



Dialogue

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Volume 17, No. 4
Fall 2003

Consumer Spotlight Bobby Spitzberg Shines, On the Job and Off

PMA. That's Bobby Spitzberg's secret for success. An unassuming man, he quietly goes about his job of tidying up the lobby of the Irvine Marriott, all the while exuding what he calls his "PMA," which stands for "Positive Mental Attitude." Bobby's PMA, among other things, has earned him a 25-year full-time career at the Marriott Corporation, the J.W. Marriott Award of Excellence in 1999, two nominations for the Orange County Tourism Council's Service Excellence Award, several Employee of the Month or Employee of the Year awards at three different Marriott hotels, and in 2003, Regional Center of Orange



Bobby Spitzberg, RCOC Spotlight Award recipient, polishes the grand piano in the Irvine Marriott hotel lobby.

County's Spotlight Award in the Consumer category.

But Bobby's life is not about earning awards and accolades. It's about service and relating to people.

"I've always been a people person," he says.

Although he has a mild cognitive disability, Bobby understands, more than many people, the simple yet profound truth that attitude is key to success, happiness and getting along with people. He also recognizes that a person's choice of attitude is just that — a choice. He appreciates his employment with the Marriott and having his own apartment, and he doesn't let negative people get him down.

Barbara Fagins, director of human resources at the Irvine Marriott, where Bobby has worked since 1986, has nothing but praise for him. She says, "Bobby has received many guest commendations. He excels — every person he comes in contact with, whether a coworker or hotel guest, he asks how you are. He remembers everyone's names, including his coworkers and general managers going back 25 years!" Barbara says that what she values in Bobby as an employee is "his dedication, loyalty, attitude — loving to be with people." The criteria used for the J.W. Marriott Award of Excellence include evidence of consistent job performance, exceptional attributes, teamwork, and outstanding actions demonstrating initiative and perseverance despite a challenge. Bobby was one of 300 people nominated for the award out of 300,000

'The Spotlight Award Goes To ...'

The seventh annual Spotlight Awards ceremony was again a sellout with more than 800 people crowding the banquet room at the Irvine Marriott Hotel on September 26, 2003. The audience adored actress Kellie Martin, who graciously donated her time to serve as master of ceremonies for the event. To the delight of her fans, she signed several autographs after the awards ceremony was over.

The real stars of the evening, though, were the 12 deserving recipients of the Spotlight Awards. You can read about them on pages 1, 8 and 9. Here's the list:

- ◆ Community Partnership: Judy Campos, Community Services Director, City of Brea;
- ◆ Consumer — Robert "Bobby" Spitzberg;
- ◆ Elected Official — Patricia Bates, Assemblywoman, 73rd District;
- ◆ Employer — Claim Jumper Restaurants;
- ◆ Frontline — Danh Bui, Goodwill Industries;
- ◆ Lifetime Achievement — Jackie Popp;
- ◆ Living Options Vendor — Oscar and Lulu Cachuela;
- ◆ Parent — Mina Leon;
- ◆ Professional Achievement — Marta Anchondo, Executive Director, TASK;
- ◆ RCOC Achievement — Edna Zinar, staff Psychologist;
- ◆ Support Services Vendor — High Hopes Brain Injury Program;
- ◆ Volunteer — Frosty Kaiser.

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RCOC Legislative Update

When New Laws Are Needed

By Karen Chen,
RCOC Board of Directors

One way that new state laws get created is when a group or individual brings a perceived need to



the attention of their elected official. If the lawmaker proposes new legislation and it gets approved by the majority of his or her colleagues and is not vetoed by the governor, a new law is born. Although the service system for people with developmental disabilities is highly regulated, sometimes gray areas that create dilemmas reveal themselves. Situations that have no easy answers can put consumers at risk of harm or expose service providers or regional centers to risk of expensive liability that could potentially drain money from services.

An example of this is the question of who has authority to give consent for ongoing medications when a consumer cannot make that decision for him- or herself because of severe mental retardation and has no next of kin or legal conservator. This circumstance arises regularly in Intermediate Care Facilities (ICFs) that provide residential services for people with chronic medical conditions or behavioral challenges, and currently there is no clear answer.

Protecting consumers' rights and obtaining *informed* consent by the consumer's legal representative are the critical issues in this situation. "Informed consent" means permission given by the legally responsible
See "New Laws," page 6

From the Executive Director

Political Change May Be In the Air

By Bill Bowman

With the change in governorship comes the likelihood of other changes in state government. We don't know yet how the adjustments will affect services to people with developmental disabilities. We do hope that Governor Schwarzenegger's history of working with the Special Olympics and his family connection to developmental disabilities will bring an increased sensitivity to people with developmental disabilities and their issues.

Beyond the statewide impact that the shift in leadership will have on the developmental services system, a more specific question is how Orange County might potentially benefit, with its high Republican



profile. Be assured that our elected state officials in Sacramento are bringing attention to the fact that Orange County sends more local taxes to Sacramento than it gets back. Our state senate and assembly representatives, such as Senator Bill Morrow and Assemblywoman Patricia Bates, among others, are working on our behalf to make sure that the needs of people with developmental disabilities do not get overlooked.

Beyond the tentative optimism with which we view new leadership in the governor's office, we do know that California still has a large budget deficit that must be addressed. It is a monumental challenge, and one of the steps taken in this fiscal year's budget to trim it was requiring a 20 percent across-the-board personnel cut in all state departments, including the Department of Developmental Services (DDS). Whether you see the reduction of the state payroll as good or bad in itself, the sweeping way it is being implemented could impact us negatively. New state jobs added during the Davis administration were not

evenly distributed among the departments, yet this cut is.

That means the loss of talented and dedicated people who have served people with developmental disabilities very capably, making it more difficult to get work done on several levels: securing additional federal funding, providing state level quality assurance, initiating creative new ways to provide services – not to mention just getting issues resolved and questions answered. This potential void brings into sharper focus the role of the regional centers. These local agencies will have a larger responsibility thrust upon them: to ensure, on a macro level, that services continue to be provided and the rights of people are protected. Like it or not, the regional centers may have to get more involved in leadership at the state level.

People with developmental disabilities, their families and service providers, along with the regional centers, need to watch the state's activities closely and prepare to play an increasingly active role in advocacy to keep services to people with developmental disabilities a state priority.

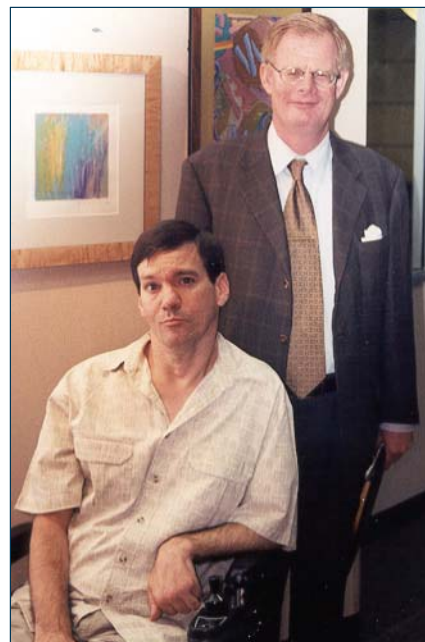
New Board Members Elected

Regional Center of Orange County's board of directors has elected two new members whose terms will last through July 10, 2006. Michael Bailey and Wendel Starkey both receive Regional Center services.

Michael works as a page at the Mission Viejo Library. Previously, he worked in the mailroom at the City of Irvine. In July 2002 he received a commendation from Irvine Mayor Larry Agran and the city council for exemplary service. As a member of RCOC's Consumer Advisory Committee for the past four years, Michael has been an active advocate

for people with developmental disabilities, speaking out about the housing, transportation and safety needs of consumers.

Wendel is a retired computer programmer who worked for Hughes Aircraft Company in Fullerton. He advised the newly opened Fullerton Museum Center on matters of access to the disabled community. He is a near-lifelong resident of Orange County and earned a bachelor's degree in Information and Computer Science from U.C. Irvine. As a member of RCOC's board, Wendel is particularly interested in participating in the legislative process and influencing state elected officials on bills that affect people with disabilities.



Wendel Starkey, left, and Michael Bailey.

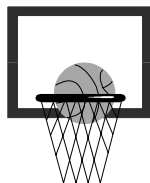
R.A.D.D. Review

Get Acquainted with Tele-Friend

Regional Center consumers can join Tele-Friend to meet new people over the phone. Who knows, you might make a new friend! We at the Regional Center suggest that if you decide to meet someone in person, meet at a public place and provide your own transportation.

To put your name on the Tele-Friend list or to get a copy of the list so you can talk to someone, call (714) 796-5270 for the forms you need. You must be a Regional Center consumer or parent to respond.

Rick of Anaheim ... “I like listening to Christian and country music, playing video games, watching video movies, bowling, and attending church. I am 47 years old and would like to meet friends in my age group. I work at Biola University and live in my own apartment.”



Fayeanne of Anaheim Hills ... “I like listening to music, gardening, watching movies, taking care of my two cats, tae kwan do, dancing, concerts, water slides, and cooking. I am 30 and work as an office clerk. I live with my parents.”

Valerie of Buena Park ... “I like to cook, go bike riding, exercise, eat right, and go shopping. I can drive.”



April of Capistrano Beach ... “I love music, Disneyland, Magic Mountain, going to the movies, going to Las Vegas, talking on the phone, renting videos/DVDs, using the Internet, going out with friends, shopping, and swimming. I live with my parents. I am 36 years old, and take OCTA to get places I want to go.”

Dennis of Fullerton ... “I like to watch movies, watch baseball and basketball, and go bowling. I am 45, and I have my own apartment and car.”

Fun Things to Do

◆ The Westminster Special Bowlers league is open to people with disabilities from ages 8 to 80. The place is Westminster Lanes on Saturdays at 9:30 a.m. The cost is \$4.50 per week. Bowlers need to provide their own transportation. Call Mary Natale at (714) 839-1395 for more information.



◆ Consumers age 18 or older who like to sing are invited to try out for a consumer choir called the Creative Identity California Singers. It is directed by Joanne Quak of the Creative Identity day program.

Rehearsals are on Thursdays from 5:00 to 7:00 p.m. at the First Presbyterian Church, 600 N. Main Street, Santa Ana. The group may perform at community functions, women’s groups and convalescent homes. Singers need to provide their own transportation. Call (714) 527-2508 and ask for Joanne Quak or George Gilliam.



Consumer Advisory Team (CAT) Update

Orange County Transportation Authority (OCTA) representatives attended the October CAT meeting. They asked the members if they had problems with the big bus system or ACCESS. The OCTA people assured the CAT members that they would work to fix any problems reported. They said they would pay close attention to any problems on the routes. If there is a pattern of problems, they will send the drivers back to training. They will also take disciplinary action, if needed. They asked all consumers to call OCTA right away when there is a problem

on a bus. The OCTA people also asked riders to let them know about their positive experiences.

Also in October, CAT members Michael Bailey, Sam Durbin, Holly Blaes, Renee DeCicco, and Maria Garza attended the Supported Life Conference in Sacramento. Sam gave two speeches. The members attended interesting seminars. Some of the seminar topics were: assistive communication equipment, behavior problems

in the disabled, and sexuality and disabled persons.

You are welcome to come to a Consumer Advisory Team meeting. They are held on the second Wednesday of the month. The meeting time is 10:00 a.m. to noon. The meeting place is the RCOC East/Central office at 801 Civic Center Drive, Santa Ana. Please call Betty Bath at (714) 796-5263 ahead of time to let her know you will be there.



CAT Team Members

Safety Stu's Corner

Home Safety

Hello Safety Friends:

This lesson is about safety at home. Many of you live at home with parents, caregivers, or grandparents, and then there are those of you who live independently. No matter what your living arrangement is, all the rules for living safely at home are the same. You may ask, "What are those rules, Safety Stu?" Here we go. Rule number 1: when someone knocks on your door or rings the doorbell, never open the door before looking out the window or peep hole. If it is a friend that



you were expecting, then of course you can open the door. If a delivery person or repairman comes to the door, do you have to open the door? Of course not. If someone rings the doorbell and you don't answer and then you see them trying to get into your house, call 911 and tell the operator that someone is trying to break into your home. I hear many stories of people opening their door and letting in a person they don't know because they feel safe because their parents or roommate are home, or that person is selling something for a good deal. Never let in someone that you don't know. Rule number 2: make sure you have proper lighting around the outside of your house — we at GET SAFE love a well-lit home or apartment. Try to keep the bushes and trees trimmed, especially those that block windows.

Bad people love to hide in the bushes — it makes it easier for them to try and crawl through a window. That is, unless the bushes are thorny — then let them try. Rule number 3: locks are very important safety items for your home. Make sure you have good locks for doors, sliding glass doors and windows. When the weather is warm you may like to keep your windows open, but keep them only part way open. If you are not sure what kind of locks to get, ask your service coordinator to contact us at Project GET SAFE for that information.

Remember, if you or a friend want **GET SAFE™** training, ask your service coordinator to contact us at info@getsafeusa.com. Stay safe, Safety Stu





Comfort Connection Makes Autism Connection

Patricia Arnold, pictured below, Comfort Connection Family Resource Center's information specialist, has made a new personal link. In January Patti will take over the reins as president of the Autism Society of Orange County. She will follow Paula Petersen, who has served in that role for five years.



Paula says, "I think it's good for the leadership to change every few years. I'm looking forward to the fresh ideas and creativity Patti is bringing to the Autism Society."

One new idea Patti is putting into practice is a social skills co-op for

children with autism and their parents. Parents will meet once a week for six training sessions on a social skills curriculum, which they will be able to put into practice with their own children. Those parents will be asked to teach the social skills curriculum to a small group of four other children with autism. The cost of the training will be minimal, and all proceeds will go to the Autism Society of Orange County for future program delivery. For information on dates, location and cost, call Patti Arnold at (714) 558-5400.

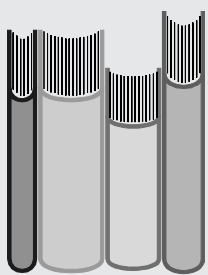
"I'm excited. I love sharing information with parents and helping them find resources they need. This is just another way to spread the news about ways to help kids with autism and their families," Patti says of her upcoming leadership role in

the Autism Society.

One of the ways the Autism Society helps is to reimburse parents who request a scholarship for autism conference registration fees. The group asks (but doesn't require) that the parent(s) attend an Autism Society meeting to share what they learned. Meetings are held monthly on the second Monday at 6:30 p.m. Starting in January the meetings will be held at Patti's home in Westminster. Usually about a dozen people attend. The format is informal, with a speaker presenting on a topic of interest. The members then have the opportunity to ask questions and share experiences. If you have questions about the Autism Society, feel free to call Patti at (714) 558-5400.

Materials Available at Comfort Connection FRC

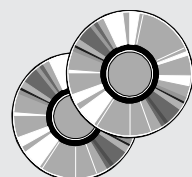
The RCOC Family Resource Center (FRC) has an extensive library containing hundreds of books and videotapes, both in English and Spanish, covering a wide range of disability-related issues including: autism, behavior management, cerebral palsy, Down syndrome, educational advocacy, learning disabilities, therapies, parent support, nutrition, sibling issues and much more. Books and videotapes are available for check-out at no cost to parents and



professionals, or they can be reviewed in the child-friendly Resource Center. Internet access is also available during FRC hours, Monday through Friday 9:00 a.m. to 4:00 p.m.



FRC maintains an extensive array of resource materials beyond its library collection and can accommodate almost any request for information. The National Organization of Rare Disorders (NORD) database is kept on hand to provide hard-to-find information and connection to national resources. The staff is also adept at research and is happy to



assist parents and professionals in accessing needed information.

New Laws (from page 2)

party after having been fully informed about the situation, treatment options, right to refuse treatment, and the consequences of refusal. The crux of the problem is that no single entity, including regional centers and public guardians' offices, has the resources to provide adequate oversight of informed consent for all consumers that need it.

This is an issue that clearly needs legislative attention. In fact, a bill was passed in 1992 that would have rectified this situation, but for some reason it was vetoed by the governor. Now, with services and budgets being cut, it's more critical than ever to take action to solve this problem. We at RCOC are considering working with our local legislators to introduce a similar bill. If that happens, we will let you know. We may need support to get such a law passed, and if so, we would appreciate your help.

What's The IDEA?

Transition to Adult Services

By Juda Carter, M.A.

Parents often have many concerns and fears about the future for their children with disabilities. I have good news! The mandates of special education law require that school districts provide services to students beginning at age 14 to address their future needs for employment, community access and adult living options. This "Transition to Adult Services" is a vital part of the child's education plan.

Beginning when the student is 14 years old, the school district will begin to examine what the student



needs to be successful in work and community settings after exiting school. This discussion will take place in your child's IEP meeting. When the student turns 16, the IEP team will work with you and your child to develop a specific plan for your child's transition out of public school. This plan is called an Individual Transition Plan (ITP) and is developed at the annual IEP meeting.

The ITP has several mandated areas that must be addressed by the team. These include activities for the development of future employment, community-based skills training and instruction that will support these activities. If your child would benefit, the plan will also include daily living skills training and a functional vocational evaluation. The plan is always based on the interests, preferences and skills of the student. The student must participate in this planning process with the IEP team. That team will also include your Regional

Center service coordinator.

As the representative of the agency that will work with your child as s/he exits from public school, your service coordinator will want to work closely with you, your child and the school team to develop the plan. Your service coordinator will contact you around the time your student turns 15 years old to further discuss Transition planning. Remember, students with developmental disabilities are eligible for special education services until the semester that they turn 22 years old. Focusing on Transition planning and activities during the last six years of your child's education can be the critical piece in ensuring future independence!

This is my last article for Dialogue. After seven years at RCOC I am moving on to new opportunities, but I will continue to work for needs of students in special education. I encourage all parents to increase their understanding of special education rights and to work with their school district to ensure their children's success.

Accessing Special Services

Seniors Enjoy New Harmony Program

Before March, 2003, Regional Center consumer Rosa Rodriguez spent most of her days watching television in the Garden Grove apartment she shares with her mother.

"It was so boring in the house — TV, TV, TV," said Rosa. "Being home all day, I would get depressed."

Rosa wanted to be participating in activities and having fun, but did not want to be committed to a full time day program that didn't offer her the freedom and flexibility she felt she had earned as a senior citizen. Then Rosa learned about Vantage Foundation's Harmony Program, a flexible day program for people aged fifty and older with developmental disabilities. The Harmony Program

helps individuals become integrated into senior centers throughout Orange County by offering them transportation, on-site staff support, and the opportunity to design a personalized weekly activity schedule. The Harmony Program is funded by a grant from the State Council on Developmental Disabilities, and services are free to RCOC consumers.

Rosa attends the Brookhurst Community Center in Anaheim three to four days per week. She enjoys a variety of activities at the senior center, including a water color painting class, bingo and big band music on Thursday mornings with a live band.

Rosa's senior program specialist is Karen, and it is apparent that Rosa has developed a comfortable, trusting relationship with her. "She is a

nice person, and she is my friend. We go lots of places together," said Rosa.

Rosa said that she likes the freedom and independence she feels when she gets out of her apartment and into the community. "I'm much more happy since I've been in the program," said Rosa.

If you are interested in learning more about the Harmony Program, please call Vantage Foundation at (714) 434-7870.



On the weekends, Rosa Rodriguez looks forward to playing bingo at the local senior center.

Spotlight Award Recipients Are Winners

On these two pages are brief profiles of the 2003 Spotlight Award recipients. You can read about the recipient of the Consumer Spotlight Award, Bobby Spitzberg, in the “Consumer Spotlight” feature on page 1. Once again, Regional Center of Orange County is pleased to participate with the Orange County community in recognizing excellence in service to and by people with developmental disabilities.

Community Partnership: As director of Community Services for the



City of Brea, Judy Campos has been an enthusiastic supporter of people with special needs for the past eight years

through her involvement with RCOC’s Wish Tree program, which provides Christmas and Hanukkah gifts for consumers with limited resources. Judy coordinates the placement of Wish Trees throughout the city and utilizes her office as the warehouse for the hundreds of donated gifts.

Elected Official: Assemblywoman



Pat Bates began her professional career as a social worker in Los Angeles County, so she is acquainted with the human services field.

She authored Assembly bill 1393, which, if passed, will require that new service providers meet basic standards before they start serving people with developmental disabilities.

Employer: Claim Jumper is a true leader when it comes to hiring people with disabilities.



The restaurant chain currently employs 12 people with disabilities in three of its south Orange County restaurants. Some of them have worked for Claim Jumper for more than twelve years. The company also shares in-kind donations with nonprofit organizations that serve people with disabilities.

Larry Bill, pictured, is Claim Jumper’s director of community and public relations and accepted the award for the company.

Frontline (direct care worker):

Danh Bui has been a job coach with Goodwill for 12 years. During that time he has supported the same group of people in their jobs at Taco Bell, while 10 Taco Bell managers have come and gone. Danh is more than a job coach. He is a patient trainer, listener, and an excellent communicator and advocate for consumers and their families.



Lifetime Achievement: Jackie Popp recently retired after 27 years at



United Cerebral Palsy of Orange County. She has been a promoter of independence for adults with disabilities. She crafted UCP’s

community-based adult program. But Jackie’s legacy is perhaps most vividly seen in her efforts to strengthen the family. She initiated Special Sitters, Inclusion Connection, Respite Connection and Parent Connection — all to support parents who have children with special needs.



Living Options Vendor: Oscar and Lulu Cachuela provide care for people with developmental disabilities in nine group homes. Their



residents wrote in their nomination, “Oscar and Lulu treat us with the utmost respect and love. We salute both of them and their staff for a job well done.”

Parent: Four years ago Mina Leon and her husband started a charity called



Christopher's Angels, named after their 10-year-old son, who has a developmental disability. Each year

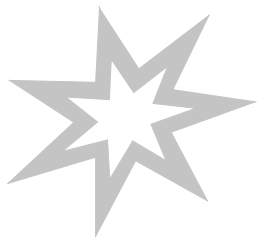
Christopher's Angels collects Christmas gifts and distributes them to children with disabilities around Orange County. Last year nearly 500 gifts were collected, including a new wheelchair for a boy whose family could not afford one.

Professional Achievement: Marta Anchondo's efforts to find help for



her son, who was later diagnosed with a form of autism, took her through the door of the Team of Advocates for Special Kids (TASK). She

moved through the ranks from volunteer to secretary to her current position of Executive Director. Marta's creative approach to solving problems continues to lead the way around hurdles faced by people with disabilities.



RCOC Achievement: "Twenty-eight years of selfless service to families ... inexhaustible patience, incredible insight and knowledge," were two comments made in nominations of Dr. Edna Zinar, RCOC staff psychologist. Edna earned her



doctoral degree at UCLA and is considered an expert on autism. But more meaningful than her credentials is her caring spirit. She works tire-

lessly to identify resources and supports for people with disabilities and their families.

Support Services Vendor: High Hopes Head Injury Program began



26 years ago when swimming coach Mark Desmond met a group of families who had joined together to help their brain-

injured family members recover. He was intrigued by their determination and found that when he began working with these people, they made progress as they persevered. Today, High Hopes offers an array of therapies as well as job and socialization training to people with head injuries.

Volunteer: Since 1975 Frosty Kaiser has provided therapeutic horseback



riding lessons to people with disabilities at the nonprofit American Riding Club for the Handicapped (ARCH), which

she founded. At ARCH, hundreds of people with disabilities gain physical and emotional benefits. And they do this while having fun with the horses! Frosty runs ARCH in her spare time when she's not working as a resource specialist for Garden Grove School District.

Bobby (from page 1)

Marriott employees worldwide. Barbara says, "The company sent him to Washington, D.C. to receive the award. It's a huge event."

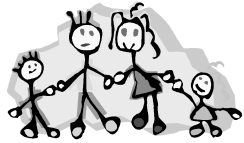
Bobby sets such an example of exemplary service at the Irvine Marriott that he participates in new employee orientation. Bobby says, "I welcome them and tell them, 'It's a pleasure to have you working here with us.'"

Bobby has a full life. He has volunteered his time at assisted living facilities in California and Florida, delivering magazines to the seniors and talking with them. He currently mentors a new Project Independence supported living client.

He says, "I call once a week and find out how he's doing and if he wants to talk to me about anything."

He likes jazz and oldies music, and he enjoys spending time with family and friends, including his "Best Buddy" Joe Choi.

See 'Bobby,' page 11



Recreation Resources For Young Children



Listed below are just some of the activities that you and your family may enjoy with a young child. Please be sure to contact the Comfort Connection Family Resource Center at (714) 558-5400 whenever you are seeking the most current recreation/activity information. Also, please contact the individual resources below for hours of operation, as well as any cost.

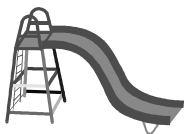
Most city Park and Recreation Departments publish a variety of low cost activities throughout the year. Please be sure to check the listing below to locate the phone number of your city department. If your city is not listed, you can find the phone number in the front of the White Pages in your telephone book under the City Government Offices section. Please note that many cities do not offer disabilities-specific activities, so advanced planning is often needed.

Anaheim (714) 765-4425	Brea (714) 562-3844	Buena Park (714) 562-3844	Costa Mesa (714) 754-5300
Cypress (714) 229-6780	Fountain Valley (714) 839-8611	Fullerton (714) 738-6575	Garden Grove (714) 741-5200
Huntington Beach (714) 536-5511	Irvine (949) 724-6600	Laguna Beach (949) 497-0798	Laguna Niguel (949) 425-5125
Lake Forest (949) 461-3400	La Palma (714) 690-3300	Mission Viejo (949) 768-0981	Newport Beach (949) 644-3151
Orange (714) 744-7272	Santa Ana (714) 571-4200	Tustin (714) 573-3326	Westminster (714) 895-2860

• Contact your LOCAL LIBRARY for a schedule of story time activities. Visit the Orange County Public Library Web site for event information at www.ocpl.org/.

• Visit the ATLANTIS PLAY CENTER in Garden Grove where kids sail the seven seas aboard slides and concrete aquatic creatures. Call (714) 892-6015 for more information.

• BIG FUN GYMNASTICS-Offers a variety of gymnastics programs at locations throughout Orange County for children with special needs. Call (310) 837-7849 or visit the Web site at www.bigfungymnastics.com.



• Visit HERITAGE PARK in Irvine where most of the play equipment is wheelchair accessible. The address is 4601 Walnut, Irvine, CA 92604, (949) 724-6750.

• Visit the SANTA ANA ZOO where children can enjoy a petting zoo. (714) 836-4000.

What Is The Americans With Disabilities Act?

The Americans with Disabilities Act gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications.

Important Things to Know...

Disneyland's Community Involvement Program (formerly known as Happy Hearts Days) –

Disneyland has discontinued the Happy Hearts program as of Spring 2003 and replaced it with the new Community Involvement Program for guests with disabilities. The new program includes:

- Discounted 1-Day/1-Park Tickets to guests with disabilities
- \$19 per ticket (ages 3 and up) plus \$10 per order– includes complimentary parking
- One day at either Disneyland or Disney's California Adventure (not valid at both parks on the same day).
- Program offered once a year during the same four-week period for easier trip planning
- Do not have to choose a specific week to visit – individuals can visit any on day during the following 2004 program dates: February 22 – March 18, 2004, Sunday through Thursday (with one block out date of Sunday, March 14)

You can obtain an order form and letter of reference from RCOC by contacting Patti Arnold at (714) 558-5400 or Jacqui Kerze at (714) 796-5299. Once you receive the form and letter, you can send your ticket order and money to Disneyland. For more information about the program, please contact the Community In-

volvement Program at (714) 781-1566.

Join one of the Older Parents Support Groups ...

to hear speakers on topics relevant to older parents' situations and share experiences with one another. One group meets in Garden Grove and the other in San Juan Capistrano once a month. Speakers are recruited based on the group's interest and have ranged from a pharmacist addressing parent and/or adult child medications to RCOC's Benefits Advocate Rosalee McEntyre. Other subjects have included conservatorship, special needs trusts, and Project GET SAFE. The Garden Grove group has 20 seniors enrolled, and 10 to 12 attend regularly. The San Juan group has 15 seniors enrolled, of which 8 to 10 attend regularly. The small group size allows time for group sharing and individual time with speakers. Consumer situations range from living at home to independent living to skilled nursing facilities. Everyone is welcome and you will likely meet someone with a similar experience to share. For additional information on the groups, call RCOC Gerontology Specialist Joan Abrams at (714) 796-5312. The Garden Grove (north) group meets on the second Wednesday of each

month from 12 – 2 p.m. at Dayle McIntosh Center, 13272 Garden Grove Blvd. The San Juan Capistrano (south) group meets on the second Thursday of the month from 12 – 2 p.m. at the RCOC office at 26311 Junipero Serra Rd., #180.

The Laguna Beach Community Mobile Clinic ...

offers low-cost medical services at the Irvine Civic Center every Monday from 9:00 a.m. to noon, except holidays, in the Civic Center parking lot (located in the rear of the lot near the Child Care Center). The clinic serves all age groups and services include primary care; screenings for high blood pressure, high cholesterol and diabetes; women's prenatal, gynecological and nutrition services; children's immunizations, check-ups, physicals and sick child visits; weight management programs; referrals to specialty programs such as orthopedics, cardiology, podiatry, optometry and gastroenterology; and Immigration and Naturalization Service required exams. Patients without medical insurance are charged \$5 to \$20 based on a sliding scale. Anyone needing health care will be seen. Appointments and walk-ins are welcome. To make an appointment, call (949) 494-0761. For more information visit www.lbclinic.org.

Bobby (from page 9)

Joe says, "Bobby is a very interesting guy. He's a lot of fun to be around. It's gotten to the point where I don't see him as disabled. I think that's what the [Best Buddies] program is all about – it's to be friends. That's truly what we are. We have been together about a year now. He's made a huge impact on my life. He's

very considerate, incredibly intelligent. We go to dinner, bowling, to the video arcades."

Bobby's mother, Debby, is understandably proud of her son. She says, "At the Marriott, they say, 'the man, the myth, the legend.' He talks about 'PMA,' but the hotel calls it, 'BMA,' or 'Bobby's Mental Attitude.'"

Bobby's secret to life can be

summed up in two sentences. "I always love what I do," he says, and "I've always had a positive mental attitude." Who couldn't learn a thing or two from that?



Board of Directors 2003 - 2004

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2003-2004 Board Meetings:

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*The board of directors meets at 6:00 p.m. at 801 Civic Center Drive West, Santa Ana.
The public is welcome.*

The Regional Center of Orange County has four locations to serve you:

Orange Office

3111 N. Tustin Street, Suite 150
24-hour phone no.: (714) 685-5555
TDD: (714) 685-5575

San Juan Capistrano Office

26311 Junipero Serra Road, Ste. 180
24-hour phone no.: (949) 234-8800
TDD: (949) 488-3399

Santa Ana Office

801 Civic Center Dr. West
24-hour phone no.: (714) 796-5100
TDD: (714) 667-6021

Westminster Office

13950 Milton Ave., Suite 200
24-hour phone no.: (714) 889-7200
TDD: (714) 889-7234

RCOC Web site: www.rcocdd.com

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*The Regional Center of
Orange County is a nonprofit,
private agency that contracts with
the California Department of
Developmental Services to provide
services to individuals with
developmental disabilities.*

Look for Fun Things on page 4!
R.A.D.D. Review

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