-4200, 800-654-4440

Health Insurance Fraud 800-378-0445

Health Maintenance Organization

Hotline 800-226-1062

Spanish 800-342-2762

Health Resources

Apopka Family Health Center

407-886-6201

Center for Women & Family Health St.

Cloud 407-943-8699

Central Health Center 407-836-2600

Colonial Medical Equipment & Supplies

407-849-6455

FL Hospital After Hours Medical Clinic

407-303-7298

Hill-Burton Program 800-638-0742

Healthcare for the Homeless

407-428-572, x 235

Seminole Health Department

407-665-3400, 407-331-4020

Orange County Health Department

407-836-2600

Florida Kid Care 888-540-5437

Integra 407-886-3883

Shepherds Hope (150% of poverty level)

407-905-5585

Stepping Stone Medical Equipment Bank

407-649-4100

Osceola Health Department 407-343-2013

Hospice of Osceola County 407-599-5079

Hospice of the Comforter 407-682-0202

Mobile Medical Express of Osceola County

407-846-8532



Christian Ministry Center 407-944-9968
Osceola Council on Aging 407-846-8532
Health South Rehabilitation 800-768-0018

Health Services

Emergency Medical Services 407-836-9060
Healthy Kids 888-540-5437
Primary Care Access Network (PCAN)
407-836-7226
Secondary Services 407-836-7100

Hearing (Deaf and Hearing Impaired)

American Society for Deaf Children
800-942-2732

Better Hearing Institute Helpline
800-327-9355

Dial a Hearing Screening Test
800-222-3277

FL Relay Services 800-955-8770

FL Telecommunications Relay
800-222-3448

FL Association of the Deaf
www.fadcentral.org

Hear Now 800-648-4327

International Hearing Aid Helpline
800-521-5247

League for the Hard of Hearing
954-731-7200 (Voice/TTY)

National Association of the Deaf
800-237-6213, 800-237-6819 (TDD)

Occupational Hearing Services
800-622-3277

Speech and Hearing Helpline
800-638-8255

TDD Directory Assistance 800-855-1155

Hearing Aids 800-521-5247

Hearing Impairments

Programs for children and youth.

Division of Vocational Rehabilitation
850-488-6210

FL Telecommunications Relay
800-222-3448, 888-447-5620

FL Dog Guides 941-748-8245

FL School of the Deaf & Blind
904-827-2200

Hearing Loss Association of America

301-657-2248

Hearings Child Support 9th Circuit Court
407-836-2287

Heart Disease

American Heart Association 407-843-1330
Heart of FL United Way 407-835-0900

Help Now

24 hour domestic violence crises hotline, shelter information.

Osceola County 407-847-8562
www.givekidssafeshelter.com

Hemophilia Foundation of Greater

Orlando 407-629-0000, 800-293-6527

Higher Education and Adult Training

800-544-3284

Avalon East 407-281-5121

High Tech Academy 407-823-2771

Mid-Florida Tech 407-251-6013

Orlando Tech 407-246-7060, x 4832

Valencia 407-299-5000

Winter Park Tech 407-622-2900

Westside Tech 407-905-2000

Hill-Burton (free) Hospital Care Program

800-638-0742

Home Health Care 850-414-6010

American Nurses 407-898-3969

FL Hospital Home Care 407-691-8205

Gentiva Health Services 407-894-5703

Orlando Health Visiting Nurse Association
407-854-3100

Pinnacle Home Healthcare 407-3511-6330

Visiting Angels 407-236-9997

Home Health Agency Hotline 800-962-6014

Home Medical Equipment Providers

850-414-6010

Home Repair

**Housing & Community Development,
City of Orlando** 407-246-2708

**Housing & Community Development,
Orange County** 407-836-5150

Osceola Council on Aging 407-846-8532

Seniors First 407-292-0177

Homeless Services

Central Care Mission 407-299-6146

Christian Service Center of Central FL
407-425-9513

Coalition for the Homeless 407-893-4410

Covenant House 407-426-7888

Covenant House (under age 21)
407-482-0404, 407-482-0657 (fax)

FL Coalition for the Homeless
407-893-4410

Homeless Services Network of Central FL
407-893-0133

Mental Health Association of Central FL
(Orange, Brevard, Ocala, Lake and Seminole
Counties) 407-855-0588,
407-855-9688 (Fax)

**Orlando Union Rescue Mission Men's
Division** 407-423-3596

Salvation Army Men's Shelter
407-423-8581

Transition House 407-846-0068

Women's Residential & Counseling Center
407-425-2502

Hospice

Children's Hospice 800-242-4453

National Hospice 800-658-8898

Hospice of Orange/Osceola 407-599-5079

Hospice of Comforter 407-682-0808

Samaritan Care 407-514-1300

Hospitals

**Arnold Palmer Hospital for Children
& Women** 407-649-9111

Brooks Rehab Hospital 904-345-7185

Central FL Behavioral Hospital
407-370-0111

Central FL Regional 407-321-4500

Dr. P. Phillips Hospital 407-351-8500

Florida Hospital, Orlando 407-303-6611

Florida Hospital, Altamonte 407-303-5700

Florida Hospital, Apopka 407-889-1000

Florida Hospital – Behavioral Health
407-303-8533

Florida Hospital, Celebration
407-764-4000

Florida Hospital, E. Orlando 407-303-8110

Health Central, Ocoee 407-296-1000

FL Hospital Kissimmee 407-846-4343

LaAmistad Behavioral Health 407-647-0660

Orlando 407-351-8500

Orlando Regional Healthcare 407-841-5111

Osceola Regional Medical Center
407-846-2266

Orlando VA Medical Center 407-629-1599

MD Anderson Cancer 407-648-3800

Lucerne Hospital 407-649-6111

Sand Lake Hospital 407-351-8500

S. Seminole Hospital 407-767-1200

Select Specialty Hospital
407-303-7869, 407-241-4800

St. Cloud Hospital 407-892-2135

South Lake Hospital 352-394-4071

University Behavioral Center
407-281-7000

Winter Park Memorial Hospital
407-646-7000

Housing Assistance

Catholic Charities 407-658-0999

Coalition for the Homeless 407-426-1250

**HANDS (Housing & Neighborhood Develop-
ment Services)** 407-447-5686

Healthcare Center for the Homeless
407- 428 5751

Homeless Services Network of Central FL,
407-893 -0133

Orange County Crises Assistance
407-836-6500

Orlando Housing Authority 407- 895-3300

Orlando Union Rescue Mission 407-423-2131

Osceola Housing Authority 407-742-8400

Pathways to Care 407 388 0245

Seminole County Housing Authority
407-365-3621

Winter Park Housing Authority 407-645-2869

Housing

Disabled, disadvantaged, troubled teens, homeless

Bishop Grady's Villas 407-892-6078

Center for Affordable Housing
407-323-3268

Fair Housing Continuum 888-264-5619

Fresh Start Project 407-422-9781

Golden Rule Housing 407-647-4047

Good Samaritan Home 407-322-3321

Habitat for Humanity

Greater Orlando 407-648-4567

Osceola 407-943-3669

Seminole 407-696-5855

Space Coast 321-264-1549

Winter Park 407-645-4408

HANDS 407-839-4357

Hope and Help Center 407-645-2577

House of Hope 407-843-8686

Housing Authority

Orlando 407-894-1500

Kissimmee 407-742-8400

Sanford 407-323-3150

Winter Park 407-645-2869

Housing & Community Development

407-836-5150

HUD Housing Discrimination 800-669-9777

Community Legal Services of Mid-Florida

407-842-7777

HUD User 800-245-2691

National Accessible Apt. Clearinghouse

800-421-1221

Osceola County 407-847-0053

Orlando Office of Human Relations

407-246-2122

Seminole County 407-322-8983

Howard Phillips Center for Children and Families

Healthy Families, "Hug Me" Program

Teen Express 407-317-7430

Howell Branch Court – ICF

Residential healthcare for the developmentally disabled. 407-671-1115

HUD Housing (Orlando) 407-648-6441

www.hud.gov/florida

Central FL Hands 407-447-5686

Consumer Credit Counseling

800-741-7040

Fannie Mae Conventional Loans

800-732-6643

Housing Discrimination Hotline

800-669-9777

Homeowner Preservation

www.995hope.org

How to Avoid Foreclosure

www.hud.gov/news/

HUD Certified Counselor Agency

www.hud.gov/offices/

Mortgage Default Counseling

407-254-5974 (Acorn)

Housing (Other)

Mother Weaver's Place 407-327-8224

Salvation Army 407-423-8581

Harbor House 407-886-2856

Women's Center 321-242-3110

Human Crises Council, Inc. 407-294-4704

Human Growth Disorder 800-451-6434

Human Relations Commission

800-342-8170

Human Trafficking 888-373-7888

Hunger Hotline 866-348-6479

Huntington's Disease Society of America

800-345-4372

IBM Support Center for Persons with

Disabilities

800-426-2133, 800-426-2255 (TDD)

Immigration

Lutheran Immigration Services

407-869-1909

Immunology: Allergic Disorder

Allergy & Asthma Network 800-878-4403

American Academy of Allergy

800-822-2762

American Dietetic Assoc. 800-877-1600

Asthma & Allergy Foundation

800-727-8462

Chronic Fatigue & Immune Dysfunction

800-772-1213

Food Allergy Network 800-929-4040

Immune Deficiency Foundation

800-296-4433

National Jewish Medical Research

Center 800-222-5864

IEP Advocate 407-342-9836

Independent Living Section Statewide

Living Councils (SILC) 850-488-5624,

877-822-1993

CIL in Central Florida, Inc.

407-623-1070, 877-891-6448

CIL in Central Florida, Lake County

863-413-2722, 888-263-6692

CIL of No. Central FL, Ocala

352-368-3788, 800-265-5724

DisAbility Solutions for Independent Living 386-255-1812

FL Assoc of Centers for Independent Living (FACIL) 850-575-6004, 866-575-6004
Space Coast CIL, Cocoa 321-633-6011

International Rett Syndrome Association (IRSA) 800-818-7388

Ivy Lane Family Caring & Nurturing Center 407-523-3004

Immigration

Lutheran Immigration Services

407-86901909, 407-869-0988

Catholic Immigration and Refuge Service

407-658-0110

Legal Aid Society of Orange County

407-841-8310

American Immigration Services Center, Inc.

407-841-1520

Immigration Rights Center

407-381-0465

Intellectual Disabilities

When a person has certain limitations in mental functioning and skills such as communicating, taking care of him/herself and social skills.

ARC Florida 850-921-0460

American Association on Intellectual and Developmental Disabilities 202-387-1968

Division on Disabilities 888-232-7733

Interpreter Services

ASL Interpreters 407-518-7900



Access Through Sign Language

407-382-3823

Deaftalk 321-352 7778 (v),

407 233 0889 (VRI)

Florida Relay Service dial 7-1-1

Interpretek 407-260-0114 (Voice and TTY)

Voice Over 877-955-5334 (speech to speech)

Interventions Unlimited 407-678-8889

Jewish Community Center of Central FL

407-645-5933

JCC South 407-239-7411

Jewish Family Services 407-644-7593

Greater Orlando 407-644-7593

Job Accommodation Network

800-526-7234

Job Corps

Provides GED/high school diploma, vocational tech training and placement to 16-24 year olds.

407-531-1225 (voc tech)

Juvenile Diabetes Foundation

800-533-2873

Research Foundation 407-774-2166

K-9 Services 407-339-2275

Kidney Disease

American Association 800-749-2257

American Kidney Fund 800-638-8299

Kidney Foundation 407-894-7325

National Foundation 800-622-9010

Kinetic Concepts, Inc. 800-275-4524

La Amistad Behavioral Health Services

800-433-1122, 407-331-7226

Lakeside Alternatives (Mental health)

Provides high quality, cost effective behavioral healthcare services. 407-291-6335,

407-875-3700

Lakewood Adult Care Center

La Amistad is a residential care facility for adults with mental health issues. 407-332-1711

www.lakewoodcenter.org

Latino Leadership 407-895-0801

Law Enforcement

O.C. Sheriff 407-836-4357

FBI 407-875-9976

FDLE 407-245-0801

Orlando Police 407-246-2121

US Marshall 407-648-6326

US Secret Service 407-648-6333

Learning Disability

There is no one sign that shows a person has a learning disability. Experts look at noticeable difference between how well a child does in school and how well he/she could do given intelligence and ability.

www.nichcy.org/resources/LD1.asp

Division for Learning Disabilities

703-620-3660

International Dyslexia Association

800-222-3123

Learning Disabilities Association of America 412-341-1515

National Center for Learning

Disabilities 888-575-7373

National Dissemination Center for Children with Disabilities 800-695-0285

Toni Jennings Exceptional Education (UCF) 407-823-2140

Council for Learning Disabilities

913-491-1011

Recording for the Blind and Dyslexic

866-732-3585

Schwab Learning

www.schwablearning.org

Learning Disabilities Association of FL

407-841-2383

Legal (Attorneys/Lawyers)

Lawyer Referral 407-422-4537

Center for Special Needs Trusts

877-766-5331

Community Legal Services of Mid-Florida

800-984-2919

Court Advocacy Program 407-665-6226

Florida Bar 800-342-8011

Safehouse of Seminole 407-302-5220

Legal (Protection and advocacy)

Advocacy Center for Persons with

Disabilities 800-342-0823 (Toll Free),

800-350-4566 (Spanish/Creole)

Central FL Legal Society 407 322 8983

Legal Advocacy Center 407-708-1020

Office of Public Defender 407-847-1300

Legal Aid Society of Orange County Bar

Association 407-841-8310

Victim's Services 407-343-2462

Legal Aid Society of Seminole County

407-834-1660

Leukemia Society of America 407-898-0733

Leukodystrophy 800-722-5483

Levy Assoc for Retarded Citizens

352-486-4293

Libraries for the Disabled

Blind Services 407-245-0700 (DBS)

Library of Congress 800-424-8567

Rehab Center 800-741-3826

Talking Books 800-226-6075

Lifeline of Central FL, Inc.

Crises Line 407-425-2624

Administrative 407-425-5201

Teen Hotline 407-841-7413

Grief Line 407-447-3388

LifeShare Management Group

813-948-1500

Lifestream Behavioral Center 352-315-7500

Life Skills Training

Center for Independent Living

407-623-1070

Division of Blind Services 407-245-0700

Goodwill Industries, Self-Sufficiency

407-872-0770

Lighthouse of Central Florida (Blind)

407-898-2483

Lighthouse Information and Service Line

National Vision Information 800-334-5497

Lighthouse for the Visually Impaired

& Blind 727-815-0303

Lighthouse Central Florida 407-898-2483

Lighthouse International

Retail store carries magnifiers, lamps, Braille speaker phones, writing guides, talking pagers, games, toys, etc. 800-829-0500, 212-821-9200

Little People of America 352-253-5276

Living Hope International Ministry

407-422-6797

Liver Disease 800-223-0179

Lung Disease 800-586-4872 (Toll Free)

Lupus 800-558-0120

Lymphedema 800-541-3259

LYNX Transportation 407-841-2279

Press 1 – Fixed route

Press 2 – Identification Certification

Press 3 – Customer relations

Press 4 – Advertising

Press 5 – Access LYNX

Press 6 – Dial by Name

Press 7 – Repeat

Press 9 – Carpool/Vanpool/Wage

MD Anderson Cancer Center (see Hospitals)

MADD (Mothers Against Drunk Drivers)

Orlando 407-831-6233

Hotline 800-772-6233

Make a Wish Foundation 407-622-4673

March of Dimes 405-599-5077

Maxi Aide

Telephone equipment for visually impaired.

800-522-6294

McKay Schools

State Parents Hotline 1-800-447-1636

www.floridachoice.org

McKay Schools – Orlando

ABC-Applied Behavior Center

Bridges Academy

Center Academy

Chrysalis School at Read America

Conductive Education

Harbor School

Interventions Unlimited

Lawton Chiles Preparatory School

LifeSkills Academy

Maitland Academy

Pace Brantley School

Pathways Private School

QuestKids Academy

The Paragon School

The Village Academy

UCP's College Transition Program

Medicaid (AHCA) 407-245-0400

Agency for Healthcare Administration

(Area 7) 407-420-2500

877-254-1055 toll free

Hotline 888-419-3456

Choice Counselor 877-711-3662 (MMA)

Medicare/Medicaid Services 877-267-2323

Medicaid Fraud 866-966-7226

Medicaid (MMA) Transportation

AHF/Positive 888 997 0979

Amerigroup 866 372 9794,

TTY 866 288 3133

Better Health 866-867-0729

Clear Health 866-201-9971

Coventry 866-411-8912

FCA 866-294-6611

Humana 866-779-0565

Integral 866-258-4326

Magellan 877-796-5843

Molina 866-528-0454

Preferred 866-779-0564,

866-288-3133 (TTY)

Prestige 855-381-3778

SFCCN 866-306-9358

Simply 866-201-9969

Staywel 866-591-4066

Sunshine 866-790-8817

United 800-698-8457

Wellcare 866-591-4066

Medic Alert Foundation 800-432-5378

Medical Equipment/Suppliers

Care Medical Equipment 407-856-2273

Colonial Medical Suppliers

Orlando 407-849-6455

Winter Park 407-679-2133

Discount Mobility 407-438-8010

Home Care 850-414-6010

Quest Medical Outfitters 407-898-2998

JRS Medical Supply & Oxygen

407-380-5005

Adaptive Mobility 407-426-8020

FL Home Health Equipment

407-843-2777

Home Safe 813-890-8809

Ride Away Handicap Equipment

603-216-3955

SureHands Life & Care Systems

800-724-5305

Medicare Hotline 800-633-2273

407-455-9176 (Toll Free)

Helpline 800-844-0795

877-486-2048 (TTY)

Medicare Rights Center 800-333-4114

Mental Health

Adapt Behavioral Services 407-928-0444

Advocacy Center for Persons with

A New Perspective 407-792-0900

Behavioral Strategies Corp. 407-737-4007

Disabilities 800-342-0823

Beta Center 407-277-1942

Brevard (Circles of Care) 321-722-5200

Center for Drug Free Living

407-245-0014, x 284

Central FL Behavioral Hospital

407-370-0111

Crisis 407-836-7608

Children and Youth 850-488-8304

Children's Home Society 407 896 2323

Committed to Your Success 407-306-0609

Cornerstone Crises Counseling

407-206-2273

Department of Children & Families

407-245-0420

Depression Bipolar 800-826-3632

Devereux Florida 407-362-9210

First Call for Help 407-839-4357

Healing Tree 407-317-7430

Hug Me 407-888-1330

Kids House of Seminole 407-324-3036

Lake County 352-315-7800

Lakeside Alternatives 407-875-3700

Lifeline of Central FL 407-425-2624

Living Well Inc. 407-718-5380

Living Hope International Ministries

407-422-6797

Mental Health Association of Florida

407-898-1110

NAMI 850-671-4445

NAMI Greater Orlando 407-253-1900

www.namigo.org

Orange County Health Department

407-836-2675

Orange County Youth & Family Services

Division 407-836-7645

Orlando Regional South Seminole

Hospital 407-767-5800

Osceola County 407-846-0023

Outlook Clinic 407-836-2542

Pathways Drop-In Center 407-843-5530

Renaissance Healthcare Group

877-845-5235

Seminole County 407-831-2411

Serenity Now Counseling 407-788-8600

State Mental Health Agency

850-488-8304

Teen Hotline 407-841-7413

University Behavioral Center

407-281-7000

Drop In Centers

Crossroads Sanford 407-330-0797

NAMI Greater Orlando 407-253-1900

Orange County Pathways 407-843-5530

Osceola County 407-846-1800

Psychological Wellness 407-830-6033

Seminole County 407-831-2411

University of Central FL Community

Counseling 407-823-4348

Mental Health Association of Central

Florida *Promotes mental health education, preventing mental disorders and achievement through education and services in Central Florida.*

407-898-0110, www.mhacf.org

Metro Orlando Urban League 407-841-7654

Aids/HIV Education

Black on Black Crime Prevention

Comprehensive Housing

Employability Skills Training

Energy Payments Financial Aid

Housing Locator Assistance

Rent, Mortgage & Utilities Assistance

Self-esteem & Family Values

Voter Registration

Sewer & Garbage Utility Deposit Assistance

Mid Florida Tech 407-251-6013

407-855-5880

Missing Children Center 407-327-4403

Morning Star School 407-295-3077

Multiple Sclerosis 800-344-4867

Mid Florida MS Chapter 407-478-8880

Mobility Freedom 352-429-3972

Mobility Medical Equipment 800-792-7149

Multiple Disabilities

Traditionally labeled as having severe to profound mental retardation

National Rehabilitation Info Center

301-459-5900

The ARC 301-565-3842

United Cerebral Palsy Association

202-776-0406

Muscular Dystrophy Association

800-344-4863

Music

Large print music (classical, popular, religious and traditional music) for vision impaired.

Stephens Development Company

888-714-4419

Mustard Seed of Central FL

(see food, clothing, etc.)

Myasthenia Gravis Foundation

800-541-5454

Nathaniel's Hope 407-857-8224

Buddy Break Free Respite

www.nathanielshope.org

National Abuse Hotline 800-422-4453

National Accessible Apartment

Clearinghouse

www.accessibleapartments.org

National Adoption Center of Special Needs and Physically Challenged

800-862-3678

National AIDS Information 800-458-5231

National Alliance for the Mentally Ill

(NAMI) 800-950-6264, (Helpline) 703-524-7600

Greater Orlando 407-253-1900

National Amputation Foundation

516-887-3600

National Association for the Dually Diagnosed (Mental health and mental retardation) 800-331-5362

National Association of Councils on Developmental Disabilities 703-739-4400

National Association of the Deaf

301-587-1788 (Voice), 301-587-1789 (TTY)

National Association of the Deaf

Captioned Media Programs 800-237-6213

National Association of Protection & Advocacy Systems 202-408-9514

National Association for the Visually Handicapped 212-889-3141

National Brain Injury Association

800-444-6443

National Center for Missing Children

800-843-5678

National Center for Stuttering

800-221-2483

National Clearinghouse for Alcohol & Drugs

800-729-6686

National Clearinghouse on Child Neglect

800-394-3366

National Consumer Product Safety

Commission 800-638-2772

National Council for Community

Behavioral Healthcare 301-984-6200

National Council on Disability

202-272-2004

National Council on Independent Living

877-525-3400 (Toll Free), 703-525-3406

National Institute of Justice

Clearinghouse 800-851-3420

National Depressive and Manic Depression 800-826-3632

National Disability Rights Network

202-408-9514

National Domestic Violence Helpline

800-799-7233

National Do Not Call Registry 888-382-1222

National Down's Syndrome 800-221-4602

National Easter Seal Society 800-221-6827

National Eye Care Project 800-222-3937

National Family Violence 800-500-1119

National Federation of the Blind

888-282-5972

National Headache Foundation

800-843-2256

National Health Council 202-785-3910

National Hemophilia Foundation

800-424-2634

National Hospice Organization

800-658-8898

National Information Center for Children and Youth with Disabilities

www.parentcenterhub.org

National Information Center for Orphan Drugs & Rare Diseases 860-599-4015

National Information Clearinghouse on Children Who Are Deaf-Blind

www.deafblind.com

National Institute of Neurological Disorders and Stroke 800-352-9424

National Kidney Foundation 800-927-9659
Florida 407-894-7325

National Mental Health Services

800-789-2647, 800-969-6642

National Multiple Sclerosis Society

800-344-4867, 407-478-8880

National Neurofibromatosis Foundation

800-323-7938, 212 344 6633

National Organization for Rare Tumor Disorders 800-999-6673, 203-744-0100

National Organization of Social Security Claimants 800-431-2804

National Organization on Fetal Alcohol Syndrome 800-666-6327

National Osteoporosis Foundation

800-624-2663

National Parkinson's Foundation

800-327-4545

National Rehab Association 703-836-0850

National Rehabilitation Information Center 800-346-2742

National Runaway Switchboard

800-621-4000

National Spina Bifida Association

800-621-3141

National Spinal Cord Injury Association

800-962-9629

National Stroke Association 800-787-6537



Neighborhood Family Centers

Apopka/Zellwood 407-254-9430

Bithlo/Christmas 407-254-9400

Eatonville 407-629-5655

Englewood 407 736 1040

Ivey Lane 407-254-9490

Lake Weston 407-522-2165

Oak Ridge 407-850-5109

Pine Hills 407-294-3519

Taft 407-850-9700

Tangelo Park 407-226-1714

Union Park 407-207-1684

West Orange 407-905-2075

Winter Park 407-905-5100

Nemours Children's Clinic/Cystic Fibrosis
407-650-7366

Neurofibromatosis 800-942-6825

NICHCY (National Center for Children with Disabilities) 800-695-0285

Noah's Ark of Central FL 863-816-7499

No Child Left Behind 850-245-0541

Non-Resuscitation Order Department of Health 850-245-4440

No Scam (Fraud) Hotline 866-966-7226

Nurse Registries 850-414-6010

Nursery Schools Licensing (DCF)
407-228-6062

Office of Civil Rights 800-368-1019

Office of Minority Health Resource Center
800-444-6472

Ombudsman (Elder Affairs) 888-831-0404

One Stop Career Center

Lake/Sumter Counties 352-360-6518
 Orange County 407-531-1227, ext. 4400
 Osceola County 407-705-1555
 Seminole County 407-531-1225

Orange County Lawyer Referral Service

407-422-4537

Orange County Consumer Fraud

407-836-2490

Orange County Corrections, Inmate

Re-entry 407-836-3560

Orange County Disability Advisory Board

407-836-6568

Orange County Fire Rescue 407-836-9886**Orange County Family Services**

Citizens Commission for Children
 407-836-7610

Community Action 407-836-9333

Cooperative Extension 407-836-7570

Family Resource Program (Crises)

407-836-6500

Head Start 407-836-6590

History Center 407-836-8500

LIHEAP 407-836-7429

Mental Health 407-836-7608

Office on Aging 407-836-6563

Office on Disability 407-836-6568

Ryan White (HIV/AIDS) 407-245-0126

Youth & Family Services 407-836-7600

Veterans 407-836-8990

Orange County Library System

407-835-7323

Alafaya Library	South Trail
Edgewater	Southeast
Eatonville	Southwest
Hernndon	Washington Park
Hiawassee	West Oaks
N. Orange	West Orange
Orlando	Windermere
South Creek	

Orange County Public Health 407-836-2600**Orange County Public Schools**

www.ocps.net

Educational Leadership Center

407-317-3200

Exceptional Student Education Program

407-317-3312

Mid Florida Tech 407-251-6013

Orlando Tech 407-246-7060

High Tech Academy (UCF) 407- 823-2771

Valencia 407-299-5000

Winter Park Tech 407-622-2900

Westside Tech 407-905-2000

UCF 407-823-2771

Orange County Sheriff's Offices

407-254-7000

Emergencies 9-1-1

Non-Emergencies 407-836-4357

Orders 800-622-5437

Orlando Brain Injury Support Group

407-228-2818

Orlando Day Nursery Association

407-422-5291

Orlando Housing Authority 407-894-1500

www.orl-oha.org

Orlando Office of Human Relations

407-246-2122

Orlando Regional Healthcare System

407-841-5111

Orlando Tech 407-246-7060, x 4832

www.orlandotech.ocps.net

Orlando Visiting Nurses Association

407-854-3100

Private Duty Office 407-628-2884

Osceola County 407-847-4357

Seminole County 407-262-2299

Osceola County Council on Aging

407-847-4357

Osceola ARC Inc. 407-847-6016**Osceola Support Group for Parents of**

Children with Disabilities 407-518-6688

Outpatient Medical Care

Alafaya Health Center 407 322 8645

Apopka 407-905-8827

Bithlo 407-905-8827

Eatonville 407-905-8827

Hoffner Health Center 407-322-8645

Lake Underhill Health Center

407-322-8645

Meadow Woods Center 407-905-8827**Orange County Health Dept.** 407-249-6232

Lake Underhill Clinic 407-207-7590

Lila Mitchell Clinic 407-296-5177

Southside Health Center 407-858-1424

Westside Health Center 407-521-2630

Pine Hills Health Center 407-905-8827**Primary Care Access Network (PCAN)**

407-836-7226

Southside Health Center 407-322-8645**Winter Garden** 407-905-8827**Zellwood** 352 435 6688**Pain Management****Florida Hospital (Main)** 407 303 2464**Florida Hospital (East)** 407 303 6887**Florida Hospital (Celebration)**

407 303 4020

Florida Hospital (Altamonte) 407 303 2158**Pain Medicine Group** 407 332 1300**Paralympics** (see Special Olympics)**Paralysis****Christopher Reeves Foundation**

800-225-0292

Paralyzed Veterans of America

800-424-8200 (Voice/TTY)

Orlando VA Health Center 407-629-1599**Sanford Disabled American Veterans**

407-323-8306

Paralyzed Veterans 407-328-7041**Paratransit Non-Emergency Transport****A Caring Transportation** 407-453-7470**A1 Transportation** 888-407-4014**Advance Care Transportation**

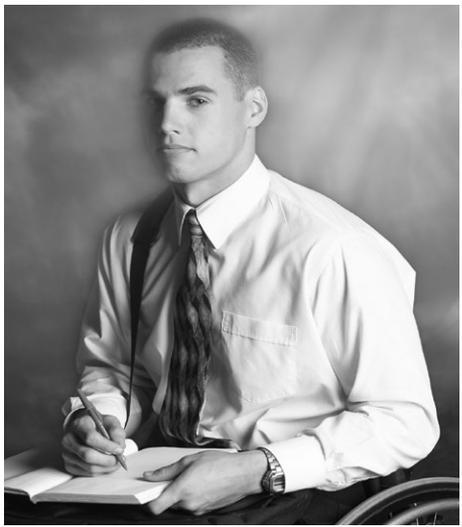
407-883-3961

BeSafe Transport 407-380-3059**Central Med Transportation** 407-902-9108**Dor-Sar Patients Services** 407-897-6839**Falck SE II dba American Ambulance**

407-822-3700

Florida Waterman/Lake Special

352-253-3382

Florida Medical Transport 407-923-6765**Florida Medtrans** 407-808-2549**Mears Destination Services** 407-422-1694**Med Ex Transportation** 321-20- 6414**Mid Florida Patient Transport**

407-862-4227

MV Transport - LYNX 407-851-8201 x 140**NEMTS** 407-844-4320**Pro-Motion Transportation Services**

407-306-0366

Rite Way Transport 352-516-8229**Rural Metro of Orlando** 407-578-3636**Unicare Transport Services** 407-977-2273**Parent Training and Information Project**

(Family Network on Disabilities of Florida, Inc.)

1-777-523-1130, 800-825-5736 (Toll Free)

AWARE Project 888-614-9273,

727-789-2400

Central FL Parent Center Inc.

888-612-9273

Community Resource Center

305-271-9707, 800-527-9552

Family Network on Disabilities**of Florida, Inc.** 727-523-1130**FL Congress of Parents & Teachers**

407-855-7604

Heritage Family Preservation

407-292-7722

Parent Teacher Association (PTA)

407-855-7604

Parent (Family Network Fathers Program)
941-352-2998

Parole and Probation
Victims Rights 800-435-8286

Parkinson's Disease Foundation
800-457-6676

Pathways Drop In Center, Inc.
A drop in social center for individuals with mental illness. 407-843-5530
www.pathwaysdropin.org

Pediatric AIDS (Elizabeth Glaser Foundation)
888-499-4673

Personal Care Assistance (see Assisted Living)

Pharmacies
Please be aware that pharmacies are not regulated.

Phishing (Identity theft)
Do not respond to inquiries, call 877-438-4338, VR 850-245-3353

Phones, phone cards
No agency has jurisdiction over the yellow page advertising and cellular phones are not licensed or regulated by the State of Florida. FCC has limited authority.

Problems call:
800-342-3552 or 850-413-6100

Phones
Sunshine Service 321-632-6688

Planned Parenthood of Greater Orlando
407-246-1788

Poison Information Center
Emergency Line
800-282-3171 (Voice and TTY)

Polk City Association for Handicapped
863-665-3846

Positive Mind 407-847-8520

Prader-Willi Syndrome Association
941-312-0400

Prepaid Phone Cards 800-342-3552,
850-413-6100

Prescription Discount Plans
FL Department of Financial Services
800-342-2762

Prevent Blindness America 800-221-3004

Recorded Books 800-638-1304,
750-245-4218

Primary Care Access Network (PCAN)
Healthcare clinics which serve the uninsured.
407-836-7226

Apopka (NW) 407-886-6201
E. Orlando (NE) 407-367-0064
E. Orlando (SE) 407-956-4320
Eatonville (NW) 407-645-3989
OBT Health Center (SW) 407-428-5751
Pine Hills (NW) 407-209-3202
SE Orlando 407-367-0923
SW Orlando 407-956-4660
Winter Garden (NW) 407-877-4300
Zellwood 352-735-2255

Primrose Center, Inc. (Special Needs)
Career placement, supported living and vocational training for DD. 407-898-7201

Programs for Children with Special Health Care Needs 850-245-4218

Children's Medical Services 850-245-2000
Healthy Kids/Kid Care 850-224-5437
FDDC 800-654-4440

Programs for Children and Youth
Deaf and Hard of Hearing 850-245-3353

Programs for People with Developmental Disabilities 850-488-4257

Prosthetic/Orthotists
FL Dept. of Health Board of Orthotists & Prosthetics 850-488-0595

Public Accommodations – Title III, ADA
Responsible for licensing, inspection and oversight of all hotels, motels, time share condos and apartment complexes with 5 or more units under one roof.

Florida Department of Business and Professional Regulation 850-487-1395

Public Health Services
Brevard 321-454-7111
Broward 954-467-4413
Hillsborough 813-307-8000
Orange 407-836-7155
E. Orange 407-249-6232, x 249
Osceola 407-343-2000
Seminole 407-665-3000

Sumter 352-793-6979
Public Safety 407-836-3111
Quad-List *Online forum for quadriplegics, tetraplegics or anyone who suffers a partial or full loss of body function of all 4 extremities.*
www.makoa.org/quadlist.htm
Quest Inc.
Employment, healthcare, and recreation services for people with special needs.
407-218-4300
Camp Thunderbird 407-889-8088
Quest Kids 407-218-4331
Rare Disorders
National Organization for Rare Diseases
800-999-6673
Recordings for the Blind and Dyslexic
800-221-4792
Recreation
Angel Wish 201-672-0722
Autism Gym Program 407-234-7456
www.autismgym.org
Believe in Tomorrow Children's Foundation 800-933-5470
Camp Orlando Exceptional Recreation Summer Program 407-896-9372
www.ucp.cfl.org
Central FL Miracle Baseball 407-619-0280,
www.cflmiracleleague.com
Children's Hopes & Dreams Foundation
212-264-2859
Dream-A-Wish 386-682-6404
Easter Seals Community Playground
407-629-7881 www.fl.easterseals.com
Fairygodmother 312-573-0028
FL Disabled Outdoors Association
850-201-2944
Give Kids the World 800-995-5437
Gliding Stars Ice Skating 407-381-3954
www.glidingstars.org
Jason's Dream for Kids 732-758-0060
Kids Wish Network 888-918-9004
Kissimmee Parks & Rec Special Needs Program 407-518-2501
LifeSkills Academy 407-629-9455,
www.lifeskillscenter.com

Loch Haven Community Center,
407-852-3333, jsolomon@ucpcf.org
Make A Wish 800-722-9474
Neon Club Rec Program 407-896-9372,
www.ucpcf.org
Oviedo Pop Warner 407-687-8464
Oviedo Special Needs Activity Program (SNAP) 407-971-5592
Physical Activity Really Kounts,
specializedrehab@cfl.rr.com
Starlight Starbright 310-479-1212
Starlight Florida 954-318-2178
407-222-5026
Summer Brain Camp
www.learningandachievement.com
Sunshine Foundation 215-396-4770
United Special Sportsman Alliance
800-518-8019
Wishing Well Foundation 888-663-9474
Recreation, Outdoors, Sports (For disabled)
www.epic-enabled.com
<http://routesinternational.com/access.htm>
www.fdoa.org
Red Cross of Central FL 407-332-8200,
407-894-4141 www.centralfl-redcross.org
Rehabilitation Engineering and Assistive Technology
703-524-6686 (Voice), 703-524-6639 (TTY)
Rehabilitation Facilities 850-877-4816
www.floridaarf.org
Brooks Rehab 904-399-6818
Disability Services: DVR 800-451-4327
FL Rehab Center 407-897-1960
HealthSouth Rehab Hospital 813-586-2999
Jackson Memorial Rehab Center
305-585-7303
Pinecrest Rehab Hospital 407-495-0400
Shands Rehab 352-265-5491
Tampa General Rehab 813-844-7000
West FL Rehab Institute at W FL Healthcare 850-494-6100
Brain Injury Rehab Center
Dr. Phillips 407-351-8580
Lucerne Outpatient 407-841-8911
NeuroRestorative 407-743-6802



Orlando Regional Medical Center 407-649-6888

South Seminole 407-767-5842

Rescue Outreach Mission of Sanford, Inc.
407-321-8224

RP Foundation, Fighting Blindness
407-862-5077

Respite

Offering a break to those who take care of their disabled loved ones 24 hours a day.

See **Alzheimer's Respite Program**

See **Community Care for the Elderly**

See **Caring Hands**

See **Community Coord. Care for Children**

See **Christian Service Center of CF, Inc.**

See **Holloway Early Intervention**

See **Osceola County Council for Aging**

See **UCP East Orlando**

See **United Cerebral Palsy**

See **Winter Park Memorial Hospital**

Sunrise ARC of Lake County 352-787-3079

Christian Service Center 407-425-2523

Share the Care 407-423-5311

Restroom Use – Tile III, ADA

Health Department by County

FL law requires that any place serving the public must have toilet facilities available for the public's use.

Rett Syndrome 800-818-7388

Ridge Area ARC 863-452-1295

Runaways, Youth 800-786-2929

Safehouse of Seminole County
407-302-5220

Salvation Army 407-423-8581

Schools Public

Orange County 407-317-3229

Osceola County 407-870-4600

Seminole County 407-320-0000

School-to-Work Transition 850-245-3360

Schleroderma 800-722-4673

Second Harvest Food Bank 407-295-1066

Self Help for Hard of Hearing People
301-657-2248

Seminole County Bar Assoc. 407-834-1660

Seminole Community Volunteer Program
407-323-4440

Seminole County Public Library
407-339-4000

Seminole County Work Opportunity Program (SWOP) 407-699-4419

Seminole State College 407-708-4722

Seniors First, Inc. 407-292-0177

Senior Citizens 407-836-6563

Service Stations, Handicap Access
850-488-3022

Shands Healthcare 800-749-7424

Share the Care 407-423-5311

Shepherd's Hope, Inc.

Walk in clinic for uninsured people within the income poverty guidelines. 407-876-6699

Shelters (rescue, violence, transition)

Harbor House 407-886-2856

Mother Weaver's Place 407-327-8224

Salvation Army 407-423-8581

Women's Center 321-242-3110

SHINE 407-228-1823

Short Stature Foundation 800-243-9273

Shriner's Hospital for Children
800-237-5055

Parents 888-665- K I D S

Tampa 813-972-2250

Sibling Support Group

Dedicated to the life long concerns of brothers

and sisters of children with special health, developmental and mental concerns. 206-297-6368
www.siblingsupport.org

Sickle Cell Disease 800-421-8453

Small Business Administration

800-827-5722

Social Security Administration

800-772-1213

Disability Determination 800-817-1598

Info for Deaf Persons 800-325-0778

Kissimmee 800-772-6213

Lake Mary 866-964-7379

Orange/Osceola 866-475-6643

Seminole 407-804-5541

Social Worker 850-245-4474

Space World PC 866-226-4963

Special Format Library 386-239-6000

Special Kids Dance, Inc. 727-394-2636

Special Olympics Florida 850-921-0460

www.soft.org

Orange County 407-317-3900 x 4543

www.globalnet-2000.net/sooc

Spectrum Life Care Services 954-499-5794

Speech Pathologist

Licensing 850-245-4474

Speech & Hearing

Helpline 800-638-8255

FL Association of Speech-Audiologists

407-774-7880, 800-243-3574 (Toll Free)

Speech & Language

Academy for Autism 407-852-9932

Center for Health, Learning &

Achievement 407-382-5551



Central FL Therapy Solutions

407-260-0551

Florida Speech 407-384-276

Hanan Program for Parents 321-841-2350

Speak Easy Solutions 407-222-6622

UCF Communications Disorders

407-882-0468

Alliance for Technology Access

800-455-7970

American Speech-Language Association

301-897-5700

Communication Disorders Clinic

407-882-0468

Cleft Palate Foundation 800-242-5338

Easter Seals 312-726-6200

Learning Disabilities Association

412-341-1515

Spina Bifida (Incomplete closure in the spinal column.)

Arnold Palmer Hospital 407-649-9111

Easter Seals 312-726-6200

March of Dimes 914-428-7100

National Rehab Info Center 301-459-5900

Spina Bifida Association of America

800-621-3141

Spina Bifida Association of Jacksonville

904-390-3686

Spina Bifida Center 321-841-5609

Spina Bifida Association of Central FL

407-248-9210

Spinal Cord Injury 800-342-0778

Greater Orlando Spinal Cord Injury

Network 407-623-1070

Tampa General Hospital 800-995-8544



Orlando Spinal Cord Injury Support Group, National Spinal Cord Association

800-962-9629

Families of Spinal Muscular Atrophy

800-886-1762

FL Spinal Cord Injury Resource Center

800-995-8544 (Toll Free)

Health South Rehab Corp. 800-768-0018

Paralyzed Veterans of America

800-424-8200

Barn Builders Peer Support Group

800-825-4264

United Spinal Association

718-803-3782 x 1203

Quad-List

Online forum for quadriplegics, tetraplegics or anyone who suffers a partial or full loss of body function of all 4 extremities.

www.makoa.org/quadlist.htm

Spinal Cord Resources Network, Inc.

954-323-2151

STARS

Providing friendships among people with autism.

206-297-6368

State and Federal Offices

www.myflorida.com

FL Commission on Human Relations

850-488-7082

Community Transportation

Association of America 202-628-1480

Department of Justice 800-514-0301

Employment Opportunity

Commission 800-669-4000

Documents – Publications Center

800-669-3362

Legal questions 202-418-2357

Federal Transit 404-865-5600

Transportation Research Board

202-334-3213

Access Board 800-872-2253

US Dept. of Transportation 202-366-4000

State Mediation System 850-245-0476

STEPS

Specialized Treatment, Education and Prevention Services 407-522-2144

Stepping Stone Medical Equipment

Durable medical equipment, supplies, office furniture, etc. 407-292-0177

Stretcher Services-Ambulatory/Non-Ambulatory

Use only if the individual does not require medical services while being transported.

***Be Safe Transport** 407-380-3059

***AV Transport** 386-736-8747

***Dor-Sar Transport** 407-897-6839

***Florida Hospital** 407-628-8111

***Make a Difference Transportation**

386-738-3700

Mears Transportation Services

407-422-1694

***Mid-Florida Transport** 407-862-4227

MV Transport (LYNX) 407-851-8101 x 105

ORHS-MD Anderson Cancer Center

321-841-6141

***Pro-Motion Transportation Services**

407-306-0366

***Unicare Transport Service** 407-256-8184

VGA Inc. 877-919-8001

**Stretcher and wheelchair users*

Stroke

American Heart Association 407-843-1330

Stuttering Foundation of America

800-992-9392

Sunrise Community of Polk County

863-682-2817

Support Groups

Alzheimer's free, 407-843-1910

American Asperger Assoc. 727-215-8104

Asbury Presbyterian (brain injury) free

407-253-1900

Autism Society of Greater Orlando

407-855-0235

BIAF 800-992-3442

Buddy Break Free Respite

www.nathanielshope.org

CHADD www.chadd.net

Crohn's & Colitis (free) 407-468-8231

Cystic Fibrosis Foundation 407-896-1113

Down Syndrome Association of Central FL

www.dsacf.org

Eleos the Care Network 407-210-3916

Epilepsy Association 407-422-1416
Families Exploring Down Syndrome
321-777-8421

Foundation for Dreams 941-907-2222

Give Back Orlando

www.givebackorlando.com

Muscular Dystrophy Assoc. 407-241-2370

NAMI Greater Orlando 407-253-1900

Nathaniel's Hope 407-857-8224

New Hope for Kids 407-599-0909

Parent Resource Center 407-324-0477

Parents Everywhere Network 877-980-2828

Parkinson's Outreach Center (free)

407-303-5295

Seminole SEPTA 407-320-9327

Substance Abuse & MH Program

407-317-7010

TASH 410-828-8274

Tourette Syndrome Support Group

tempest@cfl.rr.com

The IEP Advocate 407-342-9836

Taxation, FL Department of Revenue

Taxpayer Assistance 800-352-3671

Federal Info 800-829-1040

Violations 800-352-9273

Sales 800-352-3671

Tech Centers

Mid Florida 407-251-6013

Westside Tech 407-905-2000

Winter Park 407-622-2900

Avalon 407-281-5121

Technology Related Assistance

850-487-3278

Telecommunications for the Deaf (TDD)

Telecommunications Relay (Deaf, hard of hearing, deaf/blind)

407-623-1070, 800-222-3448,

888-447-5620 (TTY)

To use delay, dial 711 or,

800-955-8771 (TTY)

800-955-8770 (Voice)

800-955-1339 (ASCI)

800-955-8260

(Voice Carry Over – direct)

877-955-5334 (Speech to Speech)

877-955-8773 (Spanish)

877-955-8707 (French Creole)

Tenant/Landlord

(5 or more units) 850-487-1122

(5 or less units) 850-488-2221

The ARC

Formerly the Association for Retarded Citizens
301-565-3842

The Philanthropy Center and Non Profit Leadership Center 407-975-6414

The Phoenix Society for Burn Survivors
800-888-2876

The Place of Comfort (AIDS/HIV)
407-767-5162

Therapeutic Riding

Freedom Ride 407-392-0411 (Orlando)

Heavenly Hoofs 407-846-7850 (Maitland)

HERD 352-429-0064 (Clermont)

Therapy, Occupational/Physical

Ability Plus Therapy 321-255-6627

Achieve Pediatric Therapy 407-382-5551

APD Pediatric Rehab 407-645-2081

Assurance Therapy 407-312-4133

BrightStart Pediatrics 407-857-1212

Central FL Therapy Solutions
407-260-0551

Child Life Therapy 407-977-4448

Central FL Early Steps 407-317-7430

Pediatric Potentials 407-322-3962

Play Able therapy 407-295-6966

Quest Kids 407-218-4300

Speak Easy Solutions 407-222-6622

Whole Sum Therapies 407-730-6988

Threshold Inc.

Provides programming for children and adults with autism and DD. 407-671-7060

Tourette's Syndrome Association

718-224-2999

Transition & Employment Services

The AbleTrust 888-838-2253

Americans with Disabilities Act

Coordinator for Transition Services

Project 10, University of South Florida
727-873-4661

Compliance Office 352-392-7056

PACER Center 800-537-2237
Ticket to Work Program 800-772-1213
Transition Center at UF 352-392-0701
US Department of Labor 877-872-5627
Office of Disability Employment
866-633-7365
Volunteer Florida 850-921-5172

Transition Options for Seniors
800-252-2717

Transportation (also see Medicaid Transporters)

Community Care for the Disabled/ Elderly 407-628-2884
Orange County Buses 407-841-8240
Accessible Transportation: LYNX
407-841-2279
Commission for Transportation Disadvantaged 850-410-5700
FL Department of Transportation
850-414-4100
Ombudsman 800-983-2435
The Able Trust 888-838-2253
Americans with Disabilities Act Compliance Office 352-392-7056
Transportation Center at UF 352-392-0701

Trauma

American Trauma Society 800-556-7890
National Spinal Cord Assoc. 800-962-9629

Traumatic Brain Injury

Injury to the brain caused by the head being hit or shaken violently.

Brain Injury Association 703-761-0750
Emergency Medical Services for Children 202-884-4927
Epilepsy Foundation 301-459-3700
Family Caregiver Alliance 415-434-3388
Family Voices 505-872-4774
Head Injury Hotline 206-621-8558
National Resource Center for Traumatic Brain Injury 804-828-9055

Travel (Disability travel agencies)

Accessible Cruises and Travel
314-726-6893
Accessible Journeys 800-846-4537
Accessible Tours 800-533-5343

Accessible Alaska Adventures

800-349-6301

Flying Wheels Travel 800-535-6790

Guided Tours 800-783-5841

215-782-1370

Nautilus Tours 818-591-3159

Outta Sight Travel Inc. 772-336-8747

Wilderness Inquiry 612-676-9400

Tuberous Sclerosis 800-225-6872

Turning Point of Central FL

Substance abuse, education and counseling.
407-740-5655

UCF Center for Autism and Related

Disabilities (CARD) 407-737-2566 x 19

UCF Student Disability Services

Provides classroom accommodations for students with disabilities. 407-823-2371

www.sds.sdes.ucf.edu

United Cerebral Palsy Association

Advances the independence, inclusion and self-determination of individuals with disabilities.

800-872-5827, <http://www.ucp.org>

United Cerebral Palsy of Central Florida

Provide support, education and therapy programs for ages 6-21 years, Orange, Osceola, Seminole

County www.ucpcf.org

UCP of Central FL 407-852-3300

UCP Osceola 407-932-3445

UCP West Orange 407-905-0531

UCP of No. Florida 850-769-7960

UCP Northwest FL 850-432-1596

U.S. Architectural and Transportation

Barriers Compliance Board

Access Board 800-993-2822

U.S. Department of Health & Human

Services www.hhs.gov

U.S. Department of Housing & Urban

Development

Orlando 407-648-6441

Federal 202-708-1112

U.S. Immigration Service 407-816-4660

U.S. Department of Justice on ADA

800-514-0301

U.S. Department of Transportation

202-755-7687

U.S. Department of Veterans Affairs

800-827-1000

U.S. Psychiatric Rehabilitation Association

410-789-7054

U.S. Wage and Hour Division**Orlando** 407-648-6471 x 75**United Way 2-1-1** 407-839-HELP**United Way, Heart of FL** 407-835-1969**United Spinal Association** 718-803-3782www.unitedspinal.org**Urban League** 407-841-7654**Utilities** (Low income, most needy)**Orange County** 407-836-7429**Osceola County** 407-836-8900**Sanford** 407-688-5165**Seminole County** 407-330-5663**Valencia Community College** 407-299-5000**Veterans***Advice, assistance, tax information***Central FL PVA Chapter** 407-328-7041**Disabled American Veterans National Headquarters** 859-441-7300**FL Gulf Coast PVA** 813-935-6540**VA Health Center** 407-629-1599**VA, Tampa** 813-978-5841**VA, Outpatient Clinic** 407-599-1599**VA, Orange County** 407-836-8990**VA, Sanford** 407-665-3000, x 337**Victim's Advocate** 407-254-7248**Victims Services Center, Inc.** 407-228-6050**Sexual Assault Hotline** 407-497-6701**Sexual Assault Treatment** 407-228-1430**Violence**

(Florida Coalition Against Domestic Violence)

Harbor House 407-886-2244,

407-886-2856 (Hotline)

Help Now of Osceola County

407-847-3260, 407-847-8562 (Hotline)

Safehouse of Seminole 407-302-5220,

407-330-3933 (Hotline)

Salvation Army, Brevard County

321-631-2766

Visiting Nurses Association 888-866-8773**Visitor's Bureau** 407-363-5872**Visual Impairments***Functional loss of vision rather than the eye disorder itself.***Division of Blind Services, Tallahassee**

800-342-1828

FL Bureau of Braille & Talking Books

386-239-6000

American Foundation for the Blind

800-232-5463

American Council of the Blind

202-467-5081

Blind Children's Center 323-664-2153**National Association for Parents of the****Visually Impaired** 617-972-7441**National Braille Association** 585-427-8260**National Braille Press** 617-266-6160**National Eye Institute** 301-496-5248**National Federation of the Blind**

410-659-9314

Prevent Blindness America 202-707-5100**VITAS Innovative Hospice Care of Central FL** 407-875-0028**Vocational Rehabilitation Services****Department of Education**

3191 Maguire 407-897-2740

3555 Maguire 407-897-2725

Casselberry 407-262-7428

Apopka 407-884-2048

Winter Haven 863-291-5280

Lakeland 863-680-5534

Titusville 321-383-2775

Director 407-897-2725

State Vocational Rehab 850-488-6210,

800-451-4327

Volunteer Florida**Governors Commission on Volunteerism**

850-921-5172

Volunteer FL 850-414-0093**Voting** 407-836-2070**Orange County Supervisor of Elections****Offices** 407-836-2070**Osceola County Elections Office,**

407-742-6000

Seminole County Elections Office,

407-708-7700

VSA Arts of Florida 813-558-5095
Wage and Hour Division
Orlando 407-648-6471 x 75
Wayne Densch Center, Inc. 407-599-3900
Westside Tech 407-905-2000
Wheelchairs
Medicare www.medicare.com
See www.u-scoot.com, 866-387-2668
Medicaid 877-940-4500
Wheelchair Ramps
847-680-7700 www.handiramp.com
Center for Independent Living
407-623-1070
Wheelchair Vans 800-792-7149
Wholesum Therapies 407-730-6988
WIC
Melbourne 321-726-2922
Titusville 321-383-2791
Rockledge 321-634-6362
Winter Park Housing Authority
407-645-2869

Winter Park Tech 407-622-2900
Worker's Comp Employee Assistance
800-342-1741
Workforce and Employment Opportunities
See: CareerSource
YMCA 407-896-6901
Blanchard Park 407-381-8000
Center for Health & Wellness 407-359-3606
Young Men's Christian Association
407-896-690
Crosby Wellness Center 407-644-36
Dr. Phillips 407-351-9417
Lake Nona 407-852-3520
Osceola County 407-847-7413
Seminole County 407-321-8944
S. Orlando 407-855-2430
Tangelo Park 407-351-3584
Walt Disney World Resort 407-938-0680
Wayne Densch 407-299-4350
WEWA Outdoor Center 407-886-1240
Winter Park 407-644-1509

Orange County Government Service Directory

Abuse Hotlines

Child/Adult/Elderly	800-962-2873
Spouse	407-886-2856

ADA, accessibility concerns

County ADA Coordinator	407-836-6568
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Adult Education Coop Ext.	407-254-9200
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Advisory Boards	407-836-5426
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Appraiser (Orange County).....	407-836-5044
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Affordable Housing	407-836-5150
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AIDS/HIV (Dept. of Health).....	407-836-2680
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Hotline	800-352-2437
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Air Quality (Envir. Prot.)	407-836-1400
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Airports

Orlando International.....	407-825-2001
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Orlando Aviation Authority.....	407-894-9831
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Alimony/Child Support	407-836-2059
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Clerk of Courts – Support

Americans with Disabilities Act

Accessibility: Programs, services, activities, public accommodations.....	407-836-6568
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Animal Services	407-254-9140
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Appraisals/Assessments

Commercial	407-835-5047
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General Information.....	407-836-5000
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Land Property Appraiser	407-836-5004
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Personal Property	407-836-5049
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Residential Property.....	407-836-5046
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Auto Tag Renewal/Transfer

Tax Collector	407-836-4145
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Autopsies

Medical Examiner.....	407-836-9400
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Bees

Coop Extension	407-254-9200
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Bike Trails	407-836-6200
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Birth Certificates	407-836-7195
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Blood Donors	407-644-8927
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Board of County

Commissioners	407-836-7350
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Boat Ramps

Barnett Park, Lake Lawne.....	407-836-6248
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Magnolia Park, Lake Apopka.....	407-886-4231
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Moss Park, Lake Mary Jane	407-273-2327
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Parks & Recreation	407-836-6200
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Trimble Park, Lake Beauclarc.....	352-383-1993
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Boat Registration

Tax Collector	407-836-4145
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Booking Information, Inmates,

Corrections	407-836-3400
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Books by Mail

Orange County Library.....	407-835-7323
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Building Division	407-836-5550
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Burial of Indigents

Family Resource Program.....	407-836-6548
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Buses (Transportation System)

LYNX/Access LYNX.....	407-841-2279
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Cable TV Companies

Florida Cable.....	800-779-2788
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Bighthouse Network.....	407-291-2500
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Comcast.....	800-266-2278
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Candidates, Elections

Supervisor of Elections	407-836- 2070
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Child Abuse Hotline	800-962-2873
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Child Care

(Runaway Hotline)	407-836-7626
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Child Support

Clerk of Courts.....	407-836-2059
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Citizens' Commission

for Children	407-836-7610
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Civil Defense

Office of Emergency Management	407-836-9140
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Circuit Court Departments

Child Support.....	407-836-2059
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Criminal Division (felonies).....	407-836-2056
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Domestic Relations.....	407-836-2054
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Family Court.....	407-836-6054
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Foreclosures.....	407-836-2278
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General Civil.....	407-836-2055
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Juvenile Division	407-836-7520
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Teen Court	407-836-9517
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Mental Health.....	407-836-2057
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Probate Division.....	407-836-2058
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County Court Department

Civil.....	407-836-2065
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Misdemeanors407-836-2066
Traffic407-836-6000

Clinics, Public Health

Orlando-Orange County.....407-858-1400
Apopka.....407-254-1070
Central.....407-836-2600
Central Center407-836-2600
Eastside407-249-6232
Environmental Health407-521-2630
Hoffner.....407-207-7757
Lake Underhill.....407-207-7590
Lila Mitchell407-296-5177
Ocoee/Winter Garden407-254-6822
Southside.....407-858-1403
Winter Garden407-877-4330

Code Enforcement407-836-3111

Communications Division.....407-836-7370

Community Centers

Bithlo.....407-568-4025
East Orange.....407-249-6279
Hal P. Marston.....407-836-8484
Holden Heights407-317-7636
John Bridges407-254-9449
Lila Mitchell407-296-5158
Maxey407-654-5161
Pine Hills.....407-254-9107
Southwood.....407-355-5764
Taft.....407-251-2434
Willow Street407-254-9430

Consumer Fraud407-836-2490

Convention Center407-685-9800

Cooperative Extension.....407-254-9200

Corrections Department407-836-3560

County/Community

County Services.....407-836-3111
Community Services407-839-4357

Crime Prevention

Sheriff's Office.....407-254-7000

Crisis Assistance.....407-836-6500

Death/Birth Certificates.....407-836-2600

Deed Records

Delinquent Taxes.....407-836-2700
Official Records.....407-836-5115
Vital Statistics.....407-836-7155

Dental Care

Health Department407-836-2616

Disabilities.....407-836-6568

Disabilities Information

Family Services
ADA Coordinator407-836-6568

Disabled Veterans

Veterans Services Program407-836-8990

Disabled American Veterans407-843-3722

Disaster

Office of Emergency Management
407-836-9140

Discrimination, Employment

EEOC/Human Relations.....407-246-2122

ADA concerns.....407-836-6568

Divorce/Domestic Violence.....407-836-5115

Drivers License Offices

Full Service407-445-5462

Limited Service407-836-4145

Drug Abuse

Drug Free Living.....407-245-0010

Drug Free Community Action.....407-836-7335

Elderly Programs.....407-836-7616

Health & Family Services

Office on Aging.....407-836-6563

Electric Meters (Utilities).....407-836-5564

Emergencies.....911

Fire Rescue407-737-2444

Non-emergency (Patient Assist)..407-737-2444

Environmental Protection407-836-1400

Equal Opportunity

Employment.....407-246-2122

Eviction of Tenants407-836-2065

Exemptions Tax407-836-5000

Fair Housing407-836-5150

Family Planning407-858-1400

Family Resource Program407-836-6500

Family Services407-836-6500

Aging Program Office407-836-6563

Disability Program Office407-836-6568

Financial Assistance.....407-836-6500

Fire Rescue Department407-836-9000

Emergency.....911

Fishing License407-836-4145

FL Highway Patrol407-737-2200

Food

Consumer Information.....407-254-9200

Food Safety.....407-254-9200

HRS Food Stamps.....407-245-1500

Foreclosures407-836-2278

Forest Fire.....407-836-6512

Fraudulent Transactions407-836-2490

Garbage/Yard Waste.....407-836-6601

Government Information.....407-836-3111

Graffiti Cleanup407-836-3111

Guardians for Minors407-836-2058

Hazardous Waste.....407-836-1400

Head Start	407-836-6590	Pollution Control	407-836-1400
Health Department	407-836-2600	Precinct Locations	
Health Education	407-838-1400	(Elections).....	407-836-2070
Health Records Statistics	407-836-7155	Pregnancy	407-836-2600
Highway Maintenance	407-836-3111	Primary Care Access Network (uninsured)	
History Center	407-836-8500	Apopka (NW).....	407-886-6201
Homestead Exemptions	407-836-5045	E. Orlando (NE).....	407-367-0064
Household Hazardous		E. Orlando (SE).....	407-956-4320
Waste	407-836-6601	Eatonville (NW).....	407-645-3989
House Moving	407-836-7890	OBT Health Center (SW).....	407-428-5751
Housing & Community		Pine Hills (NW).....	407-209-3202
Development	407-836-5150	SE Orlando (SE).....	407-367-0923
(Sec 8, Rental Assistance)		SW Orlando (SW).....	407-956-4660
Housing Fraud	407-836-3111	Winter Garden (NW).....	407-877-4300
Housing Rehabilitation	407-836-5181	Zellwood.....	352-735-2255
Hurricane Information	407-836-3111	Public Accommodations	407-836-6568
Immunizations	407-836-2600	Public Safety	407-836-3111
Insulin Program	407-836-2600	Rabid Animals	407-836-3111
Irrigation Meters	407-836-5564	Rape Crises	407-497-6701
Junk Cars	407-836-3111	Rats/Rodent Control	407-521-2630
Juvenile Detention	407-897-2800	Recycling	407-836-6601
Landlord/Tenant Disputes	407-423-5732	Roads	407-836-3111
Land Use Violations	407-836-3111	Roads & Drainage	407-836-7900
Law Enforcement		Roofing	407-836-5550
O.C. Sheriff.....	407-836-4357 (non-emergency)	Runaway Hotline	800-786-2929
FB.....	407-875-9976	Sanitary Conditions	407-521-2630
FDLE.....	407-245-0801	Schools, Public	407-317-3200
US Marshall.....	407-648-6326	(Orange County)	
US Secret Service.....	407-648-6333	Senior Citizens	407-836-6563
Library, Orange County	407-835-7323	Septic Tank Complaints	407-521-2630
Lost Pets	407-254-9140	Sewer/Water Hookup	407-836-5515
Malnutrition	407-836-2623	Sexually Transmitted	
Medicaid	407-245-0400	Diseases	407-836-2650
Medical Clinic	407-836-7100	Sheriff's Office	
Medical Examiner	407-836-9400	(non-emergency).....	407-836-4357
Medically Needy	407-836-2600	Sidewalk Repair	407-836-3111
Mental Health Crises	407-875-3700	Sign Regulation	407-836-3111
Minority Business	407-836-7317	Signs (Illegal)	407-836-5525
Mosquito Control	407-254-9120	Sinkholes	407-836-3111
Neighborhood Services	407-836-5606	Social Security	866-964-6146
Noise Complaints	407-836-1400	Special Needs Registry	407-836-3111
Orange County Information	407-836-3111	Suicide Prevention	407-425-2624
Orange TV	407-685-9000	Tax Collector	407-836-2700
Parking Placards		Trash, Junk on Lots	407-836-3111
(Disabilities).....	407-836-4145	Unlicensed Contractor	407-836-5960
Parks & Recreation	407-836-6200	Unpermitted Construction	407-836-5960
Pet, Adoption	407-254-9140	Unsafe Structures	407-836-3111
Planned Parenthood	407-246-1788	Veterans	407-836-8990
Planning Division	407-836-5600	Victim's Advocate	407-254-7248
Playgrounds	407-836-6200	Victim's Services	407-228-6050
Poison Control	800-222-1222		

Visitor's Bureau	407-363-5872
Voter Registration	407-836-2070
Voting	407-836-2070
Waste Tires	407-254-9680
Youth & Family Services	407-836-7600
Zoning	407-836-5525

Toll Free Numbers

Abuse Hotline	800-962-2873
AIDS/HIV Hotline	800-352-2437
Alzheimer's Association	800-272-3900
A Special Wish Foundation	800-486-9474
Auto Safety Hotline	800-424-9393
Banking and Finance	800-848-3792
Blind Services	800-342-1828
Building Department	
Documents Fax on Demand	888-329-4413
Cancer Information	800-422-6237
Child Abuse Hotline	800-962-2873
Child Support	800-622-5437
Comptroller "Get Clean" Hotline	800-438-5326
Condominiums (Bus. Reg)	800-226-9101
Consumer Product Safety	800-638-2772
Consumer Services	800-435-7352
Domestic Violence	800-799-7233
Human Relations	800-342-8170
Insurance (FL Financial Services)	800-342-2762
Internal Revenue Service	800-829-1040
Lemon Law	800-321-5366
Missing Children Hotline	800-587-4357
Narcotics/US Custom Hotline	800-232-5378
Organ (Life Quest) Donors	800-535-4483
Poison Control Center	800-222-1222
Prepaid College Program	800-552-4723
Public Service Commission	800-342-3552
Runaways	800-621-4000
Substance Hotline	800-662-4357
Utilities Customer Service	407-836-5515
	800-626-1140
Veterans Information	800-827-1000
Workers Compensation	800-342-1741

Disability Resource Directory

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Disability Resource Directory

Orange County Family Services Department

Office on Disability Issues – ADA

Disability Advisory Board

2100 East Michigan Street

Orlando, Florida 32806

PH: 407-836-6568 • FAX: 407-836-7583 • TDD 407-836-4250

Website Address: www.orangecountyfl.net