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# Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, January 2003

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

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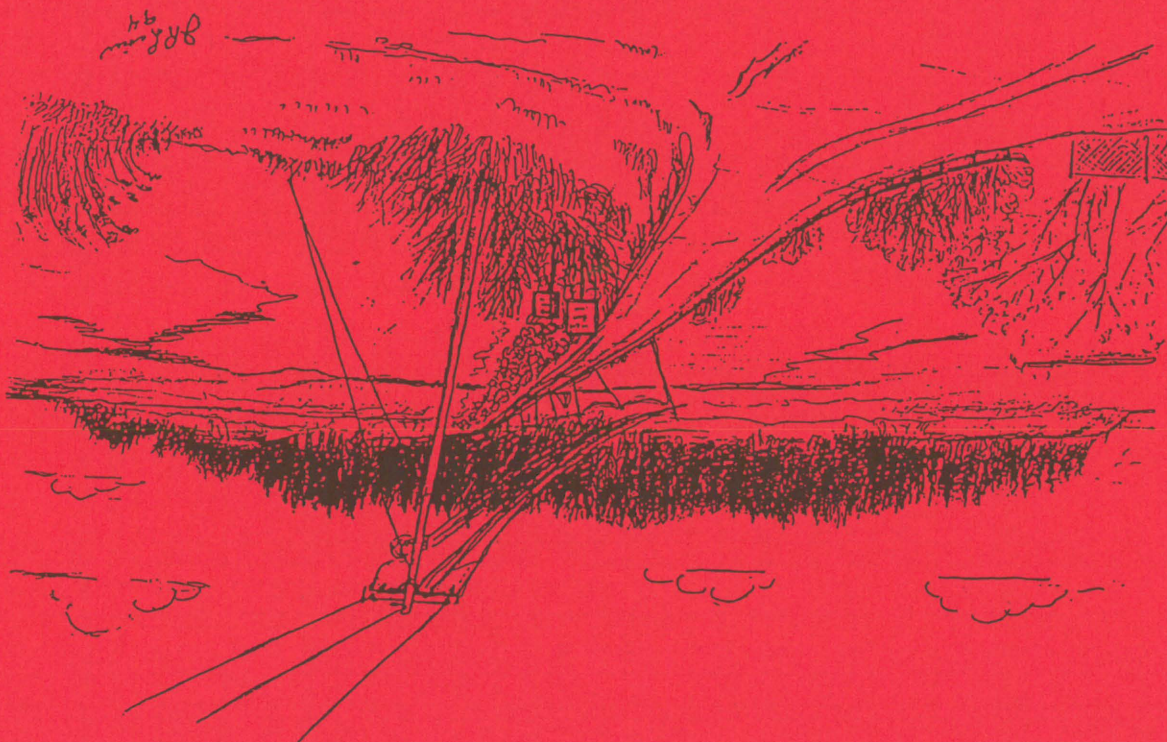


2/10/97: Re 429/2003  
2.1

MAINE  
DEPARTMENT OF  
LABOR  
Rehabilitation Services

# RESOURCES

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



*The causeway to Mackworth Island and The Governor Baxter School for the Deaf  
James Levier (1940-2001)*

### “Knowledge & Understanding Create the Bridge Between the Deaf and Hearing Worlds”

January 2003



## 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.

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

## 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 until either the recipient issues a written Notice of Final Action, or 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 date 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 date 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.





JOHN ELIAS BALDACCI  
GOVERNOR

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

COMMISSIONER

# **A Resource Guide for People Who are Deaf or Hard of Hearing**

Issued January 2003

Augusta, Maine

PHONE: (207) 624-5963

(207) 624-5965 (TTY) 1-888-755-0023 (TTY)  
1-800-698-4440 (V)

FAX: (207) 624-5980



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

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



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## 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 the Division of Deafness (contact information on previous page).





## AGENCIES

### ALPHA ONE

#### **Lisa Rouelle**

Alpha One Deaf Services  
127 Main Street  
South Portland, ME 04106  
Tel: 1-800-640-7200 (V/TTY)  
767-2189 (V/TTY)  
799-8346 (FAX)  
E-Mail: [lrouelle@alphaonenow.com](mailto:lrouelle@alphaonenow.com)

#### **Patricia Larsen**

41 Acme Road  
Brewer, ME 04412  
Tel: 1-877-229-8954 (TTY)  
989-1451 (TTY)  
989-6016 (V/TTY)  
1-800-300-6016 (V/TTY)  
989-7976 (FAX)  
E-mail: [Plarsen@alphaonenow.com](mailto:Plarsen@alphaonenow.com)

Website: <http://www.alpha-one.org>

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 adaptive smoke alarms, and low interest loans for hearing aids and other adaptive equipment.

### **ABILITY first**

#### Alpha One

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

#### Coastal Counties CareerCenters

Tel: 1-800-244-5891, ext. 434, 437, or 439 (V)  
775-2777 (TTY)

#### **John Dunleavy**, Technical Instructor

**Alpha One** and **The CareerCenter Network** in York, Cumberland, Sagadahoc, Knox, Lincoln and Waldo Counties have made it easier for deaf and hard-of-hearing people to get computer training for a new job. **ABILITY first** was developed by people with disabilities and Maine job training and employment experts to help people with disabilities take their rightful place in the world of work.

## 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: [arooage@ainop.com](mailto:arooage@ainop.com)

Central Maine Agency on Aging/Senior Spectrum  
P.O. Box 2589, One Weston Court  
**Augusta, ME 04338-2589**  
Tel: 1-800-464-8703 (TTY)  
623-0809 (TTY)  
1-800-639-1553 (V)  
622-7857 (FAX)  
E-mail: [spectrum@seniorspectrum.com](mailto:spectrum@seniorspectrum.com)

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)

Southern Maine Agency on Aging  
P.O. Box 10480  
307 Cumberland Avenue  
**Portland, ME 04104**  
Tel: 1-800-427-7411 (V/TTY)  
775-6503 (V/TTY)  
775-7319 (FAX)  
E-mail: [smaaa@smaaa.org](mailto:smaaa@smaaa.org)

Western Agency on Aging/Seniors Plus  
P.O. Box 659  
465 Main Street  
**Lewiston, ME 04243-0659**  
Tel: 795-7232 (TTY)  
1-800-427-1241 (V)  
795-4010 (V)  
795-4009 (FAX)  
Website: [www.seniorsplus.org](http://www.seniorsplus.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)  
Website: <http://www.baxtercomp.org/>

Claims Consultants: **Jason Nichols**, Tel: 287-7203 (TTY)  
**Echo Smith**, Tel: 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 or the Governor Baxter School for the Deaf to heal by providing financial compensation to former students who were abused.

### **Family Violence Assistance Project, The**

P.O. Box 304

Augusta, ME 04332-0304

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

623-7774 (FAX)

E-mail: [fvpfolks@mint.net](mailto:fvpfolks@mint.net)

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

### **HEAR NOW**

4248 Park Glen Road

Minneapolis, MN 55416

Tel: 1-800-648-4327 (V/TTY) (voice message only)

(612) 828-6946 (FAX)

E-mail: [jostelter@aol.com](mailto:jostelter@aol.com)

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 nonrefundable 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. Acknowledgment 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

HCR 72, Box 8018

North Waterboro, ME 04061

Tel: 247-3314 (V)

E-mail: [jfk@cybertours.com](mailto:jfk@cybertours.com)

Your local Lions Club can donate toward hearing aids and adaptive equipment. Call the chapter 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 chapter, call the above number.



## **Maine Center on Deafness**

68 Bishop Street, Suite 3  
Portland, ME 04103

**Jonathan A. Connick**, Executive Director, E-mail: [jconnick@maine.rr.com](mailto:jconnick@maine.rr.com)

Sarena Jarvis, Administrative Assistant, E-mail: [sjarvis@maine.rr.com](mailto:sjarvis@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 which provides general information and referrals, deaf advocacy, consumer information, outreach services, support services and auxiliary aid information. Its focus is on linking the deaf population with existing community services. MCD works with the deaf population in any area in Maine in which 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 Director

E-mail: [medge@maine.rr.com](mailto:medge@maine.rr.com)

**Beth Gallie**, Civil Rights Staff Attorney

E-mail: [bgallie@maine.rr.com](mailto: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. 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 Project**

**Jim Howsare**, Special Projects Coordinator

E-mail: [mcdmr@maine.rr.com](mailto: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: [mcdhope@maine.rr.com](mailto:mcdhope@maine.rr.com)

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

## **Peer Support Group**

**Jim Howsare**, Special Projects Coordinator

E-mail: [mcdmr@maine.rr.com](mailto:mcdmr@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 now meets in other locations in Maine. Please call the Maine Center on Deafness (MCD) for more information or to be added to their monthly mailing list regarding Peer Support Group.

## **Telecommunications Equipment Project (TEP)**

**John Longbrake**, Director

E-mail: [mcdtty@maine.rr.com](mailto:mcdtty@maine.rr.com)

This project has two programs: Cost Share and Loan. Telecommunication devices, including TTYs, amplified telephones, speaker phones, and large button speaking phones are either loaned or sold at half price to deaf or hard-of-hearing people and persons with mobility, vision and speech disabilities, depending on income requirements. This project also publishes an annual directory of TTY users in Maine.

## **Maine Center on Deafness Telephone System**

MCD Telephone numbers:

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

797-7656

797-9791 (FAX)

## **TTY and Voice extensions for MCD staff:**

	<u>TTY</u>	<u>Voice</u>		<u>TTY</u>	<u>Voice</u>
Sarena Jarvis/Front Desk	300	100	Beth Gallie	306	106
Jonathan Connick	310	110	(TEP)	301	
Mary Edgerton	307	107	Julia Bell (MERS)	309	109
Jim Howsare	303	103	John Longbrake	308	

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**

Education Network of Maine

46 University Drive

Augusta, ME 04330

Tel: 621-3482 (TTY)

621-3195 (V)

621-3193 (FAX)

E-mail: [K.Powers@ME.CAPS.ME.EDU](mailto:K.Powers@ME.CAPS.ME.EDU)

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 Oakland, ME 04963

Tel: 623-3421 (V)

623-2928 (FAX)

Debbie Nelson, Deaf Activities Director

145 Northwest Road

Oakland, ME 04963

Tel: 465-4591 (V)

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 Baxter School, 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: 1-800-639-7770 (V/TTY)

824-2440 (V)

824-0453 (FAX)

E-mail: [info@skimhs.org](mailto:info@skimhs.org)Website: [www.skimhs.org](http://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."

**New England ADA & Accessible Information Technology Center**

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

Administered by:

Adaptive Environment Center

374 Congress Street, Suite 301

Boston, MA 02110

Oce Harrison, Project Director

Tel: (617) 695-1225 (V/TTY)

(617) 482-8099 (FAX)

Website: [www.newenglandada.org/](http://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.

## ARTS/MEDIA

### **OverLeaf Accessible Information Products**

169 Front Street, Building 5

South Portland, ME 04106

Tel: 781-4635 (TTY)

767-4442 (V)

767-4443 (FAX)

Website: [overleafgroup.com](http://overleafgroup.com)

OverLeaf specializes in communication and marketing services for nonprofit organizations, government agencies, and businesses in independent living, assistive technology, elder services, long-term care, personal assistance, and other disability services. Their accessible information products are easy to use and understand. They positively convey the image, experience, and services of your organization. They respect the dignity of consumers. They help you take a total look at your communication, marketing, media relations, and public education.

### **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: [mafa@doe.k12.me.us](mailto:mafa@doe.k12.me.us)

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 all. 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**

1500A Lafayette Road, #226

Portsmouth, NH 03801

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

E-mail: [wgallant@ccmaker.com](mailto:wgallant@ccmaker.com)

"Closed-Captioning at affordable prices, with a 100% satisfaction guaranteed or your money back."

### **Computer-Assisted Real-Time Transcription (CART)**

CART is similar to closed captioning and is used by people who are deaf, late deafened and hard of hearing who may not communicate through sign language. A CART reporter is hired to type conversation into a steno machine, such as the kind used by a court reporter in a courtroom, and the text appears on a laptop computer screen in front of the individual so they can read, word for word, what is being said. In a group setting, the CART reporter displays the text through a video projector onto a large screen so all in the room may view the text. CART is used in classrooms, doctors and lawyers offices, counseling sessions, business meetings, hospital admissions and support groups.

**Lisa Fitzgerald**

60 Starlight Drive

Brewer, ME 04412

Tel: 989-1071 (V)

E-mail: [fitz@webmaine.net](mailto:fitz@webmaine.net)

### **Swain and Majeski CART Services**

**Marsha Swain**

660 South Belfast Avenue

Augusta, ME 04330

Tel: 622-9034 (V)

E-mail: [swaincart@aol.com](mailto:swaincart@aol.com)

**Shari Majeski**

P.O. Box 235

Cumberland, ME 04401

Tel: 829-2106 (V)

E-mail: [maine04021@att.net](mailto:maine04021@att.net)

## 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. 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.

Baxter School for the Deaf

**Barbara Keefe**

P.O. Box 799

Portland, ME 04101

Tel: 781-6209 (V/TTY)

781-4609 (FAX)

E-mail: [barbara.keefe@fc.baxter.pvt.k12.me.us](mailto:barbara.keefe@fc.baxter.pvt.k12.me.us)

**Pam Carr**

186 Waterhouse Road

Dayton, ME 04005

Tel: 499-7122 (V)

E-mail: [ptcarr@gwi.net](mailto:ptcarr@gwi.net)

**Central Maine Technical College**

1250 Turner Street

Auburn, ME 04210

Carol Delisle - Tel: 755-5277 (V),

Paula O'Brien - Tel: 755-5206 (V)

Fax: 839-2253

**Lisa Sorenson**

22 Paquin Avenue

Biddeford, ME 04005

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

E-mail: [cprint@mainecoast.net](mailto:cprint@mainecoast.net)

## **CHILDREN'S HEARING AIDS\***

### **Dorothy Ames Trust Fund**

#### **Key Trust Company of Maine**

P.O. Box 1054

Augusta, ME 04332-1054

Christine L. Cook, Assistant Vice President & Trust Officer

Tel: 623-5527 (V)

623-5662 (FAX)

To assist deaf children of New England, through grants for the purchase of 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 most recent signed tax return.

### **Howard & Espa Michaud Charitable Trust**

#### **Department of Behavioral and Developmental 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](mailto:Ginette.Rivard@maine.gov)

The 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 impairments 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 Miracle-Ear Children's Foundation, a national nonprofit organization headquartered in Plymouth, MN, receives funding from Miracle-Ear, Inc. and through individual donations.

\*For Adults needing funds for Hearing Aids please see:

Alpha One

HEAR NOW

Lion's Club

Vocational Rehabilitation



## **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)

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 Protective Intake-Department of Human Services**

**24-hour hotlines to report child abuse and neglect statewide.**

11 State House Station  
 Augusta, ME 04333-0011  
 Tel: 1-800-963-9490 (TTY)  
 287-3492 (TTY)  
 1-800-452-1999 (V)  
 287-2983 (V)  
 287-5065 (FAX)

### **Community Counseling Center**

343 Forest Avenue  
 Portland, ME 04101  
**Jennifer McCann, LCSW**  
 Tel: 874-1043(TTY)  
 874-1030 (V)  
 874-1044 (FAX)  
 E-mail: [mccann@commcc.org](mailto:mccann@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 expanding services for the Augusta, Lewiston, and Bangor area. Fluent in American Sign Language. Provides in-home behavioral management work for children and their families. Medicaid accepted. Mentoring services also available.

## CHURCHES

### **Calvary Baptist Church**

P.O. Box 99, 185 Atlantic Hwy (Rte. 1)

Warren, ME 04864

Tel: 273-2061 (V)

E-mail: [cbcwarren@juno.com](mailto:cbcwarren@juno.com)

Sunday service is at 10:45 a.m. Interpreted weekly.

### **Christian Record Services, Inc./Division for Deaf**

P.O. Box 6097

Lincoln, Nebraska 68506-6097

Tel: (402) 488-0981 (V)

(402) 488-7582 (FAX)

### **Grace Baptist Church**

476 Summit Street

Portland, ME 04102

Pastor: Harry Boyle

Contact Person: Patty Ouellette

Tel: 878-6823 (V/TTY)

797-5509 (V)

Services interpreted.

### **International Catholic Deaf Association**

Portland Chapter #89

51 Allen Avenue Extension

Falmouth, ME 04105

David Richard

Tel: 854-2967 (TTY)

### **Mid-Coast Baptist Church**

P.O. Box 6065, 119 Bath Road

Brunswick, ME 04011

Pastor: Bobby Mitchell

Contact Person: Barbara Welner

Tel: 729-7944 (V/TTY)

E-mail: [pastor@midcoastbaptistchurch.com](mailto:pastor@midcoastbaptistchurch.com)

Web Site: <http://www.midcoastbaptist.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 Deaf Ministry to Persons with Disabilities**

P.O. Box 11559

Portland, ME 04104-7559

Tel: 773-6477 (V/TTY), Monday-Friday, 9:00 a.m. – 5:00 p.m. (TTY callers please tap space bar)  
773-0182 (FAX)

E-mail: [cpb@cathdiopldme.org](mailto:cpb@cathdiopldme.org)

**Payson Park Evangelical Free Church**

424 Ocean Avenue

Portland, ME 04103

Tel. 774-4054 (V/TTY)

E-mail: [ppefc424@juno.com](mailto:ppefc424@juno.com)

Web site: [www.ppefc.org](http://www.ppefc.org)

Services interpreted every Sunday at 11:00 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](mailto:place4safe@aol.com)

### **Department of Behavioral and Developmental Services**

#### **Meryl Troop**

Tel: 822-0341 (Portland)

287-4240 (Augusta)

E-mail: [meryl.troop@maine.gov](mailto: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](mailto:jan.a.devinney@maine.gov)

### **Maine Center on Deafness**

#### **Sarena Jarvis**

Tel: 797-7656 (V/TTY)

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

E-mail: [sjarvis@maine.rr.com](mailto:sjarvis@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)



## **Shoreline Mental Health Center**

14 Maine Street, Suite 410  
Brunswick, ME 04011-2026

**Dr. David Nagler, M.D** - Psychiatrist

Tel: 1-800-834-4673 (V)

729-4171 (V)

729-0448 (FAX)

Dr. Nagler has experience administering psychiatric evaluations to deaf persons. He has some sign language skills and works with an interpreter for evaluation. By special arrangement with Shoreline Mental Health Services, Dr. Nagler can evaluate deaf persons from any county in Maine. Medicaid accepted.

## **Ralph Sprague, MA, PA**

86 Main Street, Suite 204  
Auburn, ME 04210

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 Human Services authorization.

## **Sara Treat, MA, LCPC**

P. O. Box 1737

Windham, ME 04062

Tel: 892-6814 (V/TTY)

892-6602 (FAX)

E-mail: [streat187@aol.com](mailto:streat187@aol.com)

Provides therapy to individuals, couples and families. Many insurances accepted. Coordinator for A 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.

## **Washington County Psychotherapy Associates**

P. O. Box 139

Machias, ME 04654

**Richard Krusen, Ph.D**, Clinical Director for Family Counseling Services

Tel: 255-0996 (V/TTY) Machias

667-6890 (V/TTY) Ellsworth

Dr. Krusen is the clinical director of Family Counseling Services with Washington County Psychotherapy Associates. An agency that provides assessments and therapy services to children, adults and families. Dr. Krusen is also experienced in neuropsychological assessments. Dr. Krusen is fluent in American Sign Language and has 25 years of experience working in the Deaf Community.

**Westborough State Hospital**  
**The Mental Health Unit for Deaf People**

288 Lyman Street

Westborough, MA 01581

Tel: Deaf Unit (617) 727-7021 (TTY)

(508) 616-2322 (V)

(508) 616-2327 (V)

(508) 616-2861 (FAX)

The Mental Health Unit for Deaf People is a ten-bed psychiatric in-patient unit established in 1987 by the Massachusetts Department of Mental Health. The program accepts referrals for patients 14 and older who are in psychiatric crisis and who would prefer a sign language, visual-gestural communication-based treatment setting. The Deaf Unit provides acute stabilization, evaluation, and psychosocial rehabilitation in a specialized communication accessible milieu. Westborough State Hospital is a HCFA certified, JCAHO accredited facility.

**For referral to other counselors with experience and/or training in working with deaf individuals, please call the Office of Deaf Services, Department of Behavioral and Developmental Services at 287-4240 (V/TTY) (Augusta) or 822-0341 (V/TTY) (Portland).**

## **Maine Center on Deafness**

68 Bishop Street, Suite 3  
Portland, ME 04103

**Mary Edgerton**, Civil Rights Director (E-Mail: [medge@maine.rr.com](mailto:medge@maine.rr.com))

**Beth Gallie**, Civil Rights Staff Attorney (E-mail: [bgallie@maine.rr.com](mailto:bgallie@maine.rr.com))

Tel: 1-800-639-3884, (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 Ward**, ADA Access Coordinator

Tel: 871-4900 (TTY)

871-2088 (V)

E-mail: [wards@mmc.org](mailto:wards@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.org](mailto:MLTCOP@MaineOmbudsman.org)

Web: [maineombudsman.com](http://maineombudsman.com)

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)  
(617) 565-1343 (V)  
(617) 565-3809 (FAX)

Web site: [www.os.dhhs.gov:80/progorg/ocr/ocrhmpg.html](http://www.os.dhhs.gov:80/progorg/ocr/ocrhmpg.html)

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

New York Avenue Room 4039

Washington, D.C. 20530

Tel: 1-800-514-0383 (TTY)  
1-800-514-0301 (V)

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

<b>DISTRICT COURTS</b>	<b>CONTACT</b>	<b>ADDRESS</b>	<b>TTY #</b>
Augusta	Kathy Jones	145 State St., Augusta	287-4024
Bangor	Susan Cure	73 Hammond St., Bangor	941-3058
Belfast	Terri Curtis	103 Church St., Belfast	338-0893
Biddeford	Nancy Lafontaine	25 Adams St., Biddeford	284-2977
Bridgton	Belinda Becher	Two Chase Common, Bridgton	647-3557
Calais	Karen Moraisey	88 South St., Calais	454-0085
Dover-Foxcroft	Lisa Richardson	9 East Main St., Dover-Foxcroft	564-0767
Ellsworth	Donna Clark	60 State St., Ellsworth	664-7507
Farmington	Vicki Hardy	129 Main St., Farmington	778-8273
Houlton	Barbara Stevens	25 School St., Houlton	532-7218
Lewiston	Sue Bement	85 Park St., Lewiston	785-5457
Lincoln	Sharon Webster	66 Main St., Lincoln	794-3390
Machias	Frances Allen	47 Court St., Machias	255-0501
Millinocket	Patty Russell	207 Penobscot Ave., Machias	723-4933
Newport	Jane Sawyer	16 Water St., Newport	368-4881
Portland	Penny Whitney	142 Federal St., Portland	822-4262
Presque Isle	Sandi Thomas	27 Riverside Dr., Presque Isle	764-2059
Rockland	Susan Guillette	62 Union St., Rockland	596-2244
Skowhegan	Melanie Adams	47 Court St., Skowhegan	858-0622
South Paris	Laura Nokes	26 Western Ave., South Paris	743-9624
Springvale	Rita Howard	Butler St., Springvale	324-9596
Waterville	Judy Pellerin	18 Colby St., Waterville	873-3207
West Bath	Anita Alexander	New Meadows Rd., West Bath	442-0219
Wiscasset	Sally Sherman	High St., Wiscasset	882-1260
York	Doreen Emhoff	Chases Pond Rd., York	363-8740
<b>SUPERIOR COURTS</b>	<b>CONTACT</b>	<b>ADDRESS</b>	<b>TTY #</b>
Alfred	Dianne Hill	45 Kennebunk Rd., Alfred	459-7860
Auburn	Linda Mason	2 Turner St., Auburn	783-5458
Augusta	Nancy Desjardin	95 State St., Augusta	623-0477
Bangor	Margaret Gardiner	97 Hammond St., Bangor	941-3000
Bath	Jennifer Kelley	752 High St., Bath	443-2465
Belfast	Joyce Page	137 Church St., Belfast	338-6468
Caribou	Vickie Harris	144 Sweden St., Suite 101, Caribou	498-2127
Dover-Foxcroft	Lisa Richardson	51 E. Main St., Dover-Foxcroft	564-0767
Ellsworth	Rosemary Merchant	50 State St., Ellsworth	667-6187
Farmington	Vicki Hardy	140 Main St., Farmington	778-8273
Portland	Sally Bourget	142 Federal St., Portland	822-4212
Rockland	Susan Guillette	62 Union St., Rockland	596-2254
Skowhegan	Wendy Robinson	High St., Skowhegan	474-5344
South Paris	Donna Howe	26 Western Ave., South Paris	743-1688
Wiscasset	Sharon Simpson	High St., Wiscasset	882-9231
Violations Bureau	Sandra Carroll	85 Park St., Lewiston	783-5435

Forty of fifty District and Superior Courts now have TTYs and dedicated lines so you can call directly for information.

## CUED SPEECH SERVICES

### **Cue Camp Mechuwana**

Winthrop, Maine

Contact: **Suzanne Laptewicz**

Tel: 622-2564 (V/TTY)

E-mail: [CuedSpeechMaine@cs.com](mailto:CuedSpeechMaine@cs.com)

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**

RFD 2, Box 728

Chelsea, ME 04330

**Suzanne Laptewicz**, President

Tel: 622-2564 (V/TTY)

E-mail: [SuzanneML@cs.com](mailto:SuzanneML@cs.com)

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; and an annual Cued Speech Camp for children and families.

### **Educational Cued Speech Transliterators Committee**

P.O. Box 234

Fairfield, ME 04937

**Patricia Slater**, Coordinator

Tel: 453-6524 (V/TTY)

E-mail: [pslatofd@ghi.net](mailto:pslatofd@ghi.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](mailto:mainecues@ainop.com)

### **National Cued Speech Association (NCSA)**

Information Service

23970 Hermitage Road

Cleveland, OH 44122-4008

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

E-mail: [CuedSpDisc@aol.com](mailto:CuedSpDisc@aol.com)

## 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](mailto: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: [HKNC1MEB@AOL.COM](mailto:HKNC1MEB@AOL.COM)

Kathy Kentley, Office Manager

E-mail: [HKNC1KMK2@AOL.COM](mailto:HKNC1KMK2@AOL.COM)

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

(781) 259-4245 (V/TTY)

(781) 259-4546 (FAX)

Web site: [www.helenkeller.org](http://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](mailto:ccushman@midcoast.com)

The New England Center Deafblind Project provides technical assistance and consultation to 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)

E-mail: [psarchi@adelphia.net](mailto:psarchi@adelphia.net))

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

### **Bangor Regional Program for the Hearing Impaired**

Office of Pupil Services

73 Harlow Street

Bangor, ME 04401

**Murray Shulman**, Director of Pupil Services

Tel: 945-4400, Ext. 270/271 (V)

941-6208 (FAX)

This program offers self-contained classrooms as well as mainstreamed classes in the Public Schools, grades K-12, for hearing impaired 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, cued speech. Auditory evaluation, equipment and management are provided.

### **Governor Baxter School for the Deaf (GBSD)**

Mackworth Island

Falmouth, ME 04105

**Larry Taub**, Superintendent

Tel: 781-6201 (TTY)

781-3165 (V)

781-6260 (FAX)

E-mail: [larry.taub@fc.baxter.pvt.k12.me.us](mailto:larry.taub@fc.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](mailto: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](mailto: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 Consulting Services (S.E.C.S.)**

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](mailto:lynn.schardel@fc.baxter.pvt.k12.me.us)**Aroostook Outreach/GBSD**

232 Main Street, Suite 8

Ft. Fairfield, ME 04742

**Polly Earl, Program Coordinator:**

Tel: 472-0502 (V/TTY)

472-3157 (FAX)

**Roxane Davis & Ann Nelson:**

Tel: 472-3879 (V/TTY)

**Carole Houlette:**

Tel: 472-5270 (V/TTY)

**North Central Outreach**

One College Circle

Bangor, ME 04401

Tel: 941-7105 (V/TTY)

941-7172 (FAX)

**hear ME now!**

Yarmouth Hall

Pineland Farms

New Gloucester, ME 04260

**George Krohne**, Executive Director

Tel: 688-4544 (v)

688-4548 (fax)

Email: [gkrohne@megalink.net](mailto:gkrohne@megalink.net)

Deaf and hard-of-hearing children learn to listen and speak at the hear ME now! auditory/oral learning center. Stunning advances in assistive technology - high-tech hearing aids and cochlear implants - have made it possible for many hard-of-hearing and deaf children to detect most, if not all, of the speech spectrum. Carefully taught, they can learn to listen and speak - and enter the elementary school mainstream.

hear ME now's parent-infant program for children three years of age or younger is offered on site or by appointment in the home. It provides parents with auditory-oral techniques to enhance their child's communication using meaningful sound, language and play.

Hearing-impaired children learn and play - listen and speak -- in hear ME now's preschool. Children interact on a daily basis in small groups and individually with teachers and a speech/language pathologist to develop audition and age-appropriate language. Goals include developing sensory awareness, fine and gross motor skills, cognition, and social skills. Parents actively participate in educational programs and a support group.

hear ME now! also provides support for children transitioning into mainstream schools.

**Sandcastle Preschool Program**

144 Howe Street

Lewiston, ME 04240

**Stephanie Cote**

Tel: 782-2150 (V)

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

**University of Maine at Orono (UMO)**

Onward Building, Flagstaff Road

Orono, ME 04469-5757

**Ann Smith**, Counselor Coordinator of Services for Students with Disabilities

Tel: 581-2311 (TTY)

581-2319 (V)

581-4252 (FAX)

Located within the Outward Program of UMO, their coordinator 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: 780-5646 (TTY)

780-4054 (V)

Academic Support for Students with Disabilities

Tel: 780-4395 (TTY)

780-4706 (V)

### **Linguistics Department, USM**

P.O. Box 930

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](mailto:cowart@usm.maine.edu)

#### **Judy Shepard-Kegl**

Tel: 780-4069 (TTY)

780-4477 (V)

780-5561 (FAX)

E-mail: [kegl@usm.maine.edu](mailto:kegl@usm.maine.edu)

The Linguistics Program at USM now 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 and the National Association of the Deaf within two years of graduation from the program. Courses will be offered both at USM and at remote sites via workshops and ITV transmissions.

Judy Shepard-Kegl, CSC, Ph.D., Director of the ASL/English interpreting program, welcomes interns and visitors to the new

Signed Language Research Laboratory

68 High Street, Portland

Tel: 780-5933 (TTY)

780-5957 (V)

780-5940 (FAX)

USM Linguistics web page: <http://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 has done 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 hearing impaired 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.

Maine State Certification for Hearing Dogs may be obtained through the Division of Deafness upon proof of required training.

Proof of Required Training: Signature of approved trainer on statement from the Division of Deafness. Statement acknowledges that the dog has completed the course of training for a companion dog.

### **Canine Companions for Independence**

Northwest Regional Center

P.O. Box 446

Santa Rosa, CA 95402-0446

Tel: (707) 577-1700 (V)

(707) 577-1756 (TTY)

(707) 577-1711 (FAX)

E-mail: [info@caninecompanions.org](mailto:info@caninecompanions.org)

### **Dogs for the Deaf, Inc.**

10175 Wheeler Road

Central Point, OR 97502

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

(541) 826-6696 (FAX)

E-Mail: [info@dogsforthe deaf.org](mailto:info@dogsforthe deaf.org)

Web site: [www.dogsforthe deaf.org](http://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, ND 58454

Tel: (701) 685-2242 (V)

(701) 685-2290 (FAX)

E-mail: [gpadf@daktel.com](mailto:gpadf@daktel.com)

Website: [www.alert-dog.com](http://www.alert-dog.com)

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

P.O. Box 213

West Boylston, MA 01583

**Sheila O'Brien**

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

(978) 422-3255 (FAX)

E-mail: [info@neads.org](mailto:info@neads.org)Web site: [www.neads.org](http://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, FL 34436

Tel: (352) 344-2212 (V)

(352) 344-0210 (FAX)

E-mail: [okada@okadadogs.com](mailto:okada@okadadogs.com)Website: [www.okadadogs.com](http://www.okadadogs.com)

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

**Pro-Train**

1544 Avohill Drive

Vista, CA 92084

Tel: (761) 749-0897 (V)

E-mail: [protrain@flash.net](mailto:protrain@flash.net)

Pro-Train is a licensed guide dog instructor for various disabilities. The instruction is customized to the individual needs of the consumer.

**Pacer, Inc.**

**Pratt's Auditory Canine**

Educational Resource

P.O. Box 126

Nobleboro, ME 04555

**Patricia Pratt**, President

Tel: 563-3752 (V)

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

**Shara Lee Barris**, CI, Co-Director

Tel: 947-4337 (TTY)

947-2341 (V)

947-1681 (FAX)

E-mail: [handsonterp@cs.com](mailto:handsonterp@cs.com)

Bangor Interpreting Agency (formerly Hands on/ASL, Inc.) is a private business providing professional, certified or qualified independently contracted freelance interpreter services in various kinds of settings. Interpreters referred by Bangor Interpreting Agency maintain professional standards based on the Registry of Interpreters for the Deaf (RID) code of ethics. Additional services and resources include: ASL classes taught by Deaf and Hearing instructors, information and referrals for interpreter training, job coach services, Deaf mentoring, and consultation for people working with Deaf and hard of hearing persons; i.e., Deaf culture, accessibility needs.

### **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](mailto:Ruth@certifiedinterpreting.com)

Web site: [www.CertifiedInterpreting.com](http://www.CertifiedInterpreting.com)

Certified Interpreting - The Sign Language Network provides Sign Language/English interpreting services in a variety of settings. Additional services include tutoring, job coaching, evaluation of Sign Language skills, and consulting. Their service area is primarily the State of Maine; however, they are networked to professionals who are able to provide services throughout New England. A new service is ASL/English Video Translation - written English text comes alive in ASL on video!

Service providers are fluent in both American Sign Language and English and are sensitive to the cultures of both Deaf and Hearing persons. They operate according to principles of ethical behavior known as the Code of Ethics, established by the Registry of Interpreters for the Deaf, Inc. and are licensed by the State of Maine. Both certified interpreters and those working toward certification provide services through the agency; all work under the supervision of certified interpreters.

## Maine Registry of Interpreters for the Deaf - Officers for 2002-2003

**Betsy Reifman**, CI/CT President  
55 Hidden Pond  
Harpwell, ME 04079  
Tel: 729-1178 (V/TTY)  
E-mail: [packreif@gwi.net](mailto:packreif@gwi.net)

**Scott Murray**, CT, Secretary  
Box 551  
Cumberland Center, ME 04021  
Tel: 784-4240 (V/TTY)  
E-mail: [SAMurray@aol.com](mailto: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)

E-mail: [Anne.L.Head@maine.gov](mailto:Anne.L.Head@maine.gov), or [marlene.m.mcfadden@maine.gov](mailto:marlene.m.mcfadden@maine.gov)

Website: [www.maineprofessionalreg.org](http://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@state.me.us](mailto:marlene.m.mcfadden@state.me.us) or [emma.w.brann@maine.gov](mailto:emma.w.brann@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: [ptsp@gwi.net](mailto:ptsp@gwi.net)

Pine Tree Society provides interpreting services in a variety of settings such as mental health, substance abuse treatment, vocational, educational, medical, and religious. Pine Tree Society maintains a contract with the Bureau of Rehabilitation Services, Division of Deafness, to provide nationally certified and legally trained interpreters in legal settings. 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)

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**, C.T.

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

Cell: 653-6668 (V)

E-mail: [sistahl@juno.com](mailto:sistahl@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.

### **Maine Center on Deafness**

68 Bishop Street, Suite 3

Portland, ME 04103

**Beth Gallie**, Civil Rights Staff Attorney (E-mail: [bgallie@maine.rr.com](mailto:bgallie@maine.rr.com))

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

797-7656 (V/TTY)

797-9791 (FAX)

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. 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.

## Pine Tree Legal Assistance

373 Main Street  
**Presque Isle**, ME 04730  
 Tel: 764-2453 (TTY)  
 764-4349 (V)  
 764-2455 (FAX)

61 Main Street  
**Bangor**, ME 04401  
 Tel: 942-1060 (TTY)  
 942-8241 (V)  
 942-8323 (FAX)

Native American Unit  
 Bangor Office  
 Tel: 1-800-879-7463 (V)  
 942-1060 (TTY)  
 942-8323 (FAX)

Migrant Worker Unit  
 Bangor Office  
 Tel: 1-800-879-7463 (V)  
 942-1060 (TTY)  
 942-8323 (FAX)

Website: <http://www.ptla.org>

39 Green Street  
**Augusta**, ME 04330  
 Tel: 623-7770 (TTY)  
 623-4731 (V)  
 623-7774 (FAX)

88 Federal Street  
**Portland**, ME 04101  
 Tel: 828-2308 (TTY)  
 774-8211 (V)  
 828-2300 (FAX)

145 Lisbon Street  
**Lewiston**, ME 04240  
 Tel: 784-1558 (V)

1 School Street  
**Machias**, ME 04654  
 Tel: 255-6179 (TTY)  
 255-8656 (V)  
 255-8657 (FAX)

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.

**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](mailto:kegl@maine.rr.com)

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

**Deirdre M. Smith**  
**Drummond, Woodsum & MacMahon**  
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.

**Sunenblick, Reben, Benjamin and March**  
Attorneys at Law  
P.O. Box 7060 DTS  
97 India Street  
Portland, ME 04112  
Tel: 1-800-852-8554 (V)  
772-5496 (V/TTY)  
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](mailto:info@maine-elder.com)

Elder law.

**Lise R. Wagner, Asst. Attorney General**  
44 Oak Street, 4th Floor  
Portland, ME 04101  
Tel: 1-877-428-8800 (TTY)  
822-0260 (V)  
822-0259 (FAX)

Department of Human Services child protective matters.

## ORGANIZATIONS OF THE DEAF

### **Bangor Deaf Club**

**Debra McCrum**, President  
P.O. Box 2121  
Bangor, ME 04401  
Tel: 262-5064 (TTY)

### **Greater Portland Deaf Club, Inc.**

**Julie Novack**, President  
P.O. Box 2183  
South Portland, ME 04106  
Tel: 767-6477 (TTY)  
E-mail: [GPDCMaine@aol.com](mailto:GPDCMaine@aol.com)

### **Lewiston & Auburn Deaf Club**

**Jim Gaffey**, President  
c/o **Lottie Wyman**, Secretary  
P.O. Box 493  
Auburn, ME 04210  
Tel: 786-0978 (TTY)  
E-mail: [JimGaf08@aol.com](mailto:JimGaf08@aol.com)

### **Maine Alumni Assoc. of the Deaf**

**Sally Gatehouse**  
929 Broadway, Apt. 1  
South Portland, ME 04106  
Tel: 767-7163 (TTY)  
E-mail: [saljim@maine.rr.com](mailto:saljim@maine.rr.com)

### **Maine Association of the Deaf**

**Rod MacInnes**, President  
P.O. Box 1014  
Portland, ME 04104  
Tel: 871-5903 (TTY)  
E-mail: [rodjoan@juno.com](mailto:rodjoan@juno.com)

The Maine Association of the Deaf (MeAD) is a state chapter of the National Association of the Deaf 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**

**John Carrier**, President  
21 Doyle Street  
Westbrook, ME 04092  
Tel: 854-8836 (TTY)

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



**Maine Recreation Association of the Deaf**

**Abby Bouchard**, President  
175 Halidon Road  
Westbrook, ME 04092  
Tel: 854-1040 (V/TTY)  
854-2660 (FAX)  
E-mail: [my33heart@aol.com](mailto:my33heart@aol.com)

**National Fraternal Society of the Deaf (NFSD)**

**Bonnie Snow**, Secretary  
Portland Division #39  
126 Orchard Road  
Sebago, ME 04029  
Tel: 787-2250 (TTY)

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. It has 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](mailto: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/TTY)

E-mail: [Lenamiles@midmaine.com](mailto:Lenamiles@midmaine.com)

### **“Maine Association of the Deaf Bulletin”**

c/o **June Hogan**

638 Congress Street, Apt. 509

Portland, ME 04101-3355

E-mail: [ManelyCat@aol.com](mailto:ManelyCat@aol.com)

### **“MAINE-LINES”**

Bureau of Rehabilitation Services

Division of Deafness

150 State House Station

Augusta, ME 04333-0150

**Nancy Melanson**, Editor

Tel: 624-5965 (TTY)

1-800-755-0023 (TTY)

624-5963 (V)

624-5980 (FAX)

E-mail: [Nancy.A.Melanson@maine.gov](mailto:Nancy.A.Melanson@maine.gov)

A Quarterly newsletter for Maine's deaf, hard of hearing and late deafened communities.  
Published by the Division of Deafness in the Spring, Summer, Fall, & Winter.

### **Silent News (“World’s most popular newspaper for Deaf and Hard-of-hearing people”)**

133 Gaither Drive, Suite E

Mt. Laurel, NJ 08054-1710

Tel: (609) 802-1978 (TTY)

(609) 802-1977 (V)

(609) 802-1979 (FAX)

E-mail: [SilentNews@aol.com](mailto:SilentNews@aol.com)

## RESIDENTIAL & SUPPORTS

### **Bailey-Gourley Home** (formerly 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.

### **Goodwill Industries of Northern New England**

P.O. Box 8600  
Portland, Me 04104

**Lori Tully**, LCPC, Director, Deaf Services (E-mail: [LTully@ginne.org](mailto:LTully@ginne.org))  
**Andrew Moore**, LSW, Assistant Director, Deaf Services (E-mail: [Amoore@ginne.org](mailto:Amoore@ginne.org))  
Tel: 774-6323 (V/TTY)  
761-8460 (FAX)

#### **Caron Street House**

26 Caron Street  
Portland, ME 04103

**Michelle Ames**, Program Manager (E-mail: [Gofmain1@maine.rr.com](mailto:Gofmain1@maine.rr.com))  
Tel: 797-8046 (TTY)  
797-9117 (FAX)

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 Support/Deaf Services**

659 Congress Street  
Portland, ME 04101

**Chris Tinsley**, Program Manager (E-mail: [CTinsley@maine.rr.com](mailto: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 are available to help assess service needs and design a system of supports that will allow the individual to live as independently as they wish.

**Personal In-Home Support Programs**

**Chris Tinsley**, Program Manager

(See Community Support/Deaf Services above)

Flexible, individualized services to support Deaf adults with major mental illness diagnoses living in the housing and community of their choice. Support can range from weekly visits to more intensive daily support. Help may include emotional support, independent living skills instruction, medication monitoring, and assistance during emergencies/crisis.

**Deaf Community Skills Program**

61 Preble Street  
Portland, ME 04101

**Christopher Walsh**, Program Coordinator

Tel: 842-9055 (TTY)

842-9129 (FAX)

E-mail: [cwalsh@ginne.org](mailto:cwalsh@ginne.org)

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 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/TTY)  
877-7718 (FAX)

### **Lutheran Social Services**

980 Forest Avenue  
Suite 104  
Portland, ME 04103  
Tel: 797-3935 (V)

### **Medical Care Development**

11 Parkwood Drive  
Augusta, ME 04330  
**Megan Karges**, Operations Manager  
Tel: 622-7566, ext. 257 (TTY/V)  
621-2920 (FAX)

### **Bishop House**

11 Bishop Drive  
Windham, ME 04062  
**Linda Besore**, House Manager  
Tel: 892-8529 (TTY)  
892-9499 (FAX)  
E-mail: [bishophouse@mcd.org](mailto: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, hard of hearing, 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 Communication Assessment Project**

**Romy Spitz, Ph.D.**, Technical Consultant on Deafness

Tel.: 822-0306 (TTY)

822-0295 (FAX)

E-mail: [romyspitz@hotmail.com](mailto: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 Behavioral and Developmental 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.

## **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.

## **Motivational Services, Inc., (MoCo)**

P.O. Box 229

Augusta, ME 04332

Tel: 621-2542 (TTY)

626-3465 (V)

626-3482 (V/TTY)

626-3417 (FAX)

## **Sunrise Program (MoCo)**

P.O. Box 229

Augusta, ME 04332

**Elinor Brown**, Program Manager

Tel: 626-7573 (TTY)

626-3472 (V)

621-6217 (FAX)

E-mail: [ebrown@mocomaine.com](mailto:ebrown@mocomaine.com)

E-mail: [wdraper@mocomaine.com](mailto:wdraper@mocomaine.com)

A residential program serving five Deaf adults with mental illness diagnoses 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.

### **Pine View Estates**

301 Capitol Street Extension, Apt. A23

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.

**Tom Bachel**

Gentiva Health Services  
1 Cumberland, Suite 316  
Bangor, ME 04401  
Tel: 990-9000 (V)

**Anthony C. Briscoe**

P.O. Box 308  
Presque Isle, ME 04269  
Tel: 1-800-413-9692 (V)  
764-4498 (V)

**Cathleen Burgess**

149 Front Street  
P.O. Box 518  
Bath, ME 04530  
Tel: 443-3341 (V/TTY)  
443-1070 (FAX)

**Stephanie Cote**

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

**Peter Davis, Visiting Nurse Service**

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

**Nancy Entwistle**

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

**Sue Haley**

568 Ferry Road  
Saco, ME 04072  
Tel: 283-9002 (V)

**Louise Packness**

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

**Michael Towey**

Waldo County General Hospital  
118 Northport Avenue  
Belfast, ME 04915  
Tel: 338-2500 (V)

**April Wisutskie**

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

## STATE OFFICES

### Bureau of Elder and Adult Services (BEAS)

#### Adult & Child Emergency Services After Business Hours Statewide TTY Numbers

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

**287-3492 (TTY)**

Department of Human Services  
Bureau of Elder and Adult Services  
Central Office  
Station 11, 35 Anthony Avenue  
Augusta, ME 04333-0011  
Tel: (888) 720-1925 (TTY), 624-5442 (TTY)  
(800) 262-2232 (V), 624-5335 (V), 624-5361 (FAX)  
Web Site: <http://www.maine.gov/dhs/beas>

Regional Bureau of Elder and Adult Services  
Station 11, 35 Anthony Avenue  
Augusta, ME 04333-0011  
Tel: (800) 452-1926 (V), 624-5289 (TTY),  
(888) 720-1925 (TTY), 624-8060 (V), 624-5283 (FAX)

Bangor Bureau of Elder and Adult Services  
396 Griffin Road  
Bangor, ME 04401  
Tel: (800) 432-7825 (V), 561-4403 (TTY)  
561-4380 (V)  
561-4396 (FAX)

Biddeford Bureau of Elder and Adult Services  
208 Graham Street  
Biddeford, ME 04005  
Tel: (800) 322-1919 (V), 286-2400 (V)  
286-2402 (TTY), 286-2543 (FAX)

Calais Bureau of Elder and Adult Services  
88A South Street  
Calais, ME 04619  
Tel: 454-3415 (TTY), (800) 622-1400 (V)  
454-9000 (V), 454-9012 (FAX)

Caribou Bureau of Elder and Adult Services  
14 Access Highway  
Caribou, ME 04736  
Tel: (800) 432-7366 (V), 493-4000 (V)  
493-4034 (TTY), 493-4033 (FAX)

Ellsworth Bureau of Elder and Adult Services  
17 Eastward Lane  
Ellsworth, ME 04605  
Tel: (800) 432-7823 (V), 667-1639 (TTY)  
667-1600 (V), 667-4184 (FAX)

Fort Kent Bureau of Elder and Adult Services  
92 Market Street  
Fort Kent, ME 04743  
Tel: (800) 432-7340 (V)  
834-7702 (TTY), 834-7701 (FAX)

Houlton Bureau of Elder and Adult Services  
11 High Street  
Houlton, ME 04730  
Tel: 532-5047, (800) 624-8404  
532-5094 (V), 532-5004 (INTAKE FAX)  
532-7995 (FAX)

Lewiston Bureau of Elder and Adult Services  
200 Main Street  
Lewiston, ME 04240  
Tel: (800) 482-7517 (V), 795-4595 (TTY)  
795-4448 (V), 795-4445 (FAX)

Machias Bureau of Elder and Adult Services  
13 Prescott Drive  
Machias, ME 04654  
Tel: (800) 432-7846 (V), 255-6866 (TTY)  
255-2046 (V), 255-2022 (FAX)

Portland Bureau of Elder and Adult Services  
161 Marginal Way  
Portland, ME 04101  
Tel: (800) 482-7520 (V), 822-2293 (TTY)  
822-2149 (V), 822-2162 (FAX)

Rockland Bureau of Elder and Adult Services  
360 Old County Road  
Rockland, ME 04841  
Tel: (800) 432-7802 (V), 596-4201 (TTY)  
596-4262 (V), 596-4161 (FAX)

## Department of Behavioral and Developmental Services (BDS)

[formerly Dept. of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS)]

**Meryl Troop**, Director, Office of Deaf Services and Multi-Cultural Diversity

E-mail: [meryl.troop@maine.gov](mailto:meryl.troop@maine.gov)

### Augusta Office:

40 State House Station

Augusta, ME 04333

(Located at: Hospital St., Marquardt Bldg., 2<sup>nd</sup> Floor)

Tel: 287-4240 (V/TTY)

287-1022 (FAX)

### Portland Office:

185 Lancaster Street

Portland, ME 04101

(Located above Portland CareerCenter)

Tel: 822-0341 (V/TTY)

822-0295 (FAX)

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  
Summer Camp  
Advocacy

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



**Department of Behavioral and Developmental 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

**Vanessa Pelzer**

175 Lancaster Street

**Portland, ME 04101**

Tel: 822-0204 (V/TTY)

822-0295 (FAX)

E-mail: vanessa.pelzer@maine.gov

**Theresa Jack**

175 Lancaster Street

**Portland, ME 04101**

Tel: 822-0282 (TTY)

822-0244 (V)

822-0295 (FAX)

E-mail: theresa.jack@maine.gov

**REGION 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**

RR1, Box 1075

**Thomaston, ME 04861**

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

596-2302 (TTY)

596-2300 (V)

596-2304 (FAX)

E-mail: robbie.hinchey@maine.gov

**REGION III****Lorrie Chipman**

176 Hogan Road

**Bangor, ME 04401**

Tel: 941-4392 (TTY)

941-4373 (V)

941-4389 (FAX)

E-mail: Lorrie.Chipman@maine.gov

**Division of Deafness**

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

**Jan DeVinney, MS, Director**

Tel: 624-5964 (TTY)

624-5980 (FAX)

E-mail: [Jan.A.DeVinney@maine.gov](mailto: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](mailto:Nancy.A.Melanson@maine.gov)

**Alice Crandall Johnson, Consultant**

Tel: 624-5966 (V/TTY)

624-5980 (FAX)

E-mail: [alice.c.johnson@maine.gov](mailto:alice.c.johnson@maine.gov)

The Division of Deafness 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 (quarterly newsletter), ongoing TTY and other training programs for state agencies, an annual conference for state workers, information and referral, advocacy, statewide registry, Certification of Hearing Dogs and accessibility promotion.

## 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)

1-800-521-5871 (V)

286-2611 (V)

286-2608 (FAX)

**Denise Linsmith**

E-mail: [Denise.A.Linsmith@maine.gov](mailto:Denise.A.Linsmith@maine.gov)

Bureau of Rehabilitation Services  
185 Lancaster Street

**Portland, ME 04101**

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

822-0412 (TTY)

879-7553 (FAX)

**Rod MacInnes**

286-2615 (TTY)-**Saco**

822-0412 (TTY)-**Portland**

E-mail: [rod.macinnes@maine.gov](mailto: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](mailto:Deborah.S.Myers@maine.gov)

**Virginia Pelletier**, Rehabilitation Assistant

Tel: 624-5109 (TTY)

624-5133 (FAX)

E-mail: [Virginia.C.Pelletier@maine.gov](mailto:Virginia.C.Pelletier@maine.gov)

### Rockland Office:

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

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

### REGION IV

Vacant

Bureau of Rehabilitation Services  
45 Oak Street, Suite 1

**Bangor, ME 04401**

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

561-4903(TTY)

1-888-545-8811 (V); 561-4904(V)

561-4927 (FAX)

### REGION V

Bureau of Rehabilitation Services  
66 Spruce Street, Suite 3

**Presque Isle, ME 04769**

Tel: 760-6312 (TTY)

1-800-635-0375 (V); 760-6300 (V)

760-6343 (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

Lee Nickerson, Director

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

E-mail: [MnCDDeafHH@aol.com](mailto:MnCDDeafHH@aol.com)

Web Site: [mncddeaf.org](http://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

**Joyce McCaslin**, Librarian

Tel: 1-800-215-7604 (TTY)

1-800-499-0027 (V)

287-8900 (V)

287-4334 (FAX)

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  
21 Northbrook Drive  
Falmouth, ME 04105  
Tel: 781-4226 (V/TTY)

**Bob Hirshberg**

Acadia Hospital  
P.O. Box 422  
Bangor, ME 04402-0422  
Tel: Access Center Crisis, Emergency & Intake  
973-6081 (TTY)  
Information Tel: 973-6103 (TTY)  
973-6100 (V)  
973-6109 (FAX)

**Jerry Grondin, LMFT**

Greater Portland Counseling Center  
21 Northbrook Drive  
Falmouth, ME 04105  
Tel: 781-4226 (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) 254-3921 (FAX)

E-mail: [tami@austine.pvt.k12.vt.school.us](mailto:tami@austine.pvt.k12.vt.school.us)

Leadership, American Sign Language, drama and outdoor recreation. Camp Age: 5-18 (co-ed). This is an excellent opportunity for all deaf and hard-of-hearing peers and their siblings to get together and have fun during the summer. The campers will live and learn in a bilingual-bicultural setting where they will meet other students of various backgrounds and abilities. A multi-disciplinary approach is used in the Austine/Green Mountain Lions Camp to enhance students' literacy and leadership skills. Trained staff will lead students through activities while stressing the importance of teamwork. Play is as important as learning!!!

### **Bishopswood Camp**

Episcopal Diocese of Maine

143 State Street

Portland, ME 04101-3799

Georgia Koch, Director

Tel: 772-1953 (V)

Camp is in scenic Camden, ME. Operated by Episcopal Diocese of Maine. Camp accepts both deaf and hearing children 6 – 16 years old. The camp hires counselors with knowledge of sign language.

### **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 – 21: campers. Ages 22 – 30: young adult program. Ages 30 – 40: other programs available.

**Camp Mark Seven**

144 Mohawk Hotel Road

Old Forge, NY 13420

Kenneth L. Irving, Executive Director

September. – May

93 Wilson Street, A4

Marboro, MA 01752

Tel: (508)-485-6625 (TTY)

(508) 624-0956 (FAX)

June – August

144 Mohawk Hotel Road

Old Forge, NY 13420

Tel: (315) 357-6089 (V/TTY)

(315) 357-6403 (FAX)

E-mail: [ExecDir@CampMark7.org](mailto:ExecDir@CampMark7.org)General Information E-mail: [BusinessMgr@CampMark7.org](mailto: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](mailto: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 and 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-dying your own camp T-shirts!

**"Camp Sign-N-Kids"**

33 C LedgeWood Drive  
Hampden, ME 04444

**Carrie Pierce**

Tel: 862-2029 (TTY)

884-7864 (V/TTY)

E-mail: [signnkids@aol.com](mailto:signnkids@aol.com)

Summer Address:

4221 Broadway

Kenduskeag, ME 04450

Sign-N-Kids is a three-day summer program located in Kenduskeag, Maine. This camp is for children who are Deaf/hard of hearing, or children of deaf adults (CODA) and their siblings. Activities focus on identity and self esteem. Other activities include field trips, horseback riding, arts and crafts and sports. Sign-N-Kids is a nonprofit organization.

**Hidden Valley Camp**

Freedom, ME 04941

Peter & Meg Kassen, Directors

Tel: 342-5177 (V)

General population with bilingual staff available to accommodate deaf and hard-of-hearing children.

**"New England Deaf Camp"**

Contact: Charlene Hood, Secretary

c/o 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 Ward**, ADA Access Coordinator, Maine Medical Center

Tel: 871-4900 (TTY)

871-2088 (V) for interpreters.

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

P.O. Box 799

Portland, ME 04104

**Jennifer Maxwell**, 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

**Jim Howsare**, 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: [mcdmr@maine.rr.com](mailto:mcdmr@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](mailto:place4safe@aol.com)

A group of survivors, professionals, 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.

**Support Network of Educators for Deaf & Hard-of-hearing individuals****Diane St. Lawrence**

HCR 72, Box 118

New Portland, ME 04954

Tel: 628-6241 (V); or 368-4354, ext.120 (V)

E-mail: [stmac@somtel.com](mailto:stmac@somtel.com)**Terri Clark**

42 Oak Hill Drive

Oakland, ME 04963

Tel: 465-7087 (V)

SNEDHHI is an organization of teachers, interpreters, speech therapists, and other faculty and community members who work with students who are deaf/hard of hearing and mainstreamed into public schools. This group organizes various programs to benefit deaf and hard-of-hearing students and their parents as well as encourages the professional development of its members.

## 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

15159 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@harrisoncomm.com](mailto:mail@harrisoncomm.com)  
Website: [www.harriscomm.com](http://www.harriscomm.com)

### Hartling Communications

85 Wilmington Road, Suite 16  
Burlington, MA 01803  
Tel: (781) 270-6710 (TTY)  
(781) 272-7634 (V)  
(781) 229-9161 (FAX)  
Website: [www.hartling.com](http://www.hartling.com)

### Hear More

P.O. Box 3413  
Farmingdale, NY 11735  
Tel: 1-800-281-3555 (TTY)  
(631) 752-0738 (TTY)  
(631) 752-0738 (V)  
1-800-881-4327 (V)  
(631) 752-0689 FAX)  
E-mail: [sales@hearmore.co](mailto:sales@hearmore.co)  
Website: [www.hearmore.com](http://www.hearmore.com)

### NFSS Communications

1 Turnmore Court  
Silver Spring, MD 20906  
Tel: 1-888-589-6670 (V/TTY)  
(301) 871-3731 (FAX)  
E-mail: [info@nfss.com](mailto:info@nfss.com)  
Website: [www.nfss.com](http://www.nfss.com)

### Phone-TTY, Inc.

1246 Route 46 West  
Parsippany, NJ 07054-2121  
Tel: 1-888-332-3889 (V/TTY)  
(973) 299-6626 (TTY)  
(973) 299-7768 (FAX)  
E-mail: [phonetty@aol.com](mailto: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](mailto:info@potomactech.com)  
Website: [www.potomactech.com](http://www.potomactech.com)

### Weitbrecht & Communications, Inc.

2716 Ocean Park Blvd., Suite 1007  
Santa Monica, CA 90405  
Tel: 1-800-233-9130 (V)  
(310) 452-8613 (V/TTY)  
(310) 450-9918 (FAX)  
E-mail: [sales@weitbrechtcom.com](mailto:sales@weitbrechtcom.com)  
Website: [www.weitbrechtcom.com](http://www.weitbrechtcom.com)

## TTY HOTLINES

### **774 - HELP [774-0700 TTY]**

**Ingraham, Inc.**

P.O. Box 1868

Portland, ME 04104

Tel: 1-800-870-9998 (V/TTY)

774-0700 (TTY) 24-Hour Crisis Hotline

774-HELP (774-4357) (V/TTY) 24-Hour Crisis Hotline

774-5901 (FAX)

Mental Health information, referral and linkage to hospitals and crisis intervention programs.

### **Child Protective Intake-DHS**

11 State House Station

Augusta, ME 04333

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

287-3492 (TTY)

1-800-452-1999 (V)

287-2983 (V)

287-5065 (FAX)

**24-hour hotline to report child abuse and neglect statewide.**

### **RAPE TTY HOTLINE**

Maine Sexual Assault Support Hotline

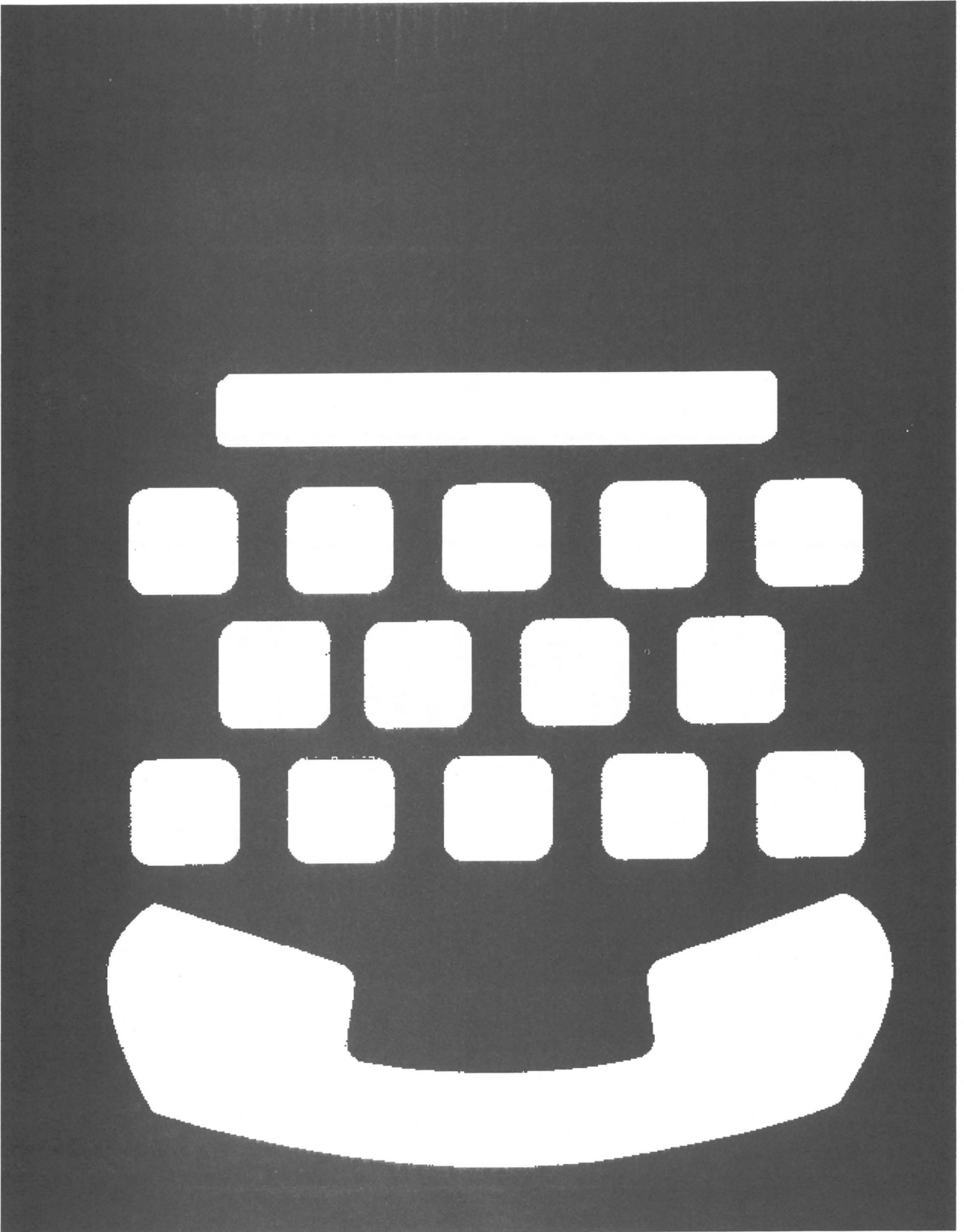
Maine Coalition Against Sexual Assault (MeCASA)

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
- Refer to therapist and other professionals (signing mental health counselors in Portland, Augusta and Skowhegan!)



## 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, laminated (sealed in plastic) and embossed with the seal of the State of Maine. They are custom made (**for each person**) and contain:

- Your name
- Your 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:

<b>I am a Hard of Hearing Person.</b>	
I carry this card voluntarily.	<b>HARD OF HEARING</b>
	
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:

<b>For Communication I need a Sign Language Interpreter</b>	
	
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) or 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 of 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 70% 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: \_\_\_\_-\_\_\_\_-\_\_\_\_  
mo. day yr.

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  
☐ 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  
☐ 70% 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



## TTY DIRECTORY

A directory of all reported TTY-accessible telephone numbers in Maine. Includes a section for residential numbers (white), state offices (green), and businesses, agencies, hospitals and services (yellow). The TTY Directory is updated annually.

To request a copy, add a new listing or change a current listing, contact the address below.

Telecommunication Equipment Project  
Maine Center on Deafness  
68 Bishop Street, Suite 3  
Portland, ME 04103  
Tel: 797-7656  
Fax: 797-9791

Date: \_\_\_\_\_

Please Circle:                      New                      Changes/Corrections

Circle Change of:    Name                      Address                      Phone Number                      Fax Number  
E-mail Address

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TTY NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Send to:  
Telecommunication Equipment Project  
Maine Center on Deafness  
68 Bishop Street, Suite 3  
Portland, ME 04103

THANK YOU!

## TTY CELL PHONE 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 70 % rebate to consumers of TTY wireless communication for intrastate long distance similar to the 70% discount you received on landline telephones 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 disability with his or her application. Any of the following is accepted to prove disability:

A form signed by a licensed physician, otolaryngologist, audiologist, or speech pathologist stating that the applicant is disabled to the extent they cannot use a regular telephone for expressive and/or receptive communication.

A copy of an audiogram signed by a licensed audiologist.

A copy of a diploma from a school for the deaf.

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.

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. 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.

If you have questions about the application or the Maine Equal Access Program, you can contact Alice Crandall Johnson at 624-5966 (Voice), 1-888 755-0023 (TTY), [Alice.C.Johnson@maine.gov](mailto:Alice.C.Johnson@maine.gov) (E-mail), or FAX number is 624-5980.

Alice Crandall Johnson  
Equal Access Program Coordinator  
Division of Deafness

# 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 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 Name,  
Address, Telephone Number  
and Contact Person.

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

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

4. Signature of Person Applying  
for Certification (or Signature of  
Person Signing for Applicant)  
(Please Indicate Relationship)

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.**

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

6. Name and Address of  
Authorized Agency Person  
Approving Certification.

**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 a 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 ( )**

\_\_\_\_\_  
**Applicant**

\_\_\_\_\_  
**Date**



## **ABLEDATA**

DIRECTOR-Katherine Belknap  
INFORMATION SPECIALIST-Susan Carey  
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@macrpoint.com](mailto:ABLEDATA@macrpoint.com)

Web Page: <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 28,000 assistive technology products from over 3,000 domestic and foreign manufacturers and distributors. The database can be searched at the ABLEDATA website. ABLEDATA also produces publications on a variety of assistive products. These publications and other interactive resources are available on the website with hundreds of links to assistive technology manufacturers, distributors, and other disability-related websites. 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**

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

(Formerly AMERICAN DEAFNESS AND REHABILITATION ASSOCIATION)

P.O. Box 727

Lusby, MD 20657

Voice/TTY: (410) 495-8440

FAX: (650) 372-0661

E-mail: [ADARAorgn@aol.com](mailto:ADARAorgn@aol.com)

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

PRESIDENT: Nancy Carr

PUBLICATION: 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 (UPDATE)

NAT'L CONVENTION- 2002, New Jersey 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**

# 2002

## **DIRECTORY OF NATIONAL ORGANIZATIONS OF THE DEAF AND HARD OF HEARING**

### **ALEXANDER GRAHAM BELL ASSOCIATION FOR THE DEAF, INC.**

ADMINISTRATOR: Carol Fisk, Executive Director

Program Contact: Michele Duckin, Director, Member Services

3417 Volta Place NW

Washington, DC 20007

Voice: (202) 337-5220

TTY: (202) 337-5221

FAX: (202) 337-8314

E-mail: [info@agbell.org](mailto:info@agbell.org)

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

PRESIDENT: Michael Tecklenburg, esq.

PUBLICATIONS: The Volta Review

(journal), Volta Voices (magazine)

Editors: Nancy Messina (Voices)

NAT'L CONVENTION: June 29- July 2, 2002, St. Louis, MO

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 speech reading. 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.

**F I P S C E**

### **AMERICAN ACADEMY OF AUDIOLOGY**

ACTING EXEC. DIRECTOR: Laura

Fleming Doyle, CAE

8300 Greensboro Drive, Suite 750

McLean, VA 22102

Voice/TTY: (703) 790-8466

Voice/TTY: (1-800) AAA-2336

FAX: (703) 790-8631

E-mail: [info@audiology.org](mailto:info@audiology.org)

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

PRESIDENT: Angela Loavenbruck, Ed.D.

PUBLICATIONS: Audiology Today

(magazine),

Journal of AAA (journal), Audiology

Express (newsletter)

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

James Jerger, Ph.D. (JAAA)

NAT'L CONVENTION: April 17-20, 2002, Philadelphia, PA/ April 3-6, 2003 San Antonio, TX

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 contact the Web site.

**E P I**

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

**P** Professional

**Rc** Recreational

**R** Religious

**Rs** Research

**S** Self-help/Support

**So** Social

### **AMERICAN ACADEMY OF OTOLARYNGOLOGY-HEAD AND NECK SURGERY**

EXEC. VICE PRESIDENT: G. Richard Holt, M.D.

1 Prince Street

Alexandria, VA 22314-3357

Voice: (703) 836-4444

TTY: (703) 519-1585

FAX: (703) 683-1553

E-mail: [patientinfo@entnet.org](mailto:patientinfo@entnet.org)

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

PRESIDENT: K J Lee, MD FASC

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

Editor: Michael Benninger, M.D.

The Bulletin (membership publication)

Editor: G. Richard Holt M.D.

NAT'L CONVENTION: Aug 22-25 2002, San Diego, CA.

Promotes the art and science of medicine related to otolaryngology-head and neck surgery, including providing continuing medical education courses and publications. Distributes patient leaflets relating to ear, nose and throat problems and makes referrals to physicians.

**M P**

### **AMERICAN ASSOCIATION OF THE DEAF-BLIND**

PROGRAM MANAGER: Joy Larson

814 Thayer Ave., Room 302

Silver Spring, MD 20910-4500

TTY: (301) 588-6545

FAX: (301) 588-8705

Email: [aadb@erols.com](mailto:aadb@erols.com)

PRESIDENT: Harry Anderson

PUBLICATION: Deaf-Blind American

Editor: Janet Sand

NAT'L CONVENTION: 2003 TBA

Promotes better opportunities and services for deaf-blind people. 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

EXEC. DIRECTOR: William L. Lederer  
55 E. Washington St., Suite 2022  
Chicago, IL 60602

Voice: (312) 726-9670

FAX: (312) 726-9695

E-mail: [lkoch@American-hearing.org](mailto:lkoch@American-hearing.org)

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

PUBLICATION: Newsletter

Editor: William L. Lederer

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](mailto:ASDC1@aol.com)

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

PRESIDENT: Dr. Cheron Mayhall

PUBLICATION: The Endeavor

Editor: Alicia Notarianni

18th BIENNIAL CONVENTION: July 2003, Austin, TX

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

EXEC. DIRECTOR: Frederick T. Spahr, Ph.D.

10801 Rockville Pike

Rockville, MD 20852

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

TTY: (301) 897-5700

FAX: (301) 571-0457

PRESIDENT: Nancy A. Creaghead

E-mail: [actioncenter@asha.org](mailto:actioncenter@asha.org)

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

PUBLICATION: Journal of Speech-Language-Hearing Research; American Journal of Audiology; American Journal of Speech Language pathology; Language Speech and Hearing Services in the Schools; ASHA Magazine; ASHA Leader.

Editor-In-Chief: Joanne K. Jessen

NAT'L CONVENTION: November 21-24, 2002, Atlanta, GA

A professional and scientific organization for speech-language pathologists and audiologists concerned with communication disorders. 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

#### C I P Rs

#### AMERICAN TINNITUS ASSOCIATION

EXECUTIVE DIRECTOR: Cheryl McGinnis MBA

P.O. Box 5

Portland, OR 97207-0005

Voice: (800) 634-8978

Voice: (503) 248-9985

FAX: (503) 248-0024

E-mail: [tinnitus@ata.org](mailto:tinnitus@ata.org)

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

CHAIRMAN: Stephen M. Nagler, MD

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 American who have tinnitus.

#### C E F I M P R 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 St.

Little Rock, AR 72205

Voice/TTY: (501) 686-9691

FAX: (501) 686-9698

E-mail:

[REHABRES@CAVERN.UARK.EDU](mailto:REHABRES@CAVERN.UARK.EDU)

Web Page: <http://www.uark.edu/deafrtc>

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. 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)

PRESIDENT: Edna Shipley-Conner

1145 Westgate Street, Suite 206

Oak Park, IL 60301

Voice/FAX: (877) 348-7537

TTY: (708) 358-0135

E-mail: [President@alda.org](mailto:President@alda.org)

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

PUBLICATION: ALDA NEWS

Editor: Candis Shannon

NAT'L CONVENTION: October 23- 27

2002, Orlando Florida

Supports the empowerment of people who are deafened. Provides resources and information and promotes advocacy and awareness of the needs of deafened adults.

#### C I S So

#### AUDITORY-VERBAL INTERNATIONAL, INC.

EXEC. DIRECTOR/CEO: Sara Blair Lake, Esq.

2121 Eisenhower Ave., Suite 402

Alexandria, VA 22314

Voice (703) 739-1049

TTY: (703) 739-0874

FAX: (703) 739-0395

E-mail: [audiverb@aol.com](mailto:audiverb@aol.com)

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

PRESIDENT: Thomas R. Lucchesi, J.D.

PUBLICATION: The AURICLE

INTERNATIONAL CONFERENCE:

Summer 2003, TBA

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 E F I M P S So

#### BETTER HEARING INSTITUTE

EXEC. DIRECTOR: John T. Olive

515 King Street, Suite 420

Alexandria, VA 22314

Voice/TTY: (703) 684-3391

Voice/TTY: (888) HEAR HELP (BHI Office)

Voice/TTY: (800) EAR-WELL (Hearing HelpLine)

FAX: (703) 684-6048

E-mail: [DDEnston@clarionmr.com](mailto:DDEnston@clarionmr.com)

Web page: <http://www.betterhearing.org>

PRESIDENT: Reg Garratt

BHI is a nonprofit educational organization that implements national public information programs on hearing loss and available medical, surgical, hearing aid, and rehabilitation assistance for millions with uncorrected hearing problems. Promotes awareness of hearing loss through television, radio, and print media public service messages. BHI maintains a toll-free "Hearing HelpLine" telephone service that provides information on hearing loss, sources of assistance, lists of local hearing professionals, and other available hearing help to callers anywhere in the United States and Canada.

#### 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](mailto:PEB@boystown.org)

Web Page: <http://www.boystown.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 with a team of clinician, 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 R s**

#### **CAPTIONED MEDIA PROGRAM**

(Formerly Captioned Films/Videos 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

Email: [info@cfv.org](mailto: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. 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. (classical movies and special-interest topics such as travel, hobbies, recreation, and others). Some titles are available in CD-Rom or DVD.

**C E I**

#### **COCHLEAR IMPLANT ASSOCIATION, INC.**

EXECUTIVE DIRECTOR: Peg Williams, Ph.D.

PRESIDENT: John Mc Celland

5335 Wisconsin Avenue, NW, Suite 440

Washington, DC 20015-2034

Voice/TTY: (202) 895-2781

PUBLICATION: CONTACT

Editor: to be appointed

E-mail: [pwms.cici@worldnet.att.net](mailto:pwms.cici@worldnet.att.net)

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

NATIONAL CONVENTION: TBA  
Cochlear Implant Association, (CIAI), formerly Cochlear Implant Club International,

provides information and support to cochlear implant users and their families, professionals, and the general public.

**I C M S**

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

PRESIDENT: Harold Mowl

EXEC. 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: [innceasd@aig.com](mailto:innceasd@aig.com)

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

PUBLICATIONS: American Annals of the Deaf

Gallaudet University, 800 Florida Ave., NE, Washington, DC 20002-3695, Voice/TTY (202) 651-5342

NAT'L CONVENTION: April, 2002, Sioux Fall, S.D

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

and training.  
**C E P S**

#### **CONVENTION OF AMERICAN INSTRUCTORS OF THE DEAF**

PRESIDENT: Dr. Elizabeth O'Brien

\*CAID Membership Office

P.O. Box 377

Bedford, TX 76095-0377

Voice/TTY: (817) 354-8414

E-mail: [caid@swbell.net](mailto:caid@swbell.net)

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

PUBLICATION: 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: [Annette.Reichman@ed.gov](mailto:Annette.Reichman@ed.gov)

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., N.W Suite 701

Washington, D.C. 20036

Voice: (800) 535-3323/(202) 289-5850

FAX: (202) 293-1805

E-mail: [drf@drf.org](mailto:drf@drf.org)

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

PUBLICATION: Hearing Health Advocate

DRF is the leading source of private funding for basic and clinical research in hearing science. It also sponsors the National Campaign for Hearing Health, a public education and advocacy effort that promotes lifetime of hearing health for all.

**F I M R s**

#### **THE EAR FOUNDATION**

PRESIDENT: C. Gary Jackson, M.D.

1817 Patterson Street

Nashville, TN 37203

Voice/TTY: (615) 329-7809

Voice/TTY: (800) 545-HEAR

E-mail: [ear@earfoundation.org](mailto:ear@earfoundation.org)

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

FAX: (615) 329-7935

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.

**I S E**

#### **EPISCOPAL CONFERENCE OF THE DEAF**

P.O. Box 27685

Philadelphia, PA 19118-0069

Voice: (315) 449-1602

TTY: (315) 449-1602

FAX: (315) 449-1602

E-mail: [RevGinger@aol.com](mailto:RevGinger@aol.com)

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

PRESIDENT: Rev. Virginia Nagel

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.

**R I**

#### **GALLAUDET UNIVERSITY**

PRESIDENT: I. King Jordan, Ph.D.

800 Florida Ave., NE

Washington, DC 20002-3695

Voice/TTY: (202) 651-5000

Email: [public.relations@gallaudet.edu](mailto: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 National Deaf Education Network and Clearinghouse.

**E I C R s**

#### **GALLAUDET UNIVERSITY ALUMNI ASSOCIATION**

EXEC INTERIM DIRECTOR: Astrid

Goldstein '65

Peikoff Alumni House ("Ole Jim")

Gallaudet University

800 Florida Avenue NE

Washington, DC 20002-3695

Voice: (202) 651-5060

TTY: (202) 651-5061

FAX: (202) 651-5062

Web site: <http://depts.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.

#### C F S o

#### HEARING EDUCATION AND AWARENESS FOR ROCKERS-H.E.A.R.

EXEC. DIRECTOR: Kathy Peck

P.O. Box 460847

San Francisco, CA 94146

Voice: (415) 773-9590 hotline

Voice: (415) 409-EARS

Fax: (415) 409-LOUD

E-mail: [hear@hearnet.com](mailto: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

HEARING ASSISTANCE PROGRAM

MANAGER: 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](mailto:nonprofit@starkey.com)

Committed to making technology accessible to deaf and hard of hearing individuals throughout the United States. HEAR NOW provides hearing aids and cochlear implants for very low income, hard of hearing and deaf individuals, and collects hearing aids for recycling.

#### C F I P

#### HEATH RESOURCE CENTER

(The National Clearinghouse on Postsecondary Education for Individuals with Disabilities, a program of the George Washington University.)

DIRECTOR: Pamela Ekpone, 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](mailto: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.

#### I E

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

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@rcn.org](mailto:hkncinfo@rcn.org)

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

PUBLICATIONS: The Nat-Cent News, HKNC Update

Editors-Dr. Robert J. Smithdas (News), Jill Carello-Kahn, editor for HKNC Update.

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

#### C E I P R e S S o

#### 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

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

PRESIDENT: John W. House, M.D.

PUBLICATION: House Calls

Editor: Christa Spieth

The House Ear Institute is dedicated to advancing hearing science through research and education to improve quality of life. Scientist 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 device needs of infants and children with a full spectrum of research, diagnostic, treatment and educational services.

#### E I M R s

#### INTERNATIONAL CATHOLIC DEAF ASSOCIATION

United States Section

DIRECTOR: Kathleen Kush

8002 S. Sawyer Road

Darien, IL 60561-5227

TTY: (630) 887-9472

FAX: (630) 887-8850

E-mail: [icdaus@cs.com](mailto:icdaus@cs.com)

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

#### INTERNATIONAL HEARING SOCIETY

EXEC. DIRECTOR: Robin L. Clowers, BC-HIS

16880 Middlebelt Road, Suite 4

Livonia, MI 48154

Voice: (734) 522-7200

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

FAX: (734) 522-0200

E-mail: [amarkey@insfo.org](mailto:amarkey@insfo.org)

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

PRESIDENT: Scott Austin, BC-HIS

PUBLICATION: The Hearing Professional Editor: Cindy Helms

NATIONAL CONVENTION: Sept. 12-15, 2001, Chicago, IL

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

#### INTERNATIONAL LUTHERAN DEAF ASSOCIATION

PRESIDENT: James Swalley

1333 S. Kirkwood Road

St. Louis, MO 63122

Voice: (314) 996-1315

TTY: (888) 899-5031

Voice: (800) 433-3954

E-mail: [pd42851@cs.com](mailto:pd42851@cs.com)

Web site:

<http://www.lcmsdeaf.org/ilda/ILDAhome.html>

FAX: (314) 965-0959

PUBLICATION: The Deaf Lutheran

Editor: David Brown

NAT'L CONVENTION: June 2003, Minneapolis, MN

Promotes ministry for deaf people throughout the Lutheran Church-Missouri Synod.

#### I R

#### JEWISH DEAF CONGRESS

(Formerly National Congress of Jewish Deaf)

PRESIDENT: Martin Florsheim

214-11 85th Avenue

Hollis Hills, New York 11427

TTY: (718) 740-0470

FAX: (718) 740-4994

PUBLICATION: J.D.C. QUARTERLY

NAT'L CONVENTION: 2003, Las Vegas, NV

Advocates for religious, educational, and cultural ideals and fellowship for Jewish deaf people. Conducts workshops for rabbis, parents of deaf children, and interpreters. Works with 20 affiliates and maintains a Hall of Fame.

#### C F I R

#### JOHN TRACY CLINIC

EXEC. DIRECTOR: James H. Garrity, Ed.D.



806 W. Adams Blvd.  
Los Angeles, CA 90007  
Voice: (213) 748-5481  
TTY: (213) 747-2924  
Voice/TTY: (800) 522-4582  
FAX: (213) 749-1651  
E-mail: [jgarrity@jtc.org](mailto:jgarrity@jtc.org)  
Web Page: <http://www.jtc.org>

John Tracey Clinic is an educational facility for preschool-age children who have hearing losses and their families. 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) 587-1789  
Voice: (301) 587-1788  
FAX: (301) 587-1791  
E-mail: [nadyouth@nad.org](mailto:nadyouth@nad.org)  
Web site: <http://www.nad.org/openhouse/programs/jmad.html>

Youth Programs Coord: Jennifer Yost  
PUBLICATION: Junior NAD News  
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 on Oregon.

#### E R c S o

#### LEAGUE FOR THE HARD OF HEARING

EXEC. DIRECTOR: Keith D. Muller, ACSW  
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](mailto:postmaster@lhh.org)  
Web Page: <http://www.lhh.org>  
PRESIDENT: John M. Scopaz  
PUBLICATION: abc Reports (newsletter)  
Editor: Arlene Romoff

The League for the Hard of hearing is the oldest hearing rehabilitation agency in the country. Mission is to improve the quality of life for people with all degrees of hearing loss. Offers comprehensive hearing rehabilitation and human service programs for infants, children, adults, and their families, regardless of age or mode of communication. Promotes hearing conservation and provides public education about hearing.

#### C E I M P

#### THE MEDIA ACCESS GROUP

DIRECTOR: Lori Kay  
125 Western Avenue

Boston, MA 02134  
Voice/TTY: (617) 300-3600  
FAX: (617) 300-1020  
E-mail: [caption@wgbh.org](mailto:caption@wgbh.org)  
Web Page: <http://www.wgbh.org/caption>  
PUBLICATIONS: Caption Center News (newsletter), Consumer Information Series (on topics of interest to all caption viewers), Tech Facts (technical newsletter)  
The Media Access Group is a nonprofit service of the WGBH Educational Foundation and the world's first captioning agency. Offices in Boston, Los Angeles, and New York produce captions for every segment of the television and video industries and offer an array of services including off-line captions, real-time captions, dual-field, dual-language captions, subtitling, and open captions.

#### C I R s

#### 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](mailto:nasp@naspweb.org)  
Web Page: <http://www.nasponline.org>  
PUBLICATIONS: School Psychology Review, Communiqué  
NATIONAL CONFERENCE: February 26-March 2, 2002, Chicago Illinois; April 8-12, 2003, Toronto, Ontario Canada; March 23-27, 2004, Dallas Texas.  
The mission of the National Association of School Psychologists (NASP) is to promote educationally and psychologically healthy 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 R s

#### NATIONAL ASSOCIATION OF THE DEAF

EXEC. 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](mailto:nadinfo@nad.org)  
Web Site: <http://www.nad.org>  
PRESIDENT: Elizabeth (Libby) Pollard  
PUBLICATIONS: The NAD Magazine  
NAT'L CONFERENCE: July 3-8, 2002, Washington, DC  
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: Steve Younger  
Times Square P.O. Box #2021  
New York, New York 10108  
E-mail Address: [Syounger64@hotmail.com](mailto:Syounger64@hotmail.com)  
Web site: <http://www.nbda.org>  
PUBLICATION- NBDA News  
NATIONAL CONVENTION: 2002, Detroit, MI  
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. Currently has 28 chapters in the United States and the Virgin Islands.

#### C E I P S o

#### NATIONAL CAPTIONING INSTITUTE

1900 Gallows Road, Suite 3000  
Vienna, VA 22182  
Voice/TTY: (703) 917-7600  
FAX: (703) 917-9878  
E-mail: [hr@ncicap.org](mailto:hr@ncicap.org)  
Web site: <http://www.ncicap.org/>  
CHIEF EXEC. 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

EXEC. 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](mailto:NCOD@Erols.com)  
Web Page: <http://www.ncod.org>  
PUBLICATIONS: 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.

#### I P R

#### NATIONAL CENTER FOR ACCESSIBLE MEDIA (CPB/WGBH) (NCAM)

DIRECTOR: Larry Goldberg  
WGBH Educational Foundation  
125 Western Avenue



Boston, MA 02134  
Voice: (617) 300-3400  
TTY: (617) 300-2489  
FAX: (617) 300-1035  
E-mail: [NCAM@wgbh.org](mailto:NCAM@wgbh.org)  
Web Page: <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 R s**

**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](mailto:cuedspdisc@aol.com)  
Web Site: <http://www.cuedspeech.org>  
PRESIDENT: Paul Swadley  
PUBLICATION: Cued Speech Journal, On Cue Newsletter  
Editors: Pamela Beck (On Cue)  
NCSA and its affiliate centers and chapter supports and promotes the effective use of cued speech for communication, language acquisition, and literacy. NCSA offers information about Cued Speech use with children and adults with hearing, speech, and language needs. Supports family camp and provides instructor certification, bookstore catalog, Cued Speech charts more than 50 languages and referrals/networking. Cued Speech provides the appropriate phonemic language base for literacy.

**C E I P S s o**

**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  
V/TTY (202) 651-5051 (information)  
FAX (202) 651-5054  
E-mail:  
[Clearinghouse.Infotogo@gallaudet.edu](mailto:Clearinghouse.Infotogo@gallaudet.edu)  
(information)  
Voice/TTY: (202) 651-5340 (products)  
E-mail: [Products.ClercCenter.Gallaudet.edu](mailto:Products.ClercCenter.Gallaudet.edu)  
(products)  
Web page:  
<http://clerccenter.gallaudet.edu/InfoToGo/index.html>  
The National Deaf Education Network and Clearinghouse 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. The Clearinghouse 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**

**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](mailto:thefrat@NFSD.com)  
Web Page: <http://www.NFSD.com>  
PUBLICATION: The Frat  
Editor: Al Van Nevel  
NAT'L CONVENTION: July 2003  
Works in the area of life insurance and advocacy for deaf people and has 25 divisions across the country.

**C I S s o**

**NATIONAL INFORMATION CENTER  
FOR CHILDREN AND YOUTH WITH  
DISABILITIES (NICHCY)**

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](mailto:nichcy@aetd.org)  
Web Page: <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, care-givers, advocates, and others in helping children and youth with disabilities participate as fully as possible in their community. NICHCY also publishes Technical Assistance Guides, Students' Guides, briefing papers, and annotated bibliographies on selected topics; many publications are available in Spanish and all are available in the Internet.

**E I**

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

DIRECTOR: John Reiman, Ph.D.  
Teaching Research  
345 Monmouth Avenue  
Monmouth, OR 97361  
Voice: (800) 438-9376  
TTY: (800) 854-7013  
FAX: (503) 838-8150  
E-mail: [dblink@tr.wou.edu](mailto:dblink@tr.wou.edu)  
Web Page: <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, and deaf-blind people, 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 R s**

**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) 907-8830  
E-mail: [nidcdinfo@nidcd.nih.gov](mailto:nidcdinfo@nidcd.nih.gov)  
Web Page: <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 R s**

**THE NATIONAL REHABILITATION  
INFORMATION CENTER**

DIRECTOR: Mark Odum  
4200 Forbes Boulevard  
Lanham, MD 20910  
Voice: (301) 459-5900  
Voice: (800) 346-2742  
TTY: (301) 459-4263  
FAX: (301) 459-4263  
E-mail: [naricinfo@heitechservices.com](mailto:naricinfo@heitechservices.com)  
Web page: <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, data base searches of the bibliographic data base 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, LBJ Building  
Rochester, NY 14623-5604  
Voice/TTY: (585) 475-6400  
FAX: (585) 475-5623  
Web Page: <http://www.rit.edu/NTID>  
Provides deaf and hard-of-hearing students with outstanding state-of-the art technical and professional education programs, complemented by a strong arts and sciences curriculum. NTID at RIT prepares students to live and work in the mainstream of a rapidly changing global community.

**E I**



### **THE NATIONAL THEATRE OF THE DEAF**

DIRECTOR (Education/Outreach): Mike Lamitola  
EXECUTIVE DIRECTOR: Jerry Goehring  
55 Van Dyke Avenue, Suite 312  
Hartford, CT 06106  
Voice/TTY: (860) 724-5179/ Toll free: (800)-300-5179  
FAX: (860) 550-7974  
E-mail/booking info: [tour@ntd.org](mailto:tour@ntd.org)  
E-mail general info: [info@ntd.org](mailto:info@ntd.org)  
DIRECTOR (Professional School): Mike Lamitola  
Web Page: <http://www.ntd.org>  
Concentrates on artistic and theatrical professional development of deaf actors. Tours the United States and abroad. Also presents Little Theatre of the Deaf productions in schools, theaters, museums, and libraries. Sponsors a professional school, and Deaf Theatre Conference for everyone. Recruiting and outreach.  
**C E F I P R c R s S o**

### **RAINBOW ALLIANCE OF THE DEAF**

PRESIDENT: Lisa Furr, RAD President  
C/o Barbara Hathaway  
9751 Good Luck Rd #8  
Seabrook, MD 20706  
E-mail: [President@rad.org](mailto:President@rad.org)  
Web Page: <http://www.rad.org>  
Egroup: [RADChapters@egroups.com](mailto:RADChapters@egroups.com)  
NAT'L CONVENTION: Orlando, FL, June 3-7, 2003  
Conference Web site: <http://www.nwrad.org>  
E-mail: [rad03@rad.org](mailto:rad03@rad.org)  
RAD is a national organization serving gay, lesbian and bisexual people who are deaf and hard of hearing. Plus friends of our family are included. Represents approximately 24 chapters throughout the United States and Canada.  
**E C I S S o**

### **REGISTRY OF INTERPRETERS FOR THE DEAF, INC.**

PRESIDENT: Ben Hall  
333 Commerce Street  
Alexandra, VA 22314  
Voice: (703) 838-0030  
TTY: (703) 838-0459  
FAX: (703) 838-0454  
E-mail: [membership@rid.org](mailto:membership@rid.org)  
Web site: <http://rid.org/>  
PUBLICATION: Views  
NAT'L CONFERENCE: July 2003, Chicago, IL  
RID strives to increase the quality, quantity, and qualifications of sign language and oral interpreters through their National Testing System, Certification Maintenance Program, and Ethnical Practices Systems. A professional organization interpreters, provides information on interpreting to the general public, publishes a national directory of certified interpreters, and makes referral to interpreter agencies.  
**E I P**

### **REHABILITATION ENGINEERING RESEARCH CENTER ON HEARING ENHANCEMENT AND ASSISTIVE**

### **DEVICES (RERC)**

PROJECT DIRECTOR: Matt Bakke, Ph.D.  
Kendall Green  
800 Florida Ave, NE  
Washington DC 20002  
Voice/TTY: (202) 651-5335  
FAX: (202) 651-5335  
E-mail: [Matthew.bakke@gallaudet.edu](mailto:Matthew.bakke@gallaudet.edu)  
Contact person: Lois O'Neill  
Voice: (718) 350-3203  
FAX: (718) 899-3433  
[Loneill@lexnyc.org](mailto:Loneill@lexnyc.org)  
Web page: <http://www.hearingresearch.org>  
PUBLICATION: hearingresearch.org (biannual newsletter)  
Editor: Lois O'Neill  
The RERC on Hearing Enhancement promotes and develops technological solutions to problems confronting individuals with hearing loss. Projects include automatic speech recognition, directional microphones, digital hearing aids, assistive listening system assessment, electromagnetic interference issues, child-friendly audiometry, and technology training for rehabilitation counselors. The Gallaudet RERC also provides training in the use of hearing assistance technology to hearing health professionals, consumers and other stakeholders.  
**E R s**

### **REHABILITATION RESEARCH & TRAINING CENTER FOR PERSONS WHO ARE HARD OF HEARING OR LATE DEAFENED**

DIRECTOR: Raymond J. Trybus, Ph.D.  
CSPP Research and Service Foundation  
Alliant University-San Diego  
6160 Cornerstone Court East  
San Diego, CA 92121-3725  
Voice: (858) 623-2777 x388  
TTY: (858) 554-1540  
Voice/TTY: (800) 432-7619  
FAX: (858) 642-0266  
E-mail: [rtc@csp.edu](mailto:rtc@csp.edu)  
Web page: <http://www.hearinghealth.org/>  
A federally funded Rehabilitation and Training Center (RRTC) that focuses on conducting research and developing training programs related to maintaining employment status and personal adjustment needs of individuals who are hard of hearing or late deafened. The new funding, awarded in September 1997, supports a program that broadens the RRTC's mandate from its former primary focus on mental health issues related to hearing loss to also include workplace issues for hard of hearing and late deafened. This objective is promoted through research, educational workshops, self-help groups; dissemination of materials and training sessions for hard of hearing and late deafened consumers, service providers, employers and all other interested persons.  
**E I R s S**

### **THE SEE CENTER FOR THE 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: [seectr@aol.com](mailto:seectr@aol.com)

Web Page: <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.  
**E I S**

### **SELF HELP FOR HARD OF HEARING PEOPLE, INC.**

EXECUTIVE DIRECTOR: Beth Wilson  
7910 Woodmont Ave., Suite 1200  
Bethesda, MD 20814  
Voice: (301) 657-2248  
TTY: (301) 657-2249  
FAX: (301) 913-9413  
E-mail: [National@shhh.org](mailto:National@shhh.org)  
Web Page: <http://www.shhh.org/>  
PRESIDENT: Susan Matt  
PUBLICATION: Hearing Loss: The Journal of Self Help for Hard of Hearing People  
Editor: Barbara Kelley  
NATIONAL CONVENTION: June 21-24, 2002, Seattle, WA  
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.**

DIRECTOR of MEMBER SERVICE and PUBLIC RELATIONS: Jim House  
8630 Fenton Street, Suite 604  
Silver Spring, MD 20910-3803  
Voice: (301) 589-3786  
TTY: (301) 589-3006  
FAX: (301) 589-3797  
E-mail: [jimhouse@tdi-online.com](mailto:jimhouse@tdi-online.com)  
IM: AOL=haus7hill  
Web site: <http://www.tdi-online.org>  
PUBLICATIONS: GA-SK (quarterly), National Directory & Guide (annual)  
Editor: Jim House  
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: Mr. Chris Opie  
1727 West Burbank Boulevard  
Burbank, CA 91506-1312  
Voice/TTY: (818) 972-2080  
FAX: (818) 972-2090  
E-mail: [tripodschooll@earthlink.net](mailto:tripodschooll@earthlink.net)  
Web site: <http://www.tripod.org/>  
TRIPOD is a model co-enrollment program which includes Montessori Parent, Infant, Toddler; Montessori Pre-School/Kindergarten, Elementary, Middle School, High School. The co-enrollment



programs for hearing, deaf, and hard of hearing children are within the Burbank Unified School District.

**C E R s S**

#### **USA DEAF SPORTS FEDERATION**

ADMIN. ASST: Valerie G. Kinney

3607 Washington Boulevard, #4

Ogden, UT 84403-1737

TTY: (801) 393-7916

FAX: (801) 393-2263

E-mail: [homeoffice@usadsf.org](mailto:homeoffice@usadsf.org)

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

PRESIDENT: Bobbie Beth Scoggins

PUBLICATION: USADSF Bulletin, Deaf Sports Review

Editor: Muriel Strassler, Vice President of Member Services

EVENTS: February 27-March 9, 2003

Winter Deaflympics, Sundsvall, Sweden.

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 R c S o**

#### **VESTIBULAR DISORDERS ASSOCIATION**

EXEC DIRECTOR: Jerry Underwood

P.O. Box 4467

Portland, OR 97208-4467

Voice: (503) 229-7705

Voice: (800) 837-8428

FAX: (503) 229-8064

E-mail: [veda@vestibular.org](mailto:veda@vestibular.org)

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

PRESIDENT: Janet Lunde

PUBLICATION: On the Level

Editor: Jerry Underwood

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

PO Box 3211

Quartz Hill, CA 93586

TTY/FAX: (661) 943-8879

PUBLICATION: WRAD NEWS

E-mail: [Brucegross@aol.com](mailto: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 R c S o**



## Statewide Services for People Who Are Deaf and Hard of Hearing

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 department 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 36111-  
0586  
State Coordinator: Tammy  
Adams  
334-613-2249 T/V in AL  
334-281-8780 V  
334-281-1973 FAX  
[tadams@rehab.state.al.us](mailto:tadams@rehab.state.al.us)  
<http://www.rehab.state.al.us>

### ALASKA

Division of Vocational  
Rehabilitation  
Division of Vocational  
Rehabilitation  
801 W. 10th Street, Suite A  
Juneau, AK 99801- 1894  
State Coordinator: Duane  
Mayes  
907-465-2814 T/V  
907-269-2061 FAX  
[duane-mayes@state.ak.us](mailto:duane-mayes@state.ak.us)

### ARIZONA

**Arizona Commission for  
the Deaf and Hard of  
Hearing**  
1400 West Washington Street  
Room 126  
Phoenix, AZ 85007  
Exec. Director: Sherri L.  
Collins  
602-542-3383 T/V  
800-352-8161 T/V in AZ  
602-542-3380 FAX  
<http://www.acdhh.state.az.us/>

Rehabilitation Services  
Administration  
1789 West Jefferson, 2nd  
Floor NW  
Phoenix, AZ 85007  
602-542-6049 T  
602-542-3332 V  
602-542-3778 FAX  
State Coordinator: Christine  
Fuller  
[Cfuller@mail.de.state.az.us](mailto:Cfuller@mail.de.state.az.us)  
<http://www.de.state.az.us/rsa/>

### ARKANSAS

Arkansas Rehabilitation  
Services  
Office of the Deaf and  
Hearing Impaired  
1616 Brookwood  
P.O. Box 3781  
Little Rock, AR 72203  
Program Administrator:  
Carol Rogers  
501-296-1670 T  
501-296-1691 V  
501-296-1675 FAX  
[CAROGERS@ars.state.ar.us](mailto:CAROGERS@ars.state.ar.us)

### CALIFORNIA

**Department of Social  
Services**  
Office for Deaf Access  
744 P Street, MS 6-91  
Sacramento, CA 95814  
Chief: Tom Lee  
916-651-6252 T  
916-663-8320 V  
916-653-4001 FAX  
[deaf.access@dss.ca.gov](mailto: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  
[Tbeatty@dor.ca.gov](mailto:Tbeatty@dor.ca.gov)

## **COLORADO**

Colorado Vocational  
Rehabilitation Services  
600 Grant Street, Suite 302  
Denver, CO 80203  
Supervisor: Larry Gauthier  
303-894-2650 T (Ted)  
303-894-2519 T (Jim)  
303-894-2515 x222 V  
303-894-2656 FAX  
[larry.Gauthier@state.co.us](mailto:larry.Gauthier@state.co.us)  
[http://www.cdhs.state.co.us/  
ODS/dvr/ods\\_dvr1.html](http://www.cdhs.state.co.us/ODS/dvr/ods_dvr1.html)

## **CONNECTICUT**

**Connecticut Commission  
on the Deaf and Hearing  
Impaired**  
1245 Farmington Avenue  
West Hartford, CT 06107  
Exec. Director: Stacie J.  
Mawson  
800-708-6796 T/V  
860-313-1115 or 860-313-  
1324 T/V  
860-313-7414 FAX  
[cdhi@po.state.ct.us](mailto:cdhi@po.state.ct.us)  
[http://www.state.ct.us/cdhi/in  
dex.htm](http://www.state.ct.us/cdhi/in<br/>dex.htm)

Bureau of Rehabilitation  
Services  
25 Sigourney Street  
Hartford, CT 06106-2055  
State Coordinator: John  
LeBlond  
860-424-2231 T  
860-424-4858 V

## **DELAWARE**

**Delaware Office for the  
Deaf and Hard of Hearing**  
Division of Vocational  
Rehabilitation  
4425 N. Market St., P.O. Box  
9969  
Wilmington, DE 19809-0969  
Public Info Officer: Loretta  
Sarro  
302-761-8275 T/V  
302-761-8336 T  
302-761-739-7902 T/V every  
Tuesday  
302-761-6611 FAX  
[Lsarro@dvr.state.de.us](mailto:Lsarro@dvr.state.de.us)  
<http://delaware.gov/>

## **DISTRICT OF**

## **COLUMBIA**

Rehabilitation Services  
Administration  
810 First Street, NE, Suite  
9055  
Washington, DC 20002  
State Coordinator: Marlene  
Jones Kinney  
202-442-8671 T/V  
202-442-8725 FAX  
[marlene.jkinney@dc.gov](mailto:marlene.jkinney@dc.gov)

## **FLORIDA**

Deaf & Hard of Hearing  
Services Program  
OACC/Vocational  
Rehabilitation Services  
2002 Old St. Augustine  
Road, Bldg A  
Tallahassee, FL 32301-4862  
State Coordinator: Cecil  
Bradley  
850-413-9629 T  
850-488-8380 ext. 239 V  
850-921-7217 FAX  
[bradlec@vr.doe.state.fl.us](mailto:bradlec@vr.doe.state.fl.us)

## **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  
[jadvocate@aol.com](mailto:jadvocate@aol.com)  
<http://www.gachi.org/>

Georgia Department  
Labor/Rehabilitation Services  
Vocational Rehabilitation  
Support Services Team  
1700 Century Circle Suite  
300  
Atlanta, GA 30303-3142  
Deaf Program Coordinator:  
Kay McGill  
404-638-0376 T/V  
404-486-0197 FAX  
[kamcgill@dhr.state.ga.us](mailto:kamcgill@dhr.state.ga.us)  
<http://www.vocrehabga.org/>

## **HAWAII**

**Disability and  
Communication Access  
Board**  
919 Ala Moana Blvd., Suite  
101  
Honolulu, HI 96814-4920  
Exec. Director: Francine Wai  
Communication Access  
Specialist: Jane Knox  
[dcabjk@aloha.net](mailto:dcabjk@aloha.net)  
808-586-8121 T/V  
808-586-8130 T  
808-586-8129 FAX  
[http://www.state.hi.us/health/  
dcab](http://www.state.hi.us/health/<br/>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  
[cyoung@dhs.state.hi.us](mailto:cyoung@dhs.state.hi.us)  
[http://www.nchrtm.okstate.edu/rrc/state\\_brochures/hawaii/statebrochurehi.html](http://www.nchrtm.okstate.edu/rrc/state_brochures/hawaii/statebrochurehi.html)

## 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  
208-334-0952 FAX  
[cooperp@idhw.state.id.us](mailto:cooperp@idhw.state.id.us)  
<http://www.state.id.us/cdhh/cdhh1.htm>

Division of Vocational Rehabilitation  
10200 W. Emerald, Suite 101  
Boise, ID 83704-8780  
State Coordinator: Michele Clark  
208-327-7040 T  
208-337-7411 V  
800-856-2720 Info  
208-327-7417 FAX  
[mclarke@idvr.state.id.us](mailto:mclarke@idvr.state.id.us)  
<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: Gerald L. Covell  
217-557-4495 T/V  
877-455-3323 T/V  
217-557-4492 FAX  
[gcovell@idhhc.state.il.us](mailto:gcovell@idhhc.state.il.us)  
<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  
100 West Randolph Street, Ste 8-100  
Chicago, IL 60601  
State Coordinator: Ellen Roth  
312-814-3040 T  
312-814-2939 V  
312-814-2923 x5849 FAX  
[ellenroth@wynd.net](mailto:ellenroth@wynd.net) or  
[dhsdbh06@dhs.state.il.us](mailto:dhsdbh06@dhs.state.il.us)  
<http://www.state.il.us/agency/dhs/dsdnp.html>

## 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  
Acting Director: Donald Tinsley  
317-232-1143 T/V  
800-962-8408 T/V in IN  
317-233-1566 FAX  
<http://www.in.gov/fssa/dhhs/>

Division of Disability, Aging, and Rehabilitative Services  
Vocational Rehabilitation Services  
402 West Washington Street  
Room W-453  
P.O. Box 7083  
Indianapolis, IN 46207-7083  
State Coordinator: Don M. Shaffer  
317-232-1427 T/V  
317-232-6478 FAX  
[dshaffer@fssa.state.in.us](mailto:dshaffer@fssa.state.in.us)

## IOWA

**Deaf Services Commission of Iowa**  
Iowa Department of Human Rights  
Lucas State Office Building  
Administrator: Kathryn Baumann- Reese  
515-281-3164 T/V  
515-242-6119 FAX  
<http://www.state.ia.us/government/dhr/ds/>

**Division of Vocational Rehabilitation Services**  
510 East 12th Street  
Des Moines, IA 50319  
State Coordinator: Ralph Childers  
515-281-4151 V  
800-532-1486 T/V  
515-281-4703 FAX  
[rchilders@dvr.state.ia.us](mailto:rchilders@dvr.state.ia.us)

## 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 in KS  
785-267-0655 FAX  
[rja@srskansas.org](mailto:rja@srskansas.org)  
<http://www.srskansas.org/kcdhh>

Kansas Rehabilitation Services Deaf Unit  
8915 Lenexa Drive  
Overland Park, KS 66214-3228  
State Coordinator: Sharon Nigro  
913-826-7381 T  
913-826-7591 V/voice mail  
913-826-7583 FAX  
[skxn@srskansas.org](mailto:skxn@srskansas.org)



## KENTUCKY

### Kentucky Commission on the Deaf and Hard of Hearing

632 Versailles Road  
Frankfort, KY 40501  
Exec. Director: Bobbie Beth Scoggins  
502-573-2604 T/V  
800-372-2907 T/V in KY  
502-573-3594 FAX  
[bobbie.scoggins@mail.state.ky.us](mailto:bobbie.scoggins@mail.state.ky.us)  
<http://www.kcdhh.org>

Kentucky Department of Vocational Rehabilitation  
209 Saint Clair Street  
Frankfort, KY 40601  
State Coordinator: Patty Conway  
502-564-4440 T/V  
502-564-6745 FAX  
[PattyC.Conway@mail.state.ky.us](mailto:PattyC.Conway@mail.state.ky.us)  
<http://www.kydvr.state.ky.us>

## LOUISIANA

### Louisiana Commission for the Deaf

8225 Florida Boulevard  
Baton Rouge, LA 70806-4834  
Exec. Director: Jan Faulkner  
225-925-4178 V  
800-543-2099 T  
800-256-1523 V  
225-922-1515 FAX  
[jfaulkne@lrs.dss.state.la.us](mailto:jfaulkne@lrs.dss.state.la.us)  
[http://www.dss.state.la.us/offices/html/commission\\_for\\_the\\_deaf.html](http://www.dss.state.la.us/offices/html/commission_for_the_deaf.html)

Louisiana Rehabilitation Services  
8225 Florida Boulevard  
Baton Rouge, LA 70806-4834  
Program Manager: Kathy Treubig  
225-925-7068 T/V  
225-925-4184 FAX

[ktreubig@lrs.dss.state.la.us](mailto:ktreubig@lrs.dss.state.la.us)  
<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  
207-624-5964 T  
207-624-5963 V  
800-698-4440 V  
207-624-5980 FAX  
[Jan.A.Devinney@state.me.us](mailto:Jan.A.Devinney@state.me.us)  
<http://janus.state.me.us/labor/brs/vr.htm>

## MARYLAND

Governor's Office for Individuals with Disabilities  
One Market Center  
300 West Lexington St, Box 10  
Baltimore, MD 21201  
Deafness Specialist: Patsy D. Bowman  
410-333-6304 T  
410-333-3098 V  
410-333-6674 FAX  
[pbowman@gov.state.md.us](mailto:pbowman@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  
[dors@msde.state.md.us](mailto:dors@msde.state.md.us)  
<http://www.dors.state.md.us>

## MASSACHUSETTS

Massachusetts Commission for the Deaf and Hard of Hearing  
150 Mount Vernon Street,  
Fifth Floor

Dorchester, MA 02125  
Acting Commissioner:  
Kimberly S. Egan  
617-740-1700 T  
617-740-1600 V  
800-530-7570 T in MA  
800-882-1155 V in MA  
800-249-9949 T/V in MA  
(after hours-interpreter emergencies)  
617-695-7599 FAX  
[MCDHH.OFFICE@state.ma.us](mailto:MCDHH.OFFICE@state.ma.us)  
<http://www.state.ma.us/mcdhh>

Massachusetts Rehabilitation Commission  
Fort Pointe Place  
27-43 Wormwood Street,  
Suite 600  
Boston, MA 02210-1606  
Spec Project Dir: Diane C. Kendrick  
617-204-3835 T  
617-204-3855, ext 3734 V  
617-727-2793 FAX  
[Diane.C.Kendrick@MRC.state.ma.us](mailto:Diane.C.Kendrick@MRC.state.ma.us)

## MICHIGAN

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517-334-6637 FAX  
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Michigan Rehabilitation Services  
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Minnesota Dept of Economic  
Security  
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rehab.html](http://www.mnwfc.org/rehab/rehab.html)

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dsd/govt\\_programs/vrp/index  
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services/DD&HH/dhsddhh1.t  
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[http://www.state.sd.us/state/e  
xecutive/dhs/drs/deaf/htm](http://www.state.sd.us/state/e<br/>xecutive/dhs/drs/deaf/htm)

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serv](http://www.state.tn.us/human<br/>serv)



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## WEST VIRGINIA

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# COMMUNICATION-FRIENDLY HOME

BY ANNE MCINTOSH, PH.D.

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.

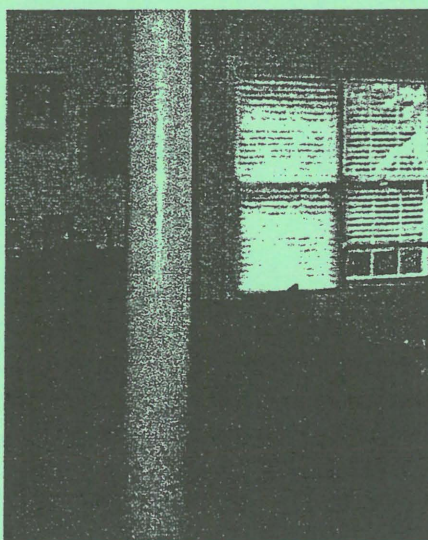
## COMMUNICATION-FRIENDLY DESIGNS

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? Pictured here are a foyer and family room. With this type of floor plan, notice how much community space is now available. 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:

(1) A step or two down into another level to indicate that there

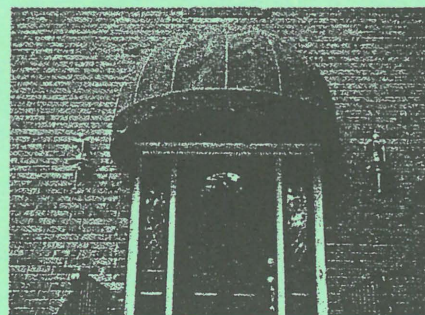
are two separate rooms instead of one larger room.

(2) 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 peep hole to see who is at the door. If communication through the door is difficult, install a speaker-phone 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:

(1) Half-doors, so that the top half can be open for unobstructed visual and auditory passage.

(2) Glass-paned French doors,



which can be covered if you do wish to conceal the view.

(3) Saloon-type swinging doors, which can define laundry room space



from kitchen space without creating a boxed-in or closed-off feeling.

(4) Archways rather than doors, as they clearly define the dimensions of a room, again without blocking sight or sound.

## WINDOWS

In the past, homeowners 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 speechreading, consider overhead can lights to reduce the shadowing effects that can impede speechreading.

## 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 accent 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 carpets 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, go 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, doorbells, 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). Sharing time in the bathroom may seem outrageous at first but seriously, when is the last time you and your partner relaxed for 30 minutes in a Jacuzzi without the television blaring, kids screaming or the phone ringing?

### KITCHENS

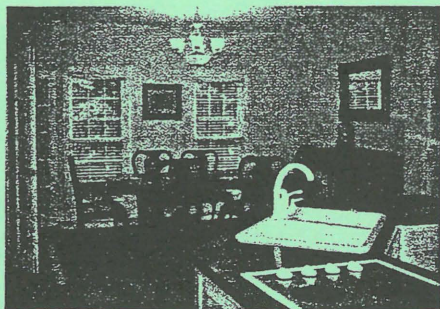
These days kitchens are used for more than merely cooking meals. They are often the hubs around which families gather to share news about their day. There are many ways to create a more communication-friendly kitchen. Position the kitchen sink and stove-top to face the family room or dining room. Build a island counter in the middle of the kitchen area where several individuals can work together and engage in conversation.

With mealtime being of utmost importance for working families today, minor changes in the kitchen floor plan have the potential to dramatically affect family communication in positive ways. For example, kitchen sinks have traditionally been positioned on a wall where lipreading is cut off and visibility is limited. Why not incorporate the sink so that it is a part of the island counter facing the dining table?

### FAMILY ROOMS

The dens in American homes tend to be the prominent rooms in which families entertain with their televisions and stereos. As mentioned earlier, public buildings that are designed for enter-





tainment are built like amphitheaters for acoustic enhancement. This same principle can be applied to your home.

- Strive to get "surround sound" by placing several speakers around the family room to even out sound.

- Install an infrared listening system that enables you to listen to the TV through earphones set to your desired volume level.

- Always turn on the captioning!

#### **HALLWAYS**

Circular or spiral-type hallways not only look good but also aid in improving sound travel and reduce shadowing produced by unnatural light flow. If

## **Solutions to Common Problems**

- 1) Minimize the use of walls in family areas. Doing so will make it easier to see people in other rooms.
- 2) Insulate interior walls for maximum auditory cushioning.
- 3) 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).
- 4) Use columns to take the place of load-bearing walls when appropriate. The additional space will make the home much roomier.
- 5) Consider concrete slabs, which deaden sound by absorbing vibrations. If, on the other hand, sounds or vibration are desired, use wood structure for floor supports.
- 6) Use archways or glass-paned doors instead of solid doors inside the house.
- 7) Insulate all closet doors which house noise-producing appliances (furnace, central vacuums, water heater, etc.).
- 8) 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.



you cannot change the style of the hallway, look for ways to decrease its length. Banisters can be used instead of sheetrock to keep vision unobstructed.

#### **INTERCOMS**

Relatively inexpensive, the intercom is a simple option to connect an upstairs office with a downstairs kitchen or a child's room to a family room. Wireless and easy to install, intercoms

fatigued, they lie down, causing a temporary shift in hearing thresholds.

Most of us have experienced that temporary shift in hearing acuity after attending a loud concert. If the noise does not abate, the temporary shift becomes a permanent shift in our thresholds and results in hearing loss.

Statistics vary on the number of people who experience deafness. As more adults become late-deafened,

communication. Noise (unwanted signals often over 95dB) has been fairly, clearly and fully associated with adverse health effects such as hypertension, gastrointestinal problems, electrocardiogram irregularities and other complaints.

"It is often more economical to pay extra for quieter equipment than to purchase noisier equipment that will require additional expenditures for noise control" (Sanders & McCormick, 1993).

Concerned about noise coming into the house from outside? If one lives near a noisy airport, busy freeway or other sound polluting activity, soundtreating can cost less than relocating. Sound treatment may be in the form of acoustic windows specially laminated so that they can fit inside existing window frames. Acoustic windows reduce sound by about 75 percent (Housen, 1996).

**"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."**

are quite affordable and need not compromise privacy.

#### **MIRRORS**

Considered elegant, mirrors are psychologically healthy. By seeing people and the activities they are engaged in, we are able to know what is going on around us. Mirrors are under-utilized tools that can keep us abreast of what is happening within our own homes. For additional readings on mirrors, see Pamela Hyene's *Mirror by Design* (1996).

#### **TOXIC NOISE!**

Noise continues to be a pressing issue for people with hearing loss. Today, the world is much noisier due to the automation of machinery. Jack hammers, airplanes, computers with fans, car engines, televisions, radios and the list goes on ... all provide direct, loud auditory stimulation to our ears every day.

Over time, without diligent attention paid to hearing conservation, these modern conveniences have a drawback: hearing loss caused by acoustic trauma to the inner ear. The inner ear is where sound waves are converted into electrochemical energy that is carried to the brain for interpretation via the auditory nerve. The hair cells that lie in the cochlea have not evolved to withstand the demanding noise levels of our time. As a result, when the hair cells become

they are seeking creative ways to make their own homes more quiet (i.e., reduce unwanted background noise) to hear their spouses better or to converse on the phone or to listen to the television. Because noise pollution affects the quality of communication, you will want to take a close look at your home to see how to reduce unwanted noise, especially in appliances.

#### **NOISY APPLIANCES**

Richard H. Lyons, Ph.D., says that "Europeans and East Asians are much more sensitive to noise than Americans, and so their products tend to be quieter" (Wolkomir, 1996). In Europe, it is sometimes difficult to sell American appliances because Europeans consider American-made products to be too loud. More appliances are becoming motorized, making them even noisier. Bothersome noise interferes with what we are trying to focus on. With some investigation, one can discover which appliances are quieter. Several appliance makers are waging advertising campaigns touting their quieter dishwasher, washing machine or dryer.

Sound insulating has become more popular as scientists learn more about the impact that sound has on human psychology and hearing. Noise tenses us up and if you reduce noise levels, then you are more apt to be open to

#### **COLOR INFLUENCES**

Psychologists have studied color and found that some colors excite us while other colors have a calming effect. Elementary classrooms utilize primary colors such as reds and yellows to stimulate learning and increase didactic interactions among teachers and students. Does the color in your living areas invite conversation? Or do the colors send a nonverbal warning that talk is not wanted?

Sarah Rossbach and Lin Yun discuss some of the psychological implications of color in their text, *Living Color* (1994). While Lin Yun's philosophy on color and its effect on life has been characterized as "highly subjective," there have been studies to show that colors inspire emotion and structure our behavior. "Some colors make us happy, other colors make us sink into gloom, and still others relax, distract, or energize us." Ladau, Smith & Place's *Color in Interior Design and Architecture* (1989) and Smith & Gilbert's (1985) *Your Colors at Home* are excellent resources for ideas.

#### **MAKING A HOUSE A HOME**

Previous emphasis by architects and



builders has been placed on providing shelter; that is, making homes resistant to fire, flood, and winds. Once the safety features were engineered, architects turned their attention to aesthetics. During the last few decades, attention has shifted to energy efficiency for heating, cooling, and appliances. Remember that the physical designs of our homes affect our communication habits. If you do not always want your house to be communication-friendly, you can close the glass-paned French doors and pull the curtains. You can tell your spouse that you want to shower alone. You can turn the intercoms off. Opening your home does not mean overexposure. Window blinds give homeowners the choice of having visibility or privacy. Hopefully, these suggestions give you ideas on how to take advantage of relatively inexpensive technology available today to improve the overall architecture of your home.

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 builder, 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 pro-

ductivity 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. ■



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.

Chat with Anne this summer in Hearing Health's chatroom! Check our online schedule: [www.hearinghealthmag.com](http://www.hearinghealthmag.com)

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ANGUS S. KING, JR.  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF  
BEHAVIORAL AND DEVELOPMENTAL SERVICES  
40 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0040



LYNN F. DUBY  
COMMISSIONER

## 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 that can be easily delineated. The absence of such elements indicates a lack of a person-centered approach with respect to the needs common to most deaf, hard of hearing or non-verbal individuals.*

Many accommodations are low-cost, free, or reimbursable under Medicaid or Medicaid Waiver. 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 DHS 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.



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LOCATION: MARQUARDT BUILDING, 2ND FLOOR, HOSPITAL STREET, AUGUSTA, ME

PHONE: (207) 287-4223 (V)

(207) 287-2000 (TTY)

FAX: (207) 287-4268



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** that 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 Maine Center on Deafness: 797-7656 Voice and TTY or Romy Spitz at BDS Office of Deaf Services: 822-0306 TTY or 822-0295 FAX for more information.

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 do so as well since they are required under the ADA to provide accommodations for effective communication, and the cost is mostly reimbursed by Medicaid. 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 machine. Photos, drawings, and picture-word communications can be faxed back and forth to pre-programmed numbers to maintain social connections and build independence. FAX machines are now 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 Deafness within the Department of Behavioral and Developmental 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

*In Portland:*

(207) 822-0341 V/TTY  
822-0295 FAX

*A few companies selling adaptive equipment – call for a catalogue and information (not an endorsement)*

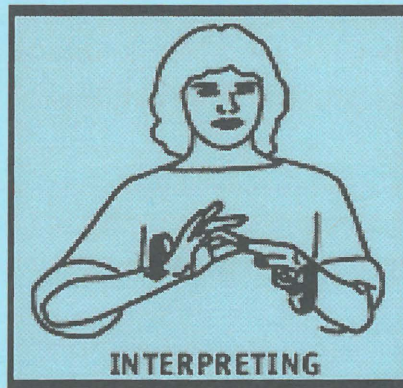
Hear More	1-800-881-4327 V	<a href="http://www.hearmore.com">www.hearmore.com</a>
Assistive Technology Centers	1-800-882-7005	
Weitbrecht Communications	1-800-233-9130	<a href="http://www.weitbrechtcom.com">www.weitbrechtcom.com</a>
Telcom International	1-800-376-3323	
HITEC	1-800-288-8303	
Harris Communications	1-800-825-6758 V	<a href="http://www.harriscomm.com">www.harriscomm.com</a>
LS & S Group, Inc.	1-800-468-4789 V	<a href="http://www.lssgroup.com">www.lssgroup.com</a>



# 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@state.me.us](mailto:Anne.L.Head@state.me.us)**

**or**

**Marlene McFadden**

**Telephone: (207) 624-8624 or E-mail: [marlene.m.mcfadden@state.me.us](mailto:marlene.m.mcfadden@state.me.us)**



STATE OF MAINE

10-144

DEPARTMENT OF HUMAN SERVICES

BUREAU OF MEDICAL SERVICES

Chapter 101

MAINE MEDICAL ASSISTANCE MANUAL

CHAPTER I

GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES



## 1.06 SERVICES COVERED AND NON-COVERED

### 1.06-3 Interpreter Services

The provider is responsible for ensuring that Medicaid clients are able to communicate effectively with the provider regarding their medical needs. Providers may be reimbursed for interpreters required for non-English and limited English speaking clients and/or deaf/hard of hearing clients, when these services are necessary to communicate effectively with the clients regarding health needs. Interpreter services can only be covered in conjunction with another covered Medicaid service. Wait time is not covered.

In situations where interpreters are required, in no cases may family members or personal friends 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 client; and 2) the use of such a person would not compromise the effectiveness of services or violate the client's confidentiality; and 3) the client is advised that an interpreter is available at no charge to them.

If a paid interpreter is hired, the selection of the interpreter is at the discretion of the provider. In addition, the interpreter cannot be reimbursed for transporting the client at the same time as billing for interpreter services. All interpreter services must be provided in accordance with the Americans with Disabilities Act.

#### A. Interpreters for Deaf/Hard of Hearing client:

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.



## Interpreter Services Continued

Reimbursement will be available for an interpreter's hourly minimum charge and beyond this first hour, reimbursement is based on the quarter hour including associated travel to and from the location where the services are performed. For interpreter sessions lasting longer than one hour, reimbursement for two interpreters may be allowed with proper documentation indicating the total length of the session.

Additional reimbursement for deaf Medicaid recipients who have non-standard signing, is available consisting of 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, reimbursement for two interpreters will be made.

When requesting reimbursement for Interpreter Services, a statement of verification regarding the interpreter's certification and cost of performing the services shall be documented in the recipient's record.

The following codes are to be used for reimbursement for interpreters for deaf/hard of hearing clients:

- ZA1 One hour of deaf/hard of hearing interpreter services during normal business hours. Maximum allowance @ \$30.00/hour.
- ZA2 One hour of deaf/hard of hearing interpreter services during non-business hours. Maximum allowance @ \$40.00/hour.
- ZA3 Deaf/hard of hearing interpreter services per additional  $\frac{1}{4}$  hour increments @ \$7.50 per  $\frac{1}{4}$  hour.

Note: Existing codes for interpreter services for deaf/hard of hearing clients as currently listed in the specific service Sections of the Maine Medical Assistance Manual may be used until the effective date of this rule. After this date, all providers are to use the above codes.



B. Language Interpreters

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.

In all cases, the provider shall 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 clients, the following codes are to be used:

- ZA4 One hour of language interpreter services during normal business hours. Maximum allowance @ \$30.00/hour.
- ZA5 One hour of language interpreter services during non-business hours. Maximum allowance @ \$40.00/hour.
- ZA6 Language interpreter services per additional  $\frac{1}{4}$  hour increments @ \$7.50 per  $\frac{1}{4}$  hour.
- ZA7 Interpreter services via documented use of Pacific Interpreters, AT&T Language line, or equivalent telephone interpreting service, by report with copies of the invoice attached.

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.

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 no other local resources are available.



## C. Exceptions

Hospitals, private non-medical institutions, intermediate care facilities for people with mental retardation (ICFs-MR), and nursing facilities cannot 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 as part of the rate of reimbursement.

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 services shall be documented in the recipient record.



10-144 Chapter 101  
MAINE MEDICAL ASSISTANCE MANUAL  
CHAPTER I

SECTION I

GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

7/1/79

APPENDIX #1

CODE OF ETHICS FOR INTERPRETERS\*

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 consumers. 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 Maine Medicaid clients and reimbursed by the Maine Medicaid Program.

- 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.
- Interpreters/translitterators shall accept assignments using discretion with regard to skill, setting, and the consumers 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).



## LEGAL INFORMATION

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The Justice Department regulation defines a "qualified interpreter" as follows:

Qualified interpreter means 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.

The Justice Department warns that family members and friends may not be able to provide impartial or confidential interpreting in the medical context, 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 "effectively, accurately, and impartially."  
56 Fed. Reg. 35553 (July 26, 1991).

When there is a 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. It also cautions that complex discussions, such as those about health issues, may require interpreter service if that is the communication method used by the deaf individual:

The Department wished to emphasize that public accommodations must take steps necessary to ensure that an individual with a disability will not be excluded, denied services, segregated or otherwise treated differently from other individuals because of the use of inappropriate or ineffective auxiliary aids. In those situations requiring an interpreter, the public accommodations must secure the services of a qualified interpreter, unless an undue burden would result.

... It is not difficult to imagine a wide range of communications involving areas such as health, legal matters, and finances that would be sufficiently lengthy or complex to require an interpreter for effective communication. 56 Fed. Reg. 35566-67 (July 26, 1991).

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, explaining medical costs and insurance issues, and explaining patient care upon discharge from a medical facility.



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## 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 (TDD's), 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



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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 individual. 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 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).

The analysis to the Department of Justice regulations also offers some guidance on circumstances in which a sign language interpreter may be necessary. Specifically, the analysis states that "a qualified interpreter may be necessary when the information being communicated is complex, or is exchanged for a lengthy period of time. Generally, factors to be considered in determining whether an interpreter is required include the context in which the communication is taking place, the number of people involved, and the importance of the communication." 56 Fed. Reg. 35712 (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



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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 7-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.



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## **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 interpreter as a 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.



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## 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:

(c) Effective Communication. A public accommodation shall furnish appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities.  
28 C.F.R. 36.303.

"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).

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.

The doctor may not charge the patient for the cost of interpreter 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 measures, 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

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## GLOSSARY OF TERMS

**American Sign Language (ASL)** - American Sign Language is the visual-gestural language which includes hand shapes and gestures, and, together with bodily and facial cues, form signs. The signs have meaning in themselves and are ordered according to their own syntactic rules to express thoughts, ideas and feelings. This cultural language is often acquired as a first language by Deaf children who have Deaf parents

**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 which 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 service 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.

**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.

**Certificate of Transliteration (CT)** - Ability to convey a spoken message from 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 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.



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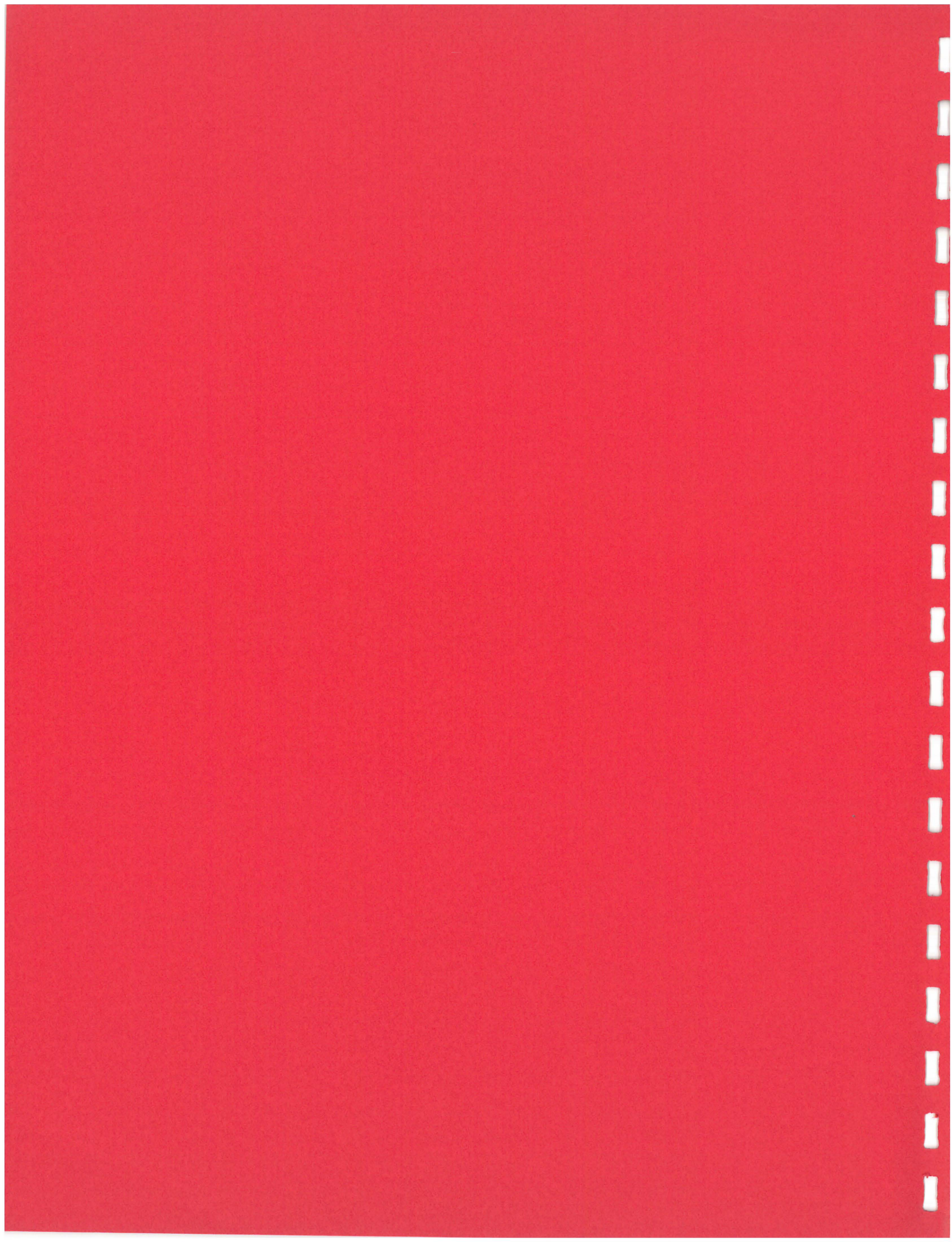


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