



C.B.R.C. TORCH  
A PUBLICATION OF THE  
CENTRAL BLIND REHABILITATION CENTER  
EDWARD HINES JR. VA HOSPITAL



Fall 2012



*"Let it light the pathways of the blind, that their dignity may be restored."*

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Accessibility options have been implemented to enable our visually impaired readers ease and greater access to articles that are of interest to them. If e-readers click on the table of contents below, float the cursor over the list of articles below and use the commands “*control and click*” they will be launched to the article of interest they select without having to scroll through each article.

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## Mission Statement

The mission of the Blind Rehabilitation Center is to provide high quality blind rehabilitation service through the provision of a broad range of programs. We are a CARF Accredited Program.

Contents are not necessarily the official views of or endorsed by the U.S. Government or Department of Veterans Affairs.

Links may take you outside of the Department of VA web-site. VA does not endorse nor is responsible for the content of the linked websites. Links will open in a new window.

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## Comments or Subscriptions

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**<http://www.hines.va.gov/services/blind/index.asp>**

## Chief's Message

Submitted by J. Schutter

Hines VAH has undergone a fairly significant turn-over in Hospital leadership. Over the summer we have acquired a new Hospital Director, Ms. Joan Ricard, in addition to a new Associate Director, Dr. Daniel Zomcheck and a new Assistant Director, Kenny Sraon. The Blind Center has also experienced some changes in staffing over the past few months. Be sure to check out the **Staff Updates** column for details.

Fall also brings the start of a new academic year. Our staff roster changes frequently with internship and Residency rotations from academic affiliates at Illinois College of Optometry, and Western Michigan and Northern Illinois Universities Blind Rehabilitation Programs, to name a few. We continue to maintain the teaching hospital philosophy that Hines is known for and welcome the opportunity to work with these trainees each year.

Much of summer was spent prepping for our CARF reaccreditation review. Be sure to check out the **Performance Improvement** column to see how we did!

The Facebook frenzy is continuing and is now reaching out to our visually impaired Vets and encouraging them to join in on the fun. Be sure to read

both our **Technology Today** column and **Messages from the HBCA** column for adaptive tips and resources on how to participate in this social networking activity. The grandkids will be impressed!

We are happy to report Blind Center staff participation in the 6<sup>th</sup> Annual Disabled Veterans Golf Benefit on 9/17/12 at the Carillon Golf course in Plainfield, IL . Proceeds support disabled Veterans through the National TEE Tournament and the Hines Blind Rehabilitation Center. We are grateful for the generous donation on behalf of the Veterans we serve.

## Performance Improvement

Submitted by Mary Beth Harrison

### CARF SURVEY 2012

During the first three days of August, a team of surveyors from CARF



(Commission on Accreditation for Rehabilitation Facilities) visited the Blind Rehabilitation Center and seven other rehabilitation programs at Hines. This marks the 5<sup>th</sup> time since the year 2000, that the BRC has participated in the CARF accreditation process. CARF establishes standards to guide providers in offering quality services, then uses the standards to evaluate how well a provider is serving people and how it can improve.

As in the past, we were again awarded a full 3-year accreditation. The Survey Team was thrilled to report they had NO recommendations for the entire Hines organization. (Recommendations are items that must be addressed to meet accreditation standards.) Only 3% of CARF surveys result in no recommendations, so this is an extraordinary accomplishment. The two specific suggestions that were mentioned for the Blind Center were for the hospital to accelerate the process of improving the patient high speed wireless access, and for all BRC's nationally to expand the sharing and comparison of Veteran outcomes information.

The Surveyors were quite pleased to see the tremendous improvement in our Wait Times, particularly for the Computer Access Training (CAT) program. When CARF last visited in 2009, the CAT Wait Time was approximately 10 months. Now the wait is only about 4 months. Quite a few other strengths were shared. Here are some highlights:

- Teamwork is a “hallmark” of the BRC. The culture fosters cooperation and sharing of ideas amongst all staff, and nursing staff members are an integral part of this. The staff are committed to providing the highest quality services possible.
- Open communication with referral sources (such as VIST

Coordinators) to facilitate smoother transitions from graduation to home

- Flexibility of service provision with Dual Programs for access technology
- The BRC’s “cutting edge” approach to staying up to date with new assistive technologies and “apps”
- Follow-up troubleshooting for Veterans through remote assistance
- The BRC’s home-like environment and the inclusion of recreation and community activities
- Fall prevention education

What seemed to impress the Program Surveyor the most was what she heard directly from Veterans. She spoke with several current and graduate BRC Veterans in private interviews. She also had the opportunity to meet all of the in-house Veterans in a group setting. She noted that they want to serve as ambassadors for the program, which is the highest praise we could receive. One way the CARF process helps us is to identify strategies for continuous improvement. In conjunction with CARF, a new tool will soon be available for us to get Veterans’ feedback. This tool is called the uSPEQ Survey (pronounced “you speak”). It is a national survey that we will be implementing in October. We will share more information as it becomes available.

## **Staff Updates**

Formerly known as TORCH GLOWS  
Submitted by Sarah Baskis

### Retirements

BRC Psychologist, Dr. Paul Fedirka, retired on June 30<sup>th</sup>.

### New Staff

Karen Kwapis is the new Nurse Practitioner for the BRC. Prior to joining the BRC, Karen worked in PM&R at Hines. She is also a certified rehabilitation registered nurse and a board member for the Northern Illinois Chapter of Rehabilitation Nurses. Karen has been in the field on Nursing for 12 years and is a dual certified Nurse Practitioner in Adult and Geriatrics. Welcome, Karen!

Our new Psychologist, Dr. Laurie Schmitt arrived over the summer filling the recently vacated position after Dr. Fedirka's retirement. She says "hello" to all our readers below:

Hello! I am Dr. Laurie Schmitt, the new Blind Center Psychologist. I have been a psychologist at Hines VA since 2009, and previously worked on the Acute Rehabilitation and Spinal Cord Injury Units. I earned my Ph.D. in Clinical Psychology from the Illinois Institute of Technology in Chicago in 2004, and completed my Internship at North Chicago VAMC. Over the 20 years that I have been in the mental health field, I have worked with many different kinds of people with a variety of challenges, but enjoy working with

Veterans in particular. There is a long history of military service in my family, and serving Veterans gives me a great sense of connectedness to my family and history. I am excited to join the esteemed BRC team, as the tremendous positive growth that students experience in blind rehabilitation is so inspiring and rewarding. I am very grateful to have the opportunity to support Veterans in their rehabilitation efforts. Next time you're at the BRC, please drop by and say "Hello!"

Linda Kolendowicz, RN, has joined the BRC as the new overnight nurse filling in behind Chris DiPompeo who retired last December.

### Goodbye...

Jean Shook has transferred to the new BRC in Biloxi, Mississippi after two years as a TCF intern at Hines. Jean will be teaching Computer Access Training in her new position. Jean says she has enjoyed her time working at Hines including working with the veterans and learning at the place where Blind Rehab was born.

It is with a heavy heart that we share the news of the passing of two Blind Rehabilitation Center Staff members over the summer.

Richard Shuck, CATs Instructor  
And  
Valerie Allen, LPN, Night Nurse

Richard and Valerie will remain in our thoughts and hearts forever.

## BRC Recreational Program

Submitted by Mellissa Winter, RT

The National Veterans TEE Tournament, sponsored by the Department of Veterans Affairs, was held



September

10-14 at the Riverside Casino just outside Iowa City, IA. Hines Blind Center took over 50 veterans to the TEE which included 10 inpatients, and former BRC outpatient riders. Iowa gave us three beautiful days of sunshine and on the last day, the veterans golfed in the rain or headed in early for some shelter to stay dry and warm.

The TEE hosted bowling and horse-shoe tournaments as well as golf for those who prefer a bowling ball or horse-shoe over a golf club.

Rumors had been circulating that this would possibly be the last year for the TEE Tournament after 19 years.

However, at the TEE Tournament, multiple people announced the tournament would be happening again next year. We are very excited about this news, but we still encourage you to contact your congressmen and women to tell them about the TEE and how beneficial it has been for our blind veterans.

Hines looks forward to again taking 10 of our inpatients and allowing space for past BRC veterans to ride with us from the surrounding area. The National TEE tournament coordinators have posted lots more photos that can be found on the following websites. Check it out, if you attended the tournament you might find yourself or a buddy.



- <http://www.flickr.com/search/?q=Adaptive+sports+TEE&z=e&page=6>
- <http://www.youtube.com/watch?v=XXwBciCUs9I>

## National Veterans Winter Sports Clinic

The National Disabled Veterans Winter Sports Clinic is a world-leader in adaptive winter sports instruction for U.S. Military Veterans and active duty servicemen and women with disabilities. This clinic is held in Snowmass Village, CO, March 25-30, 2013. In addition to Alpine skiing, the Clinic also features a number of other sports including: cross country, rock climbing, scuba diving, kayaking, trapshooting and snowmobiling.

Applications are currently out and are **due November 30** for the National

Veterans Winter Sports Clinic. It is noted in the application that if you are visually impaired, you will be expected to possess good mobility and independent living skills. You will also be expected to join in all scheduled events.

### **National Veterans Creative Arts Competition**

The 2013 local phase of the National Veterans Creative Arts Competition will be coming up in Spring 2013. The Creative Arts Festival has 5 divisions including drama, creative writing, dance, art, and music. Veterans can only enter a local competition at one VA facility per year. This facility should be the site where you receive your primary care. First place winners at the local level move on to the National Level. The Hines VAH Local phase will be held at Hines Hospital on March 20, 2013. If you are interested in entering the 2013 competition, please contact recreation/creative arts therapy staff at the VA facility in which you are enrolled. More details available at the link below.

Hines Blind Center is not coordinating a bus to these events, but if you are interested, please contact your VIST Coordinator or search on the internet for the *National Veterans Winter Sports Clinic (see link below)*; the application forms are available online. <http://www.va.gov/opa/speceven/wsc/index.asp>

The summer activities are winding down here at the BRC. Golf outings will be replaced with indoor activities including Theatre outings, Major League sports events, (basketball), swimming and water aerobics and we are looking into indoor kayaking and tandem biking. We are looking forward to the holidays which always brings a host of visitors and outings to celebrate the season!

### **Technology Today**

#### **The Friend Mail**

Submitted by CATS Department



Have you ever wondered what the entire Facebook buzz is about? Did you think that since your grandchildren use Facebook that it would be much too difficult for you? Well, that is now a thing of the past! Regardless if you are a Jaws user, Zoom Text user or Guide user- you can access Facebook too! With the proper knowledge, set-up and training, anyone can use Facebook with a FriendMail account. So here's how it works.

The FriendMail will allow you to access Facebook within the convenience of your email inbox. As stated by their company, *"TheFriendMail connects you to Facebook using email. You can use any email address to update your Facebook status, post on a friend's wall, share photos, receive your news*

*feed, and even "like" and comment on posts. TheFriendMail has the best email notifications for Facebook and can help you keep up with your friends by automatically sending your news feed and alerts for birthdays. You can even manage Facebook pages from your inbox by receiving comment notifications and using email to post new content on your wall. It's like having a full-featured Facebook app built into your email inbox."*

Here are some of the features of TheFriendMail:

- Share news, links, and photos by simply sending email
- Lookup your friends' profiles and post on their walls using email
- Get email notifications for new wall posts, comments, and other activities
- Receive automatic reminders for birthdays
- Automatically get your news feed in your email according to your own schedule
- "Like" and comment directly from your inbox!

Be mindful that the set-up process is not for the faint at heart and it is likely you will need assistance with the set-up and additional training to utilize this. This is one of the many new skills you can learn at the Hines Blind Rehabilitation Center program. If you've been to Hines before, maybe it's time for a refresher. If you've never been to Hines Blind Rehab Center, or know a Veteran who would benefit from this program, call your local VIST Coordinator for more

information on training and submitting an application for admission. A complete list of our VIST Coordinators can be found at the end of this publication. Sources Cited:  
<http://thefriendmail.com/faq#emailSupport>

## **An Inspiration to All**

The following poem was submitted by a former patient who participated in the blind rehabilitation program at Hines Blind Center.

### **Now Hear This!**

Blind Rehab Centers are not something new,  
But their existence is know but to a few.  
One-on-one counseling,  
separate leads,  
Structured and tailored to Low-vision needs.  
If you are willing to learn,  
they will teach;  
Teach you to see just how far you can reach.  
Offering programs to play many roles,  
programs designed to advance hidden goals.  
All of the staffers you're likely to meet  
Tell you don't sit back and suffer defeat.  
Here you will not find a half-empty cup;  
Blindness is not an excuse to give up.  
If you have low-vision,  
this is for you-  
Learning the little things that you can do.  
Only one measure of worth can apply-  
Nothing will happen if you do not try!

©Richard Williams

## Letters from Our Graduates



I recently attended the Hines VA blind rehab school. It has been one of the best experiences of my life next to the birth of my children. All of my instructors were top grade and extremely patient. I've been losing my eyesight gradually over the past 30 years and have never received any formal training. It has helped me maximize the skills I had already developed as well as correcting many mistakes I didn't even realize I was making. I know I have much more confidence in my abilities.

I have no hesitation in recommending this program to any veteran with a visual disability. I wish I had known about this program many years ago. I encourage all fellow veterans who may be dealing with vision loss to contact their local VA office about attending the training here at Hines.

*Darrel Vickers, USN  
Washington, MO*



Dear Hines BRC

I thank you for keeping me informed about what goes on through the TORCH.

Going back several years; I was the first one across the finish line into the "new" building from the old building. Nancy Schultz pushed me in my wheelchair; pictures were taken.

I am now 90 years old, living with my 59 year old son. My eye sight is gradually getting worse, but, I am hanging in there thanks to the training I received at Hines; it has been a great help.

*WWII, USAAF  
Cincinnati, OH*

## Eye Conditions Optic Atrophy

Submitted By Susan Knauff

Optic atrophy is an umbrella term for any condition that causes damage to the optic nerve. The optic nerve carries information from the eye to the brain in order to interpret what a person is seeing. With optic atrophy, something is interfering with the optic nerve's ability to send this information to the brain. As a result, loss of vision can occur.

According to The Cleveland Clinic, optic atrophy is not a disease itself, but it is a sign of a possibly more serious condition causing damage to

the optic nerve from many different kinds of conditions. Optic atrophy can cause some loss of vision or, more severely, complete blindness. Causes of optic atrophy can include glaucoma, stroke of the optic nerve, a brain tumor, optic neuritis (inflammation of the optic nerve due to multiple sclerosis), hereditary factors, trauma, toxic substances, and radiation.

The optic nerve is a cranial nerve; therefore, it is a direct extension of the brain itself. Because brain tissue cannot regenerate, loss of optic nerve fibers cannot be recovered, and as a result, vision that has been lost cannot be recovered. Ideally, the cause of the optic atrophy should be found and controlled to prevent further loss of vision. When optic neuritis is the cause of the atrophy, though, because the loss of vision is due to swelling, as long as the swelling recedes, individuals with optic neuritis may eventually get their vision back. Symptoms of optic atrophy can include blurred vision, loss of peripheral vision, problems with color vision, and decrease in sharpness of vision. According to MedlinePlus through the U.S. National Library of Medicine, "optic nerve atrophy causes vision to dim and reduces the field of vision. The ability to see fine detail will also be lost. Colors will seem faded. The pupil reaction to light will diminish and may eventually be lost." If any of these symptoms occur, the person should see their eye doctor. The ophthalmologist will perform a full

eye examination to determine the cause of the vision problems. One instrument the doctor will use is an ophthalmoscope which is used to look through the pupil of the eye to examine the optic disk, which is the area where the optic nerve enters into the back of the eye. If a problem exists due to optic atrophy, the optic disk will appear pale or white, which indicates the loss of nerve fibers. Further tests may be performed to test visual acuity, peripheral field, pupil reaction, and color testing. Sources for this article include the following:

1. Kellogg Eye Center, University of Michigan.  
[http://www.kellogg.umich.edu/patientcare/conditions/optic\\_atrophy.html](http://www.kellogg.umich.edu/patientcare/conditions/optic_atrophy.html)
2. Medline Plus through the U.S. National Library of Medicine, NIH National Institutes of Health  
<http://www.nlm.nih.gov/medlineplus/ency/article/001622.htm>
3. The Cleveland Clinic  
[http://my.clevelandclinic.org/disorders/optic\\_atrophy/hic\\_optic\\_atrophy.aspx](http://my.clevelandclinic.org/disorders/optic_atrophy/hic_optic_atrophy.aspx)

## RESOURCES

### Woodworking for the Blind

Submitted by  
Jamie Ogarek



It all began when Mr. Larry Martin, an independent advocate for the blind who does woodworking, came across a person that needed woodshop assistance due to his blindness. Mr. Martin researched articles until he was able to find the right solution to offer this person. From that point on, he began recording articles from different woodworking magazines that would benefit people with visual disabilities. Larry Martin began "Woodworking for the Blind" organization seven years ago. There is no cost for a membership. Currently, he has over 151 blind and visually impaired members, from all over the United States, Canada and Australia. In addition, he is also involved with Hadley seminars which discuss safe and adaptive woodshop techniques. You can listen to his previous recording of "Sawdust 101" or "Woodworking Roundtable" by going to [www.hadley.edu](http://www.hadley.edu) and to link Access Past Seminars.

Mr. Martin spoke to a group of veterans at the Hines Blind Center on August 30<sup>th</sup> about woodshop techniques and skills for people with visual disabilities. The bottom line is people who are blind and visually impaired can do pretty much anything a sighted woodshop person can do!

A person with a visual disability will need to have some patience, work more slowly and conduct good organizational skills.

If you are interested in trying woodworking and don't want to purchase a full woodshop, Mr. Martin recommends buying dimensional wood from Lowes, Menards or Home Depot that does not need to be planed or jointed. For woodturning, wood lathe tools can be purchased with carbide inserts called Easy Wood Tools, which are great for beginners and no grinder required.

Woodworking is a great way to increase confidence and build better organizational skills. Mr. Martin has eight members that have built their own homes and over twenty-five that have been involved with remodeling. The woodshop possibilities and projects are endless. What are you waiting for?

### WOODWORKING FOR THE BLIND

INC. Email:

[woodworkingfortheblind@comcast.net](mailto:woodworkingfortheblind@comcast.net)

<http://www.blindwoodworker.com>

### Sight into Sound

Sight into Sound is a non-profit, educational organization founded in 1967 whose mission it is to enrich the lives of individuals with visual, physical or perceptual disabilities through audio newspapers, books, magazines, business, technology sports, and much more, all free of

charge. Check out the following website for the Radio Program Guide full of a variety of topics for your listening pleasure.

[www.sightintosound.org](http://www.sightintosound.org)

### **GPS and Computer Monthly Discussion Groups; Hines Chapter Veterans Helping Veterans**

Just dial the 800 number and when it tells you to put in your access code follow the prompts and you're there.

### **Computer Support Calls**

Date: First Thursday of every month

Time: 10:00 to 10:50 am (CDT)

Conference call in number:

1-800-767-1750 Access Code 44125

### **GPS Support Conference Call**

Date: First Tuesday of every month

Time : 10:00 to 10:50 am (CDT)

Conference call in number:

1-800-767-1750 Access code 44125

If you would like to be included in the e-mail reminders on the calls, which include agenda topics, please send an E-mail to: **Richard Olson**

[rwoverna1@sbcglobal.net](mailto:rwoverna1@sbcglobal.net)

Please include your name, contact information and which group you would like to be added to.

## **Messages from the HBCA**



Attention Blind Center Alumni!

Remember when you went to camp and promised to keep in touch with everyone you met? Well, now you have zero excuses to NOT follow up with your friends from the Hines Blind Center. The Hines Blind Center now has a profile on Facebook so you can keep in contact with all your buddies. Keep each other in the loop or check in to see if they are still using their two-point touch cane techniques at home.

If you have not heard about Facebook yet, then get out from underneath that rock and join the fun! Facebook is a social networking website which allows you to share pictures, exchange messages all from the comfort of your own customized profile which you share with the world! In addition to sharing the common background of having a visual impairment, you can join other common-interest groups . Perhaps you want to meet up with old college buddies, a local beep ball group or

even a community walking group- Facebook can get you connected! Hines Blind Center Alumni's Facebook page will allow you fast access to the latest newsletters, information for phone seminars, technology updates, VA and BVA updates and most importantly- updates from fellow Hines Blind Center Alumni!

If you would like to learn more about how to operate Facebook contact the Hadley School for the Blind and register for one of their Facebook Seminars. Call at 847-446-8111 or go online at [www.hadley.edu](http://www.hadley.edu). Not yet an internet user? Email [hbca.va2012@gmail.com](mailto:hbca.va2012@gmail.com) to schedule a phone seminar about accessing Facebook. Fair-weather friends no more, be friends with Hines Blind Center Alumni !

## **HBCA NEWS UPDATE**

Alumni Members, this is not only the beginning of the school year, but also the awakening of all organizations and groups that seem to take the summer off. The officers of the HBCA are beginning to shake the cobwebs loose and look at the coming year for activities to be done. There are plans to make for the Elections of new officers, changes in by-laws and finally a reunion in June of 2013.

So, it's time to take a look at what may be your part in all that will be happening. If you attended Hines,

you are an alumni member whether active or inactive. If you pay dues you are an active member and if you have let your dues slide you are listed as inactive. You received your membership when you left Hines for home. Membership can be clarified for you by dropping a line to the HBCA PO Box 58 Hines IL 60141 and requesting your status.

Plans for the Reunion will start as soon as we return from the TEE Tournament with choosing a date and place to stay.

Dues notices will be in your mail box by the end of the year. Dues costs are as follows:

- Age 80 and over  
Lifetime Membership; Paid in full by HBCA
- All Other Veterans  
Lifetime Membership \$50.00 onetime fee  
OR  
\$70.00 (\$10.00 yearly 7/years)

So, check your emails along with the TORCH to see what is going on with the HBCA and with Hines Blind Center.

## **OUTREACH**

### **Know your VIST**

The Visual Impairment Services Team Coordinators, better known as (VIST) are your case managers for Blind Rehab Care and Services and your first contact when you need to enroll or apply for a program. Whether it be your first admission to the Blind Center, a special program to meet unique needs, or a refresher, these representatives are key. The following is a current updated list for the Central area Region VIST Coordinators.

<b><u>VIST Coordinator</u></b>	<b><u>LOCATION</u></b>	<b><u>PHONE</u></b>
<b>Paul Hemmes</b>	<b>Cincinnati, OH</b>	<b>(513) 475-6397</b>
<b>Paul Hemmes</b>	<b>Dayton, OH</b>	<b>(937) 268-6511 X2631</b>
<b>Matthew Page</b>	<b>Columbus OPC</b>	<b>(614) 257-5325</b>
<b>Beth Levine</b>	<b>Youngstown OPC</b>	<b>(330) 740-9200 X1580</b>
<b>Marianne Ryan</b>	<b>Cleveland, OH</b>	<b>(216) 791-3800 X4240</b>
<b>Jennifer Troyer</b>	<b>Detroit, MI</b>	<b>(313) 576-4888</b>
<b>Bill Bernhard</b>	<b>Battle Creek, MI</b>	<b>269-223-6607</b>
<b>Gerald Rickert</b>	<b>Ann Arbor, MI</b>	<b>(734) 845-3064</b>
<b>Deanna Austin</b>	<b>Indianapolis, IN</b>	<b>(317) 988-2576</b>
<b>Jeff Stroud</b>	<b>Danville, IL</b>	<b>(217) 554-5406</b>
<b>Jeff Stroud</b>	<b>Peoria, IL</b>	<b>(309) 497-0790</b>
<b>Novalea Welch</b>	<b>FT Wayne, IN</b>	<b>(260) 426-5431 x72650</b>
<b>Leland Lewis</b>	<b>Saginaw, MI</b>	<b>(989) 497-2500 X11852</b>
<b>Eric Strong</b>	<b>North Chicago</b>	<b>(224) 610-5429</b>
<b>Pat Zeinstra</b>	<b>Hines, IL</b>	<b>(708) 202-2351</b>
<b>Melinda Dunlap</b>	<b>Chicago, IL</b>	<b>(312) 569-7531</b>
<b>Leon Haith</b>	<b>Milwaukee, WI</b>	<b>(414) 384-2000 X41832</b>
<b>Rhonda M. Chambers</b>	<b>Madison, WI</b>	<b>(608) 256-1901</b>
<b>Patricia Staller</b>	<b>Iron Mountain, MI</b>	<b>906-774-3300 X34515</b>
<b>Sue Greeno</b>	<b>Tomah, WI</b>	<b>608-372-3971 x61554</b>
<b>Kevin Jacques</b>	<b>ST. Louis, MO</b>	<b>(314) 652-4100 X54121</b>

<b><u>VIST Coordinator</u></b>	<b><u>LOCATION</u></b>	<b><u>PHONE</u></b>
<b>Paul Clary-Archuleta</b>	<b>Kansas City, MO</b>	<b>(816) 861-4700 x56924</b>
<b>Martha Allen</b>	<b>Leavenworth, KS</b>	<b>(913) 682-2000 X52011</b>
<b>Betty Howerton</b>	<b>Marion, IL</b>	<b>(618) 997-5311 X54815</b>
<b>Bob Hamilton</b>	<b>Wichita, KS</b>	<b>(316) 651-3682</b>
<b>Lauren Swift</b>	<b>Columbia, MO</b>	<b>(573) 814-6458</b>
<b>Anna Perry</b>	<b>Sioux Falls, MI</b>	<b>(605) 336-3230 X7860</b>
<b>Broderick Burks</b>	<b>Minneapolis, MN</b>	<b>(612) 725-2000 x1814</b>
<b>Heidi Ampe</b>	<b>St Cloud, MN</b>	<b>(320) 255-6480 X7235</b>
<b>Bonnie Whitson</b>	<b>Des Moines, IA</b>	<b>(515) 699-5410</b>
<b>Jean Butler</b>	<b>Omaha, NE</b>	<b>(402) 995-3188</b>
<b>Lisa Tatge</b>	<b>Iowa City, IA</b>	<b>(319) 338-0581</b>
<b>Jody Schommer</b>	<b>Fargo, ND</b>	<b>(701) 232-3241 X3056</b>
<b>Galen Britain</b>	<b>Black Hills, SD</b>	<b>(605) 745-2000 X92558</b>



**C.B.R.C. TORCH**



Building 113 (124)  
Hines V.A. Hospital  
Hines, Illinois 60141-9999

**FREE MATTER FOR THE BLIND  
& PHYSICALLY HANDICAPPED  
POSTAL MANUAL PART 135**