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# Maine-Lines: A Quarterly Newsletter for People who are Deaf, Hard of Hearing or Late-Deafened, Spring / Summer 2002

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deaf, Hard-of-Hearing and Late Deafened

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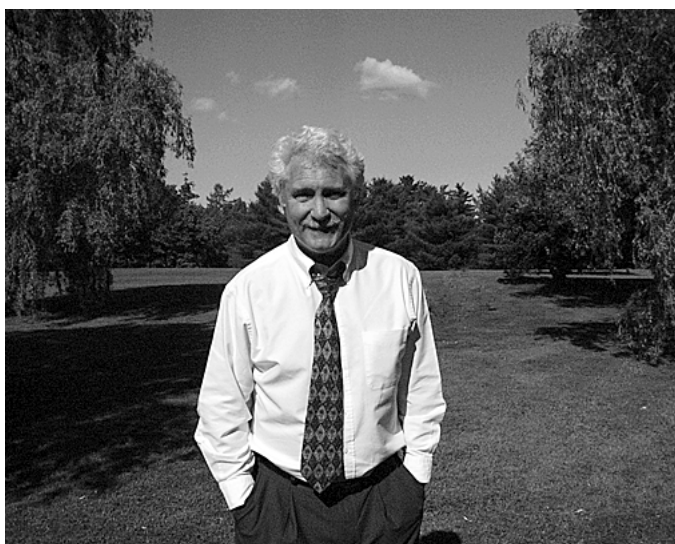
**DIVISION OF DEAFNESS**

# MAINE-LINES

A QUARTERLY NEWSLETTER FOR PEOPLE WHO ARE DEAF, HARD OF HEARING OR LATE-DEAFENED

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## **Baxter Compensation Authority (BCA) Program Director has been hired!**



John Shattuck was selected as the Program Director for the BCA after the Board interviewed many highly qualified candidates. His expertise with the legislature, budgets, and Safer Place has been especially helpful at the BCA.

The BCA was set up to provide compensation money for students of the Governor Baxter School for the Deaf and the Maine School for the Deaf who suffered sexual and/or physical abuse. The BCA is the first of its kind in the United States and could be used as a model for setting policies in other states that may need to deal with this very serious and important issue.

John is conversant in American Sign Language (ASL). He is married and has three children. He holds a master's degree in Deaf Rehabilitation from New York University and started his career in Maine State Government as a Rehabilitation Counselor for the Deaf in 1979. He successfully continued his work as the Director for the

Bureau of Rehabilitation Services. In his role as Director, he accomplished many things. He helped re-establish the Division of Deafness and opened up communication between the Deaf Community and State of Maine government. He increased funds for the Maine Center on Deafness and legal interpreting from the State. He has attended and continues to attend all Safer Place meetings and legislative proceedings related to Safer Place.

John is a true advocate for people who are deaf or hard of hearing. His extensive background and outstanding skills make him the best choice for this very important job. John can be reached at the Baxter Compensation Authority. The telephone number is 287-6712 (voice), 287-6715 (TTY).

### **Purpose of Baxter Compensation Authority:**

**To help victims/survivors of abuse at the Maine School for the Deaf or the Governor Baxter School for the Deaf heal by:**

- ❖ Providing financial compensation to former students who were abused.
- ❖ Admitting the State did not protect students.
- ❖ Apologizing to students and their families.

### **Compensation Program**

#### **Who is eligible?**

Former students at the Maine School for the Deaf or the Governor Baxter School for the Deaf who were abused by state employees or as a result of State action or inaction

before January 1, 2001 (includes staff-to-student and student-to-student physical and sexual abuse).

## 911 TTY TRAINING

By: Peter Martineau & Nancy Melanson

Division of Deafness has an Advisory Council that meets four times a year. The next meeting is October 10, 2002, at the CareerCenter, 2 Anthony Avenue, Augusta. The last Advisory Council meeting was held at the Criminal Justice Academy in Vassalboro; we all enjoyed an E-911 TTY demonstration before the meeting. Stephan Bunker, E-911 Training Coordinator, hosted the event. There was a very good turn out of people. Verizon representative Ruth Mullen demonstrated the equipment; it was fascinating to watch how the process happens when a 911 call comes in on a TTY. It was comforting to know that all dispatchers are receiving training for 911 calls on the TTY. It was surprising to find out that Peter Martineau, one of our Council members, had suffered a heart attack that same night of the meeting. He successfully used the 911 system via TTY. Below is his story.



To Deaf Community: I want you to know that most of Maine now has E-911. You can call direct on the TTY; you don't need to use the Maine Relay Service. It saves lots of time.

The Freeport Police arrived at my residence and realized I was having a heart attack. They

immediately contacted the Ambulance Service, who quickly arrived and transported me to Maine Medical Center. I do appreciate their dispatcher's quick efforts to respond.

Steve Bunker, one of our Division of Deafness Council members, has been working hard to train E-911 dispatchers all over Maine about deafness and TTYs. It looks like he is successful in training Maine E-911 dispatchers to respond to our deaf community's needs. Good job Steve. You saved my life!  
Peter Martineau

Editor's Note: When calling 911 with a TTY, it helps if you hit the space bar. The technology automatically switches to the TTY, which saves time. However, hitting

the space bar is not mandatory. 911 dispatchers are also trained to recognize "silent calls" as TTY calls.

## 91% OF MAINE EQUIPPED WITH ENHANCED 911 SERVICE

By: Stephan Bunker



### Stephan Bunker, Operations Manager

Steve Bunker is responsible for training and certifying almost 700 call-takers in the operation of the new communication equipment and 911 system technology. Steve also oversees quality assurance standards at the 48 Public Safety Answering Points.

A seasoned public safety veteran, Steve has more than 30 years experience working in law enforcement, fire fighting, Emergency Medical Services and dispatching. He is an active member of Association of Public Safety Communications Officials and National Emergency Number Association.

The Emergency Services Communication Bureau is proud to announce that 91 percent of Maine now has the Enhanced emergency 911 services. Two counties, Aroostook and Hancock (Mt. Desert towns have it), and the Town of Lincoln are **NOT** currently served by the new system. Aroostook County is in final negotiations with the State Police in Houlton to answer their calls. In Hancock County, officials are planning to construct a new communications center in Ellsworth capable of handling their 911 calls and emergency dispatching. For these two areas, it is too early to tell when 911 will be set-up. The Town of Lincoln has not yet funded 911 call answering and as a result, phones in the 794 exchange, that includes the communities of Chester and T2 N8 NWP, are not activated either. Until E-911 is activated in those areas, citizens should continue to use the local 7 or 10 digit telephone number to request police, fire, or emergency medical assistance. **For all other towns, TTY users should dial 911 for any emergency.**

If you are not sure if your town has the new 911 dialing service, visit Emergency Services Communication Bureau's new web site <http://www.maine911.com/> and enter your local telephone number in the box provided. The system will tell you if you have 911 dialing services. For added information about the system and how to use it, click on the **PUBLIC INFORMATION** button and go to **TTY**. Maria Jacques is the Bureau's talented webmaster and would enjoy any feedback you

might have about her site. You can contact her right through the site itself. For further information, contact Steve Bunker (911 trainer & Deaf Advisory Council member) by e-mail at [stephan.bunker@state.me.us](mailto:stephan.bunker@state.me.us) or 877-8058 (TTY) or 877-8068 (V).

**HILARY LISCOMB**  
**1965-2002**

**It is with great sadness that we inform you that one of our Advisory Council members has passed away. Hilary Liscomb was appointed to the Council in January 2002 as a hard-of-hearing individual. She was the driving force behind the new Self Help for Hard-of-Hearing group in the Portland area. She joined the Council with enthusiasm and her spirit will be missed.**

**DURHAM - Hilary Ann [Booth] Liscomb, 36,** died Wednesday afternoon, May 22, 2002, at her home on Brown Road in Durham. She was born on May 28, 1965, a daughter of William R. and Zilpha Burdick Booth, then living in Greenville.

She attended schools in Sidney and Bar Harbor, and graduated in 1983 from Mt. Desert Island High School. That same year, she married Peter F. Liscomb, also of Bar Harbor. After attending the University of Maine Orono and the Philadelphia College of Art, she received her Bachelor of Business Administration degree, Summa Cum Laude, from Temple University in 1990.

While living in Philadelphia, she and her husband founded and operated the electrical contracting firm, P.F. Liscomb Electric. Hilary was awarded a second degree Black Belt rank in Karate, was Event Coordinator for the World Tang Soo Do Association, and chief editor of their technical instruction manual.

In 1995, Hilary and Peter moved back to Maine, living first in Portland where, only a few weeks after the move, she was found to be suffering from brain cancer, treatments for which dominated the last seven years of her life. During this time, she and Peter built their own home in Durham. During the long struggle, Hilary Liscomb gradually lost many of her faculties to the disease and the rigors of treatment and was unable to sustain regular employment. But by studying every aspect of her affliction and its effects, both physical and mental, she found many opportunities to help others in volunteer service with the American Cancer Society, the United Way, and in founding a Maine chapter for Self Help for the Hard of Hearing. Her membership in the Woodfords

chapter of Toastmasters helped her communicate her discoveries to groups of cancer survivors and their caregivers and generated a large circle of new friendships.

As the disease progressed, she maintained contact with her extended family and friends by e-mail, struggling to compose letters that were honest, courageous and wholly without complaint or self-pity. Her family and friends found the letters highly inspiring.

Hilary Liscomb is survived by her husband; her parents who now live in Bar Harbor; her brothers, Harold Booth of Hallowell, and James Booth of Round Pond; her sister, Elaine Roy of Winslow; informally adopted sister, Luly Elizondo of Monterey, Mexico, and Mimi deVries of Bar Harbor; and many other relatives.

A gathering in celebration of Hilary's life will be held at the First Universalist Church in Yarmouth on June 1, 2002, at 2:00 p.m. In lieu of flowers, donations in her memory may be made to American Cancer Society, One Main Street, Suite 300, Topsham, Maine 04086-1240. Hilary Ann [Booth] Liscomb

**SILENT EAR: Dedicated to the Governor Baxter  
School for the Deaf Library  
By: Stephen A. Gagnon**

**When you can't hear  
the sounds of the winds.**

**Where no one wants  
to whisper to you.**

**Why is the silence so  
feared than the eyes.**

**There is sound  
but its in the air by the motions  
of the hands.**

**Silent ears is beautiful  
like the springs popping  
in the hills.**

**Winds of the hands  
reaching the soundless world  
without shame to make  
waves in the air.**

**Whisper with the winds.**

## LADY SLIPPERS

By: Stephen A. Gagnon

Lady Slippers beautiful and sweet,  
Misted on the forest ground,  
Spring is in the midst to end,  
Oh! beautiful pink and white,  
So special to me.

## VOCATIONAL REHABILITATION CHANGES

Mary Goodheart  
Baxter Compensation Authority  
Administrative Assistant  
(Former Secretary for the Director of  
Rehabilitation Services and the  
Division of Deafness)



Hi, I am Mary Goodheart and I'd like to take this opportunity to say hello to everyone in the deaf community. A lot of you probably know me from my former job. I have worked in the Department of Labor for the Bureau of Rehabilitation Services Director for the past five years, and for the past twenty years for the Division of Deafness.

I have been given a great new opportunity, and I am now working for the **Baxter Compensation Authority as John Shattuck's assistant**. I know this will be an exciting new challenge for me in my career. I look forward to talking with and assisting anyone, who has questions regarding our program. My numbers at the Baxter Compensation Authority are: 287-6715 (TTY); 287-6712 (V); 287-6717 (FAX).

Anne Marie Riley  
Rehabilitation Transition Counselor  
(Former Rehabilitation

Counselor for the Deaf  
Southern Maine area)

Hello everyone, this is Anne Marie Riley. I have worked for Vocational Rehabilitation (VR) since September 1985 as a Rehabilitation Counselor for the Deaf. As a VR counselor, I have enjoyed working with many of you who may be reading this newsletter. After being at this job for so many years, I decided that it was time for a change. I am now working as a **Transition Counselor for high school students (including Baxter students) with Vocational Rehabilitation**. As a Transition Counselor, I am learning more about other types of disabilities and find this new job a challenge. If you would like to contact me, my numbers are 286-2602 (V), 1-800-521-5871 (V) or 1-800-492-0670 (TTY).

Editor's Note: We tried to get a picture of Anne Marie...No Luck!

Kelley MacKenzie  
Crisis Counselor for  
Counseling Services, Inc.  
(Former Rehabilitation  
Counselor for the Deaf  
Central Maine area)



Hi! This is Kelley MacKenzie, former Rehabilitation Counselor for the Deaf in Lewiston. I have to say that it was a pleasure working with all of you for the last year and a half. This was one of my first real positions in the field and I really enjoyed it, and

learned a lot from everyone I met. I will miss you, but have moved on to work for **Counseling Services Inc. (CSI) in Biddeford** and I'm living in Portland, the city I have always wanted to live in. I am a **crisis worker for CSI** and am having a grand old time trying to learn a new job all over again! Actually, I am fitting in well and have brought my experience with me. Everyone will be excited to know that the crisis hotline staff in York County has a lot of experience using a TTY!!! I see that it gets answered at least five times a week, and even though most of the



calls are wrong numbers, the people I work with are determined to serve the Deaf/deaf and hard of hearing communities to the best of their ability.

Thank you all so much for making my experience with Vocational Rehabilitation so wonderful. Take care, and keep in touch!

E-mail: [kaulritvse@yahoo.com](mailto:kaulritvse@yahoo.com)

## DID YOU KNOW?

- ❖ **The Division of Deafness has a new toll-free TTY, please distribute the number to others: 1-888-755-0023.**  
(The 1-800-698-4440 number is now voice only.)
- ❖ **AA Meetings at St. Hyacinth's Church, 295 Brown Street, Westbrook are now interpreted on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month. Meeting time is 7:00 P.M. TO 8:00 P.M. This information has been confirmed.**
- ❖ **Blaine House Tea** will be taking place on **September 19, 2002**, at the Blaine House in Augusta. If you would like to nominate someone for an award, please contact the Division of Deafness at the numbers on the last page to get a nomination form. The award categories are: Outstanding Media - ASL, Deaf Culture and Deaf People Award; Outstanding Advocate for the Needs of the Deaf Community Award, and a Special Commendation Award.
- ❖ **Safer Place:** Were you physically abused (slapped, pushed, hair pulled) by teachers or staff at Governor Baxter School for the Deaf or Maine School for the Deaf? Were you sexually abused (touched on your body or forced to have sex) by teachers, staff, or other students?  
**Contact Safer Place:**  
(207) 892-6814 (V/TTY)  
(207) 892-6602 (FAX) or  
E-mail: [place4safe@aol.com](mailto:place4safe@aol.com)
- ❖ The 2002 edition of *Resources: A Guide to Services for People Who are Deaf or Hard of Hearing* is now available. Call Nancy Melanson at (207) 624-5965 (TTY) or (207) 624-5963 (V) for a **free** copy.
- ❖ The next **Division of Deafness Advisory Council Meeting** is **October 10, 2002**. The meeting starts at 6:15 P.M. and ends at 9:00 P.M. It will be held at the Augusta CareerCenter, 2 Anthony Avenue, 2<sup>nd</sup> Floor, Conference Room 2 in Augusta. Please call the Division of Deafness at the numbers on the last page for directions. This meeting is open to the public.
- ❖ **Equal Access Program**  
As of January 1, 2002, the Division of Deafness began a program which provides a 70 percent rebate for all cell phone calls made to or from a person using a TTY in Maine including relay calls. Please contact the Division of Deafness at the numbers on the last page to get an application or for more information.
- ❖ **There are TTY numbers for information about Bio-terrorism or Terrorism incidents.**  
  
The **New Non-emergency Toll-Free Number for the State Police is 1-888-524-7900**. This number is answered in Orono and then routed to the closest State Police Barracks.  
  
The State Police TTY numbers are: Augusta 287-4478, Houlton 532-7576, Orono 866-5805, Gray 657-5740. All numbers are accessible 24 hours/7 days a week. These numbers are to be used for information only, not emergencies.  
  
There is a possibility that when your call is answered, the greeting may be "911, what is your emergency?" or "Is this an emergency?" If this happens, do not be alarmed. Just explain that you need information.  
  
If you have an emergency, you should dial 911 or your local emergency number.  
  
Maine Emergency Management Agency (MEMA) now has an informational TTY number you can call. The number is 626-4434; this number is accessible 24 hours/7 days a week. This number should NOT be the first number called. Please call your local police department first, the State Police second, and MEMA last.  
  
Your local TTY Information numbers should be available from your local police department or sheriff's office. It is with high hopes that the next

TTY Directory 2002 will have local information numbers in the blue pages.

❖ **HIV/AIDS Information**

TTY service is available for the Centers of Disease Control and Prevention's National STD and AIDS Hotlines (CDC NSTDAH) and the National Immunization Information Hotline (CDC NIIH). The TTY service hotline is the only one in the nation that provides TTY users:

1. Free, private information and education about HIV infection, AIDS, Sexually Transmitted Diseases (STDs) and vaccines.
2. Referrals and information about places to go for help (i.e., HIV test sites and local support services). The staff of Health Communication Specialists is trained in sexually transmitted diseases (STD), AIDS, vaccine information, communication skills, and Deaf Culture. The staff can answer any questions TTY users may have about HIV/AIDS and other STDs. The TTY Service Hotline is NOT limited to deaf and hard-of-hearing people who are living with HIV, but to all who may have concerns and/or want accurate information about the disease.

The **TTY Service Hotline number** is 1-800-243-7889 and is in operation from 10:00 A.M. to 10:00 P.M. (EST), Monday through Friday.

❖ **HIV/AIDS, Substance Abuse and Health Services Program at Maine Center on Deafness (MCD) has a new director.**

**John Longbrake** is the **new director** for the program. You can contact him at MCD. TTY/V 1-800-639-3884, (free if you are outside of Portland)  
TTY/V 797-7656, 797-9791 (FAX)  
E-mail: [mcdhope@maine.rr.com](mailto:mcdhope@maine.rr.com)

This office provides education and referral services to the deaf community, professional interpreters, and community service providers

regarding HIV/AIDS and Substance Abuse issues and other health-related matters.

❖ ***Maine-Lines* Anyone?**

- ❖ Give *Maine-Lines* to a friend. Encourage them to sign up for quarterly mailings. All we need are names and addresses. Send to Rehabilitation Services, Division of Deafness, Attn: Nancy Melanson, 150 State House Station, Augusta, ME 04333 or e-mail to

[Nancy.A.Melanson@state.me.us](mailto:Nancy.A.Melanson@state.me.us)

❖ **Help us find your classmates from Baxter School and the Maine School for the Deaf**

If you know someone who does not receive *Maine-Lines*, that means we don't have their name and address and they may miss very important information related to compensation and other news in the Deaf community. If you know someone who would like to receive this information, please call the Division of Deafness at the numbers on the last page of *Maine-Lines*.

❖ **CAPTIONING COMPLAINTS**

Having trouble with the closed captioning (CC) on your TV?

In the past, there have been problems with captioning during snowstorms. There were also problems during the September 11 attacks. There are solutions, but first the television stations need to know about the problems.

Do you want to complain? Here's how: First call the local TV station to tell them what the problem is. Sometimes it is simple and they can fix it right away. None of the TV stations have TTYs, so you need to call through relay. Here is a list of the voice phone numbers to call.

**Television Stations:**

**Portland/ Westbrook:** ME PBS, 874-6570; WGME, 797-1313; WCSH, 828-6666; WMTW, 775-1800; WPME, 772-3535; WPXT, 774-0051

**Lewiston/Auburn:** WMTW, 782-1800; WCSH, 784-0599; ME PBS, 783-9101

**Bangor:** WLBS, 942-4821; WABI, 947-8321; WVII, 945-6457; WBGR, 947-3300; ME PBS, 783-9101

**Ellsworth:** WABI, 664-0589

**Machiasport:** Washington County TV, 255-6200

**Presque Isle:** WAGM Television, 764-4461

**Fort Kent:** WFLT, 834-6878

If that doesn't work, you can complain in writing to the broadcasting company (if you use an antenna for TV reception) or to the cable company (if you have cable) or to the satellite company (if you use a satellite dish). Sample complaint letters are available on the National Association of the Deaf website:

<http://www.nad.org/infocenter/infotogo/tech/captioncomplaint.html>, or call Nancy at the Division of Deafness for help.

If that doesn't work, you can complain to the Federal Communication Commission (FCC) at 1-888-835-5322 (TTY) or 1-888-225-5322 (V), both are toll-free, or in writing to the Federal Communication Commission, 445 12th Street SW, Room 6C-447, Washington, DC 20554. If you do complain, please inform the Division of Deafness (DOD) or the Maine Center on Deafness (MCD) by sending us a copy of your complaint letter, call or e-mail telling us what you did and if the captioning improved. If it did not improve, DOD and MCD will file a statewide complaint with the FCC.

Thank you for helping with this important problem.

#### ❖ Web Sites

MCD

<http://www.mainecenterondeafness.org/>

ADOP - Advocates for Deaf Oral Programs

<http://www.adop.org/>

DeafBlind information

<http://www.helenkeller.org/>

The State of Maine has a web home page that can connect you to all the different State agencies. The Web site is: [www.state.me.us/](http://www.state.me.us/)

The Maine Department of Transportation has a Web site to check road conditions. The Web site is: <http://www.state.me.us/mdot>

#### ❖ JOB OPPORTUNITIES:

##### **Independent Living Specialist Deaf Services**

Alpha One, a nationally renowned Center for Independent Living, has an opening for a part-time Independent Living Specialist in our Brewer office. **The applicant must be fluent in American Sign Language** in order to provide independent living information and services directly to deaf consumers, their families, providers, businesses, municipalities, schools, and the general public. The successful candidate must also be organized and be able to work both independently and as a team player. Frequent travel in the North/Central area of Maine is required. Applicants must have a valid driver's license and current car insurance. In addition to a challenging and rewarding career, Alpha One offers a good benefits package, (insurance, etc.).

If you are interested in this position and have the above qualifications, please forward your resume to:

Alpha One  
Human Resources Department  
127 Main Street  
South Portland, Maine 04106  
E-mail: [hr@alpha-one.org](mailto:hr@alpha-one.org)  
Fax: 207-799-8560

*Individuals with Disabilities are Highly  
Encouraged to Apply  
Affirmative Action/Equal Opportunity  
Employer*





Maine Department of Labor  
Division of Deafness  
150 State House Station  
Augusta, ME 04333-0150

Return Service Requested

**Bureau of Rehabilitation Services**

Kathleen Brogan, Director

**Division of Deafness**

The Division of Deafness provides a program of services to Deaf, hard-of-hearing and late-deafened citizens of Maine, which include: information and referral, advocacy, statewide registry, and accessibility promotion.

Jan DeVinney, Director  
150 State House Station  
Augusta, ME 04333-0150

Tel: 624-5964 (TTY only)

E-mail: [Jan.A.DeVinney@state.me.us](mailto:Jan.A.DeVinney@state.me.us)

Alice Crandall Johnson  
Rehabilitation Consultant  
624-5966 (TTY/V)

E-mail: [Alice.C.Johnson@state.me.us](mailto:Alice.C.Johnson@state.me.us)

Nancy Melanson, Assistant to the Director  
Tel: 624-5965 (TTY), 624-5963 (V)  
1-888-755-0023 (TTY) (within Maine only)  
1-800-698-4440 (V) (within Maine only)  
624-5980 (FAX)

E-mail: [Nancy.A.Melanson@state.me.us](mailto:Nancy.A.Melanson@state.me.us)

*The Maine Department of Labor provides equal opportunity in employment and programs.*

*Auxiliary aids and services are available upon request.*