

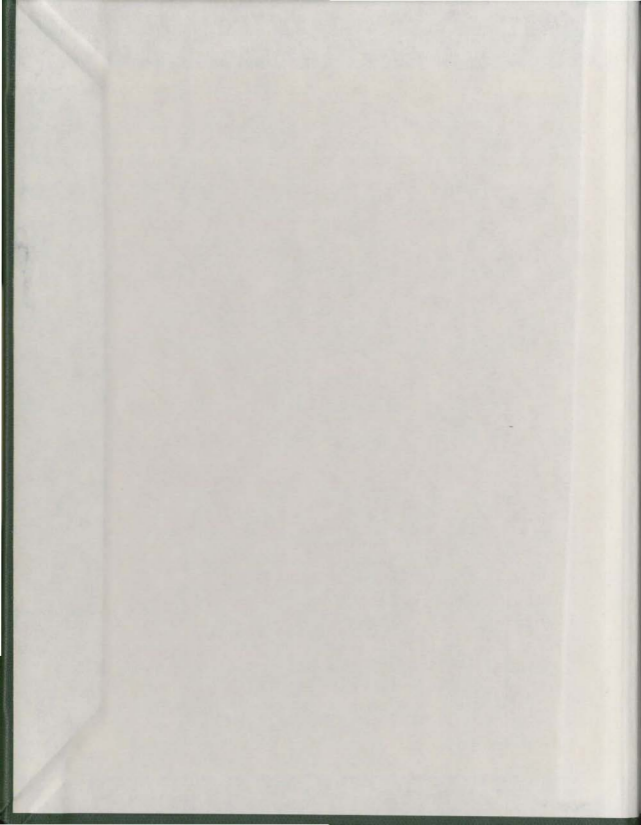
THE ESTABLISHMENT OF A PROVINCIAL INFORMATION
AND REFERRAL SERVICE FOR PHYSICALLY
DISABLED PEOPLE

CENTRE FOR NEWFOUNDLAND STUDIES

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THE ESTABLISHMENT OF A PROVINCIAL INFORMATION AND
REFERRAL SERVICE FOR PHYSICALLY DISABLED PEOPLE

C

by

Rosemary Christine McDonald, B.A., B.Ed.

A Project submitted in partial fulfillment
of the requirements for the degree of
Master of Education

The Department of Educational Psychology
Memorial University of Newfoundland

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Newfoundland

ABSTRACT

The purpose of this project was to describe the initiation of an information and referral service (I&RS) for physically disabled people in Newfoundland and Labrador. The service focused on providing links between the client in need of information or a service with resources to meet that need. The necessity for such an I&RS was documented by theses, national studies, and a provincial survey.

The service was initiated in two phases as follows: Phase I, covering eleven steps from the decision to establish the I&RS through assessment of service requirements, decisions on storage, retrieval, funding, personnel and forms, to the collection, processing and updating of the information; Phase II, covering three steps, from the establishment of client contacts, announcement of the I&RS and finally, the design of a public relations program.

The review of the literature presented: an historical perspective of I&RS's; a Canadian perspective of I&RS's; a Newfoundland and Labrador perspective of I&RS's; and a comparison of the advantages and disadvantages of four distinct types of I&RS's. The appendices contained: support documentation; lists of services, foundations, resource contacts, media contacts; a comparison of the advantages and disadvantages of ten classification systems; instruction manuals for McBee system; grant application forms and letters; job descriptions; a floor plan; copies of all forms, letters, questionnaires, press releases; and a sample card.

Three general recommendations were made: (1) that the I&RS advocate the provision of services to fill identified gaps; (2) that permanent funding be obtained for the I&RS; and (3) that two additional information services be established.

A number of more specific recommendations were also detailed.

ACKNOWLEDGEMENTS

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CHAPTER 1

Introduction

Accurate and useful information is a crucial link between problem and solution. Most people seek the information they need to make decisions from parents and friends or from various educational, vocational, social and community resources; generally they have the physical, intellectual and emotional skills necessary to both gain access to and make the best use of these available resources. However, it has been shown that physically disabled individuals are often not familiar with the commonly known methods of seeking such information and the common information resources. Croneberger, Kapecky and Luck (1975) summarize the situation, thusly:

All adults need reliable resources of information to help solve the problems of everyday living; finding and keeping a good job, housing, transportation, health, food, bills, child care, and where to go for help. Because disadvantaged adults are also likely to have low reading skills and little experience with libraries, they have limited access to reliable information. Most of their information may come through friends and relatives, and is likely to be incomplete and inaccurate. (p. 3)

In addition to the difficulty of finding accurate and useful information disabled people must cope with the difficulty of discerning which of the many special services, programs, agencies, organizations, facilities, and groups can best meet their particular information needs.

Amid the myriad of helping hands is often found a bewildered client, parent or helper—a person searching for information but not knowing where to get it. William Aronoy (United Way, 1978) noted that "people can be shuffled from agency to agency, and many either will not receive the services needed or will receive them only after great or exasperating difficulty" (p. 1).

Levy (1978) argued that the resulting bewilderment or difficulty arises from either the delivery method or the service centralization. It has also been argued that fragmentation and duplication are the reasons (Kinsmen Rehabilitation Foundation of British Columbia, 1974). Whatever the reasons, there still remains a serious need for the provision of a basic information service which will provide both service groups and disabled individuals the most comprehensive and accurate information possible. It is necessary for each service organization or group to have at its disposal information about other programs, facilities, technical aids and publications. Such vast amounts of information would be virtually impossible to store in each center since this could exhaust funds, duplicate resources and make inappropriate use of valuable front line staff time (Canadian Welfare Council, 1970; Canadian Council on Social Development, 1971).

What is called for is a centralized information service which would serve as a basic resource to all service deliverers and clients (Public Policy Concern, 1970; Brown, 1977; Levy, 1978). The establishment of a centralized provincial information and referral service for physically disabled people would more effectively link the individual with the desired information, eliminating much potential for client

frustration and bewilderment and improving the often haphazard approach of disseminating information presently used in Newfoundland and Labrador (Levy, 1975).

Establishing the Need for the Service

With the above in mind, twenty local agencies were contacted to determine whether or not they saw the need for a centralized information service for physically disabled people. The response was overwhelmingly positive, as indicated by letters of support and phone calls encouraging the initiation of such a service (see Appendix A). Even earlier, the need for such a provincial service had been pointed out by O'Reilly who recommended "that a project locate and describe referral agencies in the province." He went on to describe how this might be done:

- A study of medical, rehabilitation and judicial sources in our province would give counsellors help in their work. In Newfoundland and Labrador where our population is scattered it would be advantageous to locate agencies that may help. The project would include a description of the personnel, costs and availability of referral agencies in the Province. (O'Reilly, 1974)

Since some need was apparent on a provincial level, the writer set out to determine how such a service might fit into the national framework of information services. Conversations with Stephen Levy, Information Services Project Coordinator for the Canadian Rehabilitation Council for the Disabled (and author of several articles and books on information for the physically disabled) and Monique LaLonde, Information Services Coordinator, Department of Health and Welfare, indicated that many gaps existed across Canada in this area--one of them being Newfoundland and Labrador. Levy and LaLonde both

4

indicated they would help in any way possible to develop information services for the physically disabled in this part of Canada (Paquette & Lalonde, 1977; Levy, 1977).

With such provincial and federal support and with the experience gained at the HUB, Physically Handicapped Service Center, the present writer set out to establish a provincial information and referral service for physically disabled people.

Purpose

The purpose of this project was to establish a provincial information and referral service for physically disabled people in Newfoundland and Labrador. The service would link the client who has an information or service need with the resources to meet that need (Croneberger et al., 1975).

Definitions and Abbreviations

For the purpose of this project the following definitions are used:

1. Information and Referral Service (I&RS) -- a process of linking people or groups in need with the appropriate agency or service designed to eliminate or alleviate that need (United Way, 1976).
2. Physically Disabled People -- human beings who through disease, illness, congenital condition or traumatic experience are functionally impaired in one or more skill areas important for daily living. This impairment causes unusual or undue dependency on one or more other human beings and/or mechanical devices (Brown, 1977).

3. Client -- any person, agency or community group seeking assistance from the I&RS (United Way, 1973).

4. Provincial -- pertaining to the Province of Newfoundland and Labrador.

5. The HUB -- the Physically Handicapped Service Center for Newfoundland and Labrador; employer of the writer of this project and the agency sponsoring the project.

6. Alphabetical File -- this method refers to the alphabetical indexing of information stored in a cabinet or a box.

7. McBee -- this method refers to the Royal McBee Corporation KeySort Data Processing System. It is essentially a manual computer storage and retrieval system.

Limitations

The limitations of this project include:

1. The Information and Referral Service is limited to the area of physical disability.

2. The service was provincial only, since it gathered information from only Newfoundland and Labrador.

3. Registration of services was limited to those agencies which agreed to be included.

CHAPTER 2

Review of the Literature*

The following areas will be reviewed in this chapter: information and referral services--an historical perspective; information and referral services--a Canadian perspective; information and referral services--a Newfoundland and Labrador perspective; and types of information and referral services.

Information and Referral Services: An Historical Perspective

Information and Referral Services have their early roots in the library system and have been affected by several historical events.

Libraries

Although there is evidence to suggest that libraries existed in Babylonia, Alexandria, and other areas of the Ancient World, surviving records indicate that the first known libraries were found in the temples of Ancient Egypt. The world's first major public library was established in Athens, Greece in 330 B.C. (Shera, 1976). Through the Golden Age to the Middle Ages, libraries spread sporadically

*It is important to note that the terms Information Center, Information Service, Resource Center, Information and Referral Service, and Community Information Center are often used interchangeably in the literature. Except for Information and Referral Service all are used to describe a broad range of information services, including the I&RS.

throughout the Middle East and across Europe. Growth was sporadic due to the destruction caused by wars and the Christian Crusades (Hessel, 1955).

According to Shera (1976) the monastery and its library was introduced to England by St. Augustine in 597 A.D., but from the Sixth to the Ninth century libraries spread very slowly. From the Tenth century to the Renaissance Period university libraries began to flourish throughout Europe (Johnson, 1970).

With the Renaissance Period came a new era in library development, as Petrarch and Boccaccio formed large private libraries and encouraged the collection and use of books. The invention of moveable type in 1450 dramatically affected the role of libraries, since books could then be mass produced. Books were no longer chained to tables and could be read by more than the privileged few. This achievement opened the way for the Reformation and the Enlightenment, which marked further growth spurts in libraries and preceded the colonization of the New World (Shera, 1976). In 1638, with the endowment of 400 books by John Harvard to Harvard College, the first academic library was established in colonial America (Johnson, 1970). In 1732, Benjamin Franklin initiated the first library service--a book club (or subscription service). However, it was not until 1852 that the Boston Public Library actually provided a free service accessible to all citizens. With the help of numerous foundations and patrons these libraries spread throughout North America (Shera, 1976).

Libraries began as repositories or book storage areas. Information was initially considered a treasure and books were chained

to tables. Benjamin Franklin was a forefather of the I&RS in North America by initiating the use of the library by the general public. From this beginning, services of the library expanded to include a reference service. The I&RS was an alteration of the reference service to meet the modern needs for community information (American Library Association, 1978).

Other Historical Events

Information and Referral Services were not only sponsored by libraries. In the 1870's various charity organizations began the Social Service Exchange whose role it was to prevent duplication of relief to needy citizens. Later, the exchange expanded its services to include the facilitation of communication among social service agencies (Kochen & Donahue, 1976). As early as 1921, one of these charitable organizations, the United Way, funded and nurtured what began to be called "Information and Referral Centers" (United Way, 1978).

The Industrial Revolution and the two World Wars precipitated a complex civilization in which it became necessary for recorded information to be available in a wider variety of forms for a wider audience than ever before (Johnson, 1970; Haris, 1971; Shera, 1976; and Donahue, 1976). Information agencies were established to complement libraries and social service organizations by providing an even wider range of information services. In regard to these agencies Shera (1976) pointed out they:

. . . have no single identity, for they package and disseminate information in a variety of ways in many subject areas and disciplines. . . others serve as information centres, referral centres, distribution centres, or clearing houses. (p. 81)

A major thrust was given to I&RS growth when the United States Retraining and Rehabilitation Administration of the Department of Labour funded 3,000 community advisory centers, known as Veterans' Information Centers, to assist veterans of the Second World War (Donahue, 1976). These centers actually operated as I&RS's.

Given such historical events, there are still very few specific references made in the literature to disabled people and I&RS's. In one of the few references Donahue (1976) explained that in 1961 the U.S. Public Health Service provided grants:

. . . to state agencies and to other public or non-profit agencies or organizations for studies, experiments, and demonstrations looking toward the development of new or improved methods of providing health services outside the hospital, particularly for chronically ill and aged persons.
(p. 57)

Twenty-eight such grants were given under the broad area of activity called "information and referral" during the period 1962-67. Long et al. (1971) traced the development of I&RS's from these grants to the National Easter Seal Society, the present sponsor of the March of Dimes for "crippled" children. In 1966, this society "adopted the delivery of information, referral, and follow-up services as its basic program for all Easter Seal affiliates" (p. 76).

The aged were of particular concern to the United States (U.S.) government. Title III of the 1973 Amendments to the Older American's Act required the U.S. to

. . . provide for establishing or maintaining information and referral sources . . . to assure that all older persons in the State . . . have reasonably convenient access to such sources. (Donahue: 1976, p. 58)

Other than directories of I&RS's, the literature is scanty on the development and operation of I&RS's for physically disabled people. Four recent computer searches (ERIC, Dissertation Abstracts, Government Documents and National Rehabilitation Information Center) yielded some 170 references to I&RS's, fourteen of which were directly concerned with I&RS and the elderly. No reference to I&RS's and disabled people were provided.

Despite the dearth of literature, I&RS's for disabled people have been established in the U.S. and internationally. Three of these systems are particularly noteworthy:

- A. Rehabilitation International Information Service is located in New York City, U.S.A., and costs \$20.00 per annum. Five information services are provided:
 - (1) Quarterly mailings, which consist of rehabilitation publications from several countries.
 - (2) Selected bibliographies compiled on special topics such as transportation, recreation, guidebooks for the disabled, and international rehabilitation journals.
 - (3) Acquisitions lists compiled bi-monthly and containing information on acquisitions of interest to the international rehabilitation community.
 - (4) Responses to individual requests.
 - (5) Resources--a central depot for rehabilitation information. (Rehabilitation International, 1978)
- B. The National Rehabilitation Information Center (NARIC) is located in Washington, D.C., U.S.A., and provides free services. These include:
 - (1) Assembling, maintaining and providing access to a definitive collection of materials to anyone requesting them.

- (2) Providing a rapid, fast-retrieval service for rehabilitation administrators at all levels of government and in the private sector.
- (3) Developing information products tailored to the needs of administrators, with a view to subsequent repackaging to reach a wider public.
(Medical College of Pennsylvania, 1976)

C. Accent on Information (AOI) is located in Bloomington, Illinois, and provides free services. This is a computer automated retrieval system operated by Accent on Living, Inc. The system contains information designed to help persons with disabilities to live more effectively by providing them with information in twenty-one subject and problem areas. (Medical College of Pennsylvania, 1976)

Information and Referral Services: A Canadian Perspective

Although private libraries have existed in Canada since 1606 and subscription libraries have existed since 1800 (Kent and Laveden, 1971) the literature does not refer to any direct connection between I&RS's and libraries in Canada. One can only assume the development in this area was similar to the U.S. Canada experienced the same effects of the Industrial Revolution and the two World Wars, but it did not have the impetus of the Social Service Exchange or the Retraining and Rehabilitation Administration (Campbell, 1971; Peel, 1968). Hence, it was not until the time that the U.S. was experiencing a dramatic increase in I&RS's that the government and national groups in Canada began studying the need for similar services in Canada.

The Senate Committee on Aging and the Canadian Conference on Aging, 1966, proposed as a goal for every community "the establishment

of information and referral services which would meet the needs of older people and their families" (Canadian Welfare Council, 1970, p. 3). In 1970 the Canadian Welfare Council's Division on Aging selected the establishment of such a service as a high priority and appointed a committee to study the service and submit recommendations and proposals on its implementation. The study reported that from 1966-1970 information and referral services had been established in ten Canadian cities. These city services were considered in the Council's recommendations on the proposed functions of I&RS's, the setting up of I&RS's for the aged and the staffing and facility requirements.

A study written by the Public Policy Concern in December, 1970, presented A Proposal for Canada in the 70's: Community Information Centers wherein the need for information services was painstakingly outlined and twelve recommendations were presented as a total plan for government response to the need. The study concluded:

It is our hope that this report, the issues it raises and the way it raises the issues will increase the possibility that we Canadians will, by the end of the seventies, be less distorted by feelings of alienation, distrust and apathy than we are today and that Canada will be more a country in which persons flourish in community and in which human differences are regarded as assets, not liabilities.

(p. 54)

The following year, 1971, the Canadian Council on Social Development (CCSD) sponsored a National Consultation on Community Information and Referral Centers. The report, entitled Issues for Citizen Information Services, addressed the need for I&RS's:

The growing need for information and referral services is readily apparent. They are an integral part of the delivery system for social and other services, providing

information on the rights of, and the resources and benefits available to individuals. Governments--federal, provincial and local; social planning councils and other non-governmental organizations; and newer elements--self-help groups, ethnic communities, youth groups and immigrant and migrant organizations among others, are well aware of the need for adequate access to, and for effective dissemination of information. Until recently, however, there has been no convergence of interests in this field. This is no longer true. A dramatic and explosive growth is under way. (p. vii)

In 1975, the Canadian Rehabilitation Council for the Disabled engaged the services of the Centre for Applied Research and Engineering Design Inc. (CARED) to prepare a plan for a national information center for the rehabilitation of physically disabled individuals.

The result was a two-volume action plan which outlined the need for:

1. Development of a "Resource Manual of Canadian Information Services for the Physically Disabled."
2. Publication of a national newsletter -- Access.
3. A specialized information center.
4. A monthly newsmemo for dissemination of information.
5. A journal - Rehabilitation Digest.

Shortly afterwards, CCSD published a study entitled A Hit-and-Miss Affair - Policies for Disabled People in Canada (Brown, 1977), in which the status of information services for disabled people was described. Brown noted that:

The average citizen (in Canada) knows very little about facilities and services available to disabled people. It is therefore not surprising that a newly disabled person, or a family to whom a disabled child is born starts off from a base of ignorance on matters now vital to their daily lives. Knowledge of educational and vocational facilities, accommodation possibilities, where to apply for financial assistance, what aids to daily living exist and where they can be obtained, what buildings are accessible, what leisure activities exist and so on, is a vital base for developing

a satisfactory way of life. A respondent to a study on the need for information centers made on behalf of the Canadian Rehabilitation Council for the Disabled (CRCDD) said, in reply to a question on knowledge of various services, "I had to learn about some of the services and facilities that are listed on my own, some by trial and error, and others by, with and through obstacles and frustration. It was no easy task when you are confronted with a whole new way of life."

(p. 411)

Brown concluded by saying that:

A number of organizations of and for disabled people recommend the establishment of central information systems at provincial and national levels to specialize in information about available services and opportunities for disabled people.

(p. 414)

The CRCDD, the CCSD and the Federal Government took the lead in establishing national information services for physically disabled people. Following are descriptions of three of the major federal information services presently in operation.

1. The Canadian Rehabilitation Council for the Disabled is located in Toronto, Ontario, and provides services for a fee (either subscription or membership).
 - (a) A Resource Manual of Canadian Information Service for the Physically Disabled
 - (b) Rehabilitation Digest -- a monthly journal
 - (c) Access -- a monthly newsletter
 - (d) A monthly newsmemo
 - (e) A materials' reference library (Levy, 1978b).
2. Health and Welfare Canada, Social Services Division, Information Center is located in Ottawa, Ontario; and provides services free of charge. This is an information and resource center specifically designed for disabled people. A wide range of information is available and computer searches are provided for information

not on hand. (Levy, 1978b)

3. National Research Council of Canada, Medical Engineering Section, Division of Electrical Engineering, is located in Ottawa, Ontario, and provides services free of charge. This division deals with the design of aids for non-vocal children, special seating for cerebral palsied children and limb motor monitors. It also acts as a bio-engineering consultation resource for many government departments and programs. (Levy, 1978b)

Information and Referral Services:
A Newfoundland and Labrador Perspective*

Following World War II and the polio epidemic of 1953-54, many thousands of Newfoundlanders were "crippled", maimed, blinded and otherwise disabled. The need for treatment centers and support services became obvious. Only a few such services existed: The Sunshine Camp (for "crippled" children), the Newfoundland Branch of the Canadian National Institute for the Blind and the Veteran's Hospital. It was not until 1959 that the provincial government began to sponsor conferences, institutes, workshops, surveys, commissions and studies to determine how to meet the needs of physically disabled Newfoundlanders. By 1964, service centers, associations, legislation and publications were beginning to appear in response to the recommendations of the above.

*The information in this section is taken from seventeen Evening Telegram articles between October 12, 1959, and March 4, 1964. Complete listing of articles is contained in the Bibliography Section.

Since 1964 there have emerged several associations or groups which provide services to physically disabled people. Appendix B presents some of these groups and services.

The Community Services Council (CSC), established in 1976, provided the first I&RS in the province by compiling a directory of services in the city of St. John's (Doran, 1976). Other organizations, such as the Women's Center and Planned Parenthood, provide special I&RS's concerning their particular fields. The CSC Directory provides some information on services for physically disabled people; however, its coverage is quite limited and is not province-wide. The Executive Director of the HUB has estimated there are at least 100 distinct services for physically disabled people (Vicars, 1978) in the province. These services are not necessarily being provided by generic service groups; many are sponsored by local service clubs, town councils, schools or other agencies.

Types of Information and Referral Services

A study of the literature revealed that there are four distinct types of I&RS's. Croneberger et al. (1975) pointed out that these types "are not different kinds of activities, but rather progressive levels of the same basic service: helping people find the resources they need to solve problems" (p. 5). The most comprehensive I&RS would probably include all four types. However, most service agencies provide the service that best suits their capabilities and needs. The following four types of services vary in their advantages, disadvantages and cost. Since the literature is limited, conclusions regarding each type of I&RS will be drawn from examples of existing

Canadian services.

A. Directory Only

This is the most common method used across Canada (Levy, 1978) and involves the compilation, publishing and periodical updating of community services in book or booklet form (Canadian Council on Social Development, 1971). The cost depends on the size of the directory and the number of updates necessary, but it is usually lower than the ongoing cost of a center and staff (Kochen & Donahue, 1976). Directories can be cost-effective to produce if enough copies are sold.

- Advantages:
- (1) Can be easily at hand for quick reference.
 - (2) Does not require funding for staff or an office except for compilation and updating.
 - (3) Can be widely distributed (Fitzsimmons, Sampson and O'Farrell, 1970).

- Disadvantages:
- (1) They inevitably become outdated since services frequently change. Constant verification or updating is the only safeguard against providing inaccurate information.
 - (2) The directory does not usually contain the specific how-to-do-it information needed by clients.
 - (3) Success of the directory method depends on the client being able to know exactly what kind of information is needed, to look in the directory for the information and to read it, comprehend it and follow through to get the services.

(Croneberger et al., 1975; Kochen & Donahue, 1976).

- Examples:
- (1) Examples of directories which contain very broad subject areas include: The Community Services Council Directory, St. John's, Newfoundland, which covers several community services, and the Directory of Services for Greater Vancouver, which lists and describes over 1,300 community services (Doran, 1978; and Greater Vancouver I&RS, 1978).
 - (2) Directories covering specialized areas include: The Handicapped Child, a parent's handbook for agencies and resources in Calgary serving handicapped children and the Directory of Quebec Organizations for the Physically Handicapped, which surveys over 250 organizations in Quebec (Levy, 1978).

B: Information Only

This type of service provides information to the client on services available without contacting the agency on behalf of the client. In this method, the center helps the client locate the information and resources that appear to be appropriate to his or her needs and interprets written information to the client. This service demands the hiring of at least one staff person and the provision of an office.

- Advantages:
- (1) Would make information in a directory more accessible to users.
 - (2) Helps overcome the rash of inaccurate interpretation of written information (Canadian Council on Social Development, 1971).
- Disadvantages:
- (1) Success depends heavily on the client's ability to seek out the information needed.
 - (2) The client may receive inaccurate, out-of-date information.
 - (3) Listings may not contain specific enough information to meet individual situations.
 - (4) The approach depends upon the problems fitting neatly into agency functions, as described in a directory (Croneberger et al., 1975).
- Examples:
- (1) Health and Welfare Canada -- Social Services Division Information Center, which contains literature, studies, reports and information on national programs for the physically disabled (Pacquette & Lalonde, 1977).
 - (2) The HUB, Specialized Information Center for the Physically Disabled, Newfoundland and Labrador, containing books, periodicals, pamphlets on agencies and other materials pertaining to physical disability (McDonald, 1979).

C. Computer Information and Referral

Computers are used in the I&RS field to store and retrieve relevant information that can be used for referral. (Medical College of Pennsylvania, 1976). All systems reviewed charge substantial fees for the use of a computer service.

- Advantages:
- (1) Can be most effective in updating directories and maintaining an up-to-date resource file (Carroll & Tague, 1975).
 - (2) Can assist in making accurate referrals by matching the eligibility factors of a client with the resources available in the computerized directory.
 - (3) Can provide accurate statistics on the I&RS.
 - (4) Could reduce the number of staff people needed to run an efficient service (Kochen & Donahue, 1976).
 - (5) Some people feel more comfortable facing a computer terminal than facing a person (Garlie, 1980).

- Disadvantages:
- (1) Cannot be used in isolation, since interpretation and human interaction are often needed by the client.
 - (2) Costs are still prohibitive for small agencies or groups. Levy (1978a) discovered in his survey of Canadian information services for the physically disabled that "not one consumer-based

Information service in Canada uses computers. The costs are beyond their means" (p. 60). (Since 1978 Canada Manpower Centers have made a computerized vocational information service, CHOICES, available free of charge to consumers).

Examples:

- (1) The National Rehabilitation Information Center (NARIC) in Washington, D.C., maintains a computerized collection of documents, audio-visual materials and information on the rehabilitation of the physically and/or mentally disabled (NARIC Brochure).
- (2) The University of Waterloo "Sport and Leisure Resource Center for Special Populations" provides a computer data retrieval system for special populations (Quasar Systems, 1977).
- (3) MAVIS, A microprocessor Driven Audio-Visual Information System for the Handicapped, is a system designed in Britain for use by severely disabled individuals. The system can serve as a technical aid as well as an information storage and retrieval device (Howlett, Evans, Bevan, Folkand & Penn, 1978).

D. Direct Information and Referral

This service form is recommended as the most effective I&RS method (Croneberger et al., 1975) and involves identifying the information need, locating resources appropriate to the need

of the client, connecting the client with the resources, and following up referrals to make sure that the referral was appropriate and the client received the needed service (Kochen & Donahue, 1976; Croneberger et al., 1975; Fitzsimmons et al., 1970). Direct I&RS can incorporate all of the three previous types of referral services. If a computer is used, this would be the most costly type of service. Without the computer this service would rank second in cost to a computer service (Croneberger et al., 1975).

- Advantages:
- (1) A directory or resource file can be an integral part of Direct I&RS. Therefore, the advantages listed above for directories would apply here.
 - (2) Since information is provided directly, the two advantages of the second type of service would apply.
 - (3) If a computerized directory or resource file is used, the previously mentioned advantages of the third type of service would apply.
 - (4) Direct I&RS provides the additional advantage of enabling users to work closely with referring agencies so as to ensure that the service uniquely suits the clients' needs.
 - (5) This service type also provides follow-up to ensure the client of continued assistance if the initial referral was somehow unsuitable (Croneberger et al., 1975).

Disadvantages: (1) Cost may be prohibitive to small agencies or groups.

(2) The system requires much intensive planning to ensure its success (Fitzsimmons et al., 1975).

Examples: (1) Direct I&RS's are plentiful in some areas of Canada, such as Ontario and British Columbia. (Levy, 1978b).

(2) The Rehabilitation Institute of Ottawa provides a Direct I&RS to the handicapped and elderly in the areas of finances, transportation, home support care, technical aids and employment. (Levy, 1978b).

(3) Direct I&RS's are provided in all states of the United States by the United Way (United Way, 1978).

Direct I&RS (without computer) is the service type elected for and described in this project. An in-depth description of how the service was planned and established by the writer, at the HUB, the Physically Handicapped Service Center, will follow.

CHAPTER 3

The Planning and Establishment of the Information and Referral Service

This chapter will describe the planning and establishment of the I&RS from its inception. It was a two-phase project.

Phase I -- This phase was of twenty month's duration and consisted of the following eleven steps:

- A. Decision to establish the I&RS
- B. Obtaining support
- C. Assessment of service requirements
- D. Storage and retrieval decisions
- E. Funding
- F. Personnel
- G. Equipment and supplies
- H. Forms
- I. Information collection
- J. Information processing and storage
- K. Monitoring and updating

Phase II-- This phase is ongoing and consists of the following three steps:

- A. Client Contact
- B. Announcement of the I&RS
- C. Public Relations

Each phase and step is described in detail with regard to planning and results.

Phase I

The first phase traces the I&RS service from the decision to establish it, through the planning stages, and on to the final steps of collecting, processing and updating the information. The twenty-month period needed to complete Phase I commenced in September, 1977, and terminated in May, 1979.

A. Decision to Establish the I&RS

Since the HUB began its operation in January, 1975, one of its main objectives has been to provide information to physically disabled people, particularly in the areas of employment and housing. Responsibility for providing this information lay with the Social and Vocational Services Division of the HUB; since 1976, the present writer has been Director of that division.

From January, 1975, to September, 1977, all information requests were handled by the office staff and a social worker. No requests were left unanswered or unrefereed. By September, 1977, it had become obvious that information requests were so numerous (approximately 20 requests per week) they warranted a more systematic handling method. The writer obtained the permission of the Executive Director to investigate the feasibility of an Information Services Center for physically disabled Newfoundlanders.

From October, 1977, to December, 1977, the initial research was carried out to prepare a proposal for the Board of Directors.

This included:

- (1) Library research on types of information services and resource centers.
- (2) Letters and phone calls to the following national and international information services for information:
 - Disability Resource Center, Peterborough, Ontario.
 - Sport and Leisure Resource Center for Special Populations, University of Waterloo, Ontario.
 - Resource Center for the Visually Handicapped, Halifax, Nova Scotia.
 - Health and Welfare Canada.
 - Clearing House on the Handicapped, Washington, U.S.A.
 - Accent on Information, Illinois, U.S.A.
 - Canadian Rehabilitation Council for the Disabled, Toronto, Ontario.

In January, 1978, a proposal to apply for a Secretary of State Grant to further investigate the establishment of an Information Center for physically disabled Newfoundlanders was approved by the HUB's Board of Directors (see Appendix C). The Center could include three major services: (1) Information and Referral Service, (2) Specialized Information Center, and (3) Resource-Center. Work was to begin immediately on the initial service--the I&RS.

B. Obtaining Support

Once the proposal to establish the Information Center was approved the next steps were to: (1) Determine the best organization to sponsor and house the I&RS by identifying and comparing available organizations; and (2) obtain support from other community groups and information services.

Various organizations were studied to determine the best location for the service. The following factors were weighed:

- (a) Amount of space and number of staff available.
- (b) Dissemination network throughout the province.
- (c) Extent of knowledge about and contacts with physically disabled people and groups.
- (d) Priorities in terms of establishing such an I&RS.

Five organizations were considered by the writer as possible sponsors, since they were involved in the dissemination of information in the province. These were:

- (a) Public Library System, Provincial Reference Division.
- (b) Memorial University of Newfoundland (MUN) Library.
- (c) College of Trades and Technology (CTT) Library.
- (d) Community Services Council.
- (e) The HUB, Physically Handicapped Service Center.

The MUN Library and the CTT Library were omitted immediately because their mandates were first to serve their own students and staff; also both services were not completely province-wide.

The Community Services Council was already maintaining a directory of community services, but the organization was not province-wide and had limited space and staff.

The Public Library System Provincial Reference Division seemed to be the most logical choice since their branches, staff and facilities were located throughout the province. However, the library did not have the contacts with physically disabled individuals or groups nor the specific mandate or funds to establish an

I&RS. (Appendix D presents minutes of the meeting with provincial library representative.)

The HUB, Physically Handicapped Service Center, seemed the best choice in terms of: contacts with physically disabled individuals and groups; having a province-wide dissemination network and sufficient staff and space. In addition, the HUB's priority was to serve the physically disabled adults in the province. The HUB had only one drawback and that was that the I&RS would not be located in a setting that served the total population and, therefore, may not reach the entire target group.

The HUB Board of Directors decided to do the planning and establishment of the I&RS, and other information services, with the long range goal of approaching the public library system to assist in implementing the service.

By written and telephone communications, as well as meetings, the HUB established links with the following information services:

- (a) Community Services Council, St. John's, Newfoundland.
- (b) Recreation Advisory Council for Special Groups, Information Resource Center, St. John's, Newfoundland.
- (c) The Canadian Rehabilitation Council for the Disabled Information Network, Toronto, Ontario.
- (d) Accent on Information, Bloomington, Illinois, U.S.A.
- (e) Rehabilitation International Information Services, New York, New York, U.S.A.
- (f) A number of smaller provincial and municipal services across Canada (i.e., Community Information Service, Willowdale, Ontario, and the Rehabilitation Institute of Ottawa).

By circulating a memorandum to 150 community agencies and groups the HUB informed the community of its intention to establish an information service and requested comments from interested individuals and groups. Nine phone calls of support and three letters of support were received (see Appendix A). A meeting with the Recreation Advisory Council for Special Groups (RACSG) and a representative of the Public Library System also resulted in added impetus to establishing an I&RS (see Appendix D). Two phone calls from the Community Services Council and Vera Industries were received requesting further information. A letter from the Administrator of the Janeway Hospital also requested further information.

With the support of such community organizations and links established with other information services, planning could now proceed to Step C which involves the determination of the exact service requirements.

C. Assessment of Service Requirements

It was now necessary to determine the exact parameters of a provincial I&RS for physically disabled people. Four questions needed to be answered: (1) What is the desired impact? (2) Who will have access to the I&RS? (3) What kinds of information should be obtained? and (4) Where are the sources of the needed information?

Such determinations were crucial, since the answers to these questions determined the direction of the next eight steps. The results of Step C are the core of the entire service.

(1) What is the desired impact?

From conversations with people working in the rehabilitation field and from the experience of the HUB's ad hoc information services it became apparent that a multitude of services exist for physically disabled people; however, without assistance it was almost an impossibility for a disabled person to find the service needed when it was required. Therefore, the desired impact of the I&RS would be to streamline the information and referral process so that a physically disabled person, family member, friend or agency representative could make a single contact which would link clients with the appropriate service to meet client needs.

(2) Who will have access to the service?

Information and referral requests might be made by a physically disabled person, a family member, a friend or an agency representative. There may be requests from rehabilitation professionals (i.e., doctors, nurses, social workers) or from students in rehabilitation-related courses or from other information services. There might also be requests from community service clubs, government departments or task forces. Since all of these sources, and more, may be directly or indirectly related to serving the disabled person, they should all have access to the I&RS. Persons needing use of the I&RS would be accommodated, unless the need arises to set priorities because of an abundance of requests and limited capacity to process all requests.

(3) What kinds of information should be obtained?

The kinds of information required for the I&RS relate directly to the services provided by agencies, groups or individuals for physically disabled people in Newfoundland and Labrador. This includes:

- (a) Contact information, such as name, address and telephone number of the organization along with the contact person's name.
- (b) Organization information, such as, a listing of information on branches in the province and membership requirements.
- (c) Service information, such as, disability groups served, age restrictions, types and location of services, fees and accessibility information.

(4) What are the sources of the needed information?

The writer compiled a mailing list (see Appendix E) of all possible service sources by consulting directories, collecting association mailing lists and asking government departments for names and addresses of the following:

- (a) Social Workers working in the Department of Social Services throughout the Province of Newfoundland and Labrador.
- (b) Members of the School Counsellors Association of Newfoundland and Labrador (SCAN).
- (c) Members of the Newfoundland Association of Social Workers (NASW).
- (d) Service Clubs in Newfoundland and Labrador (i.e., Lion's Clubs, Kiwanis Clubs, Kinsmen Clubs, Knights of Columbus).
- (e) Associations serving physically disabled people (i.e., Cerebral Palsy Association, Multiple Sclerosis Society, Newfoundland

- Association of Deaf Adults, Canadian Paraplegic Association).
- (f) Hospitals, allied health organizations and professional health associations.
 - (g) Names of interested individuals (i.e., clergymen, parents, disabled people and university professors).
 - (h) Other related groups and advocate agencies (i.e., YM/YWCA, RACSG, MUN Extension, Municipal Council).

Having completed the four stages of Step C, planning could not proceed without first determining how information would be stored and retrieved.

D. Storage and Retrieval Decisions

With the service requirements decided upon, the storage and retrieval method had to be established before information could be collected. To determine the best method ten different classification systems were examined and ten libraries were visited in order to assess their storage and retrieval methods.

The ten storage and retrieval methods compared did not include computer methods that required the constant use of a terminal, since the service would not be large enough at the outset to require such a sophisticated storage and retrieval system. However, one of the main considerations in comparing methods was to find a method which could easily be transferred to computer when the amount of information warranted it.

The following factors were considered necessary (Croneberger et al., 1975) for a good I&RS storage and retrieval method:

- (1) Easy access
- (2) Cross-referencing according to service, disability group served, geographical location, organization, and age group
- (3) Easy to update
- (4) Portable
- (5) Transferrable to a computer
- (6) Simple to use

The ten systems compared, according to their advantages and disadvantages (New Brunswick-New Jersey Graduate School Library Service, 1961; American Library Association, 1978) were:

- (1) Cutter's Expansive Classification
- (2) Subject Classification
- (3) Universal Decimal Classification
- (4) McBee
- (5) Alphabetical File Cards
- (6) Colon Classification
- (7) KWOC/KWIC Keyword Notation System
- (8) Dewey-Decimal Classification
- (9) Library of Congress System
- (10) Bibliographic Classification

The Library of Congress, Dewey-Decimal Classification, Universal Decimal Classification, and Bibliographic Classification Systems were immediately eliminated because they related mainly to storage of print materials.

The Colon Classification, Cutter's Expansive Classification, and Subject Classification were eliminated because they were either

too complicated to use or did not permit cross-referencing.

The investigator determined that the KWOC/KWIC Keyword Notation System would be best used for a future HUB Information Service since it is well suited to classifying books and articles but is clumsy to use in classifying service information. Appendix F details the advantages and disadvantages of each classification system.

Two methods remained--the alphabetical file and the McBee. Since both of these methods could be combined into an effective system both were chosen as storage and retrieval methods. These systems were chosen because they permitted easy access to information and cross-referencing; also, they are easy to update, portable and allow transfer of information to a computer. The alphabetical file system is simple to use. The only disadvantage of the McBee system is that it requires about five minutes of instruction before it can be used. The combination of the chosen two systems meets the criteria previously outlined. A description of each method and its use follows:

- (1) Alphabetical File -- This method refers to the alphabetical indexing of information stored in a cabinet or a box. It was used in this study to file all the raw data from questionnaires and interviews including brochures, pamphlets, articles and lengthy service descriptions, that might need constant referral during the referral request process.
- (2) McBee -- This method refers to the Royal McBee Corporation Key-sort Data Processing System. It is essentially a manual computer storage and retrieval system. Information is stored on an 8" x 5" or 11" x 8" Keysort card which has a series of holes

around the four edges. The holes in the key-sort card are coded from information contained on the card (i.e., geographical location, service, disability group served, organization or age group) or supplemental source documents (i.e., pamphlets, brochures, articles, lengthy descriptions of services, schedules of fee) by notching away that portion of the card between the hole and the edge. The notches allow the coded cards to be separated from unnotched cards when a key-sorter, or sorting needle, is inserted in one of the holes of a group of cards. Since the notched cards have nothing to support them on the key-sorter, they fall from the group, leaving the unnotched cards intact (Royal McBee, S-600). The key-sort system allows great flexibility in storage and retrieval. (Appendix G presents a more detailed explanation of the McBee system.)

The McBee system was used to store summaries of raw data. Its method of cross-referencing and information organization will be further detailed under the heading "Information Processing and Storage."

E. Funding

In order to establish the I&RS as a continuing viable service, funds had to be found to provide personnel, equipment and supplies. Space, telephone and overhead costs were already available from the sponsoring organization. Short-term and long-term funding possibilities were investigated. For the purpose of this project only the short-term funding is significant. However, the long-term funding possibilities are also listed.

- (1) Short-term funding was available from the following:
 - (a) Canada Employment and Immigration Commission (CEIC)
 - Canada Works (CW) Grant
 - Youth Job Corps (YJC) Grant
 - Young Canada Works (YCW) Grant
 - (b) Health and Welfare Canada
 - Health Activities Summer Employment Projects for Students (HASEPS) Grant
 - (c) Secretary of State Department, Federal Government
 - Student Community Service Program (SCSP) Grant
- (2) Long-term funding possibilities:
 - (a) Foundations--the names and addresses of twenty-seven Canadian Foundations concerned with disabled people were compiled (Appendix H presents this list)
 - (b) Membership fees for the I&RS
 - (c) Revenue from sale of publications
 - (d) Funding from local service clubs and businesses
 - (e) Provincial government funding

Following the review of short-term possibility materials, as well as a consideration of application deadlines, length of projects, salaries allowed and overhead expenses permitted, it was decided to approach the Secretary of State Department for an SCSP grant. The project budget included provision for two staff for nineteen weeks plus \$1,400.00 in expenses for a total of \$6,781.00. On May 12, 1978, approval of the grant was received. (Appendix C presents letters and SCSP Grant Application.)

The period, May 18-September 15, 1978, permitted under this grant allowed much of the initial project groundwork to be carried out. By September 15, 1978, Phase I was completed to Step H (Forms) and much of Step I (Information Collection) had commenced. The HUB decided to maintain one of its SCSP personnel to continue working on the remaining steps in Phases I and II.

In January, 1979, the Secretary of State Department, with the HUB as third party, applied to the CEIC for a Youth Job Corps Grant, which would provide five staff members for one year with \$15.00 per man week in expenses for the Information Services section of the HUB (Appendix I presents YJC grant application). The grant, totalling \$34,139.00 was approved and work began in May, 1979. One staff member was assigned exclusively to the I&RS while the Coordinator and other staff members worked on service provision as needed. This funding allowed completion of both phases of the I&RS.

F. Personnel

In order to make the I&RS a functional service full-time, part-time and volunteer personnel were needed to work on each step of the two phases. In the initial stages of I&RS planning the writer worked on the service alone and on a part-time basis. With the SCSP grant two students were hired for nineteen weeks and undertook some of the basic research and data collection. Later, a full-time Information Services Coordinator was hired who became responsible for administering all related services including the I&RS (Appendix J presents the Job Description). For a six-month period the present writer was involved for half of her daily total work time in the establishment of the Information Services area.

In addition, two volunteers assisted in the typing and distribution of questionnaires and data compilation. The YJC Grant permitted another full-time staff member to be added as the Information and Referral Service Operator (see Appendix J for the Job Description). Table 1 summarizes the personnel used.

G. Equipment and Supplies

Since the I&RS was the first service in the HUB's Information Services area a complete center had to be designed. This was one of the first tasks for the writer and the two students at the beginning of the SCSP Grant. A large room on the second floor of the HUB building at 21 Merrymeeting Road was supplied for the Information Services Center. This room had previously been used as a craft room. The room required a lot of cleaning before any equipment or supplies could be placed in it.

Bookshelves were built on two walls of the room and desks were built in an L-shaped reception area. An electric typewriter, a filing cabinet, and various office supplies were obtained from the HUB (Appendix K presents the floor plan). At the end of the 1978 Canadian Games for the Physically Disabled in St. John's the new center received a donation of tables, chairs, curtains and additional office supplies from the Games organizers.

The main equipment and supplies needed for the I&RS included:

(1) McBee Keysort system:

- 500 11" x 8" Keysort cards
- #5201 Keysort Hand Punch

TABLE 1
Personnel Summary Chart

Time Span	Type of Position	Title	Funding	Job Role re I&RS
September/77* - May/78	One part-time employee	Social and Vocational Services Director	The HUB	Planning of I&RS and application for funds
May/78 - September/78	Two full-time Students	Research Assistants	SCSP Grant	Carrying out basic research and groundwork on establishment of I&RS.
	One part-time employee	Social and Vocational Services Director	The HUB	Administration of project research and continued planning of I&RS
September/78 - April/79	One full-time employee	Research Assistant	The HUB	To complete data collection, processing and storage
	One half-time employee	Social and Vocational Services Director	The HUB	Directing the data collection, processing and storage.
May/79 - March/80.	One part-time employee	Social and Vocational Services Director	The HUB	Administration of project and direction of Phase II
	Five full-time employees	Information Services Coordinator I&RS Operator Two Cataloguers Secretary	YJC Project	To implement the I&RS and carry out Phase II

VOLUNTEERS WERE SOLICITED, AS NEEDED, THROUGHOUT THE ENTIRE PERIOD OUTLINED ABOVE

- Keysorter (Steel needle)

- Alignment Block

(2) Paper

(3) Use of a copier

(4) Postage

(5) A telephone

(6) Typewriter

Money from project grants and the HUB provided all of the above.

With Step G completed, there remained the preparation of forms and questionnaires before Information Collection could commence.

H. Forms

Since volunteer, part-time and temporary staff were involved in the services' establishment, it was necessary from the project's beginning to ensure that accurate records were kept and good communication links were maintained with interested organizations; this was facilitated by the development of forms, form letters, an information update, and questionnaires (Appendix L presents copies of all materials listed).

(1) Forms:

F1 - Used to collect pamphlets, brochures and other materials from provincial, national and international organizations.

F2 - I&RS Meeting Report Form

F3 - I&RS Statistics Form (first one)

F4 - Second I&RS Statistics Form

F5 - Action Tab (speedy memo form)

F6 - I&RS Update Form

F7 - I&RS Referral Form

F8 - Inquiry Record

F9 - Member Profile

(2) Questionnaires:

Q1 - A four-page questionnaire used in the collection of I&RS Data

Q2 - Client follow-up questionnaire

Q3 - Agency follow-up questionnaire

(3) Form Letters and Memos:

L1 - First circular sent to community organizations involved with physically disabled people to determine their reaction to the information service.

L2 - Memo explaining the I&RS and requesting the cooperation of community organizations and groups.

L3 - Form letter requesting information on services for physically disabled people in various geographical locations.

L4 - An updated version of L3.

L5 - A circular requesting information on the establishment of other I&RS's.

L6 - Update letter.

L7 - New listings letter.

L8 - Client follow-up letter.

(4) Press Releases and Information Updates:

PR1 - Announcement of intention to establish Information Services for the Physically Disabled.

PR2 - Announcement of I&RS--long version.

- PR3 - Announcement of I&RS--short version.
- PR4 - Article written for Early Childhood Development Association Newsletter.
- PR5 - Article written for CRCED Journal, Rehabilitation Digest.
- PR6 - First Information Update. These were circulated monthly.
- PR7 - Circular describing I&RS.
- PR8 - Flyer.

I. Information Collection

The following steps were taken to ensure that all organizations and services available for physically disabled people were contacted and sufficient information was obtained to make good referrals.

- (1) Development of a questionnaire.
- (2) Compilation of a list of target groups (separated according to rural and St. John's) to be approached for registration in the I&RS.
- (3) Preparation of a mailout registration program for rural areas.
- (4) Preparation of an interview schedule for St. John's area.
- (1) In developing the questionnaire it was important to cover all categories of information that might be required for a complete referral. Questions included:
 - (a) Contact questions
 - date questionnaire filled in
 - name, mailing address, and telephone number of organization
 - name and title of respondent
 - name, address and telephone number of organization contact person

(b) Organization questions

- whether organization is part of a government department and if so, which one
- whether organization is national or provincial
- if there are other branches of the organization and, if so, the names, addresses and telephone numbers of contact people
- a list of physical disabilities for which services and programs are provided

(c) Service questions

- whether services are open to non-disabled people and, if so, how provided
- age group restrictions
- types of services and programs available
- seasonal service information
- location of programs and services
- whether transportation is provided and, if so, when and for what cost
- fees for services
- availability of TTY phone for deaf
- accessibility of premises
- membership information

(d) Information service questions

- the most pressing problems with regard to information services and the physically disabled
- ways to alleviate these problems

- possible benefits from the proposed I&RS for the physically disabled
- request for additional information.

The full questionnaire (Q1) can be found in Appendix L.

- (2) The list of target groups to be contacted for information was divided into those located within the immediate area of St. John's and those located outside this area. Target groups in St. John's area would be sent the questionnaire followed by a telephone call or personal interview. Those groups outside this area would be sent the questionnaire and followed by a letter or telephone call if financially feasible. The mailing list of target groups has been summarized earlier in the chapter (pp.31-32). Individuals were deleted from the final list.
- (3) The rural mailing list consisted of 220 contacts. The first step in the rural mailout registration was to mail a letter and questionnaire to all groups on the mailing list. The letter requested that the questionnaire be handed to the proper contact person in the organization and that names and addresses of other organizations in the area serving physically disabled people be sent to the HUB I&RS.

Initially, the return was scanty. The questionnaire was mailed in July, 1978 and in many cases did not reach the contact people until after the summer holiday period. A second mailing, identical to the first, was sent in September, 1978. A memo to remind respondents to return the questionnaire was mailed two weeks later. Table 2 summarizes the returns:

TABLE 2
Results of Rural Data Collection

No. Mailed	No. Returned	No. with no Service ^a	No. Registered ^b
220	125	103	22

^aNo service -- these questionnaires were from groups indicating that they had no service for physically disabled people or indicating that they had passed the questionnaire to a group that they thought had a service for physically disabled people.

^bSee list of rural organizations registered in Appendix M.

- (4) The St. John's mailing list consisted of 90 contacts. These organizations were also sent the letter of explanation and questionnaire in July, 1978. Due to the fact that during July and August many people were on holidays this mailout was not followed up until early September. At this time each person was contacted by telephone to determine whether they had received the questionnaire and to establish appointments for interviews. Table 3 summarizes the returns:

TABLE 3
Results of St. John's Data Collection

No. Mailed	No. Returned	No. Interviewed	No. with no Service ^a	No. Registered ^b
90	9	81	17	73

^aNo service -- explained under Table 1.

^bSee list of St. John's Organizations registered in Appendix M.

The personal interviews had a very positive effect on the establishment of the I&RS for three reasons:

- (a) gave the organizations an opportunity to ask any questions they had;
- (b) gave both parties an opportunity to meet and get to know each other;
- (c) gave the I&RS staff the opportunity to understand the organization from first-hand experience.

J. Information Processing and Storage

In order to process and store the information the following procedures were followed:

- (1) An outline format for the McBee card was developed. Figures 1 and 2 show this format for the front and back of the McBee card.
- (2) Pertinent data for transfer to the card was selected by scanning each questionnaire and, according to the outline format, hand-written on a sheet of paper.
- (3) The selected information was transferred to the McBee cards by two typists over a period of one-and-a-half weeks. The McBee Keysort Cards were completed front and back.
- (4) The raw data and additional information not selected for McBee card was filed alphabetically. Completed questionnaires with attached pamphlets, booklets, articles and correspondence were placed in a legal size file folder. The name of the organization was typed on the file label. Files were placed in alphabetical order in a filing cabinet. The second drawer of

Association Name:	Services (Summary):
Address:	1. 4. 7.
Phone Number:	2. 5. 8.
Branches:	3. 6. 9.
Names and Addresses of Contacts	General Information: i.e., Age Groups served Accessibility Info. Transportation Info. Membership Info., Fees

Figure 1. Front of McBee Card.

Services and Programs: in greater detail	Publication list:
1. 4.	1.
2. 5.	2.
3. 6.	3.
	4.
	5.
	6.
	7.
Seasonal Services Info.:	Additional Information

Figure 2. Back of McBee Card.

this filing cabinet was filled with an alphabetical filing of information collected by mail from 342 national and international associations concerned with physical disability. This collection would be used as back-up information for a referral request.

- (5) The design of the notching system was then developed. This procedure was the most difficult one in the information processing and storage step, since it was necessary to design a notching system that would allow cross-referencing of information on all organizations, their services, geographical location, and the physical disability group served.

Each edge of the McBee card allowed notching in major and sub-categories. Alternative notching systems were tried, including:

- (a) Notching on top edge only, starting with major categories of organizations, then sub-categories of services provided by these organizations and further sub-category of the physical disability served. Geographical locations were notched on another edge.
- (b) Notching on top edge the name of each individual organization as a major category and a sub-category of services provided. Type of physical disability served and geographical location to be notched on another edge.
- (c) Notching of each type of information as a major category on each of the four edges with a cross-reference to the alphabetical file for individual organizations.

The third system of notching was chosen, since it allowed the possibility of using the sub-categories at a

later date if needed.

- (6) Three categories of information were notched for cross-referencing on the card (services, disability groupings and geographical location). The fourth category, name of organization, was referred to in alphabetical filing only, since notching of this category was complicated and unnecessary when the information could be obtained easily from the alphabetical file.

The notching was organized in the following manner:

- (a) Four hundred and fifteen services were listed. These were grouped into 23 categories for quicker reference. The 23 categories were assigned code numbers and notched on the top edge of the card. Table 4 presents these categories and codes.

TABLE 4
Service Category Codes

Service Category	Code	Service Category	Code
Commercial	36	Meals	25
Counselling	35	Nursing	24
Day Care	34	Recreation	23
Drugs	33	Rehabilitation	22
Education	32	Speech	21
Employment	37	Sports	20
Equipment	31	Therapy	19
Funding	30	Training	18
Home Care	29	Transportation	17
Hospital	28	Volunteers	16
Housing	27	Welfare	15
Library	26		

- (b) Twenty-five different disability groupings were listed. These were assigned code numbers and notched on the left-hand edge of the card. Table 5 presents the disability grouping codes.

TABLE 5
Disability Grouping Codes

Disability Grouping	Code	Disability Grouping	Code
Aging	1	Hemophilia	13
Amputations	2	Muscular Dystrophy	14
Arthritis	3	Paraplegia	15
Blindness	4	Speech Disorder	16
Cancer	5	Strokes	17
Cerebral Palsy	6	Tuberculosis & Respiratory	18
Cystic Fibrosis	7	Neuropathy	20
Diabetes	9	Parkinson's Disease	21
Epilepsy	10	Mental Health	22
Heart Disease	11	Polio	23
Kidney Disease	12	Multiple Sclerosis	24
		All Disabilities	27

- (c) Eight geographical areas were assigned code numbers and notched on the bottom edge. Table 6 presents the geographical areas coded.

TABLE 6
Geographical Area Codes

Geographical Area	Code	Geographical Area	Code
St. John's	36	South Coast	32
Avalon-East Coast	35	Northern Peninsula	31
West Coast	34	Labrador	30
Central	33	North East	29

- (d) Ninety-five organizations (and their branches) were listed in the alphabetical file. (Appendix N presents the names of these organizations.)
- (e) A master card was designed on a poster (with accompanying map of the province delineating geographical areas) and on a McBee card. On the master card was typed the name of each category next to its corresponding code number. By overlaying the master card on the other McBee cards any category could easily be sorted. The poster of the master card was used for the reference of the general public. (Appendix O presents the Master Card.)

K. Monitoring and Updating

The planning for this step mainly concerned the devising of (1) a method for adding new information to the I&RS and (2) a method of keeping the I&RS information current. Adding new information to the I&RS presented no problem. This could easily be accomplished by completing a questionnaire then filling in and notching the McBee card. There remained plenty of space to add additional categories, if necessary. Information was kept current by sending the contact people in the organizations listed with the I&RS an I&RS Update Form (F6) every three months. (See Appendix L.) The corresponding card was updated and/or notched, as needed.

Phase II

Phase II covers the implementation of the I&RS service. It traces the service from the official announcement of its existence through the methods used to contact potential clients. The time

frame of this phase actually overlaps Phase I since work on Phase II began in January, 1979, and is still ongoing and Phase I was not totally finished until May, 1979.

A. Client Contacts

Before the service could be announced or publicized it was necessary to determine (1) who the target groups were for potential clients, (2) how potential clients could be contacted, (3) how client referrals would be made, and (4) how client contacts would be maintained or followed up.

The following procedures were used to answer the above questions:

- (1) The target groups for clients were prioritized:
 - (a) individuals with a physical disability;
 - (b) parents, relatives and friends of people with a physical disability;
 - (c) professionals, semi-professionals and other people working with or for disabled people; and
 - (d) the general public.
- (2) Potential clients could be contacted via:
 - (a) the media;
 - (b) mailing list;
 - (c) telephone (or TTY for deaf clients);
 - (d) posters and flyers;
 - (e) word of mouth.
- (3) Once potential clients had been contacted by any of the means mentioned above they could phone, write or visit the Information

Center. The information request would be recorded on a referral card. Referral personnel would then seek the appropriate response to the request in the McBee system and/or the alphabetical file. Copies of the referral response would be given to the client and the referred agency (see Appendix J-F7). One copy would also be kept on file for follow-up.

- (4) The client would be requested to return to the I&RS if he/she was not satisfied with the referral and a more suitable referral would then be sought. Every three months a follow-up letter and form is sent to clients and referred agencies (see Appendix L-Q2, Q3 and L6). Clients would also be asked if they would like to be included on the mailing list for information from the I&RS.

B. Announcement of the I&RS

The official announcement of the I&RS took place on January 29, 1979. A press release (see Appendix L-PR2) was written and distributed to the following: All those on the HUB Information Services mailing list (1,005 names), the visual media (including a continuous announcement on the Community Service Cable Station and Channel 13), the radio media and the written media. In addition, all associations listed in the I&RS were asked to publish the release in their newsletters and bulletins. (Appendix P presents media mailing list.)

The media distribution was province-wide. The writer also contacted the two open-line radio programs in St. John's and explained the I&RS to listeners.

C. Public Relations

At the time of writing this step was just beginning to be carried out. Consequently, this description of Public Relations will cover all of the planning and only the results to date. Public Relations is an ongoing process for the I&RS.

The following public relations activities were planned for the I&RS:

- (1) Flyers to be designed to include a full description of the I&RS and to be distributed to:
 - (a) doctors' offices
 - (b) hospitals
 - (c) educational institutions
 - (d) special homes and institutions
 - (e) provincial government offices
 - (f) associations
 - (g) Medical Care Plan, Worker's Compensation, Blue Cross, and other insurance companies and related health groups, and
 - (h) various public places (i.e., shopping malls, supermarkets).
- (2) Posters to be designed to give a brief description of the I&RS and to stimulate the interest of potential clients. These will be displayed in prominent areas such as outlined in (1) above.
- (3) Informational displays and demonstrations of the I&RS at Conferences, Workshops, and Seminars (i.e., Newfoundland Hospital Association Conference, Recreation Advisory Council for Special Groups Workshop).

- (4) Information sessions and demonstrations of the I&RS for guest presentations, such as, Memorial University classes, meetings of disability groups and allied health workers (such as social workers and physiotherapists).
 - (5) Informational displays and demonstrations of the I&RS in public places such as shopping malls, hospitals and at special events (such as the St. John's Regatta).
 - (6) Periodic submissions to the print media and newsletters reminding the general public and special groups of the service.
 - (7) Sponsorship or co-sponsorship of workshops, seminars and lectures on various aspects of Rehabilitation Information Services.
- The following public relations activities have taken place to this date:

- (1) Flyers (PR7) have been designed and printed (see Appendix L) and are in the process of distribution.
- (2) Information displays and demonstration of the I&RS have been held at:
 - (a) Keep on Learning Week, September, 1979 (College of Trades and Technology).
 - (b) School Counsellors Association of Newfoundland (SCAN) Provincial Conference, October, 1979.
 - (c) Accent on Ability Week Display at the Avalon Mall, October, 1979.
 - (d) Newfoundland and Labrador Hotel and Motel Association Conference, April, 1980.
 - (e) Newfoundland Hospital Association Conference, May, 1980.

(3) Information sessions and demonstrations of the I&RS have been held at:

- (a) St. John's East Boys' and Girls' Club, January, 1980.
- (b) Dr. L. Kias's Class in Exceptionality, Memorial University of Newfoundland, February, 1980.
- (c) Grade 6 Class, St. Paul's Elementary, Mr. John Green, February, 1980.
- (d) Children's Rehabilitation Center In-Service Training Session, May, 1980.

(4) An article describing the I&RS was published in a special newspaper supplement by the Early Childhood Development Association for the International Year of the Child (see Appendix L-PR3).

Another article on the development of the I&RS has been published in Rehabilitation Digest, Winter, 1979-80 (see Appendix L-PR4).

The other planned Public Relations activities have yet to take place.

CHAPTER 4

Summary and Recommendations

Summary

The purpose of this project was to describe the initiation of an information and referral service (I&RS) for physically disabled people in Newfoundland and Labrador. The service focused on providing links between the client in need of information or a service with resources to meet that need. The necessity for such an I&RS was documented by theses, national studies, and a provincial survey.

The service was initiated in two phases as follows: Phase I, covering eleven steps from the decision to establish the I&RS through assessment of service requirements, decision on storage, retrieval, funding, personnel and forms, to the collection, processing and updating of the information; Phase II, covering three steps from the establishment of client contacts, announcement of the I&RS and finally, the design of a public relations program.

The review of the literature presented: a historical perspective of I&RS's; a Canadian perspective of I&RS's; a Newfoundland and Labrador perspective of I&RS's; and a comparison of the advantages and disadvantages of four distinct types of I&RS's. The appendices contained: support documentation; lists of services, foundations, resource contacts, media contacts; a comparison of the advantages and disadvantages of ten classification systems; instruction manuals

for McBee system; grant application forms and letters; job descriptions; a floor plan; copies of all forms, letters, questionnaires, press releases; and a sample card.

General Recommendations

1. Gaps in Service.

The I&RS has been receiving an average of 40 requests per month at the time of this writing. The majority of these requests have been answered to the satisfaction of the client. However, three gaps in service have been particularly noticeable: (1) all types of services for individuals with epilepsy, (2) employment services for physically disabled people, and (3) services for mentally retarded adults. (Although the I&RS was not targeted for people with mental disabilities the lack of services to this group has resulted in their seeking assistance from the I&RS.)

It is recommended that the I&RS expand its scope to include an advocacy role for the provision of community services that will fill the gaps as identified by the I&RS.

2. Funding

The I&RS has been operating on grants and funds raised by the HUB. The result has been a severe fluctuation in service depending on the length of funding available. Consequently, the I&RS frequently loses staff just as they are learning their job and often does not have sufficient staff to adequately handle requests.

It is recommended that the HUB seek permanent funding for the I&RS, either by obtaining sustaining government or foundation

grants or by approaching the public library to subsume the service under its auspices.

3. Information Gaps

Besides identifying gaps in community services, the operation of the I&RS has pointed out gaps in information services for physically disabled people. It has become obvious that there is much difficulty in obtaining appropriate booklets, brochures, training material, texts, slides, films, adapted equipment and technical aids.

It is recommended that two additional services be provided by or advocated by the information center: (1) a specialized information collection of all types of print materials concerned with physical disability and rehabilitation. This collection would be made available to the public via a mail-in loan service; and (2) a resource center containing a collection of specialized rehabilitation resources (i.e., films, slides, training kits, rehabilitation aids and accessories, and adapted equipment) or having a listing of where such items may be quickly obtained and/or viewed.

Specific Recommendations

The following four prioritized recommendations are more specific than the previous general recommendations in that they pertain to the improvement of the I&RS itself:

1. Handbook or Directory Added

A handbook or directory of information contained in the I&RS, as well as any other pertinent information for physically disabled people would greatly extend the scope of the I&RS. Such a directory

could be funded for printing and circulated free of charge by the I&RS. The directory would be of great benefit to clients who cannot be easily served by the I&RS or who are capable of and willing to directly seek out and contact the appropriate agency.

2. Evaluation Carried Out

An ongoing evaluation of the I&RS should be carried out to ensure that: (1) the service continues to meet a need; (2) the service is constantly expanding and improving to meet current demands; and (3) the service is being used effectively. Such an evaluation should determine whether there is any need to broaden the scope of the disability groups served (i.e., to include mental retardation, mental illness, socially handicapped people or others), the target groups being contacted or the agencies registered.

3. Improve Storage and Retrieval Method

The large McBee cards used to store and retrieve the referral information have proven to be clumsy and slow to use when there are more than 25 cards. With the need for at least 95 cards it would be easier and quicker to use the small McBee cards containing less detailed information--the omitted information could be stored in the alphabetical file. Another alternative would be the automated rotary cardex file which allows speedy reference to alphabetically-stored agency contact information. The disadvantages of this method are that it does not permit cross-referencing and allows only a few lines of information to be retrieved quickly.

4. Logo, Letterhead and Color Scheme Needed

The I&RS and future information services of the center should have some method of instant recognition. A symbol that denotes the service and an attractive color scheme would greatly enhance the public relations material and could be used in the printing of all forms, letters, and questionnaires, as well as in the decoration of the center.

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1964 - May 1, "Survey of Handicapped Persons is scheduled."
 1964 - November 3, "Sunshine Camp Children move to new quarters."
 1964 - November 15, "Disposition undecided of Sunshine Camp."
 1964 - October 12, "More handicapped take training."
 1964 - December 1, "Permanent Rehabilitation Centre Foundation Laid."

1963 - March 3, "92 rehabilitated in 1962, income totals \$149,000."
 1963 - October 9, "Plan public meeting--form MS Chapter here."
 1963 - October 9, "Handicapped Newfoundlanders gain employment."

1962 - October 16, "10,000 Newfoundlanders need Rehabilitation Services."

1961 - May 6, "Cripples badly need more treatment space."
 1961 - May 18, "Rehabilitation concern of everybody, says W.H. Davis."

1960 - October 17, "Problem of disabled--conference tomorrow."
 1960 - October 18, "Disabled can fill jobs--conference to find out how."
 1960 - October 19, "Disabled workers--source to be tapped."
 1960 - October 20, "First steps taken, conference praises."

1959 - November 30, "Healthier Generation Theme as final institute is
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APPENDIX A
PHONE CALLS AND LETTERS OF SUPPORT

Appendix A: Phone Calls and Letters of Support

Phone Calls

1. Community Services Council - February, 1978.
2. Recreation Advisory Council for Special Groups - February, 1978.
3. Epilepsy Association of Newfoundland and Labrador - February, 1978.
4. Early Childhood Development Association - March, 1978.
5. Canadian Paraplegic Association (Newfoundland Branch) - March, 1978.
6. Newfoundland and Labrador Association of Cerebral Palsied Adults - March, 1978.
7. Canadian National Institute for the Blind (Newfoundland Branch) - March, 1978.
8. Newfoundland and Labrador Association of Deaf Adults - March, 1978.
9. Multiple Sclerosis Society - Newfoundland Division - April, 1978.

National phone calls of support received from:

1. Stephen Levy, Information Services Project Co-ordinator for the Canadian Rehabilitation Council for the Disabled - November, 1977.
2. Monique Lalonde, Information Services, Co-ordinator, Department of Health and Welfare - November, 1977.



THE SALVATION ARMY

71

WILLIAM BOOTH
Founder
ARNOLD BROWN
General
JOHN D. WALDRON
Territorial Commander

GRACE GENERAL HOSPITAL
241 Lth MARCHANT RD., ST. JOHN'S, A1E 1P9 TEL. 679-5073

27 February 1978

Mr. W.D. Vicars,
Administrator,
The Hub, Physically Handicapped Service Centre,
35 Merrymeeting Road,
St. John's, Newfoundland.
A1C 2V7

Dear Mr. Vicars,

We were very pleased to learn that the Hub would be developing a Provincial Resource Centre to provide all types of information pertaining to the disabled. I have discussed this with Mrs. Janet O'Dea, our Director of Physiotherapy and we would certainly commend your organization on this very helpful development.

You will be familiar of course especially through Dr. Lush with the services which we provide here, these being the physiotherapy services both in-patient and out-patient which will be found in any general hospital with an emphasis on the particular services in which we specialize. At the Grace General we have a range of clinical services although we do not have neurology, orthopaedics or neuro-surgery which does reduce somewhat the number of physically handicapped patients whom we treat. However, we do see all types of patient in our out-patient physiotherapy service.

We shall be glad to receive more information on your Provincial Resource Centre as it develops and wish you the very best of good luck for its success.

Yours sincerely,


H.J. Warrick, M.D.,
Medical Director.

HJW/pk
c.c.

Major W. Hammond, Administrator
Mrs. Janet O'Dea, Director of Physiotherapy

VIRGINIA WATERS SCHOOL

Box 18, Site 75, Logy Bay Road
St. John's, Newfoundland

AIC 5H4

Phone 722-7215

72

February 20, 1978.

Mr. W. D. Vickers,
Administrator,
The Hub,
35 Merrymeeting Road,
St. John's, NFLD.,
AIC 2VT.

Dear Doug,

The idea of a central resource facility for information pertaining to the disabled is an excellent one.

We get a variety of calls or letters asking for information during the year, mostly relating to information on cerebral palsy and the services which are provided in the province. We answer these in cases where we have the information or refer them to an agency which we hope will help. This is time-consuming and not always efficient.

I would be glad to note from now on the specific information requested and possible sources and co-operate in any other way which might be helpful to the setting up of a much needed resource centre.

Yours sincerely,

Jane Green,
Principal.

JG/jn

APPENDIX B

GROUPS AND SERVICES FOR THE PHYSICALLY DISABLED SINCE 1964

Appendix B: Groups and Services for the Physically Disabled
Since 1964

1. Newfoundland and Labrador Physically Handicapped Association (D)
2. Registry of Physically Handicapped Persons - Department of Education - Provincial Government.
3. North West Rotary Club Sheltered Workshop - now known as the St. John's Goodwill Centre (CSC)
4. National Employment Service - Special Services Divisions - now known as Special Needs Division - Canada Employment and Immigration Commission (CSC).
5. Newfoundland Rehabilitation Council (D)
6. Newfoundland Guide for the Handicapped (D)
7. Adapted Aquatics, Red Cross (CSC)
8. Canadian Arthritis & Rheumatism Society (CSC)
9. Canadian Diabetic Association (CSC)
10. Canadian Paraplegic Association (CSC)
11. Cerebral Palsy Association (CSC)
12. Children's Rehabilitation Centre (CSC)
13. Council for Exceptional Children (CSC)
14. Cystic Fibrosis Centre (CSC)
15. Eastern Newfoundland Chapter of Canadian Cystic Fibrosis (CSC)
16. The HUB, Physically Handicapped Service Centre (CSC)
17. Kidney Foundation of Canada (CSC)
18. Multiple Sclerosis Society (CSC)
19. Muscular Dystrophy Association (CSC)
20. Newfoundland Association of Cerebral Palsied Adults (CSC)
21. Newfoundland Association for Hearing Handicapped Children (CSC)

22. Newfoundland Co-ordinating Council on Deafness (CSC)
23. Newfoundland Epilepsy Association (CSC)
24. Newfoundland Hemophilia Association (CSC)
25. Newfoundland and Labrador Recreation Advisory Council for Special Groups (CSC)
26. Ostomy Club (CSC)
27. St. John's Association of the Deaf (CSC)
28. Speech and Hearing Clinic (CSC)
29. Wheelchair Sports Program (CSC)
30. Worker's Compensation Board (CSC)

*Those entries followed by a (D) no longer exist. (D = defunct).
Those entries followed by (CSC) are listed in the Community Services Council Directory, 1978, which contains detailed descriptions of their services.

APPENDIX C
SCSP GRANT APPLICATION AND LETTERS



35 MERRYMEETING ROAD
ST. JOHN'S, NEWFOUNDLAND—A1C 2V7
TELEPHONE 754-1926 754-0352

1 March 1978

Ms. Iris Kirby
Student Community Service Program
Dept. of the Secretary of State
Sir Humphrey Gilbert Building
165 Duckworth Street
St. John's, NF

Dear Iris:

Since the HUB's inception 4 years ago we have been made aware of one very pressing need of the physically disabled community - - - that is, to have access to information and materials that are pertinent to that segment of the population.

The HUB is now embarking on a project to establish the Provincial Resource Centre for the Physically Disabled. We have already informed the community of our intention and have received a very favorable response.

- A. The Recreation Advisory Council for Special Groups supports the idea and is co-operating in the effort since they had been considering the development of a Resource Centre for Recreation information.
- B. The Early Childhood Development Association is considering combining their resources (especially in the area of the disabled) with our Resource Centre.
- C. The principal of Virginia Waters School (for the Cerebral Palsied) has written a letter in support of the centre.
- D. The Administrator of the Janeway Child Health Centre and the Executive Directors of the Community Services Council have expressed their support for the centre.
- E. We have begun to receive materials from community groups and national groups who are aware that we are establishing the centre (ex: Nfld. & Labrador Hydro, Nfld. Association of Architects, Canadian Rehabilitation Council for the Disabled, Accent on Information, etc.)

Ms. Iris Kirby
Page 2
1 March 1978

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We have the support and the desire to establish the centre and we have collected quite a lot of material, but we now need some manpower to begin to organize this material and put Stage 1 into effect.

Since we are a non-profit, voluntary organization we rely heavily on grants and donations as our main sources of funding. We are hoping that the SCSP Program can get us on our feet so that we can have a firm basis upon which to request further funding from other government sources to continue and expand the Centre.

Initially we intended to request funds from you to employ 5 students, however, this would not allow us to apply for any expenses other than salaries. We have modified our request to 2 students with the hope that you will give us funding for expenses other than salaries.

By the very nature of our project the operation costs will be equal to or even higher than the salary cost. Therefore, we are requesting that you give special consideration to the amount we are requesting for project operation since it will be most essential to the success of our project.

We trust you will view the enclosed application favorably and we look forward to your affirmative reply.

Sincerely yours,



W. D. Vicars
Administrator

WDV/cmc
Encls.

12 May, 1978

Mr. Douglas Vicars
THE H.U.B. - PHYSICALLY
HANDICAPPED CENTRE
21 Merrymeeting Road
St. John's, Newfoundland

Dear Mr. Vicars,

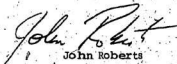
I am pleased to inform you that your project submitted to the Student Community Service Program has been approved. Because of the large number of requests we received, it was necessary to reduce the amount of the grant to your project.

A cheque in the amount of \$6,781.00 is enclosed to enable your organization to carry out its summer project.

To assist us in assessing the effectiveness of the Program, you will be expected to participate in the program evaluation conducted by the Employment and Immigration Commission. In addition, you will be expected to submit to the district office of the Secretary of State, in your area, a report and financial statement on the activities carried out under this grant within two (2) weeks of your project's completion.

May I take this opportunity to offer you and the members of your organization my best wishes for the success of your project.

Yours sincerely,


John Roberts

Encl:

APPENDIX D

MINUTES OF MEETING CONCERNING I&RS WITH PUBLIC LIBRARY REPRESENTATIVE
AND OTHERS

7 February 1978

Joint Meeting Concerning Resource Centre

12:00 Noon - 2:00 p.m.

Present: Recreation Advisory Council for Special Groups Representatives:
Heather Hickman, Co-ordinator, Hazel Kealey, Hazel Fulton,
Hona Crum, Sylvia Koen

HUB Representatives: Doug Wilson, Administrator, Rosemary McDonald

This meeting was convened at the request of the HUB to discuss the co-
ordination of efforts in setting up a provincial Resource Centre for Infor-
mation pertinent to the disabled.

The group was first brought up-to-date on the HUB's progress and intent -
which as the funding and operationalization of a resource centre pending.
Initially, the physically disabled and employing five full-time personnel.
This centre will develop, collect, review, advise, and disseminate
information.

Next the group was briefed on the progress and intent of the Recreation
Council in this area. Essentially, the Council has hired a researcher to
determine the best method of collecting, storing, and disseminating infor-
mation on Recreation for Special Groups throughout the province. The
Resource Centre, the Public Libraries System and other provincial systems
are some of the methods being considered.

Thirdly, the group was informed of the role of the Public Libraries. This
system can buy materials as their budget dictates. They can disseminate
information from their own system. They also become a
body of literature that has already been collected and classified into their
system.

Discussion centered around the following areas:

1. The inclusion of materials pertinent to the mentally disabled, in the
Resource Centre.
2. The relationship between the efforts of the Resource Centre and the
Recreation Advisory Council for Special Groups.
3. The use of the Public Library System for dissemination of information.
Sylvia Koen's mandate and how it relates to the Resource Centre.
4. The possibility of the Resource Centre eventually being maintained by the
Public Libraries Board.
5. Action arising from the discussions:
1. PACSO will write a letter to the Administrator of the HUB requesting the
inclusion of Recreation information, pertinent to the mentally disabled,
in the Resource Centre.
2. The Resource Centre will maintain contact with the Public Libraries and
investigate the use of this system as another means of dissemination.
3. Sylvia Koen will continue with her mandate as: Recreation for Special Groups.
Additionally she will maintain a liaison with the Resource Centre through
Rosemary.

Finally the group was circumspect about the co-operation expressed in this
initial meeting and seemed most optimistic about the continuation of these efforts.



APPENDIX E
MAILING LIST OF ALL POSSIBLE SERVICE SOURCES

Appendix E: Mailing List of all Possible Service Sources

Summary

Department of Social Services.....	56
Government.....	40
Department of Health.....	28
People who have a Physical Disability.....	169
School Boards.....	37
HUB Members.....	66
Individuals and Groups.....	650
	<u>Total 1046</u>

NOTE: Pages 86-123 have been deleted from the library copies of this thesis. Permission must be obtained from the individuals listed to use their names.

If you require any information on the specifics of the mailing list contact:

Rosemary McDonald

P.O. Box 4484

St. John's, Nfld.

A1C 6C8

APPENDIX F
ADVANTAGES AND DISADVANTAGES OF CLASSIFICATION SYSTEMS

Appendix F: Advantages and Disadvantages of Classification Systems

The material contained in this appendix is based on visits to the following libraries and the information from the following books:

- Memorial University: Main Library
Education Library
Medical Library
Biology Department Library
Curriculum Materials Center
MUN Extension
- Ocean Engineering Information Center(OEIC)
- Department of Education--Audio-Visual Division
- National Film Board
- McBee Company
- Newfoundland and Labrador Development Corporation
- Classification Systems, New Brunswick-New Jersey Graduate School of Library Service, The State University, Rutgers, New Jersey, 1961
- Classification: An Introductory Manual, American Library Association, Chicago, Illinois, 1978

INTRODUCTION

The selection of any particular system of classification either for a library or a resource center can prove to be a problem. There are many systems available for classifying, ranging from the massive Library of Congress System to Bibliographical System of Classification. This short report deals with ten (10) classification systems and will give a brief description of each, as well as some of the advantages and disadvantages of their uses. This brief report is only an information document and as such tries to show no preference to any system.

Few cost analysis are given to this point because working examples of some of these systems are unavailable. Cost analysis for the Library of Congress, Dewey Decimal System, KWOC and Universal Decimal System are available from the libraries where they are in operation.

LIBRARY OF CONGRESS

This system is an extensive system using call letters for particular subject areas. These are further listed by a number and letter scheme which further subdivide these classes.

i.e. LC	LC
181	182
C5	B21
1956	1957

The system comes in part from the Dewey Decimal System and Luther's classification.

It is a very flexible system and also it is very precise in listing its subjects. It has 30 schedules or volumes of subject headings. These schedules cover broad areas and become more specific as letters and numbers are added. This system is meant for large general collections like a university library. Memorial is set up this way. This system is general and at Memorial it is presently being put on computer - in five years the University hopes to have a micro-fiche catalogue available to the general public at \$ 100/copy.

The Library of Congress System can accommodate specialized areas of information. It takes time to learn the system because of the classification under letters.

ADVANTAGES - DISADVANTAGES OF CLASSIFICATION SYSTEMS

ADVANTAGES

1. Good for large collection.
2. Many subject areas.
3. Easily browsed.
4. Gaps left in notation for more material.

DISADVANTAGES

1. Books always have to be moved - constant revision.
2. Person has to learn the system - before he can use it properly.
3. It is not easily memorized.

ADVANTAGES

5. Anything can be classified.
6. Good for research.

DISADVANTAGES

4. Requires a card catalogue - must always be kept up to date.

2.. THE DEWEY DECIMAL CLASSIFICATION

This system is probably the best known to anyone entering a library. Most school and public libraries are run along the D.D.C. The Curriculum Materials Center in the base of the Education Building at M.U.N. uses this system.

The Dewey's areas of classification are:

1. Philosophy and related disciplines
2. Religion
3. Social Sciences
4. Language
5. Pure Sciences
6. Technology (Applied Science)
7. The Arts
8. Literature
9. General Geography and History and Their Aux.
10. General

Each main class has ten division. Zero to nine. Each division has ten sections. The Curriculum Materials Center - CMC, has added slightly to this system; in that, they cross-reference kits with a letter and call number the same as similar materials on the shelf.

i.e. Book on the shelf 901.76

Kit - corresponding K901-76

This system, as well as the L.C., require an extensive card catalogue which covers bibliography-subject and author-title.

It is useful for small general collections or even (as mentioned earlier) public libraries.

3. KWOC - KEYWORD NOTATION SYSTEM

This library system is fairly new in the sense that it was a computer printout as a catalogue. It does, in its notation resemble the James Duff Brown System of subject classification.

This system is open to the librarian's will to create sections of information which are exact and almost inflexible.

Letters represent particular categories of information and as new material arrives it is given the letter and a sequential number.

i.e. Annual Reports - A - 00001 - 0000049

Internal Reports - N - 00001

The catalogue for this system is a computer printout under three headings - bibliography, author and subject with an additional update twice a year.

The subject section [the main catalogue] is cross-referenced by key-words in the title. If the words are insufficient in the title to describe the contents other words may be used.

This makes subjects easy to find but makes browsing a difficulty.

One way around this problem is to have displays of new materials and a new materials list available to your patrons.

Advantages

1. Material does not have to be moved.
2. Only one catalogue to deal with.
3. *Easy system to understand.
4. Good for specialized areas.
5. Easily expanded.
6. Flexible for specifics.
7. Can be added to another computer listing.

Disadvantages

1. Not easily browsed.
2. Not very general.
3. Others not known to the present.
4. May require trained staff for computer listing.

4. COLON CLASSIFICATION

Aim is to analyze the subject matter into constitute elements or facets. Thus any knowledge may be divided into subclasses.

Each subcategory or subclass is called a focus and the summation of the foci is called a facet of the class concerned.

Any facet is a manifestation of five principals: time, space, energy, matter and personality.

The Colon Classification lists a number of foci in the relevant facet of each main class.

The 6th edition of this classification consists of

- 1) the rules
- 2) the schedules of classification
- 3) "schedules of classics and social books with special names

The C.C. has a number of subject and alphabetical devices.

The subject device - use the appropriate class numbers for the sub-division of a class or subject.

The alphabetical device - use the first or the first two initial letters of the proper names, trade

- names and certain technical nomenclature.
- the main classes denoted by capital letters.
- Arabic numbers are used for divisions in their facets.
- lower case letters are used for the common bibliographical forms and subject divisions.

Notation lengthy and complex (also symbols used).

Four indexes to the scheme.

Three orders to the main schedules.

Advantages

1. Mnemonic notational devices.
2. Notation is mixed.

Disadvantages

1. Difficult to comprehend.
2. Notation is lengthy and complex.
3. Indices cumbersome.

5. UNIVERSAL DECIMAL CLASSIFICATION

Designed for subject indexing of all branches of knowledge, with decimal notation for specifying the class of classification.

The main classes of U.D.C. are:

1. Generalities of Knowledge.
2. Philosophy, Metaphysics, Psychology.
3. Social Sciences.
4. Mathematics and Natural Sciences.
5. Applied Sciences, Medicine, Technology.
6. The Arts, Recreation, Entertainment, Sport.
7. Literature, Belles-Lettres, Philology, Linguistics, Languages
8. Geography, Biography, History.

U.D.C. - notation consists of Arabic numerals used decimally, based on the principle of proceeding from the general to the more particular or specific.

U.D.C. has more than 100,000 divisions in the main tables -

compared to about 11,000 in D.D.C.

Advantages

1. Most comprehensive of any system.
2. General to specific in information listings.
3. It has more than 100,000 divisions as opposed to 11,000 for D.D.C.
4. Can be specialized for resources.

Disadvantages

1. Awkward to work with when system is unknown.

6. BIBLIOGRAPHIC CLASSIFICATION

A basic principle advocated by Bliss was the idea of consensus. The most important part of the classification scheme was its order of basic and subordinate classes. The order of classes is based on three major principles:

- 1) Collocation (placing related subjects in close classified sequence) of related subjects.
- 2) Subordination (placing related subjects so that the general subject is followed by the more specific subject) of special to general.
- 3) Graduation (proceeding from the more general to the more specific) of specialty.

It uses both capital letters and lower case letters.

Advantages

1. Goes in shelf listing from general to specific.
2. Uses mnemonics.
3. Brief notation.
4. Provision for alternatives.

Disadvantages

1. Based on consensus.
2. Leans toward each discipline as an entity to itself.

7. SUBJECT CLASSIFICATION

This consists of 11 main classes:

A. Generalia

B/D. Physical Sciences and Technology

- E/F. Biological Sciences
- G/H. Ethnology and Medicine
- I. Economic Biology and Domestic Arts
- J/K. Philosophy and Religion
- L. Social and Political Science
- M. Language and Literature
- N. Literary Forms
- O/W. History and Geography
- X. Biography.

Simple notation - a single capital letter of the alphabet followed by numbers that can be treated decimally if required.

The principle of Subject Classification was to assemble everything relating to a topic at one constant place.

Advantages

1. Simple classification.
2. All information on subject in one place.

Disadvantages

1. Inflexible.

8. CUTTER'S EXPANSIVE CLASSIFICATION

It consists of seven systems - with provisions for the use of form divisions and geographic division. Notation is mixed, consisting of capital letters (basic classes), small capital letters (subjects) and numerals.

The classification consists of two parts: (a) the class mark, which shows in what class the book belongs. (b) the book mark, which distinguishes that book from other books in the same class.

It consists of seven tables of classification.

- 1st table - few classes and no subdivisions - small collection of books.
- 2nd table - more classes and some subdivisions - small collection that is broken up into parts.

Gradually increasing the number of classes and subclasses yet preserving all the notation, so that there is only the absolutely necessary amount of alteration.

Advantages

1. Mixed notation.
2. Preserves old notation so only necessary alteration occurs.

Disadvantages

1. Few classes - small divisions

9. ROYAL MCBEE KEYSORT DATA PROCESSING SYSTEM

This system is broad and flexible. It uses a notching system on special keysort cards. Keysort cards can be used to store various types of information including office materials (requisitions, inventory and accounts records, checks, sales slips), library information (books, slides, tapes, periodicals, referral information), and bibliographic information. The system permits rapid and accurate sorting of cross-referenced information. The equipment and materials are small, portable and easily operated requiring no specially trained or technical personnel. Varying workloads can be handled.

The "outer" holes in the Keysort card are coded from information contained on the card, or supplemental source documents, by notching away that portion of the card between the hole and the edge. The notches allow the coded cards to be separated from unnotched cards when a Keysorter, or sorting needle, is inserted in one of the holes of a group of cards. Since the notched-cards have nothing to support them on the Keysorter, they fall from the group--leaving the unnotched cards intact.

Advantages

1. Handles various-size collections.
2. Permits cross-referencing.
3. Portable.
4. Can be used by untrained personnel.
5. Easy to update.
6. A manual computer system.
7. Easily expanded.

Disadvantages

1. Requires about five minutes instruction to use.
2. Can be clumsy if too many cards are used at once.
3. Takes a long time to set up.

10. ALPHABETICAL FILE

This system refers to the sorting of information in files in alphabetical order.

Advantages

1. Simple to use.
2. Quick retrieval.
3. Allows expansion.
4. Easy to update.
5. Can be used by untrained personnel.
6. Permits storage of source documents.

Disadvantages

1. Does not allow cross-referencing.
2. Bulky.
3. Not easily transferred to computer.

APPENDIX G
A MORE DETAILED EXPLANATION OF MCBEE SYSTEM

PREVIOUSLY COPYRIGHTED MATERIAL

IN APPENDIX G, LEAVES 137-139,

NOT MICROFILMED.

MAY BE OBTAINED FROM:

The McBee Company,
Division of Litton Industries,
179 Bartley Drive,
Toronto, Ontario,
Canada M4A-1E8

APPENDIX H
LIST OF CANADIAN FOUNDATIONS

Appendix H: List of Canadian Foundations

1. Laura and B. Aaron Foundation--Montreal, Quebec.
2. The Atkinson Charitable Foundation--Toronto, Ontario.
3. J. P. Bichele Foundation--Toronto, Ontario.
4. E. W. Bickle Foundation--Toronto, Ontario.
5. The Birks Family Foundation--Montreal, Quebec.
6. Bobeehko Foundation--Toronto, Ontario.
7. British Columbia Medical Services Foundation--Vancouver, British Columbia.
8. The Eaton Foundation--Toronto, Ontario.
9. The Fisher Family Foundation--Montreal, Quebec.
10. The Hamilton Foundation--Ancaster, Ontario.
11. The J. William Horsey Foundation--Toronto, Ontario.
12. The Hospital for Sick Children Foundation--Toronto, Ontario.
13. The Charles H. Evey Foundation--Willowdale, Ontario.
14. The Thomas J. Johnston Foundation--Toronto, Ontario.
15. J. W. McConnell Foundation--Montreal, Quebec.
16. R. Samuel McLaglin Foundation--Toronto, Ontario.
17. The McLean Foundation--Toronto, Ontario.
18. The Molson Foundation--Montreal, Quebec.
19. Nickle Family Foundation--Calgary, Alberta.

20. Conn Smythe Research Foundation for Crippled Children--Toronto, Ontario.
21. E. P. Taylor Foundation--Toronto, Ontario.
22. The Windsor Foundation--Halifax, Nova Scotia.
23. The Winspear Foundation--Edmonton, Alberta.
24. Mr. and Mrs. P. A. Woodward's Foundation--Vancouver, British Columbia.
25. The Buck Family Foundation--Toronto, Ontario.
26. The Samuel and Saidye Bronfman Family Foundation--Montreal, Quebec.
27. The Christofer Foundation--Saint John, New Brunswick.

APPENDIX I
YJC GRANT APPLICATION

Appendix J: YJC Grant Application

YOUTH JOB CORPS PROGRAM
 COMPAGNIE DES JEUNES TRAVAILLEURS
 DETAILS OF AGREEMENT

SCHEDULE
 ANNEXE A

Proposal No. — N° de la proposition	1731
Project No. — N° du projet	0485

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DÉTAILS DE L'ACCORD

Forming part of the agreement under the Youth Job Corps Program between the Government of Canada and the Project Leader named below.

Faisant partie intégrante de l'accord conclu entre le gouvernement du Canada et le directeur du projet dans la figure ci-dessous, dans le cadre de la Compagnie des jeunes travailleurs.

<input type="checkbox"/> Student project Projet à l'intention des étudiants	<input checked="" type="checkbox"/> Non student project Projet à l'intention des non-étudiants		
PART 1: PROJECT LEADER — PARTIE 1: DIRECTEUR DU PROJET			
Name — Nom	Address — Adresse	Apt. No. — N° de rés.	Tel. No. — N° de tél.
Anne Gillis	St. John's AIC 6E4	50 Keane Place	753-9729
PART 2: PROJECT DESCRIPTION — PARTIE 2: DESCRIPTION DU PROJET			
Project Title — Titre du projet		Start Date — Date de début	DJ M Y-A
Specialized Information Centre (01)		28	05 79
Project Location — Lieu du projet		Finish Date — Date de fin	DJ M Y-A
St. John's, Newfoundland		29	02 80
Project Objectives and Activities — Objectifs et activités du projet		SERVICE WORK WEEKS Semaines normales Hours de travail Heures	

The major objective of the project is to assist physically handicapp adults to overcome barriers to full participation as citizens in Canadian society through the development and operation of a provincial specialized information centre.

The project's principal activities will be—

1. Organization of the Information Centre Facility, (Obtain shelvi book racks, pamphlet stands, etc.)
2. Establishment of the system for storage and retrieval of inform
3. Cataloguing collected materials.
4. Collection of other local and national materials.
5. Preparation of bibliographies, information updates, brochures a newsletter.
6. Establishment of lending system.
7. Assessing membership requirements or fees.
8. Planning new materials to be developed.
9. Update of information and referral service and system.
10. Preparation of booklet "Information for the Physically Disabled Newfoundland and Labrador, 1979-80".
11. Preparation of press releases and PR materials (i.e. posters, articles, etc.).

The following additional activities will also take place—

1. Answering telephone.
2. Reception
3. Typing
4. Copying
5. Filing

The project leader will be responsible for the oversight of the accounting and project reporting functions of all four projects included in the "Participation of the Disabled - Rights and Resources" proposal on a continuing basis.

The project leader will consult with the Physically Handicapped Serv. Centre regarding the activities undertaken in the project. The Department of the Secretary of State reserves the right to make the final decision regarding any unresolved matters.

SALAIRES		Phase I	Phase II	Phase III	Total
PROJECT LEADER'S WAGES SALAIRES DU DIRECTEUR DU PROJET					
No. of weeks to be worked (Total de semaines de travail)					
		x 2	x 36	x 2	40
Weekly salary Salaires hebdomadaire					
		112.80	212.80	112.80	
Total		(194.56 @ 212.80)	407.36	7,660.80	425.60
					SUB-TOTAL TOTAL PROVISOIRE
					\$ 8,493.76

2. PROJECT EMPLOYEES' WAGES - SALAIRE DES EMPLOYÉS DU PROJET

Workers - Travailleurs	No. per week	Weeks of work Semaines de travail	Total work weeks Total des semaines de travail	Weekly wage rate Taux de salaire hebdomadaire	Total gross wages Total des salaires bruts
Type - Genre					
Assistant (if applicable) Directeur adjoint (s'il y a lieu)					
Others Autres	5	36	180	112.00	20,160
Total					20,160
					SUB-TOTAL TOTAL PROVISOIRE
					\$ 20,160

3. TOTAL WAGES - TOTAL DES SALAIRES

Total Work Weeks Total des semaines de travail	220
---	-----

Wages
Salaires TOTAL A
(1 + 2) \$ 28,65

B. EMPLOYER'S SHARE OF BENEFITS
CONTRIBUTION DE L'EMPLOYEUR AUX AVANTAGES SOCIAUX

- for the PROJECT LEADER (approx. 2% of wages)
du directeur du projet (approx. 2% du salaire) \$ 169.87
- for the employees (approx. 10% of wages)
des employés (approx. 10% des salaires) \$ 2,016.00

Benefits
Avantages sociaux TOTAL B
(1 + 2) \$ 2,185.87

C. DIRECT PROJECT OVERHEAD COSTS
FRAIS GÉNÉRAUX DIRECTS DU PROJET 220 @ \$15

Overhead
Frais généraux TOTAL C \$ 3,300

TOTAL VAC CONTRIBUTION
CONTRIBUTION TOTALE DE LA CIT

(A + B + C = TOTAL) \$ 4,131

- I) DEPARTMENTAL/AGENCY CONTRIBUTION TO TOTAL DIRECT PROJECT OVERHEAD (CI)
CONTRIBUTION DU MINISTÈRE DE L'ORGANISME AU TOTAL DES FRAIS GÉNÉRAUX DU PROJET (CI) TOTAL II \$
- III) TOTAL FEDERAL CONTRIBUTION NOT TO EXCEED TOTAL OF CONTRIBUTION TOTALE DU GOUVERNEMENT FÉDÉRAL NE DOIT PAS ÊTRE SUPÉRIEURE AU TOTAL DE I + II = TOTAL III \$ 4,131

IV) TOTAL DIRECT PROJECT OVERHEAD COSTS - TOTAL DES FRAIS GÉNÉRAUX DIRECTS DU PROJET

Rental of premises - Location de locaux	600.00
Equipment rental - Location d'équipement	600.00
Materials and supplies - Matériel et fournitures	1,000.00
Telephones and utilities - Téléphone et services publics	300.00
Transportation and travelling expenses - Transports et frais de voyage	200.00
Bank charges - Frais bancaires	
Miscellaneous (specify) - Divers (préciser)	600.00
TOTAL	\$ 3,000.00

Sponsoring Department/Agency - Ministère ou organisme promoteur Date

Project Leader - Directeur du projet Date
 SIGNATURE: M. Louis B... May 25, 1999

APPENDIX J
JOB DESCRIPTIONS

1. Administrative Duties

- Interpretation of the objectives of the service.
- Participation in overall development planning.
- Organization and supervision of the work program.
- Participation in the selection, motivation and development of staff.
- Orientation of new staff.
- Maintenance of personnel files.
- Preparation of the annual budget and monthly progress reports.
- Maintenance of financial records.
- Recommendations of supplies and equipment to be purchased.
- Maintenance of all physical equipment and supplies.
- Planning and design of record keeping systems.

2. Public Relations

- Preparation of press releases.
- Composition, design and editing of miscellaneous printed publicity.
- Composition of Information Updates.
- Preparation and administration of presentations and displays for organizations and community activities.
- Making and maintaining community contacts.
- Promotional correspondence.
- Evaluation of service.

3. Acquisitions

- Observation of reader interest and investigation of community needs.
- Scanning publications lists, catalogues, book reviews etc. for acquisitions.
- Recommendations for purchase of new materials.
- Checking of final orders list for completeness.

4. Cataloging & Classification

- Checking catalogs for classification correctness.
- Expansion of classification system.

5. Registration & Circulation

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- Promotion of lending system.
- Informing of readers about materials relating to their special interests.

6. Reference Work

- Preparation of annotated bibliographies.
- Abstracting of printed materials.
- Checking of indexes of special collections.
- Determination of extent of duplication of specific materials.

7. Information & Referral Service

- Approaching community groups/organizations for information on services.
- Initiation and planning for client services.
- Monitoring of referrals and follow-up cases.
- Handling of complex requests for information which require indepth investigation.
- Evaluation of services to clients.

8. General Office Procedures

- Receipt of in-coming mail.
- Correspondence
- Compilation of overall monthly statistics.

9. Special Projects

- Initiation and supervision of special internal programs and activities.
 - ie. - Employers Information Packet
 - Booklet
 - Newspaper Column
 - Public Awareness Campaign
 - Employment file
- Participation with community groups on specific external projects.
 - ie. - Upgrading Programme
 - Accessibility Booklet
- Planning and development of Phase III of Information Services (Resource Centre)
 - ie. - Audio-visual catalog

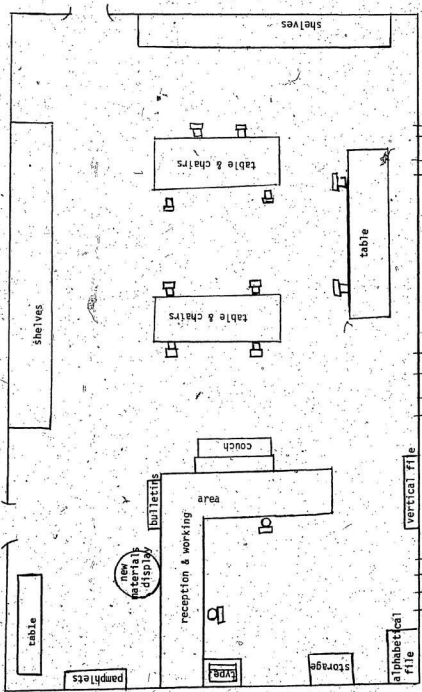
JUNE, 1980

INFORMATION AND REFERRAL SERVICE OPERATOR

- Handling of inquiries from personal visits, telephone calls and mail requests.
- Thorough documentation of all inquiries for service information.
- Correspondence and maintenance of files on related rehabilitation organizations and member organizations (local, national and international), as well as other specialized information and referral services.
- Updating of information listed on service.
- Compilation of monthly statistics on request for information on services.
- Maintenance of general office files.
- Issuance, renewal, receipt and discharge of books for "in-person" and "by-mail" borrowers of print resources.
- Registration of borrowers
- Documentation of lending statistics and monthly compilation of same.
- Issuance of overdue and fining notices.

JUNE, 1980

APPENDIX K
FLOOR PLAN FOR INFORMATION SERVICES CENTER



APPENDIX L

FORMS (F), LETTERS (L), QUESTIONNAIRES (Q), PRESS RELEASES (PR)

APPENDIX L : FORMS (F), LETTERS(L), QUESTIONNAIRES(Q)
PRESS RELEASES (PR)

F1

*The HUB, the Physically Handicapped Service Center of Newfoundland,
is now in the process of setting up a Provincial Resource Center
that will contain information and material concerning the physically
disabled, hence we are interested in receiving* _____

*Rosemary C. McDonald
Director Social
and Vocational Services*



REPORT SHEET

INFORMATION AND REFERRAL SERVICE

F 2

DATE:

CONTACTS:

NAME OF ORGANIZATION:
Reason for Referral:

RESULT:

1. Ph. / Office /
COMMENT:

2. Ph. / Office /
COMMENT:

3. Ph. / Office /
COMMENT:

4. Ph. / Office /
COMMENT:

Interviewed By:

	TOTAL	TOTAL	%	TOTAL	%
TOTAL INQUIRIES					
MODE OF CONTACT					
Telephone					
Correspondence					
In-Person					
SOURCE OF INQUIRY					
Physically Disabled Individual Inquiring for Own Information					
Physically Disabled Individual Inquiring for Friend/Relative					
Physically Disabled Individual Inquiring Anonymously					
Able-Bodied Individual Inquiring for Own Information					
Able-Bodied Individual Inquiring for Friend/Relative					
Able-Bodied Individual Inquiring Anonymously					
Rehabilitation/Health Professional Inquiring for Own Information					
Rehabilitation/Health Professional Inquiring for Client					
Rehabilitation/Health Professional Inquiring Anonymously					
Anonymous Inquiry					
SERVICE INQUIRIES					
Counselling					
Education					
Employment					
Equipment					
Financial Aid					
Health Services					
Home Care					
Housing					
Legal Aid					
Recreation					
Sports					
Therapy					
Transportation					
Other (Specify)					
Non-Service Inquiries					
ACTION TAKEN					
No Information Available (Specify)					
Information: Information supplied upon specific Request					
Direction: Inquirer directed to appropriate services (May involve assessment of needs by staff)					
Referral: Direct contact made with member organizations on behalf of inquirer					
Consultation: General information on an area of service					
FOLLOW-UP : (For Direction and Referral Action Only)					
Direction/Referral followed by Inquirer					
Full Service Provided					
Partial Service Provided					
No Service Provided (although available)					
Service not available					

F 5

ACTION TAB

TO: _____



THE HUB

Information Services
for the
Physically Disabled21 MEETHEETING ROAD, P.O. BOX 4381
ST. JOHN'S, NEWFOUNDLAND, A1C 8C4

DATE: _____

TELEPHONE: 754-0352

- FOR YOUR INFORMATION MATERIAL NOT AVAILABLE
 FOR YOUR COMMENTS PLEASE COMPLETE & RETURN
 MATERIAL REQUESTED _____

COMMENTS: _____

FROM: _____

INFORMATION SERVICES FOR
THE PHYSICALLY DISABLED

Anything new!!! If any changes have taken place in your association, please complete and return.

Association: _____

Address: _____

Phone: _____

Branches: _____

Contact Persons: _____

Publications (New or Additional): _____

General Information (New or Additional) _____

Services: _____

F 7

INFORMATION AND REFERRAL SERVICE- REFERRAL SLIP -

NAME: _____

ADDRESS: _____

TELEPHONE: HOME _____ BUSINESS _____

HAS BEEN REFERRED TO:

ON _____ AT _____

FOR ASSISTANCE WITH THE FOLLOWING MATTER:

(Worker)_____
(Date)

FRONT

F 8

INFORMATION AND REFERRAL SERVICE - INQUIRY RECORD

WORKER

DATE

MODE OF CONTACT

TELEPHONE _____
 CORRESPONDENCE _____
 IN-PERSON _____

INQUIRY IS

PHYSICALLY DISABLED _____
 ABL-E-BODIED _____
 REHAB/HEALTH PROF. _____
 ANONYMOUS _____

INQUIRY IS FOR

SELF _____
 FRIEND/RELATIVE _____
 CLIENT _____

SERVICE INQUIRIES

COUSSELLING _____
 EDUCATION _____
 EMPLOYMENT _____
 EQUIPMENT _____
 FINANCIAL AID _____
 HEALTH SERVICES _____
 HOME CARE _____
 HOUSING _____
 LEGAL AID _____
 RECREATION _____
 SPORTS _____
 THERAPY _____
 TRANSFORMATION _____
 OTHER (SPECIFY) _____

ACTION TAKEN

NO INFO. AVAIL. _____
 INFORMATION _____
 DIRECTION _____
 REFERRAL _____
 CONSULTATION _____
 FOLLOW-UP _____
 REF/DIR. FOLLOWED. _____
 ALL SERV. PRO. _____
 PART SERV. PRO. _____
 NO SERV. PRO. _____
 SERV. NOT AVAIL. _____
 REF/DIR. NOT FOLLOWED _____

BACK

F 8

NAME: _____

ADDRESS: _____

TELEPHONE: HOME _____ BUSINESS _____

PARTICULARS: _____

REQUEST: _____

ACTION TAKEN: _____

FOLLOW-UP: _____

INFORMATION AND REFERRAL SERVICE
 -- MEMBER PROFILE --

1. Name of Organization _____
2. Mailing Address _____
 Street Address _____
3. Telephone NO. _____ TTY (Telephone for the Deaf) No. _____
4. Name and Title of Contact Person _____
5. Is your organization/agency part of a Government Department? Yes () No ()
 If yes, which one? _____
6. Do you have other branches in the Province of Newfoundland? Yes () No ()
 If Yes, where?
 A. _____
 B. _____
 C. _____
 D. _____
 E. _____

ACCESSIBILITY FACTORS:

1. Does your agency offer the following accessibility features?.....
 - A. Adjacent off-street parking? Yes _____ No _____
 - B. Front entrance ramp? Yes _____ No _____
 - C. Passenger elevator? Yes _____ No _____
 - D. Restroom facilities accessible to wheelchairs? Yes _____ No _____
 - E. Assistance available for entering/exiting? Yes _____ No _____

ELIGIBILITY REQUIREMENTS:

1. For which physical disabilities does your agency provide services or programs?

2. Are your services/programs also open to non-disabled people? Yes _____ No _____
3. Are your services/programs limited to people of a particular age group? Yes _____ No _____
 If yes, which age group? _____
4. What geographic area does your agency serve? _____

OPERATING PROCEDURE:

1. Is there any special procedure for referring a client to your agency? Yes () No ()
 If yes, please explain: _____

2. Is there a fee for any of your services? Yes () No (). If yes, please attach schedule: _____
3. What are your hours of operation? _____

SERVICES/PROGRAMS:

Please NAME and DESCRIBE the services and/or programs that your agency offers which are available to someone who has a physical disability:

1. Name: _____

Description: _____

2. Name: _____

Description: _____

3. Name: _____

Description: _____

4. Name: _____

Description: _____

-3-

5. Name: _____

Description: _____

Please use additional sheet if required.

Does your agency produce any publications? Yes () No (). If yes, please list:

Please include any brochures, pamphlets and other literature describing your service.

In order to provide current information, we will update our records at least once a year. Please contact us if any of this information changes before we contact you again. Thank you for your assistance!

(Signature of person completing form)_____
(Date)



THE HUB

PHYSICALLY HANDICAPPED SERVICE CENTRE

35 MERRYMEETING ROAD
ST. JOHN'S, NEWFOUNDLAND-A1C 2V7
TELEPHONE 754-1920 754-0352

MEMORANDUM TO: Community Agencies
FROM: W. D. Vicars, Administrator
RE: Provincial Resource Centre
DATE: 15 February 1978

The HUB, Physically Handicapped Service Centre, has been serving the disabled community of Newfoundland for four years now. We have provided a broad range of services and have been assessing the service needs of the physically disabled. We have become aware of one very pressing need and that is to have a central resource facility for information pertaining to the disabled.

Since information is the bridge between problem and solution, the HUB is now formulating a Provincial Resource Centre. This Resource Centre will tap into a national network.

We are informing the volunteer agencies of our proposal so that any information you have or any questions you may want answered can be brought to light early in our development.

It is also our intention to ask members of the Volunteer Agencies to have input into the initial set up and the progress of the HUB's Resource Centre.

As far as is humanly possible, we hope to make this an overall community effort and we anticipate a good working relationship with all the community agencies in our province.

We would be pleased to receive your comments on this matter.

July 6, 1978

TO: All agencies, groups and organizations involved with physically disabled people.

FROM: W. D. Vicars, Administrator

Some months ago I sent out a circular indicating our desire to set up a Resource Center containing information pertaining to physical disability. The positive response we received from you encouraged us to get a grant to plan the Center. Two people have been hired to determine the storage, retrieval and dissemination systems and to collect and catalog information.

For September we would like to have the first stage "A Community Information and Referral Service" ready for implementation (description below). As you can see from the description, this service gives your agency an additional opportunity to contact your potential clients.

To provide the service, we need to obtain specific information on the programs and services of your organization. We are available to explain the Information and Referral Service and very shortly will be visiting all the organizations involved with the physically disabled.

Looking forward to talking with you soon!

COMMUNITY INFORMATION AND REFERRAL SERVICE (IERS)

Definition:

Community information and referral service - a process of active information seeking and transmission with the purpose of linking a physically disabled individual or group who has an information or service need with the resources to meet that need. Complete IERS have four major steps:

- (1) identifying the information and referral need
- (2) locating the resources which are appropriate to the need and acceptable to the client
- (3) connecting the client with the resources. (This may involve interpreting the information, making an appointment, or arranging for transportation.)
- (4) following-up referrals to ensure that the referral was appropriate and best suited to the client's expressed need.



Physically Handicapped Service Centre

July 12, 1978

The HUB, the Physically Handicapped Service Centre, is presently in the process of setting up a Community Information and Referral Centre for the Physically Disabled. The centre will contain as much provincial information concerning services to the physically disabled as possible. We are presently preparing the information we have to date.

Enclosed is a circular describing the planned centre.

We are hoping you would be able to assist us by listing the names and addresses of any organizations in your district who provide services to the physically disabled. This would be most beneficial in making this new service available to all areas of our province.

Your response to our request will be greatly appreciated.

Sincerely,

Rosemary C. McDonald
Director Social and Vocational Services

Physically Handicapped Service Centre

November 29, 1978.

The HUB, the Physically Handicapped Service Centre, is presently in the process of setting up an Information and Referral Centre for the Physically Disabled. The centre will contain as much provincial information concerning services to the physically disabled as possible. We are presently preparing the information we have to date.

Enclosed is a circular describing the planned centre.

We are hoping you would be able to assist us by listing the names and addresses of any organizations in your district who provide services to the physically disabled. This would be most beneficial in making this new service available to all areas of our province. Our service will be ready for your use in January 1979.

Your response to your request will be greatly appreciated.

Sincerely,

Rosemary C. McDonald

Rosemary C. McDonald
Director Social and Vocational Services

RCMcD/mav

March 25, 1980.

The HUB operates an Information & Referral Service for the physically disabled. While fully functional, we are attempting to streamline our procedures to ensure maximum efficiency,

Could you please assist us in this regard by informing us about the organization and functioning of your service? In particular we would like to learn your procedure for handling and recording inquiries, your filing system, client forms, job description, public relations efforts, etc.

This information will be most beneficial in the updating of our service.

Thanking you in advance for your cooperation.

Yours,

Anne Gillis

Anne Gillis,
Coordinator, Information Services.

AG/dp

As you are probably aware, the HUB has been successfully operating an Information and Referral Service (I&RS) since 1978.

This service provides information upon request concerning services and programs which are available in Newfoundland and Labrador to the physically disabled population of our province.

The continued success of our service depends upon the co-operation which we receive from organizations and groups such as yours who are members of our I&RS.

We thank you for your co-operation in the past and ask you to please complete the enclosed form so that we can keep abreast of your services and/or programs for accurate and efficient referrals in the future.

Since 1978, the HUB has been operating an Information and Referral Service (I&RS) as part of its Information Services for the Physically Disabled.

The I&RS is a free community service provided to any individual, agency or organization seeking information concerning the services and programs that are available to physically disabled people throughout Newfoundland and Labrador. We handle inquiries from the physically disabled community, their family and friends as well as rehabilitation professionals on a wide range of topics - housing, employment, recreation, education, technical aids, transportation, home care and much more.

Our purpose is to link people who have an information or service need with the appropriate resources to meet that need.

At present we have 103 organizations and groups across the province registered as members of our I&RS. We maintain up-to-date information on the programs and activities of these member agencies so that we can make the best possible use of available resources.

If your agency/organization provides a service or offers a program for people who have a physical disability, we would encourage you to become a member of our I&RS. By so doing, you will be allowing more people to benefit from your services.

If you feel that your agency should be registered on our I&RS (there is no charge for membership), please complete the enclosed form and return it in the enclosed envelope.

Please feel free to contact us if you have a question concerning the enclosed form, the Information and Referral Service or if you should require our service at any time.

Thanking you in advance for your co-operation!

18

Date _____

Dear _____:

On _____, you contacted the Information and Referral Service concerning _____

At that time, we directed you to _____

for help with your need.

We would like to know if the Information and Referral Service was helpful to you by putting you in touch with the right people to meet your need.

Please answer the questions on the enclosed sheet and return it to us in the stamped envelope provided for you. We would welcome your comments and remarks about our I&RS. Your answers and comments will be kept private and confidential.

Thanking you in advance!

Physically Handicapped Service Centre

INFORMATION AND REFERRAL SERVICE (I&RS)

FOR THE PHYSICALLY DISABLED

Questionnaire Date: _____

1. Name of organization: _____
 Mailing address: _____

 Telephone number: _____
 Name and Title of Respondent: _____

2. If a person is inquiring about your organization, who should they contact?
 Name: _____
 Address: _____
 Phone: _____

3. (A) Is your organization part of a Government Department? Yes () No ()
 (B) If yes, which one? _____

4. (A) Are you a National () or Provincial () organization?
 (B) Do you have other branches in the province of Newfoundland? Yes () No ()
 (C) If yes, where?
 1. Name: _____
 Address: _____
 2. Name: _____
 Address: _____
 3. Name: _____
 Address: _____
 4. Name: _____
 Address: _____
 5. Name: _____
 Address: _____

5. For which physical disabilities does your organization provide services or programs? Please list:

_____	_____
_____	_____
_____	_____

6. (A) Are your services or programs also open to non-disabled people?
 Yes () No ()
- (B) If yes, in what way? (i.e. volunteers, clients, etc.)

7. (A) Are these services or programs limited to people of a particular age group?
 Yes () No ()
- (B) If yes, which age group? _____

8. What type of services or programs do you have?
 List:

_____	_____
_____	_____
_____	_____

(If not enough space, please feel free to add a separate sheet.)

9. (A) Do you have seasonal services or programs for your target group?
 Yes () No ()
- (B) If yes, what are the time frames for these?

<u>Program or service</u>	<u>Season - dates offered</u>
_____	_____
_____	_____
_____	_____

(If space provided is insufficient - please feel free to add a separate listing with question numbers attached - see No. 18 also)

10. Where are your programs or services carried out?

Place: _____ Phone #: _____

Address: _____

Place: _____ Phone #: _____

Address: _____

Place: _____ Phone #: _____

Address: _____

11. (A) Do you provide transportation for these programs and services?

Yes () No ()

(B) If yes, to what extent?

Night only ()

Day only ()

Weekends only ()

All of the above ()

(C) Is there a charge for this transportation? Yes () No ()

(D) If yes, what are your rates? _____

12. (A) Do you have a charge for your programs and services? Yes () No ()

(B) If yes, could you provide a listing of the charges? _____

13. Do you have a TTY (telephone for the deaf) unit? Yes () No ()

14. Are your premises and washrooms accessible to -

Wheelchairs Yes () No ()

Crutches Yes () No ()

Blind People Yes () No ()

Aged People Yes () No ()

15. (A) Do you have memberships in your organization? Yes () No ()

(B) If yes, is there a membership fee? Yes () Amount _____

No ()

16. (A) What do you perceive to be the most pressing problem with regards to information services and the physically disabled?

(B) What could be done to alleviate these problems?

17. Could your organization benefit from the proposed Information and Referral Service for the Physically Disabled. Yes () No ()
18. Would you please attach an outline of your present programs and any other written information or description of your organization?

Thank you for your cooperation. We will do our best to provide a good and efficient service to you.

Please read and answer the following questions. Place a check mark in the blank next to the answer you choose:

1. Did you contact the agency or people to whom you were directed by the Information and Referral Service?

_____ Yes

_____ No

If your answer is no, please explain why you were unable to get in touch with the places we suggested:

If your answer is yes, please write the name of the agency you reached and the name of the person you contacted at that agency.

*If your answer is no to Question #1, do not answer Question 2 but go on to Question 3.

2. Did the above agency or person provide you with the help that you were looking for?

_____ Yes. All of my needs were met.

_____ Yes. Some of my needs were met. I did not receive assistance concerning _____

_____ No. I was referred to another agency. (Write agency name and person you contacted: _____)

_____ No. None of my needs were met because _____

3. Is there some additional way that the Information and Referral Service can assist you?

_____ No.

_____ Yes. If yes, in what way? _____

4. Other comments or remarks: _____

Your Name: _____

Address: _____

Phone Number: _____

Q3

NAME OF INQUIRER: _____

ADDRESS: _____

This person was directed to your agency/organization on _____
 by our Information and Referral Service in response to his/her request for
 information concerning _____

Please answer the following questions and return to our office in the enclosed
 stamped envelope as soon as possible. Your co-operation in supplying this
 information will enable us to improve our referrals to your agency/organization.

Thank you!

1. Did this person contact your agency/organization?

_____ Yes

_____ No

2. Did this person receive the help/information that he/she was looking for?

_____ Yes, all needs were met.

_____ Yes, some needs were met. He/she did not receive
 assistance concerning _____

_____ No, none of this person's needs were met because _____

_____ No, our agency referred or directed this person to another
 agency. (Please specify: _____)

THE PHYSICALLY DISABLED

The HUB, the Physically Handicapped Service Centre of Newfoundland, is now in the process of setting up a Provincial Resource Centre that will contain information and material concerning the physically disabled. Phase 1 of the Resource Centre is an information and referral service. This is the process of active information seeking and transmittal with the purpose of linking a physically disabled individual or group who has an information or service need with the resources to meet that need. This will be in operation by January 1979.

Phase II will be a specialized information center and is planned to be in operation by April 1979. The third and final phase of our information services is a resource centre - since this is a little more extensive undertaking it will require long range planning of some 2 to 3 years.

To keep people informed of some of our holdings as we receive them at our Information Centre we distribute a monthly information update. If you would like to be on our mailing list or receive further information on our Information Services for the Physically Disabled, call or write -

The HUB
P. O. Box 4397
St. John's, Newfoundland
A1C 6C4



THE HUB

PR2

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Physically Handicapped Service Centre

FOR IMMEDIATE RELEASE

INFORMATION AND REFERRAL SERVICE FOR THE PHYSICALLY DISABLED

The HUB, Physically Handicapped Service Center, is pleased to announce the beginning of its Information and Referral Service (Phase 1 of the HUB's Information Services Program) on January 29, 1979.

This service lists agencies, groups and organizations providing services and programs to the physically disabled population of Newfoundland and Labrador. If you or your client has a particular information need then we can link you to the service, program or individual that will respond to this need. You may have questions such as: "Where can I get information about a particular disability?", "Where can I borrow a wheelchair?", "Where can a blind person get involved in sports?", "How can I get transportation if I'm in a wheelchair or unable to see?", "I have cerebral palsy, where can I learn to swim?". Or you may have a service or program that you would like to have listed.

Phase 11 of the Information Services program will be a Specialized Information Center containing books, pamphlets and other materials related to physical disability and rehabilitation. This center is presently being prepared and will be open within the next six months.

Phase 111 of the Program will be a Resource Center, a more extensive and expensive undertaking that will require long range planning and a comprehensive funding arrangement. The Resource Center will make adaptive
P. O. BOX 4397 — ST. JOHN'S, NEWFOUNDLAND — A1C 6C4 — (709) 754-0352

equipment, films, slides and other similar materials available to the province of Newfoundland and Labrador.

If you have any enquiries or require further information on these services please phone, write or drop in at: The HUB

Physically Handicapped Service Centre
21 Merrymeeting Road
P. O. Box 4397
St. John's A1C 6C4
754-0352



Physically Handicapped Service Centre

FOR IMMEDIATE RELEASE
INFORMATION AND REFERRAL SERVICE
FOR THE PHYSICALLY DISABLED

The HUB, Physically Handicapped Service Center, is pleased to announce the start of its Information and Referral Service.

This service lists agencies, groups and organizations providing services and programs to the physically disabled population of Newfoundland and Labrador. If you or your client has a particular information need then we can link you to the service, program or individual that will respond to this need. You may have questions such as: "Where can I borrow a wheelchair?", "Where can a blind person get involved in sports?", "How can I get transportation if I'm in a wheelchair or unable to see?", "I have cerebral palsy, where can I learn to swim?". Or you may have a service or program that you would like to have listed. You may contact us by phoning, writing or dropping in at:

The HUB
21 Merrymeeting Road
P.O. Box 4397
St. John's A1C 6C4
754-0352

THE HUB INFORMATION SERVICESFOR THE PHYSICALLY DISABLED

The HUB has established an Information Service that can help disabled people, parents, teachers, professionals or interested individuals in the province of Newfoundland and Labrador. Our service is being developed in three phases:

Phase I - Provincial Information and Referral Service for the Physically Disabled

This service began in January 1979, and lists almost 100 agencies and groups across the province that provide services to the physically disabled. We also have links with national and international information services for the physically disabled. We can connect a person with an information need to the appropriate agency or group that can respond to that need. For instance, you may be the parent of a disabled person and want information on his/her disability or on local associations working in the area or on journals available or educational programs in existence. You may be a teacher with an epileptic child in your class and wondering what to do in case of a seizure. Or you could be organizing a recreation program and wondering how to adapt your activities to include the physically disabled child.

No matter what need you have, we will try our best to get you to people who can assist you.

Phase II - Specialized Information Centre for the Physically Disabled

Phase II will be an Information Centre containing books, journals, pamphlets and other materials related to physical disability and rehabilitation.

This service will officially begin on September 1, 1979, when all funds have been obtained and when all our information has been received and catalogued.

However, until we are in full swing we are operating through our Information Updates that are mailed each month to interested individuals. If you would like to be added to our mailing list, just write or call. You are also welcome to drop in and read the mountains of material we now have on hand.

Phase III - Resource Centre

The Resource Centre is a more extensive undertaking requiring long range planning and the investigation of comprehensive funding arrangements. The Centre will make adaptive equipment, films, slides and other similar materials in the area of physical disability available to the province of Newfoundland and Labrador.

Listed below are a selection of some of our materials that relate to physically disabled children. If you would like copies or are interested in reading the material, please feel free to contact us at:

The HUB
 Information Services
 P.O. Box 4397
 (21 Merrymeeting Road)
 St. John's
 A1C 6C4 Phone - 754-0352

BOOK

Readings in Physically Handicapped Education - 1978 by Special Learning Corporation. Some areas covered include: an overview of Physical Disabilities - Causes and Prevention, Educational and Occupational Services, Barrier Free Design and much more.

KIT

Let's Play to Grow - for families, for schools, for communities. Includes instruction manual for parents and teachers and also "I'm a Winner" chart to record your child's accomplishments.

BOOKLETS

Educational Programming for the Severely Multiply Handicapped by Joan Wald Baken, 1977.

Special Educational Materials Information; A User's Primer - K through adult - NICSEM (National Information Center for Special Education Materials).

Scouting Programs for the Handicapped - This booklet emphasizes that scouting is for the Visually Handicapped, the Deaf, the Physically Handicapped -- Scouting is for all youth.

BIBLIOGRAPHY

Cerebral Palsy and Related Developmental Disabilities - Prevention and Early Care - An annotated bibliography. Vol. IV 1974.

JOURNALS; NEWSLETTERS AND MAGAZINES

CANHC - GRAM - California Association for Neurologically Handicapped Children - 10 issues are published each year (combined issues Nov./Dec. and June/July)

Council Bulletin - Saskatchewan Council for Crippled Children and Adults.

Teaching Exceptional Children - A journal of the Council for Exceptional Children.

Special Education in Canada - Council for Exceptional Children.

DPH Journal - Division for the Physically Handicapped - A division of the Council for Exceptional Children.

Actinews - Slow Learning Children's Group of WA (Inc.) Western Australia.

 information syndrome

Information Services For The Physically Disabled Population of Newfoundland and Labrador

by Rosemary C. McDonald, B.A. B.Ed.
 Social and Vocational Services Director
 The HUB, Newfoundland

The HUB, Physically Handicapped Service Centre, in St. John's, Newfoundland, is a young organization formed to respond to the needs of a large segment of our citizenship. Started by a LIP project in 1974, employing eight people and having a budget of \$37,500, the HUB rapidly expanded and grew to its present stature employing fifty-six people with a budget of over \$1 million for 1979-80 fiscal year.

Since its inception the HUB has provided numerous services ranging from direct employment opportunities for physically disabled people to recreation and social programs, a transportation system and vocational evaluation service.

Following about two years of operation we began to notice that amid the myriad of helping hands was often found a bewildered client, parent or helper . . . a person searching for information or a service and not knowing where it is or how to get to it. We also discovered a dearth of available information in the province relating to rehabilitation and physical disabilities. Hence, the birth of what was initially called our Resource Centre.

Development of the Idea

Coinciding with the isolation of the need for an Information Service came phone calls from Steven Levy, CRCD Project Consultant, to Doug Vicars, Executive Director of the HUB, concerning the development of the National Information Network. These conversations gave a great deal of momentum to the preparation of a development proposal that received the approval of the Board of Directors in January, 1978.

Thus began an intensive period of library research; contacting other Resource Centres in Canada and the United States; obtaining community support and defining the service need.

Meetings were held with libraries, community service groups and other agencies working with physically disabled people to determine the scope of existing information services in the field. In order to promote inter-agency cooperation, a letter, explaining the idea of a Resource Centre, was sent to the executive director of each agency asking for feedback. The response was very positive and encouraging. Numerous phone calls, visits and letters were received expressing the support of community organizations and indicating the type of information they would need from the proposed centre. Two agencies asked if they could combine their present information holdings with the centre.

Needless to say, this kind of support prompted concrete planning.

Research and Planning

A review of the literature on Information Systems revealed that in order to meet our needs we required three distinct information services:

- (1) A Specialized Information Centre
- (2) A Resource Centre, and
- (3) A Community Information and Referral Service.

Three phases of development, over a four-year period, were planned:

Phase I: "An Information and Referral Service (IR&S) on Physical Disability".
 Purpose: to link physically disabled individuals (or other interested persons or groups) who have an information or service need with the resources to meet that need.

Time Frame: May 1978 - December 1978.

Plan of Action:

1. Assess the service:
 - What is the desired impact?
 - Who will have access to the information and for what purpose?
 - What kind of information is needed?

- Where are the sources of the needed information?
2. Obtain Funding:
 - Investigate granting programs — Provincial and Federal.
 - Investigate foundations and service groups
 - Fund-raising and any other possible sources.
 3. Assign full-time staff to the service.
 4. Prepare physical facility:
 - Obtain office equipment & supplies
 - Obtain shelving, tables, chairs and other office furniture.
 5. Decide on a format for storage and retrieval of collected information:
 - How much detail is needed?
 - Use a familiar format or develop one to meet our needs.
 6. Design Forms:
 - Questionnaires
 - Information Sheets
 - Form Letters
 - Record and Statistics Sheets
 - Report Forms
 - Any others that pertain to the compilation and storage of information.
 7. Collect Information:
 - Decide method of collection
 - Inform people and agencies
 - Carry out collection
 8. Process Information:
 - Decide exact details of how this will be done.
 9. Publicize Service:
 - Prepare an announcement of the services
 - Contact agency and group representative
 - Attend community meetings
 - Prepare flyers, brochure, etc. . .
 10. Keep Information Completely Up-to-date
 - Devise system

Phase 2. "A Specialized Information Centre on Physical Disability and Rehabilitation"

Purpose: To store and retrieve journals, magazines, books, articles pamphlets and all other types of print material produced locally, as well as nationally and internationally as needed. The material would pertain to all areas of physical disability and rehabilitation.

Time Frame: December 1978 - December 1979.

Plan of Action: Similar to phase 1.

Phase 3. "A Resource Centre"

Purpose: To contain films, slides, videotapes, adapted equipment and aids pertaining to physical disability and rehabilitation.

Time Frame: January 1980 - May 1982.

Plan of Action: Presently being researched.

Funding

The implementation of Phase 1 was made possible by the Department of the Secretary of State, Student Community Services Program. Two students were hired for a five-month period, May-September. In September a full-time Research Assistant was hired on the staff of the HUB, (Physically Handicapped Service Centre), to be responsible for maintaining and developing Information Services.

The implementation of Phase 2 was supported (again) by the Dept. of the Secretary of State — this time the Youth Job Corps Program — providing a coordinator and five employees for 42 weeks. This project also allowed us money for some materials, printing and overhead costs.

Indications from the provincial government seem favorable for financial support in the coming year.

The Results

The information and Referral Services on Physically Disability (Phase 1) has now completed eight months of successful operation.

The following indicates the progress of the service to August 1979:

- 105 organizations and groups registered with Information and Referral Service.
- 403 Services registered
- 25 Disability groupings registered.
- 40 Inquiries per month (average)

We are using a manual computer system, the McBee, for storage and retrieval. This system was most suitable to our needs since it is portable, fast and will store information in a number of dimen-

sions. We list the following information on every organization:

Organization
Age Group Served
Address
Accessibility of Premises
Telephone Number
Publications
Branches
Costs
Contact Person
Transportation Availability
Services
Membership Fees or Requirements
General Description

and can retrieve according to service, disability, organization, geography or publications.

Phase 2, The Specialized Information Centre, is well underway. The centre receives 180 care journals and newsletters. Cataloguing of other print materials began in June and will be completed by October, 1979. This has been a tedious process since the contents of a multitude of braille materials have to be translated; articles are being organized in a vertical file and mountains of new material are being received everyday. In order to keep our users up-to-date on our holdings we have compiled a mailing list of over 800 people and groups who receive an Information Update each month listing new materials that were received in the past 30 days. As well, Special Information Updates are produced to cover particular bodies of information, i.e., hearing impairment, blindness, accessibility, etc.

Some Problems and Solutions

Although our Information Services have grown rapidly this growth has not occurred without some hurdles.

Problem:

1. When we first mailed our questionnaires to collect information for the 1665 we were concerned that we reach every group providing a service to the disabled and we were dismayed by the slow return of questionnaires.

Solution:

We discovered that during the summer months many voluntary groups and service clubs "close up shop." We sent a follow-up questionnaire in the fall; made personal visits to city-based groups and phoned each contact person outside the city. The result was approximately a 90% return. Most completed questionnaires also included two or three further contacts that we should make in that community.

Problem:

2. Which cataloguing system to use in the Specialized Information Centre? We researched and personally viewed every system we could find from the KWOC to the Dewey Decimal to Library of Congress to Colon classification to Cutter's Expensive Classification, etc. None of them seemed suited to our needs.

Solution

We had finally decided on a subject classification system when CRCD published a similar classification system that they were using. We are now cataloguing in the same mode — it meets our needs perfectly!

Problem:

Money! We were able to obtain project funds for salaries but not much money for materials.

Solution:

We obtained all that we could free-of-charge through the following means:

- asking authors for complimentary copies of their books.
- requesting free reprints of journal articles from authors.
- requesting free subscriptions to journals.
- asking for information from government departments and clearing houses.
- borrowing and photocopying (Wherever permissible and possible)
- asking other organizations to store their resource materials in our centre.
- fund raising activities to purchase materials.

Two of the problems that are all to be solved are:

- (1) How to establish a provincial lending system to cover rural areas without losing many materials.
- (2) How to set up a fee structure for using service.

If the present readers have any suggestions we would be very happy to receive them.

Future

In the immediate future we are looking forward to the completion of Phase 2 and the preparation of Phase 3. Our long range goal is to develop a body of information that will be delivered as part of normal community information services. With the move toward greater community involvement of physically disabled people and the rapid expansion of technology and research in the rehabilitation field, Information Services are becoming a crucial link between problem and solution in our province. □



Physically Handicapped Service Centre

March 1978

INFORMATION UPDATE

We have recently received information concerning the following:

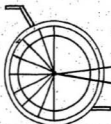
1. "Education of the Orthopedically Handicapped"
A Summer Practicum in England and Wales
June 21 - July 12, 1978
2. "Where Do We Begin"
Developing Communications in Nonvocal Severely Physically
Handicapped Individuals.
13 workshops, from April - November 1978
13 different locations in the U.S.A.
3. International Action Group for Communication Enhancement -
Communication Outlook

This group is publishing the above quarterly newsletter
"addressed to the community of individuals in the applica-
tion of technology to the needs of persons who experience
communication handicaps due to neurological or neuro-
muscular conditions". It is a Resource Newsletter.
4. "The Division of the Physically Handicapped, Homebound and
Hospitalized" - Council for Exceptional Children.
We have a brochure describing this above very active division
of the council, its membership requirements, etc.
5. "Help Me Become Everything I can Be".
North American Conference on Visually Handicapped Infants and
Preschool Children - May 22-25, 1978, Minneapolis, Minnesota

If you would like to know more about any of these five items call or
write me at the HUB, 754-0352.

Rosemary C. McDonald

Rosemary C. McDonald
Director, Social and Vocational Services



PR7

Cor. Merrymeeting Rd. & Field St.
St. John's, Nfld. Phone 754-0352

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THE HUB

Physically Handicapped Service Centre

INFORMATION SERVICES FOR THE PHYSICALLY DISABLED

- Definition: The HUB information and referral service - a process of active information seeking and transmittal with the purpose of linking a physically disabled individual or group who has an information or service need with the resources to meet that need. Complete I&RS have four major steps:
- (1) identifying the information and referral need
 - (2) locating the resources which are appropriate to the need and acceptable to the client
 - (3) connecting the client with the resources. (This may involve interpreting the information, making an appointment, or arranging for transportation)
 - (4) following-up referrals to ensure that the referral was appropriate and best suited to the client's expressed need.



"INFORMATION SERVICES FOR THE PHYSICALLY DISABLED"
SPECIAL UPDATE ON OUR SERVICES
MAY - 1980

After receiving some inquiries concerning our activities and services, it seems that many people don't know exactly what we do here at Information Services. We thought we'd explain our operation briefly so that you will have a better idea of services that we may be able to perform for you:

"Information Services for the Physically Disabled" involves three distinct information services, to be developed over a four-year period:

- (1) An Information & Referral Service (ISRS) on Physical Disability
- (2) A Specialized Information Center
- (3) A Resource Center

To date, we have developed and are operating Phase I and II and are planning for Phase III.

Phase I - An Information & Referral Service on Physical Disability

Purpose: To link physically disabled individuals (or other interested persons or groups) who have an information or service need with the resources to meet that need.

Operation: All organizations, agencies and groups across the province who offer a service to the physically disabled community (105 groups and organizations registered) are members of our ISRS. We keep up-to-date (403 services listed) information on the programs and activities of these member groups so that we can make the best possible use of resources across the province in meeting the needs of physically disabled people.

We handle inquiries from the physically disabled community, their families and friends, as well as rehabilitation professionals, on a wide range of topics - housing, employment, recreation, education, technical aids, transportation, and much more. Since our information is cross-referenced by geographic location, disability and service, we can connect people with the programs or services that best suit their needs based on where they live and what their physical disability is.

Phase II - A Specialized Information Center

Purpose: To store and retrieve journals, magazines, books, articles, pamphlets and all other types of print material produced locally as well as nationally and internationally. The material pertains to all areas of physical disability and rehabilitation.

Operation: The components of our print collection are: 180 core periodicals, vertical file holdings, books and pamphlet collection. Information at the Center is readily accessible to anyone who wishes to use it. Our resources have been catalogued in a nationally-recognized classification scheme to facilitate easy retrieval by users. In addition, full time staff are on hand to assist users in locating material and to perform specialized reference work if requested.

Users are notified of new acquisitions through our monthly Information Updates which are sent regularly to the over 800 recipients on our mailing list. Our materials may be used in the Center, borrowed in person or by mail via our province-wide lending system.

Purpose: To contain audio-visual materials on physical disability and rehabilitation and to assist the person with a physical disability in choosing and locating appropriate technical rehabilitation aids and adapted equipment.

Operations: We are just starting to plan for the development of our Resource Center which hopefully will be operating by May, 1981. Your feedback and we would welcome any suggestions and ideas you may wish to offer.

- Through the use of our service resource information and our print collection, we can.....
-advise you to services that are available in your community for someone with a physical disability;
 -provide information on programs offered throughout the province for someone with a specific disability, i. e. deaf, epileptic.
 -refer you to specific organizations and groups who can best meet your need.
 -register your organization/group as a member of our Information & Referral Service so that more people can utilize your service/program.
 -Loan (in person or by mail) print resources to you that deal with all aspects of physical disability and rehabilitation.
 -notify you of current holdings and new acquisitions that deal with your specific area.
 -provide information on other rehabilitation organizations across Canada and around the world.
 -arrange for the loan/rental/purchase of film and slide shows on physical disability for your own use, your staff or your group.
- Please feel free to phone, write or drop in to us if you would like to utilize any of our services. Our resources are here for your use!

Handwritten signature

Rosemary C. McDonald
Social & Vocational Services Director

Handwritten signature

Anne Gillis
Co-ordinator, Information Services

APPENDIX M

LIST OF RURAL AND ST. JOHN'S ORGANIZATIONS REGISTERED

Appendix M: List of Rural and St. John's Organizations Registered

Rural organizations registered:

1. Avalon North Integrated School Board
2. Bay St. George Community College
3. Calypso W.O.R.C.
4. Canada Manpower Center - Corner Brook
5. Community Council for People with Special Needs
6. Conception Bay South Lion's Club
7. Conception Bay South Lioness Club
8. Harbour Breton Lion's Club
9. Home Care Program - Gander
10. Green Bay Integrated School Board
11. Inter-Faith Home for Senior Citizens
12. International Grenfell Association
13. Kinsmen's Club, Grand Bank
14. Kiwanis Club, Carbonear
15. Kiwanis Club, Kelligrews
16. Labrador West Integrated School Board
17. Labrador West Pre-school Learning Center
18. Memorial University of Newfoundland Regional College
19. Speech and Hearing Department, Western Memorial Hospital
20. Special Care Unit, Western Memorial Hospital
21. Springdale Hospital
22. Wonderland School

Appendix M - Continued.....

St. John's Organizations Registered

1. Adult Rehabilitation Unit (Miller Center)
2. Basic Job Readiness Program
3. Blind Sports Association (Newfoundland and Labrador)
4. Canada Manpower Center - Special Needs Division
5. Canadian Arthritis Society
6. Canadian Cancer Society
7. Canadian Council of the Blind
8. Canadian Diabetic Association
9. Canadian Heart Foundation
10. Canadian National Institute for the Blind
11. Canadian Paraplegic Association
12. Canadian Public Health Association
13. Canadian Red Cross - Health and Community Services
14. Canadian Red Cross - Safety Services
15. Cerebral Palsy Association
16. Children's Rehabilitation Center
17. Community Services Council
18. Communications Development Clinic - Janeway Hospital
19. Council for Exceptional Children
20. Cystic Fibrosis - St. John's Chapter
21. Department of Education
22. Department of Health
23. Department of Rehabilitation and Recreation
24. Department of Social Services
25. Department of Tourism and Recreation
26. Diabetes Education Center

Appendix M - Continued.....

27. Division of Adult and Continuing Education - Department of Education
28. Early Childhood Development Association
29. Exon House
30. Grace General Hospital
31. Hoyles Home
32. The HUB
33. John Howard Society
34. Kidney Foundation
35. Kinsmen's Club
36. Knights of Columbus
37. Library Shut-in Service
38. MUN Extension
39. Memorial Organization for the Disabled
40. Multiple Sclerosis Society
41. Municipal Recreation Department
42. Muscular Dystrophy Association
43. National Film Board
44. National Parole Service
45. Newfoundland Association of Cerebral Palsied Adults
46. Registry of Interpreters of the Deaf
47. Newfoundland and Labrador Association for the Aging
48. Newfoundland Association of Social Workers
49. Newfoundland Camping Association
50. Newfoundland Hemophilia Association
51. Newfoundland Hospital Association
52. Newfoundland and Labrador Recreation Advisory Council for Special Groups

53. Newfoundland Parents Association for the Hearing Impaired
54. Newfoundland Silent Sports
55. Newfoundland Society for the Care of Crippled Children and Adults
56. Newfoundland Tuberculosis and Respiratory Disease Association
57. Registry of the Handicapped
58. Speech Therapy Division - Janeway Hospital
59. St. John Ambulance
60. St. Clare's Mercy Hospital
61. St. John's Goodwill Center
62. St. John's Home Care Program
63. St. John's Lion's Club
64. St. John's Retired Citizens Association
65. St. John's Shrine Club
66. St. John's Work Activity Group
67. School for the Deaf
68. Vera Perlin Pre-School
69. Virginia Waters School
70. Victoria Order of Nurses
71. Wheelchair Sports Association of Newfoundland and Labrador
72. Worker's Compensation Board
73. YM/YWCA

APPENDIX N

95 ORGANIZATIONS LISTED IN ALPHABETICAL FILE

APPENDIX N-95 ORGANIZATIONS LISTED IN ALPHABETICAL FILE

Accessibility Action Committee
Basic Job Readiness Program
Bay St. George Community College
Blind Sports Association
Boy Scouts of Canada
Calypso (WORC)
Canada Employment & Immigration Commission - Special Needs Division
Canadian Arthritis & Rheumatism Association, Newfoundland Division
Canadian Cancer Society, Newfoundland Division
Canadian Diabetic Association, Newfoundland Division
Canadian Heart Foundation, Newfoundland Division
Canadian National Institute for the Blind, Newfoundland Division
Canadian Paraplegic Association, Newfoundland Division
Canadian Public Health Association, Newfoundland Division
Canadian Red Cross, Newfoundland Division
Cerebral Palsy Association
Children's Rehabilitation Center
Community Council for People with Special Needs
Community Services Council
Communication Development Clinic
Council for Exceptional Children
Cystic Fibrosis Center
Department of Education - Learning Center-Special Needs Division
Department of Health
Department of Public Works

Department of Social Services

Diabetes Education Center

Diagnostic & Remedial Clinic for Children with Learning Disabilities

Direct Home Service Program

Early Childhood Development Association

Eastern Newfoundland Chapter of the Canadian Cystic Fibrosis Foundation

Exon House

Epilepsy Association

Gender & District Home care program

Golden Heights Manor

Grace General Hospital

Green Bay Health Care Center

Health Science Complex

HUB (The)

Interfaith Community & Family Center

Interfaith Home for Senior Citizens

International Grenfell Association

Janeway Child Health Center

Kidney Foundation

Kinsmen Club

Kiwanis Club

Knights of Columbus

Labrador West Pre-School Learning Center

Memorial Organization of the Disabled

Melville Hospital

Multiple Sclerosis Society

Muscular Dystrophy Association

National Film Board

Newfoundland Association of Cerebral Palsy Adults

Newfoundland Association of Social Workers

Newfoundland Chapter of Registry of Interpreters of the Deaf

Newfoundland Co-ordinating Council on Deafness

Newfoundland Hemophilia Association

Newfoundland Hospital Association

Newfoundland Human Rights Commission

Newfoundland & Labrador Association for the Aging

Newfoundland Parents Association for the Hearing Handicapped

Newfoundland Recreation Advisory Council for Special Groups

Newfoundland Silent Sports Association

Newfoundland Society for the Care of Crippled Children & Adults

Newfoundland Teletypewriters of the Deaf

Newfoundland Tuberculosis & Respiratory Disease Association

Occupational Therapists Association

Orthotic Aids Limited

Parks/Recreation Department, St. John's

Physiotherapy Association

Registry of the Handicapped

Rehabilitation Division, Department of Social Services

School for the Deaf

Speech Pathology Department

Speech Therapy Division

St. Clare's Mercy Hospital

St. John's Association of the Deaf

St. John's City Libraries
St. John's Community Counselling Center
St. John's Goodwill Center
St. John's Home Care Program
St. John's Retired Citizens Association
St. John's Shrine Club
St. John's Work Activity Group
Southview Manor
Springdale Hospital
Stroke Club
Teachers on Wheels
Virginia Waters School
Victorian Order of Nurses
Wheelchair Sports Association
Wonderland School for Handicapped Children
Worker's Compensation Board
YM/YMCA

APPENDIX O
MASTER CARD

APPENDIX P
LIST OF MEDIA

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
The Evening Telegram (Daily Newspaper)	Duckworth St., St. John's, Nfld. A1C 1H3	726-2190 726-2060	Ron Rossiter
The Daily News (Daily Newspaper)	P.O. Box 8835, Str. "A", St. John's, Nfld. A1B 3V2	726-1810 Exts. 51-55	Jeanette Payne
The Western Star (Daily Newspaper)	Brook St., Corner Brook, Nfld. A2H 6E7	634-4346	Richard Williams
The Grand Falls Advertiser (Twice a week Newspaper)	Harris Ave., Grand Falls, Nfld. A2A 2J4	489-2163	Ron Ennis
Labrador South Review (Published Bi-Weekly)	Red Bay, Labrador Newfoundland AOK 4K0	Dial long dis- tance operator and ask for Red Bay 822	Rev. Frank Pye
Southern Gazette (Weekly Newspaper)	P.O. Box 1116, Marystown, Nfld. AOE 2M0	279-8188 279-8189	Ben Brake
The Aurora (Weekly Newspaper)	P.O. Box 423, Labrador City, Labrador, Nfld. A2V 2K7	944-2957 3239	Gordon Parsons
The Clarenville Packet (Weekly Newspaper)	P.O. Box 339, Clarenville, Nfld. AOE 1U0	466-2243 466-2656	Lloyd Thompson

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
The Fisherman's Advocate (Weekly Newspaper)	P.O. Box 68, Port Union, Nfld. AOC 2JO	469-2221	Art Sweetland
The Humber Log (Weekly Newspaper)	P.O. Box 576, Corner Brook, Nfld. A2H 6G1	639-9203 639-9204	Fred Basha
The Gander Beacon (Weekly Newspaper)	P.O. Box 420, Gander, Nfld. A1W 1W8	256-4371 256-7936	Bob Moss
The Burin Peninsula Post (Weekly Newspaper)	P.O. Box 538, Marystown, Nfld. AOE 2MO	279-3740	Stella Hollett
The Labradorian (Weekly Newspaper)	P.O. Box 484, Goose Bay, Labrador, Nfld. AOP 1CO	896-3804	Louise Kelland
The Lewisporte Pilot, (Weekly Newspaper)	P.O. Box 3, Lewisporte, Nfld. AOG 3AO	535-2854 535-6910	George Armstrong
The Georgian (Weekly Newspaper)	P.O. Box 283, Stephenville, Nfld. A2N 2Z4	643-4531 643-3662	Marvin Youden
The Gulf News (Weekly Newspaper)	P.O. Box 1090, Port aux Basques, Nfld. AOM 1CO	695-3671 695-2923	Calvin T. Andrews

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
The Compass (Weekly Newspaper)	P.O. Box 760, Carbonear, Nfld. A0A 1T0	596-2583	Bill Bowman
The Green Bay News (Weekly Newspaper)	P.O. Box 322, Springdale, Nfld.	673-3835	Francis Hall
The Reporter (Weekly)	P.O. Box 70, Stephenville, Nfld. A2N 1H9	643-2854	Keith Pittman
Gander Tymes (Published weekly)	P.O. Box 507, 283 Elizabeth Drive, Gander, Nfld. A1W 1J7	651-3304 651-3334	Gerald Donahue
Kinaduanot ILLENGAJUK (Published weekly, B1-Lingual)	Labrador Inuit Assoc., P.O. Box 70, Rain, Labrador, Nfld. A0P 1L0	922-2973	Eliza Bennett Amos Dicker (Acting)
The Canadian Press (National News Wire Service)	P.O. Box 5951, St. John's, Nfld. A1C 5X4	726-0687	Ed Walters
The Coaster (Published B1-weekly)	P.O. Box 628, Grand Falls, Nfld.	489-2163	Bernard Bromley
N.T.V. (CJON-TV) (Television Station)	P.O. Box 2020, CJON Building, Buckmaster's Circle, St. John's, Nfld. A1C 8S2	579-5547 579-3009	Randy Simms

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
CHOZ-FM Radio	P.O. Box 2020, Buckmaster's Circle, St. John's, Nfld. A1C 5S2	579-5015	Laurie Leonard
VOCH (Radio Station)	Kemmount Road, St. John's, Nfld. A1B 3P5	726-5591 726-5163	Carl Cooper
CBN-CBNT (Radio and Television Stations)	Prince Phillip Drive, St. John's, Nfld. A1B 1Z4	737-4250	Hugh Doherty
CFCB (Radio Station)	P.O. Box 2020, Corner Brook, Nfld. A2H 6H5	634-7964 634-3111	Carson Lawrence
CHCM (Radio Station)	P.O. Box 560, Marystown, Nfld. A0E 2N0	279-2560 279-2561 279-2562	Bob Power
CF6B (Radio Station)	P.O. Box 736, Happy Valley, Labrador, Newfoundland. A0P 1E0	896-2911	Conrad Lutes
CBG (Radio Station)	P.O. Box 369, Gander, Nfld. A1V 1W7	256-4880 256-4321	Vince Ledwell
CBT (Radio & TV)	P.O. Box 218, Grand Falls, Nfld. A2A 2J7	489-4399	Gary MacDonald

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
CFBX (Radio Station)	P.O. Box 276, Stephenville, Nfld. A2H 2Z4	643-2191 643-2192 643-2193	Don Gibbons
CFLN (Radio Station)	P.O. Box 4000, Goose Bay, Labrador, Newfoundland. AOP 1C0	896-2960 896-2968 896-2969	Danfel Viaw
CFGN (Radio Station)	P.O. Box 1230, Port aux Basques, Newfoundland. AGM 1C0	695-3901	Hedley Clarke
CFLW (Radio Station)	P.O. Box 670, Mabush, Labrador, Newfoundland. AOR 1B0	282-3601 282-3602 282-3603	Brian Duplessis
CFLA (Television Station)	P.O. Box 925, Station "A", Happy Valley, Goose Bay, Labrador, Newfoundland. AOP 1S0	896-3690 896-2466	Phil Smith
CBY-CBYT (Radio and Television Station)	P.O. Box 610, Corner Brook, Nfld. A2H 6G1	634-3141	Gerry Basha
CJWN (Television Station)	P.O. Box 3000, Corner Brook, Nfld. A2H 6E1	634-4385	Bill Bartlett

<u>NAMES AND TYPES OF MEDIA</u>	<u>MAILING ADDRESS</u>	<u>TELEPHONE NUMBERS</u>	<u>NEWS DIRECTOR OR NEWS EDITOR OR APPOINTEE</u>
CKCM (Radio Station)	P.O. Box 620, Grand Falls, Nfld. A2A 2K2	489-2192 489-3862	Terry Hart
CBNLT (Television Station)	P.O. Box 576, Labrador City, Labrador, Newfoundland. A2V 2L3	944-3676 944-3998	Bill Ash
CJYQ (Radio Station)	P.O. Box 6180, St. John's, Nfld. A1C 5X8	753-4840	Bas Jamieson
CFYQ (Radio Station)	Box 323, Gander, Nfld.	651-2731	Dennis Wicks
CIYQ (Radio Station)	P.O. Box 810, Grand Falls, Nfld. A2A 2M4	489-9663	Robert Light
CKYQ (Radio Station)	P.O. Box 189, Grand Bank, Nfld. A0E 1W0	832-2650	Diane Large
CBC Clareville	P.O. Box 1011, Clareville, Nfld. A0E 1J0	466-7126	Gordon Lannon

Note: All media listed are those with editorial or other offices. Not included are repeater stations for radio or television networks.

