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Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, April 2002

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

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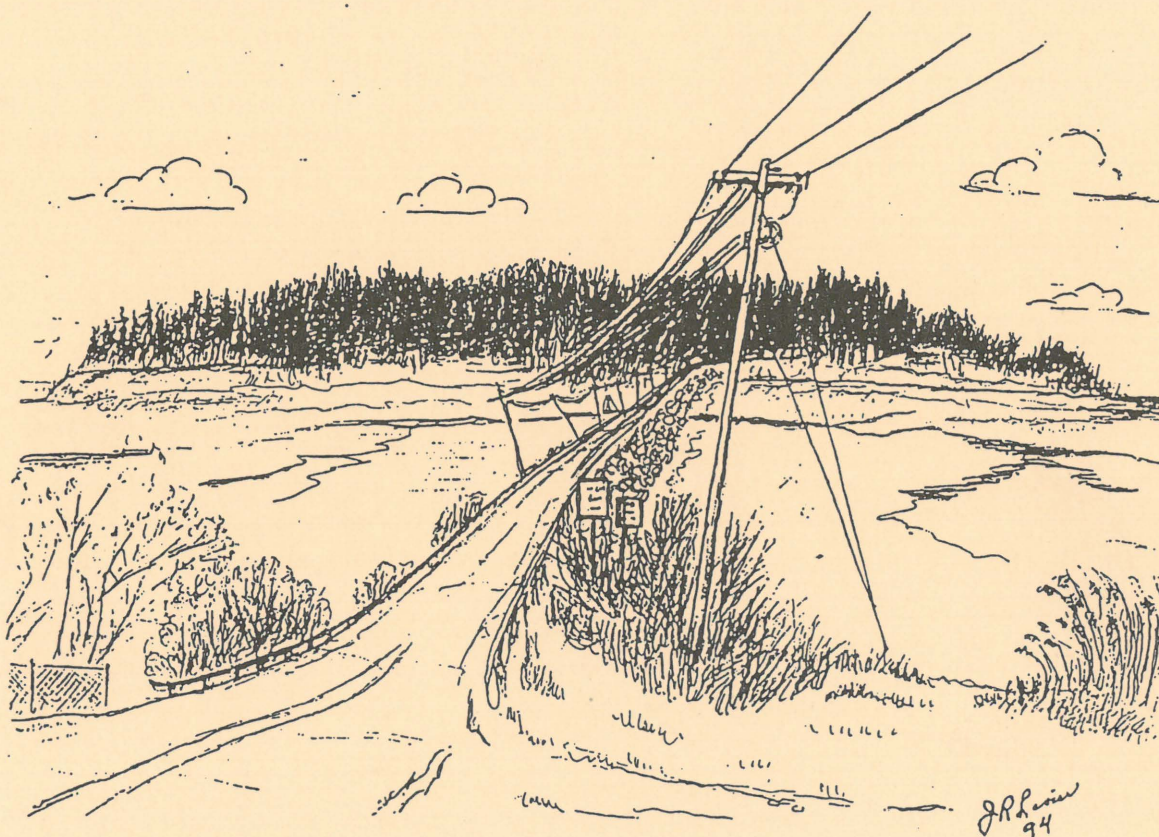
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MAINE
DEPARTMENT OF
LABOR
Rehabilitation Services

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”**

April 2002

JUL 11 2002

Equal Opportunity Is the Law

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

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

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

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

What to Do If You Believe You Have Experienced Discrimination

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

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

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

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

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



ANGUS S. KING, JR.
GOVERNOR

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

VALERIE R. LANDRY
COMMISSIONER

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

Issued April 2002

Augusta, Maine



PRINTED ON RECYCLED PAPER

PHONE: (207) 624-5954

(207) 624-5955 OR 1-800-698-4440 (V/TTY)

FAX: (207) 624-5980

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

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

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 people. To make the best use of this resource directory you should:

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

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.

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INDEX **YELLOW SECTION**

AGENCIES

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New England ADA Technical Assistance Center
Tel: 1-800-949-4232

Administered by:
Adaptive Environment Center
374 Congress Street, Suite 301
Boston, MA 02110

Elaine Ostroff, Director
Tel: (617) 695-1225 or
(617) 482-8099

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.

The Family Violence Assistance Project
P.O. Box 304
Augusta, ME 04332-0304
Tel: 623-3569 (V) Will Accept Collect Calls
623-7774 (FAX)

E-mail: fvpfolks@mint.net

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

ALPHA ONE

Julie Hebert

Alpha One Deaf Services

127 Main Street

So. Portland, ME 04106

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

207-767-5387 (TTY)

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

207-767-2189 (TTY/V)

799-8346 (FAX)

E-mail: julie_hebert@alpha-one.org

Willie Tarr

Acme Office Park

Brewer, ME 04412

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

207-898-1451 (TTY)

207-989-6016 (TTY/V)

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

989-7976 (FAX)

E-mail: wtarr@alphaonenow.com

424 Western Avenue

Augusta, ME 04330

Tel: 1-800-499-2357 (TTY/V)

207-623-1115 (TTY/V)

623-1369 (FAX)

373 Main Street, Suite 1

Presque Isle, ME 04769

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

207-764-6466 (TTY/V)

207-764-5396 (FAX)

Web site: <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. Through 4 offices statewide, it promotes peer interaction, community resource utilization, and self advocacy skills. It seeks to ensure equal opportunity and compliance with all 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 TTY's. Interest Rates are based on the borrower's monthly income and expenses, and loans may be for extended periods. 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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

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HEAR NOW

4248 Park Glen Road

Minneapolis, MN 55416

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

(612) 828-6946 (FAX)

E-mail: jostelter@aol.com

HEAR NOW is a national non profit organization with administrative offices located in Denver, Colorado. HEAR NOW is an agency of last resort which provides hearing aids to people who are deaf or hard of hearing people with limited financial resources. Those seeking assistance are asked to exhaust all other sources of assistance before contacting HEAR NOW, i.e., Bureau of Rehabilitation Services, Vocational Rehabilitation, Veterans Administration, Medicare, Medicaid, insurance, etc. There is a non-refundable processing fee of \$30.00 per hearing aid provided. 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 at HEAR NOW.

Lions 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

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

Maine Center on Deafness**68 Bishop Street, Suite 3****Portland, ME 04103****Jonathan A. Connick Executive Director****Tel: 1-800-639-3884, (free if you are outside of Portland)****797-7656****797-9791 (FAX)****E-mail: jconnick@maine.rr.com****E-mail: bdusan@maine.rr.com****E-mail: sjarvis@maine.rr.com**

Maine Center on Deafness (MCD) is a non-profit 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. It is willing to work with the deaf population in any area 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.

HIV/AIDS, Substance Abuse and Health Services**E-mail: mcdhope@maine.rr.com**

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

Communication Assessment Project**Jim Howsare, Special Projects Coordinator****E-mail: mcdmr@maine.rr.com**

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

Maine Center on Deafness (continued)

Civil Rights Department

Mary Edgerton, Civil Rights Director

E-mail: medge@maine.rr.com

Beth Gallie, Civil Rights Staff Attorney

E-mail: bgallie@maine.rr.com

Maine Center on Deafness 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 TTY's and interpreters. MCD also staffs the Deaf Advocacy Group which is a state wide coalition of organizations and individuals committed to obtaining equal access for the deaf and hard of hearing in Maine.

Peer Support Group

Jim Howsare, Special Projects Coordinator

E-mail: 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. There is a monthly mailing. Please call MCD at 1-800-639-3884 if you would like to be added to this list.

Telecommunications Equipment Project (TEP)

Diane McGinley, Director

E-mail: mcdtty@maine.rr.com

This project has two programs: Cost Sharing and Lending Programs. 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 annually.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

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	Diane McGinley (TEP)	301	
Mary Edgerton	307	107	Julia Bell (MERS)	309	109
Susan Graesser	311	111	Jim Howsare	303	103

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

TTY calling instructions: If you reach the answering machine, you will need to use this procedure:

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

1. If you know the extension number, as soon as you see the phone has been answered, press control 1 or the "dial" button on your TTY.
2. Type extension number.
3. Press return.
4. 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.

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AGENCIES

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**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.**

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

**Maine State Grange, Deaf Activities
146 State Street
Augusta, ME 04330
Tel: 623-3421 (V)
623-2928 (FAX)**

**Deaf Activities Director:
Debbie Nelson
15 Northwest Road
Oakland, ME 04963207-465-4591 (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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

Maine Handicapped Skiing - Sunday River Ski Resort
8 Sundance Lane
Newry, ME 04261-3228
Tel: 1-800-639-7770, 824-2440 (V), 824-0453 (FAX)
E-mail: info@skimhs.org, Website: www.skimhs.org

Free lessons in alpine and cross country skiing, snowboarding and snow shoeing 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".

Mobius Communication Assessment Project
Romy Spitz, Ph.D., Technical Consultant on Deafness
Tel.: 822-0306 (TTY), Fax: 822-0295
E-mail: romyspitz@hotmail.com

This project provides visual gestural (gesture/signing) and mixed modes of communication assessment for adults with mental retardation who are deaf, hard of hearing or hearing but non-verbal 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 is also available on a limited basis and may be reimbursed under the Medicaid Waiver.

AGENCIES ON AGING

Aroostook Agency on Aging, Inc.
P.O. Box 1288
33 Davis Street
Presque Isle, ME 04769
Tel: 1-800-439-1789, 764-3396
764-6182 (FAX)

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

Central Maine Agency on Aging/Senior Spectrum
P.O. Box 2589, One Weston Court
Augusta, ME 04338-2589
Tel: 1-800-464-8703 (TTY)
623-0809 (TTY)

Western Agency on Aging/Seniors Plus
P.O. Box 659
465 Main Street
Lewiston, ME 04243-0659
Tel: 1-800-427-1241 (V), 795-7232 (TTY)
795-4010 (V), 795-4009 (FAX)

Eastern Agency on Aging
450 Essex Street
Bangor, ME 04401-3937
Tel: 1-800-432-7812, 941-2865
941-2869 (FAX)

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

Maine Arts, Inc
582 Congress Street
Portland, ME 04101
Tel: 772-9012 (V), 772-3995 (FAX)
E-mail: mainearts@mainearts.org

Organizes the Maine Festival, an annual arts weekend in August; and New Year's Portland, arts & celebration on New Year's Eve. Sign language interpreters provided; deaf performers and volunteers encouraged!

Very Special Arts Maine - Arts for All
P.O. Box 4002
Portland, ME 04101
David Webster, Exec. Dir.
Tel: 761-3861, 761-4740 (FAX)
E-mail: mafa@doe.K12.me.us

Very Special Arts 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 in 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.

OverLeaf Accessible Information Products
169 Front Street, Building 5
South Portland, ME 04106
Tel: 781-4635 (TTY), 767-4442 (V), 767-4443 (FAX)
Web site: overleafgroup.com

OverLeaf specializes in communication and marketing services for non-profit organizations, government agencies, and businesses in independent living, assistive technology, elder services, long-term care, personal assistance, and other disability services.

Our 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. We help you take a total look at your communication, marketing, media relations, and public education.

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CAPTIONING, CART SERVICES, & C-PRINT

Closed Caption Maker

Walter Gallant

1039 Islington Street, Suite 109

Portsmouth, NH 03801

Tel: 1-800-527-0551

E-mail: wgallant@ccmaker.com

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

Computer Assisted Real-Time Transcription (CART)

Swain CART Services

Marsha Swain

RR 7, Box 2357

Augusta, ME 04330

Tel: 622-9034 (V)

E-mail: swaincart@aol.com

Lisa Fitzgerald

58 Broadlawn Drive

Brewer, ME 04412

Tel: 989-1071 (V)

E-mail: fitz@mint.net

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 provide assistance in an individualized setting via laptop computer placed in front of you to read, word for word, what is being said. The CART reporter types the conversation into a steno machine such as the kind used by a court reporter in a courtroom and the text appears on the laptop. 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.

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CAPTIONING, CART SERVICES, & C-PRINT

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Trained C-Print Captionists

Barbara Keefe

Baxter School for the Deaf

P.O. Box 799

Portland, ME 04101

Tel: 781-6209, 781-4609 (FAX), E-mail: 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

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

C-Print is a computer-aided speech-to-print transcription system that can be used as a support service option for Deaf and hard of hearing individuals. A C-Print captionist types the information into a laptop computer. The information is displayed on a monitor or second laptop for immediate use. The text can be printed after the meeting.

This service can be used in the classroom, business or community meetings, or in professional development workshops. C-Print may be used successfully with individuals with other disabilities, such as visual impairment or a learning disability.

Lisa Sorenson

22 Paquin Avenue

Biddeford, ME 04005

Tel: 282-3421 (V/TTY/FAX), E-mail: cprint@mainecoast.net

Providing C-Print, a real-time computer aided speech to text transcription system as a support option to deaf and hard-of-hearing customers. Captioning 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.

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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-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 hotlines to report child abuse and neglect statewide.

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

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

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CHILDREN'S SERVICES

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**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, and in particular to teach them to use their voices as distinguished from sign language; use of grants for purchase of hearing aids and auditory trainers. Provide copy of audiologist report, statement of need from parents, estimate of cost for equipment or services requested, and most recent signed tax return.

**Elaine Yates Lodrige
Youth and Family Services
P.O. Box 502, US Rt. 201
Skowhegan, ME 04976:
Tel: 1-888-420-9605
474-9894 (TTY),
474-8311
474-5148 (FAX)
E-mail: deafaccess@yahoo.com**

**475 Western Avenue
Augusta, ME 04330
Tel: 1-877-258-7949
621-6390 (TTY)
626-3478
626-7586 (FAX)**

Therapist, Case Manager for deaf children and adolescents and their families, and for hearing children and adolescents with deaf family members. The therapist is fluent in American Sign Language.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CHILDREN'S SERVICES

Jennifer McCann, LCSW
Community Counseling Center
343 Forest Avenue
Portland, ME 04101
Tel: 874-1043(TTY)
874-1030 (V)
874-1044 (FAX)
E-mail: mccann@commcc.org

Therapy and Case Management for families with a deaf member in Cumberland and York counties. Fluent in American Sign Language. Provides in-home behavioral management work for children and their families. Medicaid accepted. Mentoring services also available.

Howard & Espa Michaud Charitable Trust
Department of Behavioral and Developmental Services
Contact Person: Ginette Rivard
P.O. Box 1285, 642 Main Street
Presque Isle, ME 04769
Tel: 764-2000 (TTY), 1-800-767-9857 (V)
554-2127 (V), 764-2001 (FAX)
E-mail: Ginette.Rivard@state.me.us

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 exclusively for the care, treatment and/or furnishing of devices for children suffering from 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 non-profit organization headquartered in Plymouth, MN, receives funding from Miracle-Ear, Inc. and through individual donations.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CHURCHES

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Christian Record Services, Inc/Division for Deaf
P.O. Box 6097
Lincoln, Nebraska 68506-6097
Tel: (402) 488-0981 (V)
(402) 488-7582 (FAX)

International Catholic Deaf Association
Portland Chapter #89
51 Allen Avenue Extension
Falmouth, ME
David Richard
Tel: 854-2967 (TTY)

Office of Deaf Ministry to Persons with Disabilities
P.O. Box 11559
Portland, ME 04104-7559
Tel: 773-6477, Mon-Fri, 9 - 5 (TTY callers please tap space bar)
773-0182 (FAX)
E-mail: cpb@cathdiopldme.org

Calvary Baptist Church
P.O. Box 99, 185 Atlantic Hwy (Rte. 1)
Warren, ME 04864
Tel: 273-2061 (V)
E-mail: cbcwarren@juno.com

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

Mid-Coast Baptist Church
P.O. Box 6065, 119 Bath Road
Brunswick, ME 04011
Tel: 729-7944, Contact Person: Barbara Welner
E-mail: pastor@midcoastbaptistchurch.com
Web Site: <http://www.midcoastbaptist.com/>
Pastor: Bobby Mitchell

Sunday Morning - 11:00 AM
Sunday Evening - 6:00 PM
Thursday Evening - 7:00 PM
All Services Interpreted

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CHURCHES

New Hope Baptist Church
114 Perham Street, P.O. Box 786
Farmington, Maine 04938
Tel: 778-6393 (V)
Brian Rebert, Pastor 778-9696 (V)

Services: Sunday School - 9:30 AM
Sunday Morning - 10:45 AM
Sunday Evening - 6:30 PM
Wednesday Evening - 6:30 PM

If not known in the church community, please notify pastor of need for interpreter.

Jehovah's Witness Hall
Station Road
Newcastle, ME 04553
Lynn Conte
Tel: 882-9839

9:30 service interpreted.

Grace Baptist Church
476 Summit Street
Portland, ME 04102
Tel: 797-5509 (V)
Harry Boyle, Pastor
Contact: Patty Ouellette
Tel: 878-6823

Services interpreted

Payson Park Evangelical Free Church
424 Ocean Avenue
Portland, ME 04103
Tel. 774-4054
E-mail: ppefc424@juno.com
Web site: www.ppefc.org

Interpreted services every Sunday 11:00 a.m.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

*If you were hurt by a teacher, staff or student while at GBSD, counseling is available at **no cost to you.***

Signing mental health counselors listed here in the clinical section of this guide are trained to help deaf people who were abused. If you prefer, other 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 GBSD, no money will be charged to you for co-pay or deductible.*

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

1-800-698-4440 (in Maine) or

(207) 624-5955 (TTY); (207) 624-5954 (V)

For more information

Safer Place - 892-6814

E-mail: place4safe@aol.com

Department of Behavioral & Developmental Services

Meryl Troop - Portland 822-0341 - Augusta 287-4240

E-mail: meryl.troop@state.me.us

Department of Labor-Division of Deafness

Jan DeVinney - 624-5964 (TTY) - 1-800-698-4440 in Maine

E-mail: jan.a.devinney@state.me.us

Maine Center on Deafness

Sarena Jarvis - 797-7656

1-800-639-3884

E-mail: sjarvis@maine.rr.com

Do you.....have trouble sleeping?.....Bad dreams?

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

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

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

You Can Feel Better. You are not alone.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

Catherine Abernathy, Ph.D - Psychologist**110 Tanberg Trail****Windham, ME 04062****Tel: 892-2047**

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

Dr. Sanjay Gulati**Boston Children's Deafness Network****Children's Hospital****333 Longwood Avenue, 6th Floor****Boston, MA 02115****Tel: (617) 355-6603 (TTY)****(617)-355-7404 (V)****(617) 355-7404 (FAX)**

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

Shana Cohen, LMSW**Community Counseling Center****343 Forest Avenue****Portland, ME 04101****Tel: 874-1043 (TTY)****874-1030 (V)****874-1144 (Fax)****E-mail: cohen@commcc.org**

Individual couples, family and group counseling services, delivered by a therapist fluent in American Sign Language in a licensed mental health clinic that is family-centered. Medicaid, Medicare and most insurances are accepted; self pay along with a sliding fee scale.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

Wendy Shreves
Community Health and Counseling Services
42 Cedar Street
Bangor, ME 04401
Tel: 990-0496 (TTY), 947-0366, Ext. 567 (V), 942-4350 (FAX)
Clinical Case Management Intake Office: 990-0496 (TTY), 947-0366, ext. 531 (V)

Providing mental health services to Deaf and Hard of Hearing people and their family members.

Stephen S. Greene, Ph.D
181 Street Street
Augusta, ME 04330
Tel: 861-5613 (V/Relay)
E-mail: Adolfamtx.sg.@aol.com

Dr. Greene is a clinical psychologist who is fluent in ASL and English and has worked with deaf and hard-of-hearing people for more than 20 years. He provides individuals, couples, and family therapy with children, adolescents, and adults. Dr. Greene provides evaluation/assessment, counseling, consultation, clinical team management services, and vocational counseling. Dr. Greene has provided mental health services in a variety of settings including hospitals, community mental health agencies, schools (public and residential), and private practice.

Jana L. Harbaugh, LCSW
Community Counseling Center
343 Forest Avenue
Portland, ME 04101
Tel: 874-1043(TTY)
874-1030 (V)
874-1044 (FAX)
E-mail: roberts@commcc.org

Individual couples, family and group counseling services, delivered by a therapist fluent in American Sign Language in a licensed mental health clinic that is family-centered. Medicaid, Medicare and most insurances are accepted; self pay along with a sliding fee scale.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CLINICAL

Richard Krusen, PhD, Clinical Director for Family Counseling Services
Washington County Psychotherapy Associates
PO Box 139, Machias, ME 04654
Tel: 255-0996 Machias
667-6890 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 experience working in the Deaf Community.

Elaine Yates Lodrige
Youth and Family Services
P.O. Box 502, US Rt. 201
Skowhegan, ME 04976
Tel: 1-888-420-9605 (TTY/V)
474-9894 (TTY)
474-8311 (TTY/V)
474-5148 (FAX)
E-mail: deafaccess@yahoo.com

475 Western Avenue
Augusta, ME 04330
Tel: 1-877-258-7949
621-6390 (TTY)
626-3478
626-7586 (Fax)

Therapist and case manager, fluent in American Sign Language, for deaf adults, children, adolescents and their families, and for hearing children and adolescents with deaf family members.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

Jennifer McCann, LCSW
Community Counseling Center
343 Forest Avenue
Portland, ME 04101
Tel: 874-1043 (TTY), 874-1030 (V) 874-1044 (FAX)
E-mail: mccann@commcc.org

Therapy and Case Management for families with a deaf member in Cumberland and York counties. Fluent in American Sign Language. Provides in-home behavioral management work for children and their families. Medicaid accepted. Mentoring services also available.

Kathy Muzzy, LCSW
P.O. Box 63
Belfast, ME 04915
Tel: 338-9707
E-mail: kmuzzy@gwi.net

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

Dr. David Nagler, M.D - Psychiatrist
Shoreline Mental Health Center
14 Maine Street, Suite 410
Brunswick, ME 04011-2026
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.

CLINICAL

Brian D. Quint, M.D
30 Forest Falls Drive
Yarmouth, ME 04096
Tel: 846-1433

General Adult Psychiatry, Psychiatric Evaluations and Consultations, Medication Management:
Dr. Quint is learning American Sign Language and has reserved several Medicaid slots for Deaf clients.

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)

Psychotherapy to individuals, couples, groups, children, adolescents, and families, specializing in sexual abuse issues. Medicaid accepted only with DHS authorization.

Sara Treat, MA, LCPC
P. O. Box 1737
Windham, ME 04062
Tel: 892-6814
892-6602 (FAX)
E-mail: streat187@aol.com

Therapy to individuals, couples and families. Many insurances accepted.
Coordinating A Safer Place, an initiative to serve Deaf adults who experienced abuse at the Governor Baxter School for the Deaf.

For referral to other counselors with experience and/or training in working with deaf individuals, please call the Office of Deaf Services, DBDS
Augusta: 287-4240
Portland: 822-0341

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

**The Mental Health Unit for Deaf People
Westborough State Hospital
288 Lyman Street
Westborough, MA 01581
Tel: Deaf Unit Voice (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 inpatient 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.

COMPLAINTS

C.A.R.E.S., Inc
Client Assistance Program
4C Winter Street
Augusta, ME 04330
Tel: 1-800-773-7055
622-7055
E-mail: capsite@aol.com

RIGHTS OF APPEAL

If you are dissatisfied with any decision concerning the furnishing or denial of **Vocational Rehabilitation** services, you have the right to request a review of that decision within 30 days of agency action. You should first try to resolve the problem by discussing it with your counselor. If you are still not satisfied, you may request Mediation.

If your dissatisfaction is not resolved through Informal Process or Mediation, you may request a Due Process Hearing. If you have a Due Process Hearing and do not agree with the decision, you may file a petition in Superior Court under Rule 80C of the Rules of Civic Procedure.

Closed Captioning Complaints
Federal Communication Commission (FCC)
445 12th Street SW, Room 6C-447
Washington DC 20554
Tel: 1-888-835-5322 (Toll-Free, TTY)
1-888-225-5322 (Toll-Free, V)

Numbers to call with complaints.

Local Television Stations (not a complete list):
ALL Television Stations are Voice.

Portland/Westbrook: ME PBS - 874-6570; WGME - 797-1313; WCSH - 828-6666;
WMTW - 775-1800; WPME - 772-3535; WPXT - 774-0051
Lewiston/Auburn: WMTW - 782-1800; WSCH - 784-0599; ME PBS - 783-9101
Bangor: WLBZ - 942-4821; WABI - 947-8321; WVII - 945-6457; WBGR - 947-3300
Ellsworth: WABI - 664-0589
Machiasport: Washington County TV - 255-6200
Presque Isle: WAGM Television - 764-4461
Fort Kent: WFLT - 834-6878

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

COMPLAINTS

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Closed Captioning Complaints (continued)

If that doesn't work you can complain in writing to the broadcasting company (if you use an antenna for TV reception) or to the cable company (if you have cable) or to the satellite company (if you use a satellite dish). Sample complaint letters are available on the NAD website <http://www.nad.org/infocenter/infotogo/tech/captioncomplaint.html> or call Nancy at the Division of Deafness for help.

If that doesn't work you can complain to the Federal Communication Commission (FCC) at 1-888-835-5322 (TTY) or 1-888-225-5322 (V), both toll free, or in writing to the Federal Communication Commission, 445 12th Street SW, Room 6C-447, Washington, DC 20554.

Civil Rights Compliance

Department of Human Services (DHS)

11 State House Station

Augusta, ME 04333-0011

Tel: 287-4479 (TTY)

287-8299 (FAX)

DHS has a policy to provide interpreters and has installed TTYs in most offices. To report any difficulty in obtaining accommodations, contact the Civil Rights Compliance Office.

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, 626-2774, 621-1419 (FAX)

Disability Rights Center of Maine, the statewide protection and advocacy agency for people with disabilities, is a private, non-profit 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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

COMPLAINTS

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04103

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

797-7656, 797-9791 (FAX)

Mary Edgerton, Civil Rights Director

E-Mail: medge@maine.rr.com

Beth Gallie, Civil Rights Staff Attorney

E-mail: bgallie@maine.rr.com

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 Advocacy Group, which is a state wide 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.

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COMPLAINTS

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Maine Medical Center (MMC)
22 Bramhall Street
Portland, ME 04101
Tel: 871-4900 (TTY), 871-2088 (V)

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.

Jim Moore
U.S. Attorney Office
P.O. Box 2460
Bangor, ME 04402-2460
Tel: 945-0307 (TTY)
945-0373 (V)

Report any access problems with Maine Hospitals to this Office.

Ombudsman Program
Long-Term Care
P.O. Box 128, One Weston Court
Augusta, ME 04332
Tel: 1-800-499-0229, 621-1079, 621-0509 (FAX)
E-mail: MLTCOP@MaineOmbudsman.org
Web: 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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

COMPLAINTS

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

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 from the date of the alleged discriminatory act.

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 OCR.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

COURTS

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DISTRICT COURTS

Augusta
Bangor
Belfast
Biddeford
Bridgton
Calais
Dover-Foxcroft
Ellsworth
Farmington
Houlton
Lewiston
Lincoln
Machias
Millinocket
Newport
Portland
Presque Isle
Rockland
Skowhegan
South Paris
Springvale
Waterville
West Bath
Wiscasset
York

CONTACT

Kathy Jones
Susan Cure
Terri Curtis
Nancy Lafontaine
Belinda Becher
Karen Moraisey
Lisa Richardson
Donna Clark
Vicki Hardy
Barbara Stevens
Sue Bement
Sharon Webster
Frances Allen
Patty Russell
Jane Sawyer
Penny Whitney
Sandi Thomas
Susan Guillette
Melanie Adams
Laura Nokes
Rita Howard
Judy Pellerin
Anita Alexander
Sally Sherman
Doreen Emhoff

ADDRESS

145 State St., Augusta
73 Hammond St., Bangor
103 Church St., Belfast
25 Adams St., Biddeford
Two Chase Common, Bridgton
88 South St., Calais
9 East Main St., Dover-Foxcroft
60 State St., Ellsworth
25 Main St., Farmington
25 School St., Houlton
85 Park St., Lewiston
66 Main St., Lincoln
47 Court St., Machias
207 Penobscot Ave., Machias
16 Water St., Newport
142 Federal St., Portland
27 Riverside Dr., Presque Isle
62 Union St., Rockland
47 Court St., Skowhegan
26 Western Ave., South Paris
Butler St., Springvale
18 Colby St., Waterville
New Meadows Rd., West Bath
High St., Wiscasset
Chases Pond Rd., York

TTY#

287-4024
941-3058
338-0893
284-2977
647-3557
454-0085
564-0767
664-7507
778-8273
532-7218
785-5457
794-3390
255-0501
723-4933
368-4881
822-4262
764-2059
596-2244
858-0622
743-9624
324-9596
873-3207
442-0219
882-1260
363-8740

SUPERIOR COURTS

Alfred
Auburn
Augusta
Bangor
Bath
Belfast
Caribou
Dover-Foxcroft
Ellsworth
Farmington
Portland
Rockland
Skowhegan
South Paris
Wiscasset

CONTACT

Dianne Hill
Linda Mason
Nancy Desjardin
Margaret Gardiner
Jennifer Kelley
Joyce Page
Vickie Harris
Lisa Richardson
Rosemary Merchant
Vicki Hardy
Sally Bourget
Susan Guillette
Wendy Robinson
Donna Howe
Sharon Simpson

ADDRESS

45 Kennebunk Rd., Alfred
2 Turner St., Auburn
95 State St., Augusta
97 Hammond St., Bangor
752 High St., Bath
137 Church St., Belfast
144 Sweden St., Suite 101, Caribou
51 E. Main St., Dover-Foxcroft
50 State St., Ellsworth
38 Main St., Farmington
142 Federal St., Portland
62 Union St., Rockland
High St., Skowhegan
26 Western Ave., South Paris
High St., Wiscasset

TTY

459-7860
783-5458
623-0477
941-3000
443-2465
338-6468
498-2127
564-0767
667-6187
778-8273
822-4212
596-2254
474-5344
743-1688
882-9231

Violations Bureau

Sandra Carroll

85 Park St., Lewiston

783-5435

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CUED SPEECH SERVICES

Educational Cued Speech Transliterators Committee

P.O. Box 234

Fairfield, ME 04937

Patricia Slater, Coordinator

Tel: 453-6524

E-mail: pslatofd@ghi.net

Cued Speech Association of Maine

RFD 2, Box 728

Chelsea, ME 04330

Suzanne Laptewicz, President

Tel: 622-2564

E-mail: 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 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.

Maine Cued Speech Services

P.O. Box 785

Fort Fairfield, ME 04742

Polly Earl, Executive Director

Tel: 472-3455

E-mail: mainecues@ainop.com

National Cued Speech Association (NCSA)

Information Service

23970 Hermitage Road

Cleveland, OH 44122-4008

Tel: 1-800-459-3529

E-mail: CuedSpDisc@aol.com

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DEAFBLIND

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New England Center Deafblind Project
P.O. Box 84
Thomaston, ME 04861
Charlotte Cushman, Educational Consultant
Tel: 596-6209 (V), 594-4183 (FAX)
E-mail: ccushman@midcoast.com

The New England Center Deafblind Project provides technical assistance and consultation to infants, children and youth (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.

Division for the Blind and Visually Impaired (DBVI)
2 Anthony Avenue
150 State House Station
Augusta, ME 04333-0150
Contact Person: Paul Cote
Tel: 1-800-698-4440, 624-5977 (V), 624-5980 (FAX)
E-mail: paul.e.cote@state.me.us

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

DEAFBLIND

**Helen Keller National Center
New England Regional Office
152 Lincoln Road
P.O. Box 266
Lincoln, MA 01773
Tel: (781) 259-7100 & (781) 259-4245
(781) 259-4546 (FAX)**

Mary Ellen Barbiasz, Regional Representative

E-mail: HKNC1MEB@AOL.COM

Kathy Kentley, Office Manager

E-mail: HKNC1KMK2@AOL.COM

Web site: www.helenkeller.org

For information and referral services for people who have a vision and hearing loss, contact us at the above address (we serve Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont).

Visually Impaired/Hard of Hearing-Deafblind Network of Maine

40 Juniper Street

Bangor, ME 04401

Contact Person: Patty Sarchi

Tel: 947-5550 (V)

E-mail: psarchi@adelphia.net

A group of consumers and professional workers 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 individuals in Maine who have dual sensory loss (meaning vision and hearing).

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

EDUCATION

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**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 mainstreaming 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 signed English, auditory-oral, and 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**

**Aroostook Outreach/GBSD
232 Main Street, Suite 8
Ft. Fairfield, ME 04742**

**Polly Earl, Program Coordinator
Tel: 472-0502, 472-3157, (FAX)**

**Roxane Davis & Ann Nelson
Tel: 472-3879**

**Carole Houlette
Tel: 472-5270**

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

EDUCATION

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, 781-6220 (FAX)

E-mail: lynn.schardel@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 state wide 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 USM graduate programs in Exceptionality, that pertain to a variety of areas concerning deafness. GBSD also offers an Adult Ed program and an extensive series of classes in American Sign Language. Courses are offered state wide via the ITV system.

Maine Point

Barbara Keefe

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Tel: 781-6209

781-4609 (FAX)

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

Maine Point is a project funded by the Department of Education designed to bring American Sign Language to Maine high school students and provide accessible distant learning opportunities for people with disabilities via ITV* and ATM*.

*University of Systems Network (UNET)

*Instructional Television Network (ITV)

*Asynchronous Transfer Mode (ATM)

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

EDUCATION

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NETAC/Maine
The Northeast Technical Assistance Center
Barbara Keefe
Governor Baxter School for the Deaf
Mackworth Island
Falmouth, ME 04105
Tel: 781-6209
781-4609 (FAX)
E-mail: barbara.keefe@fc.baxter.pvt.k12.me.us

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

University of Maine at Orono
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 TTY's, and building accessibility for students with any type of a disability.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

EDUCATION

University of Southern Maine, Portland & Gorham Campuses

USM information: academic, events, employment, etc.

Tel: 780-5646 (TTY)

Academic Support for Students with Disabilities

Tel: 780-4395 (TTY)

Linguistics Department USM

P.O. Box 930

Portland, ME 04104-9300

65 Exeter Street (location address)

Wayne Cowart

Tel: 780-4069 (TTY), 780-4477 (V), 780-5561 (FAX)

E-mail: cowart@usm.maine.edu

Judy Kegl

Tel: 780-4069(TTY), 780-4477 (V), 780-5561 (FAX)

E-mail: kegl@usm.maine.edu

The Linguistics Program at USM now offers a BA level 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.

Director of the ASL/English interpreting program is Judy Shepard-Kegl, CSC, Ph.D., who welcomes interns and visitors to the new **Signed Language Research Laboratory at 68 High Street, Portland, telephone numbers- 780-5933 (TTY), 780-5957 (V), 780-5940 (FAX).**

USM Linguistics web page: <http://www.usm.maine.edu/~lin>

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

HEARING EAR DOGS

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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, door bell 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.

Dogs for the Deaf, Inc.

10175 Wheeler Road

Central Point, OR 97502

Tel: (541) 826-9220, (541) 826-6696 (FAX)

E-Mail: info@dogsforthe deaf.org

Web site: www.dogsforthe deaf.org

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

HEARING EAR DOGS

National Education for Assistance Dog Services Inc (NEADS)

Sheila O'Brien

P.O. Box 213

West Boylston, MA 01583

Tel: (978) 422-9064, (978) 422-3255 (FAX)

E-mail: info@neads.org

Web site: www.neads.org

NEADS rescues dogs from shelters, trains them, and places them in homes and classrooms. NEADS provides 4 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 \$500.00 and works with the program to raise remaining sponsorship fee of \$6,000.00. Can apply on line.

National Hearing Dog Center, Inc

1116 South Main Street

Athol, MA 01331

Gertrude Farnum, Director

Tel: (978) 249-9264

Pacer, Inc

Pratt's Auditory Canine

Educational Resource

P.O. Box 126

Nobleboro, ME 04555

Patricia Pratt, President

Tel: 563-3752 (V)

A presentation, which includes a slide show and a demonstration with a Certified Hearing Ear Dog, is available to any interested group or organization.

A facility-based training center for dogs and prospective owners. See Pacer, Inc., above for Maine's outreach coordinator.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

INTERPRETING

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Certified Interpreting - The Sign Language Network

P.O. Box 6500

Brunswick, ME 04011

Ruth & Victor Vigna, CSC, Directors

Tel: 798-7995 (TTY/V), 729-0875 (FAX)

E-mail: Ruth@certifiedinterpreting.com

Web site: 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. Our service area is primarily the State of Maine. However, we 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!

Our 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. Both certified interpreters and those working toward certification provide services through our agency; all work under the supervision of certified interpreters.

Bangor Interpreting Agency

Nancy A. Ordway, Director, Shara Lee Dyndiuk, CI, Co-Director

317 State Street

Bangor, ME 04401

Tel: 947-4337(TTY), 947-2341 (V), 947-1681 (FAX)

E-mail: 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, consultation for people working with Deaf and hard of hearing persons i.e., Deaf culture, accessibility needs.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

INTERPRETING

Maine Registry of Interpreters for the Deaf - Officers for 2000-2002

Betsy Reifman, CI/CT President
55 Hidden Pond
Harpswell, ME 04079
Tel: 729-1178
E-mail: packreif@zwi.net

Ruth Vigna, CSC, Secretary
P.O. Box 6500
Brunswick, ME 04011
Tel: 798-7995
E-mail: Ruth@certifiedinterpreting.com

An affiliate chapter of the Registry of Interpreters for the Deaf, Inc., the ME RID 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.

Pine Tree Society - Deaf Services
51 Nonesuch River Plaza, Suite G
US Route 1
Scarborough, ME 04074
Doug Newton, Program Director
Tel: 885-0536
885-0076 (FAX)

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

INTERPRETING

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Professional Interpreting, Inc
14 Torrey Street
Portland, ME 04103

Kris Bracklow, Director
Tel: 774-3068
774-8701 (FAX)

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@state.me.us
marlene.m.mcfadden@state.me.us

Website: www.maineprofessionalreg.org

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.

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 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** or **emma.w.brann@state.me.us** and they will be happy to assist you.

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INTERPRETING

Sign Language Interpreting Plus (SLIP)

Mary Mackay, C.T.

15 Beaumont Street

Portland, ME 04103

Tel: 797-9986 (phone/tty/fax)

Cell: 653-6668

E-mail: sistah1@juno.com

Available for emergency services.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

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, 626-2774, 621-1419 (FAX)**

Disability Rights Center of Maine, the statewide protection and advocacy agency for people with disabilities, is a private, non-profit 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**Civil Rights Department****Mary Edgerton, Civil Rights Director****E-mail: medge@maine.rr.com****Beth Gallie, Civil Rights Staff Attorney****E-mail: bgallie@maine.rr.com**

Maine Center on Deafness 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 TTY's and interpreters. MCD also staffs the Deaf Advocacy Group which is a state wide coalition of organizations and individuals committed to obtaining equal access for the deaf and hard of hearing in Maine.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

LAWYERS

James M. Shepard-Kegl, Esq.
52 Whitney Farms Road
North Yarmouth, ME 04097
Tel: 846-8801, 846-8688 (FAX)
E-mail: 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, 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, 761-6946 (FAX)
E-mail: info@maine-elder.com

Elder law

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

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)

DHS child protective matters.

Pine Tree Legal Assistance

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

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

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

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

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

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

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

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

Try the website: <http://www.ptla.org>

Pine Tree Legal provides free legal help to people with low incomes living in Maine. There is no charge for our services, but you may be asked to help with court costs. Because of our limited staff, we can't help everyone who needs us - please contact the nearest Pine Tree office to see if your case is eligible for help.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

ORGANIZATIONS OF THE DEAF

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

Greater Portland Deaf Club, Inc.
P.O. Box 2183
South Portland, ME 04106
Julie Novack, President
Tel: 767-6477 (TTY)
E-mail: GPDCMaine@aol.com

Lewiston & Auburn Deaf Club
C/O Lottie Wyman, Secretary
P.O. Box 493
Auburn, ME 04210
Jim Gaffey, President
Tel: 786-0978 (TTY)
E-mail: JimGaf08@aol.com

Maine Alumni Assoc. of the Deaf
69 Johnson Road
Falmouth, ME 04105
Sally Gatehouse

Maine Association of the Deaf
P.O. Box 1014
Portland, ME 04104
Rod MacInnes, President
Tel: 871-5903 (TTY)
E-mail: 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.)

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

ORGANIZATIONS OF THE DEAF

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Maine Deaf Senior Citizens

21 Doyle Street

Westbrook, ME 04092

John Carrier, President

Tel: 854-8836 (TTY)

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

Maine Recreation Association of the Deaf

175 Halidon Road

Westbrook, ME 04092

Abby Bouchard, President

Tel: 854-1040, 854-2660 (FAX)

E-mail: my33heart@aol.com

National Fraternal Society of the Deaf

Portland Division #39

126 Orchard Road

Sebago, ME 04029

Bonnie Snow, Secretary

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

PUBLICATIONS

DEAFDIGEST by SILENT NEWS (available only through e-mail)

Free Weekly Publication via e-mail

For subscription E-mail: barry@clark.net

“Issues @ Hand”

Maine Registry of Interpreters for the Deaf (MeRID)

17 Foote Street

Old Orchard Beach, ME 04064

Tina Englert – Editor

Tel: 934-9936

E-mail: Terptina@aol.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

“MAINE-LINES”

Bureau of Rehabilitation Services

Division of Deafness

150 State House Station

Augusta, ME 04333-0150

Nancy Melanson – Editor

Tel: 624-5965 (TTY), 624-5963 (V)

624-5980 (FAX)

E-mail: Nancy.A.Melanson@state.me.us

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

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RESIDENTIAL & SUPPORTS

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Goodwill Industries of Northern New England
P.O. Box 8600
Portland, Me 04104
Lori Tully MS, CRC, Director, Deaf Services
Tel: 774-6323, 761-8460 (FAX)
E-mail: lorit@ginne.org

Caron Street House
26 Caron Street
Portland, ME 04103
Michelle Ames, Program Coordinator
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
169 State Street
Portland, ME 04101
Tel: 874-9543 (TTY), 874-9516 (V), 761-8460 (V-FAX)
After hours Support Staff: 821-4054 (Beeper)
Echo Smith, Program Coordinator
Barry Martin, Case Manager
Andrew Moore, Case Manager

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

RESIDENTIAL & SUPPORTS

Personal In-Home Support Programs

Bruce Lord, Coordinator

Flexible, individualized services to support Deaf adults 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

Program Coordinator: Christopher Walsh

Tel: 842-9055 (TTY)

842-9129 (FAX)

E-mail: 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.

Other MR programs servicing deaf/signing consumers:

Port Resources

175 Lancaster Street

Portland, ME 04101

Tel: 828-0048

Group Main Stream

408 Brighton Avenue

Portland, ME 04103

Tel: 775-0824

Lutheran Social Services

980 Forest Avenue

Suite 104

Portland, ME 04103

Tel: 797-3935 (V)

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

RESIDENTIAL & SUPPORTS

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The Project for Supported Living
233 Oxford Street, Suite 30
Portland, ME 04101
Contact: 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 an interpreter.

Penobscot Valley Industries
68 Hillside Avenue
Bangor, ME 04401
Tel: 941-2898 (V)
941-2914 (FAX)

Day program for adults with mental retardation.

Ken-A-Set
P.O. Box 334
Waterville, ME 04903
Tel: 872-6484
877-7718 (FAX)

Bailey Gourley Home (Formerly Petra Home)
27 Columbia Road
Waterville, ME 04901
Sandra Libby, Supervisor
Tel: 873-4903, 873-4914 (FAX)

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

RESIDENTIAL & SUPPORTS

Motivational Services, Inc., (MoCo)**130 North Belfast Avenue****Augusta, ME 04330****Tel: 621-2542 (TTY)****626-3465 (V)****626-3482****626-3417 (FAX)****Sunrise Program (MoCo)****130 North Belfast Avenue****Augusta, ME 04330****Kim Scholz, Program Manager****Tel: 626-7573 (TTY)****626-3472 (V)****621-6217 (FAX)****E-mail: kscholz@mocomaine.com****E-mail: wdraper@mocomaine.com**

A residential program serving 5 adults with mental illness 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 are the primary means of communication.

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

Pine View Estates**301 Capitol Street Extension, Apt. A23****Augusta, ME 04330****Carolyn Fairservice, Case Manager****Lori Gambino, Community Support Services****Tel: 621-6765****621-6771 (V)****621-6701 (FAX)**

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SPEECH-LANGUAGE PATHOLOGISTS

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Speech Language Pathologists (SLP) generally tend to focus on the acquisition of spoken English language. 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)

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

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

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

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

Louise Packness
61 Rackleff Street
Portland, ME 04103
Tel: 772-4204

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

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

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

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

STATE OFFICES

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

**Jan DeVinney MS, Director
Tel: 624-5964 (TTY only)
624-5980 (FAX)
E-mail: Jan.A.DeVinney@state.me.us**

**Nancy Melanson, Assistant to the Director
Tel: 624-5965 (TTY)
624-5963 (V)
624-5980 (FAX)
E-mail: Nancy.A.Melanson@state.me.us**

**Mary Goodheart, Staff
Tel: 1-800-698-4440 (within Maine only)
624-5955 (TTY)
624-5954 (V)
624-5980 (FAX)
E-mail: mary.e.goodheart@state.me.us**

**Alice Crandall Johnson, Consultant
Tel: 624-5966
624-5980 (FAX)
E-mail: alice.c.johnson@state.me.us**

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 trainings for state agencies, an annual conference for state workers, information and referral, advocacy, statewide registry, Certification of Hearing Dogs and accessibility promotion.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

STATE OFFICES

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Rehabilitation Counselors for the Deaf

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

REGION I

Bureau of Rehabilitation Services
110 Main Street, Suite 1106, Saco, ME 04072
Tel: 1-800-492-0670 (TTY), 286-2608 (FAX)
1-800-521-5871 (V)

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)
E-mail: rod.macinnes@state.me.us

Vacant
286-2614 (TTY), 286-2602 (V)

REGION II

Kelley MacKenzie
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)
E-mail: Kelley.E.MacKenzie@state.me.us

REGION III

Deborah Myers
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)
E-mail: Deborah.S.Myers@state.me.us

Virginia Pelletier, Rehabilitation Assistant
624-5109 (TTY), 624-5133 (FAX)
E-mail: Virginia.C.Pelletier@state.me.us

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: 1-800-635-0375 (V)
760-6312 (TTY)
760-6300 (V)
760-6343 (FAX)

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

STATE OFFICES

Services for Elders—Bureau of Elder and Adult Services

Adult & Child Emergency Services After Business Hours TTY Numbers Statewide 1-800-963-9490 or 287-3492

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.state.me.us/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)

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STATE OFFICES

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**Department of Behavioral & Developmental Services
40 State House Station
Augusta, ME 04333**

**Meryl Troop, Director, Office of Deaf Services
Tel: 287-4240 (Augusta)
822-0341 (Portland)
E-mail: meryl.troop@state.me.us**

**Augusta
Location: Hospital Street
Marquardt Building, 2nd Floor
Augusta, ME 04333
287-1022 (FAX)**

**Portland
Location: 185 Lancaster Street
(above Portland CareerCenter)
Portland, ME 04101
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.

**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**

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

STATE OFFICES**DBDS - 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
822-0295 (FAX)
E-mail: martin.golden@state.me.us

Vanessa Pelzer
175 Lancaster Street
Portland, ME 04101
Tel: 822-0204
822-0295 (FAX)
E-mail: vanessa.pelzer@state.me.us

Theresa Jack
175 Lancaster Street
Portland, ME 04101
Tel: 822-0282 (TTY)
822-0244 (V)
822-0295 (FAX)
E-mail: theresa.jack@state.me.us

REGION II

Dan Crawford
15 Mollison Way
Lewiston, ME 04240
Tel: 753-9164 (TTY)
753-9132 (V)
E-mail: dan.crawford@state.me.us

Stephanie Emens
60 State House Station
Augusta, ME 04333-0060
Tel: 287-7183 (TTY)
287-2463 (V)
287-7186 (FAX)
E-mail: stephanie.emens@state.me.us

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@state.me.us

REGION III

Vacant
176 Hogan Road
Bangor, ME 04401
Tel:

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SUBSTANCE ABUSE

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**Alcoholics Anonymous
Central Service Office
78 Portland Street
Portland, ME 04101
Lee Nickerson, Director
Tel: 1-800-737-6237 (V)
774-3034 (V)**

**Deaf PAH Recovery Support
475 Western Avenue, Suite 7
Augusta, ME 04330
Elinor Brown
Tel: 621-1896 (TTY)
626-7586 (FAX)**

This project is a collaboration between the Office of Substance Abuse and the Office of Deaf Services and is run by Deaf people to support other Deaf people in recovery. Activities include **weekly recovery support groups** (conducted in ASL-no interpreters needed) in Augusta, Chem-Free deaf activities (open to all deaf and hard of hearing people), education to deaf adults and adolescents on substance abuse awareness, prevention and treatment. Please call for more information.

**Office of Substance Abuse
Information/Resource Center
Joyce McCaslin, Librarian
159 State House Station
Augusta, ME 04333
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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUBSTANCE ABUSE

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

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

Nan Ross
141 Front Street
Bath, ME 04530
Tel: 443-6950 (V)
443-4934*5 (FAX)
Private Practice provider- not Medicaid
eligible

The Minnesota Chemical Dependency Program for Deaf and Hard of Hearing Individuals
2450 Riverside Avenue South
Minneapolis, MN 55454
Tel.: (800)-282-3323
E-mail: MnCDDeafHH@aol.com
Web Site: mncddeaf.org

The Minnesota Chemical Dependency Program for Deaf and Hard of Hearing Individuals is an inpatient 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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUMMER CAMPS

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Austine/Green Mountain Lions Camp
120 Maple Street
Brattleboro, Vermont 05301-2964
Scott Staubach, Director
Tel: (802) 258-9500, (802) 254-3921 (FAX)
E-mail: scott@austine.pvt.k12.vt.us

Leadership, ASL/drama and outdoor recreation. Camp Age: 5-18 (co-ed). This is an excellent opportunity for all deaf and hard of hearing peers with 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
Tel: 207-772-1953 (V)
Georgia Koch, Director

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. 16 and older Counselor in Training.

Camp Horizons
PO Box 323
South Windham, CT 06266
Lauren Perrotti, Executive Director
Tel: 860-456-1032
860-456-4721 (FAX)

Camp Horizons located in South Windham, CT. Private, residential camp for developmentally disabled youth, 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 for young adult program. Ages 30 – 40 other programs available.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUMMER CAMPS

Camp Mark Seven

144 Mohawk Hotel Road

Old Forge, NY 13420

Kenneth L. Irving, Executive Director

Sept. – 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

(315) 357-6403 (FAX)

E-mail: ExecDir@CampMark7.org

General Information E-mail: BusinessMgr@CampMark7.org

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

Cue Camp Mechuwana

Suzanne Laptewicz at CuedSpeechMaine@cs.com or call 622-2564.

Families, friends, professionals, children and adults recreation and relaxation and learning and lots of laughs! Deaf teens/young adults can be counselors, interacting with everyone attending.

Cue Camp Mechuwana is in Winthrop, ME. 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 or cue classes, arts and crafts, swimming, games, and a dance.

Hidden Valley Camp

Freedom, ME 04941

Peter & Meg Kassen, Directors

Tel: (207) 342-5177 (V)

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

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SUMMER CAMPS

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"New England Deaf Camp"

**5 Keane Way
Randolph, MA 02368
Joyce Payton, Secretary**

Maine Contact:

**Sue Henri-Mackenzie
Tel: 1-800-371-1263
Tel: (617) 986-8505**

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. It includes swimming and 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).

"Camp Sign-A-Watha"

**Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, ME 04101**

**Tel: 1-800-639-3884 (free if outside of Portland Area)
797-7656, 797-9791 (FAX)**

E-mail: campsign@maine.rr.com

Camp Sign-A-Watha is a 5-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!

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUMMER CAMPS

"Camp Sign-N-Kids"**Contact: Carrie Pierce****33 C Ledgewood Drive****Hampden, ME 04444****Tel: 862-2029 (TTY)****884-7864****E-mail: 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, 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 non-profit organization.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUPPORT GROUPS

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ADOP - Advocates for Deaf Oral Programs

Laurie Piasio, Chair

C/O Advocates for Deaf Oral Programs

15 Sextant Lane

Scarborough, ME 04074

Tel: 885-0105 V/FAX

E-mail: ljpiasio@maine.rr.com

Advocates for Deaf Oral Programs (ADOP) is a group of dedicated parents, professionals and oral deaf adults whose goal is to provide information about oral education choices for children who are deaf and hard of hearing in the State of Maine. ADOP believes that a child's success in acquiring spoken language will open the door to a variety of educational, social, and professional opportunities, and an independent life.

Today, with advancements in hearing aid technology and the advent of the cochlear implant, there is great potential for children who are deaf and hard of hearing to learn to listen, to process verbal language, and to speak. The oral options available for children include Auditory Verbal Therapy, Auditory Oral Therapy and Cued Speech.

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 pm

Call at 871-4900 (TTY) or 871-2088 (V) for interpreters.

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

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SUPPORT GROUPS

Mobius, Inc.
P.O. Box 574
Damariscotta, ME 04543
Tel: 563-3511 (V)
563-3864 (TTY)

Providing residential, day and employment services to individuals with developmental disabilities. ASL and visual gestural communication training provided to hearing impaired clients and staff working with hearing impaired clients.

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)
368-4354 ext.120 (V)
E-mail: 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.

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
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.

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SUPPORT GROUPS

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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, (free if you are outside of Portland)
797-7656
797-9791 (FAX)
E-mail: 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. There is a monthly mailing. Please call if you would like to be added to this list.

Safer Place
P.O. Box 1737
Windham, ME 04062
C/O Sara Treat
Tel: 892-6814
892-6602 (FAX)
E-mail: place4safe@aol.com

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

TELEPHONE RELAY

Maine Relay Service (Telecommunication Relay Service) MERS

TTY users dial 1-800-437-1220
Voice users dial 1-800-457-1220

OR 711 TTY/Voice

Maine Relay Services, also known as "Dual Party Relay", is a **24-hour-a-day, seven-day-a-week** service which provides a communications link between those who use a Telecommunications Device for the Deaf (TTY) and those who use a standard voice telephone. TTY's are special typewriter-style devices used by people who are hard of hearing, speech impaired or deaf to communicate over the telephone. Deafblind can also use this service using a telebraille telephone.

Maine Relay Service communicates simultaneously with each party. When the hearing person speaks, the relay operator types the information to the TTY caller. When the TTY caller responds, the relay operator voices the typed information to the hearing person.

Other services provided by MERS are voice carryover (VCO) and hearing carryover (HCO). VCO is for a deaf or hard of hearing person who wants to speak instead of type. The deaf or hard of hearing person talks directly into the telephone. The operator or communication assistant (CA) types the hearing person's response to the TTY user. Hearing carry over (HCO) is for a speech-disabled person who prefers to listen rather than read. The speech-disabled person types his/her part of the conversation for the CA to read to the standard telephone user. The newest MERS feature is Relay Choice Profile, which puts the customer in control of his/her call by letting the customer create his/her own profile which is activated automatically each time he/she makes or receives a call. To find out more, call 1-888-288-2182 (V), 1-888-288-2183 (TTY/ASCII).

Maine Relay Service is provided by AT & T which has a three-year contract with Maine Public Utilities Commission. All the Maine relay calls go through the National AT&T Relay Center in Rhode Island and six other centers throughout the country. There is no extra charge for the relay service, and long distance calls are charged like those of standard telephone users. Since there is a toll-free number, there is no cost to call MERS.

For more information and presentations about the Maine Relay Service contact:

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

Tel: 1-800-639-3884, (free if you are
outside of Portland)
797-7656
797-9791 (FAX)

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

TTY DIRECTORY

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

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!

Date: _____

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

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
Website: www.harriscomm.com

Potomac Technology
One Church Street, Suite 101
Rockville, MD 20850-4158
Tel: (301) 762-0851
(301) 762-1892 (FAX)
E-mail: info@potomactech.com
Website: www.potomactech.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
Website: www.hearmore.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

Weitbrecht & Communications, Inc
2716 Ocean Park Blvd., Suite 1007
Santa Monica, CA 90405
Tel: 1-800-233-9130 (V)
(310) 452-8613
(310) 450-9918 (FAX)
E-mail: sales@weitbrechtcom.com
Website: www.weitbrechtcom.com

NFSS Communications
1 Turnmore Court
Silver Spring, MD 20906
Tel: 1-888-589-6670
(301) 871-3731 (FAX)
E-mail: info@nfss.com
Website: www.nfss.com

Phone-TTY Inc
1246 Route 46 West
Parsippany, NJ 07054-2121
Tel: 1-888-332-3889
(973) 299-6626 (TTY)
(973) 299-7768 (FAX)
E-mail: phonetty@aol.com

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

TTY HOTLINES

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774 - HELP [774-0700 TTY]

Ingraham Inc

P.O. Box 1868

Portland, ME 04104

Tel: 1-800-870-9998

774-0700 24-HOUR, TTY CRISIS HOTLINE

774-HELP, 24-HOUR, (V/TTY) CRISIS HOTLINE

774-5901 (FAX)

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

RAPE TTY HOTLINE

Maine Sexual Assault Support Hotline

Maine Coalition Against Sexual Assault (MeCASA)

Tel: 1-888-458-5599

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!)

Child Protective Intake-DHS

11 State House Station

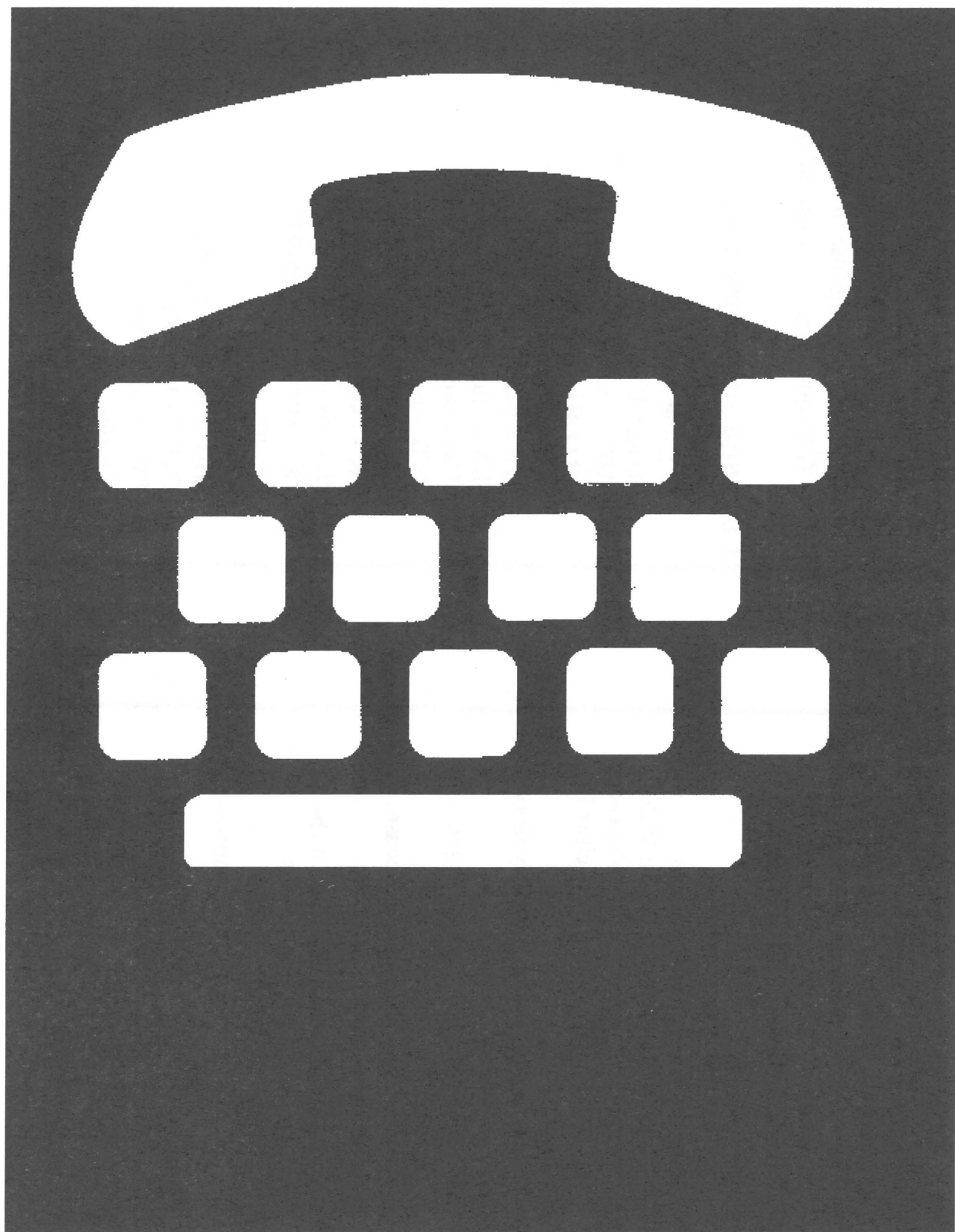
Augusta, ME 04333

Tel: 1-800-963-9490 (TTY), 287-3492 (TTY), 287-5065 (FAX)

1-800-452-1999 (V), 287-2983 (V)

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]



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

**MAINE CENTER ON DEAFNESS
Telecommunication Equipment Project**

APPLICATION FORM

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

PROGRAMS (Please check one)

LENDING

To apply for the Lending Program, an applicant must include income information requested below (equipment loaned to qualifying applicants).

COST SHARING

Under the Cost Sharing Program the applicant is responsible for 50% of the cost of the equipment (applicant owns equipment after paying half of cost).

INCOME INFORMATION

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

The whole household's gross (total) yearly income is \$ _____

INFORMATION ON DEAFNESS, SPEECH IMPAIRMENT OR DISABILITY

Y/N

Y/N

Are you Deaf or hard of hearing?

Do you have visual impairment?

Do you have speech impairment?

Do you have physical impairment?

Please explain your difficulties or how you are unable to use the telephone.

Proof of deafness, speech impairment or physical disability

I certify that the applicant is deaf, hard of hearing, speech impaired or physically disabled to the extent that he/she cannot use the telephone for expressive and/or receptive communication. A copy of signed audiogram or a diploma from a school for the deaf or blind is acceptable in place of a doctor's signature.

Signature _____ Date _____
PHYSICIAN, OTOLARYNGOLOGIST, OR AUDIOLOGIST

Telephone Equipment:

TTY _____
Amplified Phone _____
Voice Carry Over Phone _____
Voice Activated Phone _____
TeleBraille _____
FAX (for non readers) _____
Back Talking Phone _____
Memory Phone _____
Other (please describe) _____

Signaling System:

Light Flashing Signaler _____
Loud Signaler _____

Do you need help to learn how to use the new Equipment? _____ Yes _____ No
Would you like to be on mailing list for Maine Center on Deafness? _____ Yes _____ No
Would you like to be on mailing list for Division of Deafness? _____ Yes _____ No

Applicant Signature _____ Date: _____

I agree that the above information is true.

Please send the completed application to:

Maine Center on Deafness
Telecommunication Equipment Project
68 Bishop Street, Suite 3
Portland, Maine 04103-2616
(800) 639-3884 V/TTY
(207) 797-7656 ext. 301 TTY
(207) 797-9791 FAX
mcddy@maine.rr.com E-MAIL

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

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

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

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

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

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

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

<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

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

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

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 Rs 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

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

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

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

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

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

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

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@aug.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

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

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

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

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

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

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 So

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

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

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 Ekpon, Ed.D.

2121 K Street, NW Suite 220

Washington, DC 20037

Voice/TTY: (202) 973-0904

Voice: (800) 544-3284

FAX: (202) 973-0908

E-mail: askheath@heath.gwu.edu

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

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

disabilities and their families.

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

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 c 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

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

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

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: jgarritty@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
 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
 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
 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
 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
 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
 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
 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
 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
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: cuedspdise@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 So

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 (information)
Voice/TTY: (202) 651-5340 (products)
E-mail: 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
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 So

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
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
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
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
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
E-mail general info: 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
Web Page: <http://www.rad.org>
Egroup: RADChapters@egroups.com
NAT'L CONVENTION: Orlando, FL, June 3-7, 2003
Conference Web site: <http://www.nwrad.org>
E-mail: 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
Alexandria, VA 22314
Voice: (703) 838-0030
TTY: (703) 838-0459
FAX: (703) 838-0454
E-mail: 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
Contact person: Lois O'Neill
Voice: (718) 350-3203
FAX: (718) 899-3433
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: rrtc@cspp.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
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
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
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
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

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

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

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
<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

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
<http://www.de.state.az.us/ras/>

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

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

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

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
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
[http://www.state.ct.us/cdhi/in
dex.htm](http://www.state.ct.us/cdhi/in
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
<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

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

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
<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
<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
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/
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
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
<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
<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
<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 or
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

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

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
<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

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
<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
<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
http://www.dss.state.la.us/offlrs/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
<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
207-624-5954 V
800-698-4440 T/V in ME
207-624-5980 FAX
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

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
<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
<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

MICHIGAN

Division on Deafness

Michigan Family Independence Agency
320 N. Washington Square,
Suite 250
Box 30659
Lansing, MI 48909
Director: Christopher Hunter
517-334-8000 T/V
877-499-6232 T/V in MI
517-334-6637 FAX
hunterc2@state.mi.us
<http://www.mfia.state.mi/mcdc/dod.htm>

Michigan Department of Career Development
Michigan Rehabilitation Services
201 N. Washington Square,
4th Floor P.O. Box 30010
Lansing, MI 48909
Director: Robert E. Davis

517-373-3390 V
888-605-6722 T
800-605-6722 TTY (toll free)
517-373-0565 FAX
davisr1@state.mi.us
<http://www.michigan.gov/>

MINNESOTA

**Minnesota Commission
Serving Deaf and Hard of
Hearing People**
Human Services Building
444 Lafayette Road
St. Paul, MN 55155-3814
Exec. Director: Mary
Hartnett
651-297-7305 T/V
651-297-7155 FAX
mary.hartnett@state.mn.us or
mike.cashman@state.mn.us

Rehabilitation Services
Branch
Minnesota Dept of Economic
Security
390 North Robert Street, First
Floor
St. Paul, MN 55101-1812
Contact: Howard Glad
651-297-9141 T
651-297-8269 V
651-297-5159 FAX
Howard.Glad@state.mn.us
[http://www.mnwfc.org/rehab/
rehab.html](http://www.mnwfc.org/rehab/rehab.html)

MISSISSIPPI

Office of Vocational
Rehabilitation Services
P.O. Box 1698
Jackson, MS 39215
State Coordinator: Rell
Webber
601-853-5310 T/V
800-443-1000 T/V in MS
601-853-5325 FAX
rwebber@mdrs.state.ms.us
<http://www.mdrs.state.ms.us/>

MISSOURI

**Missouri Commission for
the Deaf**
1103 Rear Southwest Blvd
Jefferson City, MO 65109
Exec. Director: Dr. Roy E.
Miller
573-526-5205 T/V
800-796-6499 T/V
573-526-5209 FAX
MCD@mail.state.mo.us
<http://www.oa.state.mo.us/deaf/mcd.html>

Division of Vocational
Rehabilitation
Department of Elementary &
Secondary Education
3024 Dupont Circle
Jefferson City, MO 65109
State Coordinator: Scott
Mantootch
573-751-0881 T
573-751-3251 V
573-751-1441 FAX
smantoot@vr.dese.state.mo.us

MONTANA

**Montana Deaf and Hard of
Hearing Services**
3911 Central Avenue
Great Falls, MT 59406
Director: Kim Mihan
406-771-9194 T
406-771-9053 V
406-771-8056 FAX
MDHHS@mtm-webtech.com

Montana Vocational
Rehabilitation
201 1st Street South, Suite 2
Great Falls, MT 59405
Counselor: Robert Ellesch
406-454-6080 T
406-454-6060 V
406-454-6084 FAX
rellesch@state.mt.us
[http://www.dphhs.state.mt.us/
dsd/govt_programs/vrp/index
.htm](http://www.dphhs.state.mt.us/dsd/govt_programs/vrp/index.htm)

NEBRASKA

**Nebraska Commission for
the Deaf and Hard of
Hearing**
4600 Valley Road, Suite 420
Lincoln, NE 68510
Exec. Director: Tanya
Wendel
402-471-3593 T/V
800-545-6244 T/V in NE
402-471-3067 FAX
twendel@ncdhh.state.ne.us
[http://www.nol.org/home/NC
DHH](http://www.nol.org/home/NC
DHH)

Division of Vocational
Rehabilitation
301 Centennial Mall South
P.O. Box 94987
Lincoln, NE 68509
Contact: Frank Lloyd
401-471-3644 T/V
402-471-0788 FAX

NEVADA

Community Based Services
Rehabilitation Division
3656 Research Way Suite 32
Carson City, NV 89706
Director: Donny Loux
775-687-3388 T
775-687-4452 V
888-337-3839, ext 4452 T/V
in NV
775-687-3292 FAX
<http://www.detrjoblink.org/rehab/>

NEW HAMPSHIRE

**Program for the Deaf and
Hard of Hearing**
Division of Adult Learning
and Rehabilitation
78 Regional Drive, Building
2
Concord, NH 03301-8530
State Coordinator: H. Dee
Clanton
603-271-3471 T/V
800-299-1647 T/V in NH

603-271-7095 FAX
hdclanton@ed.state.nh.us

NEW JERSEY

Division of the Deaf and Hard of Hearing

New Jersey Dept of Human Services

P.O. Box 074

Trenton, NJ 08625-0074

Director: Brian C. Shomo

609-984-7281 T/V

800-792-8339 T/V in NJ

609-984-0390 FAX

bshomo@dhs.state.nj.us

<http://www.state.nj.us/human/services/DD&HH/dhsddhh1.htm>

Division of Vocational Rehabilitation Services
New Jersey Dept of Labor
P.O. Box 398

Trenton, NJ 08625-0398

State Coordinator: J. Tim Cronin

609-292-2919 T

609-292-9339 V

609-292-8347 FAX

jcronin@dol.state.nj.us

<http://www.wnjin.state.nj.us/>

NEW MEXICO

New Mexico Commission for the Deaf and Hard of Hearing

1435 St. Francis Drive

Santa Fe, NM 87505

Exec. Director: Karen L.

Courtney

505-827-7584 T/V

505-827-7588 T

800-489-8536 T/V in NM

505-824-7587 FAX

nmcdhha@doh.state.nm.us

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

State Department of Education

Division of Vocational Rehabilitation

435 St. Michael's Drive, Bldg D

Santa Fe, NM 87505

Director: Terry Brigance

505-954-8510 T/V

505-954-8562 FAX

tbrigance@state.nm.us

NEW YORK

Office of Vocational and Educational Services for Individuals with Disabilities
State Education Department
One Commerce Plaza, Room 1601

Albany, NY 12234

Coordinator: Dorothy Steele

Assistant: Sharon Brown-Levey

518-474-5652 T/V

800-222-5627 T/V

518-473-6073 FAX

dsteele@mail.nysed.gov

sbrownle@mail.nysed.gov

NORTH CAROLINA

Division of Services for the Deaf and Hard of Hearing
Dept of Health and Human Resources

319 Chapanoke Rd, Suite 108

Raleigh, NC 27603 (physical)

2301 Mail Service Center

Raleigh, NC 27699-2301

(mailing)

Director: George McCoy

919-773-2963 T/V

919-773-2993 FAX

george.mccoy@ncmail.net

Division of Vocational Rehabilitation Services
2801 Mail Service Center
Raleigh, NC 27699-2801
Program Specialist: Terrye Fish

919-733-5924 T

919-733-3364 V

919-715-0616 FAX

terrye.fish@ncmail.net

<http://www.dhhs.state.nc.us>

NORTH DAKOTA

Rehabilitation Consulting Services

Department of Human Services

600 South 2nd Street, Suite 2

Bismarck, ND 58504-5729

State Director: Gene

Hysjulien

701-328-8802 T

701-328-8800 V

888-862-7342

701-328-8803 FAX

soengh@state.nd.us

<http://lnotes.state.nd.us/dhs/dhsweb.nsf>

OHIO

Rehabilitation Services Commission

400 East Campus View Blvd

Columbus, OH 43235-4604

Program Specialist:

Karlton (Skip) Bergquist

614-785-5085 T

614-438-1325 V

800-282-4536 T/V in OH

614-438-1289 FAX

Skip.Bergquist@RSC.STAT.E.OH.US

E.OH.US

<http://www.state.oh.us/rsc>

OKLAHOMA

Services to the Deaf and Hard of Hearing

Department of Rehabilitation Services

2401 N.W 23rd Suite 51

Oklahoma City, OK 73109

Field Service Coordinator:

Judy Fox-Goodrich

405-917-7700 V

405-917-1869 TTY

800-833-8973 T/V in OK

405-917-6347 FAX

OREGON

Deaf and Hard of Hearing Access Program

Oregon Disabilities
Commission
1257 Ferry Street, SE
Salem, OR 97301-4278
Program Manager: D. Wayne
Seely
503-378-3142 T/V
503-378-3599 FAX
wayne.seely@state.or.us
[http://www.odc.state.or.us/dh
hap.htm](http://www.odc.state.or.us/dh
hap.htm)

Office of Vocational
Rehabilitation Division
North Portland Branch
4744 North Interstate Avenue
Portland, OR 97217
State Coord/Specialist: Sheila
Hitchen
503-280-6940 T/V
503-280-6960 FAX
Sheila.r.hitchen@state.or.us
<http://www.vrd.hr.state.or.us>

PENNSYLVANIA

Office for the Deaf and Hard of Hearing

909 Green Street
Harrisburg, PA 17102
Director: Debra Scott
717-783-4912 T/V
800-233-3008 T/V in PA
717-783-4913 FAX
dschenk@state.pa.us

Office of Vocational
Rehabilitation
909 Green Street
Harrisburg, PA 17102
State Coordinator for deaf
and deaf/blind: Sandy C.
Duncan
717-787-4885 T
717-772-1659 V
800-233-3008 T/V in PA
717-705-9345 FAX
saduncan@state.pa.us
[http://www.dli.state.pa.us/lan
di/site/default.asp](http://www.dli.state.pa.us/lan
di/site/default.asp)

PUERTO RICO

Vocational Rehabilitation
Administration
Department of Work and
Human Resources
Box 924
Guaynabo, PR 00970
Director of Center for Deaf:
Luisa E. Negrón
(787) 782-0011 TTY/V
(787) 783-4570 FAX
<http://www.vrapr.gov/>

RHODE ISLAND

Rhode Island Commission on the Deaf and Hard of Hearing

One Capitol Hill, Ground
Level
Providence, RI 02908
Program Coordinator: Pamela
Zellner
401-222-1205 T
401-222-1204 V
401-222-5736 FAX
cdhh@cdhh.state.ri.us
<http://www.cdhh.state.ri.us>

Office of Rehabilitation
Services
40 Fountain Street
Providence, RI 02903
Administrator: Ray Carroll
401-421-7016 T
401-421-7005 V
401-222-3574 FAX
rcarroll@ors.state.ri.us
<http://www.ors.state.ri.us/>

SOUTH CAROLINA

Vocational Rehabilitation
Department
P.O. Box 15
West Columbia, SC 29171
State Coordinator: Patricia A.
Green
803-896-6637 T/V
803-896-6877 FAX
pgreen@scvrd.state.sc.us
<http://www.scvrd.net/>

SOUTH DAKOTA

Communication Service for the Deaf (CSD)

102 North Krohn Place
Sioux Falls, SD 57103
CEO: Benjamin Soukup
605-367-5760 T/V
800-642-6410 T/V
605-367-5958 FAX
bsoukup@c-s-d.org

Division of Rehabilitation
Services
Department of Human
Services
Hillsview Plaza, East
Highway 34
c/o 500 East Capitol
Pierre, SD 57501-5070
Program Specialist: Janet
Ball
605-773-4547 T/V
605-773-5483 FAX
janet.ball@state.sd.us
[http://www.state.sd.us/state/e
xecutive/dhs/drs/deaf/htm](http://www.state.sd.us/state/e
xecutive/dhs/drs/deaf/htm)

TENNESSEE

Tennessee Council for the Hearing Impaired

400 Deaderick Street, 11th
Floor
Nashville, TN 27248
615-313-4891
[http://www.state.tn.us/human
serv](http://www.state.tn.us/human
serv)

Tennessee Division of
Rehabilitation Services
Department of Human
Services
400 Deaderick Street, 15th
Floor
Nashville, TN 37248-0060
Assistant Commissioner: Carl
W. Brown
615-313-4714 T/V
800-270-1349 T
615-741-4165 FAX
[http://www.state.tn.us/human
serv](http://www.state.tn.us/human
serv)

TEXAS

Texas Commission for the Deaf and Hard of Hearing

P.O. Box 12904
Austin, TX 78711-2904
Exec. Director: David Myers
512-407-3251 T
512-407-3250 V
512-451-9316 FAX
david.myers@tcdhh.state.tx.us
<http://www.tcdhh.state.tx.us>

Deaf, Hard of Hearing and
Communication Disorders
Texas Rehabilitation
Commission
4900 North Lamar Boulevard
Austin, TX 78751-2399
Program Specialist: Jack
Clifton
512-424-4523 T
512-424-4176 V
512-424-4982 FAX
jack.Clifton@rehab.state.tx.us
9724009396@pagenetmessage.net
<http://www.trcnet/welcome.html>

UTAH

Division of Services for Deaf and Hard of Hearing

5709 South 1500 West
Salt Lake City, UT 84123
Outreach Specialist: Mitch
Moyers
801-263-4860 T/V
800-860-4860 T/V in UT
801-263-4865 FAX
mmoyers@usor.state.ut.us
<http://www.usor.state.ut.us/dshh/dsdhh.html>

Vocational Rehabilitation
5709 South 1500 West
Salt Lake City, UT 84123
VR Counselor: Rod Butcher
801 263-4884 TTY
801 263-4885 V

801 263-4865 FAX
rbutcher@usor.state.ut.us

VERMONT

Division of Vocational
Rehabilitation
Department of Aging and
Disabilities
103 South Main Street
Westbury, VT 05671-2303
State Coordinator: Rene
Pellerin
802-241-2186 T/V
802-241-3359 FAX
rene@dad.state.vt.us
<http://www.dad.state.vt.us/dvr/deaf/dsp.htm>

VIRGINIA

Department for the Deaf and Hard of Hearing
Ratcliffe Building
1602 Rolling Hills drive
Richmond, VA 23229-5012
Director: Ronald L. Lanier
804-662-9502 T/V
800-552-7917 T/V in VA
804-662-9718 FAX
DDHHinfo@DDHH.state.va.us
<http://www.vddhh.org>

Department of Rehabilitative
Services
8004 Franklin Farms Drive
P.O. Box K300
Richmond, VA 23288-0300
State Coordinator: Mary
Nunnally
804-662-7614 T/V
800-464-9950 T
800-552-5019 V
804-662-9140 FAX
nunnalmc@drs.state.va.us
<http://www.vadrs.org>

VIRGIN ISLANDS

Division of Disabilities and
Rehabilitation Services
Virgin Islands Department of

Human
Services Division of
Disabilities and
Rehabilitation Services
Knudhansen Complex
Building A
1303 Hospital Ground
St. Thomas, VI 00820-4355
Administrator: Beverly C.
Plaskett
340-774-0930 V
340-776-2043 V/T
340-774-7773 FAX
LUMARL6@aol.com

WASHINGTON

Office of the Deaf and Hard of Hearing

Department of Social and
Health Services
P.O. Box 45300
Olympia, WA 98504-5300
Director: Leon Curtis
360-902-8000 T/V
360-753-0699 T
800-422-7930 T in WA
800-422-7941 V in WA
360-902-0855 FAX
curtigl@dshs.wa.gov

Division of Vocational
Rehabilitation
P.O. Box 45340
Olympia, WA 98504-5340
State Coordinator: Ann Janni
360-438-8048 T/V
800-637-5267 in WA
360-438-8007 FAX
jannia@dshs.wa.gov
<http://www.wa.gov/dshs/dvr>

WEST VIRGINIA

West Virginia Commission for the Deaf and Hard of Hearing

P.O. Box 1755
475 Depot Street
Romney, WV 26757
Exec. Director: Charity
Reedy Hines
Deputy Director: Alex Young
877-461-3578 T/V

304-822-8565 T/V
304-822-2468 FAX
wvcdhh@wvdhhr.org
<http://www.wvdhhr.org/wvcdhh>

West Virginia Division of
Rehabilitation Services
Box 50890 State Capitol
Charleston, WV 25305-0890
State Coordinator: Barbara L.
King
304-766-4965 T/V
800-642-8207 V in WV
304-766-4989 FAX
Barbarak@mail.drs.state.wv.us
<http://www.wvdrs.org>

WISCONSIN

**Bureau for the Deaf and
Hard of Hearing (BDHH)**
Department of Health and
Family Services
1 West Wilson Street
P.O. Box 7851
Madison, WI 53707
608-266-5641 T
608-266-3118 V
608-266-3256 FAX
fruitBW@dhfs.state.wi.us
vossmv@dhfs.state.wi.us
<http://www.dhfs.state.wi.us/sensory/>

Division of Vocational
Rehabilitation
Dept of Workforce
Development
2917 International Lane
Madison, WI 53704
608-243-5601 T
888-877-5939
608-243-5600 V
608-243-5681 FAX
Contact person : Charlene
Dwyer

WYOMING

Division of Vocational
Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
State Coordinator: Lori
Cielinski
800-452-1408 T/V
307-472-5601 FAX
lcieli@state.wy.us

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.

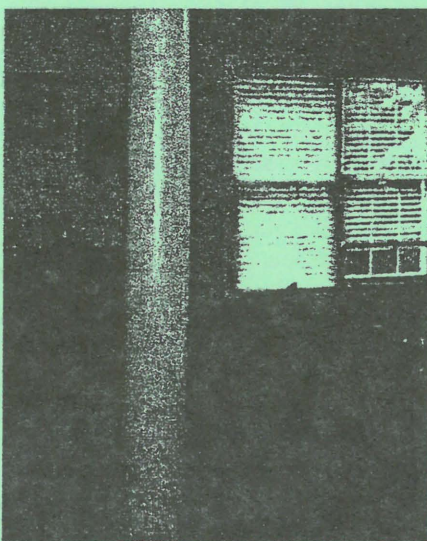
COMMUNICATION-FRIENDLY DESIGNS

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

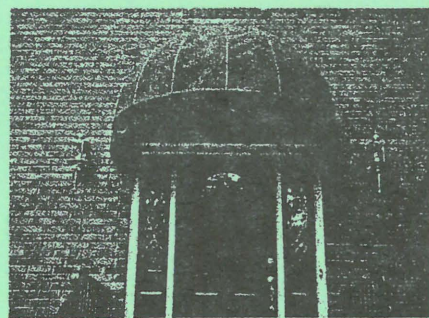
are two separate rooms instead of one larger room.

(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.

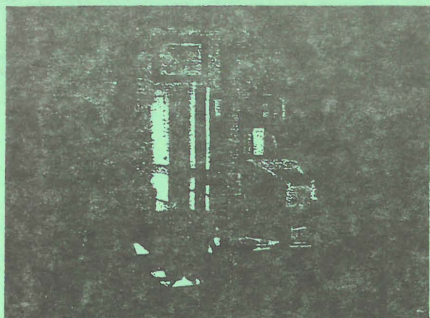
Interior doors serve as entryways from one room to another. These doors do not necessarily need to be solid to provide security as exterior doors do. Interior doors can be:

(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?

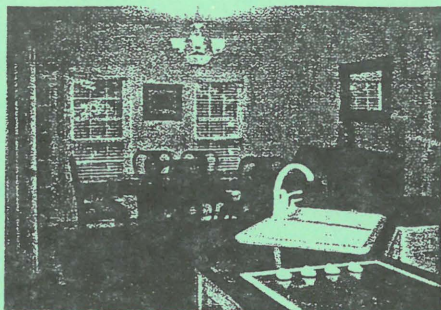
KITCHENS

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).

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

"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

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

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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)

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

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

Dianne E. Sawyer

Telephone: (207) 624-8617 or Email: dianne.e.sawyer@state.me.us

or

Marlene McFadden

Telephone: (207) 624-8624 or Email: 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/Transliterators, Certified Deaf Interpreters, Limited Interpreters/Transliterators, 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

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.

LEGAL INFORMATION

Obligations of Doctors and Other Health Care Providers under the Americans with Disabilities Act

Title III of the Americans with Disabilities Act (ADA) prohibits discrimination against deaf and hard of hearing people in places of public accommodation. Included within the definition of places of public accommodation is any "professional office of a health care provider," regardless of the size of the office or the number of employees. 28 C.F.R. 36.104. The ADA therefore applies to doctors, dentists, psychiatrists and psychologists, hospitals, nursing homes and health clinics, and all other providers of mental and physical health care.

Places of public accommodation must be accessible to individuals with disabilities. For deaf and hard of hearing people, this means that they must remove barriers to communication. Doctors and health care providers must make sure that they can communicate effectively with their deaf patients and clients by providing "auxiliary aids and services" for these individuals:

(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).

LEGAL INFORMATION

Obligations of State and Local Government Agencies under the Americans with Disabilities Act

Title II of the Americans with Disabilities Act (ADA), 42 U. S.C. 12131- 12134, imposes explicit obligations on all state and local government agencies to be accessible to individuals with disabilities. It applies to all of the programs and services provided by city, county and state agencies, school systems, legislative bodies, and courts. The U. S. Department of Justice has stated that "Title II [of the ADA] applies to anything a public entity does." 56 Fed. Reg. 35696 (July 26, 1991).

The U. S. Department of Justice has written regulations to implement Title II of the ADA. 28 C.F.R. Part 35, 56 Fed. Reg. 35694 (July 26, 1991). These regulations specifically address the obligation of a local government to remove communication barriers for deaf individuals:

(a) A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.

(b) (1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity conducted by a public entity.

(2) In determining what type of auxiliary aid and service is necessary, a public entity shall give primary consideration to the requests of the individual with disabilities. 28 C.F.R. 35.160.

Auxiliary Aids and Services

The regulation defines "auxiliary aids and services" comprehensively. The definition includes:

Qualified interpreters, notetakers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telecommunications devices for deaf persons (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 water

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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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APPENDIX A

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.

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