



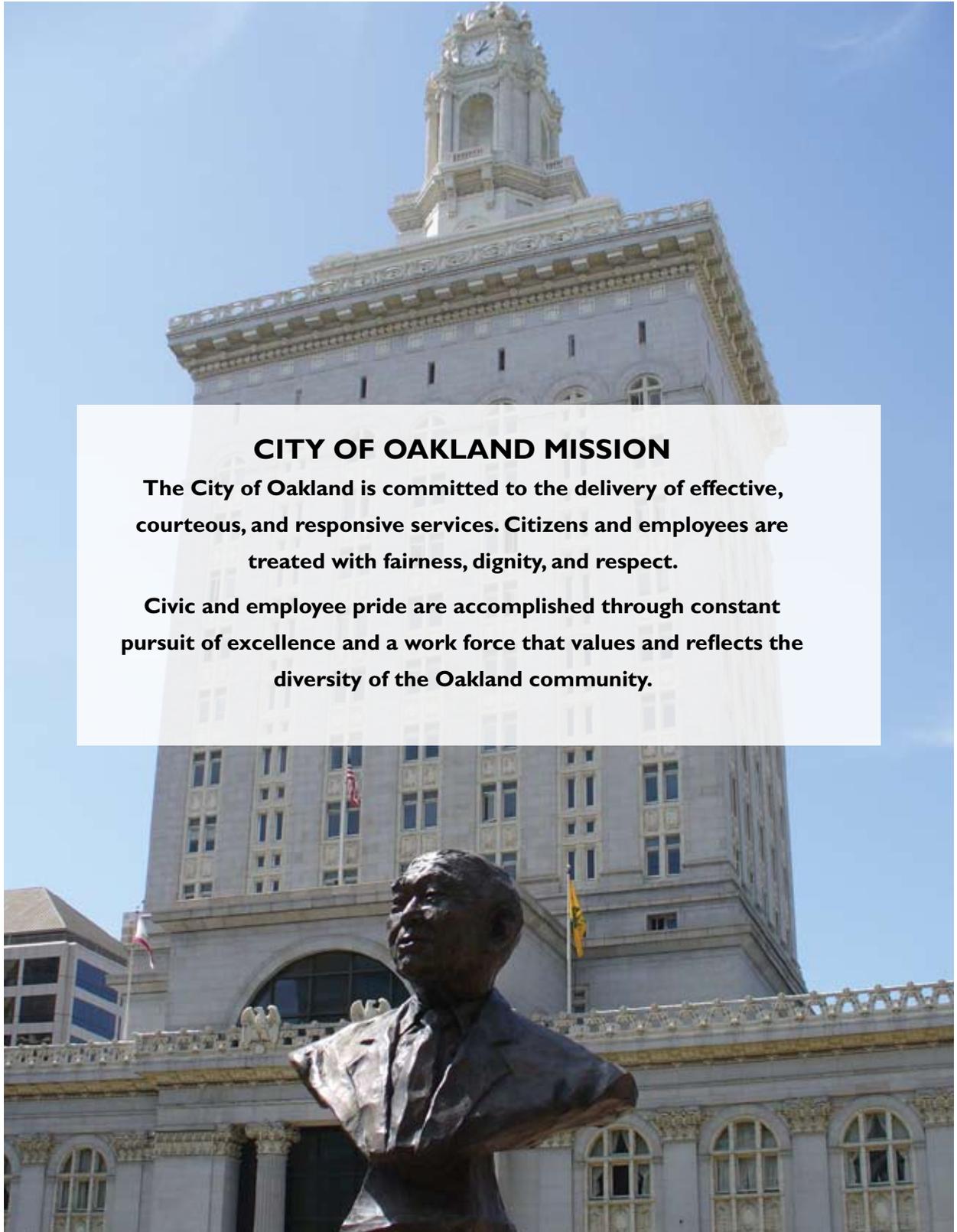
DISABILITY RESOURCES GUIDE



ADA PROGRAMS DIVISION
Office of the City Administrator

OCTOBER 2008





CITY OF OAKLAND MISSION

The City of Oakland is committed to the delivery of effective, courteous, and responsive services. Citizens and employees are treated with fairness, dignity, and respect.

Civic and employee pride are accomplished through constant pursuit of excellence and a work force that values and reflects the diversity of the Oakland community.

DISABILITY RESOURCES GUIDE

**To request this document in an
alternative format such as Braille, audio translation
or electronic copy, please contact:**

**ADA Programs Division
City Administrator's Office
1 Frank H. Ogawa Plaza, 3rd Floor
Oakland, CA 94612
Voice: 510-238-5219
TTY: 510-238-2007
Email: adaprograms@oaklandnet.com**

**To make corrections or
request additions to this publication,
please contact:**

**Voice: 510-238-6919
TTY: 510-238-2007
Email: adaprograms@oaklandnet.com**

**The City of Oakland ADA Programs Division
provides this document to individuals with disabilities
and the organizations that serve them free of charge.**

**Thank you to Jung Design (jungw@pacbell.net)
for icon design and document layout.**

ADA

ABOUT THE CITY OF OAKLAND

The Bay Area is known as the birthplace of the disability rights movement. Beginning in the early 1970's, the civil rights and women's rights movements of the previous decade encouraged the growth of the disability rights movement in California, including the independent living movement.

In keeping with this legacy, the City of Oakland is a leader in Americans with Disabilities Act (ADA) implementation. Our investment in programmatic and physical access improvement programs is helping to make Oakland a world-class city for residents and visitors with disabilities. The City's ADA activities include capital improvements (building and facilities upgrades, curb ramps, and audible pedestrian traffic signals), auxiliary aids and services programs, equal employment opportunity programs, inclusive recreation services, library access services, residential access improvement grants, and various support programs for seniors and people with disabilities, such as the City's supplement paratransit program Oakland Paratransit for the Elderly and Disabled (OPED).

ABOUT THE ADA PROGRAMS DIVISION

The City of Oakland ADA Programs Division coordinates citywide compliance with disability laws and regulations, and staffs the Mayor's Commission on Persons with Disabilities (MCPD). We provide information, referral and accommodations for customers, and technical assistance and training for City staff and contractors. ADA Programs develop and put into practices disability policies, coordinate ADA building physical access improvement programs, provide oversight for all City capital projects, and investigate and mediate complaints of disability discrimination. We collaborate with the MCPD and our community partners toward the goal of making Oakland a world class city for residents and visitors with disabilities.



◀
A Deaf child receives instruction in American Sign Language during one of the City of Oakland Parks and Recreation arts programs.

PHOTO:
PERRY BLECKER DESIGN

ADA

ABOUT THE MAYOR'S COMMISSION ON PERSONS WITH DISABILITIES (MCPD)

The MCPD was established by city ordinance in 1980 to represent and address the issues faced by people with disabilities. This 15-member commission, with at least 51% membership of people with disabilities, is an appointed group of individuals who are committed to promoting the total integration of persons with disabilities into all aspects of the community.

Since 1990, the MCPD has acted as the City's designated advisory body for ADA compliance: advising the Mayor and City Council on matters affecting the disability community; reviewing and commenting on City policies, programs, and actions; providing advice and assistance to other City boards and commissions; and participating at the local, state and national levels in the advancement of disability rights. The Commission also sponsors special events celebrating the achievements of young people with disabilities, disability art and culture, and National Disability Awareness Month.

The Commission meets on the second Monday of each month from 1:00 to 3:30 P.M., except during the month of August and as rescheduled for City holidays. All meetings are located in City Hall Hearing Room Three, adjacent to the 14th Street entrance.

To apply to be a member of the MCPD, please contact the ADA Programs Division or visit their website at www.oaklandnet.com to download an application. You will need to submit a completed application, letter of intent, and your resume to both the Office of the Mayor and the City ADA Coordinator. Application documents are accepted on an on-going basis.

If you have questions about joining the MCPD, please contact the ADA Programs Division:

ADA PROGRAMS DIVISION

City Administrator's Office
1 Frank H. Ogawa Plaza, 3rd Floor
Oakland, CA 94612

VOICE: 510-238-6919

TTY: 510-238-2007

EMAIL: adaprograms@oaklandnet.com

CITY OF OAKLAND PROGRAMS AND SERVICES

(All programs located in Oakland, CA 94612 unless otherwise noted)

ACCESS IMPROVEMENT PROGRAM

250 Frank H. Ogawa Plaza, Suite 5313

VOICE: 510-238-3909

TTY: 510-238-3254

FAX: 510-238-3691

Residential Lending – Provides grants for accessibility modifications to residential properties located in the City’s Community Development Districts

ADA PROGRAMS DIVISION

1 Frank H. Ogawa Plaza, 3rd Floor

VOICE: 510-238-5219

TTY: 510-238-2007

FAX: 510-238-3304

EMAIL: adaprograms@oaklandnet.com

(See program description on Page 2)

BUILDING SERVICES DIVISION

250 Frank H. Ogawa Plaza, Suite 2340

VOICE: 510-238-3381

TTY: 510-238-3254

Division within Community and Economic Development Agency (CEDA) receiving questions about accessibility for private and public buildings

CITY CLERK

1 Frank H. Ogawa Plaza, Room 201

VOICE: 510-238-6406

TTY: 510-839-6451

EMAIL: cityclerk@oaklandnet.com

Provides accommodations for City Council meetings, such as real-time captioning and agendas in alternative formats

RIGHT OF WAY MANAGEMENT DIVISIONS

Curb Ramps & Sidewalk Repair Programs

250 Frank H. Ogawa Plaza, Suite 4314

VOICE: 510-238-6257

TTY: 510-238-7644

Marcel Uzegbu, Acting ADA Right of Way Co-ordinator. Accepts customer requests for curb ramp construction and sidewalk repair

DEPARTMENT OF HUMAN SERVICES

150 Frank H. Ogawa Plaza, Suite 4340

VOICE: 510-238-3931

TTY: 510-238-3254

Provides information regarding independent living and referral for long term care services for seniors and adults with disabilities through Linkages Program within the Aging and Adults Services Division

ELECTRICAL SERVICES DIVISION

7101 Edgewater Drive, Building #3
Oakland, CA 94621

VOICE: 510-615-5430

TTY: 510-238-3254

EMAIL: pwacallcenter@oaklandnet.com

Division within Public Works Agency that receives 24-hour complaints regarding existing traffic signal failures or issues

EMPLOYMENT OPPORTUNITIES

150 Frank H. Ogawa Plaza, 2nd Floor

VOICE: 510-238-3111

TTY: 510-238-6930

Provides information about City of Oakland career opportunities and application procedures; offers 24-hour job hotline

CITY OF OAKLAND PROGRAMS AND SERVICES

EQUAL OPPORTUNITY PROGRAMS DIVISION

150 Frank H. Ogawa Plaza, 2nd Floor

VOICE: 510-238-3500

TTY: 510-238-3724

FAX: 510-238-4749

Provides workplace accommodations in regard to the Americans with Disabilities Act (ADA) and Fair Employment and Housing Act (FEHA) for City employees and City job applicants

MAYOR'S COMMISSION ON PERSONS WITH DISABILITIES (MCPD)

1 Frank H. Ogawa Plaza, 3rd Floor

VOICE: 510-238-6919

TTY: 510-238-2007

FAX: 510-238-3304

EMAIL adaprograms@oaklandnet.com

Appointed volunteer commission that acts as City advisory body on disability issues (See program description on Page 3)

OAKLAND PARATRANSIT FOR THE ELDERLY AND DISABLED (OPED)

150 Frank H. Ogawa Plaza, Suite 4353

VOICE: 510-238-3036

TTY: 510-238-3254

Provides supplemental services to East Bay Paratransit

OAKLAND PUBLIC LIBRARY

125-14th Street

VOICE: 510-238-4974

TTY: 510-834-7446

EMAIL: lcutler@oaklandlibrary.org

Lynne Cutler, Disability Access Coordinator
Provides extended library services for people with disabilities

OAKLANDERS ASSISTANCE CENTER

1 Frank H. Ogawa Plaza, Room 123

VOICE: 510-444-2489

TTY: 510-238-3254

Provides general information, assistance, and referral for City services

PARKING ENFORCEMENT

250 Frank H. Ogawa Plaza, Room 1333

VOICE: 510-238-3099

TTY: 510-238-3254

FAX: 510-238-6988

Responsible for patrolling the streets and ensures that parking regulations are enforced

PARKS AND RECREATION

Arroyo Viejo Inclusive Recreation Center
7701 Krause Avenue
Oakland, CA 94605

VOICE: 510-615-5980

TTY: 510-615-5883

EMAIL: smeans@oaklandnet.com

Scott Means, Inclusive Recreation Coordinator
Provides information about disability access to City parks and recreation services, and specialized recreation programs for persons with disabilities

RESIDENTIAL DISABLED PARKING ZONE PROGRAM

1 Frank H. Ogawa Plaza, 3rd Floor

VOICE: 510-238-5219

TTY: 510-238-2007

FAX: 510-238-3304

EMAIL: amitchell@oaklandnet.com

Provides disabled parking zones near residential housing for qualified persons with disabilities

CITY OF OAKLAND PROGRAMS AND SERVICES

RISK MANAGEMENT

150 Frank H. Ogawa Plaza, Suite 2352

VOICE: 510-238-7971

TTY: 510-238-3254

Provides information on workers compensation, ergonomics, and safety programs for City of Oakland employees

SENIOR CENTERS

TTY: 510-238-3254

DOWNTOWN OAKLAND

200 Grand Avenue
Oakland, CA 94610

VOICE: 510-238-3284

EAST OAKLAND

9255 Edes Avenue
Oakland, CA 94609

VOICE: 510-615-5731

WEST OAKLAND

1724 Adeline Street
Oakland, CA 94607

VOICE: 510-238-7016

SENIOR SERVICES (CONTINUED)

NORTH OAKLAND

5714 Martin Luther King, Jr. Way
Oakland, CA 94609

VOICE: 510-597-5085

FRUITVALE/SAN ANTONIO

3301 East 12th Street, Suite 201
Oakland, CA 94601

VOICE: 510-535-6123

FAX: 510-535-6146

HONG LOK

275 – 7th Street
Oakland, CA 94607

VOICE: 510-763-9017

Provides social, recreational, nutritional, and educational activities for senior citizens

NOTES:

FEDERAL, STATE AND LOCAL PROGRAMS

ACTIA WHEELCHAIR BREAKDOWN PROGRAM

1333 Broadway, Suite 300
Oakland, CA 94612

VOICE: 877-509-4335

Provides emergency transportation and assistance when a wheelchair breaks down or malfunctions and the individual is unable to reach their home safely

ALA COSTA CENTER MAIN HEADQUARTERS

1300 Rose Street
Berkeley, CA 94702

VOICE: 510-527-2550

FAX: 510-527-4543

WEB: alacostacenter.org

DOWNTOWN OAKLAND

3390 Malcolm
Oakland, CA 94605

VOICE: 510-383-3200

FAX: 510-383-9823

Provides after-school activities for school-age children with developmental disabilities

ALAMEDA COUNTY SOCIAL SERVICES AGENCY DEPARTMENT OF ADULT AND AGING SERVICES

VOICE: 510-577-1800

FAX: 510-577-1807

WEB: alamedasocialservices.org

Provides general information and programming for In-Home Supportive Services (IHSS), which provides home-based attendant care for eligible individuals with disabilities and the elderly

ALAMEDA COUNTY TRANSPORTATION IMPROVEMENT AUTHORITY (ACTIA)

1333 Broadway, Suite 300
Oakland, CA 94612

VOICE: 510-893-3347

FAX: 510-893-6489

WEB: acta2002.com

Provides funding and information for ADA paratransit services, City paratransit services, public transit systems, and transportation programs

ALTA BATES HERRICK REHABILITATION

2001 Dwight Way
Berkeley, CA 94704

VOICE: 510-204-4411

WEB: [altabatessummit.org/
community/](http://altabatessummit.org/community/)

Out-patient clinic that assesses the rehabilitation needs of people with an existing physical disability

AMERICAN ASSOCIATION OF PEOPLE WITH DISABILITIES

1629 K Street NW, Suite 503
Washington, DC 20006

VOICE: 800-840-8844

VOICE: 202-457-0046

WEB: www.aapd-dc.org

Advocates for civil rights of persons with disabilities; conducts policy research on effects of legislation and people with disabilities

AMERICAN CANCER SOCIETY, CA DIVISION

1700 Webster Street
Oakland, CA 94612

VOICE: 510-832-7012

TTY: 866-228-4327

FAX: 510-763-8826

WEB: www.cancer.org

FEDERAL, STATE AND LOCAL PROGRAMS

AMERICAN CANCER SOCIETY (CONTINUED)

Provides information on cancer prevention, detection, and treatment; offers peer counseling to those living with cancer or survivors of cancer

AMERICANS WITH DISABILITIES ACT (ADA) U.S. DEPARTMENT OF JUSTICE

Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights Section – NYAV
Washington, DC 20530

VOICE: 800-514-0301

TTY: 800-514-0383

WEB: www.ada.gov

Provides technical assistance on ADA requirements that apply to various businesses, non-profit organizations, and state and local government entities

AREA BOARD 5 ON DEVELOPMENTAL DISABILITIES

1515 Clay Street, Suite 300
Oakland, CA 94612

VOICE: 510-286-0439

FAX: 510-286-4397

WEB: scdd.ca.gov/Area_Board/Area_Board_5.htm

Advocates for people with developmental disabilities within California

AUDIOVISION, INC

1503 Alta Glen Dr.
San Jose, CA 95125

VOICE: 408-265-2203

WEB: audiovision.org

Provides description services for movies, videos, TV, theatrical plays, musicals, educational media, exhibits, and environments to people who are blind or visually impaired

AXIS DANCE COMPANY

1428 Alice Street, Suite 200
Oakland, CA 94612

VOICE: 510-625-0110

FAX: 510-625-0321

WEB: axisdance.org

Offers dance classes and workshops for adults and youth of all abilities

BAY AREA OUTREACH & RECREATION PROGRAM (BORP)

600 Bancroft Way
Berkeley, CA 94710

VOICE: 510-849-4663

FAX: 510-849-4616

WEB: borp.org

Provides sporting teams and recreation programs to people with visual impairments and physical disabilities

BERKELEY PUBLIC LIBRARY

2090 Kittredge Street
Berkeley, CA 94704

VOICE: 510-981-6160

TTY: 510-548-1240

FAX: 510-981-6170

WEB: berkeleypubliclibrary.org

Outreach Services to People with Disabilities will deliver books to Berkeley residents unable to leave their home due to disability or illness

CALIFORNIA AIDS, STD AND HEPATITIS HOTLINE

995 Market Street, 2nd Floor
San Francisco, CA 94103

VOICE: 800-367-2437

VOICE: 415-863-2437

TTY: 888-225-2437

FAX: 415-487-8089

WEB: aidshotline.org

EMAIL: contact-us@aidshotline.org

FEDERAL, STATE AND LOCAL PROGRAMS

CALIFORNIA AIDS, STD, HEPATITIS (CONTINUED)

Trained volunteers answer public questions regarding HIV, STDs and Hepatitis including testing, transmission, trends, and new AIDS treatments; all calls are anonymous and confidential

VOICE: 510-622-2866

WEB: www.dir.ca.gov/dwcl/

Minimizes the adverse impact of work-related injuries on employees and employers

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

P.O. Box 944202
Sacramento, CA 94244-2020

VOICE: 916-654-1690

TTY: 916-654-2054

WEB: www.dds.cahwnet.gov

Provides services and support to people with developmental disabilities

CALIFORNIA DEPARTMENT OF REHABILITATION (DOR)

1515 Clay Street, Suite 119
Oakland, CA 94612

VOICE: 510-622-2764

TTY: 510-622-2794

TTY: 510-286-5084

FAX: 510-622-2797

WEB: www.dor.ca.gov

Provides consultation, counseling, and vocational rehabilitation to assist people with disabilities to live independently, become employed, and have equality in their communities

CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

HOUSING

VOICE: 800-233-3212

TTY: 800-700-2320

FAX: 800-622-2956

EMPLOYMENT & PUBLIC ACCOMMODATIONS

VOICE: 800-884-1684

TTY: 800-700-2320

FAX: 916-478-7320

WEB: www.dfeh.ca.gov

Accepts and reviews complaints regarding employment, public accommodation, and housing discrimination

CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT – STATE DISABILITY INSURANCE

VOICE: 800-480-3287

TTY: 800-563-2441

WEB: www.edd.ca.gov

Answers questions regarding short-term disability benefits

CALIFORNIA DEPARTMENT OF INDUSTRIAL RELATIONS, DIVISION OF WORKERS' COMPENSATION (DWC)

1515 Clay Street, 6th Floor
Oakland, CA 94612-1402

CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING CENTERS

1029 J Street, Suite 120
Sacramento, CA 95814

VOICE: 916-325-1690

TTY: 916-325-1695

FAX: 916-325-1699

WEB: cfilc.org

Provides peer support, advocacy, and independent living skills training for people with disabilities, as well as providing referrals for accessible housing and personal assistance

FEDERAL, STATE AND LOCAL PROGRAMS

CALIFORNIA RELAY SERVICE (CRS)

VOICE/TTY: 711
VOICE TO TTY: 800-735-2922
TTY TO VOICE: 800-735-2929
WEB: ddtp.org/california_relay_service

Provides relay telephone service to people who are Deaf, hard-of-hearing, or have speech impairments

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

P.O. Box 30310
 Stockton, CA 95213

LOCAL SERVICE CENTER

1970 Broadway, Suite 650
 Oakland, CA 94612

VOICE: 800-806-1191
TTY: 800-806-4474
FAX: 800-889-3974
WEB: ddtp.org/ctap

Distributes telecommunications services and equipment to people with disabilities who are certified by an authorized medical professional as having difficulty using a standard telephone

CENTER FOR ACCESSIBLE TECHNOLOGY

2547 8th Street, Suite 12A
 Berkeley, CA 94710

VOICE: 510-841-3224
TTY: 510-841-5621
FAX: 510-841-7956
WEB: cforat.org

Technology resource and demonstration center for people with disabilities; provides assessments and referrals for disability-related accommodations in the work place; also provides website accessibility consulting and evaluations, and user testing of products and services by people with disabilities

CENTER FOR INDEPENDENT LIVING (CIL)

MAIN HEADQUARTERS

2539 Telegraph Avenue
 Berkeley, CA 94704

VOICE: 510-841-4776
TTY: 510-848-3101
FAX: 510-841-6168
WEB: cilberkeley.org

OAKLAND OFFICE

610 -16th Street, #419
 Oakland, CA 94612

VOICE: 510-763-9999
TTY: 510-444-1837
FAX: 510-763-4910

FREMONT OFFICE

39155 Liberty Street, Suite A100
 Fremont, CA 94539

VOICE: 510-794-5735
TTY: 510-794-5562

Provides resources for housing, ramp building, job placement, benefit counseling including SSI, SSDI, Medi-Cal, and Medicare; maintains personal assistant registry and provides assistive technology solutions to aide in-home residents

CEREBRAL PALSY CENTER FOR THE BAY AREA

4500 Lincoln Avenue
 Oakland, CA 94602

VOICE: 510-531-3323
FAX: 510-531-2990
WEB: cpcoak.org

Provides services and programming to adults with disabilities, with a focus on enhancing self-advocacy skills, vocational training, community integration, augmentative communication, recreation, and independent living skills

FEDERAL, STATE AND LOCAL PROGRAMS

COMMUNITY RESOURCES FOR INDEPENDENT LIVING (CRIL)

439 A Street
Hayward, CA 94541

VOICE: 510-881-5743
TTY: 510-881-0218
FAX: 510-881-1593
WEB: cril-online.org

Advocates for improved systems to increase independence for people with disabilities; provides benefits counseling, housing assistance, information and referral, and employment counseling

COMPUTER TECHNOLOGIES PROGRAM

2002 Addison Street, Suite 201
Berkeley, CA 94704

VOICE: 510-849-2911
TTY: 510-225-0249
FAX: 510-849-2968
WEB: ctpberk.org

Provides training in the use of Microsoft Office Suite and to people with disabilities who wish to become computer support specialists; also provides assistance with job searches and resume creation

DEAF COUNSELING, ADVOCACY & REFERRAL AGENCY (DCARA)

14895 East 14th Street, Suite 200
San Leandro, CA 94578

VOICE/TTY: 510-483-0753
WEB: dcara.org
EMAIL: info@dcara.org

Provides resources, access, and counseling services to the Deaf and people who are hard-of-hearing

DEAF & DISABLED TELECOMMUNICATIONS PROGRAM

505 - 14th Street, Suite 400
Oakland, CA 94612

VOICE: 510-302-1100
TTY: 510-302-1101
FAX: 510-302-1130
WEB: ddtp.org

Provides telecommunication equipment and services to the Deaf and hard-of-hearing

DEAF DISABILITY PROJECT OF BERKELEY PLACE, INC.

1931 Center Street
Berkeley, CA 94704

VOICE: 510-848-5865
TTY/FAX: 510-664-2000

Provides services to the Deaf and hard-of-hearing, including American Sign Language (ASL) interpreting service, advocacy, referral, and some case management

DISABILITY RIGHTS ADVOCATES (DRA)

2001 Center Street, Fourth Floor
Berkeley, CA 94704-1204

VOICE: 510-665-8644
TTY: 510-665-8716
FAX: 510-665-8511
WEB: dralegal.org

Non-profit law firm dedicated to protecting and advancing the civil rights of people with disabilities; advocates for disability rights through litigation, research, and education

DISABILITY RIGHTS EDUCATION AND DEFENSE FUND (DREFD)

2212 Sixth Street
Berkeley, CA 94710

VOICE/TTY: 800-348-4232
VOICE/TTY: 510-644-2555

FEDERAL, STATE AND LOCAL PROGRAMS

DISABILITY RIGHTS EDUCATION AND DEFENSE FUND (DREDF) (CONTINUED)

FAX: 510-841-8645
WEB: dredf.org

National law and policy center that protects the civil rights of people with disabilities through legislation, litigation, advocacy, education and training of: attorneys, advocates, persons with disabilities, and parents of children with disabilities

DIVISION OF THE STATE ARCHITECT

1515 Clay Street, Suite 1201
 Oakland, CA 94612

VOICE: 510-622-3101
FAX: 510-622-3140
WEB: www.dsa.dgs.ca.gov

Answers questions regarding California Building Code Title 24 accessibility requirements

EAST BAY CENTER FOR THE BLIND

2928 Adeline Street
 Berkeley, CA 94703

VOICE: 510-843-6935
FAX: 510-843-6006
WEB: eastbaycenterfortheblind.org

Provides education and life enrichment for people who are blind or have visual impairments, including computer instruction, Braille classes, ceramic classes, Tai Chi, and music appreciation

EAST BAY HOUSING ORGANIZATIONS

538 – 9th Street, Suite 200
 Oakland, CA 94607

VOICE: 510-663-3830
FAX: 510-663-3833
WEB: ebho.org

Non-profit organization dedicated to the preservation and expansion of affordable housing through education, advocacy, and coalition building

EAST BAY PARATRANSIT

1720 Broadway, 3rd Floor
 Oakland, CA 94612

ELIGIBILITY

VOICE: 510-287-5000
TTY: 510-287-5065
FAX: 510-628-0719

RESERVATIONS

VOICE: 510-287-5040

CUSTOMER SERVICE/ CANCELLATIONS

VOICE: 510-287-5035

Provides ADA paratransit service by appointment for eligible applicants

EASTER SEALS DISABILITY SERVICES

180 Grand Avenue, Suite 300
 Oakland, CA 94612

VOICE: 510-835-2131
FAX: 510-835-1847
WEB: bayarea.easterseals.com

Provides services to persons with disabilities and their families

EASY DOES IT EMERGENCY SERVICES (EDI)

1636 University Avenue
 Berkeley, CA 94703

VOICE: 510-845-5513
FAX: 510-845-2115
WEB: easydoesitservices.org
EMAIL: info@easydoesitservices.org

Provides emergency attendant services, minor wheelchair repair, and transportation to clients residing within the City of Berkeley; Clients are transported up to one mile outside of Berkeley City limits in any direction

FEDERAL, STATE AND LOCAL PROGRAMS

EPILEPSY FOUNDATION OF NORTHERN CA

5700 Stoneridge Mall Road, Suite 295
Pleasanton, CA 94588-2852

VOICE: 800-632-3532

VOICE: 925-224-7760

FAX: 925-224-7770

WEB: epilepsyfoundation.org/norcal/

Provides information to the public on all aspects of seizure disorders

GRANDMAR, INC.

15079 Wicks Blvd.
San Leandro, CA 94577

VOICE: 510-895-0441

FAX: 510-895-0448

Sells and rents wheelchairs and other mobility devices, and offers repair and maintenance services on equipment originally provided by the company

FAMILY RESOURCE NETWORK (FRN)

5232 Claremont Avenue
Oakland, CA 94618

VOICE: 510-547-7322

TTY: 510-658-2307

FAX: 510-658-8354

WEB: frnoakland.org

Parent-directed organization that provides services to families with children with disabilities throughout Alameda County

GUIDE DOGS FOR THE BLIND

350 Los Ranchitos Road
San Rafael, CA 94903

VOICE: 415-499-7000

VOICE: 800-295-4050

FAX: 415-499-4035

WEB: guidedogs.com

Provides guide dogs and training in the use of guide dogs to persons who are legally blind at no cost to the individual

FEDERAL EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

1301 Clay Street, Suite 1170-N
Oakland, CA 94612

VOICE: 510-637-3230

TTY: 510-637-3234

FAX: 510-637-3235

WEB: eeoc.gov

Investigates charges of employment discrimination based on race, sex, religion, disability, etc.

HUNTINGTON'S DISEASE SOCIETY OF AMERICA, NORTHERN CA CHAPTER

2860 Gateway Oaks Drive #300
Sacramento, CA 95833

VOICE: 916-927-4400

FAX: 916-830-8015

WEB: hdsanortherncalifornia.org

Provides advocacy, education, and peer support for families/individuals with Huntington's Disease

FORTRESS MEDRIDE, INC.

406 - 15th Street
Oakland, CA 94612

VOICE: 510-444-7600

VOICE: 925-933-6500

Provides non-emergency gurney and wheelchair van transportation throughout the Bay Area

JOB ACCOMMODATION NETWORK (JAN)

P.O. Box 6080
Morgantown, WV 26506-6080

VOICE: 800-526-7234

TTY: 877-781-9403

WEB: jan.wvu.edu

Informs persons with disabilities of their rights and responsibilities under the ADA; assists with accommodations within the work place

FEDERAL, STATE AND LOCAL PROGRAMS

LA FAMILIA COUNSELING SERVICE

26081 Mocine Avenue
Hayward, CA 94544

VOICE: 510-881-5921
FAX: 510-881-5925
WEB: lafamiliacounselingservice.com

Provides advocacy and education to promote community mental health with a focus on the Latino community; services open to all individuals

LANEY COLLEGE DISABLED STUDENTS PROGRAMS & SERVICES (DSPS)

900 Fallon Street
E Complex, Room E253
Oakland, CA 94607

VOICE: 510-464-3428
TTY: 510-464-3400
FAX: 510-986-6913
WEB: www.peralta.cc.ca.us/laney/student-serv/dsps/dsps.htm

Provides classroom accommodations for students with disabilities

LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED

214 Van Ness Avenue
San Francisco, CA 94102

VOICE: 415-431-1481
TTY: 415-431-4572
FAX: 415-863-7568
WEB: lighthouse-sf.org

Provides education and services to persons who are blind or have a visual impairment

LIONS CENTER FOR THE BLIND

3834 Opal Street
Oakland, CA 94609

VOICE: 510-450-1580
FAX: 510-654-3606
WEB: lbcenter.org

Provides various classes for persons who are blind, including Braille, sewing, cooking, computer instruction, and job placement

NATIONAL MULTIPLE SCLEROSIS SOCIETY, NORTHERN CALIFORNIA CHAPTER

150 Grand Avenue
Oakland, CA 94612

VOICE: 510-268-0572
FAX: 510-268-0575
WEB: can.nationalmssociety.org

Provides advocacy, education, and research on Multiple Sclerosis (MS); offers peer support to individuals living with MS

OAKLAND HOUSING AUTHORITY (OHA)

1805 Harrison Street
Oakland, CA 94612-3403

VOICE: 510-874-1500
TTY: 510-832-0633
FAX: 510-587-2168
WEB: oakha.org

Provides housing and programs for low-income individuals and families through the federal Section 8 and public housing programs

PACIFIC ADA CENTER (PACIFIC DBTAC)

555-12th Street, Suite 1030
Oakland, CA 94607-4046

VOICE/TTY: 510-285-5600
FAX: 510-285-5614
WEB: adapacific.org

Formerly 'Disabilities and Business Technical Assistance Center,' Pacific ADA answers questions and provides materials regarding the Americans with Disabilities Act

FEDERAL, STATE AND LOCAL PROGRAMS

PROGRESSIVE RESEARCH AND TRAINING FOR ACTION (PRTA)

360-22nd Street, Suite 688
Oakland, CA 94612

VOICE: 510-444-6288
WEB: prtaonline.org
EMAIL: info@prtaonline.org

Ensures equal access to health care and social services for under represented populations, including people with disabilities, through education and training efforts, demonstration projects, technical assistance, planning, and policy advocacy

PROTECTION & ADVOCACY, INC. (PAI)

1330 Broadway, Suite 500
Oakland, CA 94612

VOICE: 510-267-1200
TTY: 800-649-0154
WEB: pai-ca.org

Soon to be 'Disability Rights California,' this non profit agency advances civil rights of persons with disabilities, including HIV/AIDS

PUBLIC AUTHORITY FOR IN HOME SUPPORTIVE SERVICES (IHSS)

VOICE: 510-577-3552
WEB: www.ac-pa4ihss.org

A public agency whose purpose is to make the IHSS program in Alameda County work better for consumers and home care workers; provides services such as home care worker training and registry, administration of IHSS worker health benefits, and advocacy; gives consumers a voice in the provision of IHSS services

REGIONAL CENTER OF THE EAST BAY

7677 Oakport Street, Suite 300
Oakland, CA 94621

VOICE: 510-383-1200
TTY: 510-383-1354
FAX: 510-633-5022
WEB: rceb.org

Provides services to persons with developmental disabilities, including medical support, independent living training, housing, and transportation

SOCIAL SECURITY ADMINISTRATION (SSA)

238 – 11th Street
Oakland, CA 94607

VOICE: 800-772-1213
TTY: 800-325-0778
WEB: ssa.gov

Federal program offering financial benefits to low-income people with disabilities, including Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)

SPECIAL OLYMPICS EAST BAY REGION

3480 Buskirk Avenue, #340
Pleasant Hill, CA 94523-4343

VOICE: 925-944-8801
FAX: 925-944-8803
WEB: sonc.org/regions/region_eb.html

Trains athletes with developmental disabilities (age 5 and over) to compete in the Special Olympics, including alpine skiing, aquatics, basketball, bocce, bowling, floor hockey, golf, gymnastics, snowshoeing, soccer, softball, tennis, track and field, and volleyball

SPINAL CORD INJURY NETWORK INTERNATIONAL (SCINI)

3911 Princeton Drive
Santa Rosa, CA 95405

VOICE: 800-548-2673
VOICE: 707-577-8796
FAX: 707-577-0605
WEB: spinalcordinjury.org

Provides information and referral services to individuals with spinal cord injuries

FEDERAL, STATE AND LOCAL PROGRAMS

THROUGH THE LOOKING GLASS

2198 Sixth Street, Suite 100
Berkeley, CA 94710-2204

VOICE: 510-848-1112

VOICE: 800-644-2666

TTY: 800-804-1616

FAX: 510-848-4445

WEB: lookingglass.org

Provides clinical and support services, training, and resources for families with children with disabilities

TRANSPORTATION

See listings for:

- East Bay Paratransit
- Easy Does It Emergency Services
- Fortress MedRide, Inc.
- Oakland Paratransit for the Elderly and Disabled
- Regional Center of the East Bay

TTY RELAY

VOICE/TTY: 711

See listing for California Relay Service

UNITED CEREBRAL PALSY OF THE GOLDEN GATE

1970 Broadway, Suite 115
Oakland, CA 94612

VOICE: 510-832-7430

WEB: ucp.org/ucp_local.cfm/35

Provides educational and research services for individuals with Cerebral Palsy

UNIVERSITY OF CALIFORNIA, BERKELEY ACADEMIC COMPLIANCE & DISABILITY STANDARDS (ACADS)

Office of the Chancellor
University of California
200 California Hall
Berkeley, CA 94720-1500

VOICE: 510-642-2795

WEB: acads.chance.berkeley.edu

Provides conflict resolution between students with disabilities and campus staff and faculty; accepts and investigates claims of discrimination on the basis of disability

UNIVERSITY OF CALIFORNIA, BERKELEY DISABLED STUDENTS' PROGRAM (DSP)

260 César Chávez Student Center #4250
Berkeley, CA 94720

VOICE: 510-642-0518

TTY: 510-642-6376

FAX: 510-643-9686

WEB: dsp.berkeley.edu

Provides classroom accommodations for students with disabilities

WHEELCHAIRS OF BERKELEY

2911 Shattuck Avenue
Berkeley, CA 94705

VOICE: 510-549-8727

FAX: 510-540-1210

Provides retail sale and repair services of wheelchairs and other mobility devices

WORLD INSTITUTE ON DISABILITY (WID)

510 – 16th Street, Suite 100
Oakland, CA 94612

VOICE: 510-763-4100

TTY: 510-208-9493

FAX: 510-763-4109

WEB: wid.org

A non profit international public policy center that carries out research on disability issues and promotes independent living

LOCAL AUXILIARY AIDS & SERVICES PROVIDERS

DEAF AND HARD-OF-HEARING SERVICES

BAY AREA COMMUNICATIONS ACCESS

443 Tehama Street
San Francisco, CA 94103-1711

VOICE: 415-356-0405
TTY: 415-356-0376
FAX: 415-356-0495
EMAIL: bacaterp@aol.com

Provides Sign Language interpreters, Deaf and blind (tactile) interpreters, oral transliterators, & Deaf relay interpreters

Service Terms:

- Minimum 5 working days notice
- \$75 fee if less than 1 day notice
- Assignments over 1.5 hours require service of 2 interpreters

Weekday Rates:

- \$80 first hour
- \$40 each ½ hour thereafter
- Trilingual and legal settings: \$100 first hour; \$50 each ½ hour thereafter

Night, Weekend and Holiday Rates:

- \$90 first hour
- \$45 each ½ hour thereafter
- Trilingual and legal settings: \$110 first hour; \$55 each ½ hour thereafter

Cancellation Policy:

Must be notified of cancellation at least 2 working days prior to the assignment. If notice is not provided, payment in full will be required.

Travel Expenses:

- Roundtrip, \$0.40 per mile
- All parking fees and bridge tolls will also be charged

CAPTIONING AGENCY PROFESSIONALS

6031 Girvin Drive
Oakland, CA 94611-2458

Jane E. James

VOICE: 510-530-3989
FAX: 510-530-4130
EMAIL: captioning@earthlink.net

Provides communication access real-time translation (CART), real-time captioning, and closed captioning

Service Terms:

- Minimum 3 working days notice
- Additional fee applied for less notice

Weekday Rates:

- **Real-time Captioning:** \$110 per hour per captioner; 3 hour minimum
- **Closed Captioning:** \$350 per hour for two captioners; 3 hour minimum

Night, Weekend and Holiday Rates:

- **Real-time Captioning:**
\$150 per hour until 12AM;
\$250 per hour all assignments 12AM – 6AM
- **Closed Captioning:**
\$350 per hour until 10:30PM;
\$450 per hour all assignments 10:30PM – 12AM;
\$475 per hour all assignments 12AM – 6AM

Other Fees (as necessary):

- \$25 per hour prep time
- \$75 color monitor rental
- \$250 per day projector and screen rental
- **Transcripts:** \$6 per page
- **Unedited disks:** \$125 per day maximum

Cancellation Policy:

Must be notified of cancellation at least 24 hours prior to the assignment. If notice is not provided, payment in full will be required.

Travel Expenses:

- \$0.50 per mile outside City of Oakland

LOCAL AUXILIARY AIDS & SERVICES PROVIDERS

D.E.A.F. MEDIA, INC.

2600 Tenth Street, Suite 413
Berkeley, CA 94710-2522

VOICE: 510-841-0163

TTY: 510-841-0165

FAX: 510-841-6319

EMAIL: info@deafmedia.org

Provides Sign Language interpreters

Please telephone for more information, including rates and availability.

HANDS ON SIGN LANGUAGE SERVICES

595 Menlo Drive
Rockland, CA 95765

VOICE: 800-900-9478

TTY: 800-900-9479

FAX: 888-900-9477

EMAIL: cc@handsonsvs.com

Provides Sign Language interpreters

Service Terms:

- Minimum 2 working days notice
- Minimum 24 hours emergency notice
- Continuous interpreting assignments over 1 hour require service of 2 interpreters; billed separately
- Complete and fax a *Policies & Procedures* form, available upon request

Weekday Rates:

- \$100 first 1.5 hours
- \$25 each ½ hour thereafter

Night, Weekend and Holiday Rates:

- \$120 first hour
- \$32.50 each ½ hour thereafter
- These rates also apply to all emergency requests given within 24 hours of assignment

Cancellation Policy:

Must be notified of cancellation at least 48 hours prior to the assignment. If notice is not provided, payment in full will be required.

Travel Expenses:

- \$0.325 per mile

HIRED HANDS

P.O. Box 2722
Fremont, CA 94539

Sarah Prudhom, Director

VOICE/TTY: 510-659-1882

EMAIL: handshired@aol.com

Provides Sign Language interpreters

Service Terms:

- No minimum notice
- Continuous interpreting assignments over 1 hour require service of 2 interpreters; billed separately
- 2 hour minimum on all assignments

Weekday Rates:

- \$85 per hour
- **Legal interpreters:** \$140 per hour

Night, Weekend and Holiday Rates

- \$95 per hour

Cancellation Policy:

Must be notified of cancellation at least 48 hours prior to the assignment. If notice is not provided, payment in full will be required.

Travel Expenses:

- \$0.50 per mile

LOCAL AUXILIARY AIDS & SERVICES PROVIDERS

BLIND AND LOW-VISION SERVICES

Documents that are available in print should be made available in appropriate formats upon request. Appropriate formats are person-specific. Many people with low-vision can read large font, while others who may be blind prefer materials in Braille. Electronic versions of documents provided on diskette or via e-mail could also be appropriate. These documents can be read at the individual's personal computer using a screen reader program with audio output. For some, the most accessible format is audio tape or CD. A qualified individual must read the document onto tape or CD.

Documents prepared on a computer can usually be made accessible to individuals with low-vision by increasing the font size to 16 point or larger (Times New Roman standard). It is best to print this converted large print version on standard 8-½ by 11 inch paper. Documents not available on computer can be enlarged using most photocopy machines. These large print versions should be printed on 11 by 17 inch paper.

JOY K. JACOBS

VOICE: 510-428-1114

EMAIL: joykjacobs@gmail.com

Provides print to audio translation

Please telephone or e-mail for rates and availability

ANDLYN BRAILLE PRESS

2909 Forest Ave.

Berkeley, CA 94705-1310

LYNNE LAIRD

VOICE: 510-845-5858

EMAIL: andlyn@sbcglobal.net

Provides Braille materials from text

Please telephone or e-mail for rates and availability

LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED

214 Van Ness Avenue

San Francisco, CA 94102

Greg Kehret, Director of Access to Information Services (AIS)

VOICE: 415-694-7349

EMAIL: ais@lighthouse-sf.org

Provides Braille materials and print to audio translation

Service Terms:

- 1 hour minimum on all assignments
- \$15 fee per tape/CD on expedited orders
- \$1 fee per tape/CD duplication
- 25% discount to all non-profit agencies

Service Rates:

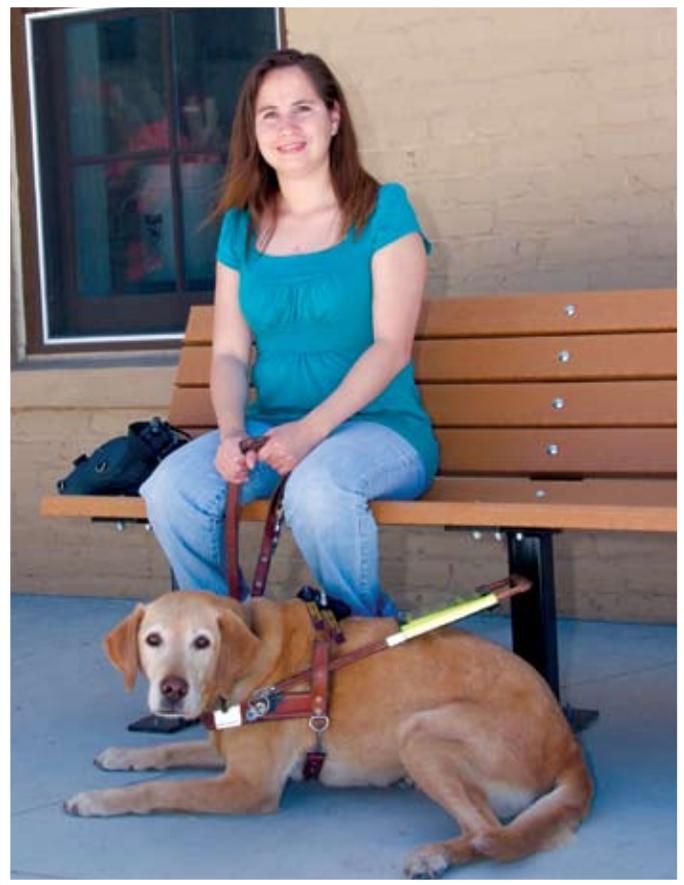
- **Braille professional labor:** \$50 per hour
- Braille non-professional labor, including embossing, collating, binding, and shipping: \$25 per hour
- \$0.19 per sheet of paper
- **Audio transcription:** \$50 per hour + purchase of cassettes or CDs
- **Cassettes or CDs:** \$1.25 (30 min.); \$1.35 (60 min.); \$1.55 (90 min.)

Other Fees:

Premium fees apply if you request specific readers, rush orders, or if other special circumstances exist with your assignment



▲ *The City of Oakland is an equal opportunity employer, and offers workplace accommodations to employees with disabilities.*



▲ *The City of Oakland welcomes persons with disabilities and their service animals to all City buildings, meetings, events, and other City-owned entities. Auxiliary aids and accommodations are provided to qualified individuals with disabilities.*



▲ *Oakland seniors receive opportunities for socialization and educational activities at six senior centers throughout the city.*



▲ *Parks and Recreation Inclusive Recreation Program provides services for children and adults with disabilities throughout the City of Oakland.*



DISABILITY RESOURCES GUIDE



ADA PROGRAMS DIVISION

Office of the City Administrator

ADA PROGRAMS DIVISION

City Administrator's Office
1 Frank H. Ogawa Plaza, 3rd Floor
Oakland, CA 94612

VOICE: 510-238-5219

TTY: 510-238-2007

FAX: 510-238-3304

EMAIL: adaprograms@oaklandnet.com