# VR-SFP Chapter 5: Orientation and Mobility Services

Revisions effective September 1, 2020

## 5.1 Overview of Orientation and Mobility Services

Orientation and Mobility (O&M) services prepare blind and visually impaired customers to travel independently with competence and confidence.

O&M specialists offer complex, interrelated services designed to develop independent travel skills in individuals who are blind or visually impaired. O&M services begin with an assessment and can include training held in environments frequently visited by customers.

Orientation is the process of using the available senses to establish one's position and relationship within the environment.

Mobility is the ability to travel in the environment with the help of an established tool (including white canes, dog guides, and electronic travel aids).

O&M assessments and training can be provided in locations within the customer's home or community. O&M assessments and training cannot be provided remotely.

Examples of training locations include:

* the customer's home (indoor and outdoor);
* public areas, such as a bank, church, or doctor's office;
* commercial areas, such as a grocery store or mall;
* transit systems, such as public transportation, paratransit, and taxis;
* rural areas;
* residential areas (with light traffic and stop signs);
* small business areas (with heavier traffic and simple traffic lights);
* downtown areas (with heavy traffic and complex traffic lights); and
* commercial modes of travel, such as trains and planes.

When the Centers for Disease Control and Prevention (CDC), federal, state, and/or local governments issue health and safety protocols, such as social distancing, O&M services (evaluation and training) may be provided only with a VR director approved [VR3472, Contracted Service Modification Request.](http://www.texasworkforce.org/forms/VR3472.docx" \o "https://twc.texas.gov/forms/index.html" \t "_blank)

The VR3472 must include:

* how the service will be delivered:
  + in person;
  + following health and safety protocols; and
  + meeting the customers individual training needs,
* justification for need of the service; and
* verification the customer has agreed to participate in the services as described above.

For more information refer to 3.6.4.2 Evaluation of Service Delivery.

For information on acceptable signatures refer to 3.11.1 Documentation and Signatures.

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