

Quick Start Tips for consumers:

1. It is the responsibility of the consumer to keep track of their own hours. Each consumer receives 14 hours a month. When requesting services the consumer knows how much they have requested and it is the consumers responsibility to remember how many hours are left. Hours can not be carried over from month to month. The 14 hours begins at the first of the month and ends on the last day of the month. If the consumer does not use the allotted hours, they are just not used. Don't worry if the consumer is on vacation, sick or does not for whatever reason use hours for several weeks or an extended amount of time, the consumer's services will not be terminated.

2. It is the consumers responsibility to tell the SSP about your preferences for communication, being guided, for the amount of information you want to receive, what information you do not want to know about, how to best help you in specific situations, and how your hearing and vision loss effect you.

3. SSPs are not case managers, teachers, transportation services, advocates, financial planners, counselors or interpreters. Interpreters are to be used for medical, legal, financial and educational activities. Although a SSP can assist a deafblind consumer going to medical, legal and educational activities, it is recommended that an interpreter be scheduled for all of the above activities. It is the responsibility of the consumer to schedule their own interpreters. Both interpreters and SSPs can work at the same time and have very clear cut roles.

4. SSPs are independent self-employed contractors through DBLWS, this means that all DBLWs SSPs are their own business and treat transportation as such. DBLWS can not make any SSP provide transportation for

consumers who are deafblind. If transportation is needed for an activity, it is up to the consumer to ask for that assistance. It is ultimately up to the SSP to decide if they will provide transportation. DBLWS does not participate in any of the transportation arrangements. SSP can ride along with a consumer on public transportation either a bus or train, in a taxi or shared ride services, and or paratransit. SSPs can always meet the consumer at the location of the activity.

5. It is the responsibility of consumers to pay any additional costs related to their activity. For example parking costs, train tickets, bus tickets, movie entrance, meals, admission to an amusement parks, etc. In some cases consumers have advocated to have the ticket of their SSP waived. This is an arrangement that consumers need to be responsible for on their own.

6. All SSP Assignments must be approved before they take place. Requests for services can be submitted by email, text message, phone, VP, and snail mail. All requests must be received at least 7 days in advance. If requests are received less than 7 days in advance, DBLWS will make all efforts to set up SSP services but there are no guarantees. If submitting by regular mail-send at least 14 days before activity. If sending requests via email, send to: dblws@cilcp.orgg

7. When requesting services the following information is required:

- * Consumers name:
- * Date of activity:
- * Time activity will begin:
- * Time activity will end:
- * How many hours requesting:

* type of activity: (for example food shopping, walking around the park, reading mail, arts and crafts, going to the gym, etc.)

* Address of activity:

*Additional information: (contact information or other stores that you will go to)

* Preferred SSP:

8. It is DBLWS desire to respond to all correspondence in a timely manner. However, there will be instances where an immediate response is not feasible. DBLWS ask all consumers to be patient as we will respond to you within three (3) business days. All consumers may send an email, text message or voice mail at any point. DBLWS receives all forms of communication while in the office or in the field.

9. After the request for services has been submitted, an SSP secured for the consumer's activity, all consumers and their SSPs for that activity will receive a confirmation through their preferred mode of communication. It is the responsibility of the SSP to present that confirmation at the end of the activity for the consumer to sign. It is also the responsibility of the SSP to print and have that document ready for the consumer. It is the responsibility of the consumer to sign the confirmation paper. Confirmations are then submitted by the SSP to DBLWS for payment of their SSP work. If consumers require that an SSP read the confirmation before it is signed, the consumer must provide the SSP with that information. If for whatever reason, an SSP does not have the confirmation document with them at the time of the activity, it is the SSPs responsibility to make arrangements for the consumer to have that paper signed.

10. After an activity, if additional time is used or not all the time requested was not used, it is the responsibility of the consumer and SSP to notify DBLWS of this change. This notification should be sent within 36 hours of the activity.

11. At any point a consumer or SSP would like to provide feedback about their experience of an activity with an SSP, that information should be sent via email or snail mail to the Center for independent living offices in Camp Hill.