

10-1-2004

Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, October 2004

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

Follow this and additional works at: https://digitalmaine.com/rehab_docs

Recommended Citation

Maine Department of Labor, Maine Bureau of Rehabilitation Services, and Maine Division of Deafness, "Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, October 2004" (2004). *Rehabilitation Services/Disability Services Documents*. 54. https://digitalmaine.com/rehab_docs/54

This Text is brought to you for free and open access by the Labor at Digital Maine. It has been accepted for inclusion in Rehabilitation Services/Disability Services Documents by an authorized administrator of Digital Maine. For more information, please contact statedocs@maine.gov.

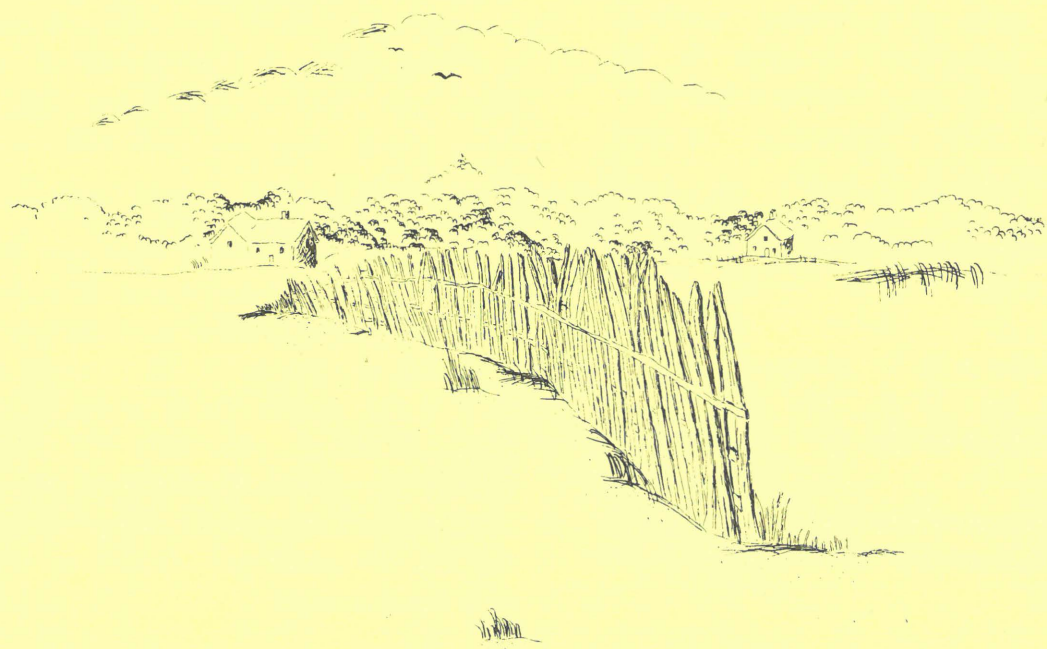
L 12/9.7: Re 429/2004

LIBRARY USE ONLY

MAINE
DEPARTMENT OF
LABOR
Rehabilitation Services

RESOURCES

A GUIDE TO SERVICES FOR PEOPLE WHO
ARE DEAF OR HARD OF HEARING



by E.B.

Original Artwork by Emma Becker

www.maine.gov/rehab/dod

October 2004

DEC 16 2004

Equal Opportunity Is the Law

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: The recipient's ADA/Equal Opportunity Officer – Michaela Loisel, (207) 287-2876 V or 1-800- 794-1110 TTY; or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you **filed** your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Auxiliary aids and services are available upon request to individuals with disabilities.



STATE OF MAINE
DEPARTMENT OF LABOR
DIVISION OF DEAFNESS
150 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0150

JOHN ELIAS BALDACCI
Governor

LAURA A. FORTMAN
Commissioner

A Resource Guide for People who are Deaf or Hard of Hearing

Issued October 2004

Augusta, Maine

The Division of Deafness compiles this list of resources for the use of people in Maine. The list may not be complete and the inclusion of a resource should not be seen as an endorsement.

For your convenience this Resource Guide may also be found on our Web site:

www.maine.gov/rehab/dod

For additional copies or to submit updated information, please contact:

Maine Department of Labor
Division of Deafness
150 State House Station
Augusta, ME 04333-0150
1-800-698-4440 V in Maine only
1-888-755-0023 TTY in Maine only
TTY: (207) 624-5965
Voice: (207) 624-5963
Nancy.A.Melanson@maine.gov

TABLE OF CONTENTS

AGENCIES.....	1
ARTS/MEDIA.....	9
CAPTIONING, CART SERVICES, & C-PRINT	10
CHILDRENS' HEARING AIDS & AUDITORY TRAINERS	12
CHILDRENS' SERVICES	13
CHURCHES	16
CLINICAL	18
COMPLAINTS.....	23
COURTS	27
CUED SPEECH SERVICES	27
DEAFBLIND.....	29
EDUCATION.....	31
HEARING EAR DOGS.....	37
INTERPRETING.....	39
LAWYERS	42
ORGANIZATIONS FOR THE DEAF.....	46
PUBLICATIONS	48
RESIDENTIAL & SUPPORTS.....	49
SPEECH-LANGUAGE PATHOLOGISTS	53
STATE OFFICES	54
SUBSTANCE ABUSE.....	59
SUMMER CAMPS.....	61
SUPPORT GROUPS	64
TELEPHONE RELAY.....	66
TTY & ASSISTIVE DEVICES	67
TTY HOTLINES	68

SECTIONS BY COLOR:

FORMS [ID CARDS, MECAP (FORMERLY TEP), INCLUDING EMERGENCY ALERT, 70% DISCOUNT IN-STATE TOLL CALLS, TTY DIRECTORY, CELL PHONE REBATE] ..	WHITE
DIRECTORY OF NATIONAL ORGANIZATIONS & STATEWIDE SERVICES	PINK
RESIDENTIAL DESIGN FOR DEAF PERSONS	GREEN
LEGAL INFORMATION.....	BLUE
GLOSSARY OF TERMS.....	ORANGE
INDEX	YELLOW

INTRODUCTION

This directory is designed to be used by anyone interested in services for people who are deaf, hard of hearing, late deafened or speech impaired. To make the best use of this resource directory you should:

- * Read through the directory to become familiar with all the services.
- * Use the toll-free numbers (800), (888) or (877) when available to save money.
- * Keep calling if you have trouble getting through to a phone number, then switch to using relay, sending a fax or e-mail if you still can't get through.
- * TTY callers, as a courtesy: please tap the space bar so they will realize it's a TTY call. This does not relieve agencies of their obligation to answer silent TTY calls.
- * Keep in mind exactly what you want to know or get from this service. Ask direct questions - write down the answers.
- * Ask if payment is required for the service. Many services listed are free for qualifying clients.
- * Be aware of your rights as a consumer. If you are unhappy with a service and have tried to correct the situation, it is your right to file a complaint or grievance, end this service relationship, and to look elsewhere for information and resources.
- * Make the most of these services and enjoy them. They were put here to serve you! Make sure they do.
- * Report any changes, omissions or errors in this Resource guide to: Department of Labor, Division of Deafness, 150 State House Station, Augusta, ME 04333-0150, 1-888-755-0023 TTY in Maine only or 1-800-698-4440 V in Maine only, (207) 624-5965 TTY, (207) 624-5963 V, or e-mail: Nancy.A.Melanson@maine.gov

AGENCIES

ALPHA ONE

Lisa Rouelle

John Dunleavy

Alpha One Deaf Services

127 Main Street

South Portland, ME 04106

Tel: 1-866-906-5375 (TTY)

767-5387 (TTY)

1-800-640-7200 (V/TTY)

767-2189 (V/TTY)

799-8346 (FAX)

E-mail: lrrouelle@alphaonenow.com

E-mail: JDunleavy@alphaonenow.com

Web site: <http://www.alphaonenow.com>

Patricia Larsen

1048 Union Street

Bangor, ME 04401

Tel: 1-877-229-8954 (TTY)

941-1915 (TTY)

941-6553 (V/TTY)

1-800-300-6016 (V/TTY)

941-6410 (FAX)

E-mail: Plarsen@alphaonenow.com

P.O. Box 560

Mapleton, ME 04757

Tel: 1-800-974-6466 (V/TTY)

764-6466 (V/TTY)

764-5396 (FAX)

E-mail: aroostook@alphaonenow.com

Alpha One is a community-based enterprise directed and managed by people with disabilities dedicated to developing independent living opportunities. Alpha One promotes peer interaction, community resource utilization, and self advocacy skills. It seeks to ensure equal opportunity and compliance with all disability-related laws through increased public awareness, professional consultation, and community advocacy. **Adaptive Equipment Loan Program**, Adaptive Driver Education, and Information and Referral Service are of special interest to deaf citizens and agencies who serve deaf clients. Low interest loans can cover hearing aids, flashing alert systems and agency TTYs. Interest Rates are based on the borrower's monthly income and expenses, and loans may be for extended periods of time. A down payment may not be required. A loan of \$2,500 or less could qualify for expedited approval.

Independent Living (IL)-Deaf Services are provided in the Portland and Bangor areas by IL service advocates for deaf individuals who use sign language. Services may include independent living support or advocacy. Services help people advocate for themselves within the community. Possible source of visual smoke alarms, and low interest loans for hearing aids and other adaptive equipment.

Area Agencies on Aging

These agencies provide information, referral, and advocacy to Seniors, 60 years of age and over.

Aroostook Agency on Aging, Inc.

P.O. Box 1288

33 Davis Street

Presque Isle, ME 04769

Tel: 1-800-439-1789 (V/TTY)

764-3396 (V/TTY)

764-6182 (FAX)

E-mail: stevefarnham@aroostookaging.org

Southern Maine Agency on Aging

136 US Route 1

Scarborough, ME 04074

Tel. 883-0532 (TTY)

1-800-427-7411 (V)

396-6500 (V)

883-8249 (FAX)

E-mail: smaaa@smaaa.org

Central Maine Agency on Aging/Senior Spectrum

P.O. Box 2589, One Weston Court

Augusta, ME 04338-2589

Tel: 1-800-464-8703 (V/TTY)

623-0809 (TTY)

1-800-639-1553 (V)

622-7857 (FAX)

E-mail: spectrum@seniorspectrum.com

Western Agency on Aging/Seniors Plus

P.O. Box 659

8 Falcon Drive

Lewiston, ME 04243-0659

Tel: 795-7232 (TTY)

1-800-427-1241 (V)

795-4010 (V)

795-4009 (FAX)

Web site: www.seniorsplus.org

Eastern Agency on Aging

450 Essex Street

Bangor, ME 04401-3937

Tel: 1-800-432-7812 (V/TTY)

941-2865 (V/TTY)

941-2869 (FAX)

Web site: www.eaaa.org

Baxter Compensation Authority (BCA)

47 State House Station

69 Sewall Street

Augusta, ME 04330

John Shattuck, Program Director

Mary Goodheart, Administrative Assistant

Tel: 287-6715 (TTY)

287-6712 (V)

Web site: www.baxtercomp.org

Claims Consultants: **Michael Germano** 287-7203 (TTY)

Echo Smith 287-7165 (TTY)

287-6713 (V)

The Baxter Compensation Authority was established to help the victims/survivors of abuse at the Maine School for the Deaf and the Governor Baxter School for the Deaf to heal by providing financial compensation to former students who were abused.

Family Violence Assistance Project

P.O. Box 304

Augusta, ME 04332-0304

Tel: 623-3569 (V) **Will Accept Collect Calls**

623-7774 (FAX)

E-mail: fvpfolks@mint.net

The project provides counseling, advocacy, referral, and shelter to victims of domestic violence.

HEAR NOW

6700 Washington Avenue South

Eden Prairie, MN 55344

Tel: 1-800-648-4327 (V)

(612) 828-6946 (FAX)

E-mail: jostelter@aol.comE-mail: jostelter@sotheworldmayhear.orgWeb site: www.sotheworldmayhear.org/

HEAR NOW is a national nonprofit organization with administrative offices located in Denver, Colorado. HEAR NOW is an agency of last resort which provides hearing aids to deaf or hard of hearing people with limited financial resources. Those seeking assistance are asked to exhaust all other sources of assistance before contacting HEAR NOW; i.e., Bureau of Rehabilitation Services, Vocational Rehabilitation, Veterans Administration, Medicare, Medicaid, insurance, etc. There is a non-refundable processing fee of \$30.00 per hearing aid. For information or application, call the toll free number and leave name and address. Applications are sent upon request.

HEAR NOW also collects old, used, broken and no longer used hearing aids for recycling. To donate hearing aids, pack them in a small padded envelope or box and send them to the above address. All donations are tax deductible. Acknowledgement letters for any donation, including the donor's name and address, will be sent within 6-8 weeks of receipt of the hearing aid(s) at HEAR NOW.

Lion's Club**John Kustron**, State Chair of Speech & Hearing

318 Webber Road

North Waterboro, ME 04061

Tel: 247-3314 (V)

E-mail: jfk@adephia.net

Your local Lions Club can donate toward hearing aids and adaptive equipment. Call the club nearest you to inquire about their speech and hearing program. The Lion's Club will accept donations of old hearing aids in the eyeglass collection boxes. For information about your local club, call the above number.

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04103

Jonathan Connick, Executive DirectorE-mail: jconnick@maine.rr.com

Julie Fawcett, Office Manager

E-mail: mcdmaine@maine.rr.com

Tel: 1-800-639-3884 (V/TTY) (free if you are outside of Portland)

797-7656 (V/TTY)

797-9791 (FAX)

Maine Center on Deafness (MCD) is a nonprofit community resource center that provides general information and referrals, deaf advocacy, consumer information, outreach services, support services and auxiliary aid information. MCD's focus is on linking the deaf population with existing community services. MCD works with the deaf population in any area in Maine where there may be a need and with service providers who wish to work with this group. HIV/AIDS, Substance Abuse, and Health Services, Communication Assessment Team, Telecommunications Equipment Distribution Program, Civil Rights Office and the Maine Telephone Relay Service Outreach Program are based at MCD and described in more detail under each program heading.

Civil Rights Department**Mary Edgerton**, Civil Rights DirectorE-mail: medge@maine.rr.com**Beth Gallie**, Civil Rights Staff AttorneyE-mail: bgallie@maine.rr.com

Maine Center on Deafness (MCD) promotes the rights of Deaf and hard of hearing individuals throughout the state. MCD advocates for Deaf and hard-of-hearing individuals when they have civil rights problems directly related to their deafness in employment, housing, federal, state and local government programs, education and public accommodations. MCD provides individual representation in meetings and hearings, and assists in obtaining workplace and other accommodations such as TTYs and interpreters. MCD also staffs the Deaf Rights Group (DRG), which is a statewide coalition of organizations and individuals committed to obtaining equal access for the deaf and hard-of-hearing in Maine.

Communication Assessment ProjectE-mail: mcdmr@maine.rr.com

This project provides communication assessments for adults with mental retardation who are deaf, hard-of-hearing or non-vocal and are served by the Department of Behavioral and Developmental Services (formerly the Department of Mental Health, Mental Retardation and Substance Abuse Services). Training and workshops in visual gestural communication are available on a limited basis.

HIV/AIDS, Substance Abuse and Health Services

E-mail: mcdinfo@maine.rr.com

This office at the Maine Center on Deafness provides education and referral services to the deaf community, professional interpreters, and community service providers regarding HIV/AIDS, Substance Abuse issues, and other health-related matters.

Peer Support Group

Sarena Jarvis, Peer Support Group Coordinator

E-mail: sjarvis@maine.rr.com

Individuals who are deaf, hard-of-hearing or non-vocal with mental retardation or mental illness get together for social activities in a signing/visual gestural environment. This group meets twice monthly in Portland and now meets in other locations in Maine. Please call the Maine Center on Deafness (MCD) for more information or to be added to the monthly mailing regarding Peer Support Group.

Maine Communication Access Program (MECAP)

Julia Bell, Director

E-mail: mcdmers@maine.rr.com

Heather Dickey, Coordinator, Outreach and Education

E-mail: mcdtep@maine.rr.com

MECAP includes the following program areas:

Telecommunications Equipment: Telecommunication devices, including TTYs, amplified telephones, speakerphones, and other specialized telephone equipment are either loaned or sold on a cost-share basis to eligible individuals who are unable to use regular telephone equipment effectively because they are deaf, hard-of-hearing, or have one or more speech, vision, cognitive or mobility disability(ies). Individuals are required to provide proof of disability as well as documentation of annual household income. MECAP staff will provide information and training on use of the various types of equipment that an individual may need, and are available to assist if there are problems with the equipment functioning correctly and addressing the individual's needs.

Emergency Alert Notification Equipment: Individuals who are deaf or hard-of-hearing are eligible to receive, either on a loan or cost-share basis, equipment that will allow them to receive emergency alert information that is not accessible to them via normal television and/or radio transmission. Appropriate equipment is determined based on where the equipment will be used and types of emergency information the individual wishes to receive, as well as comparative cost and monthly service charges.

Telecommunications Relay Service Outreach Program: The Outreach Program provides statewide information and education related to the Relay System's operation to promote equal telecommunications access for individuals who are deaf, hard-of-hearing, deaf/blind or speech-impaired.

The Outreach Program also strives to educate businesses, professional associations, educational institutions, and private and government agencies, as well as the general public, about the Relay Service and how to make and receive relay calls. Outreach Program staff provide educational presentations, public awareness materials, in-service training and workshops. Exhibits are provided for conferences, trade shows and other public meetings. The Outreach Program has an array of print materials available, including informational brochures and educational materials regarding making and receiving all types of relay calls.

Outreach staff also provide training and assistance to new relay users and their families and friends, and assist in resolving any problems that relay users may have in accessing the Maine Relay Service (MERS) and completing their calls.

Statewide Communications Directory: MECAP publishes an annual directory of TTY users and TTY access numbers for public and private agencies. The directory also includes contact addresses for D-Link users (for Video Relay Service and direct videophone communication) and other two-way communication devices which individual members of the Deaf Community request to have included in their listings. Quarterly updates are prepared to provide information regarding address and TTY number changes.

Maine Center on Deafness Telephone System

MCD Telephone numbers:

Tel: 1-800-639-3884 (outside the Portland calling area)

797-7656 (V/TTY)

797-9791 (FAX)

Web site: www.mainecenterondeafness.org

TTY and Voice extensions for MCD Staff:

	TTY	Voice		TTY	Voice
Julie Fawcett, Office Manager	300	100	Beth Gallie, Civil Rights Staff Attorney	306	106
Jonathan Connick, Executive Director	310		Heather Dickey, Coordinator, Outreach & Training - Maine Communications Access Program	309	109
Mary Edgerton, Civil Rights Director	307	107	Julia Bell, Director, Maine Communications Access Program	301	101
Sarena Jarvis, Peer Support Group Coordinator	303	103			

MCD has a new telephone system that makes it possible for TTY users and hearing callers to use the same system and phone numbers. When you call MCD during regular business hours, a real person will usually answer your call.

TTY Calling Instructions: If you reach the answering machine, you will need to use this procedure:

From a direct-connect TTY (TTY with phone line):

1. If you know the extension number, as soon as you see the phone has been answered, press control 1 or the "dial" button on your TTY.
2. Type extension number and press return.
3. Wait 15 seconds and you will get the TTY you are calling.

If using TTY with voice phone (TTY without phone line):

1. As soon as you see the phone has been answered, enter the extension number by pressing the numbers on the phone itself.
2. Wait 15 seconds and you will get the TTY of the person you are calling.

For a directory of staff, enter 5 using the instructions above, or you can wait until the answering machine message is finished and you will be connected with the TTY answering machine at the front desk at MCD. Your message will then be given to the person you want.

Maine CITE Coordinating Center

University of Maine System - University College
46 University Drive
Augusta, ME 04330

Tel: 621-3482 (TTY)

621-3195 (V)

621-3193 (FAX)

E-mail: kpowers@maine.edu

Web site: www.maineecite.org/

Maine CITE (Consumer Information and Technology Training Exchange) provides information, training, and peer support to help people with disabilities to obtain and maintain adaptive devices, equipment and services (assistive technology).

Maine State Grange, Deaf Activities

146 State Street
Augusta, ME 04330

Tel: 623-3421 (V)

623-2928 (FAX)

The National Grange Health Program promotes service, education, and understanding through Granges and the Deaf Community. The four levels of the Grange have committees for programs to raise money and provide services to the Grange and the Deaf Community. The Grange presents scholarships at the national, state, and local levels and supports Governor Baxter School for the Deaf, mainstreamed students, teachers of the deaf, and various agencies working with the Deaf Community.

Maine Handicapped Skiing - Sunday River Ski Resort

8 Sundance Lane

Newry, ME 04261-3228

Tel: 824-2440 (TTY/V)

1-800-639-7770 (V)

824-0453 (FAX)

E-mail: info@skimhs.orgWeb site: www.skimhs.org

Free lessons in alpine and cross-country skiing, snow boarding and snowshoeing to adults and students aged 6 and up who have a physical and/or sensory disability. Use of equipment and appropriate winter clothing is included. Contact the program for more details and to schedule an appointment. Transportation, lunch and supervision or assistance during "off-snow" time is "on your own".

Summer Adaptive Recreation Program is available. Call for details on canoeing, kayaking, cycling, and playing golf.

New England ADA & Accessible Information Technology Center

Administered by:

Adaptive Environment Center

374 Congress Street, Suite 301

Boston, MA 02110

Tel: 1-800-949-4232 (V/TTY)

Oce Harrison, Project Director

Tel: (617)-695-1225 (V/TTY), Ext. 27

(617)-482-8099 (FAX)

Web site: www.newenglandada.org/

Provides federally approved information and training to individuals, businesses, and organizations about the Americans with Disabilities Act. An educational resource - not an enforcement agency. Inquiries will be kept confidential.

Technical Exploration Center (TEC)

Evergreen Woods

700 Mount Hope Avenue, Suite 302

Bangor, ME 04401

Tel: 1-877-603-0030 (V)

941-2952 - Ext. 227 (V/TTY)

941-2955 (FAX)

The Technical Exploration Center (TEC) is a partnership between Husson College and the United Cerebral Palsy group of Maine. The TEC is an assistive technology program that lends equipment and provides evaluation, resource materials, technical assistance, and training related to assistive technology. Ongoing consultations are available by our professionals to assist you in applying assistive technology into your daily routine. Please call for fees. This service is funded in part by the MaineCite Project and the Developmental Disabilities Council of Maine. TEC hours are Tuesday through Friday 9 am to 5 pm. Appointments are recommended.

ARTS/MEDIA**Very Special Arts Maine - Arts for All**

P.O. Box 4002

Portland, ME 04101

David Webster, Executive Director

Tel: 761-3861 (V/TTY)

761-4740 (FAX)

E-mail: info@vsartsmaine.org

Very Special Arts (VSA) Maine - Arts for All is the artistic catalyst that promotes and advocates for arts programming to special populations in the State of Maine. VSA Maine works with public and private programs and with special interest groups to bring the arts to everyone. It is known particularly for arts festivals, arts training, and advocacy to break down obstacles to full access to Maine's cultural wealth.

CAPTIONING, CART SERVICES & C-PRINT

Closed Caption Maker

Walter Gallant

822 Guilford Avenue, Box 148
Baltimore, MD 21202

Tel: 1-800-527-0551 (V)

E-mail: wgallant@ccmaker.com

"Closed-Captioning at affordable prices, with a 100% satisfaction guarantee or your money back." We now caption "streaming video" over the internet.

Custom Captions

Ernest Durrant

524 West 300 North, Suite 106
Provo, UT 84601

Tel: (801) 370-9878 (V)

(801) 370-9004 (FAX)

E-mail: ernest@customcaptions.com

Web site: www.customcaptions.com

NAD approved provider of post-production closed-captioning and subtitles. Exceptional captioning, quality at low rates. Quick turn around times. Complete satisfaction guaranteed.

Communication Access Real-Time Translation (CART)

CART is a word-for-word, speech-to-text translation service, using closed-captioning technology, for people who need visual communication access. Unlike computerized notetaking or abbreviation systems, which summarize information for consumers, *CART* provides a complete translation of all spoken words, which allows consumers to decide for themselves what information is important to them. *CART* consumers include people with hearing loss, individuals with cognitive or motor challenges, people who wish to improve reading/language skills, and those with other communication barriers. A *CART* provider uses a steno machine, realtime software, and notebook computer to render instant speech-to-text translation on a computer monitor or other display to benefit an individual consumer or a larger group in any number of settings: classrooms; business, government, and educational functions; courtrooms, hospitals, religious, civic, cultural, recreation, or entertainment events. Text files are available. Services may be performed on-site or from a remote location via the internet.

Lisa Fitzgerald

60 Starlight Drive
Brewer, ME 04412

Tel: 989-1071 (V)

991-9604 (FAX)

E-mail: fitz@webmaine.net

Maine CART & Captioning Services**Shari Majeski**

20 Country Charm Road
Cumberland, ME 04021

Tel: 829-2106 (V)

E-mail: maine04021@msn.com

Web site: www.maineart.com/

Or

Anne Akeley

164 Princes Point Road
Yarmouth, ME 04096

Tel: 846-6237 (V)

E-mail: aakeley@maine.rr.com

Jennifer M. Rodrigues

P.O. Box 20278

Castro Valley, CA 94546

(510) 888-9825 (V)

(866) 464-2278 (Toll Free V)

(510) 885-1070 (FAX)

E-mail: Jenniferrod@compuserve.com

Web site: www.Jenniferrod.com

C-Print Captionists

C-Print is a real-time computer-aided speech-to-text transcription system that can be used as a support option to deaf and hard-of-hearing individuals. A C-Print captionist types the information into a laptop computer. The information is provided via laptop, TV or on screen with an option of two-way communication. C-print provides a summary of the spoken information. It is not a word-for-word translation. The C-Print system has been used in Maine at public and private post-secondary schools, high schools, workshops, special events, school board meetings and with state agencies. Transcripts are made available via hard copy, disk or e-mail. C-Print is also available for use with consumers who are low vision, blind, CP, ADD, ADHD, ESL, and Learning Disabled. Please call for more information, demonstrations or quotes.

Access Captioning Technology (ACT)**Lisa Sorenson**

22 Paquin Avenue

Biddeford, ME 04005

Tel: 282-3421 (V/TTY/FAX)

E-mail: act@maine.rr.com

Pam Carr

186 Waterhouse Road

Dayton, ME 04005

Tel: 499-7122 (V)

E-mail: ptcarr@gwi.net

CHILDREN'S HEARING AIDS & AUDITORY TRAINERS*

Dorothy Ames Trust Fund

Trust Client Services

Key Trust Mail Code NY-31-66-0442, Albany, NY

66 South Pearl Street, 4th Floor

P.O. Box 22042

Albany, NY 12201

Edward DeLuccia, Assistant Vice President

Tel: 1-866-238-8650 (V Toll-free)

(518) 257-9670 (FAX)

Through grants assists deaf children in New England, to purchase hearing aids and auditory trainers and to teach them to use their voices as distinguished from sign language. Provide copy of audiologist report, statement of need from parents, estimate of cost for equipment or services requested, and a copy of your most recent signed tax return.

Howard & Espa Michaud Charitable Trust

Department of Health and Human Services

P.O. Box 1285, 642 Main Street

Presque Isle, ME 04769

Contact Person: Ginette Rivard

Tel: 764-2000 (TTY)

1-800-767-9857 (V)

554-2127 (V)

764-2001 (FAX)

E-mail: Ginette.Rivard@maine.gov

This trust is designed to assist "children from the Aroostook County area, with special emphasis on children from the greater Presque Isle area, who are in need of special treatment related to audio disorders or deficiencies". Funds may be used exclusively for the care, treatment and/or furnishing of devices for children with hearing loss or disorders. All other funding sources must be accessed first.

Miracle-Ear Children's Foundation

P.O. Box 59261

Minneapolis, MN 55459-0261

Tel: 1-800-234-5422 (V)

The Miracle-Ear Children's Foundation works in cooperation with local Miracle-Ear Centers nationwide to provide free hearing aids, services, and support materials to children age 16 and under whose families do not qualify for public assistance, yet cannot cover the expense of hearing aids. The yearly gross wages required for assistance is under \$45,000.00. The Miracle-Ear Children's Foundation, a national nonprofit organization headquartered in Plymouth, Minnesota, receives funding from Miracle-Ear, Inc. and through individual donations.

*For Adults needing funds for Hearing Aids please see:

Alpha One (listed under Agencies)

HEAR NOW (listed under Agencies)

Lion's Club (listed under Agencies)

Vocational Rehabilitation (listed under State Offices)

CHILDREN'S SERVICES

Boston Center for Deaf and Hard-of-Hearing Children (BCDC)

Children's Hospital LO-301

300 Longwood Avenue

Boston, MA 02115

Tel: (617)-355-6603 (TTY)

(617)-355-7404 (V)

(617)-730-0200 (FAX)

The Boston Center for Deaf and Hard-of-Hearing Children (BCDC) is an interdisciplinary clinical and research group within the Department of Otolaryngology and Communication Disorders at the Children's Hospital. The clinical team includes specialists in psychology, audiology, education, medicine, speech and language, psychiatry, and communications. BCDC provides comprehensive evaluation and consultative services to deaf and hard-of-hearing children, and their physicians, families and schools. Staff work with children and families from diverse locations and backgrounds covering the full pediatric age spectrum, from infants to teens. BCDC serves as a center for coordination of evaluations, referrals, research, guidance and information for families and agencies.

Child Development Services (CDS)

146 State House Station

Burton Cross State Office Building, 5th Floor

Augusta, Maine 04333

Laurie Bertulli, Director

Tel: 624-6660 (V)

624-6800 (TTY)

624-6661 (FAX)

E-mail: Laurie.Bertulli@maine.gov

Child Development Services (CDS) is the statewide system responsible for providing services to children ages birth to five (not yet in school) who have disabilities. This program is through the federal Individuals with Disabilities Education Act (IDEA). CDS operates sixteen regional offices throughout the state to arrange and deliver therapy, education and other related services to children and their families. CDS will find a consultant that will work with the family to provide services and support to the child and family until the child enters school.

**Child Protective Intake-Department of Health and Human Services
24-Hour Hotlines to report child abuse and neglect**

11 State House Station

Augusta, ME 04333-0011

Tel: 1-800-963-9490 (TTY)

287-3492 (TTY)

1-800-452-1999 (V)

626-8620 (V)

287-5065 (FAX)

Michelle Vincent, Child Protective Caseworker, Deaf Services Liaison

161 Marginal Way

Portland, ME 04101

Tel: 822-2293 (TTY)

822-2272 (V)

E-mail: Michelle.Vincent@Maine.gov

Community Counseling Center

343 Forest Avenue

Portland, ME 04101

Jennifer McCann, LCSW

Karen Tinsley, MA, CI

Tel: 874-1043 (TTY)

874-1030 (V)

874-1044 (FAX)

E-mail: jmccann@commcc.org

E-mail: ktinsley@commcc.org

Therapy and case management for families with a deaf member in Cumberland and York counties. Please contact the Portland office for information about expanded services in the Augusta, Lewiston, and Bangor area. Fluent in American Sign Language. Provides in-home case management services for children and their families. Medicaid accepted.

Maine Newborn Hearing Program (MNHP)

11 State House Station

Augusta, Maine 04333-0011

Kim Church, RN, Program Coordinator

Tel: 1-800-438-5514 (TTY)

287-8015 (TTY)

1-800-698-3624

287-5357

287-4743 (FAX)

The Maine Newborn Hearing Program is part of the Bureau of Health, Department of Health and Human Services. This program coordinates hospital newborn hearing screening programs and follow-up of infants with hearing loss. A registered nurse is available for resource and referral information for families who have an infant with hearing loss.

Parent-Infant-Toddler Program

Governor Baxter School for the Deaf
Mackworth Island
Falmouth, ME 04105

Jennifer Germano, Coordinator, Parent-Infant Toddler Program

Tel: 781-6293 (V/TTY)
781-6220 (FAX)

Twice weekly children's play groups facilitated by teachers and other therapists specifically trained in working with children ages birth - 3 years with a hearing loss. Siblings are included in play groups if age appropriate. There is also a parent support group facilitated by a family therapist. Program approach is on "the family", supporting parents as the advocates for their children. Other services such as home visits, OT services, speech/language services, and individual therapy services are available if necessary.

CHURCHES**Calvary Baptist Church**

185 Atlantic Hwy. (Rte. 1)

Warren, ME 04864

Tel: 273-2061 (V/TTY)

273-4705 (FAX)

E-mail: cbcwarren@juno.com

Sunday service is at 10:45 a.m. & 6:00 p.m. Wednesday night service is at 7:00 p.m. Services are interpreted weekly.

Calvary Bible Baptist Church

Rt. 126, (next to the Whitefield School)

Whitefield, ME 04353

Tel: 549-7555 (V)

E-mail: cbbcme@juno.com

Pastor: Jerry Wright

Sunday service interpreted at 11:00 a.m., Sunday school interpreted at 9:45 a.m.

Grace Baptist Church

476 Summit Street

Portland, ME 04103

Pastor: Harry Boyle

Contact Person: Patty Ouellette

Tel: 878-6823 (V/TTY)

797-5509 (V)

Services interpreted.

Mid-Coast Baptist Church

P.O. Box 537, 119 Bath Road

Brunswick, ME 04011

Pastor: Bobby Mitchell

Contact Person: Barbara Welner

Tel: 729-7944 (V/TTY)

E-mail: pastor@midcoastbaptistchurch.com

Web site: www.midcoastbaptistchurch.com

Services are on Sunday morning at 11:00 a.m. Sunday evening at 6:00 p.m. and Thursday evening at 7:00 p.m. All services are interpreted.

Office of Ministry to Persons with Disabilities

P.O. Box 11559

Portland, ME 04104-7559

Tel: 773-6477 (V/TTY)

773-6471 (V)

773-0182 (FAX)

E-mail: cblais@portlanddiocese.net

Monday-Friday, 9:00 a.m. - 5:00 p.m. (TTY callers please tap space bar)

Payson Park Evangelical Free Church

424 Ocean Avenue

Portland, ME 04103

Tel: 774-4054 (V/TTY)

E-mail: ppefc424@juno.com

Web site: www.ppefc.org

Services interpreted every Sunday at 10:30 a.m.

CLINICAL

**If you were hurt by a teacher, staff or student while at the
Maine School for the Deaf or Governor Baxter School for the Deaf (GBSD),
counseling is available at no cost to you.**

Signing mental health counselors listed in this section are trained to help deaf people who were abused. If you prefer, **non-signing** counselors with a qualified interpreter can be arranged at no cost to you. Insurance or Medicaid will be billed first (if abused at the Maine School for the Deaf or GBSD, no money will be charged to you for co-pay or deductible).

For more information, please contact:

Safer Place

892-6814 (V/TTY)

E-mail: place4safe@aol.com

Department of Health and Human Services

Meryl Troop

Tel: 287-4240 (V/TTY)

E-mail: meryl.troop@maine.gov

Department of Labor-Division of Deafness

Jan DeVinney

Tel: 624-5964 (TTY)

1-888-755-0023 (Toll-free TTY in Maine)

E-mail: jan.a.devinney@maine.gov

Maine Center on Deafness

Julie Fawcett

Tel: 797-7656 (V/TTY)

1-800-639-3884 (V/TTY)

E-mail: mcdmaine@maine.rr.com

Do you.....

.....have trouble sleeping?..... have bad dreams?

.....still think of bad experiences from past?

.....pass along the hurt to your children, wife, girlfriend, boyfriend or husband?

.....hard to keep intimate (close) relationships?

You Can Feel Better. You are not alone.

If you need money to pay for gas or childcare while you go to get help, call the Division of Deafness at:

1-888-755-0023 (Toll-free TTY in Maine)

1-800-698-4440 (Toll-free Voice in Maine)

(207) 624-5965 (TTY)

(207) 624-5963 (V)

Catherine Abernathy, Ph.D. - Psychologist

110 Tanberg Trail

Windham, ME 04062

Tel: 892-2047 (V/TTY)

Dr. Abernathy is a hearing psychologist specifically trained with hard-of-hearing/deaf persons. She has experience working with deaf students at Gallaudet University, Washington, D.C., and the Governor Baxter School for the Deaf in Falmouth. Currently working as an independent practice psychologist, Dr. Abernathy conducts evaluations and counsels deaf and hard-of-hearing clients.

Boston Children's Deafness Network**Children's Hospital**

333 Longwood Avenue, 6th Floor

Boston, MA 02115

Dr. Sanjay Gulati

Tel: (617) 355-6603 (TTY)

(617) 355-7404 (V)

(617) 355-7404 (FAX)

Evaluation services include: psychological, neuropsychological, neurological, educational, medical & audiological testing.

Community Counseling Center

343 Forest Avenue

Portland, ME 04101

Tel: 874-1043(TTY)

874-1030 (V)

874-1044 (FAX)

Supervisor/Team Leader: Jana L. Harbaugh, LCSWE-mail: jharbaugh@commcc.org**Clinicians:****Shana Cohen, LMSW** E-mail: scohen@commcc.org**Kristine Dach, MA** E-mail: kdach@commcc.org**Terry Morrell, LMSW** E-mail: tmorrell@commcc.org**Kathy Muzzy, LCSW** E-mail: kmuzzy@tmail.com

Individual couples, family and group counseling services, delivered by therapists fluent in American Sign Language in a licensed mental health clinic that is family-centered.

Medicaid, Medicare and most insurances are accepted; self pay along with a sliding fee scale are also available.

Clinical Case Managers for Children:**Jennifer McCann, LCSW** E-mail: jmccann@commcc.org**Karen Tinsley, MA, CI** E-mail: ktinsley@commcc.org

Therapy and case management for families with a deaf member in Cumberland and York counties. Please contact the Portland office for information about expanded services for the Augusta, Lewiston, and Bangor area. Fluent in American Sign Language. Provides in-home case management services for children and their families. Medicaid accepted.

Community Health and Counseling Services

42 Cedar Street
Bangor, ME 04401

Wendy Shreves

Tel: 990-0496 (TTY)
947-0366, Ext. 567 (V)
942-4350 (FAX)

Clinical Case Management Intake Office:

Tel: 990-0496 (TTY)
947-0366, ext. 531 (V)

Provides mental health case management services to Deaf and hard-of-hearing people and their family members.

Stephen S. Greene, Ph.D.

15 Western Avenue
Augusta, ME 04330

Tel: 649-4046 (V)

E-mail: dktrdume@aol.com

Dr. Greene is a clinical psychologist who is fluent in American Sign Language and has worked with deaf and hard-of-hearing people for more than 25 years. He provides individuals, couples, and family therapy with children, adolescents, and adults. Dr. Greene provides evaluation/assessment, counseling, consultation, clinical team management services, and vocational counseling. Dr. Greene specializes in trauma treatment and is trained in Eye Movement Desensitization and Reprocessing (EMDR). Dr. Greene has provided mental health services in a variety of settings including hospitals, community mental health agencies, schools (public and residential), and private practice.

Kathy Muzzy, LCSW

P.O. Box 63
Belfast, ME 04915

Tel: 338-9707 (V/TTY)

E-mail: kmuzzy@tmail.com

Provides therapy to individuals, families and couples. Experience with children and adults.

Ralph Sprague, MA

465 Main Street

Lewiston, ME 04240

Tel: 795-4970 (TTY/V, but answering machine is voice only)
783-1286 (FAX)

Provides psychotherapy to individuals, couples, groups, children, adolescents, and families, specializing in sexual abuse issues. Medicaid accepted only with Department of Health and Human Services authorization.

Sweetser

Administration & Central Intake:

50 Moody Street

Saco, ME 04072

Tel: 1-800-434-3000 (V/TTY)
294-4899 (FAX)

Sweetser accepts referrals for deaf adolescents and adults seeking outpatient mental health services. Services include therapy and psychiatry and are available from Kittery to Damariscotta, with more limited services in Knox and Waldo counties. Medicaid and private insurances accepted. Child case management also is available. Partners in Disability, a state-wide Sweetser program, also provides information, support, resources and referrals to the parents of children with disabilities, including hearing impairments, and their service providers.

Sara Treat, MA, LCPC

P. O. Box 1737

Windham, ME 04062

Tel: 892-6814 (V/TTY)
892-6602 (FAX)E-mail: streat187@aol.com

Provides therapy to individuals, couples and families. Many insurances accepted. Coordinator for Safer Place, an initiative to serve Deaf adults who experienced abuse at the Governor Baxter School for the Deaf or the Maine School for the Deaf.

If contacting the station directly 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 NAD website www.nad.org/infocenter/infotogo/tech/captioncomplaint.html or call Nancy Melanson, 1-888-755-0023 (TTY) or 1-800-698-4440 (V) at the Division of Deafness for help.

You may also file a complaint to:

Federal Communication Commission (FCC)

445 12th Street SW, Room 6C-447

Washington DC 20554

Tel: 1-888-835-5322 (TTY)

1-888-225-5322 (V)

1-866-418-0232 (FAX)

Disability Rights Center of Maine (formerly Maine Advocacy Services)

P.O. Box 2007, 24 Stone Street

Augusta, ME 04338-2007

Tel: 1-800-452-1948 (V/TTY)

626-2774 (V/TTY)

621-1419 (FAX)

Disability Rights Center of Maine (DRC), the statewide protection and advocacy agency for people with disabilities, is a private, nonprofit organization independent of state government. In partnership with people with and without disabilities, DRC promotes and enhances the rights of people with disabilities so they can choose to live, receive education, work, be with family and friends, and enjoy life in the community of their choice. DRC advocates for people with legal rights problems directly related to their disability by:

- providing information about legal rights and service systems;
- referring people to appropriate services;
- individually representing people in meetings, hearings, and court; and
- working for service system reform and change.

Maine Center on Deafness

68 Bishop Street, Suite 3
Portland, ME 04103

Mary Edgerton, Civil Rights Director; E-Mail: medge@maine.rr.com

Beth Gallie, Civil Rights Staff Attorney; E-mail: bgallie@maine.rr.com

Tel: 1-800-639-3884 (V/TTY), (free if you are outside of Portland)

797-7656 (V/TTY)

797-9791 (FAX)

Maine Center on Deafness (MCD) promotes the rights of people who are Deaf or hard of hearing throughout the state. MCD advocates for Deaf and hard of hearing individuals when they have civil rights problems directly related to their deafness in employment, housing, federal, state and local government programs, education and public accommodations.

MCD provides individual representation in meetings and hearings, and assists in obtaining workplace and other accommodations such as TTYs and interpreters. MCD also staffs the Deaf Rights Group (DRG), which is a statewide coalition of organizations and individuals committed to obtaining equal access for the Deaf and hard of hearing in Maine.

Maine Human Rights Commission

51 State House Station

Augusta, ME 04333-0051

Tel: 624-6064 (TTY)

624-6050 (V)

624-6063 (FAX)

The Maine Human Rights Commission is the state agency charged with the responsibility of enforcing Maine's anti-discrimination laws. They receive and investigate complaints of unlawful discrimination in employment, housing, education, access to public accommodations, and extension of credit. They attempt to resolve those complaints to the mutual satisfaction of all who are involved. They will pursue a remedy in court when alternative solutions have failed.

Maine Medical Center (MMC)

22 Bramhall Street

Portland, ME 04101

Suzanne Gardiner, Deaf Services/Access Coordinator

Tel: 871-4900 (TTY)

871-2088 (V)

E-mail: gardis@mmc.org

MMC is committed to providing qualified sign language interpreters within one hour of a request, offering interpreting to all deaf and hard-of-hearing patients and involved family members; providing TTYs for patient and visitor use; captioning on all TVs; and amplified handsets and assistive listening devices for hard of hearing people.

Ombudsman Program, Long-Term Care

P.O. Box 128, One Weston Court

Augusta, ME 04332

Tel: 1-800-499-0229 (V/TTY)

621-1079 (V/TTY)

621-0509 (FAX)

E-mail: MLTCOP@MaineOmbudsman.orgWeb site: www.maineombudsman.org

An advocacy program for long-term care consumers, the Ombudsman Program provides advocacy services for consumers of home health services and for residents in nursing homes and other long-term care facilities.

U.S. Department of Health & Human Services**Office for Civil Rights**

Region I

J.F. Kennedy Building, Room 1875

Boston, Massachusetts 02203

Tel: (617) 565-1343 (TTY/V)

(617) 565-3809 (FAX)

Web site: www.hhs.gov/ocr

If you believe discrimination has happened to you or anyone else because of race, color, national origin, age, sex, **disability** or religion by a health care or human services provider (such as hospitals, nursing homes, social service agencies, etc.), you or your representative may file a complaint with the Office for Civil Rights (OCR).

Office for Civil Rights complaint process: Complaints usually must be filed within 180 days (6 months) from the date of the alleged discriminatory act.

U.S. Department of Justice

Civil Rights Division

950 Pennsylvania Avenue, NW

Disability Rights Section-NYAV

Washington, D.C. 20530

Tel: 1-800-514-0383 (TTY)

1-800-514-0301 (V)

Web site: www.ada.gov

Report any ADA general complaints to this office.

Include the following information in your written complaint:

- Your name, address and telephone number. You must sign your name. (If you file a complaint on someone's behalf, include your name, address and telephone number and state your relationship to the person - e.g., spouse, attorney, friend, etc.).
- Name and address of the institution or agency you believed discriminated against you.
- How, why and when you believe you were discriminated against or request a Discrimination Complaint Form from the Office of Civil Rights (OCR).

COURTS

DISTRICT COURTS

	ADDRESS	TTY #
Augusta	145 State St., Augusta	287-4024
Bangor	73 Hammond St., Bangor	941-3058
Bar Harbor	93 Cottage St., Bar Harbor	288-9730
Belfast	103 Church St., Belfast	338-0893
Biddeford	25 Adams St., Biddeford	284-2977
Bridgton	3 Chase St., Suite 2, Bridgton	647-3557
Calais	382 South St., Suite B, Calais	454-0085
Caribou	144 Sweden St., Caribou	498-2127
Dover-Foxcroft	163 East Main St., Dover-Foxcroft	564-0767
Ellsworth	60 State St., Ellsworth	664-7507
Farmington	129 Main St., Farmington	778-8273
Fort Kent	139 Market St., Fort Kent	834-5850
Houlton	25 School St., Houlton	532-7218
Lewiston	71 Lisbon St., Lewiston	783-5457
Lincoln	52 Main St., Lincoln	794-3390
Livermore Falls	2 Main St., Livermore Falls	897-3800
Machias	47 Court St., Machias	255-0501
Madawaska	645 Main St., Madawaska	728-7142
Millinocket	207 Penobscot Ave., Machias	723-4933
Newport	12 Water St., Newport	368-4881
Portland	205 Newbury St., Portland	822-4262
Presque Isle	27 Riverside Dr., Presque Isle	764-2059
Rockland	62 Union St., Rockland	596-2244
Rumford	145 Congress St., Rumford	364-3312
Skowhegan	47 Court St., Skowhegan	858-0622
South Paris	26 Western Ave., South Paris	743-9624
Springvale	447 Main St., Springvale	324-9596
Waterville	18 Colby St., Waterville	873-3207
West Bath	147 New Meadows Rd., West Bath	442-0219
Wiscasset	32 High St., Wiscasset	882-1260
York	11 Chases Pond Rd., York	363-8740

SUPERIOR COURTS

	ADDRESS	TTY #
Alfred	45 Kennebunk Rd., Alfred	459-7860
Auburn	2 Turner St., Auburn	783-5458
Augusta	95 State St., Augusta	623-0477
Bangor	97 Hammond St., Bangor	941-3000
Bath	752 High St., Bath	443-2465
Belfast	137 Church St., Belfast	338-6468
Caribou	144 Sweden St., Suite 101, Caribou	498-2127
Dover-Foxcroft	159 E. Main St., Dover-Foxcroft	564-0767
Ellsworth	50 State St., Ellsworth	667-6187
Farmington	140 Main St., Farmington	778-8273
Houlton	26 Court St., #104, Houlton	532-7218
Machias	47 Court St., Machias	255-0501
Portland	142 Federal St., Portland	822-4212
Rockland	62 Union St., Rockland	596-2254
Skowhegan	41 Court St., Skowhegan	474-5344
South Paris	26 Western Ave., South Paris	743-1688
Wiscasset	32 High St., Wiscasset	882-9231
Violations Bureau	85 Park St., Lewiston	783-5435

CUED SPEECH SERVICES

Cue Camp Mechuwana

Winthrop, Maine

Contact **Suzanne Laptewicz**

Tel: 622-2564 (V/TTY)

E-mail: info@cuedspeechmaine.org

Families, friends, professionals, children and adults enjoy recreation, relaxation, learning and lots of laughs! Deaf teens/young adults can be counselors, interacting with everyone attending. Beginner and advanced instruction in Cued Speech, teen and adult panels, variety of speakers, and campfire chats. For the children, there is speech and language therapy, cue classes, arts and crafts, swimming, games, and a dance.

Cued Speech Association of Maine

13 Keith Street

Chelsea, ME 04330

Suzanne Laptewicz, President

Tel: 622-2564 (V/TTY)

E-mail: info@cuedspeechmaine.org

Web site: www.cuedspeechmaine.org

Cued Speech is a system designed for use with the hearing impaired which employs eight hand shapes used in four hand locations around the face to supplement the visual manifestations of normal speech, making spoken language visually clear. The Cued Speech Association is an organization formed to foster the growth and educational application of Cued Speech in Maine. Information is available on early intervention options for newly deafened children; learning workshops for teachers, parents, interpreters, and support persons. There's also an annual Cued Speech Camp for children and families. (See above)

Cued Speech Services

P.O. Box 234

Fairfield, ME 04937

Patricia Slater, Contact Person

Tel: 453-6524 (V)

E-mail: pslatofd@gwi.net

Maine Cued Speech Services

P.O. Box 785

Fort Fairfield, ME 04742

Polly Earl, Executive Director

Tel: 472-3455 (V/TTY)

E-mail: mainecues@ainop.com

National Cued Speech Association (NCSA)

Deaf Children's Literacy Project Information Service

23970 Hermitage Road

Cleveland, OH 44122-4008

Tel: 1-800-459-3529 (V/TTY)

E-mail: CuedSpDisc@aol.com

Web site: www.cuedspeech.com or www.cuedspeech.org/

DEAFBLIND

Division for the Blind and Visually Impaired (DBVI)

2 Anthony Avenue
150 State House Station
Augusta, ME 04333-0150

Paul Cote

Tel: 1-888-755-0023 (TTY)
1-800-698-4440 (V)
624-5977 (V)
624-5980 (FAX)
E-mail: paul.e.cote@maine.gov

DBVI provides rehabilitation, education, independent living services and training to blind and visually impaired consumers (including deafblind) of all ages throughout the state.

Helen Keller National Center

New England Regional Office
152 Lincoln Road
P.O. Box 266
Lincoln, MA 01773

Mary Ellen Barbiasz, Regional Representative

E-mail: hkncmeh@aol.com

Mary Ann Bendino, Office Manager

E-mail: hkncmab@aol.com

Tel: (781) 259-7100 (V/TTY)
(781) 259-4246 (FAX)

Web site: www.helenkeller.org

Provides information and referral services for people who have a vision and hearing loss. They serve Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.

New England Center Deafblind Project

P.O. Box 84
Thomaston, ME 04861

Charlotte Cushman, Educational Consultant

Tel: 596-6209 (V)
594-4183 (FAX)

E-mail: ccushman@midcoast.com

The New England Center Deafblind Project provides technical assistance and consultation for infants, children and youth (ages 0 - 22) who are deafblind. The project works with families, schools, and other programs to provide the support and training necessary to serve deafblind individuals in their communities. The project is funded by a federal grant, through Catholic Charities of Maine.

Visually Impaired/Hard of Hearing-Deafblind Network of Maine

9 Topaz Circle

Auburn, ME 04210

Patty Sarchi

Tel: 795-8888 (V)

A group of consumers and professionals meet periodically to identify resources for adults in Maine who are visually impaired/hard of hearing or deafblind. Its mission is to promote independence for all Maine individuals who have dual sensory loss (vision and hearing).

EDUCATION

Adult Education Services

Maine Department of Education
23 State House Station
Augusta ME 04333

Becky Dyer, State Director of Adult Education

Tel: 624-6800 (TTY)

624-6755 (V)

624-6731 (FAX)

E-mail: becky.dyer@maine.gov

Bangor Adult Education

Richard Madore, Director

885 Broadway

Bangor ME 04401

Tel: 941-6310 (V)

990-3487 (FAX)

E-mail: dmadore@bangorschools.net

Portland Adult Education

Rob Wood, Co-Director

57 Douglass Street

Portland ME 04102

Tel: 874-8155 (V)

874-8154 (FAX)

E-mail: woodr@portlandschools.org

Adult education for deaf adults is currently being offered through Bangor Adult Education and Portland Adult Education. Other community offerings are available through local adult education programs.

Bangor Regional Program for the Hearing Impaired

Office of Pupil Services

73 Harlow Street

Bangor, ME 04401

Murray Shulman, Director of Pupil Services

Tel: 992-4175 (V)

992-4168 (FAX)

This program offers self-contained classrooms as well as mainstreamed classes in the Public Schools, grades K-12, for hard of hearing and deaf students in the greater Bangor area. Communication methods are based on the student's individual needs through total communication, which may include American Sign Language, signed English, auditory-oral, or cued speech. Auditory evaluation, equipment and management are provided.

Carrie Pierce, Deaf Educator
 MA: Deaf Education
 ASLTA Certified
 Certified Early Intervention Specialist
 Maine Certifications: 029, 292

33 C LedgeWood Drive
 Hampden, ME 04444
 Tel: (711) 862-2029 (TTY)
 862-2029 (FAX)
 E-mail: Metooasl@aol.com

Services Provided Upon Request:

Teaching American Sign Language Classes for all ages
 ASL tutoring, Deaf mentoring
 Sign language classes for babies
 Educational consultation
 Workshops on ASL/Deaf Education/Deaf Culture for kids and staff
 Tutoring/teaching for Deaf and Hard of Hearing children.

Services available to individuals, private groups, organizations, schools, daycare, Hearing, Deaf, Hard of Hearing, children, and adults.

Governor Baxter School for the Deaf (GBSD)

Mackworth Island
 Falmouth, ME 04105
Larry Taub, Superintendent
 Tel: 781-3165 (V/TTY)
 781-6260 (FAX)
 E-mail: larry.taub@fc.baxter.pvt.k12.me.us
 Web site: www.baxter.pvt.k12.me.us

This school is an excellent resource regarding educational needs of deaf and hard-of-hearing children. It also operates statewide outreach with children, birth to age 5, and technical assistance to educational programs for children who are deaf and hard of hearing. The school will provide assistance with educational and audiological evaluations for referred children. GBSD also conducts a number of training workshops and seminars, some related to the University of Southern Maine graduate programs in Exceptionality, that pertain to a variety of areas concerning deafness. GBSD also offers an Adult Education program and an extensive series of classes in American Sign Language. Courses are offered statewide via the ITV system.

Maine Point

Governor Baxter School for the Deaf
 Mackworth Island
 Falmouth, ME 04105

Barbara Keefe

Tel: 781-6209 (V/TTY)
 781-4609 (FAX)

E-mail: barbara.keefe@fc.baxter.pvt.k12.me.us

Maine Point is a project funded by the Department of Education designed to bring American Sign Language to Maine high school students and provide accessible distance learning opportunities for people with disabilities via ITV (Instructional Television Network) and ATM (Asynchronous Transfer Mode).

Northeast Technical Assistance Center, The (NETAC/Maine)

Governor Baxter School for the Deaf
 Mackworth Island
 Falmouth, ME 04105

Barbara Keefe

Tel: 781-6209 (V/TTY)
 781-4609 (FAX)

E-mail: barbara.keefe@fc.baxter.pvt.k12.me.us

NETAC is working collaboratively with three other regional technical assistance centers through the Postsecondary Education Programs Network (PEPNet) to improve existing support services or establish new services for students who are Deaf or hard of hearing in post-secondary educational institutions. NETAC/Maine works with two and four-year colleges, vocational rehabilitation programs, public and private community service agencies, consumers and professional organizations.

Statewide Educational Services (SES)

Governor Baxter School for the Deaf
 Mackworth Island
 Falmouth, ME 04105

Lynn Schardel, Director

Tel: 781-6288 (V/TTY)
 781-6220 (FAX)

E-mail: lynn.schardel@fc.baxter.pvt.k12.me.us

Web site: www.baxter.pvt.k12.me.us

The preschool program offers a language enriched developmentally based program of learning for deaf and hard of hearing children ages 3 to 5 years old. There are 2 preschool programs; one program uses American Sign Language (ASL) throughout the morning as the language of instruction and communication, the second program (Sound 'N Sign) is offered for children who have access to spoken language through residual hearing or amplification. The Sound 'N Sign program joins the ASL preschool for part of the morning, to have full exposure to ASL. Spoken English is used for part of the morning in Sound 'N Sign. Both programs provide opportunities for children to learn through play, and offer home visits to families.

Aroostook Outreach/GBSD

232 Main Street, Suite 8

Ft. Fairfield, ME 04742

Web site: www.baxter.pvt.k12.me.us**Polly Earl**, Program Coordinator:

Tel: 472-0502 (V/TTY)

472-3157 (FAX)

Carole Houlette:

Tel: 472-5270 (V/TTY)

North Central Outreach/GBSD

12 Acme Road, Suite 205

Brewer, ME 04412

989-4079 (FAX)

Web site: www.baxter.pvt.k12.me.us**Cathy Coughlin**

Tel: 989-2305 (V/TTY) Early Childhood & Family Services

E-mail: Cathy.Coughlin@fc.baxter.pvt.k12.me.us**Melissa Shaffer**

Tel: 989-2954 (V/TTY) Public School Outreach

E-mail: Melissa.Shaffer@fc.baxter.pvt.k12.me.us**Courtney Errigo**

Tel: 989-3850 (V/TTY) Public School Outreach

E-mail: Courtney.Errigo@fc.baxter.pvt.k12.me.us**Parent-Infant-Toddler Program**

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Jennifer Germano, Coordinator, Parent-Infant Toddler Program

Tel: 781-6293 (V/TTY)

781-6220 (FAX)

Web site: www.baxter.pvt.k12.me.us

Twice weekly children's play groups facilitated by teachers and other therapists specifically trained in working with children ages birth - 3 years with a hearing loss. Siblings are included in play groups if age appropriate. There is also a parent support group facilitated by a family therapist. Program approach is on "the family", supporting parents as the advocates for their children. Other services such as home visits, OT services, speech/language services, and individual therapy services are available if necessary.

hear ME now!

Yarmouth Hall

Pineland Farms

19 Yarmouth Drive, Suite 201

New Gloucester, ME 04260

Kathryn Girardin, Executive Director

Tel: 688-4544 (V)

688-4548 (FAX)

E-mail: info@hear-me-now.org

Children who are deaf or hard-of hearing are learning to listen and speak at hear ME now!, Maine's first auditory-oral learning center. Stunning advances in technology, such as digital hearing aids and cochlear implants, have made it possible for many of these children to detect most, if not all, of the speech spectrum. Carefully taught, they can learn to listen and speak, and ultimately enter the elementary school mainstream.

hear ME now! offers a parent-infant program for children ages two years or younger. This program provides parents with auditory-oral techniques to enhance their child's communication using meaningful sound, language and play. It also provides the support parent needs to make educated decisions for their child.

Children ages three to six who are deaf or hard-of-hearing learn to play, listen and speak in hear ME now's toddler and preschool programs. Children interact on a daily basis in small groups and individually with teachers and a speech-language pathologist to develop age-appropriate audition, speech, and language skills. Goals include developing sensory-awareness, fine and gross motor skills, cognition, and social skills. Parents actively participate in educational programs and support groups.

hear ME now! also provides support for children transitioning into mainstream schools. New programs are developing all the time! To learn more about hear ME now! contact us.

Sandcastle Preschool Program

144 Howe Street

Lewiston, ME 04240

Stephanie Cote

Tel: 782-2150 (V)

E-mail: sandestl@midmaine.com

An inclusive preschool program that incorporates signing for all children as a language development tool.

University of Maine at Orono (UMO)

5725 East Annex

Orono, ME 04469-5757

Ann Smith, Director of Disability Support Services

Tel: 581-2311 (TTY)

581-2319 (V)

581-4252 (FAX)

Located within the College Success Programs, the director provides counseling and coordination of services such as interpreters, note-takers, tape recorders, special testing situations, on-campus TTYs, and building accessibility for students with any type of disability.

University of Southern Maine (USM), Portland & Gorham Campuses

USM information: academics, events, employment, etc.

Tel: 1-866-783-6461 (TTY)

780-5646 (TTY)

780-4000 (V)

780-4933 (FAX)

Academic Support for Students with Disabilities

Tel: 780-4395 (TTY)

780-4706 (V)

Linguistics Department, USM

P.O. Box 9300

65 Exeter Street

Portland, ME 04104-9300

Wayne Cowart

Tel: 780-4069 (TTY)

780-4477 (V)

780-5561 (FAX)

E-mail: cowart@usm.maine.edu

The Linguistics Program at USM offers a BA degree Interpreter Training Program as a track in the linguistics major. This program is geared to both Deaf and hearing interpreters and provides a comprehensive training program intended to prepare interpreting students to be ready to take the National certification exams offered by the Registry of Interpreters for the Deaf within two years of graduation from the program. Courses will be offered both at USM and at off campus sites.

Judy Shepard-Kegl, CSC, Ph.D., Director of the ASL/English interpreting programE-mail: kegl@usm.maine.edu**Signed Language Research Laboratory**

68 High Street, Portland

Tel: 780-5933 (TTY)

780-5957 (V)

780-5940 (FAX)

USM Linguistics web site www.usm.maine.edu/~lin

HEARING EAR DOGS

A Hearing Ear Dog compensates for the missing sense of hearing much as a seeing eye dog does for blind people. The dog is trained to recognize and alert his/her owner to vital sounds, such as the alarm clock, doorbell or door knock, telephone, smoke detector, or a crying baby. The dog also provides a sense of security and independence for the deaf or hard of hearing person.

Hearing Ear Dogs or Hearing Dogs are accepted in Maine with the same rights as Seeing Eye Dogs with access to transportation, stores, restaurants, or any public building. Maine law requires a hunter orange collar and leash.

Canine Companions for Independence

Northwest Regional Center

P.O. Box 446

Santa Rosa, California 95402-0446

Tel: (707) 577-1700 (V)

(707) 577-1756 (TTY)

(707) 577-1711 (FAX)

E-mail: info@caninecompanions.org

Web site: www.caninecompanions.org

Dogs for the Deaf, Inc.

10175 Wheeler Road

Central Point, Oregon 97502

Tel: (541) 826-9220 (V/TTY)

(541) 826-6696 (FAX)

E-Mail: info@dogsforthe deaf.org

Web site: www.dogsforthe deaf.org

Dogs for the Deaf rescues and professionally trains dogs to assist and enhance the lives of hard-of-hearing and deaf individuals. These dogs are placed throughout the U.S. free of charge to the recipient.

Great Plains Assistance Dogs

920 Short Street, P.O. Box 514

Jud, North Dakota 58454

Tel: (701) 685-2242 (V)

(701) 685-2290 (FAX)

E-mail: gpadf@daktel.com

Web site: www.alert-dog.com

My Wonderful Dog

P.O. Box 11371

Portland, ME 04104

Tel: 799-9792 (V)

E-mail: elarsen@wonderfuldogs.orgWeb site: www.wonderfuldogs.org

This is non-profit organization that specializes in the training of skilled animals to aid in the independence and integration of people with disabilities. These special animals can be trained to provide balance and stabilization, turn light switches on and off, retrieve dropped items such as a cane or keys. Most importantly these dogs provide love and companionship.

National Education for Assistance Dog Services, Inc. (NEADS)

P.O. Box 213

West Boylston, Massachusetts 01583

Sheila O'Brien

Tel: (978) 422-9064 (V/TTY)

(978) 422-3255 (FAX)

E-mail: info@neads.orgWeb site: www.neads.org

NEADS rescues dogs from shelters, trains them, and places them in homes and classrooms. NEADS provides four specialized canine helpers: hearing dogs for the deaf; service dogs for those who use wheelchairs; specialty dogs for people with multiple disabilities; and dogs for special education and therapeutic classrooms. The individual to receive a dog is assessed, matched with a dog, and attends a two-week training program. The individual pays or fundraises \$500 and works with the program to raise the remaining sponsorship fee of \$6,000. Applications can be filled out on line.

Okada

7509 E. Saviors Path

Floral City, Florida 34436

Tel: (352) 344-2212 (V)

(352) 344-0210 (FAX)

Website: www.okadadogs.com

Okada is a non profit organization that trains and places dogs with individuals who are deaf or hard of hearing.

Pacer, Inc.**Pratt's Auditory Canine**

Educational Resource

P.O. Box 126

Nobleboro, Maine 04555

Patricia Pratt, President

Tel: 563-3752 (V)

E-mail: schaible@midcoast.com

Pacer, Inc. is a facility-based training center for dogs and prospective owners. A presentation, which includes a slide show and a demonstration with a Certified Hearing Ear Dog, is available to any interested group or organization.

INTERPRETING

Bangor Interpreting Agency

300 Union Street

Bangor, ME 04401

Nancy A. Ordway, Director

Tel: 947-4337 (TTY)

947-2341 (V)

947-1681 (FAX)

E-mail: bangor.interpreting@verizon.net

Farmington Office:

186 Main Street

Farmington, ME 04938

Tel: 778-4107 (TTY/FAX)

778-5789 (V)

Bangor Interpreting Agency is an interpreting referral business based in Bangor and Farmington providing services throughout the state of Maine. They provide professional, highly qualified, independently contracted free-lance interpreter services for various venues including but not limited to: conferences, employee business and orientations, educational, vocational, medical, mental health, and legal/law enforcement entities; AA/Al-Anon meetings, substance abuse treatment, and religious settings. Interpreters referred by The Bangor Interpreting Agency maintain professional standards based on the Code of Ethics of the Registry of Interpreters for the Deaf (RID), and are licensed by the State of Maine. On-call 24 hour emergency interpreting services available.

Certified Interpreting - The Sign Language Network

P.O. Box 6500

Brunswick, ME 04011

Ruth & Victor Vigna, CSC, Directors

Tel: 798-7995 (V/TTY)

729-0875 (FAX)

E-mail: Ruth@certifiedinterpreting.com

Web site: www.CertifiedInterpreting.com

Certified Interpreting - The Sign Language Network provides American Sign Language/English interpreting services in medical, legal, mental health, educational, corporate, and a variety of other settings. We work with over 50 certified and pre-certified interpreters in Maine who are licensed by the State and adhere to the principles outlined in the Code of Ethics established by the Registry of Interpreters for the Deaf. Our services are available to private and non-profit organizations, state agencies, individuals, and other entities. Certified Interpreting has been providing interpreting services throughout Maine since 1982 and is operated by two nationally certified interpreters.

New services are currently available: Emergency interpreting services are available 24 hours a day, 7 days a week, by prior agreement. Remote interpreting services are available using VIA, Video Interpreting Access, which is a cost-effective means of providing interpreting services in many situations. Please contact us for information on these and other innovative services. Additional information is available on our website, www.CertifiedInterpreting.com.

Kewl ASL

Interpreting/Education

15 Jones Road

Somerville, Maine 04348

Tel: 549-4733 (V/TTY)

E-mail: kewlasl@earthlink.netWeb site: home.earthlink.net/~kewlasl

Kewl ASL, an innovative agency serving central Maine, was established in February, 2003 by Deborah S. Myers. Debbie is an RID certified interpreter. She studied Deaf education at Tennessee Temple University and has provided interpreting, tutoring, and educational consulting ranging from preschool to college level students. To request services, please call or e-mail with the date, time, location, and nature of request. We look forward to providing top quality services to all of our customers. We welcome your inquiries, comments, and unusual requests!

Maine Registry of Interpreters for the Deaf (MeRID) - Officers for 2004-2005**Stacey Surprenant**, CI/CT President

21 Cottage Lane

New Gloucester, ME 04260

Tel: 926-5702 (V/TTY)

Scott Murray, CT, Secretary

106 Monroe Street

Auburn, ME 04210

Tel: 784-4240 (V/TTY)

E-mail: SAMurray@aol.com

An affiliate chapter of the Registry of Interpreters for the Deaf, Inc., the MeRID is an organization of professional interpreters, interpreter trainers, students of interpreting, and consumers, both deaf and hearing. The focus of Maine RID is on interpreter skill building, professional development, and statewide networking.

Office of Licensing and Registration

35 State House Station

Augusta, ME 04333-0035

Tel: 624-8563 (TTY)

624-8603 (V)

624-8637 (FAX)

E-mail: Anne.L.Head@maine.gov, or marlene.m.mcfadden@maine.govWeb site: www.maineprofessionalreg.org

As of June 30, 2000, individuals who are paid for providing interpreting services for deaf and hard-of-hearing people must be licensed with the Department of Professional and Financial Regulation, Office of Licensing and Registration. For a list of licensed interpreters, information on licensing fees or how to obtain a license as an interpreter for deaf and hard-of-hearing people, contact the Office of Licensing and Registration or visit the website address. When visiting the website address press the "FIND A LICENSEE" button which will bring you to a page that will allow you to search by licensee's name, license number, town, city or county. The data is updated every Thursday and the data provided contains only active licensees. If you do not find the individual you are looking for, please contact marlene.m.mcfadden@maine.gov or donna.c.sproul@maine.gov for assistance.

Pine Tree Society - Deaf Services

51 Nonesuch River Plaza, Suite G
US Route 1

Scarborough, ME 04074

Doug Newton, Program Director

Tel: 885-0536 (V/TTY)

885-0076 (FAX)

E-mail: deafservices@pinetreesociety.org

Web site: www.pinetreesociety.org

Pine Tree Society provides interpreting services in a variety of settings such as hospitals, medical centers, mental health facilities, state agencies, and vocational, educational, legal, and religious settings. Video Relay Interpreting (VRI) services are also available. Other services available include consultation to agencies related to accessibility issues for Deaf and hard-of-hearing persons.

EMERGENCY INTERPRETING SERVICES ARE ALSO PROVIDED DURING NON-BUSINESS HOURS IN MENTAL HEALTH CRISIS, LEGAL AND MEDICAL SITUATIONS.

Professional Interpreting, Inc.

14 Torrey Street

Portland, ME 04103

Kris Bracklow, Director

Tel: 774-3068 (V/TTY)

774-8701 (FAX)

E-mail: kris120@juno.com

Professional Interpreting, Inc. provides American Sign Language (ASL) interpreting and English interpreting services in all settings throughout the State of Maine. This includes staff meetings, workshops, conferences, on-the-job training, mental health counseling, educational, medical, legal, oral, and deaf/blind interpreting. All interpreters are licensed to work in Maine. All interpreters are nationally certified or working toward national certification. All interpreters closely follow the Code of Ethics from the Registry of Interpreters for the Deaf (RID). Additional services and resources include supervision of interpreters, tutoring and ASL evaluations.

Sign Language Interpreting Plus (SLIP)

15 Beaumont Street

Portland, ME 04103

Mary Mackay, CT

Tel: 797-9986 (V/TTY/FAX)

Cell: 653-6668 (V)

E-mail: sistah1@juno.com

Also available for emergency services.

LAWYERS

Disability Rights Center of Maine (formerly Maine Advocacy Services)

P.O. Box 2007, 24 Stone Street

Augusta, ME 04338-2007

Tel: 1-800-452-1948 (V/TTY)

626-2774 (V/TTY)

621-1419 (FAX)

Disability Rights Center of Maine (DRC), the statewide protection and advocacy agency for people with disabilities, is a private, nonprofit organization independent of state government. In partnership with people with and without disabilities, DRC promotes and enhances the rights of people with disabilities so they can choose to live, receive education, work, be with family and friends, and enjoy life in the community of their choice.

DRC advocates for people with legal rights problems directly related to their disability by:

- *providing information about legal rights and service systems;
- *referring people to appropriate services;
- *individually representing people in meetings, hearings, and court; and
- *working for service system reform and change.

Lawyer Referral and Information Service

Maine State Bar Association

124 State Street

Augusta, ME 04330

Tel. 1-800-860-1460 (V)

207-623-0083 (FAX)

E-mail: lrirreferral@mainebar.org

Web site: www.mainebar.org/lawyer_need

The Lawyer Referral and Information Service (LRIS) is a telephone service that helps people with legal questions find relevant information, useful resources, or legal representation, when appropriate. The service charges \$20 for referrals to member attorneys; direction to other helpful resources and information is free. Referrals are made according to areas of law and geographic considerations, and include a brief initial consultation without additional charge. Any services provided by an attorney beyond the initial consultation will be for fee, at rates which should be negotiated with the attorney ahead of time. The Lawyer Referral and Information Service does not offer reduced rate or pro bono service. A referral request form is available at the Lawyer Referral and Information Service website, and may be printed out, filled in, and returned to us by way of regular mail or fax. Responses will be made by fax, e-mail, or Maine Relay services, according to your request. Callers receive written confirmation when referrals are made.

Maine Center on Deafness

68 Bishop Street, Suite 3
Portland, ME 04103

Beth Gallie, Civil Rights Staff Attorney

Tel: 1-800-639-3884, (free if you are outside of Portland)

797-7656 (V/TTY)

797-9791 (FAX)

E-mail: bgallie@maine.rr.com

Maine Center on Deafness (MCD) promotes the rights of Deaf individuals throughout the state. MCD advocates for Deaf and hard-of-hearing individuals when they have civil rights problems directly related to their deafness in employment, housing, federal, state and local government programs, education and public accommodations. MCD provides individual representation in meetings and hearings, and assists in obtaining workplace and other accommodations such as TTYs and interpreters.

Pine Tree Legal Assistance

Pine Tree Legal provides free legal help to Maine people with low incomes. Although there is no charge for services, clients may be asked to help with court costs. Because of limited staff, they can't help everyone who needs assistance. Please contact the nearest Pine Tree office to see if your case is eligible for help.

Web site: www.ptla.org

373 Main Street

Presque Isle, ME 04746

Tel: 764-2453 (TTY)

764-4349 (V)

764-2455 (FAX)

39 Green Street

Augusta, ME 04330

Tel: 622-7770 (TTY)

622-4731 (V)

623-7774 (FAX)

61 Main Street

Bangor, ME 04401

Tel: 942-1060 (TTY)

942-8241 (V)

942-8323 (FAX)

88 Federal Street

Portland, ME 04101

Tel: 828-2308 (TTY)

774-8211 (V)

828-2300 (FAX)

Native American Unit/Migrant Worker Unit

Bangor Office

Tel: 1-800-879-7463 (V)

942-1060 (TTY)

942-8323 (FAX)

145 Lisbon Street

Lewiston, ME 04240

Tel: 828-2308 (TTY)

784-1558 (V)

783-8774 (FAX)

1 School Street

Machias, ME 04654

Tel: 255-6179 (TTY)

255-8656 (V)

255-8657 (FAX)

Lise R. Wagner, Asst. Attorney General
 44 Oak Street, 4th Floor
 Portland, ME 04101
 Tel: 626-8865 (TTY)
 822-0260 (V)
 822-0259 (FAX)

Department of Health and Human Services child protective and child support matters.

The following attorneys and firms are listed here because they have been know to accept and be capable of communicating effectively with Deaf and Hard of Hearing persons. Other attorneys may also fit these characteristics and will be added to this listing as they become known to the Division of Deafness.

James M. Shepard-Kegl, Esq
 52 Whitney Farms Road
 North Yarmouth, ME 04097
 Tel: 846-8801 (V/TTY)
 846-8688 (FAX)
 E-mail: kegl@maine.rr.com

Personal injury, civil rights, ADA; Certified ASL interpreter available; "house calls" throughout Maine.

Drummond, Woodsum & MacMahon
Gregg Frame
 245 Commercial Street
 P.O. Box 9781
 Portland, ME 04104-5081
 Tel: 828-8260 (TTY)
 772-1941 (V)
 772-3627 (FAX)

General civil litigation, discrimination, civil rights.

Reben, Benjamin and March
 Attorneys at Law
 P.O. Box 7060 DTS
 97 India Street
 Portland, ME 04112
 Tel: 1-800-852-8554 (V)
 772-6402 (FAX)

Automobile accidents, injuries caused by defective machinery or products, improper medical treatment, and discrimination.

Vogel & Associates**Tim Vogel**

550 Forest Avenue, Suite 205

Portland, ME 04101

P.O. Box 3649, Portland, ME 04104-3649

Tel: 761-7796 (V/TTY)

761-6946 (FAX)

E-mail: info@maine-elder.com

Elder law.

ORGANIZATIONS OF THE DEAF

Bangor Deaf Club

Carrie Pierce, President

P.O. Box 2121

Bangor, ME 04401

Tel: 862-2029 (TTY)

E-mail: BangorDeafClub@aol.com

Bangor Deaf Club welcomes Deaf, Hard of Hearing, Late-Deafened, CODA's, hearing, and sign language students to join them in social events throughout the year. Deaf and Hard of Hearing children are also welcome. Activities include people of all ages. If you would like to be added to the mailing list please contact us. Opportunity for volunteer work also available.

International Catholic Deaf Association

Portland Chapter #89

51 Allen Avenue Extension

Falmouth, ME 04105

David Richard

Tel: 854-2967 (V)

Maine Alumni Assoc. of the Deaf

Karla Madore, Secretary

213A Dunnell Road

Buxton, ME 04093-3535

E-Mail: Karron@adelphia.net

Maine Association of the Deaf

James Brown, President

P.O. Box 425

E. Millinocket, ME 04430

The Maine Association of the Deaf (MeAD) is a state chapter of the National Association of the Deaf (NAD) and is the central deaf organization for statewide activities for the Deaf in Maine. This organization operates a variety of committees including the Miss Deaf Maine Pageant Committee. The MeAD distributes a newsletter to 70 members. A person need not be deaf to be a member.

Maine Deaf Senior Citizens

June Carrier, President

21 Doyle Street

Westbrook, ME 04092

Tel: 854-8836 (TTY)

Meetings held at Millbrook Estates, 300 East Bridge Street, Westbrook, Maine 04092.

Maine Recreation Association of the Deaf**Abby Bouchard**, Secretary

175 Halidon Road

Westbrook, ME 04092

Tel: 854-1040 (V/TTY)

854-2660 (FAX)

E-mail: my33heart@aol.com**National Fraternal Society of the Deaf (NFSD)****Portland Division #39****Bonnie Snow**, Secretary

126 Orchard Road

Sebago, ME 04029

Tel: 787-2250 (TTY)

Web site: www.nfsd.com

Portland Division #39 schedules its meetings and social activities on the evening of the first Saturday of each month, except July and August when it sponsors an outdoor picnic. To join, one needs to buy life insurance through the NFSD. A division of the National Fraternal Society of the Deaf, it works in the area of life insurance and advocacy for deaf people, with 80 divisions across the country.

PUBLICATIONS

DEAFDIGEST by SILENT NEWS

Free Weekly Publication available only through e-mail.

For e-mail subscription, contact: barry@deafdigest.com

“Issues @ Hand”

Maine Registry of Interpreters for the Deaf (MeRID)

Sarah McVeigh – Editor

127 Sunken Bridge Road

Winterport, ME 04496

Tel: 223-4281 (V)

E-mail: Lenamiles@midmaine.com

“MAINE-LINES”

Nancy Melanson, Editor

Bureau of Rehabilitation Services

Division of Deafness

150 State House Station

Augusta, ME 04333-0150

Tel: 624-5965 (TTY)

1-800-755-0023 (TTY)

624-5963 (V)

624-5980 (FAX)

E-mail: Nancy.A.Melanson@maine.gov

Web site: www.maine.gov/rehab/dod

A newsletter published three times a year (Spring, Summer/Fall, and Winter) for Maine's deaf, hard of hearing, late deafened, and hearing communities.

RESIDENTIAL & SUPPORTS

Goodwill Industries of Northern New England

P.O. Box 8600

Portland, ME 04104

Lori Tully, LCPC, Director, Deaf Services

E-mail: LTully@ginne.org

Jane Caron, Assistant Director, Deaf Services

E-mail: JCaron@ginne.org

Tel: 774-6323 (V/TTY)

761-8460 (FAX)

Caron Street House

26 Caron Street

Portland, ME 04103

Michelle Ames, Program Manager

Tel: 797-8046 (TTY)

797-9117 (FAX)

E-mail: Gofmain1@maine.rr.com

Opened in 1986, this residential program provides a variety of psychosocial services for four deaf individuals with mental retardation. Supports include independent living skills training, case management, and personal care. The use of community resources is emphasized, and most residents work in the Portland area and take advantage of the social and recreational opportunities that the area offers. Residents are involved in all aspects of the program, including involvement in the operation of the home, planning activities, and the selection and evaluation of support staff.

Community Integration Services

659 Congress Street

Portland, ME 04101

Chris Tinsley, Program Manager

E-mail: CTinsley@maine.rr.com

Barry Martin, LSW, Case Manager

Tel: 772-2641 (TTY), 772-2231 (V)

761-8460 (FAX)

821-4054 (Beeper for after hours Support Staff)

Established in July of 1996, this program provides an array of support services to persons who are Deaf and experiencing mental illness. It is designed for those who live in the community and desire supports that are flexible in nature. Staff is available to help assess service needs and design a system of supports that will allow the individual to live as independently as they wish.

Deaf Community Skills Program

353 Cumberland Avenue

Portland, ME 04101

Christopher Walsh, Program CoordinatorE-mail: cwalsh@ginne.org

Tel: 842-9055 (TTY)

842-9129 (FAX)

The program provides support to deaf adults with mental retardation/developmental disabilities in accessing social, recreational and educational opportunities in the community during the day. A wide variety of activities and classes are offered and led by deaf instructors and/or instructors who are skilled in American Sign Language and visual-gestural communication or instructors with interpreters.

Group Main Stream

408 Brighton Avenue

Portland, ME 04103

Tel: 775-0824 (V/TTY)

Ken-A-Set

P.O. Box 334

Waterville, ME 04903

Tel: 872-6484 (V)

877-7718 (FAX)

Lutheran Social Services**Tracey Fredrick**, Deaf Services Coordinator

56 Thadeus Street

South Portland, ME 04106

Tel: 699-2186 (TTY)

797-3935 (V)

797-8149 (FAX)

E-mail: Portland@lssnorth.org**Medical Care Development**

11 Parkwood Drive

Augusta, ME 04330

Carol Hanoian, Division Administrator

Tel: 622-7566, ext. 243 (TTY/V)

621-2920 (FAX)

Bishop House

11 Bishop Drive

Windham, ME 04062

Tel: 892-8529 (TTY)

892-9499 (FAX)

E-mail: bishophouse@mcd.org

Opened in 2002, this totally accessible one-level home creates a structured environment that helps individuals with a diagnosis of mental retardation, hearing loss, deafness, and behavioral and emotional challenges feel safe and supported. The home provides individuals with a communication rich environment in which each person will be recognized for his or her unique style of communication.

Mobius, Inc.

P.O. Box 574

Damariscotta, ME 04543

David Lawlor, Director

Tel: 563-3511 (V)

563-3864 (TTY)

Providing residential, day and employment services to individuals with developmental disabilities. American Sign Language and visual gestural communication training provided to deaf and hard-of-hearing clients and staff working with them.

Mobius Communication Assessment Project**Romy Spitz, Ph.D.**, Technical Consultant on Deafness

174 Lower Main

Freeport, ME 04032

Tel: 874-5923 (TTY)

865-0307 (FAX)

E-mail: romyspitz@hotmail.com

This project provides visual gestural (gesture/signing) and mixed modes of communication assessment for adults with mental retardation who are deaf, hard of hearing or hearing but non-vocal and are being served by the Department of Health and Human Services. Training and workshops in visual gestural communication and working with consumers who are deaf or hard of hearing are available on a limited basis. Consultation services to improve consumer's communication are also available on a limited basis and may be reimbursed under the Medicaid Waiver.

Motivational Services, Inc., (MoCo)

P.O. Box 229

Augusta, ME 04332

Tel: 621-2542 (TTY)

626-3465 (V)

626-3469 (FAX)

Sunrise Program (MoCo)

P.O. Box 229

Augusta, ME 04332

Elinor Brown, Program Manager

Tel: 621-6754 (TTY)

626-3482 (V)

626-3473 (FAX)

E-mail: ebrown@mocomaine.comE-mail: wdraper@mocomaine.com

A residential program serving five Deaf adults with mental illness diagnoses was established in 1988. The program assists residents in developing the necessary skills for integration into the community. Staffed by both hearing and deaf workers, American Sign Language and visual gestural communication are the primary means of communication.

Penobscot Valley Industries

68 Hillside Avenue

Bangor, ME 04401

Tel: 941-2898 (V)

941-2914 (FAX)

Day program for adults with mental retardation.

Petra Home

27 Columbia Road

Waterville, ME 04901

Sandra Libby, Supervisor

Tel: 873-4903 (V/TTY)

873-4914 (FAX)

This is a supported living home for two Deaf persons with Mental Retardation. Staff use sign language and visual gestural communication to teach the residents independent living skills.

Pine View Estates

301 Capitol Street Extension, Apt. A16

Augusta, ME 04330

Carolyn Fairservice, Case Manager

Lori Gambino, Community Support Services

Tel: 621-6765 (V/TTY)

621-6771 (V/TTY)

621-6709 (FAX)

Case management services are available to a limited number of individuals in addition to the residents of the Sunrise Program.

Port Resources

175 Lancaster Street

Portland, ME 04101

Tel: 828-0048 (V/TTY)

Project for Supported Living, The

233 Oxford Street, Suite 30

Portland, ME 04101

Carol Harmon/Judy McAllister

Tel: 774-2486 (TTY)

879-0847 (V)

The mission of the Project for Supported Living is to empower persons (Deaf as well as hearing) with developmental disabilities who live in the community by offering social and emotional support in the context of a multi-service resource center. Specific services for the Deaf include: promotion of personal choice regarding services, individualized communication development for consumers, integration with the Deaf Community, sign language training for all supporters, sign language class to members at the drop-in center, weekly support group, 24-hour emergency support, and access to interpreters when needed.

SPEECH-LANGUAGE PATHOLOGISTS

Speech Language Pathologists (SLPs) generally tend to focus on the acquisition of spoken English language. The SLPs listed below have varying levels of proficiency in American Sign Language and signed forms of English. Call the SLP nearest you to inquire about services available (e.g., evaluations, sign training, consultation) and payment mechanisms.

Anthony C. Briscoe

P.O. Box 308
Presque Isle, ME 04769
Tel: 1-800-413-9692 (V in state only)
764-4498 (V)

Louise Packness

61 Rackleff Street
Portland, ME 04103
Tel: 772-4204 (V/TTY)

Stephanie Cote

Sandcastle Preschool Program
144 Howe Street
Lewiston, ME 04240
Tel: 782-2150 (V)

Michael Towey

Waldo County General Hospital
118 Northport Avenue
Belfast, ME 04915
Tel: 338-9349 (V)

Peter Davis, Visiting Nurse Service

15 Industrial Park Road
Saco, ME 04072-1804
Tel: 1-800-253-2330 (V)
324-3662 (V)

April Wisutskie

36 Ledgehill Road
Raymond, ME 04071
Tel: 998-2171 (V)

Nancy Entwhistle

2 Avon Road
Cape Elizabeth, ME 04107
Tel: 799-1850 (V)

Barbara Gillis

Private Practitioner
P.O. Box 117
Skowhegan, Maine 04976
Tel: 474-5277 (V)
474-2768 (Fax)
E-mail: bgillis@tdstelme.net

Specializing in evaluation and treatment of children/adults with cochlear implants. Presently working with Boston Children's Hospital and Beth Israel Hospital in New York utilizing a variety of treatment programs that optimize the individuals listening and speech perception development. Style of presentation tends towards child-centered and family-centered advocacy. Twenty-three years experience working with the deaf and hard-of-hearing in Central Maine.

STATE OFFICES

Bureau of Elder and Adult Services (BEAS)
Adult & Child Emergency Services After Business Hours Statewide Numbers
Tel: 1-800-963-9490 (TTY) & 287-3492 (TTY)
1-800-624-8404 (Voice)

Department of Health and Human Services
Bureau of Elder and Adult Services

Central Office

Station 11, 442 Civic Center Drive
Augusta, ME 04333-0011
 Tel: (888) 720-1925 (TTY), 287-9234 (TTY)
 (800) 262-2232 (V), 287-9200 (V),
 287-9229 (FAX)
 Web Site www.maine.gov/dhs/beas

Regional Bureau of Elder and Adult Services

Station 11, 35 Anthony Avenue
Augusta, ME 04333-0011
 Tel: 624-5289 (TTY)
 (800) 452-1926 (V), 624-8060 (V)
 624-5283 (FAX)

Bangor Bureau of Elder and Adult Services

396 Griffin Road
Bangor, ME 04401
 Tel: 561-4403 (TTY)
 (800) 432-7825 (V), 561-4380 (V)
 561-4396 (FAX)

Biddeford Bureau of Elder and Adult Services

208 Graham Street
Biddeford, ME 04005
 Tel: 286-2402 (TTY)
 (800) 322-1919 (V), 286-2400 (V)
 286-2543 (FAX)

Calais Bureau of Elder and Adult Services

392 South Street
Calais, ME 04619
 Tel: 454-3415 (TTY)
 454-9000 (V), (800) 622-1400 (V)
 454-9012 (FAX)

Caribou Bureau of Elder and Adult Services

14 Access Highway
Caribou, ME 04736
 Tel: 493-4034 (TTY)
 (800) 432-7366 (V), 493-4000 (V)
 493-4033 (FAX)

Ellsworth Bureau of Elder and Adult Services

17 Eastward Lane
Ellsworth, ME 04605
 Tel: 667-1639 (TTY)
 (800) 432-7823 (V), 667-1600 (V)
 667-4184 (FAX)

Fort Kent Bureau of Elder and Adult Services

137 Market Street
Fort Kent, ME 04743
 Tel: 834-7702 (TTY)
 (800) 432-7340 (V)
 834-7701 (FAX)

Houlton Bureau of Elder and Adult Services

11 High Street
Houlton, ME 04730
 Tel: 532-5047 (V/TTY)
 (800) 624-8404 (V/TTY)
 532-5004 (INTAKE FAX)

Lewiston Bureau of Elder and Adult Services

200 Main Street
Lewiston, ME 04240
 Tel: 795-4595 (TTY)
 (800) 482-7517 (V), 795-4448 (V),
 795-4445 (FAX)

Machias Bureau of Elder and Adult Services

13 Prescott Drive
Machias, ME 04654
 Tel: 255-6866 (TTY)
 (800) 432-7846 (V)
 255-2022 (FAX)

Portland Bureau of Elder and Adult Services

161 Marginal Way
Portland, ME 04101
 Tel: 822-2293 (TTY)
 (800) 482-7520 (V), 822-2149 (V),
 822-2162 (FAX)

Rockland Bureau of Elder and Adult Services

360 Old County Road
Rockland, ME 04841
 Tel: (800) 432-1680 (TTY), 596-4201 (TTY)
 (800) 432-7802 (V), 596-4262 (V)
 596-4261 (FAX)

Department of Health and Human Services (DHHS)
formerly Dept. of Behavioral & Developmental Services (BDS)

Meryl Troop, Director, Office of Deaf Services and Multi-Cultural Diversity
40 State House Station
Augusta, ME 04333
(Located at: Hospital St., Marquardt Bldg., 2nd Floor)
Tel: 287-4240 (V/TTY)
287-1022 (FAX)
E-mail: meryl.troop@maine.gov

The full range of services available throughout the entire mental health, mental retardation and substance abuse systems is being made more accessible for deaf service recipients and deaf service providers. The Director of the Office of Deaf Services is responsible for program planning, consultation and education regarding deaf persons in need of mental health/mental retardation/substance abuse services, and is available for participation in individual case conferences. The Director should be contacted if any questions arise regarding how to serve deaf persons in need of services. Services include:

Residential-Signing Group Homes
Supported Apartments
Case Management
Interpreting
Specialized Counseling
Advocacy

Deaf Culture Week-Activities & Poster
Deafness Library
Annual Conference
Peer Support
Socialization and Recreation

Department of Health and Human Services - Mental Retardation Services**Designated Deaf Services Case Managers**REGION I**Marty Golden**

175 Lancaster Street

Portland, ME 04101

Tel: 1-800-269-5208 (V)

822-0287 (V/TTY)

822-0295 (FAX)

E-mail: martin.golden@maine.gov**Theresa Jack**

175 Lancaster Street

Portland, ME 04101

Tel: 822-0344 (TTY)

822-0295 (FAX)

E-mail: theresa.jack@maine.govREGION II**Dan Crawford**

15 Mollison Way

Lewiston, ME 04240

Tel: 753-9164 (TTY)

753-9132 (V)

E-mail: dan.crawford@maine.gov**Stephanie Emens**

60 State House Station

Augusta, ME 04333-0060

Tel: 287-7183 (TTY)

287-2463 (V)

287-7186 (FAX)

E-mail: stephanie.emens@maine.gov**Robbie Hinchey**

212B New County Road

Thomaston, ME 04861

Tel: 1-800-704-8999 (V)

596-2302 (TTY)

596-2300 (V)

596-2304 (FAX)

E-mail: robbie.hinchey@maine.govREGION III**Lorrie Chipman**

176 Hogan Road

Bangor, ME 04401

Tel: 941-4788 (V/TTY)

941-4389 (FAX)

E-mail: Lorrie.Chipman@maine.gov

Division of Deafness

Bureau of Rehabilitation Services
150 State House Station
Augusta, ME 04333-0150

Web site: www.maine.gov/rehab/dod

Jan DeVinney, MS, Director

Tel: 624-5964 (TTY)

624-5980 (FAX)

E-mail: Jan.A.DeVinney@maine.gov

Nancy Melanson, Assistant to the Director

Tel: 1-888-755-0023 (TTY Toll-Free within Maine only)

1-800-698-4440 (V Toll Free within Maine only)

624-5965 (TTY)

624-5963 (V)

624-5980 (FAX)

E-mail: Nancy.A.Melanson@maine.gov

Alice Crandall Johnson, Consultant

Tel: 624-5966 (V)

624-5980 (FAX)

E-mail: alice.c.johnson@maine.gov

The Division of Deafness (DoD) provides a program of services to deaf, late-deafened, and hard-of-hearing citizens of Maine. This includes: publication of this Resource Guide, Maine Lines for the Deaf (newsletter), ongoing TTY and other training programs for state agencies, information and referral, advocacy, Certification of Hearing Dogs, accessibility promotion, Deaf Identification Cards, legally qualified interpreter listing, and legally qualified interpreting listing.

Rehabilitation Counselors for the Deaf (RCD)

Vocational Rehabilitation (VR) services for deaf and hard-of-hearing clients assist in attaining employment and independence.

REGION I

Bureau of Rehabilitation Services

110 Main Street, Suite 1106

Saco, ME 04072

Tel: 1-800-492-0670 (TTY)

286-2614 (TTY)

1-800-521-5871 (V)

286-2611 (V)

286-2608 (FAX)

Denise Linsmith

E-mail: Denise.A.Linsmith@maine.gov

Bureau of Rehabilitation Services

185 Lancaster Street, Suite 101

Portland, ME 04101-2453

Tel: 1-888-817-7113 (TTY)

822-0412 (TTY)

879-7553 (FAX)

Rod MacInnes

E-mail: rod.macinnes@maine.gov

REGION II

Vacant

Bureau of Rehabilitation Services

5 Mollison Way

Lewiston, ME 04240

Tel: 1-877-796-9833(TTY)

753-9060 (TTY)

1-800-741-2991 (V); 753-9055 (V)

753-9051 (FAX)

REGION III

Bureau of Rehabilitation Services

73 State House Station

Augusta, ME 04333

Tel: 1-800-633-0770 (TTY)

624-5111 (TTY)

1-800-760-1573 (V)

624-5110 (V)

624-5133 (FAX)

Deborah Myers

E-mail: Deborah.S.Myers@maine.gov

Virginia Pelletier, Rehabilitation Assistant

Tel: 624-5109 (TTY)

624-5133 (FAX)

E-mail: Virginia.C.Pelletier@maine.gov

279 Main Street, Suite 1

Rockland, ME 04841

Tel: 1-800-498-9262 (TTY), 594-0503 (TTY)

1-800-432-1680 (V), 594-1834 (V)

594-1858 (FAX)

REGION IV

Vacant

Bureau of Rehabilitation Services

45 Oak Street, Suite 1

Bangor, ME 04401

Tel: 1-800-498-6711 (TTY)

561-4003 (TTY)

1-888-545-8811 (V); 561-4000(V)

561-4027 (FAX)

REGION V

Bureau of Rehabilitation Services

66 Spruce Street, Suite 3

Presque Isle, ME 04769

Tel: 760-6312 (TTY)

1-800-635-0357 (V); 760-6300 (V)

760-6316 (FAX)

There is no specialized Counselor for the deaf and hard of hearing in Region V.

SUBSTANCE ABUSE

Alcoholics Anonymous

Central Service Office

78 Portland Street

Portland, ME 04101

Tel: 1-800-737-6237 (V)

774-3034 (V)

Minnesota Chemical Dependency Program for Deaf and Hard-of-Hearing Individuals, The

2450 Riverside Avenue South

Minneapolis, MN 55454

Tel.: 1-800-282-3323 (V/TTY)

E-mail: deafhoh1@fairview.org

Web site: www.mncddeaf.org

The Minnesota Chemical Dependency Program for Deaf and hard-of-hearing individuals is an in-patient chemical dependency program located at Fairview Hospital in Minneapolis. They specialize in treatment for Deaf and Hard-of-Hearing persons, with American Sign Language fluent staff. The Program has been providing services nationally since 1989.

Office of Substance Abuse

Information/Resource Center

159 State House Station

Augusta, ME 04333

Tel: 1-800-215-7604 (TTY Toll Free in ME only)

287-4475 (TTY)

1-800-499-0027 (V Toll Free in ME only)

287-8900 (V)

287-8910 (FAX)

E-mail: osa.ircosa@maine.gov

Web site: www.maineosa.org/irc

The Information/Resource Center is an informational and support service within The Office of Substance Abuse. It serves as a central source of books, pamphlets and videos about alcohol, other drugs, substance abuse treatment and prevention, research and evaluation. A catalogue of closed and open captioned videos related to substance abuse is available.

Substance abuse counselors who have some knowledge of working with Deaf and hard-of-hearing consumers. Contact the individual nearest you for their full array of services and payment mechanisms.

Julie Chandler, LSAC

Greater Portland Counseling Center
430 Gray Road
Falmouth, ME 04105
Tel: 878-8781 (V/TTY)

Jerry Grondin, LMFT

Greater Portland Counseling Center
430 Gray Road
Falmouth, ME 04105
Tel: 878-8781 (V/TTY)

Nan Ross

928 Middle Street
Bath, ME 04530-2476
Tel: 443-6950 (V)
443-4934*5 (FAX)
Private Practice provider - not Medicaid
eligible

SUMMER CAMPS

Austine Green Mountain Lions Camp

130 Austine Drive

Brattleboro, Vermont 05301

Tami Trowell, Director

Tel: (802) 258-9502 (V/TTY)

(802) 258-9574 (FAX)

E-mail: tami@austine.pvt.k12.vt.us

Outdoor education, adventure programming, and opportunities for personal growth all provided in the beautiful hills of southern Vermont. Camp Age: One week day camp for 3-5 year olds. One week sleep over camp for 6-9 year olds. Two week sleep over camps for 10-13 year olds and 14-18 year olds. This is an excellent opportunity for deaf and hard-of-hearing children and their siblings to be together and have a great time during the summer. Children are immersed in a communication rich environment supported by caring and well trained staff. The campers live and learn in the natural environment, sleeping in cabins, hiking, swimming, climbing on the ropes course, and taking many field trips to science museums, baseball games, and wildlife centers.

Camp Horizons

PO Box 323

South Windham, CT 06266

Lauren Perrotti, Director of Operations

Tel: (860) 456-1032 (V/TTY)

(860) 456-4721 (FAX)

Camp Horizons is located in South Windham, CT. Private, residential camp for youth with developmental disabilities and deafness as a secondary disability will be accepted. Camp's philosophy is to assist each camper in reaching their fullest potential in a supportive, recreational environment. Ages 8 and up; master's program for mature campers.

Camp Mark Seven

144 Mohawk Hotel Road

Old Forge, NY 13420

Dave Staehle, Executive Director

September – May 2005

69 Stuyvesant Road

Pittsford, NY 14534

Tel: (585) 385-6357 (TTY)

(585) 381-5930 (FAX)

June – August

144 Mohawk Hotel Road

Old Forge, NY 13420

Tel: (315) 357-6089 (TTY)

(315) 357-6403 (FAX)

E-mail: ExecDir@CampMark7.org

General Information E-mail: BusinessMgr@CampMark7.org

Camp Mark Seven is a lakefront recreational, educational and leadership camp in the Adirondack Mountains in Old Forge, NY. Diverse programs are offered for Deaf and hard-of-hearing individuals of all ages.

"Camp Sign-A-Watha"

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04101

Tel: 1-800-639-3884 (V/TTY) (free if outside of Portland Area)

797-7656 (V/TTY)

797-9791 (FAX)

E-mail: campsign@maine.rr.com

Camp Sign-A-Watha is a five-day American Sign Language immersion camp experience for deaf adults with mental retardation. This is a special project organized by individuals from various agencies and state offices. Goals for the camp are:

- to provide a fun, language-accessible experience
- to create peer groups and social networks
- to provide exposure to appropriate and potential vocational activities for campers
- to provide language - awareness workshops.

Some of the special activities include: swimming, boating, horseback riding, drumming, fishing, movement/dance, hiking, hearing ear dog demonstrations, wood carving, and a carnival. A favorite is always tie-dyeing your own camp T-shirts!

Note: Camp Sign-A-Watha has not taken place since 2002 due to budget cuts. Maine Center on Deafness (MCD) is hoping to re-open camp in the future. If you would like to be contacted about camp and/or fund raising goals please contact MCD at numbers listed above.

"Camp Sign-N-Kids"

33C LedgeWood Drive

Hampden, ME 04444

Carrie Pierce

Tel: 862-2029 (TTY)

884-7864 (V/TTY)

E-mail: signnkids@aol.com

Summer Address:

4221 Broadway

Kenduskeag, ME 04450

Sign-N-Kids is a twelve-day summer program (not overnight) located in Kenduskeag, Maine. This camp is for children who are Deaf/hard of hearing, or children of deaf adults (CODA) and their siblings. Ages are 4-12. Activities focus on communication, identity and self esteem. Other activities include field trips, horseback riding, arts and crafts and sports. Sign-N-Kids is a nonprofit organization.

"New England Deaf Camp"

Contact: Charlene Hood, Secretary

46 Eastman Road

Concord, NH 03301-5409

Tel: (603) 226-4755 (V/TTY)

A co-ed, two-week camp for Deaf and hearing youth (ages 8 through 16); JR. CIT (Counselor in training) course, a preparatory experience geared towards increasing self-esteem and preparing for success as a CIT (ages 14.3 through 15.11). Counselor in training course (ages 16 through 21). Located at T.L. Storer Boy Scout Reservation, Adams Pond Camp, Province Road, Barnstead, NH 03218, on 1,400 acres of New Hampshire's finest nature preserve. Camp includes swimming, boating, beaches, dining hall, staff lounge, camp office, camp store, arts & crafts shop, trading post, sports area, mountain bike trails, BMX course, archery and rifle ranges, infirmary, and campsites (7' x 9' wall framed tents on wooden platforms).

SUPPORT GROUPS

Depression Manic Depression-Maine (DMD-ME)

Dana Education Center (behind Maine Medical Center in Portland)

First Floor-Room 2

Every Monday, 7:00-9:00 p.m.

Suzanne Gardiner, ADA Access Coordinator, Maine Medical Center

Tel: 662-4900 (TTY)

Members discuss new information about depression and manic depression (bipolar disorder) and share feelings and experiences with each other. They learn different ways of coping with depression and manic-depression.

Parent-Infant-Toddler Program

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Jennifer Germano, Coordinator, Parent-Infant Toddler Program

Tel: 781-6293 (V/TTY)

781-6220 (FAX)

Twice weekly children's play groups facilitated by teachers and other therapists specifically trained in working with children ages birth - 3 years with a hearing loss. Siblings are included in play groups if age appropriate. There is also a parent support group facilitated by a family therapist. Program approach is on "the family", supporting parents as the advocates for their children. Other services such as home visits, OT services, speech/language services, and individual therapy services are available if necessary.

Peer Support Group

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04101

Sarena Jarvis, Special Projects Coordinator

Tel: 1-800-639-3884 (V/TTY) (free if you are outside of Portland)

797-7656 (V/TTY)

797-9791 (FAX)

E-mail: sjarvis@maine.rr.com

Individuals who are deaf, hard of hearing or non-vocal with mental retardation or mental illness get together for social activities in a signing/gestural environment. This group meets twice monthly in Portland and new groups are now gathering in other locations in Maine. Please call for information on times and locations of meetings or to be added to the mailing list.

Safer Place

P.O. Box 1737

Windham, ME 04062

Sara Treat, MA, LCPC

Tel: 892-6814 (V/TTY)

892-6602 (FAX)

E-mail: place4safe@aol.com

A group of survivors, professionals, family, friends, and supporters working together to improve services available to survivors of abuse from Governor Baxter School for the Deaf and the Maine School for the Deaf. Safer Place has meetings every month as well as an E-mail discussion group, men's and women's support groups, and individual counseling at no cost to the survivors.

Self Help for the Hard of Hearing (SHHH)

Jody Wendt, State Coordinator, Portland Maine Chapter

Barron Center

1145 Brighton Avenue

Portland, ME 04102

Tel: 439-3197 (V)

Support meetings held the third Tuesday of each month. Call Jody for details.

Marianne Winnett, Augusta Maine Chapter

Tel: 685-3885 (V)

Support meetings held the second Sunday of each month. Call Marianne for details.

Web site: www.shhh.org

Self help for Hard of Hearing People is a volunteer, international association of hard of hearing people, their relatives and friends. It is a non-profit, educational organization devoted to the welfare and interest of those who cannot hear well.

TELEPHONE RELAY

Maine Telecommunications Relay Service (MERS)

All callers can reach the Relay Service by dialing **711** (V/TTY).

In case of difficulty with the 711 connection, dial 1-800-457-1220 (V) or 1-800-437-1220 (TTY).

The Maine Relay Service is available 24 hours a day, every day, to provide a communications link between those who use a standard voice telephone and those who use specialized telephone equipment or assistance because they are deaf, hard-of-hearing, or have a speech or physical disability that prevents use of a standard telephone. The specialized telecommunications equipment may be a Telecommunications Device for the Deaf (TTY), a telebraille telephone for someone who is deafblind, or other type of equipment to address a specific communication disability. There is no extra charge for the relay service.

When a call is placed through the Maine Relay Service, a Communication Assistant (CA) provides the needed communication link between the two parties. For example, when a call is placed between a deaf person and a hearing person, the CA types to the deaf caller what is said by the hearing caller. Then the CA voices the deaf caller's typed response to the hearing person. This is known as Text-to-Voice relay service.

Other types of relay services include:

- **Voice Carryover (VCO)** – this is available to a caller, such as a person who is late-deafened, who wishes to speak instead of type, but needs to receive responses in typed form. In this case, the other caller hears the VCO caller's voice and his/her response is typed by the CA back to the VCO caller.
- **Hearing Carryover (HCO)** – this type of relay is used by a person who has a speech disability. The other caller speaks directly to the HCO user, who then types a response which is voiced by the CA.
- **Speech-to-Speech Relay** – this option allows a person with a speech disability to use a CA specially trained in understanding pronunciation affected by a variety of speech disorders. The CA repeats what the caller says in a manner that makes the caller's words clear and understandable to the other caller on the line. The person with the speech disability then hears the response of the other caller directly. No special telephone is needed for this type of relay service.

Another feature available in association with the Maine Relay Service is Relay Choice Profile, which allows MERS users to provide information about their call preferences and frequently called numbers to the Relay Service, so that it can be entered into the computerized Relay Service equipment. Each time the MERS user makes or receives a relay call, that Profile is automatically activated and makes sure that the call is handled according to the MERS user's personal preferences. This can include whether the MERS user wants the CA to communicate background noise on the call, what local and long-distance telephone service the user has (to assure correct billing of toll calls). MERS users can also provide frequently-called telephone numbers as part of Profile, to speed up connections when they place a call. For more information or to arrange for a presentation about the Maine Relay Service, contact:

Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, Maine 04101-2451

Telephone: 797-7656 (V/TTY) from the Portland area
1-800-639-3884 outside Portland (V/TTY)
797-9791 (FAX)

TTYS AND ASSISTIVE DEVICES

These listings are for your convenience; they are not meant as an endorsement.
Call to request free catalogs.

Harris Communications

15155 Technology Drive
Eden Prairie, MN 55344-2277
Tel: 1-800-825-9187 (TTY)
1-800-825-6758 (V)
(612) 906-1099 (FAX)
E-mail: mail@harriscomm.com
Web site: www.harriscomm.com

Hartling Communications

85 Wilmington Road, Suite 16
Burlington, MA 01803
Tel: (781) 270-6710 (TTY)
1-800-672-9455 (TTY)
(781) 272-7634 (V)
1-800-475-3183 (V)
(781) 229-9161 (FAX)
E-mail: hartcom@ultranet.com
Web site: www.hartling.com

Hear More

P.O. Box 3413
Farmingdale, NY 11735
Tel: 1-800-281-3555 (TTY)
1-800-881-4327 (V)
(631) 752-0689 FAX
E-mail: sales@hearmore.com
Web site: www.hearmore.com

Assisted Access-NFSS, Inc.

822 Preston Court
P.O. Box 230
Lake Villa, IL 60046
Tel: 1-800-950-9655 (V/TTY)
(847) 265-8022 (V/TTY)
(847) 265-8044 (FAX)
E-mail: assistedaccess-nfss@comcast.net
Web site: www.nfss.com

Phone-TTY, Inc.

Anna M. Terrazzino, President
P.O. Box 74
Mountain Lakes, NJ 07046
E-mail: phonetty@aol.com

Potomac Technology

One Church Street, Suite 101
Rockville, MD 20850-4158
Tel: (301) 762-0851 (V/TTY)
(301) 762-1892 (FAX)
E-mail: info@potomactech.com
Web site: www.potomactech.com

Spectrum Electronics

Doug Wharton

40 Wharton Lane
West Gardiner, ME 04345
Tel: 724-2808 (V/FAX)

Weitbrecht Communications, Inc. (WCI)

926 Colorado Avenue
Santa Monica, CA 90401
Tel: 1-800-233-9130 (V/TTY)
(310) 656-4924 (V/TTY)
(310) 450-9918 (FAX)
E-mail: sales@weitbrecht.com
Web site: www.weitbrecht.com

TTY HOTLINES**774 - HELP [774-0700 TTY]****Ingraham, Inc.**

P.O. Box 1868

Portland, ME 04104

Tel: 774-0700 (TTY) 24-Hour Crisis Hotline**774-HELP (774-4357) (V) 24-Hour Crisis Hotline****775-4034 (FAX)**

Ingraham is a multi-purpose human service agency providing crisis, residential and support services as well as services to those who are homeless. Our 24-hour hotline, 774-HELP serves as the gateway to community services in Cumberland County, providing a vast array of information, guidance, and therapeutic support to people in need. When people don't know where to turn, when they have exhausted all other resources, Ingraham is there.

Child Protective Intake-Department of Health and Human Services

11 State House Station

Augusta, ME 04333

Tel: 1-800-963-9490 (TTY)**287-3492 (TTY)****1-800-452-1999 (V)****626-8620 (V)****287-5065 (FAX)****24-hour hotline to report child abuse and neglect statewide.****Michelle Vincent**, Child Protective Caseworker, Deaf Services Liaison

161 Marginal Way

Portland, ME 04101

Tel: 822-2293 (TTY)**822-2272 (V)**

RAPE TTY HOTLINE

Maine Sexual Assault Support Hotline

Maine Coalition Against Sexual Assault (MeCASA)

Tel: 1-888-458-5599 (V/TTY)

TTY access to MeCASA's 25 years experience supporting victims of sexual assault in Maine. Top support staff, called "advocates" have extra training in using a TTY, when and how to use an interpreter, and Deaf Culture basics.

Recent victim of sexual assault? "Survivor" of assault a long time ago? It still bothers you? Please call! The (888) 458-5599 TTY answering service will call a trained MeCASA "advocate" to call you back.

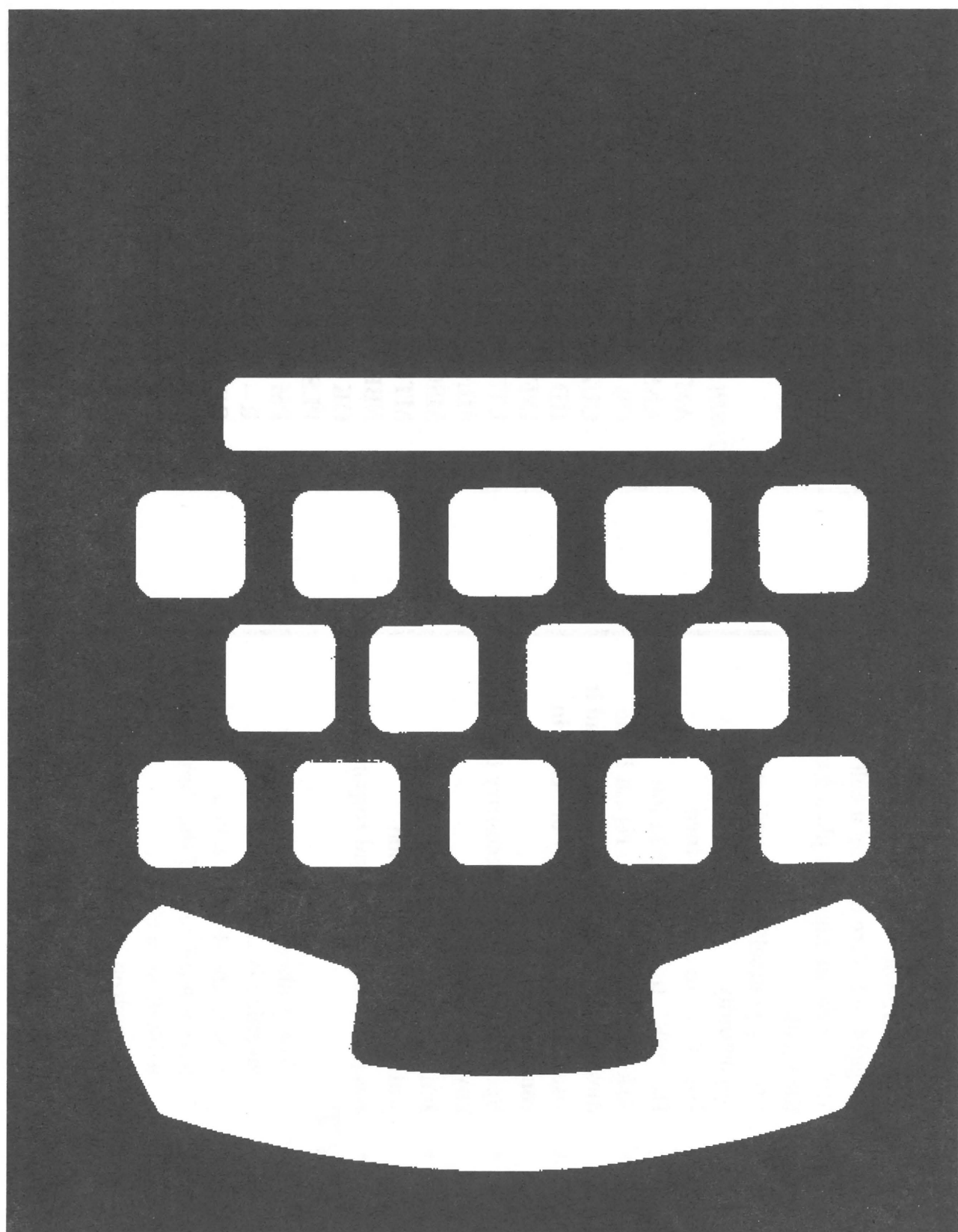
24-hour confidential crisis hotline

Support group for "survivors" and parents of abused children

Support and advocacy for "survivors" and their families

Advocacy and help if you want medical help (doctor, hospital, pregnancy test, AIDs test), report to police, or go to court

Referrals to therapists and other professionals.



TTY Do's & Don'ts

DO:

- * Make sure your TTY is charged or plugged in before making a call
- * Make sure the phone is placed properly in the cradle
- * Identify yourself at the earliest opportunity
- * Use "GA" to end your turn
- * Use "SK" to end conversation
- * Ask the other person to repeat if the message is garbled or you can't read it
- * Use abbreviations if they are clear in context
- * Spell out numbers if necessary to avoid any confusion
- * Indicate if there are other people watching the conversation
- * Keep your sentences and responses short

DON'T

- * Worry about misspellings if the meaning is clear in context
- * Worry about punctuation
- * Save a hard copy of the conversation without permission
- * Eavesdrop or allow eavesdropping

TTY Abbreviations

Conversation Control:

- GA – *Go Ahead* (used to indicate that you want the other person to begin typing)
- SK – *Stop Keying* (use to end a conversation)
- Q GA- *question go ahead* (after question)

Common Abbreviations:


- AM – morning
- ANS – answer
- CD or CUD – could
- CUZ – because
- HD or HLD – hold
- INFO – information
- LTR – letter
- MIN – minute
- MSG – message
- MTG – meeting
- NBR – number
- OK – okay
- PLS- please
- PM – afternoon; evening
- R – are
- RPT – repeat
- SHD or SHUD – should
- THRU – through
- TMW – tomorrow
- U – you
- UR - your
- WD or WUD - would

"Deaf" Identification Cards

The Department of Labor/Bureau of Rehabilitation Services, **Division of Deafness** is once again providing "proof of deafness" identification cards, on a voluntary basis (only if you want one). These cards are wallet-sized, contain the seal of the state of Maine and are laminated (sealed in plastic). They are custom made (**for each person**) and contain:

- Your name
- Date of birth
- Type of communication you need
- Signature of the Director of the Division of Deafness
- The international symbol for hearing loss

Sample front of card for a **Hard of Hearing** Person:

I am a Hard of Hearing Person.	
I carry this card voluntarily. HARD OF HEARING	
	
Name: _____	
Date of Birth: _____	
The Division of Deafness certifies that this person is hard of hearing.	
Jan DeVinney, Director	Date _____
Please read back of card.	

Sample back of card for a **Deaf** person:

For Communication I need a Sign Language Interpreter	
	
For Emergency Interpreter Services Call:	
• Pine Tree Society	(207) 885-0536 (V/TTY)
• Bangor Interpreting	(207) 947-2341 (V)
	(207) 947-4337 (TTY)
• Certified Interpreting	(207) 798-7995 (V/TTY)
For inquiries please contact the Division of Deafness at:	
1-800-698-4440 (V) 1-888-755-0023 (TTY)	

These identification cards do not have a photograph on them (they used to). Driver's licenses or ID cards from the Department of Motor Vehicles now have photos on them. This card and a photo driver's license (or DMV ID card) is proof of identity and hearing loss.

Please complete the enclosed application and mail or fax it to the Division of Deafness along with proof of hearing loss/deafness:

150 State House Station
Augusta, Maine 04333-0150
FAX: 624-5980

Proof of hearing loss/deafness may include any **one** of the following:

- A copy of an audiogram signed by a licensed professional
- A copy of a diploma from a School for the Deaf
- A signature from a physician, otolaryngologist (ENT) or audiologist on the application form
- Proof on file from inclusion in another program such as:
 - The Telecommunications Equipment Program (TEP) from the Maine Center on Deafness
 - The rebate program for cell phone users who need a TTY to communicate
 - The 70% discount form used by TTY callers for their home TTYs
 - Hearing Impaired Placard Program
 - Hearing Ear Dog certification from the Division of Deafness

Application for Division of Deafness Identification Card:

1. Name _____ 2. Date of Birth: _____ - _____ - _____
month day year

3. I want my ID card to identify me as: (check one)

- ☐ Deaf
☐ Hard of Hearing
☐ Deaf Blind
☐ Late Deafened
☐ Other: _____

4. For communication I need: (check one)

- ☐ A Sign Language Interpreter
☐ A DeafBlind (tactile) interpreter
☐ An oral interpreter
☐ Written Communication
☐ Lip-Reading
☐ Other: _____

5. Mailing Address (so we can send your card to you):

6. Signature: _____ Date: _____

Please note that you must answer questions 1-6 and submit proof of hearing loss/deafness to receive your card: Numbers 7 and 8 are optional (your choice to answer or not).

7. Phone number (optional): _____ V/TTY/Both (circle one)

8. Email address (optional): _____

PROOF OF HEARING LOSS/DEAFNESS:

- ☐ Enclosed copy of signed audiogram
☐ Enclosed copy of Diploma from a School for the Deaf
☐ I have already submitted proof of hearing loss/deafness for the following program(s):
☐ Telecommunications Equipment Program at MCD
☐ Rebate for cell phone/TTY users
☐ 70% discount for my home TTY
☐ Hearing Impaired Placard Program
☐ Hearing Ear Dog certification from the Division of Deafness

OR

I certify that the applicant has a hearing loss to the extent that customary auditory communication may be compromised.

Signature: _____ Date: _____
(physician, otolaryngologist, audiologist)

Printed Name: _____

Address: _____

Mail to: Division of Deafness, 150 State House Station, Augusta, ME 04333-0150 Or FAX: 624-5980

MAINE CENTER ON DEAFNESS
Communication Equipment Program
68 Bishop Street, Suite 3, Portland, Maine 04103-2616
(800) 639-3884 V/TTY (207) 797-7656 V/TTY FAX: (207) 797-9791
mcdtep@maine.rr.com E-MAIL

APPLICATION FORM

Name:			
Mailing Address:			
Street Address:			
City:		State:	Zip Code:
Tel #:	E-Mail:		Date of Birth:

**PLEASE FILL IN INFORMATION REQUESTED BELOW AND ATTACH PROOF OF
CURRENT INCOME FOR EITHER THE LENDING OR COST-SHARE PROGRAM**

 I WISH TO APPLY FOR THE LENDING PROGRAM (Equipment is provided as a long-term loan at no charge to qualifying applicants)

 I WISH TO APPLY FOR THE COST SHARING PROGRAM (Customer pays a portion of the cost of equipment based on a sliding fee scale, plus 5% sales tax, and then owns the equipment)

 **I PREFER NOT TO PROVIDE INCOME INFORMATION TO APPLY FOR THE
LOAN OR COST-SHARE PROGRAM, BUT WOULD LIKE INFORMATION ON
DISCOUNTED COSTS FOR THE EQUIPMENT I NEED.**

INCOME INFORMATION

Number of Family members (include yourself) Minor Children's ages

Household gross (total) income is \$ per year month week (circle one)

For Maine Communications Access Program staff use:

Income documentation provided:

Other considerations considered in eligibility determination: _____

INFORMATION ON DISABILITY

(Please check all that apply)

Deaf ☐

Hard-of-hearing ☐

Speech disability ☐

Mobility disability ☐

Vision Disability ☐

Please check specific difficulties you have:

- ☐ hearing other people on phone
- ☐ hearing the telephone ring
- ☐ speaking loud enough to be heard on telephone
- ☐ holding a telephone with my hands

- ☐ typing
- ☐ walking/getting to the telephone
- ☐ seeing the numbers/buttons on the telephone

Other: _____

If you know which type of specialized communication equipment you need, please check below:

- ☐ TTY
- ☐ Voice-activated phone
- ☐ headset
- ☐ Large keys
- ☐ Braille keys
- ☐ Amplification to make other people's voices louder
- ☐ Amplification to make my voice louder
- ☐ Printout of what other person is saying so I can read it
- ☐ Keys so I can type what I want to say to other person

- ☐ Voice verification of numbers I dial
- ☐ Flashing signaler to let me know phone rings
- ☐ Loud signaler to let me know phone rings
- ☐ Remote answer switch for phone
- ☐ Memory buttons for numbers I call often
- ☐ Emergency Alert (weather, public safety, etc.) equipment (pager/NOAA radio/other)

Comments: _____

Equipment will be determined to best match your need according to each disability you have. Please add anything that would help us to determine your needs. Thank you.

Revised August 2004

Would you like to be on mailing list for Maine Center on Deafness? _____ Yes _____ No

Would you like to be on mailing list for Division of Deafness? _____ Yes _____ No

TTY Users only: Do you want to be listed in TTY Directory? _____ Yes _____ No

All information provided above is complete and true.

Applicant Signature _____ **Date:** _____

PROOF OF DISABILITY

I certify that the applicant is deaf, hard-of-hearing, or has a speech or physical disability which interferes with his/her ability to use regular telecommunications equipment.

Name (please print) _____

Address: _____

Tel Number _____ Fax: _____

Signature _____ Date _____

PHYSICIAN, AUDIOLOGIST OR OTHER MEDICAL SPECIALIST

Note: A copy of a signed audiogram or a diploma from a school for the deaf or blind is acceptable in place of a doctor's signature.

A signed note from your doctor, audiologist or other medical provider can be faxed or mailed separately to the MCD office instead of obtaining a signature on this form.

Please send the completed application to the address at the top of page one of this form.

MAINE CENTER ON DEAFNESS
Communication Equipment Program

68 Bishop Street, Suite 3, Portland, Maine 04103-2616

(800) 639-3884 V/TTY (207) 797-7656 ext. 101 Voice or 301 TTY (207) 797-9791 FAX
mcdtep@maine.rr.com E-MAIL

**EMERGENCY ALERT EQUIPMENT
APPLICATION FORM**

Name:			
Mailing Address:			
Street Address:			
City:		State:	Zip Code:
Tel #:		Date of Birth:	
E-Mail:			

Choose ONE of the following types of equipment you want to use to receive emergency alerts. Please note – you will have to pay monthly service charges to use this equipment (like paying for telephone service or cable service).

- _____ Equipment that will allow me to send and receive text messages
- _____ Emergency Alert Radio with flashing signaler and text message

All emergency alert equipment will receive emergency alerts from the Maine Emergency Management Agency (MEMA) and Emergency Alert System (EAS) for Maine. You can choose what other types of alerts you wish to receive.

- _____ National Weather Service (watch, advisory, warning)
- _____ Department of Public Safety (examples: Moose advisory, search/rescue, alert regarding “armed and dangerous” person, health issues)
- _____ Department of Transportation/Maine Turnpike Authority (examples: turnpike closure, bridge closed, traffic delays related to accident or road work)
- _____ Amber Alerts (missing child)

Some alerts will always be statewide. Some alerts may in the future be available by county. If alerts are sent by county, which counties (or zipcodes) do you want to receive alerts for?

FINANCIAL INFORMATION FOR EMERGENCY ALERT EQUIPMENT

 I WISH TO APPLY FOR THE LENDING PROGRAM (Equipment is provided as a long-term loan at no charge to qualifying applicants)

 I WISH TO APPLY FOR THE COST SHARING PROGRAM (Customer pays a portion of the cost of equipment based on a sliding fee scale, plus 5% sales tax, and then owns the equipment)

 I PREFER NOT TO PROVIDE INCOME INFORMATION TO APPLY FOR THE LOAN OR COST-SHARE PROGRAM, BUT WOULD LIKE INFORMATION ON ANY DISCOUNTED COSTS FOR THE EQUIPMENT I NEED.

INCOME INFORMATION

Number of Family members (include yourself) Minor Children's ages

Household gross (total) income is \$ per year month week (circle one)

For Maine Communications Access Program staff use:

Income documentation provided:

Other considerations considered in eligibility determination: _____

Credit Check Required for Text Messaging Equipment: If you have picked equipment for text messaging, MCD will give you the application for monthly service to go with the equipment. After you fill out the application, you will have to have a credit check and agree to paying a monthly bill for service before you can obtain the equipment. The business providing the monthly service will review your credit report to make sure you have paid your bills on time, and then approve you.

Please sign below to show you understand that you will have to have a credit check for text messaging equipment, and all information you put on this application is correct.

Applicant Signature _____ **Date:** _____

Please send the completed application to the address at the top of page one of this form.

If you applied for equipment from the State Telecommunications Equipment Program (TEP) before 2002 or you have never sent in a TEP application, please have the following Proof of Disability form completed and submit it with your application for emergency alert equipment.

PROOF OF DISABILITY

Applicant Name: _____

Applicant Address: _____

I certify that the applicant is deaf, hard-of-hearing, or has a speech or physical disability which interferes with his/her ability to use regular telecommunications equipment.

Name (please print) _____

Address: _____

Tel Number _____ Fax: _____

Signature _____ Date _____

PHYSICIAN, AUDIOLOGIST OR OTHER MEDICAL SPECIALIST

Note: A copy of a signed audiogram or a diploma from a school for the deaf or blind is acceptable in place of a doctor's signature.

A signed note from your doctor, audiologist or other medical provider can be faxed or mailed separately to the MCD office instead of obtaining a signature on this form.

This form should be mailed to:

**Maine Communications Access Program
Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, ME 04103
Phone: 207-797-7656 TTY/V (in Portland area)
800-639-3884 TTY/V (outside Portland area)
Fax: 207-797-9791**

**Do you use a TTY to communicate with people?
Do you know about the 70% Discount for
Intra-State Toll Calls?**

Anyone who needs to use a TTY for their phone calls because they are D/deaf, hard of hearing, or speech impaired, can sign up for the 70% discount on **intra-state (in Maine only)**, long distance calls.

The form is available from the Division of Deafness (DoD), Resource Guide or at the Maine Center on Deafness. Complete the application and mail or fax the application to the Division of Deafness for approval. The application will then be sent to the applicant's local telephone company and the TTY user will see the discount on their monthly phone bill.

Proof of Hearing Loss/Deafness/Speech Impairment is required.

Statutes for 70% Discount available at MRSA 35-A, Chapter 73

APPLICATION FOR 70% DISCOUNT IN-STATE TTY TOLL CALLS

1. Telephone Number

Telephone Number () -

Name and address of person
applying for the 70% discount.

Name (first/initial/last)

Street

City

State

Zip Code

2. Whose name is on the phone
bill?

Name (first/initial/last)

Billing address (if different from
above)

Street

City

State

Zip Code

3. Name of Phone Company

Name

Street

City

State

Zip Code

4. Manufacturer's name, model
number, & serial number of the
TTY and where it was obtained.

Manufacturer:

Model Number:

Serial Number:

Purchased/On loan from:

I request the 70% discount for in-state toll calls from the above telephone number.

5. Signature of person applying for
discount (or signature of person
filling out application).

If not signed by applicant, please
indicate relationship to applicant.

Signature

Date

Relationship

6. Proof of Hearing Loss/Deafness.

_____ Enclosed copy of signed audiogram

_____ Enclosed copy of Diploma from a School for the Deaf

_____ I have already submitted proof of hearing loss/deafness for the following program(s):

_____ Telecommunications Equipment Program at MCD

_____ Deaf/Hard of Hearing ID Card from the Division of Deafness

_____ Hearing Impaired Placard Program

If you do not have any of the above checked off you will need a Physician, (E.N.T.), Audiologist, or Speech Pathologist's signature.

I certify that the applicant is deaf, hard of hearing, or speech impaired to the extent that he/she cannot use the telephone for expressive and/or receptive communication.

Date: _____ **Telephone Number** _____

Signature: _____

Print Name: _____

Address: _____

7. Please return this form to:

**Bureau of Rehabilitation Services
Division of Deafness
150 State House Station
Augusta, ME 04333-0150
Fax: 624-5980**

Do Not Fill In Below This Line – for Division of Deafness use

8. Signature and name of authorized state agency making eligibility certification.

Jan DeVinney, Director, Division of Deafness

Signature: _____

Date: _____

TTY DIRECTORY

A directory of all reported TTY-accessible telephone numbers in Maine, divided into four sections: residential numbers (white), state offices (green), businesses, agencies, hospitals and services (yellow) and law enforcement & other emergency numbers (blue).

To request a copy, add a new listing or change a current listing, please contact:

TTY Directory Update
Maine Center on Deafness
68 Bishop Street, Suite #3
Portland, ME 04103-2616
Telephone: 797-7656 (in Portland)
Telephone: 1-800-639-3884 (outside of Portland)
Fax: 797-9791
Email: mcdmaine@maine.rr.com

Please use the form below to add a new listing or change a current listing.

Please circle: New / Change / Correction

Please circle (change of): Name / Address / Phone Number / Fax Number / E-mail Address /
D-Link Address

NAME: _____

ADDRESS: _____

CITY/TOWN: _____

STATE: _____ ZIP: _____

TTY NUMBER: _____

FAX NUMBER: _____

E-MAIL ADDRESS: _____

D-LINK ADDRESS _____

Mail this form to:
TTY Directory Update
Maine Center on Deafness
68 Bishop Street, Suite #3
Portland, ME 04103-2616

Thank you!

TTY/CELL PHONE CALLS REBATE INFORMATION

In January 2002 the Maine Equal Access Program for Deaf, Hard of Hearing and Speech Impaired Consumers of Wireless Communication went into effect. This program will provide a rebate to consumers of TTY wireless communication for intrastate long distance similar to the 70% discount you receive on your landline telephone now. You need to apply for this rebate separately. The application is two-sided. It is very important to complete both sides.

The front page is information about you and your cell phone provider. The back page is proof of deafness or speech impairment:

Identification of Disability Eligibility

Each applicant must submit proof of their disability with their application. Any of the following shall be sufficient to prove disability:

- (1) A form signed by a licensed physician, audiologist, or speech pathologist stating that the applicant is disabled to the extent they cannot use the telephone for expressive or receptive communication;
- (2) A copy of an audiogram signed by a licensed audiologist or a copy of a diploma from a school for the deaf; or
- (3) Documentation of previous determination of eligibility for services administered by the Division of Deafness, such as a Deaf Identification Card or proof of Deafness on file at the Maine Center on Deafness for the Telecommunications Equipment Program.

There are two statements you must read closely. The first allows your wireless provider to send your billing information Division of Deafness or the Third Party Administrator and the second allows the Division of Deafness or the Third Party Administrator to access your cell phone bill electronically. This information will be kept confidential. We will not be able to process your rebate without your signature on the release statement.

Individuals who make Relay calls with their cell phones are also eligible for this rebate. They must submit a copy of their cellular bill with relay calls highlighted.

If you have questions about the application or the Maine Equal Access Program contact:

Alice Crandall Johnson
Equal Access Program Coordinator
150 State House Station
Augusta, ME 04333-0150

(207) 624-5966 or toll free 1-800-698-4440 Voice
(207) 624-5965 or toll free 1-888-755-0023 TTY
E-mail address: Alice.C.Johnson@Maine.gov
FAX (207) 624-5980

Application for Certification for Wireless Communication Rebates Equal Access Program

1. Cell Phone Number

Cell Phone Number () - -		
Name (first/initial/last)		
Street		
City	State	Zip Code

Name and address of the person applying for certification.

2. Name and address of where rebate check will be mailed.

Name (first/initial/last)		
Street		
City	State	Zip Code

3. Wireless Provider's name, address, telephone number and the contact person.

Wireless Provider Name	Wireless Provider Address
Wireless Provider Telephone Number	Wireless Contact Person

4. Signature of person applying for certification (or signature of person signing for applicant: please indicate relationship)

I request a rebate for charges from the above telephone number for myself based on the below certification..

Signature	Date
Relationship	

5. Signature of authorized agency representative.

The undersigned hereby certifies that the above named person is unable to use the telephone without the means of a teletypewriter or similar keyboard terminal device.

6. Name and address of authorized agency or person approving certification.

Signature		
Name	Jan DeVinney, Director Division of Deafness	
Street	Bureau of Rehabilitation Services Division of Deafness 150 State House Station	
City	State	Zip Code
Augusta	ME	04333-0150
Certification Number:		

Over (Must be Completed for Certification)

Proof of deafness or speech impairment

Do you get a 70% discount on your TTY through the Telecommunications Equipment Program?

Yes 

No 

If yes, you do not need a Physician, (E.N.T.), Audiologist, or Speech Pathologist's signature.

This form must be signed by a Physician, Otolaryngologist (E.N.T.),
Audiologist, or Speech Pathologist.

A copy of signed audiogram or a diploma from a school for the deaf is acceptable in place of a doctor's signature.

I certify that the applicant is deaf, hard of hearing or speech impaired to the extent that he/she cannot use the telephone for expressive and/or receptive communication.

Signature _____ Date _____

Print Name _____ Tel. Number _____

Address _____

PHYSICIAN, OTOLARYNGOLOGIST (E.N.T.), AUDIOLOGIST OR SPEECH PATHOLOGIST

In order to expedite rebate payments, your Wireless Provider will send your billing information to the Division of Deafness or a Third Party Administrator under contract by the Division of Deafness.

Billing information will be used only for the purposes of determining the amount of rebate for which you qualify. Your participation in this program shall serve as consent to your Wireless Provider to share billing information.

Do you give your permission for the Division of Deafness or a Third Party Administrator to access your cell telephone bill electronically?

Yes 

No 

Signature of applicant

Date



Gallaudet University

800 Florida Ave. NE, Washington DC 20002

<http://clerccenter.gallaudet.edu/InfoToGo/>

Info to Go

Directory of National Organizations of and for Deaf and Hard of Hearing People

This directory was developed with information provided by each organization. All of the organizations are national and nonprofit and provide information on deaf and hard of hearing people and/or specific professional or consumer areas of interest.

Each organization was asked to identify up to four descriptors that best describe the organization's focus. The codes are:

C Consumer and/or Advocacy
E Educational
F Funding Source
I Information and/or Referral
M Medical

Rc Recreational
R Religious
Rs Research
S Self-help/Support
So Social

ABLEDATA

DIRECTOR – Katherine Belknap
INFORMATION SPECIALIST
PUBLICATIONS DIRECTOR – David Johnson

8630 Fenton Street, Suite 930

Silver Spring, MD 20910

Voice: 800- 227-0216

Voice: 301-608-8998

TTY: 301-608-8912

FAX: 301-608-8958

E-mail: ABLEDATA@orcmacro.com

Web site: <http://www.abledata.com/>

ABLEDATA provides information on assistive technology, rehabilitation equipment and other products for people with disabilities. Project staff maintains a database containing information on

approximately 30,000 assistive technology products from more than 3,000 domestic and foreign manufacturers and distributors. The database can be searched at the ABLEDATA Web site. ABLEDATA also produces publications on a variety of assistive products. These publications and other interactive resources are available on the Web site with hundreds of links to assistive technology manufacturers, distributors, and other disability-related Web sites. ABLEDATA staff are available Monday-Friday, 8:30 a.m.-5:30 p.m. Eastern Time. ABLEDATA is funded by the National Institute on Disability and Rehabilitation Research of the U.S. Department of Education.

I



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

ADARA: Professionals Networking for Excellence in Service Delivery with Individuals who are Deaf or Hard of Hearing

P.O. Box 480

Myersville, MD 21773

E-mail: ADARAorgn@aol.com

Web site: <http://www.adara.org/>

PRESIDENT: Nancy Carr

PUBLICATIONS: **JADARA**: A Journal for Professionals Networking for Excellence in Service Delivery with Individuals Who Are Deaf and Hard of Hearing, **ADARA UPDATE** (newsletter)

Editors: Gerald Walter and Diane Morton (**JADARA**)

Paul Deeming (**ADARA UPDATE**)

Promotes and participates in quality human service delivery to deaf and hard of hearing people through agencies and individuals. ADARA is a partnership of national organizations, local affiliates, professional sections, and individual members working together to support social services and rehabilitation delivery for deaf and hard of hearing people.

P

ALEXANDER GRAHAM BELL ASSOCIATION FOR THE DEAF, INC.

DIRECTOR/CEO: K. Todd Houston, Ph.D.

3417 Volta Place NW

Washington, DC 20007

Voice: 202-337-5220

TTY: 202-337-5221

FAX: 202-337-8314

E-mail: info@agbell.org

Web site: <http://www.agbell.org/>

PRESIDENT: Kathleen Daniel Sussman

PUBLICATIONS: **The Volta Review** (journal),

Volta Voices (magazine)

Editor: Leah Lakins

A membership organization and information center on pediatric hearing loss and spoken language approach. AG Bell emphasizes the use of technology, in conjunction with spoken speech and speechreading. The association focuses specifically on children with hearing loss, providing ongoing support and advocacy for parents, professionals and other interested parties. AG Bell provides scholarships, financial and parent-infant awards,

publishes books on deafness, and advocates for the rights of children who are deaf or hard of hearing.

E F I P S

AMERICAN ACADEMY OF AUDIOLOGY

EXECUTIVE DIRECTOR: Laura Fleming Doyle, CAE

11730 Plaza America Drive #300

Reston, VA 20190

Voice/TTY: 703-790-8466

Voice/TTY: 800-AAA-2336

FAX: 703-790-8631

E-mail: info@audiology.org

Web site: <http://www.audiology.org/>

PRESIDENT: Richard Gans, Ph.D.

PUBLICATIONS: **Audiology Today** (magazine),

Journal of AAA (journal)

Editors: Jerry Northern, Ph.D. (AT)

James Jerger, Ph.D. (JAAA)

The American Academy of Audiology, the world's largest professional organization of audiologists, is dedicated to providing quality hearing care services through professional development, education, research and increased public awareness of hearing disorders. To learn more about the audiology profession and how audiologists are helping the 28 million Americans who suffer from hearing loss, visit the Web site.

E P I

AMERICAN ACADEMY OF OTOLARYNGOLOGY HEAD AND NECK SURGERY

PRESIDENT: M. Jennifer Derebery, M.D.

1 Prince Street

Alexandria, VA 22314-3357

Voice: 703-836-4444

TTY: 703-519-1585

FAX: 703-683-5100

E-mail: info@entnet.org

Web site: <http://www.entnet.org/>

PUBLICATIONS: **Otolaryngology-Head and Neck Surgery** (journal)

Editor: Michael Benninger, M.D., **The Bulletin** (membership publication) David R. Nielsen, M.D.

Working for the best ear, nose and throat care by promoting the art and science of medicine related to otolaryngology-head and neck surgery, including



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

providing continuing medical education courses, publications, and distribution of patient leaflets and public information relating to ear, nose and throat problems. Locate an ENT through the 'Find and ENT' database online.

M P

AMERICAN ASSOCIATION OF THE DEAF-BLIND

EXECUTIVE DIRECTOR: Jamie McNamara

814 Thayer Avenue, Room 302

Silver Spring, MD 20910-4500

TTY: 301-495-4402

Voice: 301-495-4403

FAX: 301-495-4404

E-mail: info@aadb.org

Web site: <http://www.aadb.org/>

PRESIDENT: Harry Anderson

PUBLICATION: **Deaf-Blind American**

Editor: Janet Sand

This association promotes better opportunities and services for deaf-blind people. Its mission is to assure that a comprehensive, coordinated system of services is accessible to all deaf-blind people, enabling them to achieve their maximum potential through increased independence, productivity, and integration into the community. The biennial conventions provide a week of workshops, meetings, tours, and recreational activities.

C I

AMERICAN HEARING RESEARCH FOUNDATION

EXECUTIVE DIRECTOR: William L. Lederer

8 South Michigan Avenue, Suite 814

Chicago, IL 60603-4539

Voice: 312-726-9670

FAX: 312-726-9695

E-mail: blederer@american-hearing.org

Web site: <http://www.american-hearing.org/>

PUBLICATION: **Newsletter**

Editor: William L. Lederer

This foundation supports medical research and education into the causes, prevention, and cures of deafness, hearing losses, and balance disorders. Also keeps physicians and the public informed of the latest developments in hearing research and education.

Rs

AMERICAN SOCIETY FOR DEAF CHILDREN

OPERATIONS MANAGER: Linda Zumbrun

P.O. Box 3355

Gettysburg, PA 17325

Voice/TTY: 800-942-ASDC (Parent Hotline)

Voice/TTY: 717-334-7922 (Business)

FAX: 717-334-8808

E-mail: ASDC1@aol.com

Web site: <http://www.deafchildren.org/>

PRESIDENT: Natalie Long

PUBLICATION: **The Endeavor**

Editor: Alicia Notarianni

ASDC is a nonprofit parent-helping-parent organization promoting a positive attitude toward signing and deaf culture. Also provides support, encouragement, and current information about deafness to families with deaf and hard of hearing children.

C I S E

AMERICAN SPEECH-LANGUAGE-HEARING ASSOCIATION

EXECUTIVE DIRECTOR: Arlene Pietranton, Ph.D.

10801 Rockville Pike

Rockville, MD 20852

Voice/TTY: 800-638-8255 (Helpline)

TTY: 301-897-5700

FAX: 301-571-0457

PRESIDENT: Nancy A. Creaghead

E-mail: actioncenter@asha.org

Web site: <http://www.asha.org/>

PUBLICATIONS: Journal of Speech-Language-Hearing Research, American Journal of Audiology, American Journal of Speech Language Pathology, Language Speech and Hearing Services in Schools, ASHA Magazine, ASHA Leader

Editor-In-Chief: Joanne K. Jessen

A professional and scientific organization for speech-language pathologists and audiologists concerned with communication disorders. It provides informational materials and a toll-free HELPLINE number for consumers to inquire about speech, language, or hearing problems. Also provides referrals to audiologists and speech-language pathologists in the United States.



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

C I P Rs

AMERICAN TINNITUS ASSOCIATION

EXECUTIVE DIRECTOR: Cheryl McGinnis, MBA

P.O. Box 5

Portland, OR 97207

Voice: 800-634-8978

Voice: 503-248-9985

FAX: 503-248-0024

E-mail: tinnitus@ata.org

Web site: <http://www.ata.org/>

CHAIRMAN: Sidney C. Kleinman, J.D.

PUBLICATION: **Tinnitus Today**

Editor: Barbara Tabachnick Sanders

The American Tinnitus Association (ATA) is a nonprofit, voluntary, human health, and welfare agency dedicated to providing support of scientific research leading to the elimination of tinnitus as a health problem. It also provides education, information, self-help, and hearing-health resources to millions of Americans who have tinnitus.

C I F I P S

ARKANSAS REHABILITATION RESEARCH AND TRAINING CENTER FOR PERSONS WHO ARE DEAF AND HARD OF HEARING

DIRECTOR: Douglas Watson, Ph.D.

University of Arkansas

4601 W. Markham Street

Little Rock, AR 72205

Voice/TTY: 501-686-9691

FAX: 501-686-9698

E-mail: rehabres@cavern.uark.edu

Web site: <http://www.uark.edu/deaftrc>

The center focuses on issues affecting the employability of deaf and hard of hearing rehabilitation clients—career assessment, career preparation, placement, career mobility, and advancement. It provides information and/or databases related to the rehabilitation of deaf and hard of hearing people served by the Federal/State Vocational Rehabilitation Program.

E I P Rs

ASSOCIATION OF LATE-DEAFENED ADULTS (ALDA)

1131 Lake Street #204

Oak Park, IL 60301

Voice/FAX: 877-907-1738

TTY: 708-358-0135

E-mail: President@alda.org

Web site: <http://www.alda.org/>

PUBLICATION: ALDA NEWS

Editor: Mark Dessert

This association supports the empowerment of people who are deafened and provides resources and information and promotes advocacy and awareness of the needs of deafened adults.

C I S So

AUDITORY-VERBAL INTERNATIONAL, INC. (AVI)

PRESIDENT: Steven Rech, J.D.

2121 Eisenhower Ave., Suite 402

Alexandria, VA 23314

Voice: 703-739-1049

TTY: 703-739-0874

FAX: 703-739-0395

E-mail: audiverb@aol.com

Web site: <http://www.auditory-verbal.org/>

PUBLICATION: **The AURICLE**

To provide the choice of listening and speaking as the way of life for children and adults who are deaf or hard of hearing. Through the use of assistive technology such as digital hearing aids or cochlear implants and auditory-verbal therapy, many deaf and hard of hearing children can learn to listen and speak.

C I F I M P S So

BEGININGS for Parents of Hearing Impaired Children, Inc.

EXECUTIVE DIRECTOR: Joni Y. Alberg

P.O. Box 17646

Raleigh, NC 27619

Voice/TTY: 919-585-2746

Voice/TTY: 800-541-4327 (NC residents only)

E-mail: Raleigh@beginningssvcs.com

Web site: <http://www.beginningssvcs.com/>

PUBLICATIONS: **Newsletter, Parent Manual, brochures and videotapes**



Nonprofit organization provides emotional support and access to information as a central resource for families with deaf or hard of hearing children, age birth through 21 years. It provides an impartial approach to meeting the diverse needs of these families and the professionals who serve them. These services are also available to deaf parents who have hearing children. The mission of BEGINNINGS is to help parents be informed, empowered and supported as they make decisions about their child. In addition, BEGINNINGS is committed to providing technical assistance to professionals who work with these families to help the children achieve full participation in society.

C E I

BETTER HEARING INSTITUTE

EXECUTIVE DIRECTOR: Sergei Kochkin, Ph.D.
515 King Street, Suite 420
Alexandria, VA 22314
Voice/TTY: 703-684-3391
Voice/TTY: 800-EAR-WELL (Hearing HelpLine)
FAX: 703-684-6048
E-mail: mail@betterhearing.org
Web site: <http://www.betterhearing.org/>

PRESIDENT: Mikael Worning

The Better Hearing Institute (BHI) is a not-for-profit organization whose mission is to educate the public and medical profession on hearing loss, its treatment and prevention. BHI maintains a toll-free "Hearing HelpLine" telephone service that provides information on hearing loss, sources of assistance, and other available hearing help to callers anywhere in the United States and Canada.

E I

BOYS TOWN NATIONAL RESEARCH HOSPITAL

DIRECTOR: Patrick E. Brookhouser, M.D.
555 N. 30th Street
Omaha, NE 68131
Voice: 402-498-6511
TTY: 402-498-6543
FAX: 402-498-6638
E-mail: PEB@boystown.org

Web site: <http://www.boystownhospital.org/>
Boys Town National Research Hospital is an international leader in research, diagnosis, and treatment of children with hearing loss and communication disorders. Highly trained physicians work closely with clinicians and researchers, creating a rapid transfer of research advances from the laboratory to clinic, classroom and bedside. Early intervention programs, modeled around the world, are an equally important aspect of the hospital's work.

E I M Rs

CAPTIONED MEDIA PROGRAM

National Association of the Deaf
PROJECT DIRECTOR: Bill Stark
1447 E. Main Street
Spartanburg, SC 29307
Voice: 800-237-6213
TTY: 800-237-6819
FAX: 800-538-5636
E-mail: info@cfv.org
Web site: <http://www.cfv.org/>

PUBLICATION: **Free-Loan Open-Captioned Media Catalog**

The CMP is a free-loan open-captioned media program. Several hundred titles are also streamed on the CMP Web site. Deaf and hard of hearing persons, teachers, parents, and others may borrow these materials. Materials include educational videos (for preschool through college) and general-interest, which will benefit a deaf or hard of hearing person (such as classical movies and special-interest topics such as related to travel, hobbies, recreation, and others). Some titles are available on CD-Rom or DVD.

C E I

COCHLEAR IMPLANT ASSOCIATION, INC.

EXECUTIVE DIRECTOR: Peg Williams, Ph.D.
PRESIDENT: John McClland
5335 Wisconsin Avenue, NW, Suite 440
Washington, DC 20015-2034
Voice/TTY: 202-895-2781
PUBLICATION: CONTACT
Editor: Peg Williams, Ph.D.
E-mail: pwms.cici@worldnet.att.net



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

Web site: <http://www.cici.org/>

Cochlear Implant Association, Inc. (CIAI), formerly Cochlear Implant Club International, provides information and support to cochlear implant users and their families, professionals, and the general public.

C E I

CISS INTERNATIONAL COMMITTEE OF SPORTS FOR THE DEAF

INTERIM PRESIDENT: Donalda Ammons

7310 Grove Road, Suite #106

Frederick, MD 21704

FAX: 301-620-2990

E-mail: info@ciss.org

Web site: <http://www.ciss.org/>

The Comité International des Sports des Sourdes (CISS) was founded in Paris, France on the 24th of August 1924. CISS celebrates the spirit of Deaf Sports where Deaf athletes come together as members of a cultural and linguistic minority to strive to reach the pinnacles of competition. The CISS adopted a motto: PER LUDOS AEQUALITAS (Equal through sport).

I E Rc So

CONFERENCE OF EDUCATIONAL ADMINISTRATORS OF SCHOOLS AND PROGRAMS FOR THE DEAF, INC.

PRESIDENT: Harold Mowl

EXECUTIVE DIRECTOR: Joseph P. Finnegan, Jr.

P.O. Box 1778

St. Augustine, FL 32085-1778

Voice/TTY: 904-810-5200

FAX: 904-810-5525

E-mail: nationaloffice@ceased.org

Web site: <http://www.ceased.org/>

PUBLICATION: **American Annals of the Deaf**

Gallaudet University Press

800 Florida Avenue, NE

Washington, DC 20002-3695

Voice/TTY 202-651-5488

FAX: 202-651-5489

Focuses on improvements in the education of deaf and hard of hearing people through research, personnel development, advocacy, and training.

C E P S

COUNCIL OF AMERICAN INSTRUCTORS OF THE DEAF

PRESIDENT: Robert Hill, Ed.S.

P.O. Box 377

Bedford, TX 76095-0377

Voice/TTY: 817-354-8414

E-mail: caid@swbell.net

Web site: <http://www.caid.org/>

PUBLICATIONS: **American Annals of the Deaf, News n Notes**

An organization that promotes professional development, communication, and information among educators of deaf and hard of hearing individuals and other interested people. Host of National Convention and Regional meetings.

P

DEAFNESS AND COMMUNICATIVE DISORDERS BRANCH

BRANCH CHIEF: Annette Reichman, MS, CRC

Rehabilitation Services Administration

Office of Special Education and Rehabilitative Services

Department of Education

330 C Street SW, Room 3228

Washington, DC 20202-2736

Voice: 202-205-9152

TTY: 202-205-8352

FAX: 202-205-9340

E-mail: Annete.Reichman@ed.gov

Web site:

<http://www.ed.gov/about/offices/list/osers/rsa/dcdb.html>

Promotes improved and expanded rehabilitation services for deaf and hard of hearing people and individuals with speech or language impairments. Provides technical assistance to RSA staff, state rehabilitation agencies, other public and private agencies, and individuals. Also provides funding for interpreter training and administers the projects.

I F

DEAFNESS RESEARCH FOUNDATION

EXECUTIVE DIRECTOR: Susan M. Greco

1050 17th St., NW, Suite 701



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

Washington, DC 20036

Voice: 202-289-5850

FAX: 202-293-1805

E-mail: drf@drf.org

Web site: <http://www.drf.org/>,

<http://www.hearinghealthmag.com/>

PUBLICATION: **Hearing Health**

DRF is the leading source of private funding for basic and clinical research in hearing science. It also sponsors the World Council on Hearing Health (WCHH), an initiative to promote universal hearing health. As public education and advocacy arm of DRF, the WCHH is committed to raising public awareness of hearing loss and the impact it has on individuals and society, focusing on the platforms of prevention, detection, intervention and research.

F I M R s E

THE EAR FOUNDATION

EXECUTIVE DIRECTOR: Suzanne Wyatt

1817 Patterson Street

Nashville, TN 37203

Voice/TTY: 615-284-7807

Voice/TTY: 800-545-HEAR

FAX: 615-284-7935

E-mail: earfound@earfoundation.org

Web site: <http://www.earfoundation.org/>

A national, not-for-profit organization committed to integrating the hearing and balance impaired person into the mainstream of society through public awareness and medical education. Also administers The Meniere's Network, a national network of patient support groups providing people with the opportunity to share experiences and coping strategies.

E I S

EPISCOPAL CONFERENCE OF THE DEAF

PRESIDENT: Jay L. Croft

3794 Crosshaven Drive

Birmingham, AL 35223

TTY: 205-967-1437

Fax: 205)967-1430

E-mail: JLCroft@juno.com

PUBLICATION: The Deaf Episcopalian

Editor: Rev. Roy Brown

Promotes ministry for deaf people throughout the Episcopal Church. Affiliated with approximately 65 congregations in the United States.

I R

GALLAUDET UNIVERSITY

PRISIDENT: I. King Jordan, Ph.D.

800 Florida Avenue, NE

Washington, DC 20002-3695

Voice/TTY: 202-651-5000

E-mail: public.relations@gallaudet.edu

Web site: <http://www.gallaudet.edu/>

PUBLICATION: **Gallaudet Today**

Co-Editors: Todd Byrd, Roz Prickett

Gallaudet University, the world's only four-year liberal arts university for students who are deaf or hard of hearing. Established in 1864 by an act of Congress, Gallaudet offers more than 50 undergraduate and graduate degree programs and numerous continuing education and summer courses. The University disseminates information through such units as the Gallaudet Bookstore, Gallaudet University Press, Gallaudet Research Institute and the Laurent Clerc National Deaf Education Center's Publications and Information Dissemination office.

C E I R s

GALLAUDET UNIVERSITY ALUMNI ASSOCIATION

EXECUTIVE DIRECTOR: Sam Sonnenstrahl '79 & G-'84

Peikoff Alumni House ("Ole Jim")

Gallaudet University

800 Florida Avenue, NE

Washington, DC 20002-3695

Voice/TTY: 202-651-5060

FAX: 202-651-5062

Web site: <http://alumni.gallaudet.edu/>

PRESIDENT: Andrew J. Lange '83

PUBLICATION: **Gallaudet Today**

Co-Editors: Todd Byrd, Roz Prickett

Represents more than 14,000 alumni of Gallaudet University across the United States and around the world. The GUAA, which is governed by an elected board of directors, provides a variety of services that support and benefit the University, the alumni, and the general deaf community.



Copyright © 2004 All Rights Reserved

Laurent Clerc National Deaf Education Center

Gallaudet University

800 Florida Ave. NE, Washington, DC 20002

<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

C F So

**HEARING EDUCATION AWARENESS FOR
ROCKERS – H.E.A.R.**

EXECUTIVE DIRECTOR: Kathy Peck

P.O. Box 460847

San Francisco, CA 94146

Voice: 415-773-9590 (hotline)

E-mail: hear@hearnet.com

Web site: <http://www.hearnet.com/>

Educates the public about the real dangers of hearing loss resulting from repeated exposure to excessive noise levels. Offers information about hearing protection, hearing aids, assistive listening devices ear monitor systems, testing and other information about hearing loss and tinnitus. Operates a 24-hour hotline information, referral, and support network services and conducts a hearing screening program in the San Francisco Bay area. Also launches public hearing awareness campaigns, provides programs for schools and seminars, and distributes earplugs to club and concert-goers. Initiated H.E.A.R. affiliates via hearnet Web sites in other cities worldwide.

H.E.A.R. records fundraising CD's with Public Service Announcements. Sponsorship opportunities available in each program.

C E I M S

HEAR NOW

PROGRAM DIRECTOR: Joanita Stelter, MS.Ed.

6700 Washington Avenue

Eden Prairie, MN 55344

Voice: 800-648-HEAR (4327)

FAX: 952-828-6946

E-mail: nonprofit@starkey.com

Web site: <http://www.sotheworldmayhear.org/>

A private, non-profit organization that provides hearing aids for adults and children who are residents of the United States, who are deaf or hard of hearing and who have limited income. HEAR NOW is a provider of last resort. All other options for service must be used before benefit can be approved. Services are distributed through a nationwide network of hearing professionals. Providers are asked to waive fitting and follow-up fees for the first year of warranty coverage. Clients pay for their hearing evaluations and a non-refundable HEAR

Now processing fee of \$60 per aide. The organization provided more than 15,300 hearing aides to people in need last two years. HEAR NOW also collects old hearing aids for recycling. Donated aides should be packaged and mailed. Donations are tax deductible and will be acknowledged.

C F I P

**The George Washington University
HEATH RESOURCE CENTER**

(The National Clearinghouse on Postsecondary Education for Individuals with Disabilities)

DIRECTOR: Pamela Ekpoue, Ed.D.

2121 K Street, NW Suite 220

Washington, DC 20037

Voice/TTY: 202-973-0904

Voice: 800-544-3284

FAX: 202-973-0908

E-mail: askheath@heath.gwu.edu

Web site: <http://www.heath.gwu.org/>

HEATH disseminates information nationally about disability issues in postsecondary education. It offers publications and a telephone service of use to administrators, service providers, teachers, instructors, rehabilitation counselors, health professionals, and to individuals with disabilities and their families.

E I

**HELEN KELLER NATIONAL CENTER FOR
DEAF-BLIND YOUTHS AND ADULTS**

EXECUTIVE DIRECTOR: Joseph J. McNulty

111 Middle Neck Road

Sands Point, NY 11050

Voice: 516-944-8900

TTY: 516-944-8637

FAX: 516-944-7302

E-mail: hkncinfo@ren.org

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

PUBLICATION: **The Nat-Cent News**

Editors: Dr. Robert J. Smithdas

The national center and its 10 regional offices provide diagnostic evaluations, comprehensive vocational and personal adjustment training, and job preparation and placement for people who are deaf-blind from every state and territory. Field services include information and referral and advocacy and



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

technical assistance to professionals, consumers, and families. The Center also maintains a national registry of deaf-blind persons.

C E I

HOUSE EAR INSTITUTE

2100 W. Third Street, 5th Floor

Los Angeles, CA 90057

Voice: 213-483-4431

TTY: 213-483-2642

FAX: 213-483-8789

E-mail: webmaster@hei.org

Web site: <http://www.hei.org/>

PRESIDENT: John W. House, M.D.

PUBLICATION: **House Calls**

Editor: Christa Speith

The House Ear Institute is dedicated to advancing hearing science through research and education to improve quality of life. Scientists explore the causes of auditory disorders on the cellular and molecular level and refine the development and application of diagnostic devices, auditory implants and hearing aids. Children's Auditory Research and Education (CARE-Center) addresses the special hearing health issues and assistive devices needs of infants and children with a full spectrum of research, diagnostic treatment and educational services.

E I M Rs

INTERNATIONAL CATHOLIC DEAF ASSOCIATION

United States Section

DIRECTOR: Kathleen Kush

1030 S. Lagrange Rd. #9

Lagrange, IL 60525-2893

TTY: 708-579-5817

FAX: 708-579-5847

E-mail: ICDAUS@Ameritech.net

Web site: <http://www.icda-us.org/>

PUBLICATION: **The Deaf Catholic**

Promotes ministry for Catholic deaf people.

Chapters are encouraged to arrange Sunday masses for deaf people in their local areas with the liturgy presented in sign language. Responds to spiritual-related requests worldwide.

C E I R So

INTERNATIONAL HEARING SOCIETY

EXECUTIVE DIRECTOR: Robin L. Clowers, BC-HIS

16880 Middlebelt Road

Livonia, MI 48154

Voice: 734-522-7200

Voice: 800-521-5247 (Hearing Aid Helpline)

FAX: 734-522-0200

E-mail: amarkey@ihsinfo.org

Web site: www.ihsinfo.org

PRESIDENT: Sam Hopmeier, BC-HIS

PUBLICATION: **The Hearing Professional**

Editor: Cindy Helms

Professional associations of specialists who test hearing aid select, fit, and dispense hearing instruments. The society conducts programs of competence qualifications, education, and training, and promotes specialty-level accreditation. The Hearing Aid Helpline provides consumer information and referral.

C M P

JEWISH DEAF CONGRESS

(Formerly National Congress of Jewish Deaf)

PRESIDENT: Martin Florsheim

214-11 85th Avenue

Hollis Hills, NY 11427

TTY: 718-740-0470

FAX: 718-740-4994

PUBLICATION: **J.D.C. QUARTERLY**

Advocates for religious, educational, and cultural ideals and fellowship for Jewish deaf people.

Conducts workshops for rabbi, parents of deaf children, and interpreters. Works with 20 affiliates and maintains a Hall of Fame.

C F I R

JOHN TRACY CLINIC

PRESIDENT: Barbara Hecht, Ph.D.

806 W. Adams Blvd.

Los Angeles, CA 90007

Voice: 213-748-5481

TTY: 213-7487-2924

Voice/TTY: 800-522-4582

FAX: 213-749-1651

E-mail: bhecht@jtc.org

Web site: <http://www.jtc.org/>



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go

John Tracey Clinic is an educational facility for parents of infants and preschool-age children with hearing losses. In addition to on-site services, worldwide correspondence courses in English and Spanish are offered to parents whose children are of preschool age and are hard of hearing, deaf, or deaf-blind. All services of JTC are free of charge to the families.

E I S

JUNIOR NATIONAL ASSOCIATION OF THE DEAF

814 Thayer Avenue
Silver Spring, MD 20910-4500
TTY: 301-587-4875
Voice: 301-587-1788
FAX: 301-587-1791

E-mail: nadyouth@nad.org

Web site: <http://www.nad.org/JRNAD>

Youth Programs Coordinator: Jennifer Yost

PUBLICATION: Junior NAD magazine

Develops and promotes citizenship, scholarship, and leadership skills in deaf and hard of hearing students (grades 7-12) through chapter projects, national conventions, contests, and other activities. The NAD also sponsors a month-long Youth Leadership Camp program each summer.

E Rc So

LEAGUE FOR THE HARD OF HEARING

Co-Exec Directors: Laurie Hanin, Ph.D., CCC-A

Joseph F. Brown

New York Location: 71 West 23rd Street

New York, NY 10010-4162

Voice: 917-305-7700

TTY: 917-305-7999

FAX: 917-305-7888

E-mail: postmaster@lhh.org

Web site: <http://www.lhh.org/>

PRESIDENT: Joseph R. LaBato

PUBLICATION: League Newsletter

The League for the Hard of Hearing mission is to improve the quality of life for infants, children, and adults with all degrees of hearing loss. We accomplish our mission by providing hearing rehabilitation and human services for people who are hard of hearing or deaf, and their families, regardless

of age, ability to pay, or mode of communication, and by striving to empower consumers to achieve their potential. Our leadership is exemplified by adhering to the highest clinical standards, conducting extensive hearing conservation and public education programs about hearing. And developing best practice models for disciplines that related to hearing and research.

C E I M P Rs S

MEDIA ACCESS GROUP AT WGBH

DIRECTOR: Lori Kay, Services Division

125 Western Avenue

Boston, MA 02134

Voice/TTY: 617-300-3600

FAX: 617-300-1020

E-mail: access@wgbh.org

Web site: <http://access.wgbh.org>

PUBLICATIONS: Media Access Group

Newsletter, MAG Guides (on topics of interest to caption viewers, video description viewers, and the television and film industry).

The Media Access Group at WGBH is a nonprofit service of WGBH Educational Foundation. Our mission is to make all forms of media accessible to people who are deaf, hard of hearing, blind or visually impaired. With offices in Boston, Los Angeles, and New York, we produce captions and video description for every segment of the television, video, and film industry.

C I Rs

NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS

Interest Group on deaf and Hard of Hearing Students and their Families

Interest Group Coordinators: Steven Hardy-Braz,

William Kachman

4340 East West Highway, Suite 402

Bethesda, MD 20814

Voice: 301-657-0270

TTY: 301-657-4155

FAX: 301-657-0275

E-mail: nasp@naspweb.org

Web site: <http://www.nasponline.org/>

PUBLICATIONS: School Psychology Review, Communique



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

The mission of the National Association of School Psychologists (NASP) is to promote educationally and psychologically health environments for all students by implementing research-based effective programs that prevent problems, enhance independence, and promote optimal learning. This is accomplished through state-of-the-art research and training, advocacy, ongoing program forum, Web site, and listserv where members can network, share resources, and support each other in providing school based psychological services to students who are deaf or hard of hearing.

E I P Rs

NATIONAL ASSOCIATION OF THE DEAF

EXECUTIVE DIRECTOR: Nancy J. Bloch

814 Thayer Avenue, Suite 250

Silver Spring, MD 20910-4500

Voice: 301-587-1788

TTY: 301-587-1789

FAX: 301-587-1791

E-mail: nadinfo@nad.org

Web site: <http://www.nad.org/>

PRESIDENT: Andy Lange

PUBLICATION **NAD magazine**

National Association of the Deaf – Nation's largest organization safeguarding the accessibility and civil rights of 28 million deaf and hard of hearing Americans in education, employment, health care, and telecommunications. Focuses on grassroots advocacy and empowerment, captioned media, deafness-related information and publications, legal assistance, policy development and research, public awareness, and youth leadership development.

C I

NATIONAL BLACK DEAF ADVOCATES

PRESIDENT: Reginald Redding

P.O. Box 22846

Rochester, NY 14692-2846

E-mail: President@nbda.org

Web site: <http://www.nbda.org/>

PUBLICATION: **NBDA News**

Promotes leadership, deaf awareness, and active participation in the political, educational, and economic processes that affect the lives of black deaf citizens. Programs include YES (Youth Employment

Summit) for deaf youth. It currently has 28 chapters in the United States and the Virgin Islands.

C E I P So

NATIONAL CAPTIONING INSTITUTE

1900 Gallows Road, Suite 3000

Vienna, VA 22182

Voice/TTY: 703-917-7600

FAX: 703-917-9878

E-mail: mail@ncicap.org

Web site: <http://www.ncicap.org/>

CHIEF EXECUTIVE OFFICER: Gene Chao

PUBLICATION: **Caption**

NCI, a nonprofit corporation founded in 1979, is the world's largest provider of closed captioned television services for the broadcast, cable and home video industry.

I

NATIONAL CATHOLIC OFFICE OF THE DEAF

EXECUTIVE DIRECTOR: Arvilla Rank

7202 Buchanan Street

Landover Hills, MD 20784-2236

Voice: 301-577-1684

TTY: 301-577-4184

FAX: 301-577-1690

E-mail: NCOD@Erols.com

Web site: <http://www.ncod.org/>

PUBLICATION: **Vision**

Editor: Arvilla Rank

Assists in the coordination of the efforts of people and organizations involved in the church's ministry with deaf and hard of hearing people; serves as a resource center for information concerning spiritual needs and religious educational materials; and assists bishops and pastors with their pastoral responsibilities to people who are deaf or hard of hearing.

C I P R

CPB/WGBH NATIONAL CENTER FOR ACCESSIBLE MEDIA

DIRECTOR: Larry Goldberg

WGBH Educational Foundation

125 Western Avenue

Boston, MA 02134



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

Voice: 617-300-3400

TTY: 617-300-2489

FAX: 617-300-1035

E-mail: ncam@wgbh.org

Web site: <http://ncam.wgbh.org>

PUBLICATION: **Media Access**

The CPB/WGBH National Center for Accessible Media aims to increase access to public mass media (television, radio, print, movies, multimedia) for underserved consumers, such as disabled people or speakers of other languages. NCAM researches and develops media access technologies that make them more inclusive or expand their use. And acts as a resource to broadcasters, producers, educators, and consumers through consulting, training, journal articles, and conferences.

C I Rs

NATIONAL CUED SPEECH ASSOCIATION DEAF CHILDREN'S LITERACY PROJECT

Information Service/Bookstore

23970 Hermitage Road

Cleveland, OH 44122-4008

Voice/TTY: 800-459-3529

Voice/TTY: 216-292-6213

E-mail: cuedspdisc@aol.com

Web site: <http://www.cuedspeech.org/>;

Bookstore: <http://www.cuedspeech.com/>

PRESIDENT: Sarina Roffe

PUBLICATIONS: **Cued Speech Journal, On Cue Newsletter**

Editors: Pamela Beck (On Cue)

NCSA and its affiliate centers and chapters champion effective communication, language acquisition, and literacy through the use of Cued Speech. Cued Speech provides the appropriate phonemic language base for literacy. NCSA offers information about Cued Speech use with children and adults with hearing, speech, and language needs. NCSA supports family camps and provides instructor certification, bookstore catalog, Cued Speech charts in more than 50 languages, and referrals/networking.

C E I P S So

NATIONAL FRATERNAL SOCIETY OF THE DEAF

GRAND PRESIDENT: Al Van Nevel

1118 S. 6th Street

Springfield, IL 62703

Voice: 217-789-7429

TTY: 217-789-7438

FAX: 217-789-7489

E-mail: thefrat@NFSD.com

Web site: <http://www.nfsd.com/>

PUBLICATION: **The Frat**

Editor: Al Van Nevel

Works on the area of life insurance and advocacy for deaf people and has 60 divisions across the country.

C E I S So

NATIONAL DISSEMINATION CENTER FOR CHILDREN AND YOUTH WITH DISABILITIES (NDCHCY)

DIRECTOR: Suzanne Ripley

P.O. Box 1492

Washington, DC 20013-1492

Voice/TTY: 800-695-0285

Voice/TTY: 202-884-8200

FAX: 202-884-8441

E-mail: nichcy@aetd.org

Web site: <http://www.nichcy.org/>

PUBLICATIONS: **NICHCY News Digest,
Transition Summary, Parent's Guide**

NICHCY provides fact sheets, state resource sheets, and general information to assist parents, educators, caregivers, advocates, and others in helping children and youth with disabilities participate as fully as possible in their community. The Web site offers all publications in full text as well as comprehensive database of specialized organizations and agencies. NICHCY information is available in English and Spanish.

I

NATIONAL INFORMATION CLEARINGHOUSE ON CHILDREN WHO ARE DEAF-BLIND (DB-LINK)

DIRECTOR: John Reiman, Ph.D.

Teaching Research



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

345 Monmouth Avenue

Monmouth, OR 97361

Voice: 800-438-9376

TTY: 800-854-7013

FAX: 503-838-8150

E-mail: dblink@tr.wou.edu

Web site: <http://www.tr.wou.edu/dblink/>

PUBLICATION: Deaf-Blind Perspectives

Collects, organizes, and disseminates information related to children and youth (ages 0-21) who are deaf-blind and connects consumers of deaf-blind information to sources of information about deaf blindness, assistive technology, deaf-blind communities, education, and all other areas related to deaf-blindness. DB-LINK is a collaborative effort involving the Helen Keller National Center, Perkins School for the Blind, and Teaching Research.

C E I M P Rs

NATIONAL INSTITUTE ON DEAFNESS AND OTHER COMMUNICATION DISORDERS INFORMATION CLEARINGHOUSE

1 Communication Avenue

Bethesda, MD 20892-3456

Voice: 800-241-1044

TTY: 800-241-1055

FAX: 301-770-8977

E-mail: nidcdinfo@nidcd.nih.gov

Web site: <http://www.nidcd.nih.gov/>

PUBLICATION: INSIDE

The NIDCD Information Clearinghouse is a national resource center for information about hearing, balance, smell, taste, voice, speech, and language. The clearinghouse serves health professionals, patients, industry, and the public.

I F P Rs

THE NATIONAL REHABILITATION INFORMATION CENTER

DIRECTOR: Mark Odum

4200 Forbes Boulevard, Suite 202

Lanham, MD 20706

Voice: 301-459-5900

Voice: 800-346-2742

TTY: 301-459-4263

FAX: 301-459-4263

E-mail: naricinfo@heitechservices.com

Web site: <http://www.naric.com/>

PUBLICATIONS: NIDRR Program Directory, Compendium

Editor: Dan Wendling

Provides information and referral services on disability and rehabilitation, including quick information and referral, database searches of the bibliographic database REHABDATA, and document delivery. NARIC also provides the NIDRR Program Directory and the Compendium of Products by NIDRR Grantees and Contractors.

I

NATIONAL TECHNICAL INSTITUTE FOR THE DEAF

CEO: Robert R. Davila, Ph.D.

Rochester Institute of Technology

52 Lomb Memorial Drive

Rochester, NY 14623-5604

Voice/TTY: 585-475-6400

FAX: 585-475-5623

Web site: <http://www.rit.edu/NTID>

Provides deaf and hard-of-hearing students with state-of-the art technical and professional education programs, complemented by a strong arts and science curriculum.

E I

THE NATIONAL THEATRE OF THE DEAF

EXECUTIVE DIRECTOR: Paul L. Winters Ph.D.

139 North Main Street

West Hartford, CT 06106

Voice/TTY: 860-236-4193

FAX: 860-236-4163

E-mail/booking info: tour@ntd.org

E-mail general info: info@ntd.org

Web site: <http://www.ntd.org/>

Artistic Manager: Aaron Kelstone

NTD concentrates on artistic and theatrical professional development of deaf actors while touring in the United States and abroad. Also presents Little Theatre of the Deaf productions in schools, theaters, museums, and libraries. Sponsors a professional school, Deaf Theatre Conference for everyone and is able to provide internships.

C E F I P Rc Rs So



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

PUBLICATIONS AND INFORMATION DISSEMINATION (PID)

*(Formerly National Deaf Education Network and
Clearinghouse)*

Laurent Clerc National Deaf Education Center

DIRECTOR: Margaret Hallau, Ph.D.

Gallaudet University

KDES PAS-6

800 Florida Avenue, NE

Washington, DC 20002-3695

Voice/TTY: 202-651-5051 (information queries)

E-mail: Clearinghouse.InfoToGo@Gallaudet.edu

Web site: [http://ClercCenter.Gallaudet.edu/](http://ClercCenter.Gallaudet.edu/InfoToGo/index.html)

[InfoToGo/index.html](http://ClercCenter.Gallaudet.edu/InfoToGo/index.html)

Voice/TTY: 202-651-5340 (products)

E-mail: Products.ClercCenter@Gallaudet.edu

FAX: 202-651-5708

**PUBLICATIONS: ODYSSEY, World Around
You, Clerc Center Catalog**

The Publications and Information Dissemination office performs a number of functions related to information dissemination at the Gallaudet University Laurent Clerc National Deaf Education Center. The Clearinghouse responds to inquiries about a diverse range of topics related to deaf and hard of hearing children in the age group of 0-21. PID also collaborates with authors from within the Gallaudet community and around the nation to design, produce, and disseminate books, videotapes, periodicals, and other information related to deaf and hard of hearing children, their families, and the professionals who serve them.

I

REGISTRY OF INTERPRETERS FOR THE DEAF, INC.

PRESIDENT: Angela Jones

333 Commerce Street

Alexandria, VA 22314

Voice: 703-838-0030

FAX: 703-838-0454

E-mail: membership@rid.org

Web site: <http://rid.org>

PUBLICATION: Views

RID strives to increase the quality, and qualifications of sign language and oral interpreters through their National Testing System, Certification Maintenance

Program, and Ethical Practices Systems. A professional organization for interpreters, provides information on interpreting to the general public, publishes a national directory of certified interpreters, and makes referrals to interpreter agencies.

E I P

REHABILITATION ENGINEERING RESEARCH CENTER (RERC) ON HEARING ENHANCEMENT

PROJECT DIRECTOR: Matthew H. Bakke, Ph.D.

Kendall Green

800 Florida Avenue, NE

Washington, DC 20002-3695

Voice/TTY/FAX: 202-651-5335

E-mail: Matthew.bakke@gallaudet.edu

Web site: www.hearingresearch.org

PUBLICATION: hearingresearch.org (Annual newsletter)

Editor: Kelly Crain

The RERC on Hearing Enhancement promotes and develops technological solutions to problems confronting individuals with hearing loss. Projects are categorized into several components that include hearing aids, hearing assistive technologies, environmental factors: classroom acoustics, tools for hearing assessment and intervention, and computer enabled distance aural rehabilitation. The Gallaudet RERC also provides training in the use of hearing assistance technology to hearing health professionals, consumers and other stakeholders, and disseminates its results in many accessible formats and venues.

E R s

THE SEE CENTER FOR ADVANCEMENT OF DEAF CHILDREN

DIRECTOR: Esther Zawolkow

Main Office: P.O. Box 1181

Los Alamitos, CA 90720

Voice/TTY: 562-430-1467

FAX: 562-795-6614

E-mail: seecenter@seecenter.org

Web site: <http://www.seecenter.org/>

Information and referral for parents and educators of deafness-related topics and Signing Exact English (SEE). Provides evaluation of sign skills, workshops,



and consulting services related to communication in general and SEE in particular.

C E I Rs

SELF HELP FOR HARD OF HEARING PEOPLE, INC.

EXECUTIVE DIRECTOR: Terry Portis

7910 Woodmont Avenue, Suite 1200

Bethesda, MD 20814

Voice: 301-657-2248

TTY: 301-657-2249

FAX: 301-913-9413

E-mail: info@hearingloss.org

Web site: www.hearingloss.org

PRESIDENT: Ann Liming

PUBLICATION: **Hearing Loss: The Journal of Self Help for Hard of Hearing People**

Editor: Barbara Kelley

Promotes awareness and information about hearing loss, communication, assistive devices, and alternative communication skills through publications, exhibits, and presentations.

C E I S

TELECOMMUNICATIONS FOR THE DEAF, INC. (TDI)

EXECUTIVE DIRECTOR: Claudia Stout

8630 Fenton Street, Suite 604

Silver Spring, MD 20910-3803

Voice: 301-589-3786

TTY: 301-589-3006

FAX: 301-589-3797

VIDEO : 301-589-3006 or IM first

AIM: TDIFrontDesk

E-mail: info@tdi-online.com

Web site: <http://www.tdi-online.org/>

PUBLICATIONS: **TDI National Directory & Resource Guide** or *The Blue Book* (annual), **The GA-SK** (quarterly), **TDI-Online & eBlue Book** (Web site)

Editor: Jim House, Director of Member Services & Public Relations.

A nonprofit consumer advocacy organization promoting equal access to telecommunications and media for people who are deaf, hard of hearing, late deafened or deaf-blind. Conducts consumer education and involvement, technical assistance and

consulting, application of existing and emerging technologies, networking and collaboration, uniformity of standards, national policy development and advocacy.

C E I

TRIPOD

EXECUTIVE DIRECTOR: Christopher W. Opie

1727 West Burbank Boulevard

Burbank, CA 91506-1312

Voice/TTY: 818-972-2080

FAX: 818-972-2090

E-mail: Chrisopie@tripod.org

E-mail: info@tripod.org

Web site: <http://www.tripod.org/>

TRIPOD facilitates and supports communication and education programs that empower deaf and hard of hearing children and their families through gathering and disseminating information, through fundraising, outreach, creative collaboration and family advocacy.

C E I Rs S

USA DEAF SPORTS FEDERATION

PRESIDENT: Bobbie Beth Scoggins

911 Tierra Linda Drive

Frankfort, NY 40601-4633

E-mail: info@usadsf.org

Web site: <http://www.usadsf.org/>

PUBLICATIONS: **USADSF Bulletin, Deaf Sports Review**

Governing body for all deaf sports and recreation in the United States. Sponsors U.S. team to the World Games for the Deaf and other regional, national, and international competitions.

C I Rc So

VESTIBULAR DISORDERS ASSOCIATION

PRESIDENT: Ann Katz

P.O. Box 13305

Portland, OR 97213-0305

Voice: 503-229-7705

Voice: 800-837-8428

FAX: 503-229-8064

E-mail: veda@vestibular.org

Web site: <http://www.vestibular.org/>



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

PUBLICAITON: On the Level

Editor: Lisa Haven

Provides information and support for people with inner-ear vestibular disorders and develops awareness of the issues surrounding these disorders.

I M S

**WORLD RECREATION ASSOCIATION OF
THE DEAF, INC./USA**

PRESIDENT: Bruce Gross

P.O. Box 3211

Quartz Hill, CA 93586

TTY/FAX: 661-943-8879

PUBLICATION: **WRAD NEWS**

E-mail: Brucegross@aol.com

Web site: <http://www.wrad.org/>

Established to foster the development of innovation in recreational and cultural activities for the deaf and hard of hearing community.

I E P Rc So

File184-Revised 04/2004



Copyright © 2004 All Rights Reserved
Laurent Clerc National Deaf Education Center
Gallaudet University
800 Florida Ave. NE, Washington, DC 20002
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

Info to Go →

Info to Go

STATEWIDE SERVICES FOR DEAF AND HARD OF HEARING PEOPLE

This list identifies two different types of statewide services: (1) commissions or state offices mandated to serve people who are deaf and hard of hearing, and (2) state coordinators of rehabilitation services for people who are deaf. We have combined them in this single list for ease of reference.

State Commissions/Office on Deafness: While the scope of services differs from state to state, these programs provide a variety of valuable services. Among the functions are advocacy, information gathering and dissemination, referral to appropriate agencies, interpreting services, statewide planning, job placement, and development. The names of state commissions appear in boldface type.

State Coordinators of Rehabilitation Services for Deaf Persons: These coordinators working within state departments of vocational rehabilitation provide a variety of services for clients who are deaf or hard of hearing, including job placement, vocational evaluation, and counseling. Always add the specification, "Rehabilitation Services for Deaf Persons" to the title "state coordinator" or "program manager" (or variation) provided in the listing.

TTY, TT, TDD are common acronyms for devices used by deaf and hard of hearing people for typing conversations. This publication uses T. The abbreviation V presents a standard voice phone.

ALABAMA

Department of Rehabilitation Services
2129 East South Blvd
P.O. Box 11586
Montgomery, AL 36116-2455
State Coordinator: Tammy Adams
334-281-8780 V in AL
800-499-1816 T
334-281-1973 FAX
E-mail: tadams@rehab.state.al.us
Web: <http://www.rehab.state.al.us>

ALASKA

Division of Vocational Rehabilitation
801 W. 10th Street, Suite A
Juneau, AK 99801-1894
Director: Gale Sinnott
907-465-2814 T/V
800-478-2815 T/V
907-465-2856 FAX
E-mail: gale_Sinnott@labor.state.ak.us
Web:

<http://www.labor.state.ak.us/dvr/home.htm>

ARIZONA

Arizona Commission for the Deaf and Hard of Hearing

1400 West Washington Street
Room 126

Phoenix, AZ 85007

Exec. Director: Sherri L. Collins

602-542-3323 V

602-364-0990 T

800-352-8161 T/V in AZ

602-542-3380 FAX

E-mail: acdhh@acdhh.state.az.us

Web: <http://www.acdhh.org/>

Rehabilitation Services Administration

1789 W. Jefferson 2 NW

Phoenix, AZ 85016

602-542-6049 T

602-542-3332 V

800-563-1211 (State Client line)

602-542-3778 FAX

RSA Administrator: Christine Fuller

E-mail: +AZRSA@mail.de.state.az.us

Web: <http://www.de.state.az.us/rsa>

ARKANSAS

Arkansas Rehabilitation Services VR/
Employment Center/Office for the Deaf
and Hearing Impaired (ODHI)

4601 West Markham

Little Rock, AR 72205

501-686-9433 T/V

501-686-9418 FAX

E-mail: jlgatewood@ARS.state.ar.us

Web: <http://www.arsinfo.net/index.html>

CALIFORNIA

Department of Social Services

Office for Deaf Access

744 P Street, MS 6-91

Sacramento, CA 95814

Chief: Lisa Bandaccari

916-653-7651 T

916-653-8320 V

916-653-4001 FAX

E-mail: deaf.access@dss.ca.gov

Deaf and Hard of Hearing Services

Department of Rehabilitation

2000 Evergreen Street

Sacramento, CA 95815

Program Manager: Tim Beatty

916-263-7481 T

916-263-8938 V

916-263-7480 FAX

E-mail: Tbeatty@dor.ca.gov

Web: <http://www.rehab.cohwnet.gov>

COLORADO

Colorado Commission for the Deaf and Hard of Hearing

1575 Sherman Street, 10th Floor

Denver, CO 80203

303-866-4734 T

303-866-4824 V

303-866-4831 FAX

E-mail: deaf.commission@state.co.us

Web:

<http://www.cdhs.state.co.us/DeafCommission/>

Colorado Vocational Rehabilitation Services

2211 W. Evans

Denver, CO 80223

Supervisor: Larry Gauthier

Counselors: Jim Crowe and Sue

Williams

303-866-3984 T (Jim)

303-866-3547 V (Jim)

Copyright © 2004 All Rights Reserved

Laurent Clerc National Deaf Education Center

Gallaudet University

800 Florida Ave. NE, Washington, DC 20002

<http://clerccenter.gallaudet.edu/InfoToGo/index.html>

303-866-3980 T (Sue)
303-866-3708 V (Sue)
303-866-3491 FAX
E-mail: Jim.Crowe@state.co.us
E-mail: Sue.Williams@state.co.us
Web:
<http://www.cdhs.state.co.us/ods/dvr/Index.html>

CONNECTICUT

Connecticut Commission on the Deaf and Hearing Impaired

1245 Farmington Avenue
West Hartford, CT 06107-2667
Exec. Director: Stacie J. Mawson
800-708-6796 T/V (CT Only)
860-566-7414 T/V
860-561-0196 T/V
860-313-1115 T
860-561-0162 FAX
E-mail: cdhi@po.state.ct.us
Web:
<http://www.state.ct.us/cdhi/index.htm>

Bureau of Rehabilitation Services
Department of Social Services
25 Sigourney Street 11th Floor
Hartford, CT 06106
Director: Brenda L. Moore
860-424-4839 T
860-424-4844 V
800-537-2549
E-mail: Brenda.Moore@po.state.ct.us
Web: <http://www.brs.state.ct.us>

DELAWARE

Delaware Office for the Deaf and Hard of Hearing

Division of Vocational Rehabilitation
4425 N. Market St., 3rd Floor
Wilmington, DE 19802-1307
Site Coordinator: Loretta Sarro

302-761-8275 T/V
302-761-6611 FAX
E-mail: Loretta.Sarro@state.de.us
Web: <http://www.delaware.gov>

DISTRICT OF COLUMBIA

Rehabilitation Services Administration
800 9th street SW, 4th Floor
Washington, DC 20024
State Coordinator: Elizabeth Parker
202-442-8496 T/V
202-442-8720 FAX
E-mail: eparker@rsa.dcgov.org
Web:
<http://www.dhs.dc.gov/info/rehabservice.s.htm>

FLORIDA

Division of Vocational Rehabilitation
2002 Old St. Augustine Road, Bldg A
Tallahassee, FL 32301-4862
Director: Loretta Costin
850-245-3399 T/V
800-451-4327 T/V (Toll Free)
Web: <http://www.rehabworks.org>

GEORGIA

Georgia Council for the Hearing Impaired, Inc.

4151 Memorial Drive, #103B
Decatur, GA 30032
Exec. Director: Jennifer Whitcomb
404-292-5312 T/V
800-541-0710 T/V
404-292-3642 FAX
E-mail: jwhitcomb@gachi.org
E-mail: fpeart@gachi.org
Web: <http://www.gachi.org/>

Georgia Department of
Labor/Vocational

Rehabilitation
1700 Century Circle Suite 300
Atlanta, GA 30345
Coord. Deaf, Hard of Hearing and Deaf-
Blind DOL/VR: Rebecca Sills
404-486-6331 V
404-486-6333 T
866-489-0001 V Toll Free
866-373-7778 T Toll Free
404-486-0197 FAX
E-mail: Rebecca.sills@dol.state.ga.us
Web: <http://www.vocrehabga.org/>

HAWAII

Disability and Communication Access Board

919 Ala Moana Blvd., Suite 101
Honolulu, HI 96814-4920
Exec. Director: Francine Wai
808-586-8121 T/V
808-586-8130 T
808-586-8129 FAX
E-mail: accesshi@aloha.net
Web: <http://www.state.hi.us/health/dcab/>

Vocational Rehabilitation Services and
Services for the Blind Division
601 Kamokila Blvd. #515
Kapolei, HI 96707
State Coordinator: Carol Young
808-692-7723 T/V
808-692-7727 FAX
E-mail: cyoung@dhs.state.hi.us

IDAHO

Council for the Deaf and Hard of Hearing

1720 Westgate Drive, Suite A
Boise, ID 83704
Exec. Director: Pennie S. Cooper
208-334-0803 T
800-433-1361 T in ID

208-334-0879 V
800-433-1323 V in ID
208-334-0828 FAX
E-mail: cooperp@idhw.state.id.us
Web:
<http://www.state.id.us/cdhh/cdhh1.htm>

Division of Vocational Rehabilitation
10200 W. Emerald, Suite 101
Boise, ID 83704-8780
Office Service Specialist: Janet Thaldorf
208-327-7040 T
208-337-7411 V
208-327-7417 FAX
E-mail: jthaldorf@idvr.state.id.us
Web:
<http://www2.state.id.us/idvr/idvrhome.htm>

ILLINOIS

State of Illinois Deaf and Hard of Hearing Commission

1630 South Sixth Street
Springfield, IL 62703
Director: John Miller
217-557-4495 T/V
877-455-3323 T/V
217-557-4492 FAX
E-mail: jmiller@idhhc.state.il.us
Web: <http://www.idhhc.state.il.us>

Division of Services for Persons who are Deaf or Hard of Hearing

IL Dept. of Human Services
Office of Rehabilitation Services
401 S. Clinton Street
Chicago, IL 60607
State Coordinator: John Miller
312-814-3040 T
312-814-2939 V
217-785-9304 V/T
800-843-6154 V dhs Help Line
800-447-6303 T dhs Help Line

E-mail: jmiller@idhhc.state.il.us
Web:
<http://www.idhhc.state.il.us/ors/sdhh/>

INDIANA

Deaf and Hard of Hearing Services

Division of Disability, Aging, and
Rehabilitative Services
402 West Washington Street
Room W-453
P.O. Box 7083
Indianapolis, IN 46207-7083
Deputy Director Deaf and Hard of
Hearing Services: James Van Manen
317-232-1143 T/V
800-962-8408 T/V in IN
317-233-1566 FAX
E-mail: jvanmaner@fssa.state.in.us
Web: <http://www.in.gov/fssa/dhhs/>

Vocational Rehabilitation Services
Indiana Government Center South
Room #W453
Indianapolis, IN 46204
Deputy Director: Mike Hedden
317-232-1427 T/V
317-232-6478 FAX

IOWA

Deaf Services Commission of Iowa

Iowa Department of Human Rights
Lucas State Office Building
321 East 12th Street
Administrator: Kathryn Baumann- Reese
515-242-5655 T/V
515-242-6119 FAX
E-mail: dhrr.dsci@iowa.gov
Web:
<http://www.state.ia.us/government/dhrr/ds/>

Division of Vocational Rehabilitation
Services
510 East 12th Street
Des Moines, IA 50319
State Coordinator: James Grover
712-255-8871 T/V
712-277-1394 FAX
E-mail: james.grover@iowa.gov

KANSAS

Kansas Commission for the Deaf and Hard of Hearing

3640 SW Topeka Blvd, Suite 150
Topeka, KS 66611
Exec. Director: Rebecca J. Rosenthal
785-267-6100 T/V
800-432-0698 T/V
785-267-0655 FAX
E-mail: rja@srskansas.org
Web: <http://www.srskansas.org/kcdhh/>

Kansas Rehabilitation Services
Kansas City Metro Region
8915 Lenexa Drive
Overland Park, KS 66214-3228
Human Services Counselor:
Sharon Nigro
913-826-7381 T
913-826-7591 V/voice mail
913-826-7583 FAX
E-mail: skxn@srskansas.org

KENTUCKY

Kentucky Commission on the Deaf and Hard of Hearing

632 Versailles Road
Frankfort, KY 40601
Exec. Director: Bobbie Beth Scoggins
502-573-2604 T/V
800-372-2907 T/V in KY
502-573-3594 FAX

E-mail: kcdhh@mail.state.ky.us
Web: <http://kcdhh.ky.gov/>

Kentucky Department of Vocational
Rehabilitation
209 Saint Clair Street
Frankfort, KY 40601
Counselor: Lori Bishop
502-564-4440 T/V
800-372-7172 V In KY only
888-420-9874 T In KY only
502-564-6745 FAX
E-mail: wfd.vocrehab@ky.gov
Web: <http://www.dvr.ky.gov>

LOUISIANA

Louisiana Commission for the Deaf
8225 Florida Boulevard
Baton Rouge, LA 70806-4834
Exec. Director: W. Fred Roy, III
225-925-4175 V/T
800-256-1523 V/T
225-925-1708 FAX
E-mail: froy1@dss.state.la.us
Web:
[http://www.dss.state.la.us/departments/lrs/Deaf - Hard of Hearing.html](http://www.dss.state.la.us/departments/lrs/Deaf-Hard%20of%20Hearing.html)

Louisiana Rehabilitation Services
8225 Florida Boulevard
Baton Rouge, LA 70806-4834
Director: James Wallace
225-925-4131 T/V
800-737-2958
225-925-4184 FAX
Web: <http://www.dss.state.la.us/>

MAINE

Division of Deafness Bureau of
Rehabilitation Services
150 State House Station
Augusta, ME 04333-0150

State Coordinator: Jan DeVinney
207-624-5965 T
207-624-5963 V
800-698-4440 V in ME only
888-755-0023 T in ME only
207-624-5980 FAX
E-mail: Jan.A.Devinney@maine.gov
Web: <http://www.maine.gov/rehab/dod>

MARYLAND

Office of the Deaf and Hard of Hearing

6 St. Paul Street, Suite 1203
Baltimore, MD 21202
Director: Yvonne Dunkle
410-767-5768 T
410-767-6290 V
410-333-1016 FAX
E-mail: ODHH@gov.state.md.us

Maryland Division of Rehabilitation
Services
2301 Argonne Drive
Baltimore, MD 21218
State Coordinator: Bona A. Achinanya
410-554-9411 T
410-554-9404 V
410-554-9412 FAX
E-mail: dors@dors.state.md.us
Web: <http://www.dors.state.md.us/>

MASSACHUSETTS

Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)

150 Mt. Vernon Street, Suite 505
Boston, MA 02125
Commissioner: Heidi L. Reed
617-740-1700 T
617-740-1600 V
800-530-7570 T in MA
800-882-1155 V in MA
617-740-1699 FAX

E-mail: MCDHH.OFFICE@state.ma.us
Web: <http://www.state.ma.us/mcdhh>

Massachusetts Rehabilitation
Commission
Fort Pointe Place
27 Wormwood Street, Suite 600
Boston, MA 02210-1616
800-245-6543 T/V
617-204-3600 T/V
617-727-1354 FAX
Web:
<http://www.state.ma.us/mrc/vr/vrmain.htm>

MICHIGAN

Division on Deaf and Hard of Hearing

Michigan Department of Labor &
Economic Growth
320 N. Washington Square, Suite 250
Lansing, MI 48913
Director: Christopher Hunter
517-334-8000 T/V
877-499-6232 T/V in MI
517-334-6637 FAX
E-mail: hunterc2@michigan.gov
Web: <http://www.mcddc-dodhh.org/>

Michigan Department of Labor &
Economic Growth
Michigan Rehabilitation Services
201 N. Washington Square, 4th Floor
P.O. Box 30010
Lansing, MI 48909
Director: Jaye Balthazar
517-373-3390 V
888-605-6722 T
800-605-6722 T (toll free)
517-3357277 FAX
E-mail: BalthazarJ@michigan.gov
Web: <http://www.michigan.gov>

MINNESOTA

Minnesota Commission Serving Deaf and Hard of Hearing People

Human Services Building
444 Lafayette Road North
St. Paul, MN 55155
Exec. Director: Mary Hartnett
651-297-7305 T/V
651-297-5159 FAX
E-mail: mary.hartnett@state.mn.us
Web: <http://www.mcdhh.org>

Minnesota Department of Employment
and Economic Rehabilitation Services
390 North Robert Street, First Floor
St. Paul, MN 55101-1812
Asst. Commissioner: Howard Glad
651-197-9141 T
651-297-8269 V
651-297-5159 FAX
E-mail: Howard.Glad@state.mn.us
Web: <http://www.mnwfc.org/rehab/>

MISSISSIPPI

Office of Vocational Rehabilitation
Services
P.O. Box 1698
Jackson, MS 39215-1698
Executive Dir.: H.S. McMillan
601-853-5100 T/V
800-443-1000 T/V in MS
601-853-5325 FAX
E-mail: hsmcmillan@mdrs.state.ms.us
Web: <http://www.mdrs.state.ms.us>

Office on Deaf and Hard of Hearing
300 Capers Avenue
Building #4
Jackson, MS 39203
601-351-1585 T/V
601-351-1586 T/V
601-351-1588 T/V
601-351-1587 FAX

E-mail: odhh@odhh.org
Web: <http://www.odhh.org/>

MISSOURI

Missouri Commission for the Deaf and Hard of Hearing

1103 Rear Southwest Blvd
Jefferson City, MO 65109
Exec. Director: Dr. Roy E. Miller
573-526-5205 T/V
573-526-5209 FAX
E-mail: MCDHH@mcdhh.state.mo.us
Web: <http://www.mcdhh.state.mo.us/>

Division of Vocational Rehabilitation
Department of Elementary & Secondary
Education
3024 Dupont Circle
Jefferson City, MO 65109
Assistant Commissioner: Jeanne Loyd
573-751-0881 T
573-751-3251 V
888-222-8963 Toll Free
573-751-1441 FAX
E-mail: jeanne.loyd@vr.dese.mo.gov
Web: <http://www.vr.dese.mo.gov>

MONTANA

Montana Deaf and Hard of Hearing Services

3911 Central Avenue
Great Falls, MT 59407
Director: Betty Vantighem
406-771-9194 T
406-771-9053 V
406-771-8056 FAX
E-mail: MDHHSinterp@bresnan.net

Montana Vocational Rehabilitation
Programs
11 Sanders, Suite 307

Helena, MT 59604-4210
1-877-296-1197
406-444-2590 V/T
406-454-6080 T
406-454-6060 V
406-444-3632 FAX
Web: <http://www.dphhs.state.mt.us>

NEBRASKA

Nebraska Commission for the Deaf and Hard of Hearing

4600 Valley Road, Suite 420
Lincoln, NE 68510-4844
Exec. Director: Tanya Wendel
402-471-3593 T/V
800-545-6244 T/V in NE
402-471-3067 FAX
E-mail: twendel@ncdhh.state.ne.us
Web: <http://www.nol.org/home/NCDHH>

Division of Vocational Rehabilitation
301 Centennial Mall South
P.O. Box 94987
Lincoln, NE 68509
Contact: Frank Lloyd
401-471-3644 T/V
877-637-5422 Toll Free
402-471-0788 FAX
Web: <http://www.vocrehab.state.ne.us>

NEVADA

Office of Disability Services
3656 Research Way, Suite 32
Carson City, NV 89706
Deaf Coordinator: Todd Butterworth
775-687-3388 T
775-687-4452 V
888-337-3839
775-687-3292 FAX
E-mail: TMButterworth@nvdetr.org

NEW HAMPSHIRE

Program for the Deaf and Hard of Hearing

Division of Adult Learning and Rehabilitation
78 Regional Drive, Building 2
Concord, NH 03301-8530
Director: Paul K. Leather
603-271-3471 T/V
800-339-9900 T/V in NH
603-271-7095 FAX
E-mail: pleather@ed.state.nh.us
Web:
<http://www.ed.state.nh.us/VR/Prog&Svc/Deaf/deaf1.html>

NEW JERSEY**Division of the Deaf and Hard of Hearing**

New Jersey Dept of Human Services
P.O. Box 700
Trenton, NJ 08625-0700
Commissioner: James M. Davy
609-984-7281 T/V
609-292-3717 T/V
800-792-8339 T/V in NJ
609-984-0390 FAX
E-mail: james.davy@dhs.state.nj.us
Web:
<http://www.state.nj.us/humanservices/ddhh/index.html>

Division of Vocational Rehabilitation Services
New Jersey Dept of Labor
P.O. Box 398
Trenton, NJ 08625-0398
State Coordinator: Thomas Jennings
609-292-2919 T
609-292-5987 V
609-292-8347 FAX
E-mail: dvradmin@dol.state.nj.us

NEW MEXICO**New Mexico Commission for the Deaf and Hard of Hearing**

1435 St. Francis Drive, Suite 101
Santa Fe, NM 87505
Exec. Director: Thomas J. Dillon, III
505-827-7584 T/V
505-827-5784 T
800-489-8536 T/V in NM
505-824-7587 FAX
E-mail: nmcdhha@doh.state.nm.us
Web: <http://www.nmcdhh.org/>

State Department of Education
Division of Vocational Rehabilitation
435-D St. Michael's Drive
Santa Fe, NM 87505
Director: Terry Brigance
877-475-8226 T
505-954-8500 V
505-954-8562 FAX
E-mail: tbrigance@state.nm.us
Web: <http://www.dvrgetsjobs.com/>

NEW YORK

Deaf and Hard of Hearing Services
VESID
One Commerce Plaza, Room 1623
Albany, NY 12234
Coordinator: Dorothy Steele
Assistant: Sharon Brown-Levey
518-486-3773 T
518-474-5652 V
800-222-5627 T/V (Toll Free)
518-402-3583 FAX
E-mail: dsteele@mail.nysed.gov
Web: <http://www.nysed.gov>

NORTH CAROLINA**Division of Services for the Deaf and the Hard of Hearing**

Dept of Health and Human Resources
319 Chapanoke Rd, Suite 108

Raleigh, NC 27603 (physical)
2301 Mail Service Center
Raleigh, NC 27699-2301 (mailing)
Director: Linda Harrington
919-773-2963 T/V
919-773-2993 FAX
E-mail: Linda.harrington@ncmail.net
Web: <http://dsdhh.dhhs.state.nc.us>

Division of Vocational Rehabilitation
Services
2801 Mail Service Center
Raleigh, NC 27699-2801
Program Specialist: Ms. Terrye Fish
919-855-3579 T
919-855-3585 V
919-715-0616 FAX
E-mail: terrye.fish@ncmail.net
Web: <http://www.dhhs.state.nc.us/>

NORTH DAKOTA

Rehabilitation Consulting Services
Department of Human Services
600 South 2nd Street, Suite #2
Bismarck, ND 58504-5782
State Director: Gene Hysjulien
701-328-8800 T
701-328-8950 V
800-862-7342V
800-862-8802 T
701-328-8969 FAX
E-mail: dhseo@state.nd.us
Web:
<http://lnotes.state.nd.us/dhs/dhsweb.nsf>

OHIO

Rehabilitation Services Commission
400 East Campus View Blvd
Columbus, OH 43235-4604
Program Specialist:
Karlton (Skip) Bergquist
614-785-5085 T

614-438-1325 V
800-282-4536 T/V in OH
614-985-7856 FAX
E-mail:
Skip.Bergquist@RSC.state.oh.us
Web: <http://www.state.oh.us/rsc>

OKLAHOMA

**Services to the Deaf and Hard of
Hearing**
Department of Rehabilitation Services
2401 N.W. 23, Suite 51
Oklahoma City, OK 73107
405-522-7930 T/V
405-522-7932 T
800-833-8973 T/V in OK only
405-522-7948 FAX
Web: <http://okrehab.org>

OREGON

**Deaf and Hard of Hearing Access
Program**
Oregon Disabilities Commission
1257 Ferry Street, SE
Salem, OR 97301-4278
503-378-2272 T/V
800-521-9615 T/V (in-state only)
503-378-3599 FAX
E-mail: nancy.groff@state.or.us
Web: <http://www.odc.state.or.us/dhhap/>

Department of Human Services
Vocational Rehabilitation Division
500 Summer St., NE E-87
Salem, OR 97301-1120
877-277-0513 Toll Free
503-945-5894 T
503-945-5880 V
503-947-5010 FAX
E-mail: dhs.info@state.or.us
Web: <http://www.dhs.state.or.us/vr/>

PENNSYLVANIA

Office for the Deaf and Hard of Hearing

1521 North Sixth Street
Harrisburg, PA 17102
Director: Vacant
717-783-4912 T/V
800-233-3008 T/V in PA
717-783-4913 FAX
E-mail: dschenk@state.pa.us

Office of Vocational Rehabilitation
1521 North 6th Street
Harrisburg, PA 17102
State Coordinator: Sandy C. Duncan
717-787-4885 T
717-772-1659 V
800-233-3008 T in PA
717-705-9345 FAX
E-mail: saduncan@state.pa.us
Web: <http://www.dli.state.pa.us/ovr>

PUERTO RICO

Vocational Rehabilitation
Administration
Department of Work and Human
Resources
PO Box 191118
San Juan, PR 00919-1118
Administrator: Maria Rosa Iturregui
787-729-0160 ext. 2301 T/V
787-728-8070 FAX
E-mail: norma@vra.gobierno.pr

RHODE ISLAND

Rhode Island Commission on the Deaf and Hard of Hearing

One Capitol Hill, Ground Level
Providence, RI 02908
Exec. Director: Steven Florio
401-222-1205 T

401-222-1204 V
401-222-5736 FAX
E-mail: cdhh@cdhh.ri.gov
Web site: <http://www.cdhh.ri.gov>

Office of Rehabilitation Services
40 Fountain Street
Providence, RI 02903
Administrator: Raymond A. Carroll
401-421-7016 T
401-421-7005 V
401-222-3574 FAX
E-mail: rcarroll@ors.state.ri.us
Web: <http://www.ors.state.ri.us/>

SOUTH CAROLINA

South Carolina Vocational
Rehabilitation Department
1410 Boston Avenue
West Columbia, SC 29171
Commissioner: Larry C. Bryant
803-896-6535 T/V
803-896-5661 FAX
E-mail: info@scvrd.state.sc.us
Web: <http://www.scvrd.net>

SOUTH DAKOTA

Communication Service for the Deaf (CSD)

102 North Krohn Place
Sioux Falls, SD 57103
CEO: Benjamin Soukup
605-367-5761 T
866-273-3323 T (Toll Free)
605-367-5958 FAX
E-mail: bsoukup@c-s-d.org
Web: <http://www.c-s-d.org>

Division of Rehabilitation Services
Department of Human Services
Hillsview Plaza, 3800 East Highway 34

c/o 500 East Capitol
Pierre, SD 57501-5070
Deaf Services Program Specialist:
Janet Ball
605-773-4547 T/V
605-773-5483 FAX
E-mail: janet.ball@state.sd.us
Web:
<http://www.state.sd.us/dhs/drs/deafserv/deaf.htm>

TENNESSEE

Tennessee Division of Rehabilitation
Services
Department of Human Services
400 Deaderick Street 15th Floor
Nashville, TN 37248-0001
Commissioner: Gina Lodge
615-313-4700 T/V
615-741-4165 FAX
E-mail: Gina.lodge@state.tn.us
Web: <http://www.state.tn.us/humanserv>

Tennessee Council for the Deaf and
Hard of Hearing
400 Deaderick Street, 11th Floor
Nashville, TN 37248-6000
Executive Director: Thom Roberts
615-313-4918 T/V
800-270-1349 Toll Free
615-741-6508 FAX
E-mail: Thom.Roberts@state.tn.us

TEXAS

**Texas Commission for the Deaf and
Hard of Hearing**
P.O. Box 12904
Austin, TX 78711-2904
Assistant Commissioner: David Myers
512-407-3251 T
512-407-3250 V
512-451-9316 FAX

E-mail: david.myers@tdarsstate.tx.us
Web: <http://www.tcdhh.state.tx.us>

Department of Assistive and
Rehabilitation Services
4900 North Lamar Boulevard
Austin, TX 78751-2399
State Coordinator: Angela Feltner
512-424-4523 T
512-424-4176 V
512-424-4982 FAX
E-mail: angela.feltner@dars.state.tx.us
Web: <http://www.rehab.state.tx.us/>

UTAH

Robert G. Sanderson Community Center
of the Deaf and Hard of Hearing
5709 South 1500 West
Salt Lake City, UT 84123
Deaf Program Director: Eli McGowan
801-263-4860 T/V
801-263-4896
800-860-4860 T/V in UT
801-263-4865 FAX
E-mail: emcgowan@utah.gov
Web:
<http://www.usor.state.ut.us/dsdhh/dsdhh.html>

Utah State Office of Vocational
Rehabilitation
P.O. Box 144200
Salt Lake City, UT 84114-4200
VR Counselor: Rod Butcher
801-263-4860 T/V
801-538-7530 T
800-473-7530 T/V in Utah
801-263-4865 FAX
E-mail: rtubcher@usor.state.ut.us
Web: <http://www.usor.state.ut.us/>

VERMONT

Division of Vocational Rehabilitation
Department of Aging and Disabilities
103 South Main Street
Waterbury, VT 05671-2303
Coordinator: Rene Pellerin
802-241-2199 T
802-241-2186 V
802-241-3359 FAX
E-mail: rene@dad.state.vt.us
Web:
<http://www.dad.state.vt.us/dvr/deaf/dsp.htm>

VIRGINIA

Department for the Deaf and Hard of Hearing

Ratcliffe Building
1602 Rolling Hills Dr., Suite 203
Richmond, VA 23229-5012
Director: Ronald L. Lanier
804-662-9502 T/V
800-552-7917 T/V in VA
804-662-9718 FAX
E-mail: DDHHinfo@DDHH.state.va.us
Web: <http://www.vddhh.org>

Department of Rehabilitative Services
8004 Franklin Farms Drive
P.O. Box K300
Richmond, VA 23288-0300
State Coordinator: Mary Nunnally
804-662-7614 T/V
800-464-9950 T
800-552-5019 V
804-662-9140 FAX
E-mail: nunnalmc@drs.state.va.us
Web: <http://www.vadrs.org/>

WASHINGTON

Office of the Deaf and Hard of Hearing

Department of Social and Health

Services
P.O. Box 45300
Olympia, WA 98504-5300
Director: Leon Curtis
360-902-8000 T/V
360-753-0699 T
800-422-7930 T/V
800-422-7941 T/V
360-902-0855 FAX
E-mail: AnnetJL@dshs.wa.gov

Division of Vocational Rehabilitation
P.O. Box 45130
Olympia, WA 98504-5130
State Coordinator: Ann Janni
360-438-8000 T/V
800-737-0617 T/V
360-438-8007 FAX
E-mail: jannia@dshs.wa.gov
Web: <http://www1.dshs.wa.gov/dvr/>

WEST VIRGINIA

West Virginia Commission for the Deaf
and Hard of Hearing
Capitol Complex, Building 6, Room 863
Charleston, WV 25305
Deputy Director: Roy Forman
304-558-1675 T/V
866-461-3578 T/V Toll Free
304-588-0937 FAX
E-mail: wvcdhh@wvdhhr.org
Web: <http://www.wvdhhr.org/wvcdhh>

West Virginia Division of Rehabilitation
Services
Box 50890 State Capitol
Charleston, WV 25305-0890
State Coordinator: Barbara L. King
304-766-4965 T/V
800-642-8207 V in WV
304-766-4950 FAX
E-mail: Barbarak@mail.drs.state.wv.us
Web: <http://www.wvdrs.org/>

WISCONSIN

Office for the Deaf and Hard of Hearing (BDHH)

Department of Health and Family Services

1 West Wilson Street, Room 451

P.O. Box 7851

Madison, WI 53707-7851

Director: Linda Huffer

608-266-3118 T/V

608-264-9899 FAX

E-mail: Huffell@dhfs.state.wi.us

E-mail: vossmv@dhfs.state.wi.us

Web:

<http://www.dhfs.state.wi.us/sensory>

Division of Vocational Rehabilitation

Dept of Workforce Development

201 E. Washington Avenue A-100

Madison, WI 53707

Administrator: Charlene Dwyer

608-266-0283 T

888-877-5939 T

800-442-3477 V

608-266-1133 FAX

E-mail:

Charlene.dwyer@dwd.state.wi.us

Web: <http://www.dwd.state.wi.us/dvr/>

WYOMING

Division of Vocational Rehabilitation

851 Werner Court, Suite 120

Casper, WY 82601

State Coordinator: Lori Cielinski

800-452-1408 T/V

307-472-5601 FAX

E-mail: lcieli@state.wy.us

Web:

<http://dwsweb.state.wy.us/vr/deafservice.s.asp>

File 501/Revised 08/2004

CHECKLIST OF APPROPRIATE SERVICES TO PERSONS WHO RELY ON VISUAL CUES (DEAF, HARD OF HEARING, NON-VERBAL)

While checklists do not ensure quality services, there are some basic elements to appropriate services to persons who rely on visual cues which can be easily delineated. The absence of such elements indicates a lack of a person-centered approach as to the needs common to most deaf, hard of hearing or non-verbal individuals.

Many accommodations are low-cost, free, or reimbursable under MaineCare. Provider agencies and state services are required to provide EQUAL ACCESS to programs, and EFFECTIVE COMMUNICATION so that deaf and hard of hearing, and other non-verbal clients receive an EQUAL BENEFIT from the services offered.

BUILDING ADAPTATIONS:

1. Visual and tactile alarms and alerts, such as:

- Fire alarms (flashing and/or bed vibrating)
- Doorbell flashers
- Door knock lights (for bedrooms and bathrooms)

Visual fire alarms are especially important to assure deaf persons an equal right to survive a fire. Those who do not currently respond to audible alarms independently may be classified by DHHS as "non-ambulatory", requiring higher staffing ratios, or are inappropriately dependent on family members when they could function independently given the proper equipment.

2. Use of mirrors and open space in building layout and décor. As deaf people need to see to communicate and be aware of environmental cues, strategic use of mirrors can aid in avoiding collisions around corners, food burning on the stove, and unpleasant surprises of people "sneaking up" from behind. Open spaces, such as kitchens opening on to dining areas, or dining/living room combinations aid in communication and inclusion in activities.

3. Use of three-way light switches, to permit turning on and off lights from several locations in a room. Flashing the light is a culturally appropriate way to get a deaf person's attention, and light is crucial to visual communication.

4. TV closed caption decoder connected to every TV. Newer TVs have a decoder chip built in; staff need to know how to turn the captions on and teach that to the client. Captioned TV has been proven to increase comprehension, even for those with extremely limited reading ability.

5. Furnishings should **facilitate visual communication**: Kitchen and dining tables should be round. Living room furniture should be positioned so that sight lines permit viewing others in the room. Avoid busy wallpaper patterns.

COMMUNICATION:

1. Develop a **communication policy** which includes using visual communication AT ALL TIMES in the presence of non-verbal consumers. Be as specific as possible, acknowledging individual needs and preferences. Avoid blanket statements such as "We will use the language the consumer prefers" or "We will use Total Communication". Define terms such as Total Communication (often used to mean Simultaneous Communication – talking and signing at the same time).

2. Request a **language and/or communication assessment**, which becomes part of the client's service plan. Depending on the client's communication style, the assessment should include input from a speech-language pathologist AND from someone able to assess the person's signing or gesturing skills (a fluent signer, such as a deaf person or a hearing person trained to assess sign language). Contact the Maine Center on Deafness at 797-7656, 1-800-639-3884 Voice/TTY or Romy Spitz, Ph.D., Technical Consultant on Deafness, 174 Lower Main, Freeport 874-5923 (TTY); 865-0307 (FAX); USM 780-5933 (TTY). E-mail: romyspitz@hotmail.com

3. Offer the opportunity for **Sign Language or Visual Gestural Therapy** in individual service plans, to compensate for lack of exposure and opportunity to learn sign.

4. Require **staff training** on an ongoing basis, on techniques for effective communication with hard of hearing people, and to achieve proficiency in American Sign Language. This is important to provide a language-rich environment to clients from which they can learn and to assure they will be understood when they sign something to staff.

5. Staff **recruitment efforts**, such as advertisements and application forms, **should address signing ability**. Every effort should be made to include Deaf or sign language-fluent hearing people in the interview process to evaluate signing skills.

6. Use professional, **qualified sign language interpreters** to facilitate communication at meetings, trainings, to explain program changes, etc. Educate and inform psychiatrists, doctors, dentists and other service providers that they are required under the ADA to provide accommodations for effective communication, and that the cost is reimbursed by MaineCare. Know where to obtain interpreter services and the payment mechanism involved.

PERSONAL ASSISTIVE DEVICES:

1. Wake up devices, **such as alarm clock connected to a light or a bed vibrator.**
2. **TTY**, also referred to as TDD or TT, available **on site and in the agency main office**, to receive incoming TTY calls as well as place outgoing calls, with staff trained and comfortable in its use. Support should also be provided to the family/guardian in obtaining a TTY as well. TTYs are available to deaf and hard of hearing individuals (FREE loan for low income; half price for others) from the Maine Center on Deafness Telecommunications Equipment Program. Call 1-800-639-3884 (outside the Portland calling area) or 797-7656 (greater Portland area) for application forms. Both numbers are Voice and TTY.
3. Consider use of a **FAX** machine if the individual cannot possibly read or write well enough for communication over the TTY. Most likely the agency, parents, friends or other support people have access to a FAX machines. Photos, drawings, and picture-word communications can be faxed back and forth to pre-programmed numbers to maintain connections and build independence. FAX machines are available through the Telecommunications Equipment Program above.
4. **Communication devices** as appropriate. These include touch talkers, picture books or cards, communication boards, and hearing aids. These should be used in addition to staff learning to sign, not instead of it!

The Office of Deaf Services and Multi-Cultural Diversity within the Department of Health and Human Services can provide information on where to obtain equipment and services, and is available for consultation to agencies, caseworkers, and family members.

*In Augusta:
(207) 287-4240 V/TTY
287-1022 FAX*

A few companies selling adaptive equipment – call for a catalogue and information (not an endorsement)

Harris Communications	1-800-825-6758 V	1-800-825-9187 TTY	www.harriscomm.com
Hartling Communications	1-800-475-3183 V	1-800-672-9455 TTY	www.hartling.com
Hear More	1-800-881-4327 V	1-800-281-3555 TTY	www.hearmore.com
HITEC	1-800-288-8303 V		
LS & S Group, Inc.	1-800-468-4789 V	1-800-317-8533 TTY	
Weibrecht Communications	1-800-233-9130 V/TTY		www.weitbrecht.com

IN SEARCH OF A COMMUNICATION-FRIENDLY HOME

By Anne McIntosh, PH.D.

Hearing Health - The Resource Guide Summer 2001 , Volume 17, Number 2

If you are like many homeowners, you may tend to accept without question the multitude of communication barriers that exist within the sanctity of your home. What you may not know is that numerous home designs needlessly compound the communication difficulties encountered by people with hearing loss.

Think about this: Classrooms, coliseums, theaters, amphitheaters and opera houses are designed with listening in mind. Unfortunately, these principles are seldom applied to our homes. Nevertheless, whether renovating or building a new home, we *can* apply design elements to bolster communication.

KEEP IN MIND: VISION AND HEARING

Not all floor plans are created equally. Most houses are constructed based on square and rectangular measurements, creating visual barriers and interfering with the travel of sound.

Sound waves operate optimally in a circular motion. In this way, distortion is reduced by preserving the configuration of the waves themselves until the airborne waves reach the human ear. Keep these points in mind as you heighten your awareness of how critical sight and sound are for communication. Always remember vision and hearing accessibility when designing a home.

COMMUNICATION-FRIENDLY DESIGNS

Rather than cutting up their homes into individual rooms, people now want their residences to be more "open" and "whole". Below are some examples of "dividers" and how they can be transformed into "joiners".

WALLS

Generally speaking, a wall is one solid mass from floor to ceiling, especially if it is a support or load-bearing wall. Walls are needed on the outside of a house, of course, but do you need all of your interior walls? A single column rather than a wall holds the weight of the upstairs.

Some walls can be cut in half. This provides the sense that a person is going from one room to another without obstructing sight and hearing yet provides definition and privacy.

To increase hearing and vision in your home, consider these other alternatives to a solid wall: A step or two down into another level to indicate that there are two separate rooms instead of one larger room. Hardwood floors with design patterns to mark off room dimensions without obstructing vision or sound.

DOORS

Houses need heavy exterior doors for safety reasons. Some doors are so heavy that they require four hinges to hold them in place. If the door is thick, use a peephole to see who is at the door. If communication through the door is difficult, install a speakerphone outside. Sidelights offer visual communication without compromising security.

Awnings are an attractive option over porch stoops. Because awnings do not require posts or columns, which can obstruct view, it is easy to see who is at the door.

Like walls, doors have traditionally been full length and heavy.

Interior doors serve as entryways from one room to another. These doors do not necessarily need to be solid to provide security as exterior doors do. Interior doors can be: Half-doors, so that the top half can be open for unobstructed visual and auditory passage. Glass-paned French doors, which can be covered if you do wish to conceal the view. Saloon-type swinging doors, which can define laundry room space from kitchen space without creating a boxed-in or closed-off feeling.

Archways rather than doors as they clearly define the dimensions of a room, again without blocking sight or sound.

WINDOWS

In the past, home-owners often limited the number of windows in the houses they built because they allowed heat to escape in the winter and enter in the summer. Fortunately window technology has advanced over the last few years. Today, energy-efficient double and triple-paned windows are standard.

Aesthetically designed windows can be placed near the ceiling level to allow natural light to flow through without jeopardizing privacy. Building standards recommend that 10 percent of a room be windows. For example, a 12' x 12' room equals 144 square feet; 10 percent of 144 square feet would yield 14 feet to glass windows. Because people with hearing loss use light to help with speech reading, consider overhead can lights to reduce the shadowing effects that can impede speech reading.

CEILINGS

A room with four solid walls, uncarpeted floor, and a flat ceiling creates a "boxed-in" feeling. As mentioned earlier, sound does not travel well within these confines. Slight vaulting of ceilings can dramatically improve sound flow. "High-hat" ceilings generally provide the best lighting. Use hanging fixtures and lamps to further illuminate the intended mood and access of the room.

FLOORS

Homeowners have many choices for floors: carpets, linoleum, vinyl, hardwood or tile. Borders can be built into a tiled floor to define a room without using walls or doors. Not only do car-pets provide warmth, insulation and a quieter walk, but they also absorb reverberation. Homeowners may want to be able to hear movement in the house over a large square-foot area. In this situation, going with materials such as wood that are conducive to sound travel.

ASSISTIVE ALERTING SIGNALS

Our homes are filled with an abundance of buzzing signals to help keep the household running smoothly: smoke/fire alarms, door-bells, phone ringers, kitchen timers, ovens, dryers, etc. Can you hear all of them? If not, consider: installing strobe fire alarms on every level of your home with one alarm in the room where the family member with the hearing loss sleeps; and phone and door flashers for when hearing aids or cochlear implants have been removed.

COMMUNICATION: ROOM BY ROOM

BATHROOMS

Bathroom design has become more elaborate in recent years. Today, baths are talked about more openly and the designs have become more sophisticated with the inclusion of exotic plants, Jacuzzis, whirlpool baths, and bidets. Earlier bathrooms were designed for one person to use at a time. Master bathrooms have undergone changes to become more functional for two people.

Architects realize that many couples are dual career and that there may be several family members getting ready in the mornings. Knowing that more than one person will be in a bathroom at the same time can be capitalized on and enhanced (i.e., tub/whirlpool for two, double shower heads, double sinks).

Jack Salmela, whose story was published in Newsweek a few years ago, hired an architect who claimed to design a home for each homeowner's particular needs. Salmela's experience was mixed as he had a few guidelines of his own which he wanted implemented. It took several revisions before the architect incorporated all of Salmela's requests. "Function just didn't have the same priority with the architects. ... Our architects, as I believe with most, placed an undue emphasis on appearance. Some features seem to have been incorporated for their design value without consideration for their function" (Salmela, 1996).

Deaf and hard-of-hearing people have different needs in their homes. Your requests may not seem important to your building, so make sure you are assertive in designing a house that takes into account your communication needs.

Saunders and McCormick write, "We hope that in the future human factors will become more involved and recognized for their contribution to the quality of life and work, contributions that go beyond issues of productivity and safety and embrace more intangible criteria such as satisfaction, happiness, and dignity (1993). It is true that the primary purpose of a home is to provide shelter but as Saunders and McCormick have attested, when homeowners pay closer attention, other intangibles like satisfaction can be had as well. And, of course, for deaf and hard-of-hearing homeowners, that includes the ability to maximize on communication within the walls of their homes.

SOLUTIONS TO COMMON PROBLEMS

Minimize the use of walls in family areas. Doing so will make it easier to see people in other rooms.

Insulate interior walls for maximum auditory cushioning.

Install motion sensors on exterior lights. Exterior lights should be visible from rooms in which you spend most of your time in (e.g., family room or kitchen).

Use columns to take the place of load-bearing walls when appropriate. The additional space will make the home much roomier.

Consider concrete slabs, which deaden sound by absorbing vibrations. If, on the other hand, sounds or vibrations are desired, use wood structure for floor supports.

Use archways or glass-paned doors instead of solid doors inside the house.

Insulate all closet doors which house noise-producing appliances (furnace, central vacuums, water heater, etc.).

Arrange furniture away from distractions such as televisions, doorways, and high traffic areas. Sound loses half of its energy every six feet, so be mindful of how far apart the recliner is from the sofa when arranging furniture.

Dr. Anne McIntosh received her doctorate from the University of Texas at Austin. She has published magazine articles, conference papers, journal articles, book chapters and a children's book on communication issues, including communication accessibility.

McIntosh has over 15 years of college and university teaching experience, in addition to her private consulting firm, Communication Connection. She is active with the Steve Hodges Foundation for the Hearing-Impaired, NC-SHHH and Lake Norman SHHH. She and her husband Wayne live in Davidson, NC in their newly built communication-accessible home! She can be reached at 704-896-3488 Voice/TTY or mcintosh@vnet.net.

REFERENCES AND ADDITIONAL READINGS:

Brown, Bernie, Capoccitti, Joni, Gertin, Raymond and Timmons, Mary "Access, deaf style." Unpublished paper. Glastonbury, CT, September 30, 1995

Center for Accessible Housing. "A very fine house,; Housing design for people who are hard of hearing or deaf, "*Hearing Loss*, vol. 21, no. 3, p.21, 2000.

Heerwagen, Dr. Dean. *Personal communications*. University of Washington. Seattle, WA, August, 1996.

Heyne, P. *Mirror by Design*. John Wiley & Sons, 1996.

Housen, C.V. "Keep it going," *LA Times*, pp. K1, K5, March 31, 1996.

"How to design a better family room," *Professional Builder*, pp. 48-49, August, 1996.

Ladau, R.F. Smith, B. Sk. & Place, J., *Color in interior design and architecture*. New York: Van Nostrand Reinhold, 1989.

Rossbach, S. & Yun, L. *Living Color*. New York: Kodansha International, 1994.

Salmela, J., "My turn: Design for living?" *Newsweek*, p. 10, March 18, 1996.

Saunders, M.S. & McCormick, E.J. *Human factors in engineering and design*, 7th ed. New York: McGraw-Hill, Inc., 1993.

Slager, R.D. "On the road to your dream house", *Hearing Health*, vol. 13, no. 5, pp. 38-39; 41, Sept/Oct, 1997.

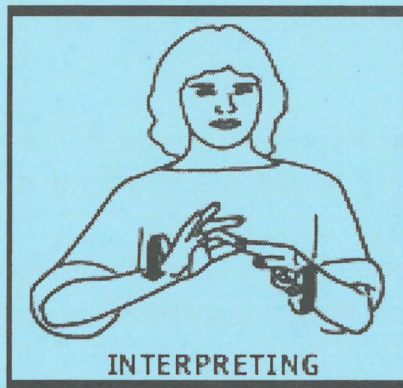
Smith, L. & Gilbert, R. *Your colors at home*. Washington, DC Acropolis Books, Ltd., 1985.

Wolkomir, R. "They're getting machines to pipe down, " *Smithsonian*, 26 (11), pp. 56-57, 1996.

MAINE LEGAL INFORMATION

SIGN LANGUAGE INTERPRETERS *MUST* BE LICENSED

32 § 1525. License required: As of June 30, 2000, individuals who are compensated for providing interpreting services for deaf and hard of hearing people must be licensed with the Department of Professional and Financial Regulation, Office of Licensing and Registration (OLR).



Licensed interpreters are issued a wallet sized identification card. It is good practice to document the identifying number on paperwork related to the interpreted encounter.

All licensed interpreters shall make available to the consumer and hiring party the OLR's Disclosure form that includes photo, signature, current licenses and training.

LIMITED LICENSING REQUIREMENTS

Interpreters must provide to the Office of Licensing and Registration proof that they have attained:

1. 18 years of age.
2. A high school diploma or equivalent.
3. A sworn, signed statement that the applicant has read, understands, and agrees to abide by the Code of Ethics of the Registry of Interpreters for the Deaf, Inc.
4. 100 hours of training, by an approved body, in American Sign Language (ASL), or a letter attesting the ASL skill is equal to 100 + hours of instruction.
5. 100 hours of training in the interpreting process, Deaf Culture and ethics within the past five years.

LICENSING REQUIREMENTS (Advanced level of Interpreting)

Numbers 1, 2 and 3 above **AND:**

Provide documented proof of certification by the Registry of Interpreters for the Deaf, Inc., or, documented proof of a minimum certification level of 4 from the National Association of the Deaf, Inc.

DEFINITIONS

Interpreting, simply stated, is receiving a message in one language and delivering it in another. Interpreting is a complex process that requires a high degree of linguistic, cognitive and technical skills.

Deaf people are those people whose sense of hearing is nonfunctional for the purpose of communication and whose primary means of communication is visual or tactile.

Hard of Hearing are those people who have a functional hearing loss, who may or may not primarily use visual and tactile communication and who may or may not use assistive listening devices.

For a list of Licensed & Limited Licensed Interpreters, and/or information on licensing fees and how to apply for licensing as an interpreter for deaf and hard of hearing people, contact the:

Office of Licensing and Registration

#35 State House Station
Augusta, ME 04333-0035

Voice: (207) 624-8603

TTY: (207) 624-8563

Anne Head

Telephone: (207) 624-8633 or E-mail: Anne.L.Head@maine.gov

or

Marlene McFadden

Telephone: (207) 624-8624 or E-mail: marlene.m.mcfadden@maine.gov

STATE OF MAINE

10-144

DEPARTMENT OF HEALTH AND HUMAN SERVICES

BUREAU OF MEDICAL SERVICES

Chapter 101

MAINE MEDICAL ASSISTANCE MANUAL

CHAPTER I

GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

SECTION I	GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES
-----------	--

7/1/79

1.06 COVERED AND NON-COVERED SERVICES (cont.)

1.06-3 Interpreter Services

Eff. 7/1/04 The provider must ensure that MaineCare members are able to communicate effectively with the provider regarding their medical needs. MaineCare will reimburse providers for interpreters required for non-English and limited English speaking members and/or deaf/hard of hearing members, when these services are necessary to communicate effectively with the members regarding health needs. Interpreter services

Eff. 7/1/04 can only be covered in conjunction with another covered MaineCare service. Interpreter wait time is not covered.

Eff. 7/1/04 In situations where interpreters are required, family members or personal friends may not be used as paid interpreters. "Family" means any of the following: husband or wife, natural or adoptive parent, child, or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent or grandchild, spouse of grandparent or grandchild or any person sharing a common abode as part of a single family unit.

However, family members or friends, with the exception of minors, may be used as non-paid interpreters if: 1) requested by the member; and 2) the use of such a person would not compromise the effectiveness of services or violate the member's confidentiality; and 3) the member is advised that an interpreter is available at no charge to the member.

Eff. 7/1/04 If a paid interpreter is hired, the provider can select the interpreter. In addition, MaineCare will not reimburse for the interpreter transporting the member at the same time as billing for interpreter services. All interpreter services must be provided in accordance with the Americans with Disabilities Act.

Eff. 7/1/04 When a provider requests reimbursement for any interpreter services, a statement of verification regarding the interpreter qualifications including date, time of service, duration, language used, the name of the interpreter, and the cost of performing

Eff. 7/1/04 the services must be documented in the member record.

Providers are responsible for ensuring that interpreters protect patient confidentiality and adhere to an interpreter code of ethics. Providers shall document that interpreters have provided evidence of having read and signed a code of ethics for interpreters equivalent to the model included as Appendix #1. This shall be deemed as compliance with this requirement.

1.06 COVERED AND NON-COVERED SERVICES (cont.)

The following code is to be used for reimbursement for interpreters for both deaf/hard of hearing members, and for language interpreters required for non-English speaking members:

Eff. 7/1/04

T1013 Sign language or oral interpreter services per fifteen minutes, by report.

A. Interpreters for Deaf/Hard of Hearing Member

Providers of interpreter services must be licensed by the Maine Department of Professional and Financial Regulation as: Certified Interpreters/Translators, Certified Deaf Interpreters, Limited Interpreters/Translators, or as Limited Deaf Interpreters.

Eff. 7/1/04

Reimbursement for deaf MaineCare members who utilize non-standard signing is available for a relay interpreting team including a deaf interpreter, for whom signing is in his/her native language, working with a hearing interpreter. In such cases, MaineCare will pay for two interpreters.

Note: Any other codes for interpreter services for deaf/hard of hearing members currently listed in the specific service Sections of the MaineCare Benefits Manual are no longer valid.

B. Language Interpreters

Eff. 7/1/04

The provider may provide language interpreter services either through local resources, or through national language interpreter services such as the "Pacific Interpreters, AT&T Language Line," or comparable services. Wherever feasible, local and more cost effective interpreter resources are to be utilized first. Interpreter language lines are to be used as a last option and when more cost effective local resources are not available.

Eff. 7/1/04

In all cases, the provider must include in the billing document: date and time of the interpreter service, duration, language used, and the name of the interpreter. For language interpreters required for non-English speaking members, providers

Eff. 7/1/04

must use:

ZA7* Interpreter services provided via documented use of Pacific Interpreters, AT&T Language line, or equivalent telephone interpreting service, must be by report with copies of the invoice attached.

*Please Note: This code is subject to change and may be superseded by any appropriate code(s) released as part of the Health care Common Procedure Coding System (HCPCS).

1.06 **COVERED AND NON-COVERED SERVICES (cont.)**

C. Exceptions

Hospitals, private non-medical institutions, intermediate care facilities for people with mental retardation, and nursing facilities may not bill separately for either language or deaf/hard of hearing interpreter services. For hospitals, private non-medical institutions, ICFs-MR, and nursing facilities, these costs will be allowable and are included in the calculation of reimbursement.

1.06 **COVERED AND NON-COVERED SERVICES (cont.)**

When requesting reimbursement for any interpreter services, a statement of verification regarding the interpreter qualifications including date, time of service, and the cost of performing the service shall be documented in the member's record.

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

SECTION I

GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

7/1/79

APPENDIX #1

CODE OF ETHICS FOR INTERPRETERS*

Eff. 7/1/04

The following principles of ethical behavior are affirmed to protect and guide interpreters and transliterators, both for non-English speaking, and for hearing and deaf members. Underlying these principles is the desire to insure for all the right to communicate.

This Code of Ethics applies to all interpreters and transliterators providing services to MaineCare members and reimbursed by MaineCare.

Interpreters/translitterators shall keep all assignment-related information strictly confidential.

Interpreters/translitterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.

Interpreters/translitterators shall not counsel, advise or interject personal opinions.

Eff. 7/1/04

Interpreters/translitterators shall accept assignments using discretion with regard to skill, setting, and the members involved.

Interpreters/translitterators shall request compensation for services in a professional and judicious manner.

Interpreters/translitterators shall function in a manner appropriate to the situation.

Interpreters/translitterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.

Interpreters/translitterators shall strive to maintain high professional standards in compliance with the Code of Ethics.

I have read, understand and agree to abide by the Code of Ethics as stated above.

printed name

written signature

date

* Adapted from the Code of Ethics of the Registry of Interpreters for the Deaf (RID).

MaineCare Benefits Change for Interpreter Costs

As of 9/15/03, MaineCare (formerly known as Medicaid) will now reimburse providers of MaineCare covered services to patients/clients who have MaineCare. Now the full cost of interpreting is covered by MaineCare to providers when hiring interpreters, both spoken language and sign language.

The medical services provider must document the qualifications of the interpreter, and have the interpreter sign a Code of Ethics for each interpreted encounter.

This increase in reimbursement removes the cost barrier for medical providers to making their services accessible to those with MaineCare.

**The full MaineCare Benefits Manual can be found on line at:
http://www.state.me.us/bms/rulemaking/c_i_s_1_f_complete/c_i_s_1_f_complete.pdf**

LEGAL INFORMATION

Obligations of State and Local Government Agencies Under the Americans with Disabilities Act

Title II of the Americans with Disabilities Act (ADA), 42 U.S.C. 12131-12134, imposes explicit obligations on all state and local government agencies to be accessible to individuals with disabilities. It applies to all of the programs and services provided by city, county and state agencies, school systems, legislative bodies, and courts. The U.S. Department of Justice has stated that "Title II [of the ADA] applies to anything a public entity does." 56 Fed. Reg. 35696 (July 26, 1991).

The U.S. Department of Justice has written regulations to implement Title II of the ADA. 28 C.F.R Part 35, 56 Fed. Reg. 35694 (July 26, 1991). These regulations specifically address the obligation of a local government to remove communication barriers for deaf individuals:

- (a) A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.
- (b) (1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity conducted by a public entity.

(2) In determining what type of auxiliary aid and service is necessary, a public entity shall give primary consideration to the requests of the individual with disabilities. 28 C.F.R. 35.160.

Auxiliary Aids and Services

The regulation defines "auxiliary aids and services comprehensively. The definition includes:

Qualified interpreters, notetakers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making orally delivered materials available to individuals with hearing impairments...and...other similar services and actions. 28 C.F.R 35.104.

The appropriate auxiliary aid or service depends on the context of the communication and the needs of the individual with disabilities. The primary consideration in choosing an aid or service is to determine whether or not it can provide individuals with hearing impairments an opportunity to participate effectively in the local government's program or service. For example, some deaf people may need a sign language interpreter to follow the proceedings conducted at a city council meeting or in a courtroom. Other people with hearing impairments do not use sign language. They may need computer-assisted transcription, which can display instantaneous transcripts of the proceedings on a screen, or an assistive listening system (e.g. a loop system or an FM or infrared amplification system) in order to understand and participate. If the proceeding is broadcast on television, captioning may be the most appropriate way to give access to deaf viewers.

When there is a disagreement or uncertainty about the appropriate auxiliary aid or service, the regulations require the public agency to give "primary consideration" to the requests of deaf individuals. The Justice Department has explained:

The public entity shall honor the choice [of the deaf individual] unless it can demonstrate that another effective means of communication exists or that the use of the means chosen would not be required under 35.164. Deference to the request of the individual with a disability is desirable because of the range of disabilities, the variety of auxiliary aids and services, and different circumstances requiring effective communication. 56 Fed. Reg. 35711-12 (July 26, 1991).

Regulations to Title II define a "qualified interpreter" to be:

...an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary. 28 C.F.R. 35.104.

State or local governments are prohibited from assessing charges for the provision of auxiliary aids or services on the individual requesting those aids or services. 28 C.F.R. 35.130 (f).

Telephone Services

Title II of the ADA also requires that state and local governments make their telephone services accessible to deaf individuals through a telephone typewriter (TTY):

Where a public entity communicates by telephone with applicants and beneficiaries, TTYs or equally effective telecommunication systems shall be used to communicate with individuals with impaired hearing or speech. 28 C.F.R. 35.104.

Public entities may, to some degree, rely upon relay services to meet this requirement. If there is not yet a functional relay system in the area, then the city should have at least one TTY, separate from the 911 emergency service, through which deaf citizens can call to reach city services and get information about city programs and activities. For example if a deaf person needs to contact the voter registration office, the city TTY-information line should be able to facilitate the communication between the deaf individual and that office.

The analysis to the Department of Justice rules on the issue of telephone access further explains that even where relay systems exist, city halls and other entities that have extensive telephone contact with the public should have TTYs on site to insure direct immediate access for TTY users. Indeed, many public entities will find that they need TTYs in a variety of different agencies to meet the needs of deaf citizens.

Emergency Telephone Services

The ADA requires emergency telephone services, such as fire, ambulance, and police emergency telephone services, to provide direct TTY access to those services:

Telephone emergency services, including 911 services, shall provide direct access to individuals who use TTYs and computer modems. 28 C.F.R 35.162.

Where 911 services are available to hearing individuals, a separate seven-digit TTY number is not considered a permissible substitute for TTY users. Although a local government may provide a separate seven-digit number, this must be in addition to the provision of direct TTY access to its 911 number, if the 911 number is available to voice telephone users.

Notice

Government agencies must disseminate information to applicants, participants, and other interested persons about their rights and protection under the ADA (28 C.F.R. 35.106). For example, they should routinely publicize the method that deaf persons can use to request necessary aids and services such as interpreters at city activities. TTY-accessible telephone numbers to governmental departments should be clearly identified in telephone directory listings, agency letterhead, and information disseminated about city, state or county services.

LEGAL INFORMATION

Are Doctors Required to Provide Interpreters for Medical Visits and Other Medical-Related Situations?

The short answer is yes. This is covered under the Title III of the Americans with Disabilities act (ADA). If you feel that you need an interpreter in order to understand what your doctor/health care provider is telling you, then the doctor/health care provider is required to provide you with one. It is best to contact your doctor/health care provider directly and tell them, prior to your appointment, that you need an interpreter. Do not hire your own interpreter and expect the doctor/health care provider to pay your interpreter for you. You may run into problems that way.

The doctor/health care provider must pay for the cost of an interpreter, even if the cost of the interpreter is more than the cost of your visit. The doctor/health care provider is expected to handle the cost of interpreters as normal business expense or as part of the overhead costs of operating a business.

If your doctor/health care provider tries to encourage you to bring in a signing family member or a friend as a way to "save costs", say no. Family members and friends cannot be expected to be neutral and sign everything they hear. They may be emotionally or personally involved with you and this may affect their interpreting. Using them as interpreters can also cause problems in maintaining your confidentiality as a patient.

LEGAL INFORMATION

Obligations of Doctors and Other Health Care Providers Under the Americans with Disabilities Act

Title III of the Americans with Disabilities Act (ADA) prohibits discrimination against deaf and hard of hearing people in places of public accommodation. Included within the definition of places of public accommodation is any "professional office of a health care provider," regardless of the size of the office or the number of employees. 28 C.F.R. 36.104. The ADA therefore applies to doctors, dentists, psychiatrists and psychologists, hospitals, nursing homes and health clinics, and all other providers of mental and physical health care.

Places of public accommodation must be accessible to individuals with disabilities. For deaf and hard of hearing people, this means that they must remove barriers to communication. Doctors and health care providers must make sure that they can communicate effectively with their deaf patients and clients by providing "auxiliary aids and services" for these individuals:

"Auxiliary aids and services" expressly include qualified interpreter, transcription services, and written materials, as well as the provision of telecommunications devices for the deaf (known as TDDs or text telephones), telephone handset amplifiers, television decoders and telephones compatible with hearing aids. 28 C.F.R. 36.303 (b) (1).

When there is dispute between the health care provider and the deaf individual as to the appropriate auxiliary aid, the Justice Department strongly urges the doctor to consult with the deaf person about the effectiveness of a proposed auxiliary aid.

The Justice Department regulation defines a "qualified interpreter" as an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary. 28 C.F.R. 36.104.

For individuals who use sign language, interpreters are often needed to provide safe and effective medical treatment. Unless a doctor can communicate effectively and accurately with a patient, there is a grave risk of not understanding the patient's symptoms, misdiagnosing the patient's problem, and prescribing inadequate or even harmful treatment. Similarly, patients may not understand medical instructions and warnings or prescription guidelines without the provision of an interpreter.

Typical examples of situations in which interpreters should be present are obtaining a medical history, obtaining informed consent and permission for treatment, explaining diagnosis, treatment and prognosis of an illness, conducting diagnosis, treatment and prognosis of an illness, conducting psychotherapy, communicating prior to and after major medical procedures, explaining medication, medical costs and insurance issues, and explaining patient care upon discharge from a medical facility.

The Justice Department warns that family members and friends may not be able to provide impartial or confidential interpreting, even if they are skilled sign language users:

In certain circumstances, notwithstanding that the family member or friend is able to interpret or is a certified interpreter, the family member or friend may not be qualified to render the necessary interpretation because of factors such as emotional involvement or considerations of confidentiality that may adversely affect the ability to interpret "effective, accurately, and impartially." 56 Fed. Reg. 35553 (July 26, 1991)

The doctor may not charge the patient for the cost of interpreter service or other auxiliary aid or service, either directly or by billing the patient's insurance carrier:

A public accommodation may not impose a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measure, such as the provision of auxiliary aids, barrier removal...and reasonable modifications...that are required to provide that individual or group with the nondiscriminatory treatment required by the Act or this part. 28 C.F.R 36.301 (c).

APPENDIX A

GLOSSARY OF TERMS

American Sign Language (ASL) - American Sign Language is the visual-gestural language that includes hand shapes and gestures, and, together with bodily and facial cues, forms signs. The signs have meaning in themselves and are ordered according to their own syntactic rules to express thoughts, ideas and feelings. Deaf children who have Deaf parents often acquire this cultural language as a first language.

Comprehensive Skills Certificate (CSG) - See Qualified Interpreter.

Cued Speech - A system designed for use with the hearing impaired which employs eight hand shapes used in four hand locations to supplement the visual manifestations of normal speech, making spoken language visually clear.

Deaf - (upper case "D") Indicates a cultural identification with members of the Deaf community and the use of American Sign Language as the primary communication method.

deaf - (lower case "d") means any person with hearing impairment so severe that communication and learning is primarily by visual methods.

Deafblindness - a combination of vision and hearing loss, not necessarily complete deafness or complete blindness.

Hard of Hearing - This term includes people who:

- Have some degree of hearing impairment ranging from mild to profound;
- Can benefit to some extent from the use of hearing aids or other assistive listening devices;
- Depend primarily upon spoken or written English in communicating with others;
- May or may not have taken steps to deal with their hearing loss, i.e., audiological assessment, use of hearing aids or other technology.

Interpreting - receiving a message in one language and delivering it in another, a complex process that requires a high degree of linguistic, cognitive and technical skills.

Late Deafened - means persons who have severe to profound hearing impairment as defined by audiological measurement that occurred after the development of speech and language. These persons require visual cues to understand spoken words.

Relay Service - A relay service provides for a conversation between a hearing person without a TTY and a deaf or hard of hearing person who has a TTY. The operator serves as a bridge between the two callers and uses two phones, one connected to a TTY. The caller phones the relay service, while the caller waits, a relay operator places a call to the other party. When both parties are on the line at the same time, the operator speaks the deaf person's typed message and types the hearing person's spoken message.

Reverse Skills Certificate (RSC) - See Qualified Interpreter.

TTY - Telephone Typewriter. Also known as TDD: Telecommunications Device for the Deaf or TT: Text Telephone.

Qualified Interpreter - A person who is deemed as competent to provide translations between spoken English and sign language. The following are descriptions of some of the qualification levels:

National Certification Definitions

Comprehensive Skills Certificate (CSC) - Ability to interpret/transliterate using either English or American Sign Language in the situation, selecting the preferred communication mode of the deaf or hard of hearing individual.

Certificate of Interpretation (CI) - Ability to convey a spoken message from English into appropriate or acceptable American Sign Language for interpretation. Also has the ability to voice the signed message in English.

Certification of Transliteration (CT) - Ability to convey a spoken message in English into manually coded English transliteration. Also has the ability to voice the signed English message into spoken English.

Reverse Skills Certificate (RSC) - Ability to interpret with the working knowledge of American Sign Language and English or transliterate with working knowledge of English and a signed code for English. Most RSC interpreters are deaf or hard of hearing.

774 - HELP	68
ABERNATHY, CATHERINE PHD	19
ACCESS CAPTIONING TECHNOLOGY	11
ADAPTIVE EQUIPMENT LOAN PROGRAM	1
ADULT EDUCATION SERVICES	31
AKELEY, ANNE	11
ALCOHOLICS ANONYMOUS	59
ALPHA ONE	1
AMES, MICHELLE	49
AREA AGENCIES ON AGING	2
AROOSTOOK AGENCY ON AGING, INC.	2
AROOSTOOK OUTREACH/GBSD	34
ASSISTED ACCESS-NFSS, INC.	67
AUSTINE GREEN MOUNTAIN LIONS CAMP	61
BANGOR ADULT EDUCATION	31
BANGOR DEAF CLUB	46
BANGOR INTERPRETING AGENCY	39
BANGOR REGIONAL PROGRAM FOR THE HEARING IMPAIRED	31
BARBIASZ, MARY ELLEN	29
BAXTER COMPENSATION AUTHORITY	2
BELL, JULIA	5
BERTULLI, LAURIE	13
BISHOP HOUSE	50
BOSTON CENTER FOR DEAF AND HARD-OF-HEARING CHILDREN (BCDC)	13
BOSTON CHILDREN'S DEAFNESS NETWORK	19
BOUCHARD, ABBY	47
BRACKLOW, KRIS	41
BRISCOE, ANTHONY C.	53
BROWN, ELINOR	51
BROWN, JAMES	46
BUREAU OF ELDER AND ADULT SERVICES (BEAS)	54
C.A.R.E.S., INC	23
CALVARY BAPTIST CHURCH	16
CALVARY BIBLE BAPTIST CHURCH	16
CAMP HORIZONS	61
CAMP MARK SEVEN	61
CAMP SIGN-A-WATHA	62
CAMP SIGN-N-KIDS	62
CANINE COMPANIONS FOR INDEPENDENCE	37
CARON STREET HOUSE	49
CARON, JANE	49
CARR, PAM	11
CARRIER, JUNE	46
CENTRAL MAINE AGENCY ON AGING/SENIOR SPECTRUM	2
CERTIFIED INTERPRETING - THE SIGN LANGUAGE NETWORK	39
CHANDLER, JULIE	60
CHILD DEVELOPMENT SERVICES (CDS)	13
CHILD PROTECTIVE INTAKE-DEPARTMENT OF HEALTH AND HUMAN SERVICES	68

CHIPMAN, LORRIE	56
CHURCH, KIM RN	14
CIVIL RIGHTS COMPLIANCE.....	23
CIVIL RIGHTS DEPARTMENT	4
CLIENT ASSISTANCE PROGRAM	23
CLINICAL CASE MANAGEMENT INTAKE OFFICE.....	20
CLOSED CAPTION MAKER	10
CLOSED CAPTIONING COMPLAINTS	23
COHEN, SHANA LMSW	19
COMMUNICATION ASSESSMENT PROJECT	4
COMMUNITY COUNSELING CENTER.....	14, 19
COMMUNITY HEALTH AND COUNSELING SERVICES.....	20
COMMUNITY INTEGRATION SERVICES.....	49
COMPUTER-ASSISTED REAL-TIME TRANSCRIPTION (CART).....	10
CONNICK, JONATHAN	4
COTE, PAUL.....	29
COTE, STEPHANIE	35, 53
COUGHLIN, CATHY	34
COWART, WAYNE	36
C-PRINT CAPTIONISTS	11
CRAWFORD, DAN	56
CUE CAMP MECHUWANA.....	28
CUED SPEECH ASSOCIATION OF MAINE.....	28
CUED SPEECH SERVICES.....	28
CUSHMAN, CHARLOTTE.....	29
CUSTOM CAPTIONS	10
DACH, KRISTINE MA.....	19
DAVIS, PETER.....	53
DEAF COMMUNITY SKILLS PROGRAM	50
DEAFDIGEST BY SILENT NEWS.....	48
DELUCCIA, EDWARD	12
DEPARTMENT OF HEALTH AND HUMAN SERVICES - CHILD PROTECTIVE INTAKE.....	14
DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS).....	55
DEPARTMENT OF LABOR-DIVISION OF DEAFNESS.....	18
DEPRESSION MANIC DEPRESSION-MAINE	64
DEVINNEY, JAN.....	18, 57
DICKEY, HEATHER.....	5
DISABILITY RIGHTS CENTER OF MAINE	24, 42
DISTRICT COURTS.....	27
DIVISION FOR THE BLIND AND VISUALLY IMPAIRED (DBVI)	29
DIVISION OF DEAFNESS	57
DOGS FOR THE DEAF, INC.	37
DOROTHY AMES TRUST FUND	12
DRUMMOND, WOODSUM & MACMAHON	44
DUNLEAVY, JOHN.....	1
DURRANT, ERNEST.....	10
DYER, BECKY	31
EARL, POLLY.....	28, 34
EASTERN AGENCY ON AGING	2

EDGERTON, MARY	4, 25
EMENS, STEPHANIE	56
ENTWHISTLE, NANCY	53
ERRIGO, COURTNEY	34
FAIRSERVICE, CAROLYN.....	52
FAMILY VIOLENCE ASSISTANCE PROJECT.....	3
FAWCETT, JULIE	18
FEDERAL COMMUNICATION COMMISSION (FCC).....	24
FITZGERALD, LISA	10
FRAME, GREGG	44
FREDRICK, TRACEY	50
GALLANT, WALTER	10
GALLIE, BETH	4, 25, 43
GAMBINO, LORI	52
GARDINER, SUZANNE	25, 64
GERMANO, JENNIFER.....	15, 34, 64
GERMANO, MICHAEL.....	2
GILLIS, BARBARA.....	53
GIRARDIN, KATHRYN.....	35
GOLDEN, MARTY	56
GOODWILL INDUSTRIES OF NORTHERN NEW ENGLAND	49
GOVERNOR BAXTER SCHOOL FOR THE DEAF	32
GRACE BAPTIST CHURCH	16
GREAT PLAINS ASSISTANCE DOGS	37
GREENE, STEPHEN S. PH.D.	20
GRONDIN, JERRY.....	60
GROUP MAIN STREAM	50
GULATI, SANJAY DR.	19
HARBAUGH, JANA L. LCSW	19
HARRIS COMMUNICATIONS	67
HARRISON, OCE	8
HARTLING COMMUNICATIONS	67
HEALTH AND HUMAN SERVICES - MENTAL RETARDATION SERVICES, DEPARTMENT OF	56
HEALTH AND HUMAN SERVICES, DEPT. OF	18
HEAR ME NOW!	35
HEAR MORE	67
HEAR NOW	3
HELEN KELLER NATIONAL CENTER.....	29
HINCHEY, ROBBIE.....	56
HIV/AIDS, SUBSTANCE ABUSE AND HEALTH SERVICES	5
HOULETTE, CAROLE	34
HOWARD & ESPA MICHAUD CHARITABLE TRUST	12
INDEPENDENT LIVING (IL)-DEAF SERVICES.....	1
INGRAHAM, INC.....	68
INTERNATIONAL CATHOLIC DEAF ASSOCIATION	46
ISSUES @ HAND.....	48
JACK, THERESA.....	56
JARVIS, SARENA	5, 64
JOHNSON, ALICE CRANDALL.....	57

KEEFE, BARBARA	33
KEN-A-SET	50
KEWL ASL	40
LAPTEWICZ, SUZANNE	28
LARSEN, PATRICIA	1
LAWLOR, DAVID.....	51
LAWYER REFERRAL AND INFORMATION SERVICE	42
LIBBY, SANDRA	52
LINSMITH, DENISE	58
LION'S CLUB.....	3
LUTHERAN SOCIAL SERVICES.....	50
MACINNES, ROD.....	58
MACKAY, MARY CT	41
MADORE, KARLA	46
MADORE, RICHARD.....	31
MAINE ALUMNI ASSOC. OF THE DEAF	46
MAINE ASSOCIATION OF THE DEAF.....	46
MAINE CENTER ON DEAFNESS.....	4, 18, 25, 43
MAINE CITE COORDINATING CENTER	7
MAINE COALITION AGAINST SEXUAL ASSAULT (MeCASA).....	69
MAINE COMMUNICATION ACCESS PROGRAM (MECAP)	5
MAINE CUED SPEECH SERVICES	28
MAINE DEAF SENIOR CITIZENS.....	46
MAINE HANDICAPPED SKIING - SUNDAY RIVER SKI RESORT.....	8
MAINE HUMAN RIGHTS COMMISSION	25
MAINE MEDICAL CENTER (MMC)	25
MAINE NEWBORN HEARING PROGRAM	14
MAINE POINT	33
MAINE RECREATION ASSOCIATION OF THE DEAF.....	47
MAINE REGISTRY OF INTERPRETERS FOR THE DEAF	40
MAINE STATE GRANGE, DEAF ACTIVITIES.....	7
MAINE-LINES	48
MAJESKI, SHARI.....	11
MARTIN, BARRY LSW	49
MCCANN, JENNIFER LCSW	20
MCCANN, JENNIFER LCSW	14
MCVEIGH, SARAH.....	48
MEDICAL CARE DEVELOPMENT	50
MELANSON, NANCY	48, 57
MICHELLE VINCENT	68
MID-COAST BAPTIST CHURCH	17
MINNESOTA CHEMICAL DEPENDENCY PROGRAM FOR DEAF AND HARD-OF-HEARING INDIVIDUALS	59
MIRACLE-EAR CHILDREN'S FOUNDATION	12
MOBIUS COMMUNICATION ASSESSMENT PROJECT	51
MOBIUS, INC.....	51
MORRELL, TERRY LMSW	19
MOTIVATIONAL SERVICES, INC., (MoCo)	51
MURRAY, SCOTT	40
MUZZY, KATHY LCSW	19, 20

MY WONDERFUL DOG	38
MYERS, DEBORAH.....	58
NATIONAL CUED SPEECH ASSOCIATION (NCSA).....	28
NATIONAL EDUCATION FOR ASSISTANCE DOG SERVICES, INC. (NEADS)	38
NATIONAL FRATERNAL SOCIETY OF THE DEAF (NFSD).....	47
NEW ENGLAND ADA & ACCESSIBLE INFORMATION TECHNOLOGY CENTER.....	8
NEW ENGLAND CENTER DEAFBLIND PROJECT	29
NEW ENGLAND DEAF CAMP	63
NEWTON, DOUG	41
NORTH CENTRAL OUTREACH/GBSD.....	34
NORTHEAST TECHNICAL ASSISTANCE CENTER, THE	33
OFFICE OF LICENSING AND REGISTRATION	40
OFFICE OF MINISTRY TO PERSONS WITH DISABILITIES	17
OFFICE OF SUBSTANCE ABUSE.....	59
OKADA	38
OMBUDSMAN PROGRAM, LONG-TERM CARE.....	26
ORDWAY, NANCY A.	39
PACER, INC.	38
PACKNESS, LOUISE.....	53
PARENT-INFANT-TODDLER PROGRAM.....	15, 34, 64
PAYSON PARK EVANGELICAL FREE CHURCH.....	17
PEER SUPPORT GROUP.....	5, 64
PELLETIER, VIRGINIA	58
PENOBSCOT VALLEY INDUSTRIES	52
PETRA HOME.....	52
PHONE-TTY, INC.	67
PIERCE, CARRIE	32, 46, 62
PINE TREE LEGAL ASSISTANCE.....	43
PINE TREE SOCIETY - DEAF SERVICES.....	41
PINE VIEW ESTATES.....	52
PORT RESOURCES	52
PORTLAND ADULT EDUCATION	31
POTOMAC TECHNOLOGY	67
PROFESSIONAL INTERPRETING, INC.....	41
PROJECT FOR SUPPORTED LIVING, THE	52
RAPE TTY HOTLINE.....	69
REBEN, BENJAMIN AND MARCH	44
REHABILITATION COUNSELORS FOR THE DEAF	58
RODRIGUES, JENNIFER M.	11
ROSS, NAN	60
ROUELLE, LISA	1
SAFER PLACE.....	18, 65
SANDCASTLE PRESCHOOL PROGRAM.....	35
SARCHI, PATTY	30
SCHARDEL, LYNN	33
SELF HELP FOR THE HARD OF HEARING (SHHH).....	65
SHAFFER, MELISSA	34
SHATTUCK, JOHN	2
SHEPARD-KEGL, JAMES M. ESQ	44

SHEPARD-KEGL, JUDY, CSC, PH.D.	36
SHREVES, WENDY	20
SHULMAN, MURRAY.....	31
SIGN LANGUAGE INTERPRETING PLUS (SLIP)	41
SLATER, PATRICIA	28
SMITH, ANN	36
SMITH, ECHO.....	2
SNOW, BONNIE	47
SORENSEN, LISA.....	11
SOUTHERN MAINE AGENCY ON AGING.....	2
SPECTRUM ELECTRONICS.....	67
SPITZ, ROMY PH.D.....	51
SPRAGUE, RALPH MA.....	21
STATEWIDE EDUCATIONAL SERVICES (SES)	33
SUNRISE PROGRAM (MoCo)	51
SUPERIOR COURTS.....	27
SURPRENANT, STACEY	40
SWEETSER.....	21
TAUB, LARRY	32
TECHNICAL EXPLORATION CENTER	8
TINSLEY, CHRIS	49
TINSLEY, KAREN MA CI.....	14, 20
TOWEY, MICHAEL.....	53
TREAT, SARA MA LCPC.....	21, 65
TROOP, MERYL	18, 55
TULLY, LORI LCPC.....	22, 49
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES.....	26
U.S. DEPARTMENT OF JUSTICE.....	26
UNIVERSITY OF MAINE AT ORONO.....	36
UNIVERSITY OF SOUTHERN MAINE	36
VERY SPECIAL ARTS MAINE - ARTS FOR ALL	9
VIGNA, RUTH & VICTOR CSC	39
VINCENT, MICHELLE	14
VIOLATIONS BUREAU.....	27
VISUALLY IMPAIRED/HARD OF HEARING-DEAFBLIND NETWORK OF MAINE.....	30
VOCATIONAL REHABILITATION	58
VOGEL & ASSOCIATES.....	45
VOGEL, TIM.....	45
WAGNER, LISE R.....	44
WALSH, CHRISTOPHER.....	50
WEITBRECHT COMMUNICATIONS, INC. (WCI)	67
WENDT, JODY.....	65
WESTBOROUGH STATE HOSPITAL.....	22
WESTERN AGENCY ON AGING/SENIORS PLUS.....	2
WHARTON, DOUG.....	67
WINNETT, MARIANNE.....	65
WISUTSKIE, APRIL	53
WOOD, ROB.....	31

BUREAU OF REHABILITATION SERVICES
DIVISION OF DEAFNESS
150 STATE HOUSE STATION
AUGUSTA ME 04333-0150

BOOK RATE