



Jefferson | Magee Rehabilitation

Regional Spinal Cord Injury Center of the Delaware Valley
NIDRR-designated

Spinal Cord Injury Manual

A publication of the
Regional Spinal Cord Injury Center
of the Delaware Valley

The Regional Spinal Cord Injury Center of the Delaware Valley provides a comprehensive program of patient care, community education, and research. It is a federally designated program of Thomas Jefferson University and its affiliated institutions of Thomas Jefferson University Hospital and Magee Rehabilitation Hospital.



Spinal Cord Injury Patient-Family Teaching Manual

**A Publication of the
Regional Spinal Cord Injury Center
of the Delaware Valley**

Researched and prepared by the clinical
personnel of Thomas Jefferson University
Hospital and Magee Rehabilitation Hospital

Available online at:

www.spinalcordcenter.org

© 1993, 2001, 2009 Thomas Jefferson University. This publication is the property of Thomas Jefferson University. All rights reserved. This Manual is intended for use in a total system of care that meets all applicable CARF standards for SCI Centers. Neither Thomas Jefferson University Hospital, nor Magee Rehabilitation Hospital is responsible for any liability, claims, demands or damages asserted to be the result, either directly or indirectly, of the information contained herein. The use or reprinting of any part of this manual requires the express permission of Thomas Jefferson University.

Dedication

The Handbook Committee of the RSCICDV gratefully acknowledges the assistance and dedication of all who contributed to this manual, and all the others who worked so hard to make this Handbook a reality.

Lori Bennington, RN
Amy Bratta, PT, DPT, NCS
Sharon Caine, PT
Catharine M. Farnan, RN, MS, CRRN, ONC
Dawn Frederickson, BSN
Karen Fried, RN, MSN, CRRN, CCM
Colleen Johnson, PT, NCS
Nicole Krafchek, PT
Cynthia Kraft-Fine, RN, MSN
Marlene Kutys, MSW
Linda Lantieri, PT, ATP
Frank Lindgren
Mary Grace Mangine, OTR/L
Dina Mastrogiovanni, OTR/L, ATP
Vilma Mazziol, LPC
John Moffa, RT
Mary Patrick, RN (**Editor**)
Evelyn Phillips, MS, RD, LDN, CDE
Marie Protesto, RN
Julie Rece, RN, MSN, CRRN, CWOCN
Katheleen Reidy, PhD
Jessica Rickard, CTRS
Margaret Roos, PT, DPT, MS
Susan Sakers Sammartino, BS
Mary Schmidt Read, PT, DPT, MS (**Editor**)
Patricia Thieringer, CTRS
John Uveges, PhD
Cheryl West, PT, DPT

This publication is supported in part by Thomas Jefferson University, a grant received from the National Institute on Disability and Rehabilitation Research (NIDRR), Office of Special Education and Rehabilitative Services (OSERS), U.S. Department of Education, Washington, D.C. and by the Geoffrey Lance Foundation.

Vocational Services

Introduction	1
Vocational Consultation.....	1
Your Return to Work	1
Vocational Counseling	1
Work Tolerance	2
Vocational Evaluation	2
Returning to Your Job	2
Seeking a New Job or Career Change.....	3
State Vocational Rehabilitation Services	3
Placement Services	3
Educational Services for High School Students	3
Patient Learning Resource Center	4
Social Security and Other Benefits	4
Social Security Disability (SSDI)	4
Supplemental Security Income for the Aged, Blind, and Disabled (SSI) ..	5
Housing and Rental Assistance	5
Loans	6
State and Federal Laws Affecting People with Disabilities	6
Introduction	6
Most Important Laws Affecting People with Disabilities	7
Conclusion and Resources.....	11
Glossary	14
References	15

Vocational Services

Introduction

Vocational services are available to you during the course of your rehabilitation to assist you in returning to work or school or exploring vocational and educational options. These services may be initiated while you are in the hospital and can continue after you are discharged. You may start to receive vocational services from the vocational counselor at Magee Rehabilitation Hospital, and at the same time, referred to the state agency designated to assist in vocational rehabilitation. Ultimately, you may return to your pre-injury job, or you may embark on a new educational or vocational path.

Vocational Consultation

During the course of your rehabilitation at Magee, you will be offered the opportunity to have a consultation with a vocational counselor. The purpose of the consultation, which starts with an individual interview with the counselor, is to gather information about your previous educational and vocational experience and to assist you in exploring your options and goals. The vocational counselor will help to initiate and coordinate the services that are needed to help you resume work or attain new vocational goals.

Your Return to Work

There are three different programs available to you within the Vocational Services Department at Magee. These are vocational counseling, work tolerance and vocational evaluation. Vocational programs are designed on an individual basis. The program or combination of programs appropriate for you will depend on your individual needs. It will be necessary for a funding source to be determined before you can begin a formal vocational program.

Vocational Counseling

The purpose of vocational counseling is to assist you in exploring your vocational options, identify realistic vocational goals and assist in vocational planning to meet your goals. The focus of the counseling sessions depends on you as an individual and where you are in the vocational planning process. For example, if you are interested in finding out about jobs, you may be provided with information about those jobs, including the physical demands, working conditions, training required, etc. The vocational counselor can help you use this information to aid you in making a well-informed decision. If

you know what type of work you want to do, the vocational counselor can help you prepare to re-enter the job market.

Work Tolerance

The work tolerance program is designed to help you meet the physical demands of a specific job or level of work activity (e.g., sedentary, light, medium, heavy). For example, if a specific job at your previous work site may be feasible for return, your work tolerance activities would be based on the actual physical demands of that job. If a specific job has not been identified, the goal of the program would be to determine the highest activity level in which you can work. This information would assist you and those working with you in a job placement.

Work tolerance is sometimes recommended to help prepare for the demands of a vocational evaluation program. In this case, your work tolerance program might be aimed at gradually increasing your physical tolerance for a daily work schedule. Also, it can help you increase your efficiency in using your adaptive devices in a work setting before beginning a formal vocational evaluation program.

Vocational Evaluation

The vocational evaluation involves interest, achievement and aptitude (things you are good at doing) testing. The counselor will share the evaluation results with you to help you set goals, which meet your interests and abilities. For example, you may decide to complete your GED (General Equivalency Diploma) and enter college or you may decide to receive business or skill training such as computer programming or graphic design. There is a wide range of possibilities, that the vocational counselor will assist you in learning about.

Returning to Your Job

If you were working at the time of your injury and would like to return to that job, the vocational counselor (with your permission) will contact your employer to discuss environmental options to accommodate your physical needs. A job site visit by your occupational and physical therapists may be scheduled to obtain detailed information about the job requirements and the work setting. Your therapists will use this information to make recommendations for environmental modifications to enable you to return to your job. If you are unable to resume your previous job, the vocational counselor can assist your employer if finding alternate work for you within the organization or business.

Seeking a New Job or Career Change

Although some people will resume their jobs quickly after rehabilitation, other people may not be able to return to their pre-injury employment. The vocational counselor can assist these individuals to develop educational and vocational plans, which fit their interests and abilities. The vocational counselor may recommend that you participate in a vocational evaluation to help clarify your goals.

State Vocational Rehabilitation Services

During the course of your rehabilitation, as part of the vocational services offered, you may be referred to the vocational rehabilitation agency in your home state. Each state has an agency that is designated to help persons with disabilities prepare for, start and maintain a career. (See brochures for the Pennsylvania Office of Vocational Rehabilitation and the Delaware and New Jersey vocational office services in the appendix). OVR / DVR can assist you in establishing career, vocational and educational goals and can provide a wide range of services to help you attain these goals. Although your first contact with OVR may occur while you are still in the hospital, you will most likely use their services following your return home as you begin to resume your life activities.

Placement Services

hireAbility is a nonprofit organization that matches qualified people with disabilities to job openings at Delaware Valley businesses at no cost to employers or applicants. They provide a link between industry and workers with disabilities through the provision of customized placement and education services to both companies and individuals. Offices are located at Magee Rehabilitation Hospital in Philadelphia (215-587-3080), Camden County College in Blackwood, NJ (856-374-4921) and the Camden Empowerment Zone Corporation in Camden, NJ (856-342-7444).

Educational Services for High School Students

If you are attending high school, tutoring is available to you. The vocational counselor or case manager will contact the Philadelphia School District's Homebound Tutoring Program to arrange tutoring services while you are in the hospital. If you are not a student of the Philadelphia School District, your school district will be contacted to determine availability of teachers from your school district for tutoring. If teachers from your school district are not available, the vocational counselor will coordinate services between your school district and the Philadelphia School District. Tutoring is usually provided in the late afternoon so that your therapy schedule is not interrupted.

Homebound tutoring is a wonderful way to continue with your education while you participate in rehabilitation.

Patient Learning Resource Center

The Patient Learning Resource Center located at Magee is a special information center for patients, families and friends. It offers books, magazines, pamphlets, audio and videotapes, films and large-type materials about disabilities and rehabilitation.

The Patient Learning Resource Center can provide you with up-to-date information about:

- Equipment
- Transportation
- Accessibility
- Medical Issues
- Recreation, sports and leisure activities

Reading material about the experiences of disabled people is available also.

The Center's librarian, staff and volunteers can assist you in obtaining the information you need. The librarian can obtain current information for you by doing computer-database searches on request.

The Patient Learning Center is open daily. Call (215) 587- 3423 for business hours.

"Computer Training for Individuals with Disabilities" is a free program offering computer classes on various popular computer topics at Magee. These classes are designed to teach the novice computer user the basics of several software packages, including searching the Internet. Each computer topic is covered in one or two class meetings. Students can choose from classes in the daytime, evenings or weekends. Adaptive equipment is provided. For more information or to receive a class schedule, please call (215) 587-3423.

Social Security and Other Benefits

Social Security Disability (SSDI)

If you have a qualifying disability according to Social Security guidelines and have paid Social Security taxes through gainful employment prior to acquiring your disability, you may be eligible for disability benefits under the Social Security Administration.

If you qualify, disability benefits may start five months from the date of your injury. Your family or your social worker can help to initiate the application process by contacting your local Social Security Office. This should be done as early as possible to minimize any delays in receiving your check. If eligible, the first check will begin with the sixth month following your disability.

The full amount of your check is based on your date of birth, the type of benefit you are applying for and, most importantly, the amount of Social Security tax paid prior to acquiring your disability. If you continue to receive disability benefits, you will be eligible for a Medicare card after you have been receiving Social Security disability benefits for 24 months. Medicare's Part A coverage provides limited hospital insurance. Medicare's Part B coverage, which costs an additional monthly fee, provides for more broad medical insurance.

There are many technical rules about qualifying for financial disability assistance, including coverage for your dependents (spouse, children and other relatives who you have been supporting) and what happens to your benefits when you return to work.

Supplemental Security Income for the Aged, Blind, and Disabled (SSI)

If you are disabled, have a low income and few resources, you may be eligible for Social Security Income. The federal government, under the Social Security Administration, runs this program. This program will provide you with an income and medical benefits.

To get the address of your local Social Security Office or additional information about their programs, contact:

Toll Free: 1-800-772-1213

7:00 a.m. to 7:00 p.m., Mondays through Fridays

Toll Free TTY: 1-800-325-0778

Web Site: WWW.SSA.GOV

Housing and Rental Assistance

Rent-subsidized housing may be available in your community for low-income individuals or families through a housing assistance program from the U.S. Department of Housing and Urban Development Section 8. Housing payments are made by HUD directly to the owners of the rental housing to make up

the difference between the rental rate and the amount the tenant is required to pay. The usual amount that you would be expected to pay for rent would be between fifteen and twenty-five percent of your adjusted monthly income. Certain deductions are allowed. The housing authority or the housing and community development office in your local city or county office usually manages the rental assistance programs.

Loans

If you own your own home and need to adapt it to remove architectural barriers or inconvenient feature, you may be eligible for a Federal Housing Administration loan, which would be available through banks or savings and loan offices. The FHA insures these loans.

If you want further information on rental assistance, loan or other housing programs, which may be available for the disabled, you can write to:

U.S. Department of Housing & Urban Development
Washington, D.C. 20410

Request a copy of HUD Programs That Can Help the Handicapped, publication number HUD 467-H (2).

State and Federal Laws Affecting People with Disabilities

Introduction

The information in this section was provided by the Disabilities Law Project and is used with permission.

Many state and federal laws affect the rights of persons with disabilities. Some of these laws are what are known as anti-discrimination laws. That is, laws that prohibit discrimination against people with disabilities. An example of such a law is the Americans with Disabilities Act or ADA. Others are laws that establish systems for providing services to people with disabilities. An example of this type of law is the Mental Health and Mental Retardation Act of 1966. A third type of law affects people with disabilities in carrying out the ordinary business of their lives. An example of this type of law is the State Guardianship Law.

It would be very difficult to list or explain every law that might affect someone with a disability. Of course, some laws affect everyone the same way whether they have a disability or not. Listed below are the most important laws affecting people with disabilities. A brief description of each law follows. Booklets

regarding state and federal laws are available through the Disabilities Law Project. These booklets also have names, addresses and phone numbers of places to get help with a disability-related legal problem.

Most Important Laws Affecting People with Disabilities

Americans with Disabilities Act (“ADA”), 42 U.S.C. §12101, et seq. and regulations (28 C.F.R. Parts 35 and 36)

Title I-Employment

Title II -Public (Government) Services

Title III-Public (Private) Accommodations

Title IV-Miscellaneous Provisions

Fair Housing Amendments Act of 1988 (“FHAA”), 42 U.S.C. § 3601, et seq. and regulations (24 C.F.R. §100, et seq.)

The Rehabilitation Act of 1973 (“Section 504”), 29 U.S.C. § 791, et seq.

The Family and Medical Leave Act (“FMLA”), 29 U.S.C. § 2601, et seq. and regulations (29 C.F.R. Part 825)

Air Carriers Transportation Access Act (“ACTAA”), 49 U.S.C. § 41701, et seq.

Pennsylvania Human Relations Act, 43 Pa. Cons. Stat. Ann. § 951, et seq.

State Guardianship Law, 20 Pa. Cons. Stat. Ann. § 5511, et seq.

State Transportation Law-Parking for Persons with Disabilities, 75 Pa. Cons. Stat. Ann. §1338, et seq.

The Mental Health and Mental Retardation Act of 1966, 50 Pa. Cons. Stat. Ann. § 4101, et seq.

The Mental Health Procedures Act of 1976, 50 Pa. Cons. Stat. Ann. § 7101, et seq.

The Social Security Act, 42 U.S.C. § 401, et seq. (Social Security) and 42 U.S.C. § 1396, et seq. (Medical Assistance)

What the abbreviations mean

- § Means section.
- et seq. means “and following” in Latin.
- U.S.C. means United States Code. All federal laws are in the United States Code, which is organized by numbered titles and sections. For example, 42

U.S.C. § 12101, et seq. means Title 42 of the United States Code, Section 12101 and following sections.

- Pa. Cons. Stat. Ann. means Pennsylvania Consolidated Statutes Annotated. All state laws are in the Pennsylvania Consolidated Statutes Annotated, which are organized by numbered titles and sections. Statute is another name for a law. Annotated means that summaries of court cases that interpret the particular law are included after each provision. For example, 50 Pa. Cons. Stat. Ann § 4101, et seq. means Title 50 of the Pennsylvania consolidated Statutes Annotated, Section 4101 and following sections.
- C.F.R. means Code of Federal Regulations. All federal regulations are in the Code of Federal Regulations, which are organized by numbered titles and parts. For example, 29 C.F.R. Part 825 means Title 29 of the Code of Federal Regulations, Part 825.

The American with Disabilities Act

The American with Disabilities Act, or ADA, is probably the most important law ever passed by Congress to affect the rights of people with disabilities. It is an anti-discrimination law and deals with many types of discrimination in many different areas. The ADA has several titles or sections. The first deals with employment discrimination. It prohibits discrimination against people with disabilities in hiring, promoting and providing benefits. The second title deals with services or programs that are run by local or state government. For example, the United States Supreme Court recently held that persons in state-operated institutions have the right to leave those institutions if they are able and continuing to hold them in such places violates the ADA. Other government services include transportation systems like busses, trolleys and trains, schools, libraries, etc. The third title deals with places of public accommodations like restaurants, theaters, stores and other places where the public is permitted. There are booklets attached that deal with the ADA in general and specifically with employment discrimination and discrimination in places of public accommodation. The federal government is not subject to the ADA at all. Booklets that deal with the ADA generally, as well as the employment booklet and the public

accommodation booklet, are available through the Disabilities Law Project.

The Fair Housing Amendments Act of 1988

The Fair Housing Amendments Act, or FHAA, is a federal anti-discrimination law that deals with private housing. (Public housing discrimination is dealt with in federal regulations in another law.) It prohibits discrimination in the sale, rental or other provision of housing. It does not allow towns to block group homes for people with disabilities, and it protects tenants in rented apartments. Booklets that deal with the FHAA are available through the Disabilities Law Project.

The Rehabilitation Act of 1973

The Rehabilitation Act, also known as Section 504, was the first anti-discrimination law that protected people with disabilities. It covered many different areas where discrimination can occur. Unfortunately, Section 504 never was enforced very well and did not change much in the way people with disabilities were discriminated against. The ADA while very similar to Section 504, has been much more effective, mostly because public attitudes about people with disabilities have changed over the past 20 years. The one important difference in the Rehabilitation Act is that, in Section 501 and 503, the federal government is subject to anti-discrimination law in contracts and employment.

The Family and Medical Leave Act

The Family and Medical Leave Act (FMLA) is not, strictly speaking, an anti-discrimination law that protects only people with disabilities like the ADA or Section 504. It applies to anyone who has a serious medical problem or whose family member has a serious medical problem and needs to take time off from work to deal with it. The FMLA allows employees to take up to 12 weeks unpaid leave from work and prohibits employers from taking any action such as firing, demoting or reducing hours because the employee has requested or has taken family and medical leave.

The Air Carriers Transportation Access Act

The Air Carriers Transportation Access Act (ACTAA) is an anti-discrimination law that applies to airline travel only. No other anti-discrimination laws deal with airline travel. Unfortunately, the ACTAA is a very weak law and does not provide very much protection.

Pennsylvania Human Relations Act

The Pennsylvania Human Relations Act (PHRA) is a broad state anti-discrimination law. It prohibits discrimination against not only people with disabilities, but also racial and ethnic minorities, religious minorities, women and other groups. In the parts dealing with persons with disabilities, the PHRA prohibits discrimination in employment, government services, public accommodations, transportation, education and many others. It is an inexpensive alternative to bring court actions under the ADA because the Pennsylvania Human Relations Commission, the administrative body that holds hearings and makes decisions about whether any discrimination claim is true, does not charge fees and the costs are very low.

Pennsylvania Guardianship Law

The law concerning guardianship is found in laws dealing with what are called "Decedent Estates." Pennsylvania's guardianship law permits a person to ask a court to appoint that person as the guardian of another person because the other person is incapacitated due to age, disability or other reasons. Once the court appoints a guardian over a person with a disability, depending on the scope of the appointment, the guardian has control over many aspects of the life of the person with a disability. These can include determining where the person can live, what the person's money is spent on and what the person can do. There are many alternatives to guardianship that do not take away important rights from people with disabilities and these should be carefully explored before beginning any guardianship proceedings. Booklets that explain guardianship laws are available through the Disabilities Law Project.

State Transportation Law-Parking for People with Disabilities

The law dealing with parking for people with disabilities is part of the Pennsylvania law dealing with transportation. There are requirements for allowing people with disabilities to park overtime at meters, procedures for obtaining placards for cars and obtaining a parking space in front of one's home. Delaware and New Jersey have similar laws. Booklet dealing with parking are available through the Disabilities Law Project.

The Mental Health and Mental Retardation Act of 1966

The Mental Health and Mental Retardation Act (MH / MR Act) is the law that set up the system for delivery of services for people with mental retardation or mental illness. (The Mental Health Procedures Act of 1976 deals with admissions and involuntary commitments of persons with mental illness.) People with mental retardation or mental illness have access to a number of services under this law. Booklets on the mental health and mental retardation system are available through the Disabilities Law Project.

The Social Security Act

The Social Security Act is a law that set up the system for benefits for retirees, people with disabilities, widows and others. It also includes Medicare, Supplemental Security Income (SSI), medical assistance (Medicaid) and other programs. Often in the case of people with disabilities, it is important to understand which government benefits the person is eligible for because there are complicated rules and receiving other forms of income may affect the person's eligibility for Social Security benefits. Booklets on estate planning, which deals with some of the ways to protect the government benefits of a person with disabilities, are available through the Disabilities Law Project.

Conclusion and Resources

In conclusion, there are many laws that affect people with disabilities. Many are very complicated, and you should consult someone, usually a lawyer who is familiar with the rights of persons with disabilities, to understand them better. See the

list of organizations below that help people with disabilities in different areas of the law.

Name of Organization	Area of Expertise
-----------------------------	--------------------------

Pennsylvania

Disabilities Law Project 1315 Walnut St., Suite 400 Philadelphia, PA 19107 215-238-8070 (voice) 215-238-6069 (TTY) 215-772-3126 (fax) www.dlp-pa.org (web site)	All disability issues
---	-----------------------

Disabilities Law Project 1901 Law & Finance Building 429 Fourth Street Pittsburgh, PA 15219 412-391-5225 (voice / TTY) 412-391-4496	All disability issues
--	-----------------------

Legal Clinic for the Disabled 1513 Race Street Philadelphia, PA 19102 215-587-3350	Physical disability issues (5 county region only)
---	--

Community Legal Services, Inc. 1424 Chestnut Street Philadelphia, PA 19102 215-981-3700	SSI, Medicaid, employment (Philadelphia only)
--	---

AIDS Law Project of Pennsylvania 1200 Chestnut Street Philadelphia, PA 19102 215-587-9377	AIDS issues
--	-------------

Public Interest Law Center Of Philadelphia (PILCOP) 125 S. 9th Street, Suite 701 Philadelphia, PA 19107 215-627-7100	Mental retardation issues
--	------------------------------

Pennsylvania Health Law Project 801 Arch Street, Suite 610A Philadelphia, PA 19107 215-625-3663	Medicaid issues
--	-----------------

Housing Consortium for Disabled Individuals 215-895-5609	Housing issues
--	----------------

National Association of
Social Security Claimants'
Representatives
1-800-431-2804

Social Security and
SSI

Office of Vocational Rehabilitation
215-560-1958

Liberty Resources
1341 N. Delaware Avenue
Philadelphia, PA 19125
215-634-2000

Non-legal assistance

A Lawyer for Every Child (ALEC)
215-981-3756

SSI / Social Security
for kids

Pennsylvania Protection &
Advocacy Inc.
116 Pine Street
Harrisburg, PA 17101
1-800-692-7443

Abuse / neglect
investigation

Disability Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
1-888-712-0128 (voice)
1-888-248-2795 (TTY)

New Jersey

New Jersey Protection & Advocacy
210 S. Broad Street
Trenton, NJ 08608
609-292-9742

All disability issues

Delaware

Disabilities Law Program
913 Washington Street
Wilmington, DE 19801
302-575-0660 (voice / TDD)

Glossary

ADA	American with Disability Act - laws that prohibit discrimination against persons with disability.
Community Reintegration	A program to facilitate your transition and return to home, work, school, neighborhood, etc. to enable your active involvement and participation in the community.
hireAbility	A nonprofit organization that matches qualified people with disabilities to job openings in the Delaware Valley at no cost to the employers or applicants.
Housing and Rental Assistance Program	Program under the U.S. Department of Housing and Urban Development (HUD) that makes rent-subsidized housing available to low income disabled individuals.
OVR (Office of Vocational Rehabilitation) or DVR (Department of Vocational Rehabilitation)	State agency that is designated to help persons with disabilities prepare for, start and maintain a career. Pennsylvania is OVR, whereas the corresponding agency in New Jersey and Delaware is DVR.
Patient Learning Resource Center	Center located at Magee that offers books, magazines, pamphlets, audio and videotapes, films and large-type materials about disabilities and rehabilitation to patients and family.
SSDI (Social Security Disability Income)	Disability benefits which may be available to you that are provided by the Social Security Administration.
SSI (Supplemental Security Income)	Federal program (under the Social Security Administration) to provide low-income persons with disabilities an income and medical benefits.
Vocational Counselor	A professional who will assist you in returning to work or school. One who will help to initiate and coordinate services that are needed to help you resume work or attain new vocational goals.
Vocational Services	Services made available throughout your rehabilitation to assist you in returning to work or school.
Work Tolerance	A program of physical therapy designed to help persons with disability meet the physical demands of a specific job.

References

1. Disabilities Law Project: *Accessible Parking for People with Disabilities*, Philadelphia, PA, December 1998. Also available through the website www.dlp-pa.org/Publications.
2. Disabilities Law Project: *Access to Public Accommodations and Commercial Facilities*, Philadelphia, PA, December 1998. Also available through the website www.dlp-pa.org/Publications.
3. Disabilities Law Project: *Combating Employment Discrimination Through the Americans with Disabilities Act*, Philadelphia, PA, 1998. Also available through the website www.dlp-pa.org/Publications.
4. Shane IW: Disabilities Law Project, *Guardianship in Pennsylvania*, Philadelphia, PA, July 1998. Also available through the website www.dlp-pa.org/Publications.

Comments and Feedback

The staff of the center has recently spent a lot of time and effort in revising this manual. However, we realize that those who are actively reading and using the manual can improve it. As a part of our program of continuous quality improvement, we ask you to help guide our efforts to improve the manual.

In the next section of the chapter are two forms. The first form is an overview by chapter that seeks to identify those areas of the manual that could benefit the most from additional work. We also seek to identify any major areas of concern that have not been addressed.

The second section is a more focused questionnaire that has as its goal the specific items that should be targeted. For example, should an item be added to the glossary or the definition changed. Should a drug be added to the discussion of bowel programs?

The more specific the comments are the more likely that we will be able to make the improvements that form the basis of your idea. By communicating with the Regional Spinal Cord Injury Center of the Delaware Valley, however, users grant us permission to use any information, suggestions, ideas, drawings or concerns communicated for any purpose we choose, commercial, public or otherwise, without compensation or acknowledgement whatsoever.

Thank you for taking the time to assist us in improving this manual.

Sincerely,

SCI Manual Committee

Regional Spinal Cord Injury Center of the Delaware Valley
Thomas Jefferson University Hospital
132 S. 10th Street
375 Main Building
Philadelphia, PA 19107

Feedback Form

Rate each chapter by placing an “X” on the scale underneath the term that best captures your opinion. Using the next page, provide specific comments regarding your ratings. Feel free to make copies of the next page.

	No Opinion	Fair	Satisfactory	Good	Excellent
Credits / Front Matter					
Table of Contents					
Introduction					
Spinal Cord Injury					
Bladder					
Bowel					
Respiratory					
Respiratory Dependent					
Skin					
Cardiovascular					
Nutrition					
Activities of Daily Living					
Equipment					
Mobility					
Psychology					
Vocational Services					
Recreational Therapy / Resource Guide					
Travel and Transportation					
Sexuality					
Spinal Cord Injury Follow-Up Care System					
Master Glossary					

Suggestions and Comments

Chapter: _____

Page(s): _____

Comments: _____

Any terms that need to be added to the glossary? How would you define the terms?

Any section or paragraph that was not clear?

Any drawing or sketch that would help to illustrate the material being covered?

Any additional topic that should be covered?

Any questions you have that you feel should have been answered by the manual?

What is the question?

What is the suggested answer?

Any references that should be added? Any other resources that should be mentioned?

By communicating with the Regional Spinal Cord Injury Center of the Delaware Valley, however, users grant us permission to use any information, suggestions, ideas, drawings or concepts communicated for any purpose we choose, commercial, public or otherwise, without compensation whatsoever.

