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Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, June 2001

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

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MAINE
DEPARTMENT OF
LABOR
Rehabilitation Services

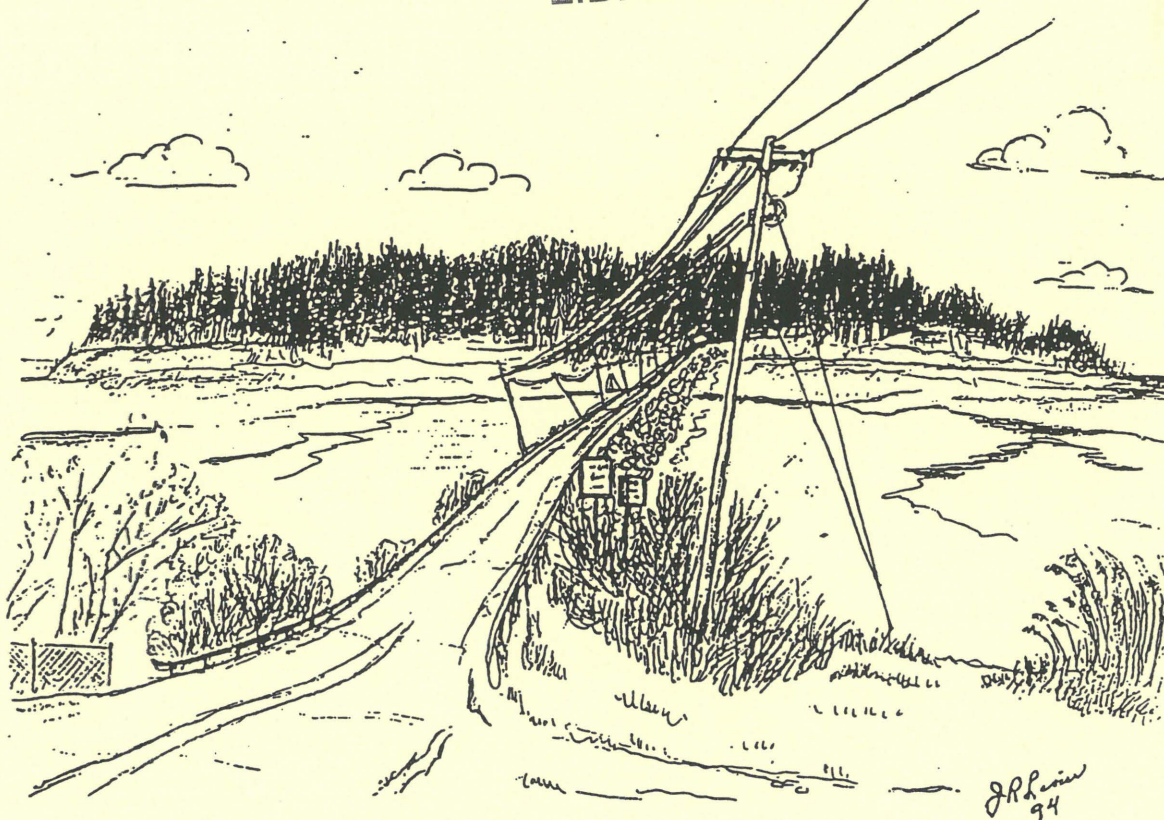
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MAINE STATE LIBRARY

RESOURCES

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

LIBRARY USE ONLY



*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”**

JUNE 2001

JUL 05 2001

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 June 2001



PRINTED ON RECYCLED PAPER

Augusta, Maine

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.

TABLE OF CONTENTS

AGENCIES	6
ARTS/MEDIA	14
CAPTIONING, CART SERVICES & C-PRINT	15
CHILDREN'S SERVICES.....	17
CHURCHES	20
CLINICAL	22
COMPLAINTS.....	27
COURTS	31
CUED SPEECH SERVICES	32
DEAFBLIND	33
EDUCATION.....	34
HEARING EAR DOG	37
INTERPRETING	39
LAWYERS.....	42
ORGANIZATIONS OF THE DEAF	44
PUBLICATIONS	46
RESIDENTIAL & SUPPORTS.....	47
SPEECH-LANGUAGE PATHOLOGISTS	51
STATE OFFICES	52
SUBSTANCE ABUSE.....	57
SUMMER CAMPS	59
SUPPORT GROUPS.....	63
TELEPHONE RELAY	66
TTY DIRECTORY	67
TTY AND ASSISTIVE DEVICES	68
TTY HOTLINES.....	69

DIRECTORY OF NATIONAL ORGANIZATIONS.....	PINK SECTION
RESIDENTIAL DESIGN FOR DEAF PERSONS.....	GREEN SECTION
LEGAL INFORMATION	BLUE SECTION
GLOSSARY OF TERMS	ORANGE SECTION
INDEX	YELLOW SECTION

AGENCIES

**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
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

Vacant
Acme Office Park
41 Acme Road
Brewer, ME 04412
Tel: 1-877-229-8954(TTY)
207-989-1451 (TTY)
207-989-6016 (TTY/V)
1-800-300-6016 (TTY/V)
989-7976 (FAX)

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)
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

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

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

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

Tracey Frederick, Special Projects Coordinator

E-mail: mcdtrac@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.

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AGENCIES

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

Tracey Frederick, Special Projects Coordinator

E-mail: mcdtrac@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

Diane McGinley, TEP 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 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.

MCD Telephone numbers:

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

797-7656

797-9791 (FAX)

The extensions for MCD staff:

Sarena Jarvis/Front Desk	300	Beth Gallie	306
Jonathan Connick	310	Diane McGinley TEP	301
Mary Edgerton	307	Tracey Frederick	303
HIV/AIDS	304		

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

AGENCIES

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 04963
207-465-4591 (V)

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

Maine Handicapped Skiing - Sunday River Ski Resort
8 Sundance Lane
Newry, ME 04261-3228
Tel: 1-800-639-7770, 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".

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AGENCIES

AGENCIES ON AGING

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

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)

Central Maine Agency on Aging/Senior Spectrum

320 Water Street

Augusta, ME 04330-4644

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

1-800-639-1553 (V)

622-9212 (V)

622-7857 (FAX)

E-mail: spectrum@seniorspectrum.com

Eastern Agency on Aging

238 State Street

Twin City Plaza

Brewer, ME 04412-1519

Tel: 1-800-432-7812

941-2865

941-2869 (FAX)

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)

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

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ARTS/MEDIA

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."

Swain CART Services

Computer Assisted Real-Time Transcription (CART)

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

C-Print

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

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.

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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 hotline 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

**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: 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.

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CHILDREN'S SERVICES

Jennifer McCann, LMSW
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.

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CHURCHES

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
36 Everett Street
Westbrook, ME 04092
Alcide Dube
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@cathdioptldme.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.

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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.

CLINICAL

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.

Community Health and Counseling Services
42 Cedar Street
Bangor, ME 04401
Tel: 990-0496 (TTY)
947-0366 (V)
942-4350 (FAX)

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

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

CLINICAL

Stephen S. Greene, Ph.D
175 Lancaster Street
Portland, ME 04101
Tel: 923-3235, 923-3035 (FAX)
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.

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.

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CLINICAL

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.

Jennifer McCann, LMSW
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@mint.net

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

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CLINICAL

Dr. David Nagler, M.D - Psychiatrist
Shoreline Mental Health Center
18 Pleasant Street
Brunswick, ME 04011
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.

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.

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CLINICAL

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, DMHMRSAS.

Augusta: 287-4240
Portland: 822-0341

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.

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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.

Civil Rights Compliance
Department of Human Services (DHS)
11 State House Station
Augusta, ME 04333-0011
Contact Person: Kim Pierce
Tel: 287-4479 (TTY)
287-3488 (V)
287-8299 (FAX)
E-mail: Kim.Pierce@state.me.us

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.

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COMPLAINTS

Disability Rights Center of Maine (Formerly Maine Advocacy Services)

P.O. Box 2007, 24 Stone Street

Augusta, ME 04338-2007

Jim McGurty, Civil Rights Advocate

Linda Dowell, Advocate for people with Developmental Disabilities

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

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

COMPLAINTS

Maine Human Rights Commission
51 State House Station
Augusta, ME 04333-0051
Tel: 624-6064 (TTY)
624-6050 (V)
624-6063 (FAX)

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

Maine Medical Center (MMC)
22 Bramhall Street
Portland, ME 04101
David Burt, Access/ADA Coordinator
Tel: 871-4900 (TTY), 871-2088 (V)
E-mail: burttd@mail.mmc.org

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

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.

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COMPLAINTS

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.

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.

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COURTS

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
240 Sweden St., 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.

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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

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.

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).

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EDUCATION

Governor Baxter School for the Deaf (GBSD)**P.O. Box 799****Portland, ME 04104****Larry Taub, Superintendent****Tel: 781-6201 (TTY) 781-3165 (V), 781-6296 (FAX)****E-mail: larry.taub@fc.baxter.pvt.k12.me.us****Roy Bishop, Special Projects****E-mail: roy.bishop@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 (TTY)****Carole Houlette****Tel: 472-5270****State wide Educational Consulting Services (S.E.C.S.)****Governor Baxter School for the Deaf****P.O. Box 799****Portland, ME 04104****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.

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EDUCATION

Maine Point
Barbara Keefe
Governor 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

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)

NETAC/Maine
The Northeast Technical Assistance Center
Barbara Keefe
Governor 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

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.

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EDUCATION

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.

University of Southern Maine, Portland & Gorham Campuses

USM info: 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>

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HEARING EAR DOGS

A Hearing Ear Dog compensates for the missing sense of hearing much as a seeing eye dog has done for blind people. The dog is trained to recognize and alert his/her owner to vital sounds, such as the alarm clock, 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.

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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.

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INTERPRETING

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: certinterp@aol.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: certinterp@aol.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.

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INTERPRETING

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: dianne.e.sawyer@state.me.us
marlene.m.mcfadden@state.me.us

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

LAWYERS

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.

Tim Vogel
75 Pearl Street
Portland, ME 04101
Tel: 761-7796, 761-6946 (FAX)
E-mail: maineeldlaw@neis.net

Elder law

Lise R. Wagner, Asst. Attorney General
59 Preble Street
Portland, ME 04101
Tel: 1-877-428-8800 (TTY), 822-0260 (V), 822-0259 (FAX)

DHS child protective matters.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

LAWYERS

Pine Tree Legal Assistance

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

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

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

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

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

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

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

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

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.

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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
65 Johnson Road
Falmouth, ME 04105
Sally Gatehouse
Tel: 781-5010 (TTY)

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ORGANIZATIONS OF THE DEAF

Maine Association of the Deaf
P.O. Box 1014
Portland, ME 04104
Lois Morin, President
Tel: 287-2602 (TTY)

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

Maine Deaf Senior Citizens
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: roy330@juno.com

National Fraternal Society of the Deaf
Portland Division #39
253 Bruce Hill Road
Cumberland Center, ME 04021
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: <mailto: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: <mailto: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: <mailto: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: <mailto:SilentNews@aol.com>

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

RESIDENTIAL & SUPPORTS

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)

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RESIDENTIAL & SUPPORTS

The Project for Supported Living
P.O. Box 4036, 44 Oak Street
Portland, ME 04101
Contact: Carol Bailey/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)

Petra Home
14 Kennedy Memorial Drive
Waterville, ME 04901
Sandra Libby, Supervisor
Tel: 873-4903 (V), 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)

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SPEECH-LANGUAGE PATHOLOGISTS

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

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

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

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

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

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

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

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

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

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

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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.

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STATE OFFICES

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
L110 Main Street, Suite 1106
Saco, ME 04072
Tel: 1-800-492-0670 (TTY), 286-2608 (FAX)
1-800-521-5871 (V)

Rod MacInnes
286-2615 (TTY)
E-mail: rod.macinnnes@state.me.us

Anne Marie Riley
286-2614 (TTY)
286-2602 (V)
E-mail: anne.m.riley@state.me.us

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:
1-800-432-1680
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)
768-6301 (TTY)
760-6300 (V)
760-6343 (FAX)

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

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STATE OFFICES

Services for Elders—Bureau of Elder and Adult Services

**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)
624-8060 (V)
624-5283 (FAX)

Bangor Bureau of Elder and Adult
396 Griffin Road
Bangor, ME 04401
Tel: (800) 432-7825 (V), 561-4248 (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)
286-2402 (TTY)
286-2543 (FAX)

Calais Bureau of Elder and Adult Services
88A South Street
Calais, ME 04619
Tel: 454-3415 (TTY)
454-9014 (V)
454-9012 (FAX)

Caribou Bureau of Elder and Adult Services
14 Access Highway
Caribou, ME 04736
Tel: (800) 432-7366 (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) (207) 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: (207) 532-5009 (TTY)
(800) 432-7338 (V), 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, 795-4595 (TTY)
795-4448 (V), 795-4445 (FAX)

Machias Bureau of Elder and Adult Services
100 Court Street
Machias, ME 04654
Tel: (800) 432-7846 (V), (207) 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

**Department of Mental Health, Mental Retardation & Substance Abuse 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: 75 Lancaster Street

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

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STATE OFFICES

DMHMRSAS - Mental Retardation Services Designated Deaf Services Case Managers:

REGION I

Marty Golden
169 Lancaster Street
Portland, ME 04101
Tel: 1-800-269-5208 (V)
822-0287
E-mail: martin.golden@state.me.us

Mel Owen
169 Lancaster Street
Portland, ME 04101
Tel: 822-0272 (TTY)
822-0185 (V)
E-mail: mel.owen@state.me.us

Theresa Jack
169 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: 287-1798 (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

Wendy Gilbert-Holmes
176 Hogan Road
Bangor, ME 04401
Tel: 941-4751 (V)
941-4389 (FAX)
E-mail: wendy.gilbert-holmes@state.me.us

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SUBSTANCE ABUSE

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

**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)
287-4475 (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

Jerry Grondin, LMFT
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)

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

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

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.

August 11-16, 2001 in Winthrop, Maine. Cue Camp Mechuwana. 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.

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

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUMMER CAMPS

"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 five-day summer program located in Kenduskeag, Maine. This camp is for children who are Deaf/Hard of Hearing 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

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: adop1@aol.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 David Burt 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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUPPORT GROUPS

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.

[ALL NUMBERS ARE TTY AND VOICE UNLESS OTHERWISE NOTED]

SUPPORT GROUPS

Peer Support Group
Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, ME 04101
Tracey Frederick, Special Projects Coordinator
Tel: 1-800-639-3884, (free if you are outside of Portland)
797-7656
797-9791 (FAX)
E-mail: mcdtrac@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

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

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

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

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

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

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

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

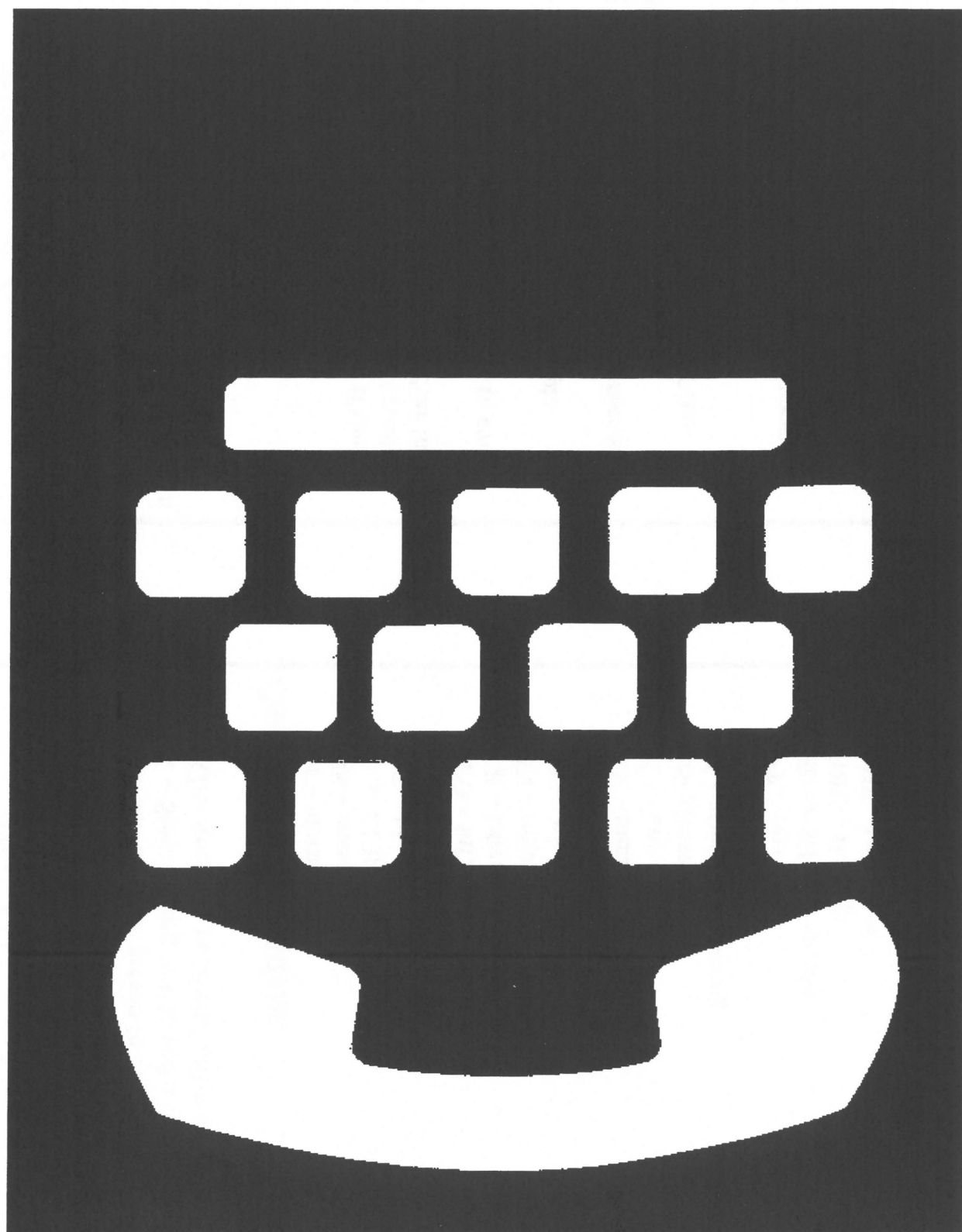
Augusta, ME 04333

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**

ABLEDATA

DIRECTOR: Katherine Belknap
INFORMATION SPECIALIST: Scott White
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

Email: ABLEDATA@macroint.com

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

ABLEDATA provides information on assistive technology, rehabilitation equipment and other products for people with disabilities. Project staff maintain a database containing information on approximately 26,000 assistive technology products from over 3,000 domestic and foreign manufacturers and distributors. The database can be searched at the ABLEDATA Web site. ABLEDATA also produces publications on a variety of assistive products. These publications and other interactive resources are available on the Web site with hundreds of links to assistive technology manufacturers, distributors, and other disability-related Web sites. ABLEDATA staff are available Monday - Friday, 8:30 a.m.-5:30 p.m. Eastern Time. ABLEDATA is funded by the National Institute on Disability and Rehabilitation Research of the US Department of Education.

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ADARA: Professionals Networking for Excellence in Service Delivery with Individuals who are Deaf or Hard of Hearing (formerly AMERICAN DEAFNESS AND REHABILITATION ASSOCIATION)

ADARA National Office

Attn: Sherri Gallagher, National Office Coordinator

P.O. Box 727

Lusby, MD 20657

Voice/TTY: (650) 372-0620

FAX: (650) 372-0661

Email: adaraorgn@aol.com

Web Site: www.adara.org

PRESIDENT: Michelle G. Berke

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: Randolph Mowry, Ph.D. (JADARA)

Paul Deeming (UPDATE)

NAT'L CONVENTION: 2001, Monterey, CA

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

2001

DIRECTORY OF NATIONAL ORGANIZATIONS OF THE DEAF AND HARD OF HEARING

ALEXANDER GRAHAM BELL ASSOCIATION FOR THE DEAF, INC.

ADMINISTRATOR: Donna Sorkin,
Executive Director

Program Contact: Rebecca Parlakian,
Director, Member Services

3417 Volta Place NW
Washington, DC 20007

Voice: (202) 337-5220

TTY: (202) 337-5221

FAX: (202) 337-8314

Email: info@agbell.org

Web Site: www.agbell.org

PRESIDENT: Stephen Epstein, M.D.

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 the auditory approach. AG Bell emphasizes the use of technology, in conjunction with spoken speech and speechreading. The association focuses specifically on children with hearing loss, providing ongoing support and advocacy for parents, professionals and other interested parties. AG Bell provides scholarships, financial and parent-infant awards, publishes books on deafness, and advocates for the rights of children who are deaf or hard of hearing.

F I P S C E

AMERICAN ACADEMY OF AUDIOLOGY

ACTING EXEC. DIRECTOR: Cheryl
Kreider Carey

8300 Greensboro Drive, Suite 750
McLean, VA 22102

Voice/TTY: (703) 790-8466

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

FAX: (703) 790-8631

Email: mail@audiology.org

Web Site: www.audiology.org

PRESIDENT: Robert G. Glaser, Ph.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 19-21, 2001,
San Diego, CA

A professional organization of individuals dedicated to providing high quality hearing care to the public. Provides professional development, education, and research and promotes increased public awareness of hearing disorders and audiologic services.

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,
MD

1 Prince Street

Alexandria, VA 22314-3357

Voice: (703) 836-4444

TTY: (703) 519-1585

FAX: (703) 683-1553

Email: patientinfo@entnet.org

Web Site: www.entnet.org/

PRESIDENT: Jack L. Gluckman, MD

PUBLICATIONS: **Otolaryngology-Head and Neck Surgery** (journal), **The Bulletin** (magazine)

Editors: Michael Benninger, MD

NAT'L CONVENTION: Sept. 9-12, 2001,
Denver, CO

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: Jamie McNamara

NATIONAL CONVENTION: July 29-

August 4, 2002, Columbus, OH

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 biannual 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
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
PO Box 3355
Gettysburg, PA 17325
Voice/TTY: (800) 942-ASDC (Parent Hotline)
Voice/TTY: (717) 334-7922 (Business)
FAX: (717) 334-8808
Email: ASDC1@aol.com
Web Site: www.deafchildren.org
PRESIDENT: Dr. Cheron Mayhall
PUBLICATION: **The Endeavor**
Editor: Margaret Finnegan
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) 498-2071 (Voice/TTY)
TTY: 897-5700
FAX: (301) 571-0457
PRESIDENT: John E. Bernthal
Email: actioncenter@asha.org
Web site: <http://www.asha.org>
PUBLICATIONS: **Journal of Speech-Language-Hearing Research; American Journal of Audiology; American Journal of Speech-Language Pathology; Language Speech and Hearing Services in the Schools; ASHA Magazine; ASHA Leader.**
Editor: Russell L. Malone, Ph.D.
NATIONAL CONVENTION: November 15-18, 2001, New Orleans, LA
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 R S

AMERICAN TINNITUS ASSOCIATION

EXECUTIVE DIRECTOR: Cheryl McGinnis
PO Box 5
Portland, OR 97207-0005
Voice: (800) 634-8978
Voice: (503) 248-9985
FAX: (503) 248-0024
Email: tinnitus@ata.org
Web Site: www.ata.org
CHAIRMAN: Paul Meade
PUBLICATION: **Tinnitus Today**
Editor: Barbara Tabachnick Sanders
Provides information about tinnitus and referrals to local hearing professionals/support groups nationwide. Also provides a bibliography service, funds scientific research related to tinnitus, and offers regional workshops. Works to promote public education about tinnitus and hearing loss.
E F I P R S 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
Email: REHABRES@CAVERN.UARK.EDU
Web Site: <http://www.uark.edu/depts/rehabres>
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 data bases related to the rehabilitation of deaf and hard of hearing people served by the Federal/state Vocational Rehabilitation Program.
E I P R S

ASSOCIATION OF LATE-DEAFENED ADULTS (ALDA)

PRESIDENT: Marylyn Howe
1145 Westgate Street, Suite 206
Oak Park, IL 60301
Voice/FAX: (877) 748-7537
TTY: (708) 358-0135
Email: President@alda.org
Web Site: www.alda.org
PUBLICATION: **ALDA NEWS**
Editor: Candis Shannon
NAT'L CONVENTION: October 31-November 4, 2001, Newport, RI
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 S o

AUDITORY-VERBAL INTERNATIONAL, INC.

EXEC. DIRECTOR/CEO: Sara Blair Lake
2121 Eisenhower Ave., Suite 402
Alexandria, VA 22314
Voice (703) 739-1049

TTY: (703) 739-0874
FAX: (703) 739-0395
Email: audiverb@aol.com
Web Site: www.auditory-verbal.org
PRESIDENT: Thomas R. Lucchesi, J.D.
PUBLICATION: **The AURICLE**
NATIONAL CONFERENCE: June 29-30, 2001, Denver, CO
To promote the choice of listening and speaking as the first choice 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 S o

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
Email: jolive@clarionmr.com
Web Site: 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, MD
555 N. 30th St.
Omaha, NE 68131
Voice: (402) 498-6511
TTY: (402) 498-6543
FAX: (402) 498-6638
Email: PEB@boystown.org
Web Site: <http://www.boystown.org/>
Boys Town National Research Hospital (BTRNH) is an internationally recognized center for state-of-the-art research, diagnosis, and treatment of patients with ear diseases, hearing and balance disorders, cleft lip and palate, and speech/language problems. It also includes programs such as Parent/Child Workshops, Center for Childhood Deafness, Register for Heredity Hearing Loss, Center for Hearing Research, and Center for Abused Handicapped.
E I M R s

THE CAPTION CENTER

DIRECTOR: Lori Kay
125 Western Ave.
Boston, MA 02134
Voice/TTY: (617) 300-3400
FAX: (617) 300-1035
Email: caption@wgbh.org
Web Site: <http://www.wgbh.org/caption>
PUBLICATIONS: **Caption Center News** (newsletter), **Consumer Information Series** (on topics of interest to all caption viewers), **TechFacts** (technical newsletter)
The Caption Center 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

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 (classical movies and special-interest topics such as travel, hobbies, recreation, and others). Most educational materials will be mailed to clients from their assigned educational depository in their state or region. General-interest materials are mailed from a national depository operated by the NAD.
C E I

COCHLEAR IMPLANT ASSOCIATION, INC.

EXECUTIVE DIRECTOR: Peg Williams, Ph.D.
PRESIDENT: Ben Fish
5335 Wisconsin Avenue NW, Suite 440
Washington, DC 20015-2034
Voice/TTY: (202) 895-2781
Fax: (202) 895-2782
PUBLICATION: **CONTACT**
Editor: Larry Orloff
Email: pwms.cici@worldnet.att.net
Web site: <http://www.cici.org>
PUBLICATIONS: **Contact**
NAT'L CONVENTION: July, 2001, Minneapolis, MN
Cochlear Implant Association, Inc. (CIAI), formerly Cochlear Implant Club International, Inc., 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: Edward Corbett
EXEC. DIRECTOR: Joseph P. Finnegan, Jr.
P.O. Box 1778
St. Augustine, FL 32085-1778
Voice/TTY: (904) 810-5200
FAX: (904) 810-5525
Email: innceasd@aug.com
PUBLICATIONS: **American Annals of the Deaf**, Gallaudet University, 800 Florida Ave., NE, Washington, D.C. 20002-3695, Voice/TTY: (202) 651-5342
NATIONAL CONVENTION: April, 2001, Rochester, NY
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: Mr. Carl J. Kirchner
CAID Membership Office
P.O. Box 377
Bedford, TX 76095-0377
Voice/TTY: (817) 354-8414
Email: caid@swbell.net
Web Site: www.caid.org
PUBLICATIONS: **American Annals of the Deaf, News n Notes**
NATIONAL CONVENTION: June 25-29, 2001, Rochester, NY
An organization that promotes professional development, communication, and information among educators of deaf individuals and other interested people.
P

DEAF AND HARD OF HEARING ENTREPRENEURS COUNCIL

PRESIDENT: Jim MacFadden
814 Thayer Ave., Suite 303
Silver Spring, MD 20910
TTY: (301) 650-2244
FAX: (301) 588-0390
Email: JMACFADDEN@MACF.com
PUBLICATION: **Deaf and Hard of Hearing Entrepreneurs Council** (Newsletter)
Editor: Barry Strassler
Encourages, recognizes, and promotes entrepreneurship by people who are deaf or hard of hearing.
I P S

DEAF ENTERTAINMENT FOUNDATION (DEF) DEAF ENTERTAINMENT GUILD (DEG)

EXECUTIVE DIRECTOR/PUBLISHER: Ken Elks
Entertainment Marketing & PR Dir.: Mark Brodney
DEOnline Webmaster: Eldon Greenfield
DEOnline Editor: Dan McClintock
8306 Wilshire Blvd., Suite 906
Beverly Hills, CA 90211-2382
Voice: (323) 782-1344
TTY: (323) 655-1542

TTY: (323) 782-0298

FAX: (323) 782-1344

Email: DEAFENT@aol.com

Web Site: <http://www.deo.org/>

DEF's purpose consists of three points: 1) to recognize and encourage excellence of the Deaf and Hard-of-hearing talents; 2) to promote awareness of Deafness and Deaf Culture in the entertainment industry; and 3) to achieve unite between the Deaf/hard-of-Hearing and Hearing communities. Its aim is simple and clear: to provide and disseminate information as a conduit to the entertainment industry to promote and accelerate the presence of Deaf and Hard-of-Hearing talents in motion pictures, television, theater and the performing arts. Consisting of over 500 Hard-of-Hearing, and Hearing people who are proficient in Sign Language. The launch of DEG will open channels for the Deaf/HOH creative worlds.
P C I S o

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
Web Site: www.ed.gov/offices/OSERS/
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

575 Fifth Avenue, 11th Fl.
New York, NY 10017
Voice/TTY: (212) 599-0027
FAX: (212) 599-0039
Email: drf@drf.org
Web Site: <http://www.drf.org/>
PRESIDENT: John Wheeler
PUBLICATION: **The Receiver**
The nation's largest voluntary health organization, providing grants for fellowships, symposia, and research into causes, treatment, and prevention of all ear disorders. The DRF also provides information and referral services.
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
FAX: (615) 329-7935

Email: earfound@earfoundation.org
Web Site: www.theearfound.org and
www.EARFOUNDATION.org

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

IS E

EPISCOPAL CONFERENCE OF THE DEAF

P.O. Box 27685
Philadelphia, PA 19118-0059
Voice: (215) 449-1602
TTY: (315) 449-1602
FAX: (315) 449-1602

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.

RI

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: www.gallaudet.edu

PUBLICATION: **Gallaudet Today**

Web Site: <http://news.gallaudet.edu/gtm/>

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. DIRECTOR: Mary Anne Pugin, '71
Peikoff Alumni House ("Ole Jim")

Gallaudet University
800 Florida Ave., NE
Washington, DC 20002-3695

Voice: (202) 651-5060

TTY: (202) 651-5061

FAX: (202) 651-5062

Web Site: <http://depts.gallaudet.edu/alumni/>

PRESIDENT: Gerald "Bummy" Burstein, '50

PUBLICATION: **Gallaudet Today**

Web Site: <http://news.gallaudet.edu/gtm/>

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) 431-3277

FAX: (415) 552-4296

Email: 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 service and conducts a hearing screening program in the San Francisco Bay area. Also launches public hearing awareness campaigns, programs for schools and seminars, and distributes earplugs to club and concert-goers. Initiated H.E.A.R. affiliates via hearnet website 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.

4248 Park Glen Road

Minneapolis, MN 55416

Voice/TTY: (800) 648-HEAR

FAX: (952) 828-6946

Email: jostelter@aol.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.

C F I P

HEATH RESOURCE CENTER

(The national clearinghouse on postsecondary education for individuals with disabilities, a program of the American Council on Education.)

DIRECTOR: Vickie M. Barr

1 Dupont Circle, Suite 800

Washington, DC 20036

Voice/TTY: (202) 939-9320

Voice: (800) 544-3284

FAX: (202) 833-4760 (American Council on Education)

Email: heath@ace.nche.edu

Gopher: [gopher://bobcat-ace.nche.edu/](http://bobcat-ace.nche.edu/)

Web Site: www.heath-resource-center.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.

IE

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

Email: abigailp@aol.com

Web Site:

<http://www.helenkeller.org/national/index.htm>

PUBLICATIONS: **The Nat-Cent News, National Family Association for the Deaf-Blind Newsletter**

Editors: Dr. Robert J. Smithdas (News), Nancy O'Donnell (Family)

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.

C E I P R c S So

HOUSE EAR INSTITUTE

2100 W. Third St., 5th Floor

Los Angeles, CA 90057

Voice: (213) 483-4431

TTY: (213) 484-2642

FAX: (213) 483-8789

Web Site: www.hei.org/

PRESIDENT: John W. House, M.D.

PUBLICATION: **Review**

Editor: Dilys Jones

Through research and education the Institute aims to improve the quality of life of those with an ear disease or hearing or balance disorder. Scientists are exploring the causes of auditory disorders on the cellular and molecular level as well as refining the application of auditory implants and hearings aids. CARE Center offers a full range of pediatric hearing tests, otologic and audiology evaluation and treatment, rehabilitation, hearing aid dispensing, and cochlear implant services. Outreach programs focus on families with hearing impaired children.

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

Email: KgKush@aol.com

Web Site: <http://members.aol.com/Kgkush/>

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

PRESIDENT: Scott Austin, BC-HIS

PUBLICATION: **The Hearing Professional**

Editor: Cindy Helms

NATIONAL CONVENTION: Sept. 12-15,

2001, Chicago, IL

Professional association 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: Richard Norton

1333 S. Kirkwood Road

St. Louis, MO 63122

Voice: (314) 965-9917, ext. 1315

TTY: (888) 899-5031

Voice: (800) 433-3954

FAX: (314) 965-0959

PUBLICATION: **The Deaf Lutheran**

Editor: David Brown

NATIONAL CONVENTION: June 2001,

Indianapolis, IN

Promotes ministry for deaf people

throughout the Lutheran Church-Missouri

Synod.

I R

JEWISH DEAF CONGRESS (Formerly National Congress of Jewish Deaf)

PRESIDENT: Barbara Boyd

9420 Reseda Blvd, Suite 422

Northridge, CA 91324

TTY: (818) 993-2517

FAX: (818) 993-2695

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

NATIONAL CONVENTION: -

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

JTC 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 Ave.

Silver Spring, MD 20910-4500

TTY: (301) 587-4875

Voice: (301) 587-1788

FAX: (301) 587-1791

Email: nadyouth@nad.org

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

EXECUTIVE DIRECTOR: Keith D. Muller, ACSW

71 West 23rd Street

New York, NY 10010-4162

Voice: (212) 741-7650

TTY: (212) 255-1932

FAX: (212) 255-4413

Email: postmaster@lhh.org

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

PRESIDENT: John M. Scopaz

PUBLICATION: **abc Reports** (newsletter)

Editor: Arlene Romoff

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 P

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

Email: nasp@naspweb.org

Web Site: www.naspweb.org

PUBLICATIONS: **School Psychology**

Review, Communiqué

NATIONAL CONFERENCE: April 17-21,

2001, Washington, DC

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, website, 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 Ave.

Silver Spring, MD 20910-4500

Voice: (301) 587-1788

TTY: (301) 587-1789

FAX: (301) 587-1791

Email: nadinfo@nad.org

Web Site: www.nad.org

PRESIDENT: Elizabeth (Libby) Pollard

PUBLICATIONS: **The NAD Broadcaster,**

The Deaf American

NATIONAL 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: Al Couthen

P.O. Box 5465

Laurel, MD 20726

TTY: (301) 206-2802

Voice: (410) 418-8676

FAX: (301) 206-5157

Email: couthen61@aol.com

PUBLICATION: **NBDA News**

Promotes leadership, deaf awareness, and active participation in the political, educational, and economic processes that affect the lives of black deaf citizens.

Currently has 26 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

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 St.

Landover Hills, MD 20784-2236

Voice/TTY: (301) 577-1684

TTY: (301) 577-4184

FAX: (301) 577-1690

Email: NCOD@erols.com

PUBLICATIONS: **Vision, RADAR**

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 Ave.

Boston, MA 02134

Voice: (617) 300-3400

TTY: (617) 300-2489

FAX: (617) 300-1035

Email: NCAM@wgbh.org

Web Site: <http://www.wgbh.org/ncam>

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**

Information Services/Bookstore

23970 Hermitage Road

Cleveland, OH 44122-4008

Voice/TTY: (800) 459-3529

Voice/TTY: (216) 292-6213

Email: cuedspdisc@aol.com

Web Site: <http://www.cuedspeech.org/>

PRESIDENT: Paul Swadley

PUBLICATIONS: **Cued Speech Journal,**

On Cue Newsflash

Editors: Carol J. Boggs, Ph.D. (**Journal**),

Pamela Beck

(**Newsflash**)

Supports and promotes the effective use of cued speech for communication, language acquisition, and literacy. Offers information, instructor certification, family camps, catalog and referrals/networking.

C E I P S o

**NATIONAL DEAF EDUCATION
NETWORK AND CLEARINGHOUSE**

Laurent Clerc National Deaf Education

Center

DIRECTOR: Margaret Hallau, Ph.D.

Gallaudet University

KDES PAS-6

800 Florida Avenue, NE

Washington, DC 20002-3695

V/TTY (202) 651-5051 (information)

FAX (202) 651-5054

Email:

Clearinghouse.Infotogo@gallaudet.edu

(information)

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

Email: Products.ClercCenter.Gallaudet.edu

(products)

Web Site:

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

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

Email: thefrat@NFSD.com

Web Site: www.NFSD.com

PUBLICATION: **The Frat**

Editor: Al Van Nevel

NATIONAL CONVENTION: July 2003

Works in the area of life insurance and advocacy for deaf people. Has 80 divisions across the country.

C I S o

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

DIRECTOR: Suzanne Ripley

P.O. Box 1492

Washington, DC 20013-1492

Voice/TTY: (800) 695-0285

Voice/TTY: (202) 884-8200

FAX: (202) 884-8441

Email: nichy@aetd.org

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

PUBLICATIONS: **NICHCY News Digest,**

Transition Summary, Parent's Guide

NICHCY provides fact sheets, state resource sheets, and general information to assist parents, educators, care-givers, advocates, and others in helping children and youth with disabilities participate as fully as possible at school or home and 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 on the Internet.

E I

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

DIRECTOR: John Reiman, Ph.D.

Teaching Research

345 N. Monmouth Avenue

Monmouth, OR 97361

Voice: (800) 438-9376

TTY: (800) 854-7013

FAX: (503) 838-8150

Email: dblink@tr.wou.edu

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

PUBLICATION: **Deaf-Blind Perspectives**

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

C I M P R s

**NATIONAL INSTITUTE ON
DEAFNESS AND OTHER
COMMUNICATION DISORDERS
INFORMATION CLEARINGHOUSE**

1 Communication Ave.
Bethesda, MD 20892-3456
Voice: (800) 241-1044
TTY: (800) 241-1055
FAX: (301) 907-8830
Email: nidcdinfo@nidcd.nih.gov
Web Site: www.nidcd.nih.gov/

PUBLICATION: INSIDE

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

I F P Rs

**THE NATIONAL REHABILITATION
INFORMATION CENTER**

DIRECTOR: Mark Odum
1010 Wayne Avenue, Suite 800
Silver Spring, MD 20910
Voice: (301) 562-2400
Voice: (800) 346-2742
TTY: (301) 495-5626
FAX: (301) 562-2401

Email: naricinfo@kra.com

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

PUBLICATIONS: NIDRR Program

Directory, Compendium

Editor: Dan Wendling

Provides information and referral services on disability and rehabilitation, including quick information and referral, 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**

VICE PRESIDENT: Robert R. Davila, Ph.D.
Rochester Institute of Technology
Marketing Communications Department
52 Lomb Memorial Drive, LBJ Building
Rochester, NY 14623-5604
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FAX: (716) 475-5623 or 6500

Web Site: www.rit.edu/NTID

Provides technological postsecondary education to deaf and hard of hearing students. Disseminates informational materials and instructional videotapes on issues related to deaf people and deaf culture.

E I

**THE NATIONAL THEATRE OF THE
DEAF**

DIRECTOR (Education/Outreach): Camille L. Jeter

EXECUTIVE DIRECTOR: Jerry Goehring
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DIRECTOR (Professional School): Camille L. Jeter

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Web Site: <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 deaf individuals.

E I P

RAINBOW ALLIANCE OF THE DEAF

PRESIDENT: Scot A. Pott

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Plano, TX 75086-0313

Email: President@rad.org

Web Site: <http://www.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 So

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

PRESIDENT: Ben Hall, CSC, Prov.SC:L
8630 Fenton Street, Suite 324

Silver Spring, MD 20910

Voice/TTY: (301) 608-0050

FAX: (301) 608-0508

FAX ON DEMAND: (800) 736-9280

Email: membership@rid.org

Web Site: <http://www.rid.org/>

PUBLICATION: **Views**

NATIONAL CONVENTION: August 6-11, 2001, Orlando, FL

A professional organization that certifies interpreters, provides information on interpreting to the general public, publishes a national directory of certified interpreters, and makes referrals to interpreter agencies.

I P

**REHABILITATION ENGINEERING
RESEARCH CENTER ON HEARING
ENHANCEMENT AND ASSISTIVE
DEVICES (RERC)**

PROJECT DIRECTOR: Matt Bakke, Ph.D.
Lexington School for the deaf/Center for the Deaf

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Jackson heights, NY 11370

Voice/TTY: (718) 350-3203

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Web Site: www.hearingresearch.org

PUBLICATION: **LexAccess** (biannual newsletter)

Editor: Lois O'Neill

The Lexington RERC 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, technology

training for rehabilitation counselors. The Lexington RERC also provides training in the use of hearing assistance technology to hearing health professionals, consumers and other stakeholders.

I Rs

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

DIRECTOR: Raymond J. Trybus, Ph.D.

California School of Professional
Psychology-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

Email: RRTC@cspp.edu

Web Site: 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 Rs S

**THE SEE CENTER FOR THE
ADVANCEMENT OF DEAF CHILDREN**

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Esther Zawolkow

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Los Alamitos, CA 90720

Voice/TTY: (562) 430-1467

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Branch Office: San Jose State University
Division of Special Education

Washington Square

San Jose, CA 95192

Voice/TTY: (562) 430-1467

FAX: (562) 795-6614

Email: seectr@aol.com

Web Site: 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.

ACTING EXEC. DIRECTOR: Brenda Battat
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FAX: (301) 913-9413

Web Site: 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 22-25,
2001, Cherry Hill, NJ

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.

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PRESIDENT: Roy Miller

PUBLICATIONS: **GA-SK** (quarterly),
National Directory & Guide (annual)

Editor: Jim House

A nonprofit consumer advocacy organization promoting full visual access to entertainment, information and telecommunications for people who are deaf, hard of hearing, deaf-blind, and speech impaired. Conducts consumer education and involvement, technical assistance and consulting, application of existing and emerging technologies, networking and collaborations, uniformity of standards, national policy development and advocacy.

C E I

TELE-CONSUMER HOTLINE

COORDINATOR: Sylvia Rosenthal
901 15th Street NW, Suite 230
Washington, DC 20005
Voice/TTY (800) 332-1124
FAX: (202) 408-1134

Email: tch@teleconsumer.org

Web Site: www.teleconsumer.org/hotline

Impartial consumer information service about residential telecommunications concerns. Information and referrals about equipment and phone services for consumers with disabilities. Free publications about telephone equipment, TTY directories, relay services, selecting a long distance company, and more.

C E I

TRIPOD

1727 West Burbank Boulevard
Burbank, CA 91506-1312
Voice/TTY: (818) 972-2080
FAX: (818) 972-2090
PRESIDENT: Mr. Chris Morton

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

USA DEAF SPORTS FEDERATION

ADMIN. ASST: Valerie G. Kinney

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Ogden, UT 84403-1737

TTY: (801) 393-7916

FAX: (801) 393-2263

Email: homeoffice@usadsf.org

Web Site: www.usadsf.org

PRESIDENT: Bobbie Beth Scoggins

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

Editor: Muriel Strassler, Vice President of Member Services

EVENTS: July 24-Aug. 5, 2001 World

Games for the Deaf, Rome, Italy.

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

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Voice: (800) 837-8428

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Email: veda@vestibular.org

Web Site: 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: Carmen Sciandra

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San Leandro, CA 94577-4442

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PUBLICATION: **WRAD NEWS**

Editor: Linda Berman

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

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ALABAMA

Department of Rehabilitation Services
State Coordinator: Earl Lindsey
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Division of Vocational Rehabilitation
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ARIZONA

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State Office of Deaf Access
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CONNECTICUT

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(302) 577-2850 V/TTY

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Rehabilitation Services Administration
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Deaf & Hard of Hearing Services Program
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ILLINOIS

Division of Services for Persons who are Deaf or Hard of Hearing
State Coordinator of the Deaf: Ellen Roth
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(312) 814-3040 TTY

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Kansas Commission for the Deaf and Hard of Hearing
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Louisiana Commission for the Deaf
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MAINE

Division of Deafness
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MARYLAND

Maryland Division of Rehabilitation Services
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Massachusetts Commission for the Deaf and Hard of Hearing
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(800) 882-1155 V/TTY in MA
(800) 249-9949 in MA
(after hours-emergency)

MICHIGAN

Division on Deafness
Michigan Department of Labor
Director: Christopher Hunter
(517) 373-0378 V/TTY
(517) 373-8397 V/TTY
(800) 729-2253 V/TTY

MINNESOTA

Minnesota Commission Serving Deaf and Hard of Hearing People
Exec. Director: Curt Micka
(612) 297-7305 V/TTY

MISSISSIPPI

Office of Vocational Rehabilitation Services
Director of Deaf Services: Gary Neely
(601) 853-5310 V/TTY
(800) 443-1000 V/TTY in MS

MISSOURI

Missouri Commission for the Deaf
Exec. Director: Gerald Covell
(573) 526-5205 V/TTY
(800) 796-6499 V/TTY

MONTANA

Montana Rehabilitative/Visual Services Division
Contact Person: Faith Timm
(406) 727-7740 V/TTY

NEBRASKA

Nebraska Commission for the Hearing Impaired
Exec. Director: Tanya Wendel
(402) 471-3593 V/TTY
(800) 545-6244 in NE

NEVADA

Rehabilitation Division
State Coordinator of Deaf Services: Scot A. Pott
(775) 687-4452 Voice (new toll free nbr effective 12/98)
(702) 259-3894 TTY
(702) 259-6421 FAX
(888) 337-3839 Ext. 4452 in NV

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NEW HAMPSHIRE

Program for the Deaf and Hard of Hearing
Division of Vocational Rehabilitation
State Coordinator: H. Dee Clanton
(603) 271-3471 V/TTY
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NEW JERSEY

Division of the Deaf and Hard of Hearing
New Jersey Department of Human Services
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NEW MEXICO

New Mexico Commission for the Deaf and Hard of Hearing
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(505) 827-7584 V/TTY
(505) 827-7588 TTY
(800) 489-8536 V/TTY in NM
(800) 873-8897 V/TTY News Line in NM

NEW YORK

Office of Vocational and Educational Services for Individuals with Disabilities
Deaf Services Coordinator: Mark Myers
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NORTH CAROLINA

Division of Services for the Deaf and Hard of Hearing
Department of Human Resources
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NORTH DAKOTA

Office of Vocational Rehabilitation
State Coordinator: Wanda Gier
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(701) 328-3975 TTY
(800) 755-2745 Voice in ND

OHIO

Rehabilitation Services Commission
Program Specialist: Karlton (Skip) Bergquist
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(800) 282-4536 V/TTY in OH

OKLAHOMA

Services to the Deaf and Hard of Hearing
Interim Coordinator: Judy Fox-Goodrich
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Deaf and Hearing Impaired Access Program
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Office for the Deaf and Hearing Impaired
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PUERTO RICO

Vocational Rehabilitation Program
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RHODE ISLAND

Commission on the Deaf and Hard of Hearing
Coordinator: Kristin J. Mulrooney
(401) 277-1204 Voice
(401) 277-1205 TTY

SOUTH CAROLINA

Vocational Rehabilitation Department
State Coordinator: Larry Harrelson
(803) 896-6630 Voice
(803) 896-6635/6636 TTY

SOUTH DAKOTA

Communication Services for the Deaf
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TENNESSEE

Tennessee Council for the Hearing Impaired
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TEXAS

Texas Commission for the Deaf and Hard of Hearing
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UTAH

Utah Community Center for the Deaf & Hard of Hearing
Utah State Office of Rehabilitation
Administrator: Gene Stewart
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VERMONT

Division of Vocational Rehabilitation
State Coordinator: Rene Pellerin
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VIRGINIA

Department for the Deaf and Hard of Hearing
Director: Susan Walker Buckland
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VIRGIN ISLANDS

Division of Disabilities and Rehabilitation Services
Administrator: Sedonie Halbert
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(809) 773-2323 V

WASHINGTON

Office of Deaf and Hard of Hearing Services
Director: Leon Curtis
(360) 753-0703 V/TTY
(360) 753-0699 TTY
Message only lines:
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(800) 422-7941 TTY

WEST VIRGINIA

West Virginia Commission for the Hearing Impaired
Exec. Director: Hubert Anderson Jr.
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(304) 558-0026 TTY

WISCONSIN

Office for the Deaf and Hard of Hearing
Department of Health and Social Services
Director: Richelle Hammett
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(608) 243-5635 TTY

WYOMING

Division of Vocational Rehabilitation
State Coordinator: Carl Shapard
(307) 856-2393 V/TTY

RESIDENTIAL DESIGN FOR DEAF PERSONS

Kenneth R. Tremblay, Jr.
Department of Apparel, Interior Design, and Merchandising
Colorado State University
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In rehabilitating those individuals who are deaf, the design of residential environments can play an important role. Space arrangements, floor plans, and special devices can be selected and designed in a fashion that best meet the needs of the deaf resident. Of utmost concern are those design modifications that enhance communication and safety.

Based on a review of the design literature, as well as informal interviews with and observation of a small group of deaf individuals, the following design recommendations are offered:

1. Select a ranch style floor plan that allows occupants to open the home as much as possible to allow good visual communication. A great room (which combines the kitchen, dining, and living areas) with an open furniture arrangement is suggested.
2. Design the home to be barrier-free to ensure mobility and safety.
3. Cluster the bedrooms on one side of the home to aid in rapid communication among occupants.
4. Design the front entrance with an adequate exterior light and a window set within the door to allow occupants to see visitors well enough to communicate using hands.
5. Provide ample counter top surfaces in the kitchen and flat surface areas throughout the remainder of the home (e.g., coffee tables, nightstands, and desks) to allow occupants to empty their hands for conversation purposes. Wall-mounted lamps in bedrooms can provide extra surfaces as well as task lighting.
6. Provide adequate lighting in every room for communication and safety purposes. The use of fluorescent lighting, night lights, and contrasting color schemes can all increase visibility and brightness of the interior.
7. Wire rooms that can be closed off from other household members, such as bathrooms and bedrooms, so that light switches exist on both sides of the door for emergency purposes.
8. Include necessary special devices (e.g., floor flashers, baby cry lights, and telecommunication equipment) to meet the requirements of occupants. These devices can be designed to blend into the residential interior. Setting the smoke detector and doorbell flush with the wall and designed with an exterior such as a teak veneer is one strategy for preserving the clean lines of a hallway or room.
9. Provide convenient space to store special devices, such as a wall unit that is visible from all portions of the room and that can effectively conceal associated wires.
10. Install a permanent electricity generator in the utility area of the home that can operate the most crucial special devices in case of a power outage.

When selecting a home or remodeling an existing home, deaf individuals should consider these design recommendations. Following the ten simple design modifications can enhance the environmental match between occupants and their homes, resulting in residential interiors that are comfortable, economical, beautiful, and suit occupants' needs. Rehabilitation professionals are in an excellent position to inform their deaf clients of design modifications that can improve quality of life.

HOUSING FOR THE DEAF???

(quoted from Illinois State-Wide
Bulletin newsletters)

Home builders and remodelers have been doing a lot of work making housing accessible to meet the needs for people using wheelchairs and the elderly, but not much for the Deaf homeowners. This article will focus on structural needs for Deaf homeowners. Your suggestions would be helpful, too.

- Use wood structure for the floor throughout the house: cement slabs "deadens" the vibrations the Deaf are used to "hearing".
- Dining room should be square, not rectangle, so as to encourage the use of round table, necessary for easy visibility between Deaf diners.
- All tables should have four legs instead of one pedestal-type leg so that they would not "rock" from pounding hands.
- Kitchen should never be "walled" off from the family room and dining room. This will maximize visibility of people around these rooms and conversation could be carried more effectively, too.
- Peninsula cabinets should be limited to bottom cabinets only, not wall cabinets for the same visibility needs mentioned above.
- Garbage disposal should have on/off light switch.
- Range hood light and fan should have one switch to turn them on and off simultaneously. The same thing goes for all bath fan/lights.
- Kitchen sink should be positioned so as to face dining room and family room.
- Kitchen and family room should be positioned at or near the front part of the house as well as where the traffic enters from outside. This will let the homeowner be aware of the activities going in and out of the house. No one likes to be "scared" when someone comes in "unannounced".
- All stairways and lofts should have balusters, not walls for the same visibility needs mentioned above.
- While second story housing should be avoided for the Deaf homeowners, three-way light switches are mandatory for all levels including basements.

- Three-way light switches should be installed for kitchen, dining room and family room as well as wall switch connected to outlets.

- Attached garages are fine as long as they are not built under houses. This will prevent carbon monoxide from seeping into the house if cars are accidentally left running.

- Exterior light sensors should be installed with visibility from kitchen and family rooms. This will alert the homeowners to activities around the house.

- If fans should be installed on ceiling, the hand reach clearance, not head clearance should be at least 7'10". No lights above the fan, please! Too distracting!

- Three-way light switch should be installed outside and inside all bathrooms and bedrooms.

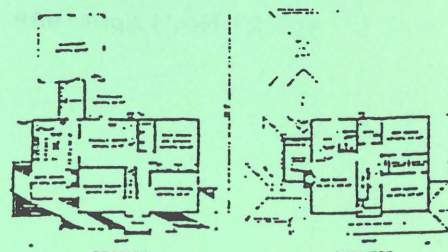
- All exterior doors should have windows on or to the side of them.

- Emphasis should be made to maximize window openings in kitchen, dining room, living room and family room for better lighting as well as using an appropriate lighting system.

- And not to be forgotten, is to use the appropriate signaling devices for the telephone, doorbell and smoke detector.

See the accompanying sketch of an ideal "deaf" house.

Any information or questions, you can call Bernard P. Brown, deaf president of MASTER BUILDER of CT, Inc., a design/remodeling company in Glastonbury, Conn. (203) 633-9566 or (203) 657-4067 TTY/Voice.





Angus S. King, Jr.
Governor

DEPARTMENT OF
MENTAL HEALTH AND MENTAL RETARDATION
Office of Deaf Services

Melodic J. Peet
Commissioner

Meryl C.S. Troop
Director, Deaf Services

**CHECKLIST OF APPROPRIATE SERVICES
TO PERSONS WHO RELY ON VISUAL CUES
(DEAF, HARD OF HEARING, NON-VERBAL)**

While checklists do not ensure quality services, there are some basic elements to appropriate services to persons who rely on visual cues which can be easily delineated. The absence of such elements indicates a lack of a person-centered approach as to the needs common to most deaf, hard of hearing or non-verbal individuals.

Many accommodations are low-cost, free, or reimbursable under 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)
- door bell flashers
- door knock lights (for bedrooms and bathrooms)

Visual fire alarms are specially 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 decor. As deaf people need to see to communicate and be aware of environmental cues, strategic use of mirrors can aid in avoiding collisions around corners, food burning on the stove, and unpleasant surprises of people "sneaking up" from behind. Open spaces, such as kitchens opening on to dining areas, or dining/living room combinations aid in communication and inclusion in activities.

3. Use of three-way light switches, to permit turning on and off lights from several locations in a room. Flashing the light is a culturally appropriate way to get a deaf person's attention, and light is crucial to visual communication.

4. **TV closed caption decoder** connected to every TV. Newer TVs have a decoder chip built in; staff need to know how to turn the captions on and teach that to the client. Captioned TV has been proven to increase comprehension, even for those with extremely limited reading ability.

5. Furnishings should **facilitate visual communication**: Kitchen and dining tables should be round. Living room furniture should be positioned so that sight lines permit viewing others in the room. Avoid busy wallpaper patterns.

COMMUNICATION:

1. Develop a **communication policy** which includes using visual communication AT ALL TIMES in the presence of non-verbal consumers. Be as specific as possible, acknowledging individual needs and preferences. Avoid blanket statements such as "We will use the language the consumer prefers" or "We will use Total Communication". Define terms such as Total Communication (often used to mean Simultaneous Communication - talking and signing at the same time).

2. Request a **language assessment**, which becomes part of the client's service plan. The assessment should include input from a speech-language pathologist AND from a fluent signer, such as a deaf person or a hearing person trained in sign language assessments, or a speech-language pathologist accompanied by a professional sign language interpreter. Contact Tracey Frederick at the Maine Center on Deafness for more information: 797-7656 Voice and TTY.

3. Offer the opportunity for **Sign Language 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 can not 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 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 Mental Health, Mental Retardation and Substance Abuse can provide information on where to obtain equipment and services, and is available for consultation to agencies, case workers, and family members.

*In Augusta:
(207) 287-4240 V/TTY
287-1022 FAX*

*In Portland:
(207) 822-0341 V/TTY
822-0295 FAX*

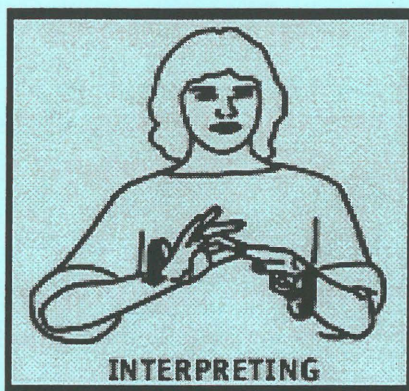
A few companies selling adaptive equipment - call for a catalogue and information (not an endorsement):

<i>Hear More</i>	<i>1-800-881-4327 V; 1-800-281-3555 TTY</i>
<i>Assistive Technology Centers</i>	<i>1-800-882-7005</i>
<i>Weitbrecht Communications</i>	<i>1-800-233-9130</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; 1-800-825-9187 TTY</i>
<i>LS&S Group, Inc.</i>	<i>1-800-468-4789 V; 1-800-317-8533 TTY</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.



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.

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/Translators, Certified Deaf Interpreters, Limited Interpreters/Translators, or as Limited Deaf Interpreters.

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.

1.06-3 Interpreter Services (cont.)

Effective

1/15/01

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 ¼ hour increments @ \$7.50 per ¼ 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

1.06-3 Interpreter Services (cont.)

Effective

1/15/01 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

Effective for both Appendices
1/15/01

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

Effective

1/15/01 * 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

LEGAL INFORMATION

proceedings on a screen, or an assistive listening system (e.g., a loop system or an FM or infrared amplification system) in order to understand and participate. If the proceeding is broadcast on television, captioning may be the most appropriate way to give access to deaf viewers.

When there is a disagreement or uncertainty about the appropriate auxiliary aid or service, the regulations require the public agency to give "primary consideration" to the requests of deaf individual. The Justice Department has explained:

The public entity shall honor the choice [of the deaf individual] unless it can demonstrate that another effective means of communication exists or that use of the means chosen would not be required under 35.164. Deference to the request of the individual with a disability is desirable because of the range of disabilities, the variety of auxiliary aids and services, and different circumstances requiring effective communication. 56 Fed. Reg. 35711-12 (July 26, 1991).

The analysis to the Department of Justice regulations also offers some guidance on circumstances in which a sign language interpreter may be necessary. Specifically, the analysis states that "a qualified interpreter may be necessary when the information being communicated is complex, or is exchanged for a lengthy period of time. Generally, factors to be considered in determining whether an interpreter is required include the context in which the communication is taking place, the number of people involved, and the importance of the communication." 56 Fed. Reg. 35712 (July 26, 1991).

Regulations to Title II define a "qualified interpreter", to be:

... an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary. 28 C.F.R. 35.104.

State or local governments are prohibited from assessing charges for the provision of auxiliary aids or services on the individual requesting those aids or services. 28 C.F.R. 35.130 (f).

Telephone Services

Title II of the ADA also requires that state and local governments make their telephone services accessible to deaf individuals through a telephone typewriter (TTY):

Where a public entity communicates by telephone with applicants and beneficiaries, TTYs or equally effective telecommunication systems shall be used to communicate with individuals with impaired hearing or speech. 28 C.F.R. 35.104.

Public entities may, to some degree, rely upon relay services to meet this requirement. If there is not yet a functional relay system in the area, then the city should have at least one TTY, separate

from the 911 emergency service, through which deaf citizens can call to reach city services and get information about city programs and activities. For example if a deaf person needs to contact the voter

LEGAL INFORMATION

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.

LEGAL INFORMATION

Are Doctors Required to Provide Interpreters for Medical Visits and Other Medical-Related Situations?

The short answer is yes. This is covered under the Title III of the Americans with Disabilities Act (ADA). If you feel that you need an interpreter in order to understand what your doctor/health care provider is telling you, then the doctor/health care provider is required to provide you with one. It is best to contact your doctor/health care provider directly and tell them, prior to your appointment, that you need an interpreter. Do not hire your own interpreter and expect the doctor/health care provider to pay your interpreter for you. You may run into problems that way.

The doctor/health care provider must pay for the cost of an interpreter, even if the cost of the interpreter is more than the cost of your visit. The doctor/health care provider is expected to handle the cost of 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.

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.

Relay Service - A relay service provides for a conversation between a hearing person without a TTY and a deaf or hard of hearing person who has a TTY. The operator serves as a bridge between the two callers and uses two phones, one connected to a TTY. The caller phones the relay service, while the caller waits, a relay service operator places a call to the other party. When both parties are on the line at the same time, the operator speaks the deaf person's typed message and types the hearing person's spoken message.

Reverse Skills Certificate (RSC) - See Qualified Interpreter.

TTY - Telephone Typewriter. Also known as TDD: Telecommunications Device for the Deaf.

Qualified Interpreter - A person who is deemed as competent to provide translations between spoken English and sign language. The following are descriptions of some of the qualification levels:

NATIONAL CERTIFICATION DEFINITIONS

Comprehensive Skills Certificate (CSC) - Ability to interpret/transliterate using either English or American Sign Language in the situation, selecting the preferred communication mode of the deaf or hard of hearing individual.

Certificate of Interpretation (CI) - Ability to convey a spoken message from English into appropriate or acceptable American Sign Language for interpretation. Also has the ability to voice the signed message in English.

Certificate of Transliteration (CT) - Ability to convey a spoken message from English into manually coded English transliteration. Also has the ability to voice the signed English message into spoken English.

Reverse Skills Certificate (RSC) - Ability to interpret with working knowledge of American Sign Language and English or transliterate with working knowledge of English and a signed code for English. Most RSC interpreters are deaf or hard of hearing.

INDEX

774 - HELP [774-0700 TTY].....	69
ABERNATHY, CATHERINE PHD.....	22
ADA TECHNICAL ASSISTANCE CENTER, NEW ENGLAND	6
ADAPTIVE ENVIRONMENT CENTER.....	6
ADOP - ADVOCATES FOR DEAF ORAL PROGRAMS	63
AGENCIES ON AGING	13
ALCOHOLICS ANONYMOUS	57
ALPHA ONE.....	7
AMES, MICHELLE.....	47
AROOSTOOK OUTREACH/GBSD.....	34
AUSTINE/GREEN MOUNTAIN LIONS CAMP	59
BACHIEL, TOM	51
BAILEY, CAROL.....	49
BANGOR DEAF CLUB	44
BANGOR INTERPRETING AGENCY	39
BISHOP, ROY	34
BISHOPSWOOD CAMP	59
BOSTON CENTER FOR DEAF AND HARD OF HEARING CHILDREN	17
BOUCHARD, ABBY.....	45
BRACKLOW, KRIS	41
BRISCOE, ANTHONY C.....	51
BROWN, ELINOR	57
BUREAU OF REHABILITATION SERVICES	52
BURGESS, CATHLEEN	51
BURT, DAVID	29, 63
C.A.R.E.S., INC.	27
CALVARY BAPTIST CHURCH.....	20
CAMP HORIZONS.....	59
CAMP MARK SEVEN.....	60
CAMP SIGN-A-WATHA	61
CAMP SIGN-N-KIDS	62
CARON STREET HOUSE	47
CARRIER, JOHN.....	45
CERTIFIED INTERPRETING	39
CHANDLER, JULIE.....	58
CHILD PROTECTIVE INTAKE-DHS	17, 69
CHRISTIAN RECORD SERVICES, INC.....	20
CIVIL RIGHTS COMPLIANCE.....	27
CIVIL RIGHTS DEPARTMENT	10
CLARK, TERRI.....	64
CLIENT ASSISTANCE PROGRAM.....	27
CLOSED CAPTION MAKER.....	15
COMMUNITY COUNSELING CENTER.....	19
COMMUNITY HEALTH AND COUNSELING SERVICES.....	22
COMMUNITY SUPPORT/DEAF SERVICES	47
CONNICK, JONATHAN A.	9
COTE, PAUL.....	33
COTE, STEPHANIE.....	51
COWART, WAYNE	36
C-PRINT	16
CRAWFORD, DAN	56

INDEX

CUE CAMP MECHUWANA	60
CUED SPEECH ASSOCIATION OF MAINE.....	32
CUSHMAN, CHARLOTTE	33
DAVIS, PETER.....	51
DAVIS, ROXANE.....	34
DEAF COMMUNITY SKILLS PROGRAM	48
DEAF PAH RECOVERY SUPPORT.....	57
DEAFDIGEST	46
DEPRESSION MANIC DEPRESSION-MAINE	63
DEVINNEY, JAN MS	52
DISABILITY RIGHTS CENTER OF MAINE	28
DISTRICT COURTS	31
DIVISION FOR THE BLIND AND VISUALLY IMPAIRED	33
DIVISION OF DEAFNESS	46, 52
DOGS FOR THE DEAF, INC	37
DOROTHY AMES TRUST FUND	18
DOWELL, LINDA.....	28
DYNDIUK, SHARA LEE	39
EARL, POLLY.....	32
EDGERTON, MARY	10, 28
EDUCATIONAL CUED SPEECH TRANSLITERATOR COMMITTEE.....	32
ELDER AND ADULT SERVICES, BUREAU OF	54
EMENS, STEPHANIE.....	56
ENTWHISTLE, NANCY	51
FAIRSERVICE, CAROLYN	50
FAMILY VIOLENCE ASSISTANCE PROJECT, THE.....	6
FARNUM, GERTRUDE.....	38
FITZGERALD, LISA.....	15
FREDERICK, TRACEY.....	9, 10, 65
GAFFEY, JIM.....	44
GALLANT, WALTER.....	15
GALLIE, BETH	10, 28
GAMBINO, LORI	50
GATEHOUSE, SALLY	44
GILBERT-HOLMES, WENDY	56
GOLDEN, MARTY	56
GOODHEART, MARY	52
GOODWILL INDUSTRIES OF NORTHERN NEW ENGLAND	47
GOVERNOR BAXTER SCHOOL FOR THE DEAF	34
GREATER PORTLAND DEAF CLUB, INC.....	44
GREENE, STEPHEN S. PHD	23
GRONDIN, JERRY	58
GROUP MAIN STREAM.....	48
GULATI, SANJAY MD PHD.....	22
HALEY, SUE.....	51
HARBAUGH, JANA L. LCSW.....	23
HARRIS COMMUNICATIONS	68
HARTLING COMMUNICATIONS	68
HEAR MORE	68
HEAR NOW	8
HEBERT, JULIE.....	7

INDEX

HIDDEN VALLEY CAMP	60
HINCHEY, ROBBIE	56
HIRSHBERG, BOB	58
HOULETTE, CAROLE.....	34
INGRAHAM INC.....	69
INTERNATIONAL CATHOLIC DEAF ASSOCIATION	20
ISSUES @ HAND.....	46
JACK, THERESA.....	56
JEHOVAH'S WITNESS HALL	21
JOHNSON, ALICE CRANDALL	52
KEEFE, BARBARA.....	16, 35
KEGL, JUDY	36
KEN-A-SET	49
KRUSEN, RICHARD PHD	23
LAPTEWICZ, SUZANNE	32, 60
LEWISTON & AUBURN DEAF CLUB	44
LIBBY, SANDRA	49
LICENSING AND REGISTRATION, OFFICE OF	41
LINGUISTICS DEPARTMENT	36
LIONS CLUB.....	8
LODRIGE, ELAINE Y.....	18, 24
LORD, BRUCE	48
LUTHERAN SOCIAL SVCS.....	48
MACINNES, ROD	53
MACKENZIE, KELLEY	53
MAINE ALUMNI ASSOC. OF THE DEAF	44
MAINE ARTS INC.	14
MAINE ASSOCIATION OF THE DEAF	45
MAINE ASSOCIATION OF THE DEAF BULLETIN	46
MAINE CENTER ON DEAFNESS.....	9, 28, 61, 65, 67
MAINE CITE COORDINATING CENTER	12
MAINE COALITION AGAINST SEXUAL ASSAULT.....	69
MAINE CUED SPEECH SERVICES.....	32
MAINE DEAF SENIOR CITIZENS	45
MAINE HANDICAPPED SKIING	12
MAINE HUMAN RIGHTS COMMISSION	29
MAINE-LINES.....	46
MAINE MEDICAL CENTER.....	29
MAINE POINT	35
MAINE RECREATION ASSOCIATION OF THE DEAF	45
MAINE REGISTRY OF INTERPRETERS FOR THE DEAF	40
MAINE RELAY SERVICE (MERS).....	66
MAINE STATE GRANGE, DEAF ACTIVITIES	12
MARTIN, BARRY	47
MAXWELL, JENNIFER.....	64
MCALLISTER, JUDY.....	49
MCCANN, JENNIFER LMSW	19, 24
MCCASLIN, JOYCE	57
MCCRUM, DEBRA	44
MCGINLEY, DIANE	10
MCGURTY, JIM	28

INDEX

MELANSON, NANCY	46, 52
MENTAL HEALTH UNIT FOR DEAF PEOPLE, THE	26
MENTAL HEALTH, MENTAL RETARDATION & SUBSTANCE ABUSE SERVICES, DEPARTMENT OF	55
MINNESOTA CHEMICAL DEPENDENCY PROGRAM FOR DEAF AND HARD OF HEARING INDIVIDUALS, THE	58
MOORE, ANDREW	47
MOORE, JIM	29
MORIN, LOIS	45
MOTIVATIONAL SERVICES, INC., (MoCo)	50
MUZZY, KATHY LCSW	24
MYERS, DEBORAH	53
NAGLER, DAVID M.D.	25
NATIONAL CUED SPEECH ASSOCIATION.....	32
NATIONAL EDUCATION FOR ASSISTANCE DOG SERVICES INC.....	38
NATIONAL FRATERNAL SOCIETY OF THE DEAF	45
NATIONAL HEARING DOG CENTER, INC.	38
NELSON, ANN	34
NEW ENGLAND CENTER DEAFBLIND PROJECT	33
NEW ENGLAND DEAF CAMP.....	61
NEW HOPE BAPTIST CHURCH.....	21
NEWTON, DOUG	40
NFSS COMMUNICATIONS.....	68
NORTHEAST TECHNICAL ASSISTANCE CENTER, THE.....	35
NOVACK, JULIE	44
O'BRIEN, SHEILA	38
OFFICE OF DEAF MINISTRY TO PERSONS WITH DISABILITIES	20
OMBUDSMAN PROGRAM.....	30
ORDWAY, NANCY A.	39
OSTROFF, ELAINE.....	6
OVERLEAF ACCESSIBLE INFORMATION PRODUCTS	14
OWEN, MEL.....	56
PACER, INC.	38
PACKNESS, LOUISE	51
PARENT-INFANT-TODDLER PROGRAM	64
PEER SUPPORT GROUP	10, 65
PELLETIER, VIRGINIA	53
PENOBSCOT VALLEY INDUSTRIES	49
PETRA HOME.....	49
PHONE-TTY INC.	68
PIASIO, LAURIE	63
PIERCE, CARRIE.....	62
PIERCE, KIM.....	27
PINE TREE LEGAL ASSISTANCE	43
PINE TREE SOCIETY - DEAF SERVICES	40
PINE VIEW ESTATES	50
PORT RESOURCES	48
POTOMAC TECHNOLOGY	68
PRATT, PATRICIA.....	38
PRATT'S AUDITORY CANINE	38
PROFESSIONAL INTERPRETING, INC.	41
PROJECT FOR SUPPORTED LIVING, THE	49
QUINT, BRIAN MD.	25

INDEX

RAPE TTY HOTLINE	69
REIFMAN, BETSY.....	40
RILEY, ANNE MARIE	53
ROSS, NAN	58
SAFER PLACE	65
SANDCASTLE PRESCHOOL PROGRAM	17
SARCHI, PATTY	33
SCHARDEL, LYNN.....	34
SCHOLZ, KIM	50
SHORELINE MENTAL HEALTH CENTER	25
SILENT NEWS.....	46
SLATER, PATRICIA	32
SMITH, ANN	36
SMITH, DEIRDRE M.	42
SMITH, ECHO	47
SNOW, BONNIE	45
SPRAGUE, RALPH MA PA	25
ST. LAWRENCE, DIANE.....	64
STATE-WIDE EDUCATIONAL CONSULTING SERVICES.....	34
SUBSTANCE ABUSE. OFFICE OF	57
SUNENBLICK, REBEN, BENJAMIN AND MARCH	42
SUNRISE PROGRAM (MOCo).....	50
SUPERIOR COURTS.....	31
SUPPORT NETWORK OF EDUCATORS FOR DEAF & HARD OF HEARING INDIVIDUALS.....	64
SWAIN CART SERVICES.....	15
SWAIN, MARSHA	15
TAUB, LARRY	34
TELECOMMUNICATIONS EQUIPMENT PROJECT	10, 67
TOWEY, MICHAEL	51
TREAT, SARA MA LCPC.....	26, 67
TROOP, MERYL	55
TTY DIRECTORY	67
TULLY, LORI MS.....	47
U.S. ATTORNEY OFFICE	29
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	30
UNIVERSITY OF MAINE AT ORONO.....	36
UNIVERSITY OF SOUTHERN MAINE	36
VERY SPECIAL ARTS MAINE.....	14
VIGNA, RUTH	39, 40
VIGNA, VICTOR.....	39
VIOLATIONS BUREAU	31
VISUALLY IMPAIRED/HARD OF HEARING-DEAFBLIND NETWORK OF MAINE	33
VOCATIONAL REHABILITATION	53
VOGEL, TIM.....	42
WAGNER, LISE R.	42
WALSH, CHRISTOPHER	48
WASHINGTON COUNTY PSYCHOTHERAPY ASSOCIATE.....	23
WEITBRECHT & COMMUNICATIONS, INC.....	68
WESTBOROUGH STATE HOSPITAL.....	26
WISUTSKIE, APRIL.....	51
WYMAN, LOTTIE.....	44

INDEX

YATES LODRIGE, ELAINE.....	18, 24
YOUTH AND FAMILY SERVICES	18

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