

Loud & Clear

FALL 2007 • Volume 19, No. 4

October Is Health Literacy Month: Try "Ask Me 3"

Since 1999 Health Literacy Month has recognized the importance of improving communications between patients and their health care providers. This fall the Health Information Partnership, a collaboration between Fairfax County Public Library and Inova Health Care, is kicking off an initiative to improve health literacy in our community. HIP projects include encouraging the use of an effective communication technique called Ask Me 3.

Ask Me 3 is a quick conversation tool for patients recommended by the Partnership for Clear Health Communications. It consists of three simple yet essential questions to ask in every health care situation, from a routine checkup to preparing for a major procedure:

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**

Other useful communication tips for patients include:

- Bring a friend or family member to help during doctor visits;
- Bring a list of your health concerns to tell the doctor or nurse;
- Bring a list of all your medicines to every health care visit;
- Keep a record of the answers to your questions;
- Do not feel rushed or embarrassed if you don't understand something.

**Fairfax
County
Public
Library**

Access Services

Fairfax County Public Library • 12000 Government Center Pkwy., Suite 123 • Fairfax, VA 22035-0012 703-324-8380 • TTY 703-324-8365
FAX 703-324-8386 • e-mail: access@fairfaxcounty.gov

www.fairfaxcounty.gov/library

Ask for more information or for clarification;

- If you are still confused, say so. Remember that your health care providers want you to get the information you need to take care of your health;
- Ask your pharmacist for help when you have questions about your medicines.

Free brochures and work sheets in English or Spanish are available at the Ask Me 3 Web site, **www.askme3.org**. You may also contact the Access Services library branch to request Ask Me 3 materials. We will be happy to download and send them to you at no charge. If you want your materials in large print or Braille, please let us know when you call or e-mail.

Questions To Ask Your Doctor About Sight Loss

From the Prevention of Blindness Society

1. What is the name of my eye condition?
2. What is my visual acuity (central vision)? What is my visual field (side vision)?

3. Am I likely to lose more vision?
 4. Are there other tests? What about a second opinion?
 5. Are there any surgical options? What are they?
 6. Is there any medicine that would help my condition?
 7. Are there any optical or non-optical aids that can help me use my remaining vision to the fullest extent possible? Should I have a low vision evaluation?
 8. Are there any mobility aids that can help me move around more safely?
 9. Do any of your other patients have this condition? Would they be willing to talk with me and my family?
 10. Do you have any educational materials which describe this condition? Are there any organizations that provide services to individuals with this or related eye conditions?
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American Council for the Blind Holds Regional Convention

You are invited to attend the first regional convention of the mid-Atlantic affiliates of the American Council for the Blind November 2 - 4, 2007. The convention will be held at the Holiday Inn, Rosslyn at Key Bridge, located at 1900 N. Ft. Myer Drive, Arlington, Virginia.

Whether you are a member or not, visually impaired or not, you are welcome. Sponsoring affiliates

are ACB of Maryland, DC Council of the Blind, Old Dominion Council of the Blind and Visually Impaired, National Capital Citizens with Low Vision, and Maryland Area Guide Dog Users, Inc.

For information, contact Doug Powell at 703-573-5107 or **oldjock1@cox.net** or Barbara Milleville, 703-645-8716 or **BarbMill1@verizon.net**.

Some of the workshops and presentations will cover:

- Getting, finding, and keeping a job
- Books and technology
- Transportation and pedestrian safety
- Families with a relative who is blind
- Is a guide dog right for you?

Thirty-Five and Counting

In May of 2007 the Access Services library branch celebrated 35 years of providing the Talking Book program to eligible Fairfax County and Falls Church City residents. The event was sponsored by the Fairfax Library Foundation and the Eggspectation restaurant in Chantilly. Ed Kukulka, assistant coordinator of Internet Services, spoke on "The Other Talking Books: Audio from FCPL on the Internet – and More," emphasizing downloading e-books to personal computers

and MP3 players. Deborah Toomey, from National Library Service's Network Services, gave us a preview of the new digital book player and MaryBeth Wise, NLS Narrator, explained the process of recording a talking book.

Friendly Friends

A special thank-you goes to the Friends of the Chantilly Regional Library for a donation of \$2,000 to Access Services, and to the Friends of the Kings Park Library for a donation of \$500. They join the Friends of the Tysons-Pimmit Regional Library and the Friends of the Reston Regional Library in helping AS provide the best possible customer service to readers with disabilities.

The mission of the Friends of Access Services does not include direct money-raising projects, so AS Friends and staff are especially grateful to generous Friends at other library branches. We also thank Bonnie Worcester, Daria Parnes, Rita Mayer, and Nadia Taran, branch managers at Chantilly, Kings Park, Tysons-Pimmit, and Reston, for their support of their Friends' initiatives on behalf of AS.

First Commercial Player Developed For Digital Talking Books

The National Library Service has expanded its pilot test of downloadable books to include purchasers of authorized third-party players. The Victor Reader Stream from Humanware, a palm-size player, is the first such player. NLS playback capability may also be added to other existing and future assistive technology devices during the next few months.



For detailed information about the Victor product, call HumanWare at 1-800-722-3393 or go to <http://www.humanware.com> on the Internet.

MetroAccess Users Can Now Ride Fairfax Connector For Free

Fairfax Connector bus fares have been waived for all current registered MetroAccess riders and a companion, effective July 1. Fairfax Connector is the third regional transit system to offer the Free Fare program.

While MetroAccess will continue to provide its curb-to-curb service in the Washington Metropolitan area, the Free Fare program provides MetroAccess users and their companions with more transit options. Now, Metrobus, Metrorail, Ride-On and the Fairfax Connector can all be used by MetroAccess registered users at no charge. In Fairfax County, riders only have to show their current MetroAccess ID cards to the Fairfax Connector bus operators; the Free Fare policy will apply to all Fairfax Connector bus routes including rush hour buses.

MetroAccess is a shared ride, curb-to-curb paratransit service for people with a disability, who cannot use accessible fixed route service such as Metrobus or Metrorail. If you need more information or to apply for this specialized transportation service,

call MetroAccess headquarters at 1-800-523-7009 or 301-562-5360, TTY 301-588-7835 or reach them online at <http://www.wmata.com/metroaccess>. The Fairfax Connector can be reached at 703-339-7200, TTY 703-324-1102.

MetroAccess Program Now Features TaxiAccess

The new TaxiAccess program is up and running. TaxiAccess is a transportation program that helps persons with disabilities. An eligible person with a disability can travel by taxicab affordably, safely and independently with the purchase of a discount taxi fare. To be eligible for this program a person must be a Fairfax County or City of Fairfax resident and be currently registered with MetroAccess. Eligible senior riders can purchase up to eight (8) coupon books in a 12-month period. The books cost \$10 apiece and each coupon book contains \$30 worth of taxi fare.

Applications & information are available on the web at www.fairfaxcounty.gov/fcdot/taxiaccess.htm. DOT expects to serve 1,700 – 2,000 MetroAccess users.

Enhance Your Library

Please consider the Access Services branch of the Fairfax County Public Library as part of your charitable giving. Private donations are critically needed to maintain high-quality library services. Contributions in any amount are welcome and are tax deductible.

Checks may be sent to Access Services, made payable to the Fairfax Library Foundation with "for Access Services" specified in the memo line or cover letter. For more information, contact Access Services or call the Foundation at 703-324-8300.

Reading Roundup

As the weather turns cooler, stay cozy with a wonderful book.

Fiction for Adults:

Best of Zane Grey, Outdoorsman: Hunting and Fishing Tales

by Zane Grey. *RC 62316.*

Twenty classic stories inspired by the author's experiences as an avid conservationist and explorer.

The Book Thief

by Markus Zusak. *RC 62431.*

Narrated by Death, this tale of Nazi Germany finds nine-year-old Liesel coping with a foster family, air raids and a hidden Jew, sustaining herself through the books she steals. Some strong language. Also available from the library in audio CD and as an e-audiobook.

Malpractice in Maggody: An Arly Hanks Mystery

by Joan Hess. *RC 63078.*

No sooner does a cosmetic surgeon transform the local retirement home into a celebrity rehab clinic than a receptionist and doctor are found dead. To solve the crime, police chief Arly Hanks must sort through eccentric patients, uncooperative staff, and local citizens with something to hide. Some strong language. Also available from the library in large print.

Talk Talk

by T. Coraghessan Boyle. *RC 63173*.

When 33-year-old Dana Halter is arrested for crimes committed by an identity thief, her plight is complicated by her deafness, but this doesn't stop her from beginning a cross-country manhunt to find the culprit. Also available from the library in audio CD.

Non-Fiction for Adults:

American Vertigo: Traveling America in the Footsteps of Tocqueville

by Bernard-Henri Levy. *RC 62806*.

Relates a year spent exploring the United States in the spirit of the 1835 journey described in Tocqueville's *Democracy in America*, (*RC 61828*). Describes encounters with both ordinary and illustrious citizens and visits to places as diverse as prisons and an Amish community.

Playback: From the Victrola to MP3, One Hundred Years of Music, Machines and Money

by Mark Coleman. *RC 58582*.

A journalist examines the recording industry from the early 1900s to 2004, describing personalities, intrigues and legal battles from Edison's cylinder to computer-based advancements.

A Sense of the World: How a Blind Man Became History's Greatest Traveler

by Jason Roberts. *RC 62703*.

A biography of James Holman, blinded at 25 after serving for England in the Napoleonic wars. Holman subsequently became a world traveler, fighting slavery in Africa, surviving captivity in Siberia, and charting the Australian outback.

Ship of Ghosts: The Story of the USS Houston, FDR's Legendary Lost Cruiser, and the Epic Saga of Her Survivors

by James D. Hornfischer. *RC 63121*.

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Follows American prisoners of war captured during a 1942 Java Sea battle as they endure grim labor camps and brutal treatment. Some strong language. Also available from the library in audio CD and as an e-audiobook.

Non-Fiction for Children and Teens:

Ballet of the Elephants

by Leda Schubert. *RC 62830.*

Describes the special dance created for 50 elephants owned by circus owner John Ringling North in 1942. Two artistic geniuses did the job: George Balanchine designed the dance steps and Igor Stravinsky wrote the music. The public loved it. Grades K-3.

The Greatest Cookies Ever: Dozens of Delicious, Chewy, Chunky, Fun, and Foolproof Recipes

by Rose Dunnington. *RC 62309.*

Seventy-five different cookie recipes, featuring favorites like chocolate chip, peanut butter, and oatmeal-raisin. Also discusses kitchen orientation and safety. Grades 4-7.

Support For Older Adults Raising Minor Children

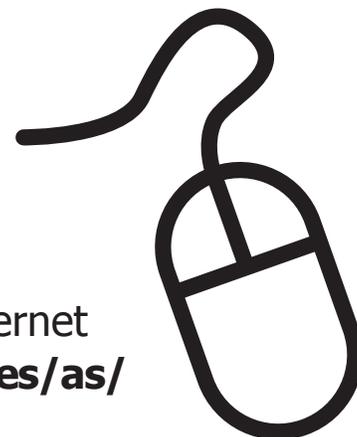
Two free support groups are available for grandparents and other relatives raising children under 18. The North County group meets at the Pennino Building in Fairfax on Tuesdays from 7 - 8:30 p.m. and the South County group meets on Thursdays from 6:30 - 8 p.m. at Bryant Alternative High School in the Alexandria area. Childcare is available at no cost.

To register call 703-227-2640, 703-324-5489, 703-324-5401, or TTY 703-440-1186. Indicate at the time of registration whether childcare or reasonable ADA accommodations are needed. These support groups are sponsored by the Fairfax County Department of Family Services and Fairfax County Public Schools.

Loud & Clear Online

If you have access to a computer and use email, you may want to receive this newsletter in e-mail format. Please call Ken Plummer at 703-324-8389 or e-mail **kenneth.plummer@fairfaxcounty.gov** to request the service.

Print issues of Loud & Clear are posted on the Internet at: **<http://www.fairfaxcounty.gov/library/branches/as/loudandclear/>**



Accessible Performing Arts News

Theater Alerts is a free e-mail monthly newsletter from the Kennedy Center. It includes lists of described, captioned and sign interpreted events in the DC metro area as well as general performing arts news of interest to those with disabilities.

If you would like to subscribe to Theater Alerts, send an e-mail with your name, e-mail address, and mailing address to **access@kennedy-center.org** with "subscribe Audio Description Theater Alerts" as the subject line.

Calling All Veterans

Are you a U.S. military veteran? Federal law gives preference to veterans, including veterans who participate in the Talking Book Program! If you are receiving National Library Service talking books or magazines from Access Services and you are a veteran, please be sure your customer profile includes your status. Contact Access Services now to verify or update your profile!



Staff News

Access Services Staff Bids Adieu to Barbara Hicks. **Barbara Hicks**, a member of the AS staff for nine-plus years recently retired. There will now be more time to solve those pesky crossword puzzles. We will miss her dedication and good humor as we wish her well.

AS Friends President Max Bassett on Cable Show. **Max Bassett** appeared on "Dr. Libby's World of Medicine." The focus of the show was on vision diseases and aired in April 2007.

Access Service's Volunteer Recognition luncheon was held in April 2007. The AS staff recognized our volunteers and the many contributions they make to better our library and our service. Some of the tasks that volunteers perform include leading the vision-impaired support groups, making duplicate copies of some book titles, rewinding tapes, and recording *Loud and Clear*. If you have an interest in volunteering for Access Services please contact us at 703-324-8380 or **access@fairfaxcounty.gov** for more details.

We welcome **Ting Tang** to the staff of Access Services. Ting will be working 10 hours a week helping to process the talking books. She joins the staff after volunteering at the Chantilly Regional Library, Administration and Access Services for the last year.

Sandy Japikse, AS reader advisor, once again, was a mentor in the Fairfax County Public Library Circulation Mentoring Program for AS Page **Vijaya Gollamudi**, and volunteer **Rekha Pednekar**. The program consists of at least 15 hours of training, study, and hands-on practice using library circulation skills. Both received certificates of graduation. Congratulations to all!

Outreach Manager **Ken Plummer** is serving a two-year term on the library system's Adult-Older Adult Customer Service Team. Representatives from library branches and administration focus on improving library services and programs for adults across Fairfax County. Send your opinions and suggestions to Ken by e-mail, **kenneth.plummer@fairfaxcounty.gov**, or call Ken at 703-324-8389 or TTY 703-324-8365.

A new member of the library Diversity Committee is **Dorothy Halligan**, AS reader advisor. The committee's work relates to creating and maintaining a balanced and diverse work force within Fairfax County Public Library by providing employment and advancement opportunities without regard to race, religion, gender, cultural origin, age, disability, color, creed, political and union affiliation, marital status, sexual orientation or any other characteristic associated with discrimination.

Good friends, good books and a sleepy conscience: this is the ideal life.

**– Mark Twain
(1835-1910)**

Starr Smith, AS branch manager, will represent the library system on the Kinship Care Committee, a Fairfax County inter-agency group concerned with services for families where grandparents or other older adult relatives are raising children under 18 years old. Share comments and ideas with Starr by phone at 703-324-8390, TTY 703-324-8365, or e-mail **starr.smith@fairfaxcounty.gov**.



The Metropolitan Washington Ear, Inc.

The Metropolitan Washington Ear provides free services for blind, visually impaired, and physically disabled people who cannot effectively read print. The Ear's services strive to substitute "hearing for seeing." Services include: telephone dial-in reading of selected newspapers and magazines, radio reading and Web-cast, look-up service, and audio description for local museums, theaters and exhibits. For more information contact The Metropolitan Washington Ear at 301-681-6636 or online at www.washear.org.



Are You A Performer?

According to the July 2007 issue of *Theater Alerts*, the Alliance for Inclusion in the Arts is expanding its national talent database, Artist Files Online. Performers with disabilities can be included in the AFO at no charge. If you are interested, send one resume and one professionally reproduced headshot to:

Christine Bruno, Disability Advocate
Alliance for Inclusion in the Arts
1560 Broadway, Suite 1600
New York, NY 10036



The Alliance asks that resumes include the nature of the disability, any accommodations and/or assistive devices used, and any union affiliations.

Medical Services and the Need For Sign Language Interpreters

In the April edition of "NVRC News," Cheryl Heppner, executive director of the Northern Virginia Resource Center for Deaf and Hard of Hearing Persons, printed a document from the Virginia Office for Protection and Advocacy that described the rights of the deaf and hard of hearing when communicating with medical personnel. If needed, one has the right to a sign language interpreter whether it is for a regular trip to the doctor's office or for an emergency admission to a hospital. Effective communication should enable a patient to ask questions or gain information about his or her medication, treatment, or condition.

The article also listed the criteria of qualified sign language interpreters and, citing specific sections of the Americans with Disabilities Act, reviewed the rights and responsibilities of the deaf or hard of hearing if one encounters discrimination.

The entire document can be viewed or downloaded in either regular or large print at <http://www.vopa.state.va.us/Publications/Publications.htm>.

**A good book is the best of
friends, the same today
and for ever.**

**– Martin Tupper
(1810–1889)**



Web Corner: Three to See

Virginia Assistive Technology System:

www.vats.org. VATS offers a variety of programs to help Virginia residents learn about and acquire the assistive technology they need.

Fairfax Area Disability Services Board:

www.fairfaxcounty.gov/dsb. Represents persons with physical disabilities in Fairfax County, the City of Fairfax and Falls Church & offers free publications.

Library of Congress:

Poetry **http://www.loc.gov/poetry**. Poems, poet laureates, poetry news and events, and related Library of Congress resources.

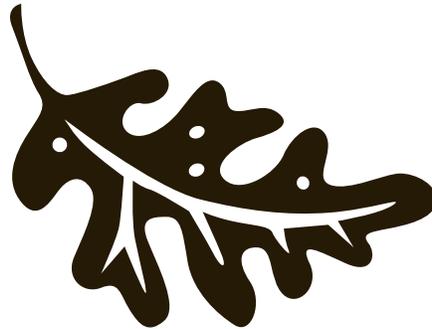
All good books are alike in that they are truer than if they had really happened and after you are finished reading one you will feel that all that happened to you and afterwards it all belongs to you; the good and the bad, the ecstasy, the remorse, and sorrow, the people and the places and how the weather was.

– Ernest Hemingway (1899–1961)



Contact Us

If you have questions, comments or suggestions concerning the Loud & Clear newsletter, please call Ken Plummer at 703-324-8389. You may also e-mail us at access@fairfaxcounty.gov.



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