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Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, June 2009

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

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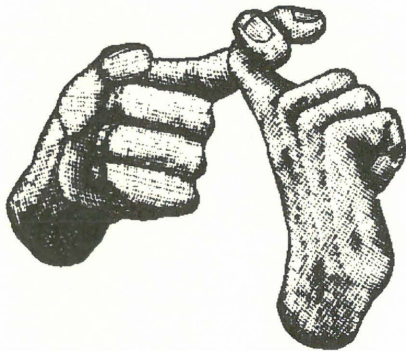
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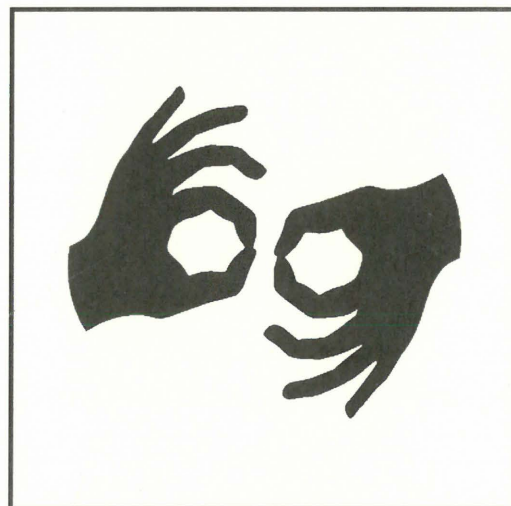
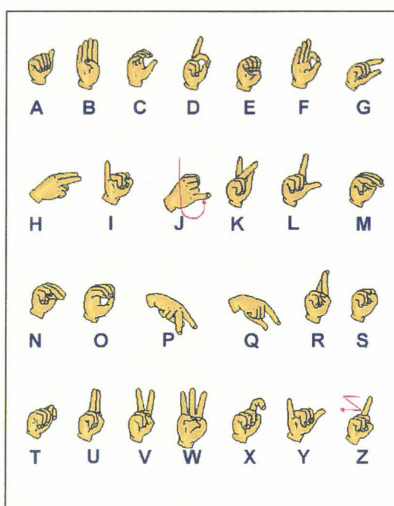
MAINE
DEPARTMENT OF
LABOR
Rehabilitation Services

RESOURCES

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



Williams Elementary School, Oakland, Maine



www.maine.gov/rehab/dod

June 2009

Equal Opportunity Is the Law

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

- 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 the Maine Human Rights Commission, 1-888-577-6690 (TTY), 624-6050 (V) 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 a 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 date on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the date on which you filed your complaint with the recipient).

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

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



STATE OF MAINE
DEPARTMENT OF LABOR
DIVISION FOR THE DEAF,
HARD OF HEARING & LATE DEAFENED
150 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0150

JOHN ELIAS BALDACCI
Governor

LAURA A. FORTMAN
Commissioner

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

Issued June 2009

Augusta, Maine

The Division for the Deaf, Hard of Hearing & Late Deafened compiles this list of resources for the use of people in Maine. The list may not be complete, and the inclusion of a resource should not be seen as an endorsement.

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

www.maine.gov/rehab/dod

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

Maine Department of Labor
Division for the Deaf, Hard of Hearing & Late Deafened
150 State House Station
Augusta, ME 04333-0150
1-888-755-0023 Toll-free TTY
(207) 623-7958 Voice
(207) 287-5292 FAX
Nancy.A.Melanson@maine.gov

INTRODUCTION

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

- * Read through the directory to become familiar with all the services.
- * Use the toll-free numbers (800), (888) or (877) when available to save money.
- * Keep calling if you have trouble getting through to a phone number; then switch to using relay, sending a fax or e-mail if you still can't get through.
- * TTY callers, as a courtesy: please tap the space bar so they will realize it's a TTY call. This does not relieve agencies of their obligation to answer silent TTY calls.
- * Keep in mind exactly what you want to know or get from this service. Ask direct questions - write down the answers.
- * Ask if payment is required for the service. Many services listed are free for qualifying clients.
- * Be aware of your rights as a consumer. If you are unhappy with a service and have tried to correct the situation, it is your right to file a complaint or grievance, end this service relationship, and to look elsewhere for information and resources.
- * Make the most of these services and enjoy them. They were put here to serve you! Make sure they do.
- * Report any changes, omissions or errors in this Resource guide to: Department of Labor, Division for the Deaf, Hard of Hearing & Late Deafened, 150 State House Station, Augusta, ME 04333-0150, 1-888-755-0023 TTY, (207) 623-7958 V, (207) 287-5292 FAX or E-mail: Nancy.A.Melanson@maine.gov.

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FORMS [ID CARDS, EQUIPMENT PROGRAM (FORMERLY TEP), EMERGENCY ALERT NOTIFICATION, 70% DISCOUNT IN-STATE TOLL CALLS, TTY DIRECTORY]	WHITE
DIRECTORY OF STATEWIDE SERVICES	PINK
CHECKLIST OF APPROPRIATE SERVICES.....	GREEN
LEGAL INFORMATION.....	BLUE
GLOSSARY OF TERMS	ORANGE
INDEX.....	YELLOW

AGENCIES

ALPHA ONE

Bangor office

1048 Union Street
Bangor, ME 04401
Tel: 1-877-229-8954 (TTY)
941-1915 (TTY)
941-6553 (V/TTY)
1-800-300-6016 (V/TTY)
941-6410 (FAX)

South Portland office

John Dunleavy

Deaf Services—Statewide, based in South Portland
127 Main Street
South Portland, ME 04106
Tel: 1-800-640-7200 (V/TTY)
767-2189 (V/TTY)
767-5387 (TTY)
1-866-906-5375 (TTY)
1-866-760-1752 (V/VP)
799-8346 (FAX)

E-mail: JDunleavy@alphaonenow.org

Presque Isle office

P.O. Box 560
Mapleton, ME 04757
Tel: 1-800-974-6466 (V/TTY)
764-6466 (V/TTY)
764-5396 (FAX)
E-mail: aroostook@alphaonenow.org

Web site: www.alphaonenow.org

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

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

AGENCIES

Area Agencies on Aging

These agencies provide services to older adults, adults with disabilities and their families, including information and assistance, education, advocacy, insurance counseling, nutrition programs and caregiver education and support.

Aroostook Agency on Aging, Inc.
P.O. Box 1288
33 Davis Street
Presque Isle, ME 04769
Tel: 1-800-439-1789 (V/TTY)
764-3396 (V/TTY)
764-6182 (FAX)
E-mail: stevefarnham@aroostookaging.org

Southern Maine Agency on Aging
136 US Route 1
Scarborough, ME 04074
Tel. 883-0532 (TTY)
1-800-427-7411 (V)
396-6500 (V)
883-8249 (FAX)
E-mail: smaaa@smaaa.org

Spectrum Generations
P.O. Box 2589, One Weston Court
Augusta, ME 04338-2589
Tel: 1-800-464-8703 (TTY)
1-800-639-1553 (V)
622-7857 (FAX)
E-mail: mnicholas@spectrumgenerations.org
Web site: spectrumgenerations.org

SeniorsPlus
P.O. Box 659
8 Falcon Road
Lewiston, ME 04243-0659
Tel: 795-7232 (TTY)
1-800-427-1241 (V)
795-4010 (V)
795-4009 (FAX)
Web site: www.seniorsplus.org

Eastern Area Agency on Aging
450 Essex Street
Bangor, ME 04401-3937
Tel: 1-800-432-7812 (V)
941-2865 (V)
992-0150 (TTY)
941-2869 (FAX)
Web site: www.caaa.org

AUDIANT

221 Yale Avenue N., Suite 450
Seattle, WA 98109
Tel: 1-877-283-4368 (V)
206-838-7194 (V)
206-838-7195 (FAX)
E-mail: info@audientalliance.org
Web site: www.audientalliance.org/

AGENCIES

AUDIENT, an alliance for accessible hearing care, is designed to assist income qualified hard-of-hearing people - nationwide - to access quality hearing aids and related care at significantly reduced costs. The AUDIENT program was developed by the nonprofit Northwest Lions Foundation for Sight & Hearing and made possible through the help of dedicated providers and suppliers. For more information or an application, please call AUDIENT Program Services at 1-877-AUDIENT (877-283-4368) or write to info@audientalliance.org. Read about AUDIENT on the web at: www.audientalliance.org.

The AUDIENT Program was designed for individuals whose income is above the government's established poverty level, but still find it difficult to afford quality-hearing care. Offers reduced cost hearing aids from \$1,290 to \$2,400 for two new digital hearing aids, ear molds, a fitting, three follow-up visits, and a one-year manufacturer's limited warranty period. Arrangements are made for referral to a participating hearing healthcare professional near you. Income requirements: Up to \$27,000 for a family of 1; up to \$36,000 for a family of 2; up to \$46,000 for a family of 3.

Family Violence Assistance Project

P.O. Box 304

Augusta, ME 04332-0304

Tel: 623-3569 (V)

1-877-890-7788 (V) (Use Relay)

621-6372 (FAX)

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

hear ME now!

19 Yarmouth Drive, Suite 201

Pineland Farms

New Gloucester, ME 04260

Pam Dawson, Executive Director

Tel: 688-4544 (V)

688-4548 (FAX)

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

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

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

AGENCIES

Children between the ages of three to six who are deaf or hard of hearing learn to play, listen and speak in the hear ME now! toddler and preschool programs. Children interact on a daily basis in small groups and individually with teachers and a speech-language pathologist to develop age-appropriate audition, speech, and language skills. Goals include developing sensory awareness, fine and gross motor skills, cognition, and social skills. Parents actively participate in educational programs and support groups. hear ME now! also provides support for children transitioning into mainstream schools. New programs are developing all the time!

HEAR NOW

A Program of the Starkey Hearing Foundation
6700 Washington Avenue South
Eden Prairie, MN 55344

Tel: 1-800-648-4327 (V)
(952) 947-4497 (FAX)

Contact person: Joanita Stelter, HEAR NOW Coordinator

E-mail: nonprofit@starkey.com

Web site: www.sotheworldmayhear.org/

HEAR NOW, a U.S. program of the Starkey Hearing Foundation, provides hearing aids to adults and children who are permanent residents of the U.S., meet the financial criteria and are approved for assistance. HEAR NOW is an organization of last resort; all other options for service must be used before a HEAR NOW benefit is approved. To determine if someone meets the eligibility requirements, call 1-800-648-4327 (V). There is a nonrefundable processing fee of \$100 per hearing aid.

HEAR NOW also collects used hearing aids for recycling. Donations are tax deductible. Hearing aids should be packed in a padded envelope or box along with the clearly printed name and address of the donor inside with the aids. Send to the above address. Acknowledgment letters will be sent within six weeks of receipt of donation.

Lion's Club

Bruce Keezer, State Chair of Speech & Hearing
129 Goodrich Road
Clinton, ME 04927

Tel: 426-2030 (V)

E-mail: flatlanders64@roadrunner.net

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

AGENCIES

Maine Center on Deafness (MCD)

68 Bishop Street, Suite 3

Portland, ME 04103

E-mail: info@mcdmaine.org

Elissa Moran, Executive Director

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

797-7656 (V/TTY)

797-9791 (FAX)

774-7777 (VP)

866-347-0275 (VP)

Web site: www.mcdmaine.org

The Maine Center on Deafness (MCD) is a small, private, non-profit community resource center that serves to identify the needs and maximize the potential of D/deaf, hard-of-hearing, late-deafened and speech-impaired individuals throughout the state of Maine by providing information, empowerment, advocacy and referral services to promote public awareness and understanding of Deaf culture. MCD provides advocacy and promotes systemic change for Maine's D/deaf, hard-of-hearing, and late-deafened people through the Civil Rights Program, offers Deaf-friendly education and awareness related to HIV/STD prevention, and hosts structured social support groups for Maine's D/deaf, hard-of-hearing and non-verbal people who have developmental delays in a signing environment.

MCD also administers Maine's Telecommunications and Emergency Notification System Equipment Program, through which Maine residents who cannot use traditional phones or hear emergency warnings over the radio can apply to receive low or no cost adaptive equipment. In addition, MCD conducts communication and outreach efforts that deliver specific equipment and service training to businesses and residents who use the Maine Relay System.

Civil Rights Program

Amy Sneirson, Esq., Managing Attorney

E-mail: asneirson@mcdmaine.org

Beth Gallie, Esq., Attorney Advocate

E-mail: bgallie@mcdmaine.org

Meryl Troop, Civil Rights Advocate & Staff Interpreter

E-mail: mtroop@mcdmaine.org

Maine Center on Deafness (MCD) promotes the rights of D/deaf and hard-of-hearing people throughout the state. MCD advocates for D/deaf and hard-of-hearing individuals when they have encountered civil rights violations directly related to their hearing loss 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 amplified phones, TTYs and interpreters. MCD also participates in the Deaf Rights Group (DRG), which is a statewide coalition of organizations and individuals committed to obtaining equal access for the D/deaf and hard-of-hearing people in Maine.

AGENCIES

HIV/AIDS Prevention and Healthy Sexuality Program

Jennifer McCann, LCSW

E-mail: jmccann@mcdmaine.org

MCD's HIV/AIDS Prevention and Healthy Sexuality program provides education, outreach and referrals for Maine's D/deaf and hard-of-hearing community. We provide confidential and private information and education on healthy sexuality and communication in person, in ASL, captioned English, or over TTY. In addition, we provide education and outreach statewide to the HIV/AIDS service providers with in-service trainings, workshops, and "lunch and learn" presentations. MCD's HIV/AIDS prevention and healthy sexuality program serves as a bridge between service providers and this underserved population.

Visual Gestural Communication (VGC) Project

Jennifer McCann, LCSW, Coordinator

E-mail: vgc@mcdmaine.org or jmccann@mcdmaine.org

Visual Gestural Communication (VGC) is often used by folks who have limited formal language skills. The VGC project delivers communication training for staff and families who work with adults with developmental delays and limited language who are D/deaf, hard of hearing or nonverbal, and who are served by the Department of Health & Human Services (formerly Behavioral and Developmental Services). Visual Gestural Communication trainings and workshops are available on a limited basis; contact MCD for more information.

Peer Support Group

Jennifer McCann, LCSW, Coordinator

E-mail: PSG@mcdmaine.org or jmccann@mcdmaine.org

Individuals who are D/deaf, hard of hearing or nonvocal with developmental delays or mental illness get together for social activities in a signing/visual gestural environment. This group typically meets twice monthly at locations in Augusta, Bangor, Lewiston and Portland. Please check our web site or call the Maine Center on Deafness (MCD) for more information, or to be added to the mailing list regarding Peer Support Group.

MCD Equipment Program

Jennifer Welch, Equipment Program Manager

E-mail: jwelch@mcdmaine.org or 866-680-9674 (VP)

Gloria Carter, Equipment Program Specialist

E-mail: gcarter@mcdmaine.org

AGENCIES

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

Emergency Alert Notification Equipment: Individuals who are D/deaf or hard of hearing are eligible to receive, either on a loan or cost-share basis, equipment that will allow them to receive emergency alert notifications that are not accessible to them via normal television and/or radio transmission.

TTY Directory: MCD publishes an annual directory of TTY users and TTY access numbers for public and private agencies. The directory also includes contact information for videophone users (for Video Relay Service and direct videophone communication) and any other personal information which individual members of the Deaf community request to have included in their listings. Updates will be made available on the MCD web site.

To apply for the Telecommunications Equipment or Emergency Notification System Program, contact MCD or download an application from our web site.

Communication and Outreach

Jennifer McCann, LCSW, Program Manager

E-mail: jmccann@mcdmaine.org

Gloria Carter, Associate

E-mail: gcarter@mcdmaine.org

MCD's Communication and Outreach Program provides statewide remote office hours, information, and education related to all the MCD services including the Maine Relay System.

The Outreach Program also strives to educate businesses, professional associations, educational institutions, and private and government agencies, as well as the general public, about the unique needs of the D/deaf, hard of hearing, and late deafened. Special emphasis is placed on the Maine Relay Service, and how to make and receive relay calls. Outreach Program staff provide educational presentations, public awareness materials, in-service training and workshops in locations across the state. Exhibits are provided for conferences, trade shows and other public meetings.

AGENCIES

The Outreach Program has an array of print materials available, including informational brochures and educational materials regarding making and receiving all types of relay calls. Outreach staff also provide training and assistance to new relay users and their families and friends, and assist in resolving any problems that relay users may have in accessing the Maine Relay Service and completing their calls.

MCD also offers a quarterly newsletter publication. Contact MCD to add your name to the mailing list or read the electronic copy on our web site, www.mcdmaine.org.

TTY and Voice Extensions for MCD Staff:

Tel: 1-800-639-3884 (V/TTY) or 797-7656 (V/TTY)

774-7777 (VP)

866-347-0275 (VP)

797-9791 (FAX)

TTY and Voice extensions for MCD Staff:

	TTY	Voice		TTY	Voice
Front Office	303	103	Jennifer McCann, Communication & Outreach Program Manager	305	105
Elissa Moran, Executive Director	310	110	Jennifer Welch, Equipment Program Manager 866-680-9674 VP	301	
Amy Sneirson, Civil Rights Managing Attorney	307	107	Meryl Troop, Civil Rights Advocate & Staff Interpreter 866-347-0275 (VP)	309	109
Beth Gallie, Civil Rights Attorney Advocate	306	106	Gloria Carter, Office Manager, Equipment Program Specialist, Outreach Associate	304	104

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

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

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

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

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

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

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

AGENCIES

Maine State Grange, Deaf Activities

146 State Street

Augusta, ME 04330

Tel: 623-3421 (V)

E-mail: mainestategrange@myfairpoint.net & Web site: www.mainestategrange.org

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

Maine Handicapped Skiing

8 Sundance Lane

Newry, ME 04261-3228

Tel: 824-2440 (TTY/V)

1-800-639-7770 (V)

824-0453 (FAX)

E-mail: info@skimhs.org

Web site: www.skimhs.org

Free year-round recreation lessons and programs for children and adults aged 4+ with physical disabilities. Sports include alpine skiing, nordic skiing, snowboarding, canoeing, kayaking, cycling, and golf, and take place at various sites and resorts throughout Maine. All equipment and instruction is provided. Call or visit the website for more information or to register for programs.

New England ADA Center-DBTAC

A project of the Institute for Human Centered Design [formerly Adaptive Environments]

200 Portland Street

Boston, MA 02114

Oce Harrison, Ed.D., Project Director

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

1-617-482-8099 (FAX)

Web site: www.newenglandada.org/

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

AGENCIES

TRICARE Regional Office (TRO)

Family of Armed Service Members Eligible for Hearing Aids

North Tel: 1-877-874-2273 (V)

South Tel: 1-800-444-5445 (V)

West Tel: 1-888-874-9378 (V)

Overseas beneficiaries may call 1-888-777-8343 (V)

Web site: www.tricare.osd.mil

The National Defense Authorization Act provides active duty family members (ADFM) who meet specific hearing loss requirements the eligibility to receive hearing aids, services, and supplies as a TRICARE benefit. Service physicians and audiologists from the Department of Defense and Veterans Affairs have helped TRICARE officials to establish separate hearing-level thresholds for adults and children. More information may be obtained from the TRICARE website. Previously, hearing aids and services were only available to those beneficiaries who were in the Program for Persons with Disabilities (PFPWD).

The criteria for an adult ADFM to qualify for hearing aids and services are: 40 decibel (dB) hearing loss (HL) or greater in one or both ears when tested at one of the following frequencies: 500, 1,000, 1,500, 2,000, 3,000 or 4,000Hz, or 26dB HL or greater in one or both ears at any three or more of those frequencies (mentioned previously); or a speech recognition score of less than 94 percent.

The criterion for children of active duty service members to qualify for hearing aids and services is: 26dB HL or greater hearing threshold level in one or both ears when tested in one of the following frequency ranges: 500, 1,000, 2,000, 3,000 or 4,000Hz.

Eligible TRICARE beneficiaries will receive all medically necessary and appropriate services and supplies, including hearing examinations administered by authorized providers that are required in connection with this benefit. Eligible beneficiaries who suspect they or a family member may have a hearing loss should schedule an appointment with their primary care manager or medical provider for an examination. Beneficiaries will then be referred to an audiologist for any necessary tests.

Warren Center for Communication & Learning

175 Union Street

Bangor, ME 04401-6100

Tel: 941-2850 (V)

1-877-542-9000 (Toll Free V)

941-4932 (TTY)

941-2852 (FAX)

E-mail: info@warrencenter.org & Web site: www.warrencenter.org

Mary E. Poulin, Administrative Director

MaryBeth B. Richards, MS, CCC-SLP, Program Director

Our Mission: The Warren Center for Communication & Learning provides evaluations, therapies and technologies in the areas of speech, language development and hearing to children and adults of Central and Eastern Maine.

AGENCIES

Audiology: The Warren Center provides complete audiometric evaluations performed by our licensed, certified doctors of audiology. Evaluations include a number of specialized tests for infants, children and adults that assess hearing ability and type of loss, such as nerve damage or ear infection.

Complete Hearing Aid Services: Hearing aids may be purchased through the Warren Center after a complete diagnostic evaluation. With recommendations from the audiologists, you can choose from a wide variety of hearing aids, including programmable and digital aids. The Warren Center offers a 30-day trial period and a two-year warranty with any new hearing aid. Hearing aid repairs and servicing are available for most makes and models.

The Regional Hearing Aid Bank, ReHAB for short, is designed to provide one hearing aid to those members of our community who are unable to afford them. It utilizes donated behind-the-ear hearing aids that can be refurbished and reprogrammed for use by another person. The ReHAB program is designed particularly for members of the community who are unable to be served by the Veterans' Administration, Vocational Rehabilitation program, insurances or other third-party providers and whose annual income is less than 200% of the federal poverty level.

There is an application process and a waiting list (which can be up to three years long, depending on funding available) for these services. Applications are available by calling the Warren Center at 941-2850 or may be picked up at the Warren Center office at 175 Union Street, Bangor.

Donations of hearing aids to benefit the ReHAB program are always accepted. Behind-the-ear hearing aids of all makes and models are those used for refurbishment and placement. In-the-ear hearing aids are recycled, and the proceeds are then used to help with the costs of refurbishing the BTE hearing aids. Hearing aids may be dropped off or mailed to the Warren Center office at 175 Union Street, Bangor, Maine 04401.

Voices to be Heard: In its most basic explanation, this Warren Center program teaches deaf and hard-of-hearing individuals how to listen and speak. Children and adults who are part of this program are taught by a speech-language pathologist who is specially trained to help the hearing impaired or deaf make the most of their residual hearing or cochlear implant for oral communication. Those in the Voices program may be profoundly deaf, using a cochlear implant to hear, or they may use amplification such as hearing aids or an FM system. As such, this program is often closely linked with services of an audiologist, who assists in making the most of residual hearing for those with hearing loss. To contact Amy Bragg regarding the Voices program, please e-mail speechpath@warrencenter.org with "Voices" included in the subject line.

Cochlear Implant Mapping: Besides hosting the only such program in central, eastern or northern Maine, the Warren Center also is the area's only cochlear implant programming/mapping facility and one of three in New England. The others are located in New Hampshire and Massachusetts. Warren Center staff work closely with staff of all three implant teams.

ARTS/MEDIA**Portland Stage Company**

25A Forest Avenue

P.O. Box 1458

Portland, ME 04104

Tel: 774-0465 (V) (Box Office)

774-0576 (FAX)

E-mail: info@portlandstage.com (Note: You must include a subject for E-mail to be received.)Web site: www.portlandstage.com

Interpreted shows each season, discount tickets for deaf patrons and for sign language students. Assistive Listening devices are available at all performances. Check schedule or E-mail for more information.

ASSISTIVE TECHNOLOGY

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

<p>Harris Communications 15155 Technology Drive Eden Prairie, MN 55344-2277 Tel: 1-800-825-9187 (TTY) 1-800-825-6758 (V) (952) 906-1099 (FAX) E-mail: info@harriscomm.com Web site: www.harriscomm.com</p>	<p>Phone-TTY, Inc. Anna M. Terrazzino, President 28 Woodcrest Road Boonton, NJ 07005 Tel: 1-866-757-1555 (VP) (973) 402-1923 (TTY) E-mail: phonetty@aol.com</p>
<p>Hartling Communications Burlington, MA 01803 Tel: (781) 270-6710 (TTY) 1-800-672-9455 (TTY) (781) 272-7634 (V) 1-800-475-3183 (V) (781) 229-9161 (FAX) E-mail: info@hartling.com Web site: www.hartling.com</p>	<p>Potomac Technology Tel: 1-800-433-2838 (V/TTY) (301) 762-1892 (FAX) E-mail: info@potomactech.com Web site: www.potomactech.com</p>
<p>Hear More P.O. Box 3413 Farmingdale, NY 11735 Tel: 1-866-929-2743 (VP) (631) 752-1145 (VP) 1-800-281-3555 (TTY), 1-800-881-4327 (V) (631) 752-0689 (FAX) E-mail: sales@hearmore.com Web site: www.hearmore.com</p>	<p>Assisted Access-NFSS, Inc. 822 Preston Court P.O. Box 230 Lake Villa, IL 60046 Tel: 1-800-950-9655 (V/TTY) (847) 265-8022 (V/TTY) (847) 265-8044 (FAX) E-mail: assistedaccess-nfss@comcast.net Web site: www.nfss.com</p>
<p>Weitbrecht Communications, Inc. (WCI) 926 Colorado Avenue Santa Monica, CA 90401-2717 Tel: 1-800-233-9130 (V/TTY) (310) 656-4924 (V/TTY) (310) 450-9918 (FAX) E-mail: sales@weitbrecht.com Web site: www.weitbrecht.com www.captionedtelephone.com</p>	

ASSISTIVE TECHNOLOGY

Maine CITE Coordinating Center

University of Maine at Augusta

46 University Drive

Augusta, ME 04330

Tel: 621-3482 (TTY)

621-3195 (V)

621-3193 (FAX)

E-mail: kpowers@maine.edu

Web site: www.maine cite.org/

Maine CITE (Consumer Information and Technology Training Exchange) offers activities and services that help people of all ages with disabilities access and obtain assistive and universally designed technology.

Technical Exploration Center (TEC)

34 Summer Street, Suite 2A

Bangor, ME 04401

Tel: 992-9270 (V)

1-866-274-0029 (V)

992-9273 (FAX)

E-mail: info@tecmaine.org

Web site: www.tecmaine.org/

The Technical Exploration Center (TEC) is a community outreach program of Husson University. The TEC is an assistive technology program that lends equipment and provides evaluation, resource materials, technical assistance, and training related to assistive technology. Ongoing consultations are available by our professionals to assist you in applying assistive technology into your daily routine. Please call for fees. This service is funded in part by the Maine CITE Project. TEC hours are Monday through Friday 9:00 am to 5:00 pm. Appointments are recommended but not necessary.

CAPTIONING, CART SERVICES & C-PRINT

For more information on captioning and captioning service vendors see the website for Captioned Media Program at www.captionedmedia.org.

Automatic Sync Technologies

Tel: 877-278-7962

E-mail: info@automaticsync.com

Web site: www.automaticsync.com/caption

Automatic Sync Technologies provides a web-based captioning service that allows users to submit media content via the web and get caption results for web media (Windows Media, QuickTime, Flash, YouTube, and Real), podcasts, DVDs, or broadcast media. Captioning with AST is cheaper, faster, and easier than traditional captioning.

Closed Caption Maker

Walter Gallant

1955 Kensington Street

Harrisburg, PA 17104

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

E-mail: wgallant@ccmaker.com

Web site: www.CCmaker.com

"Closed-Captioning of video at affordable prices, with a 100% satisfaction guarantee or your money back." We now caption "streaming video" over the internet. Prices are posted on our web site.

Custom Captions

Alice Durrant

458 South 2470 West

Provo, UT 84601

Tel: (801) 370-9878 (V)

E-mail: customcaptions@comcast.net

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

Video Production Services

Carol Lane

North Monmouth, ME 04265

Tel: 933-3896 (V)

1-800 848-8550 (V)

E-mail: info@videops.com

Web site: www.videops.com

Maine based, award-winning production and post production company offering personal attention for your post-production closed-captioning and subtitling needs. Reasonable rates and local pick-up/drop-off service available.

CAPTIONING, CART SERVICES & C-PRINT

Communication Access Real-Time Translation (CART)

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

Maine CART & Captioning Services

Shari Majeski

20 Country Charm Road

Cumberland, ME 04021

Tel: 829-2106 (V)

E-mail: majeski.shari@gmail.com

Web site: www.maineart.com/

Lisa Fitzgerald

60 Starlight Drive

Brewer, ME 04412

Tel: 989-3264 (V)

207-907-5820 (Cell)

E-mail: LisaFitzgerald@mainereporter.com

Jennifer M. Rodrigues

P.O. Box 20278

Castro Valley, CA 94546

Tel: (510) 888-9825 (V)

(510) 885-1070 (FAX)

E-mail: Jenniferrod@compuserve.com

Web site: www.Jenniferrod.com

CAPTIONING, CART SERVICES & C-PRINT

Dayette J. Zampolin, RMR, CRR

P.O. Box 608

Downsville, NY 13755

Tel: (607) 363-7808 (V)

E-mail: Cartandcaption@Captionears.com

Web site: www.Captionears.com

Remote CART specialist. Classroom, medical appointments, conferences. Instantaneous translation to your location via Internet. Roughly edited copy of translation ASAP after session. Free demonstrations.

C-Print Captionists

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

Access Captioning Technology (ACT)

Lisa Sorenson

22 Paquin Avenue

Biddeford, ME 04005

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

E-mail: act@maine.rr.com

CHILDREN'S HEARING AIDS & AUDITORY TRAINERS*

Dorothy Ames Trust Fund

Trust Client Services

Key Trust Mail Code NY-31-66-0942, Albany, NY

66 South Pearl Street, 9th Floor

P.O. Box 22042

Albany, NY 12201

Edward DeLuccia, Assistant Vice President

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

(518) 257-9670 (FAX)

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

hear ME now!

Pineland Farms

19 Yarmouth Drive, Suite 201

New Gloucester, ME 04260

Pam Dawson, Executive Director

Tel: 688-4544 (V)

688-4548 (FAX)

Email: info@hear-me-now.org

"A Sound Foundation"

"A Sound Foundation" is a hearing aid loaner program, parent education avenue and support base. The program is designed to educate parents of children with newly identified hearing loss to become informed consumers of hearing technology. "A Sound Foundation" allows families of infants who are deaf or hard of hearing to try various models and manufacturers of hearing aids, and signal processing options under ongoing evaluation by an audiologist for a 12-month period. During the hearing aid trial period, parents will team with the habilitation team at "hear ME now!" to learn about various features of hearing aids. They will also learn how to effectively observe, evaluate, and monitor their infant's responses and behaviors as the child uses various hearing devices.

The objective of "A Sound Foundation" is to allow parents to obtain the knowledge and confidence to work with the dispensing audiologist and select appropriate hearing technology for the infant based on their goals and wishes for their child.

Howard & Espa Michaud Charitable Trust

30 Skyway Drive, Unit 100

Caribou, ME 04736

CHILDREN'S HEARING AIDS & AUDITORY TRAINERS*

Contact Person: Ginette Rivard
 Tel: 1-800-606-0215 (TTY)
 1-800-432-7366 (V)
 493-4132 (V)
 493-4168 (FAX)
 E-mail: Ginette.Rivard@maine.gov

Contact Person: Judy DeMerchant
 Tel: 493-4135 (V)
 E-mail: judy.demerchant@maine.gov

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

Miracle-Ear Children's Foundation

P.O. Box 59261
 Minneapolis, MN 55459-0261
 Tel: 1-800-234-5422 (V)

The Miracle-Ear Children's Foundation works in cooperation with local Miracle-Ear Centers nationwide to provide free hearing aids, services, and support materials to children age 16 and under whose families do not qualify for public assistance, yet cannot cover the expense of hearing aids. The yearly gross wages required for assistance is under \$50,000.00, and the child must live in the United States. The Miracle-Ear Children's Foundation, a national nonprofit organization headquartered in Plymouth, Minnesota, receives funding from Miracle-Ear, Inc. and through individual donations.

Warren Center for Communication & Learning

175 Union Street
 Bangor, ME 04401-6100
 Tel: 941-2850 (V)
 1-877-542-9000 (Toll Free V)
 941-4932 (TTY)
 941-2852 (FAX)

E-mail: info@warrencenter.org

Web site: www.warrencenter.org

Mary E. Poulin, Administrative Director

MaryBeth B. Richards, MS, CCC-SLP, Program Director

Complete Hearing Aid Services: Hearing aids may be purchased through the Warren Center after a complete diagnostic evaluation. With recommendations from the audiologists, you can choose from a wide variety of hearing aids, including programmable and digital aids. The Warren Center offers a 30-day trial period and a two-year warranty with any new hearing aid. Hearing aid repairs and servicing are available for most makes and models.

CHILDREN'S HEARING AIDS & AUDITORY TRAINERS*

The Regional Hearing Aid Bank, ReHAB for short, is designed to provide one hearing aid to those members of our community who are unable to afford them. It utilizes donated behind-the-ear hearing aids that can be refurbished and reprogrammed for use by another person.

The ReHAB program is designed particularly for members of the community who are unable to be served by the Veterans' Administration, Vocational Rehabilitation program, insurances or other third-party providers and whose annual income is less than 200% of the federal poverty level. There is an application process and a waiting list (which can be up to three years long, depending on funding available) for these services. Applications are available by calling the Warren Center at 941-2850 or may be picked up at the Warren Center office at 175 Union Street, Bangor.

Donations of hearing aids to benefit the ReHAB program are always accepted. Behind-the-ear (BTE) hearing aids of all makes and models are those used for refurbishment and placement. In-the-ear hearing aids are recycled, and the proceeds are then used to help with the costs of refurbishing the BTE hearing aids. Hearing aids may be dropped off or mailed to the Warren Center office at 175 Union Street, Bangor, Maine 04401.

***For Adults needing funds for hearing aids, please see:**

- Alpha One (listed under Agencies)
- Audient (listed under Agencies)
- HEAR NOW (listed under Agencies)
- Lion's Club (listed under Agencies)
- TRICARE – Family of Armed Service Members (listed under Agencies)
- Vocational Rehabilitation (listed under State Offices)
- Warren Center for Communication & Learning (listed under Agencies)

CHILDREN'S SERVICES

Child Development Services (CDS)

146 State House Station
Burton Cross State Office Building, 5th Floor
Augusta, ME 04333

Debra Hannigan, Director

Tel: 1-888-577-6690 (TTY)

624-6660 (V)

624-6661 (FAX)

E-mail: Debra.Hannigan@Maine.gov

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

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

11 State House Station
Augusta, ME 04333-0011

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

1-800-452-1999 (V)

626-8620 (V)

287-5065 (FAX)

Community Counseling Center

43 Baxter Blvd.

Portland, ME 04101

Mailing address: 343 Forest Avenue, Portland, ME 04101

Tel: 874-1043 (TTY)

874-1030 (V)

1-866-298-7410 (VP)

874-1044 (FAX)

6 State Street, Suite 612

Bangor, ME 04473

Tel: 947-4682 (TTY)

262-4311 (V)

1-866-548-9987 (VP)

262-6044 (FAX)

Web site: www.commcc.org

CHILDREN'S SERVICES

Child Mental Health Case Managers (Targeted Case Management):

Melinda Smith, BSW

E-mail: msmith@commcc.org

Jolene MacDonald, BA

E-mail: jmacdonald@commcc.org

Kelly Matthews, BSW (primarily in Bangor region)

E-mail: kmatthews@commcc.org

Case management for children and adults is available in the Portland, Bangor, Augusta, Lewiston, and Sanford regions. All of our staff is fluent in American Sign Language. We work with individuals with minor hearing loss as well as those who are profoundly deaf. We support individuals and families in whatever communication mode that works best for them. MaineCare funds case management services.

Deaf and Hard-of-Hearing Program (DHHP)

Children's Hospital Boston at Waltham

9 Hope Avenue

Waltham, MA 02453

Tel: (781) 216-2210 (TTY)

(781) 216-2215 (V)

(781) 216-2252 (FAX)

The Deaf and Hard-of-Hearing Program (DHHP) 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. DHHP provides comprehensive evaluation and consultative services to deaf and hard-of-hearing children, their physicians, families and schools. Staff works with children and families from diverse locations and backgrounds covering the full pediatric age spectrum, from infants to teens. DHHP serves as a center for coordination of evaluations, referrals, research, guidance and information for families and agencies.

CHILDREN'S SERVICES

hear ME now!

Pineland Farms

19 Yarmouth Drive, Suite 201

New Gloucester, ME 04260

Pam Dawson, Executive Director

Tel: 688-4544 (V)

688-4548 (FAX)

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

hear ME now! offers oral deaf early intervention and public school outreach programming. We specialize in providing services to children and adults with cochlear implants and hearing aids who wish to communicate through listening and speaking.

Parent/Infant Program:

This program is appropriate for families of children who are deaf or hard of hearing, birth to age 2 years, who are considering choosing to teach their child(ren) to listen and to speak. Attending the group meeting are parents, children who are deaf or hard of hearing, their hearing siblings, any extended family members, a teacher of the deaf, a developmental therapist and speech-language pathologist. The dialogue between parents with children of different ages is a valued component to this program, as parents learn from parents who have been in similar situations.

Toddler Program:

This program includes a children's playgroup facilitated by teachers in working with young children with hearing loss, and home visits with ongoing parent support. Occupational therapy (OT) services and consultation, as well as individual speech/language services are also available.

Preschool Program:

This class of combined three and four year olds includes both typically hearing children and those with hearing loss. The program is developmentally based and offers many play activities that are designed to naturally promote opportunities for children to listen and talk to their teachers and peers. The classroom provides a wide range of open-ended play props to support sustained play.

Preschool Extended Care: until 4:00 PM

Our new extended care offers an opportunity for a longer day in a relaxed, small group setting. A project-based approach will give children a chance to explore topics of special interest to them – with lots of time to play.

CHILDREN'S SERVICES

Maine Educational Center for the Deaf and Hard of Hearing (MECDHH) and Governor Baxter School for the Deaf (GBSD)

Statewide Educational Services (SES)

Mackworth Island

Falmouth, ME 04105

Lynn Schardel, Director

Tel: 781-6288 (V/TTY)

781-6220 (FAX)

E-mail: lynn.schardel@gbstd.org

Web site: www.mecdhh.org/

The Statewide Educational Services Department (SES) provides educational programming, information, support and training to families, students and professionals statewide, and encompasses the following programs:

1. Early Childhood and Family Services Program

Early Childhood and Family Services (ECFS) provides information, support and training to families and professionals statewide. We support the choices that families make to benefit their children and assist families with identifying appropriate resources that will help them meet the individual needs of their infant and young child.

For questions and referrals to the Early Childhood and Family Services, contact:

Karen Hopkins, ECFS Program Coordinator

Mackworth Island

Falmouth, ME 04105

Tel: 781-6335 (V/TTY)

1-866-231-8910 (V/TTY)

781-6220 (FAX)

E-mail: karen.hopkins@gbstd.org

2. Public School Outreach Program

The Public School Outreach (PSO) program assists service providers in offering a beneficial and positive education experience within the local school district for students who are deaf or hard of hearing. This is accomplished through:

- Educational consultation, technical assistance, in-service training, networking, student awareness programs and in-depth diversity trainings.
- Peer support programs available regionally for deaf and hard-of-hearing students grades 1-5, ("Kids Like Me"), and adolescent support programs for students in grades 6-12.

CHILDREN'S SERVICES

For questions and referrals to the Public School Outreach Program, contact:

Angela Bruno, PSO Program Coordinator

Mackworth Island

Falmouth, ME 04105

Tel: 781-6224 (V/TTY)

781-6220 (FAX)

E-mail: angela.bruno@gsbd.org

3. Early Childhood Programs at GBSD:

A. Parent Infant/Toddler Program

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Lara Hurt

Tel: 781-6213 (V/TTY)

781-6220 (FAX)

E-mail: Lara.Hurt@gsbd.org

The Parent Infant Toddler Program offers a family centered approach. Services are provided to parents and caregivers, children who are deaf, hard of hearing, or have suspected hearing loss, and their siblings. A multidisciplinary approach is used to meet the needs of families. The program meets twice each week with offerings for the parents including a parent support group, audiology support sessions, and an ASL class. The Parent Infant Toddler program supports the continuum of communication options.

B. Preschool Program

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Sammy Hargis, Program Coordinator

Tel: 781-6221 (V)

781-6220 (FAX)

E-mail: sammy.hargis@gsbd.org

The preschool program offers a language enriched developmentally based program of learning for deaf and hard-of-hearing children ages 3 to 5. The program is rich in experiences, which foster and nurture the child's language development and sense of self. Individual Family Service Plan (IFSP) goals are followed in the daily plans in the preschool.

CHILDREN'S SERVICES

The ASL Preschool is a bilingual environment, offering children American Sign Language (ASL) as the language of daily interactions and communication in the classroom, and English in print, as developmentally appropriate. Both languages overlap in many ways, and one often supports the other. Preschool aged siblings are welcome to join the preschool depending on space availability.

The Sound 'n Sign Preschool utilizes spoken/written English and American Sign Language (ASL) as two separate languages. Children spend a portion of the morning in the ASL preschool and then move to the Communication Garden classroom. Children will be encouraged to develop auditory, listening and oral language skills. Expressive and receptive ASL growth and development will also be fostered.

The Communication Garden provides a language-enriched, developmentally appropriate program. The children who attend are three to five year olds with a variety of speech, language, and communication skills. Some are experiencing delays and are receiving developmental therapy services. Others are typically developing and act as social language models. The classroom environment has been adapted to minimize background noise and reverberation.

In this setting, children with a range of language and communication styles are guided to play, interact, and appreciate the unique tales that each brings to our community of learners.

Maine Newborn Hearing Program (MNHP)

11 State House Station

Augusta, ME 04333-0011

Tel: 1-800-606-0215 (TTY)

1-800-698-3624 (V)

287-5357 (V) or 287-6879 (V)

207-287-4743 (FAX)

The Maine Newborn Hearing Program is part of the Department of Health and Human Services, Maine Centers for Disease Control and Prevention. This program coordinates hospital newborn hearing screening programs and follow-up of infants with hearing loss. The Program is able to provide resource and referral information for families who have an infant with hearing loss.

CHURCHES

Calvary Baptist Church

185 Atlantic Highway (Rt. 1)

Warren, ME 04864

Tel: 273-2061 (V/TTY) & 273-4705 (FAX)

E-mail: cbwarren@juno.com

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

First Evangelical Free Church

355 Bridgton Road

Westbrook, ME 04092

Tel: 591-6484 (V/TTY)

E-mail: fefcme@maine.rr.com

Web site: www.fefcm.org

Services interpreted every Sunday at 10:30 a.m. (Summer) and 11:00 a.m. (Fall/Winter/Spring)

Grace Baptist Church

476 Summit Street

Portland, ME 04103

Tel: 797-5509 (V)

Services interpreted. Transportation available.

Holy Martyrs Church

266 Foreside Road

Falmouth, ME 04105

Tel: 781-4573 (V)

E-mail: rectory@holymartyrs.org

Web site: www.holymartyrs.org/

Interpreted Mass, 4:00 PM on the 3rd Saturday of the month. International Catholic Deaf Association, Chapter 89, meets before and after the mass.

Parish Inclusion Ministry

307 Congress Street

P.O. Box 10660

Portland, ME 04101

Tel: 772-5367 (V/TTY)

E-mail: familylifeinstitute@ccmaine.org

Monday-Friday 9:00 a.m. - 5:00 p.m.

CHURCHES

St. Anthony of Padua

63 Dana Court (mailing address)

268 Brown Street

Westbrook, ME 04092

Tel: 857-0490 (V)

E-mail: stanthonyparish@myfairpoint.net

Web site: www.stanthonysparish.org

Interpreted Mass every Sunday at 8:30 AM.

Victory Baptist Church

Rt. 202

Winthrop, ME 04364

Tel: 377-2161 (V/FAX)

Interpreting available for services and Sunday school classes (adults and children).

CLINICAL

**If you attended the Maine School for the Deaf or
Governor Baxter School for the Deaf (GBSD),
counseling is available at no cost to you.**

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

For more information, please contact:

Department of Health and Human Services (DHHS)-Office of Immigrant & Multicultural Affairs

Noel Bonam

Tel: 1-866-241-8639 (Toll free TTY)
287-4272 (V)

E-mail: noel.bonam@maine.gov

Department of Labor-Division for the Deaf, Hard of Hearing & Late Deafened

John Shattuck

Tel: 623-7957 (V)
1-888-755-0023 (Toll free TTY)

E-mail: john.g.shattuck@maine.gov

Maine Center on Deafness

Tel: 797-7656 (V/TTY)
1-800-639-3884 (V/TTY)
774-7777 (VP)
866-347-0275 (VP)

E-mail: info@mcdmaine.org

Do you...

...have trouble sleeping?

...have bad dreams?

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

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

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

You Can Feel Better. You are not alone.

CLINICAL**Community Counseling Center**

43 Baxter Blvd.

Portland, ME 04101

Mailing: 343 Forest Ave., Portland, ME 04101

Tel: 874-1043 (TTY)

874-1030 (V)

1-866-298-7410 (VP)

874-1044 (FAX)

6 State Street, Suite 612

Bangor, ME 04473

Tel: 947-4682 (TTY)

262-4311 (V)

1-866-548-9987 (VP)

262-6044 (FAX)

Web site: www.commcc.org**Shana Kelley-Cohen, LCSW, Program Manager**E-mail: skelleycohen@commcc.org

Therapists:

Kristine Dach, LCPC-CE-mail: kdach@commcc.org**Terry Morrell, LCSW**E-mail: tmorrell@commcc.org**Colleen Owens, LCPC-C** (primarily in Bangor region)E-mail: colleenowens@commcc.org

Adult Mental Health Case Managers (Community Integration Services):

Michelle Ames, MHRTE-mail: mames@commcc.org**Kelly Matthews, BSW** (primarily in Bangor region)E-mail: kmatthews@commcc.org**John Post, BSW** (also working with transition age youth)E-mail: jpost@commcc.org

CLINICAL

Child Mental Health Case Managers (Targeted Case Management):

Melinda Smith, BSW

E-mail: msmith@commcc.org

Jolene MacDonald, BA

E-mail: jmacdonald@commcc.org

Kelly Matthews, BSW (primarily in Bangor region)

E-mail: kmatthews@commcc.org

Individual, couples, family and group counseling services, delivered by therapists fluent in American Sign Language and English in a licensed mental health clinic that is family-centered and trauma informed. Counseling services offered in our Portland and Bangor offices. MaineCare, Medicare and most insurances are accepted; self-pay, along with a sliding fee scale, are also available.

Case management for children and adults is available in the Portland, Bangor, Augusta, Lewiston, and Sanford regions. All of our staff is fluent in American Sign Language. We work with individuals with minor hearing loss as well as those who are profoundly deaf. We support individuals and families in whatever communication mode that works best for them. MaineCare funds case management services.

Community Health and Counseling Services

P.O. Box 425

Bangor, ME 04402

Wendy Kimball, Clinical Case Manager

Tel: 990-0496 (TTY)

947-0366, Ext. 567 (V)

942-4350 (FAX)

Intake Office: Tel: 947-0366, ext. 531 (V)

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

Deaf and Hard-of-Hearing Program (DHHP)

Children's Hospital Boston at Waltham

9 Hope Avenue

Waltham, MA 02453

Dr. Sanjay Gulati

Tel: (781) 216-2210 (TTY)

(781) 216-2215 (V)

(781) 216-2252 (FAX)

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

CLINICAL

Stephen S. Greene, Ph.D.

49 Oak Street

Augusta, ME 04330

Tel: 649-4046 (V)

622-6290 (FAX)

E-mail: dktrdume@aol.com

Dr. Greene is a clinical psychologist who is fluent in American Sign Language and English and has worked with deaf and hard-of-hearing people for more than 30 years. He provides clinical services to individuals, couples, and families, children, adolescents, and adults. Dr. Greene provides evaluation/assessment, counseling/therapy, consultation, clinical team management services, and vocational counseling. Dr. Greene specializes in trauma treatment and is trained in Eye Movement Desensitization and Reprocessing (EMDR), Sensorimotor Psychotherapy, and Internal Family Systems. 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.

Kennebec Behavioral Health (KBH)

Community Integration Services

66 Stone Street

Augusta, ME 04330

Tel.: 873-2136 (V)

Web site: www.kbhmaine.org

Kennebec Behavioral Health offers case management services to all individuals who are eligible for mental health services.

Kathy Muzzy, LCSW

P.O. Box 63

Belfast, ME 04915

Tel: 322-5540 (V)

E-mail: albatros@zwi.net

Provides family and individual therapy to children, adolescents, and adults. Experienced in working with survivors who experienced physical and sexual abuse. Also experienced in working with adults with developmental disabilities.

Ralph Sprague, MA

1 Wakefield Street

Lewiston, ME 04240

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

786-7761 (FAX)

E-mail: Ralph_Sprague_MA@yahoo.com

CLINICAL

Provides psychotherapy to individuals, couples, groups, children, adolescents, and families, specializing in sexual abuse issues.

Sara Treat, MA, LCPC

P. O. Box 1737

Windham, ME 04062

Tel: 712-2370 (V/Text)

E-mail: streat187@aol.com

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

Westborough State Hospital

The Mental Health Unit for Deaf People

Box 288, Lyman Street

Westborough, MA 01581

Tel: Deaf Unit (508) 616-2842 (TTY)

(508) 616-2322 (V) - Nurses' Station

(508) 616-2327 (V) - Nurses' Station

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

**For referral to other counselors with experience and/or training
working with deaf individuals, please call the
Office of Immigrant & Multicultural Services
Department of Health and Human Services
1-866-241-8639 (TTY) or 287-4272 (V)**

COMPLAINTS

C.A.R.E.S., Inc.

Client Assistance Program (CAP)

47 Water Street, #104

Hallowell, ME 04347

Tel: 1-800-773-7055 (TTY/V/Maine Relay 711)

622-7055 (TTY/V/Maine Relay 711)

E-mail: Steve.Beam@caresinc.org or Kathy.Despres@caresinc.org

Web site: www.caresinc.org

The Client Assistance Program is a federally funded program that provides information, assistance, and advocacy/direct representation for people with disabilities who are applying for or receiving services under the Rehabilitation Act. Programs under this legislation include Vocational Rehabilitation, Independent Living Services and Projects With Industry. Services from CAP are free of charge.

Department of Health and Human Services (DHHS)

ADA/Equal Employment Opportunity (EEO) Coordinator

11 State House Station

Augusta, ME 04333-0011

Tel: 1-800-606-0215 (TTY)

287-4289 (V)

287-3488 (V)

DHHS has a policy to provide interpreters and has installed TTYs in most offices. To report any difficulty in obtaining accommodations, contact one of the DHHS ADA/EEO Coordinators.

Closed Captioning Complaints

If you have a complaint about closed captioning, first call the station, and tell them what the problem is.

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

<u>Bangor:</u> WLBZ – 1-800-464-1213--WABI - 947-8321 WVII-1-800-499-9844	<u>Machiasport:</u> Washington County TV - 255-6200
<u>Ellsworth:</u> WABI - 664-0589	<u>Portland/Westbrook:</u> ME PBS – 1-800-884-1717--WGME - 797-1313 WCSH – 1-800-464-1213---WMTW - 775-1800 WPXT - 772-3535 or 774-0051 FOX – 828-0023
<u>Fort Kent:</u> WFLT - 834-6878	<u>Presque Isle:</u> WAGM Television – 1-800-393-9246
<u>Lewiston/Auburn:</u> WMTW - 782-1800-----WCSH – 1-800-464-1213 ME PBS – 1-800-884-1717	

COMPLAINTS

If contacting the station directly doesn't work, you can complain, in writing, to the broadcasting company (if you use an antenna for TV reception) or to the cable company (if you have cable) or to the satellite company (if you use a satellite dish). Sample complaint letters are available on the NAD website www.nad.org/captioningcomplaint or call Nancy Melanson, 1-888-755-0023 (TTY) or 623-7958 (V) at the Division for the Deaf, Hard of Hearing & Late Deafened for help.

You may also file a complaint to:

Federal Communication Commission (FCC)

445 12th Street SW, Room 6C-447

Washington, DC 20554

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

1-888-225-5322 (V)

1-866-418-0232 (FAX)

E-mail: fccinfo@fcc.gov

Disability Rights Center of Maine (DRC) (formerly Maine Advocacy Services)

P.O. Box 2007

24 Stone Street

Augusta, ME 04338-2007

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

626-2774 (V/TTY)

621-1419 (FAX)

E-mail: advocate@drcme.org

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

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

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04103

Amy Sneirson, Civil Rights Program Managing Attorney

E-mail: asneirson@mcdmaine.org

Beth Gallie, Civil Rights Program Attorney Advocate

E-mail: bgallie@mcdmaine.org

Meryl Troop, Civil Rights Advocate & Staff Interpreter

E-mail: mtroop@mcdmaine.org

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

797-7656 (V/TTY)

797-9791 (FAX)

COMPLAINTS

Maine Center on Deafness (MCD) promotes the rights of D/deaf and hard-of-hearing people throughout the state. MCD advocates for D/deaf and hard-of-hearing individuals when they have encountered civil rights violations directly related to their hearing loss 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 amplified phones, TTYs and interpreters. MCD also participates in the Deaf Rights Group (DRG), which is a statewide coalition of organizations and individuals committed to obtaining equal access for the D/deaf and hard-of-hearing people in Maine.

Maine Human Rights Commission

51 State House Station

Augusta, ME 04333-0051

Tel: 1-888-577-6690 (TTY)

624-6050 (V)

624-6063 (FAX)

Web site: www.maine.gov/mhrc

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)

Vocational Services

22 Bramhall Street

Portland, ME 04101

Tel: 662-4900 (TTY)

662-3847 (V)

Jan DeVinney, Deaf Services/Access Coordinator

E-mail: devinjl@mmc.org

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

Ombudsman Program, Long-Term Care

P.O. Box 128, One Weston Court

Augusta, ME 04332

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

621-1079 (V/TTY)

621-0509 (FAX)

E-mail: MLTCOP@MaineOmbudsman.org

Web site: www.maineombudsman.org

COMPLAINTS

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.

State A.D.A. Accessibility Coordinator

150 State House Station

Augusta, ME 04333

Eric Dibner, ADA Accessibility Coordinator

Tel: 623-7950 (V)

1-888-755-0023 (TTY)

287-5292 (FAX)

E-mail: Eric.Dibner@Maine.Gov

The State ADA Accessibility Coordinator is responsible for ensuring that all people with disabilities have equal access to state services and programs. These responsibilities include:

- ❖ Coordinate State compliance under the Americans with Disabilities Act (ADA), the Rehabilitation Act, and the Maine Human Rights Act.
- ❖ Provide training and technical assistance.
- ❖ Review agency implementation of ADA compliance plans.

If you have any complaints about disability discrimination or accommodations in state services or programs, contact Eric Dibner at the above number.

U.S. Department of Health & Human Services

Office for Civil Rights

Region I

J.F. Kennedy Building, Room 1875

15 New Sudbury Street

Boston, MA 02203

Tel: (617) 565-1343 (TTY)

(617) 565-1340 (V)

1-800-368-1019 (V)

(617) 565-3809 (FAX)

E-mail: OCRMail@hhs.gov

Web site: www.hhs.gov/ocr

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

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

DISTRICT COURTS

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

SUPERIOR COURTS

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

COURTS**ADDRESS**

145 State St., Augusta
73 Hammond St., Bangor
103 Church St., Belfast
25 Adams St., Biddeford
3 Chase St., Suite 2, Bridgton
382 South St., Suite B, Calais
144 Sweden St., Caribou
163 East Main St., Dover-Foxcroft
60 State St., Ellsworth
129 Main St., Farmington
139 Market St., Fort Kent
25 School St., Houlton
71 Lisbon St., Lewiston
52 Main St., Lincoln
47 Court St., Machias
645 Main St., Madawaska
207 Penobscot Ave., Machias
12 Water St., Newport
205 Newbury St., Portland
27 Riverside Dr., Presque Isle
62 Union St., Rockland
145 Congress St., Rumford
47 Court St., Skowhegan
26 Western Ave., South Paris
447 Main St., Springvale
18 Colby St., Waterville
147 New Meadows Rd., West Bath
32 High St., Wiscasset
11 Chases Pond Rd., York

TTY #

287-4024
941-3058
338-0893
284-2977
647-3557
454-0085
498-2127
564-0767
664-7507
778-8273
834-5850
532-7218
783-5457
794-3390
255-0501
728-7142
723-4933
368-4881
822-4262
764-2059
596-2244
364-3312
858-0622
743-9624
324-9596
873-3207
442-0219
882-1260
363-8740

ADDRESS

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

TTY #

459-7860
783-5458
623-0477
941-3000
443-2465
338-6468
498-2127
564-0767
667-6187
778-8273
255-0501
822-4212
596-2254
474-5344
743-1688
882-9231
783-5435

CUED SPEECH SERVICES

Cued Speech Association of Maine

45 Glenwood Road

Wells, ME 04090

Nicole Dobson, President

Tel: 752-0417 (V)

E-mail: info@cuedspeechmaine.org or ncldobson@yahoo.com

Web site: www.cuedspeechmaine.org

Anne Banger, Treasurer

86 Stagecoach Road

Woolwich, ME 04579

Tel: 443-9404 (V/TTY)

E-mail: abanger@suscom-maine.net

Cued Speech is a mode of communication that uses the mouth and hand that makes a spoken language visually accessible. Hand shapes, hand placements, and hand movements combine with the mouth movements to clearly show the stream of consonants and vowels that represent the words and thoughts of a cuer.

This highly effective speech reading system can be used with children from birth allowing parents to provide their child with access to the home language. Cueing skills improve with consistent and accurate usage in natural communication settings. Research results have confirmed that children and adults of all ages benefit from the use of Cued Speech as it eliminates the confusion associated with lip-reading and allows a person with a hearing loss to know exactly what someone is saying to them when they are cueing. Strong speech reading skills allow people to lip-read better than speaking to others who do not use cues thereby facilitating smooth and effective conversations. Reading and language levels are statistically on par with hearing children when cueing is provided by excellent role models in the home and in educational settings.

The Cued Speech Association of Maine is a nonprofit organization affiliated with the National Cued Speech Association. They provide information, support, and cue classes for families, professionals and individuals with and without hearing loss. Contact us to find out more about Cued Speech and its benefits for language and literacy development with children of all ages.

Cue Camp New England

Held in Maine every summer!

Nicole Dobson, Director

Tel: 752-0417 (V)

E-mail: info@cuedspeechmaine.org or ncldobson@yahoo.com

CUED SPEECH SERVICES

Cue Camp New England (CCNE) provides a fun and supportive learning environment for new cuers and those wishing to improve their cueing skills. Families, friends, professionals, children and adults enjoy recreation, relaxation, learning and lots of laughs! Deaf and hard-of-hearing teens/young adults are counselors. Speech language therapy is provided for children who are deaf or hard of hearing. Beginner and advanced instruction in Cued Speech, teen and adult panels, a variety of speakers, and campfire chats are also an important part of the experience. For the children, there are cue classes, arts and crafts, swimming, games, and much more.

National Cued Speech Association (NCSA)

Deaf Children's Literacy Project

Amy Ruberl, Executive Director

5619 McLean Drive

Bethesda, MD 20814-1021

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

(301) 915-8009 (V)

E-mail: info@cuedspeech.org

Web site: www.cuedspeech.org

Cued Speech Discovery NCSA Bookstore

23970 Hermitage Road

Cleveland, OH 44122-4008

Tel: (216) 292-6213 (V)

(877) CUE-2030 or (877-283-2030) (Toll free V/TTY)

E-mail: info@cuedspeech.com

Web site: www.cuedspeech.com

Nicole Dobson, SLP, New England Regional Representative, NCSA

45 Glenwood Road

Wells, ME 04090

Tel: 752-0417 (V)

E-mail: ncldobson@yahoo.com or info@cuedspeechmaine.org

Consulting Teachers of the Deaf who cue:

Polly J. Earl, Ed.D.

P.O. Box 785

Fort Fairfield, ME 04742

Tel: 472-3025 (V/TTY)

E-mail: mainecues@mfx.net

Patricia Slater, M.A.

P.O. Box 234

Fairfield, ME 04937

Tel: 453-6524 (V)

E-mail: pslatofd@myfairpoint.net

DEAFBLIND

Division for the Blind and Visually Impaired (DBVI)

45 Commerce Drive
150 State House Station
Augusta, ME 04333-0150

Paul Cote

Tel: 1-888-755-0023 (TTY)
623-7956 (V)
287-5292 (FAX)

E-mail: paul.e.cote@maine.gov

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

Helen Keller National Center New England Region Office

152 Lincoln Rd.

P.O. Box 266

Lincoln, MA 01773

Mary Ellen Barbiasz - Regional Rep., E-mail: HKNC1meb@comcast.net

Peg Ouellette - Administrative Assistant, E-mail: HKNC1PO@comcast.net

Tel: (781) 259-7100 (V/TTY)
(781) 259-4014 (FAX)

Web site: www.hknc.org

The Regional Representatives of HKNC are located in ten offices across the country. They are responsible for assessing the needs of individuals, communities and states within their regions; developing strategies of collaboration, coordination and cooperation to help meet those needs; and advocating for those who are deafblind in local, state, national and international forums. Direct link to HKNC-Regional Representative page: www.hknc.org/FieldServicesREGREPMAIN.htm

Maine Deafblind Project/New England Consortium of Deafblind Projects

175 N. Beacon Street

Watertown, MA 02472

Tracy Evans Luiselli, Project Coordinator

Tel: (617) 972-7515 (V)
(617) 924-5525 (TTY)
(617) 972-7354 (FAX)

E-mail: NEC@Perkins.org

Web site: www.necdbp.org/

DEAFBLIND

The Maine Deafblind Project provides technical assistance and consultation for infants, children and youth (ages 0 - 22) who are deafblind. The project partners with families, schools, Catholic Charities Maine and other state agencies to provide the necessary supports and training regarding effective practice for learners who have combined vision and hearing loss. The project is funded by the office of Special Education Programs (OSEP) through Catholic Charities Maine.

Visually Impaired/Hard-of-Hearing-Deafblind Network of Maine

204 Deering Avenue, Apt. 1

Portland, ME 04102

Patty Sarchi

Tel: 771-8885 (V)

E-mail: psarchi@maine.rr.com

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

EDUCATION

Adult Education Services

Maine Department of Education

23 State House Station

Augusta, ME 04333

Jeff A. Fantine, State Director of Adult Education

Tel: 1-888-577-6690 (TTY)

624-6755 (V)

624-6731 (FAX)

E-mail: Jeff.Fantine@maine.gov

Bangor Adult Education

Greg Leavitt, Director

885 Broadway

Bangor, ME 04401

Tel: 992-5523 (V)

990-3487 (FAX)

Web site: www.bangoradulthood.org

Portland Adult Education

Rob Wood, Co-Director

57 Douglass Street

Portland, ME 04102

Tel: 874-8155 (V)

874-8154 (FAX)

E-mail: woodr@portlandschools.org

Bangor Regional Program for the Hearing Impaired

Office of Pupil Services

73 Harlow Street

Bangor, ME 04401

Murray Shulman, Director of Pupil Services

Tel: 992-4175 (V)

992-4168 (FAX)

E-mail: lpoirier@bangorschools.net

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

EDUCATION

Carrie Pierce, Deaf Educator

MA: Deaf Education

ASLTA Certified

Certified Early Intervention Specialist

Maine Certifications: 029, 292, 282 (0-5)

33 C LedgeWood Drive

Hampden, ME 04444

Tel: (711) 862-2029 (TTY)

862-2029 (FAX)

E-mail: bridginghandsasl@aol.com

Web site: www.bridginghandsforasl.homestead.com

Services Provided Upon Request:

Teaching American Sign Language Classes for all ages

ASL tutoring, D/deaf mentoring

Sign language classes for babies

Educational consultation

Workshops on ASL/Deaf Education/Deaf Culture for kids and staff

Tutoring/teaching for D/deaf and hard-of-hearing children.

Services available to individuals, private groups, organizations, schools, daycare, hearing, deaf, hard-of-hearing, children, and adults.

hear ME now!

Pineland Farms

19 Yarmouth Drive, Suite 201

New Gloucester, ME 04260

Pam Dawson, Executive Director

Tel: 688-4544 (V)

688-4548 (FAX)

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

hear ME now! offers oral deaf early intervention and public school outreach programming. We specialize in providing services to children and adults with cochlear implants and hearing aids who wish to communicate through listening and speaking.

Parent/Infant Program:

This program is appropriate for families of children who are deaf or hard of hearing, birth to age 2 years who are considering choosing to teach their child(ren) to listen and to speak. Attending the group meeting are parents, children who are deaf or hard of hearing, their hearing siblings, any extended family members, a teacher of the deaf, a developmental therapist and speech-language pathologist. The dialogue between parents with children of different ages is a valued component to this program, as parents learn from parents who have been in similar situations.

EDUCATION

Toddler Program:

This program includes a children's playgroup facilitated by teachers in working with young children with hearing loss, and home visits with ongoing parent support. Occupational therapy (OT) services and consultation, as well as individual speech/language services are also available.

Preschool Program:

This class of combined three and four year olds includes both typically hearing children and those with hearing loss. The program is developmentally based and offers many play activities that are designed to naturally promote opportunities for children to listen and talk to their teachers and peers. The classroom provides a wide range of open-ended play props to support sustained play.

Preschool Extended Care: until 4:00 PM

Our new extended care offers an opportunity for a longer day in a relaxed, small group setting. A project-based approach will give children a chance to explore topics of special interest to them – with lots of time to play.

Maine Educational Center for the Deaf and Hard of Hearing (MECDHH) and Governor Baxter School for the Deaf (GBSD)

Mackworth Island

Falmouth, ME 04105

Tel: 781-3165 (V/TTY)

781-6260 (FAX)

Web site: www.mecdhh.org

This statewide educational organization is an excellent resource regarding educational needs of deaf and hard-of-hearing children from birth through high school at the Governor Baxter School for the Deaf on Mackworth Island and statewide. The school will provide assistance with educational and audiological evaluations for referred children. Through the Statewide Educational Services division, MECDHH operates statewide outreach with children and their families, birth to age 5, and technical assistance to public school educational programs that have children who are deaf or hard of hearing. MECDHH also conducts a number of training workshops and seminars that pertain to a variety of areas concerning deafness. MECDHH also offers, through its Statewide Resource Center, access to its collection of books and videotapes related to deafness through the Maine Library Network and evening classes for families.

EDUCATION

Postsecondary Education Programs Network Northeast (PEPNet)

Contact for: Maine, Rhode Island, & Vermont

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Barbara Keefe

Tel: 781-6209 (V/TTY)

E-mail: barbara.keefe@mecdhh.org

PEPNet's national network of regional centers provides resources, information, in-service training, and expertise to enhance educational opportunities for individuals who are deaf or hard of hearing.

PEPNet-Northeast previously was known as the Northeast Technical Assistance Center, (NETAC). NETAC was established in 1996 as one of the four regional centers on post-secondary education for individuals who are deaf or hard of hearing. NETAC established an extensive collaborative network throughout the northeast region that included two and four-year colleges, proprietary programs, secondary schools, vocational training programs, adult education programs, private and public community service agencies, consumer and professional organizations, state and national organizations and individuals.

In 2006 NETAC changed its name to PEPNet-Northeast to better reflect its affiliation and collaboration with the three other regional centers that together comprise the Postsecondary Education Programs Network. PEPNet-Northeast is comprised of 14 states/territories (Connecticut, Delaware, District of Columbia, Maine, Massachusetts, Maryland, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, U.S. Virgin Islands, and Vermont).

Statewide Educational Services (SES)

Maine Educational Center for the Deaf and Hard of Hearing

Mackworth Island

Falmouth, ME 04105

Lynn Schardel, Director

Tel: 781-6288 (V/TTY)

781-6220 (FAX)

E-mail: lynn.schardel@mecdhh.org

Web site: www.mecdhh.org

The Statewide Educational Services Department (SES) provides educational programming, information, support and training to families, students and professionals statewide, and encompasses the following programs:

EDUCATION

Outreach Programs:

1. Early Childhood and Family Services Program

Early Childhood and Family Services (ECFS) provides information, support and training to families and professionals statewide. Family choices for communication supported. Assistance to families with identifying appropriate resources to help them meet the individual needs of their infant and young child is provided.

For questions and referrals to the Early Childhood and Family Services, contact:

Karen Hopkins, ECFS Program Coordinator
Mackworth Island
Falmouth, ME 04105
Tel: 781-6335 (V/TTY)
1-866-231-8910 (V/TTY)
781-6220 (FAX)
E-mail: karen.hopkins@mecdhh.org

2. Public School Outreach Program

The Public School Outreach (PSO) programs assist service providers in offering a beneficial and positive education experience within the local school district for students who are deaf or hard of hearing. This is accomplished through:

- Educational consultation, technical assistance, in-service training, networking, student awareness programs and in-depth diversity trainings.
- Peer support programs available regionally for deaf and hard-of-hearing students grades 1-5, ("Kids Like Me"), and adolescent support programs for students in grades 6-12.

For questions and referrals to the Public School Outreach Program, contact:

Angela Bruno, PSO Program Coordinator
Mackworth Island
Falmouth, ME 04105
Tel: 781-6224 (V/TTY)
781-6220 (FAX)
E-mail: angela.bruno@mecdhh.org

EDUCATION

Early Childhood Programs at GBSD:

1. Parent Infant/Toddler Program

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

Lara Hurt

Tel: 781-6213 (V/TTY)

781-6220 (FAX)

E-mail: Lara.Hurt@mecdhh.org

The Parent Infant Toddler Program offers a family centered approach. Services are provided to parents and caregivers, children who are deaf, hard of hearing, or have suspected hearing loss, and their siblings. A multidisciplinary approach is used to meet the needs of families. The program meets twice each week with offerings for the parents including a parent support group, audiology support sessions, and an ASL class. The Parent Infant Toddler program supports the continuum of communication options.

2. Preschool Program

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

Sammy Hargis, Program Coordinator:

Tel: 781-6221 (V/TTY)

781-6220 (FAX)

E-mail: sammy.hargis@mecdhh.org

The preschool program offers a language enriched developmentally based program of learning for deaf and hard-of-hearing children ages 3 to 5. The program is rich in experiences, which foster and nurture the child's language development and sense of self. Individual Family Service Plan (IFSP) goals are followed in the daily plans in the preschool.

The ASL Preschool is a Bilingual environment, offering children American Sign Language (ASL) as the language of daily interactions and communication in the classroom, and English in print, as developmentally appropriate. Both languages overlap in many ways and one often supports the other. Preschool aged siblings are welcome to join the preschool depending on space availability.

The Sound 'n Sign Preschool utilizes spoken/written English and American Sign Language (ASL) as two separate languages. Children spend a portion of the morning in the ASL preschool and then move to the Sound 'n Sign classroom. Children will be encouraged to develop auditory, listening and oral language skills. Expressive and receptive ASL growth and development will also be fostered.

EDUCATION

The Communication Garden provides a language-enriched, developmentally appropriate program. The children who attend are three to five year olds with a variety of speech, language, and communication skills. Some are experiencing delays and are receiving developmental therapy services. Others are typically developing and act as social language models. The classroom environment has been adapted to minimize background noise and reverberation. In this setting, children with a range of language and communication styles are guided to play, interact, and appreciate the unique tales that each brings to our community of learners.

Sandcastle Preschool Program

144 Howe Street
Lewiston, ME 04240

Stephanie Gelinas

Tel: 782-2150 (V)

E-mail: sgelinas@sandcastlepreschool.org

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

University of Maine at Orono (UMaine)

123 East Annex
Orono, ME 04469

Ann Smith, Director of Disability Support Services

Tel: 581-2325 (TTY)

581-2319 (V)

581-4252 (FAX)

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

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

USM information: academics, events, employment, etc.

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

780-5646 (TTY)

780-4000 (V)

780-4933 (FAX)

Academic Support for Students with Disabilities

Tel: 780-4395 (TTY)

780-4706 (V)

EDUCATION

Linguistics Department, USM

P.O. Box 9300

65 Exeter Street

Portland, ME 04104-9300

Wayne Cowart, Ph.D., Department Chair

Tel: 780-4069 (TTY)

780-4582 (V)

780-4477 (V)

780-5561 (FAX)

E-mail: cowart@usm.maine.edu

The Linguistics Department at USM offers a BA degree in Linguistics with an ASL/English Interpreting concentration for students who plan careers in interpreting. The program accommodates both Deaf and hearing interpreters and provides a comprehensive training program intended to prepare students to take the national certification exams offered by the Registry of Interpreters for the Deaf usually within two years of graduation from the program. Courses are offered both at USM and at off campus sites.

Judy Shepard-Kegl, Ph.D., CSC, OTC, SC:L (EIPA: Primary and Secondary ASL, PSE, MCE), Coordinator of the ASL/English interpreting track of Linguistics and Director of the Sign Language Research Laboratory

E-mail: kegl@usm.maine.edu

Sign Language Research Laboratory

68 High Street, Portland

Tel: 780-5933 (TTY)

780-5957 (V)

780-5940 (FAX)

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

HEALTH CARE SERVICES

For a listing of Audiologists & Hearing Aid Dealers & Speech Language Pathologists:

Go to <http://pfr.informe.org/almsonline/almquery/SearchResults.aspx>

Click on Search for an Individual

Click on Regulator and scroll through list. Click on SLP, Audiology, HAD

Click on state and then click on Maine

Click on active licenses

Click on Maximum Search of Records. Click on 1000

Click on Search

For a listing of Ears, Nose, and Throat (ENT) Doctors:

Go to <http://www.docboard.org/me/df/mesearch.htm>

Find "Search for a Physician by their Specialty" Search at the bottom of the page

Click on Select a Specialty from List Below:

Click on: Otolaryngology (or)

Otology (or)

Otorhinolaryngology

Click on Search

Or Contact the Office of Licensing and Registration

35 State House Station

Augusta, ME 04333-0035

Tel: 1-888-577-6690 (TTY)

624-8603 (V)

624-8637 (FAX)

HEARING EAR DOGS

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

Hearing Ear Dogs or Hearing Dogs are accepted in Maine with the same rights as guide dogs for the blind with access to transportation, stores, restaurants, or any public building.

Canine Companions for Independence

Northeast Regional Center

P.O. Box 205

Farmingdale, NY 11735

Tel: (800) 572-BARK (2275) (V)

E-mail: kathy.mandsager@comcast.net

Web site: www.caninecompanions.org or www.cci.org

Dogs for the Deaf, Inc.

10175 Wheeler Road

Central Point, OR 97502

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

(541) 826-6696 (FAX)

E-Mail: info@dogsforthe deaf.org

Web site: www.dogsforthe deaf.org

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

Great Plains Assistance Dogs

920 Short Street, P.O. Box 513

Jud, ND 58454

Tel: (701) 685-2242 (V)

(701) 685-2290 (FAX)

E-mail: info@greatplainsdogs.com

Web site: www.alert-dog.com

HEARING EAR DOGS

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

P.O. Box 213

West Boylston, MA 01583

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

(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 four specialized canine helpers: hearing dogs for the deaf; service dogs for those who use wheelchairs; specialty dogs for people with multiple disabilities; and dogs for special education and therapeutic classrooms. The individual to receive a dog is assessed, matched with a dog, and attends a two-week training program. The individual pays or fundraises \$9,500 and works with the program to raise the remaining sponsorship fee of \$6,000. Applications can be filled out on line.

INTERPRETING

ASL Interpreting Services, Etc. Inc.

31 Quaker Ridge Road

Durham, ME 04222

Shara Garland, CI

David Garland, LDT

Tel: 862-5700 (V/VP)

353-8036 (TTY/FAX)

Last Minute Request and Emergency Cell 207-944-5765

E-mail: paah4me@yahoo.com

ASL Interpreting Services (ASL IS) is located in Durham, Maine. ASL IS is committed to providing the best services available by striving to match the needs of the clients with a team of certified and pre-certified licensed interpreters. To ensure effective and successful communication between Maine's hearing and Deaf communities, our interpreters are in compliance with the State and the professional ethical standards established by the Registry of Interpreters for the Deaf, Inc. (RID).

Ms. Garland is a national certified interpreter and has been involved with the Deaf community since 1983. Mr. Garland is a Deaf member of the Deaf community, providing services as a Deaf mentor, Deaf interpreter and American Sign Language instructor. They intend to bring their combined expertise together to create an agency sensitive to the needs and concerns of the Deaf community. You may place your request by phone or e-mail.

Bangor Interpreting Agency

7 Summer Street

Hampden, ME 04444

Nancy A. Ordway, Director

Tel: 862-4063 (TTY)

862-2947 (V/VP)

862-4027 (FAX)

E-mail: bangorinterpreting@tds.net

Web site: www.bangorinterpreting.com

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

On-call 24 hour emergency interpreting services available.

INTERPRETING

Certified Interpreting - The Sign Language Network

P.O. Box 6500

Brunswick, ME 04011

Ruth Vigna, Co-Director

Victor Vigna, Co-Director

Tel: 798-7995 (V/TTY)

729-0875 (FAX)

E-mail: Ruth@CIMaine.com

Web site: www.CIMaine.com

Certified Interpreting - The Sign Language Network provides American Sign Language/English interpreting services in medical, legal, mental health, academic (pre-K-12 and post-secondary), government, corporate, and a variety of other settings. Certified Interpreting works with over 70 certified and pre-certified interpreters in Maine who are licensed by the State and adhere to the principles outlined in the Code of Professional Conduct established by the Registry of Interpreters for the Deaf. Services are available to private and nonprofit organizations, state agencies, businesses, individuals, and other entities. Certified Interpreting has been providing interpreting services throughout Maine since 1982 and is operated by nationally certified interpreters.

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

Please visit our website, www.CIMaine.com, for additional information.

Certified Interpreting at Maine Medical Center and Spring Harbor Hospital

Tel: 662-6230 (V/TTY)

E-mail: MedSign@CIMaine.com

Web site: www.CIMaine.com

Certified Interpreting is the exclusive provider of comprehensive American Sign Language/English interpreting services at Maine Medical Center, Brighton Campus (including FirstCare), and Spring Harbor Hospital. Such services are provided during business and after-hours time periods 24/7/365. A large number of certified and pre-certified interpreters qualified to interpret in the medical field are arranged and coordinated to meet the varied needs in these medical and mental health settings.

If services are anticipated at any of these hospital locations, contact the hospital department directly and request interpreting services. Please feel free to contact us via email with any questions or comments.

INTERPRETING

Kewl ASL

Interpreting/Employment/Education

15 Jones Road

Somerville, ME 04348

Tel: 549-4733 (V/TTY) or 240-3177 (Cell/Text) or 1-866-755-5206 (VP)

E-mail: kewlasl@gmail.com

Deborah S. Myers established Kewl ASL, an innovative agency serving Central Maine, in February 2003. Kewl ASL opened in response to Deaf community needs. Our desire is to fill unmet needs in the Deaf community when they are expressed. We want culturally Deaf people to be fully involved in their community and we have the unique ability to provide services in a way that is Deaf culture-friendly.

Kewl ASL subcontracts and employs individuals qualified to provide a variety of interpreting, educational and vocational services. Because of the expanding range of services we provide, there is flexibility within the agency to satisfy more complex requests. We look forward to providing top quality services to all of our customers. To request services, please call, email or text us with the basic information and we will get back to you within 24 hours. We welcome your inquiries, comments and unusual requests!

Maine Registry of Interpreters for the Deaf (Maine RID)

Contact: **Jillian McLaughlin, CI/CT**, Maine RID President

E-mail: terpjillianm@gmail.com

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

Office of Licensing and Registration

35 State House Station

Augusta, ME 04333-0035

Tel: 1-888-577-6690 (TTY), 624-8603 (V)

624-8637 (FAX)

Elaine M. Thibodeau, M.P.A., Program Administrator

Tel: 624-8617 (V), E-mail: elaine.m.thibodeau@maine.gov

Marlene McFadden, Office Specialist - I

Tel: 624-8624 (V), E-mail: marlene.m.mcfadden@maine.gov

Web site: www.maine.gov/pfr/professionallicensing/professions/interpreters/

INTERPRETING

Individuals who are paid for providing interpreting services for deaf and hard-of-hearing people must be licensed with the Department of Professional and Financial Regulation, Office of Licensing and Registration.

To download an application to obtain a license as an interpreter for deaf and hard-of-hearing people, view the governing regulations, obtain information on licensing fees, or contact the Office of Licensing and Registration, please visit the website address. Clicking "Licensee search" on the right-hand side of the website (under "About this Program") will bring you to a page that will allow you to search by the licensee's name, license number, town, city or county. If you do not find the individual you are looking for, please contact marlene.m.mcfadden@maine.gov.

Pine Tree Society - Interpreting Services

51 Nonesuch River Plaza, Suite G

US Route 1

Scarborough, ME 04074

Doug Newton, Program Director

Tel: 885-0536 (V/TTY)

885-0076 (FAX)

E-mail: interpreting@pinetreesociety.org

Web site: www.pinetreesociety.org/

Pine Tree Society's Interpreting Services has been offering sign language interpreting services and Deaf culture trainings throughout Maine since 1976. Interpreting Services is a program of Pine Tree Society, a nonprofit organization that has been serving Maine people since 1936.

In addition to general sign language interpreting, the program offers a statewide emergency sign language interpreting service during nonbusiness hours, widely used by hospitals, mental health and legal agencies. The program's innovative Video Remote Interpreting allows interpreters to provide services remotely with state-of-the-art video conferencing technology. This service increases access to sign language interpreters in a way that is cost-effective for our customers.

Professional Interpreting, Inc.

14 Torrey Street

Portland, ME 04103

Kris Bracklow, Director

Tel: 774-3068 (V/TTY)

774-8701 (FAX)

E-mail: kris120@juno.com

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

INTERPRETING

Sign Language Interpreting Plus (SLIP)

15 Beaumont Street
Portland, ME 04103

Mary Mackay, CT

Tel: Cell: 207-615-1448 (V, accepts text messaging)

E-mail: marydoolittle@msn.com

State licensed and nationally certified. Schedule is flexible to accommodate most "last minute" requests. Expertise in medical, mental health and legal. Please use cell phone if request is last minute or urgent.

LAWYERS

Disability Rights Center of Maine (formerly Maine Advocacy Services)

P.O. Box 2007

24 Stone Street

Augusta, ME 04338-2007

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

626-2774 (V/TTY)

621-1419 (FAX)\

E-mail: advocate@drcme.org

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

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

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

Lawyer Referral and Information Service

Maine State Bar Association

P.O. Box 788

Augusta, ME 04332-0788

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

623-0083 (FAX)

E-mail: iris@mainebar.org

Web site: www.mainebar.org/

The Lawyer Referral and Information Service (LRIS) is a telephone service that helps people with legal questions find relevant information, useful resources, or legal representation, when appropriate. The service charges \$25 for referrals to member attorneys; direction to other helpful resources and information is free. Referrals are made according to areas of law and geographic considerations, and include a brief initial consultation without additional charge. Any services provided by an attorney beyond the initial consultation will be for fee, at rates that should be negotiated with the attorney ahead of time. The Lawyer Referral and Information Service does not offer reduced rate or pro bono service. A referral request form is available at the Lawyer Referral and Information Service website, and may be submitted online or printed out, filled in, and returned by way of regular mail or fax. Responses will be made by fax, e-mail, or Maine Relay services, according to your request. Callers receive written confirmation when referrals are made.

LAWYERS

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 (V/TTY)

797-9791 (FAX)

Amy Sneirson, Civil Rights Program Managing Attorney

E-mail: asneirson@mcdmaine.org

Beth Gallie, Civil Rights Staff Attorney

E-mail: bgallie@mcdmaine.org

Maine Center on Deafness (MCD) promotes the rights of D/deaf and hard-of-hearing people throughout the state. MCD advocates for D/deaf and hard-of-hearing individuals when they have encountered civil rights violations directly related to their hearing loss 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 amplified phones, TTYs and interpreters. MCD also participates in the Deaf Rights Group (DRG), which is a statewide coalition of organizations and individuals committed to obtaining equal access for the D/deaf and hard-of-hearing people in Maine.

Pine Tree Legal Assistance

Pine Tree Legal provides free legal help to Maine people with low incomes who have noncriminal legal problems. Priorities include housing (including housing discrimination), education issues, public benefits, predatory lending, IRS problems, and protection from abuse, but individuals are encouraged to contact the nearest Pine Tree office or project to see if they qualify for help. While there is no charge for services, clients may be asked to help with court costs. Because of limited staff, they can't help everyone who needs assistance.

Web site: www.ptla.org

373 Main Street
Presque Isle, ME 04746
Tel: 764-4349 (V)
764-2455 (FAX)

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

KIDS LEGAL
1-866-624-7787 & 942-8241 (V)
942-8323 (FAX)

Native American Unit/Migrant Worker Unit
Bangor Office
Tel: 942-0673 (V)
942-8323 (FAX)

P. O. Box 278
Machias, ME 04654-0278
Tel: 255-8656 (V)
255-8657 (FAX)

39 Green Street
Augusta, ME 04330
Tel: 622-7770 (V) & 622-4731 (V)
623-7774 (FAX)

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

KIDS LEGAL
1-866-624-7787 & 774-8246 (V)

37 Park Street, 4th floor
Lewiston, ME 04240
Tel: 784-1558 (V)
783-8774 (FAX)

LAWYERS

The following attorneys and firms are listed here because they have been known to accept and be capable of communicating effectively with deaf and hard-of-hearing persons. Other attorneys may also fit these characteristics and will be added to this listing, as they become known to the Division for the Deaf, Hard of Hearing & Late Deafened.

The Law Office of Kristen E.P. Kaleo, Esq.

P.O. Box 8411

Portland, ME 04104

503 Woodford Street

Portland, ME 04103

Tel: 774-0769 (V)

761-3769 (FAX)

E-mail: kristen@kaleolaw.com

Web site: www.kaleolaw.com

Estate Planning-wills, trusts, & probate matters; & Family Law-mediation, & Corporate Law.

James M. Shepard-Kegl, Esq

52 Whitney Farms Road

North Yarmouth, ME 04097

Tel: 846-8801 (V/TTY)

E-mail: kegl@maine.rr.com

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

Taylor, McCormack, & Frame, LLC

Gregg Frame, Esq.

4 Milk Street, Suite 103

Portland, ME 04101

Tel: 828-2005 (V)

347-4523 (FAX)

E-mail: gframe@tmfattorneys.com

Web site: www.tmfattorneys.com/

General civil litigation, discrimination, civil rights.

Reben, Benjamin and March

Attorneys at Law

P.O. Box 7060, 97 India Street

Portland, ME 04112

Tel: 1-800-852-8554 (V)

772-6402 (FAX)

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

LAWYERS

The Law Offices of Joe Bornstein

P.O. Box 4686

Portland, ME 04112

Tel: 772-1496 (TTY)

772-4624 (V)

E-mail: resourceguide@joebornstein.comWeb site: www.joebornstein.com/

The Law Offices of Joe Bornstein specializes in automobile accidents, personal injury, Social Security Disability, and worker's compensation. With five convenient offices in Biddeford, Portland, Lewiston, Augusta, and Bangor, the Law Offices of Joe Bornstein has been getting Mainers the justice they deserve for over 35 years.

Vogel & Dubois**Tim Vogel****Matthew Dubois**

550 Forest Avenue, Suite 205

Portland, ME 04104

P.O. Box 3649

Portland, ME 04104-3649

Tel: 761-7796 (V)

761-6946 (FAX)

E-mail: tvogel@maine-elderlaw.com

Elder law.

ORGANIZATIONS OF THE DEAF

ALDA-Maine

E-mail: aldamaine@gmail.com

Contact: **Lauren Storck** at drlestorck@gmail.com

Web site: www.alda-maine.mysite.com

ALDA-Maine is the official Maine Chapter of ALDA, the International Association for Late-Deafened Adults. ALDA-Maine provides information, support, education, and advocacy for people of adults of all ages with hearing loss, and families of younger people also. It is a membership and all voluntary association. ALDA-Maine has an online meeting place 24/7, for information, discussions, and support. All hard-of-hearing, late-deafened, and deaf people, with any degree of hearing loss, and also their friends, families, and colleagues are all welcome to join. Social and speaker meetings are held in different locations in Maine, depending on member energies, once every month or two. CART is provided for speaker meetings, and refreshments. ALDA-Maine also has members in New Hampshire and Vermont. It now publishes the "Hearing Loss Herald" four times a year, a newsletter with a focus on people who are deafened or hard of hearing, and welcomes inquiries from new supporters and donors.

Bangor Deaf Club

P.O. Box 2121

Bangor, ME 04401

Richard Oakes, President

E-mail: Roakes7607@aol.com

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

Maine Alumni Assoc. of the Deaf

Lois Morin, Secretary

576 Bridgton Road

Sebago, ME 04029

E-Mail: loisgm@tmo.blackberry.net

Maine Association for the Deaf

William H. Nye, President

E-mail: wpnye@maine.rr.com

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

ORGANIZATIONS OF THE DEAF

Maine Recreation Association of the Deaf

Abby Bouchard

4 Winding Way

Standish, ME 04084

Tel: 207-854-1040 (VP)

866-575-9097 (Direct VP)

E-mail: abbyheart2004@yahoo.com

PUBLICATIONS

DEAFDIGEST

DEAFDIGEST SPORTS

Free Weekly Publication available only through e-mail.

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

Maine Center on Deafness - Newsletter

Meryl Troop, Editor

68 Bishop Street, Suite 3

Portland, Maine 04103

Tel: 797-7656 (V/TTY)

Voice Extension 109

TTY Extension 309

1-866-347-0275 (VP)

E-mail: mtroop@mcdmaine.org

Web site: www.mcdmaine.org

“MAINE-LINES”

Nancy Melanson, Editor

Bureau of Rehabilitation Services

Division for the Deaf, Hard of Hearing & Late Deafened

150 State House Station

Augusta, ME 04333-0150

Tel: 623-7998 (TTY)

1-800-755-0023 (Toll free TTY)

623-7958 (V)

287-5292 (FAX)

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

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

A newsletter published for Maine's deaf, hard-of-hearing, late-deafened, and hearing communities.

RESIDENTIAL & SUPPORTS

Goodwill Industries of Northern New England

P.O. Box 8600

Portland, ME 04104

Tel: 774-6323 (V/TTY)

761-8460 (FAX)

Glenn Shelton, Director Deaf Services

353 Cumberland Avenue

Portland, ME 04101

Tel: 1-866-786-5241 (VP)

774-6323, Ext. 2462 (V/TTY)

761-8460 (FAX)

E-mail: Glenn.Shelton@goodwillnne.org

Caron Street House

26 Caron Street

Portland, ME 04103

Melissa Westhoven, Program Manager – Caron Street

Tel: 797-8046 (TTY)

797-9117 (FAX)

E-mail: Melissa.Westhoven@goodwillnne.org

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

Community Integration Services

353 Cumberland Avenue

Portland, ME 04101

Glenn Shelton, Director Deaf Services

Tel: 1-866-786-5241 (VP)

774-6323, Ext. 2462 (V/TTY)

E-mail: Glenn.Shelton@goodwillnne.org

Karla Doucette, Case Manager

Tel: 347-2908 (VP)

774-6323 Ext. 2412 (V/TTY)

761-8460 (FAX)

E-mail: Karla.Doucette@goodwillnne.org

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

RESIDENTIAL & SUPPORTS

Deaf Community Skills Program

353 Cumberland Avenue

Portland, ME 04101

Mark Grant, Program Coordinator

Tel: 842-9055 (VP)

772-0873 (TTY) & 761-8460 (FAX)

E-mail: Mark.Grant@goodwillnne.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 and visual-gestural communication or instructors with interpreters.

Lutheran Social Services

39 Mechanic Street, Suite 300

Westbrook, ME 04092

Tel: 591-6714 (VP)

797-3935 (V)

797-8149 (FAX)

Web site: www.lssne.org

Ken Olson, Director, Developmental Disability and Deaf Services

E-mail: kolson@lssne.org

Educational Interpreting Program:

Tracey Frederick, Deaf Services Coordinator

E-mail: tfrederick@lssnorth.org

Deaf Services Residential Programs:

Bruce Monro-Ludders, LCSW

E-mail: bruceml@lssnorth.org

Barstow Road Program

108 Barstow Road

Gorham, ME 04038

Tel: 892-8887 (V/TTY)

1-866-957-2150 (VP)

Meadow Lodge Program

194 Wescott Road

South Portland, ME 04106

Tel: 772-0162 (TTY)

Deaf Transition Program

250 Park Road

Westbrook, ME 04092

Tel: 591-6706 (TTY)

RESIDENTIAL & SUPPORTS

Medical Care Development

11 Parkwood Drive
Augusta, ME 04330

DonnaLee Cloutier

Tel: 622-7566, ext. 241 (V/TTY)
621-2920 (FAX)

Bishop House

11 Bishop Drive
Windham, ME 04062

Tel: 892-8529 (TTY)
1-866-948-0094 (VP) or 892-0446 (V/VP)
892-9499 (FAX)

E-mail: bishopstreet@mcd.org

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

Mobius, Inc.

319 Main Street
Damariscotta, ME 04543

David Lawlor, Director

Tel: 563-3511 (V) or 563-3864 (TTY)

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

Mobius Communication Assessment Project

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

175 Lancaster Street
Portland, ME 04101

Tel: 822-0272 (TTY)
822-0295 (FAX)

E-mail: romy.spitz@Maine.Gov

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

RESIDENTIAL & SUPPORTS

Motivational Services, Inc., (MoCo)

P.O. Box 229

Augusta, ME 04330

Tel: 621-2542 (TTY)

626-3465 (V)

626-3469 (FAX)

Sunrise Program (MoCo)

P.O. Box 229

Augusta, ME 04330

Elinor Brown, Program Manager

T01: 1-866-772-4885 (Sorenson VRS)

624-0530 (V/TTY)

626-3473 (FAX)

E-mail: ebrown@mocomaine.com

E-mail: wdraper@mocomaine.com

E-mail: ctaylor@mocomaine.com

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

71 Hospital Street

P.O. Box 229

Augusta, ME 04332

Tel: 623-2279 (V)

621-6247 (TTY)

Carolyn Fairservice, Case Manager

E-mail: cfairservice@mocomaine.com

Melanie Turner, Case Manager

E-mail: mturner@mocomaine.com

Anne Berry, LCSW, Clinical Supervisor

E-mail: aberry@mocomaine.com

Case management services are available to individuals in the community in addition to the residents of the Sunrise Program.

Motivational Services Training Center

71 Hospital Street

Augusta, ME 04330

Tel: 623-2279 X2405 (V)

Chele Dacus, Training and Development Manager, E-mail: cdacus@mocomaine.com

Classes offered to the community include: CRMA, MANDT, CPR, First Aid, Blood Borne Pathogens, MHSS (MHRT), Diabetes, Food Safety, and Caring for the Aging.

RESIDENTIAL & SUPPORTS

Penobscot Valley Industries

68 Hillside Avenue

Bangor, ME 04401

Tel: 941-2898 (V/TTY)

941-2914 (FAX)

Day program for adults with mental illness or mental retardation.

Petra Home

27 Columbia Road

Waterville, ME 04901

Contact: Pam Erskine

Tel: 873-4903 (V/TTY)

873-4914 (FAX)

This is a supported living home for two deaf persons with developmental delays. Staff uses sign language and visual gestural communication to teach the residents independent living skills.

Port Resources

125 John Roberts Road

South Portland, ME 04106

Tel: 828-0048 (V)

772-3743 (FAX)

Port Resources is a nonprofit organization providing residential and support services for individuals with developmental disabilities in York and Cumberland counties. Port Resources is committed to empowering individuals with developmental disabilities to live rich and fulfilling lives in their communities.

Project for Supported Living

1011 Forest Avenue

Portland, ME 04103

Carol Harmon/Sherrie White

Tel: 879-0847 (V/TTY)

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

RESIDENTIAL & SUPPORTS**SKILLS, Inc.**

P.O. Box 65

St. Albans, ME 04971

Contact: Pam Erskine

Tel: 938-4615 (V)

938-2693 (FAX)

SPEECH-LANGUAGE PATHOLOGISTS

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

Amy L. Bragg

Voices to be Heard Program
The Warren Center for Communication &
Learning
175 Union Street
Bangor, ME 04401
Tel: 941-2850 (V)

Louise Packness

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

Anthony C. Briscoe

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

Stephanie Gelinas

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

Barbara Gillis

Private Practitioner
P.O. Box 117
Skowhegan, ME 04976
Tel: 474-5277 (V)
474-2768 (Fax)
E-mail: Barbara@beeline-online.net

Specializing in evaluation and treatment of children/adults with cochlear implants. Presently working with hospital cochlear implant teams to improve expressive-receptive language skills of children and young adults in Somerset, Franklin, and Kennebec counties. Style of presentation tends towards child-centered and family-centered advocacy. Twenty-seven years experience working with the deaf and hard of hearing in Central Maine.

SPEECH-LANGUAGE PATHOLOGISTS

hear ME now!

19 Yarmouth Drive, Suite 201
Pineland Farms
New Gloucester, ME 04260
Tel: 688-4544 (V)
688-4548 (FAX)

Cathy Janelle, MS, CCC
Speech Pathologist

Carrie A. Ouellette, MS, CCC-SLP, Cert. AVT
Certified Auditory-Verbal Therapist

Specializing in the evaluation & treatment of children/adults with cochlear implants and hearing aids who wish to communicate through listening and speaking. Therapists follow either an Auditory-Oral or an Auditory-Verbal methodology of teaching. The focus of treatment is to develop auditory, speech and language skills with little to no visual cues, depending on the methodology used. Child-centered therapy is designed to be individualized with parents being fully involved in most or all aspects of programming to maximize follow through at home. Therapists collaborate with other professionals involved (e.g. audiologists, outside pre-school teachers, occupational therapists, etc) so that all the child's needs are being met on a consistent basis.

STATE OFFICES

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

Department of Health and Human Services

Office of Elder Services

Central Office

Station 11, 32 Blossom Lane

Augusta, ME 04333-0011

Tel: 1-800-606-0215 (TTY)

(800) 262-2232 (V), 287-9200 (V),

287-9229 (FAX)

Web Site www.maine.gov/dhs/beas

Regional Office of Elder Services

Station 11, 41 Anthony Avenue

Augusta, ME 04333-0011

Tel: 1-800-606-0215 (TTY)

(800) 452-1926 (V), 624-8060 (V)

624-5283 (FAX)

Bangor Office of Elder Services

396 Griffin Road

Bangor, ME 04401

Tel: 1-800-606-0215 (TTY)

(800) 432-7825 (V), 561-4380 (V)

561-4396 (FAX)

Biddeford Office of Elder Services

208 Graham Street

Biddeford, ME 04005

Tel: 1-800-606-0215 (TTY)

(800) 322-1919 (V), 286-2400 (V)

286-2543 (FAX)

Calais Office of Elder Services

392 South Street

Calais, ME 04619

Tel: 1-800-606-0215 (TTY)

454-9000 (V), (800) 622-1400 (V)

454-9012 (FAX)

Caribou Office of Elder Services

30 Skyway Drive, Unit 100

Caribou, ME 04736

Tel: 1-800-606-0215 (TTY)

(800) 432-7366 (V), 493-4037 (V)

493-4033 (FAX)

Ellsworth Office of Elder Services

17 Eastward Lane

Ellsworth, ME 04605

Tel: 1-800-606-0215 (TTY)

(800) 432-7823 (V), 667-1600 (V)

667-4184 (FAX)

Fort Kent Office of Elder Services

137 Market Street

Fort Kent, ME 04743

Tel: 1-800-606-0215 (TTY)

(800) 432-7340 (V)

834-7701 (FAX)

Houlton Office of Elder Services

11 High Street

Houlton, ME 04730

Tel: 1-800-606-0215 (TTY)

(800) 624-8404 (V)

532-5004 (INTAKE FAX)

Lewiston Office of Elder Services

200 Main Street

Lewiston, ME 04240

Tel: 1-800-606-0215 (TTY)

(800) 482-7517 (V), 795-4448 (V),

795-4445 (FAX)

Machias Office of Elder Services

13 Prescott Drive

Machias, ME 04654

Tel: 1-800-606-0215 (TTY)

(800) 432-7846 (V)

255-2022 (FAX)

Portland Office of Elder Services

161 Marginal Way

Portland, ME 04101

Tel: 1-800-606-0215 (TTY)

(800) 482-7520 (V), 822-2149 (V),

822-2162 (FAX)

Rockland Office of Elder Services

91 Camden Street, Suite 103

Rockland, ME 04841

Tel: 1-800-606-0215 (TTY)

(800) 432-7802 (V), 596-4302 (V)

596-2304 (FAX)

STATE OFFICES

Department of Health and Human Services (DHHS)

[formerly Department of Behavioral & Developmental Services (DBDS)]

Noel Bonam, Director, Office of Immigrant & Multicultural Services

11 State House Station

(Located at Hospital Street, Greenlaw Bldg., 3rd Floor)

Augusta, ME 04333

Tel: 287-4272 (V)

1-866-241-8639 (Toll free TTY)

287-4052 (FAX)

E-mail: Noel.Bonam@maine.gov

The full range of services available throughout the entire health and human services system is being made more accessible for deaf recipients and deaf service providers. The Office of Immigrant & Multicultural is responsible for policy development, training, program planning, consultation and education regarding racial, ethnic and linguistic minority persons, including deaf/hard-of-hearing or speech-impaired persons in need of services offered by DHHS and its contract agencies. This office can consult in individual case conferences, and should be contacted if any questions arise regarding how to serve linguistic minorities in need of services. Services include:

- Advocacy
- Annual Conference
- Case Management
- Deafness Library
- Interpreting
- Peer Support
- Residential-Signing Group Homes
- Socialization and Recreation
- Specialized Counseling
- Supported Apartments
- Also assistance in accessing DHHS Services:
 - Food Stamps
 - General Assistance/TANF/Aspire
 - MaineCare
 - Child Protective Services
 - Adult Protection
 - Public Health/Center for Disease Control

STATE OFFICES

Department of Health and Human Services - Mental Retardation Services

Designated Deaf Services Case Managers

REGION I

Marty Golden

175 Lancaster Street

Portland, ME 04101

Tel: 1-866-761-5849 (VP)

1-888-254-0311 (TTY)

1-800-269-5208 (V)

822-0287 (V)

822-0295 (FAX)

E-mail: martin.golden@maine.gov**Robbie Hinchey**

91 Camden Street, Suite 103

Rockland, ME 04841

Tel: 1-800-606-0215 (TTY)

1-800-704-8999 (V)

596-4302 (V)

596-2304 (FAX)

E-mail: robbie.hinchey@maine.gov**Theresa Jack**

161 Marginal Way

Portland, ME 04101

Tel: 1-866-761-1655 (VP)

1-800-269-5208 (V)

822-0344 (V)

822-2146 (FAX)

E-mail: theresa.jack@maine.gov

REGION III

Vacant

176 Hogan Road

Bangor, ME 04401

Tel: 1-800-606-0215 (TTY)

941-4373 (V)

941-4389 (FAX)

REGION II

Dan Crawford

15 Mollison Way

Lewiston, ME 04240

Tel: 1-800-606-0215 (TTY)

753-9132 (V)

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

11 State House Station

41 Anthony Avenue

Augusta, ME 04333-0011

Tel: 1-800-606-0215 (TTY)

287-2463 (V)

287-7186 (FAX)

E-mail: stephanie.emens@maine.gov

STATE OFFICES

Division for the Deaf, Hard of Hearing & Late Deafened

Bureau of Rehabilitation Services

150 State House Station

Augusta, ME 04333-0150

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

John Shattuck, Director

Tel: 623-7957 (V)

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

287-5292 (FAX)

E-mail: John.G.Shattuck@maine.gov

Nancy Melanson, Assistant to the Director

Tel: 1-888-755-0023 (Toll free TTY)

623-7998 (TTY)

623-7958 (V)

287-5292 (FAX)

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

Alice Crandall Johnson, Consultant

Tel: 1-888-755-0023 (TTY)

623-7964 (V)

287-5292 (FAX)

E-mail: Alice.C.Johnson@maine.gov

The Division for the Deaf, Hard of Hearing & Late Deafened (DHHLD) provides a program of services to deaf, late-deafened, and hard-of-hearing people of Maine. This includes: publication of this Resource Guide, Maine Lines for the Deaf (newsletter), ongoing TTY and other training programs for state agencies, information and referral, advocacy, accessibility promotion, deaf identification cards, and a listing of qualified legal interpreters.

STATE OFFICES

Rehabilitation Counselors for the Deaf (RCD)

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

REGION I

Bureau of Rehabilitation Services

110 Main Street, Suite 1106

Saco, ME 04072

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

1-800-315-1192, Ext. 610 (V), 347-3299 (V)

775-7870 (FAX)

Linda Besore

E-mail: Linda.Besore@maine.gov

Bureau of Rehabilitation Services

185 Lancaster Street, Suite 101

Portland, ME 04101-2453

Tel: 1-877-612-4800 (Toll-free TTY)

1-888-817-7113 (Front Desk Toll free TTY)

879-7553 or 775-7870 (FAX)

1-866-588-6360 (V/VP)

198.182.163.73 (IP)

Rod MacInnes

E-mail: John.R.MacInnes@maine.gov

REGION II

Bureau of Rehabilitation Services

5 Mollison Way

Lewiston, ME 04240

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

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

753-9051 (FAX)

Rod MacInnes

E-mail: John.R.MacInnes@maine.gov

REGION III

Bureau of Rehabilitation Services

73 State House Station

21 Enterprise Drive, Suite 2

Augusta, ME 04333

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

1-866-926-3321 (VP/V)

624-5111 (VP/TTY)

1-800-760-1573 (V)

287-6249 (FAX)

Joe Roquebecil

E-mail: Joseph.Roquebecil@maine.gov

Virginia Pelletier, Rehabilitation Assistant

Tel: 624-5109 (VP)

287-6249 (FAX)

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

279 Main Street, Suite 1

Rockland, ME 04841

Tel: 1-888-212-6229 (TTY)

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

594-1858 (FAX)

Joe Roquebecil

E-mail: Joseph.Roquebecil@maine.gov

REGION IV

Bureau of Rehabilitation Services

45 Oak Street, Suite 1

Bangor, ME 04401

Tel: 1-800-498-6711 (TTY), 561-4003 (TTY)

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

561-4027 (FAX)

Joe Roquebecil

E-mail: Joseph.Roquebecil@maine.gov

Bureau of Rehabilitation Services

66 Spruce Street, Suite 3

Presque Isle, ME 04769

Tel: 1-888-697-2877 (TTY)

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

760-6316 (FAX)

Joe Roquebecil

E-mail: Joseph.Roquebecil@maine.gov

SUBSTANCE ABUSE

Alcoholics Anonymous

Central Service Office
78 Portland Street
Portland, ME 04101
Tel: 1-800-737-6237 (V)
774-3034 (V)

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

2450 Riverside Avenue South
Minneapolis, MN 55454
Tel.: 1-800-282-3323 (V/TTY)
(612) 273-4402 (VP)
1-866-928-5713 (Toll-Free VP)
E-mail: deafhoh1@fairview.org
Web site: www.fairview.org/mncddeaf

The Minnesota Chemical Dependency Program for D/deaf and Hard-of-Hearing Individuals is located at the University of Minnesota Medical Center, Fairview Riverside, in Minneapolis Minnesota, and offers inpatient, intensive outpatient and outpatient chemical dependency treatment, as well as ongoing sobriety maintenance counseling. The program specializes in treatment of deaf or hard-of-hearing persons who are struggling with addiction, and all program staff members are fluent in ASL and sensitive to Deaf culture. The program has been providing services to people from all across the United States and Canada since 1989, and is proud to be the only hospital-based chemical dependency program for the deaf in the nation.

Office of Substance Abuse

Information/Resource Center
11 State House Station
41 Anthony Avenue
Augusta, ME 04333
Tel: 1-800-606-0215 (TTY Toll free)
1-800-499-0027 (V Toll Free in ME only)
287-8900 (V)
287-8910 (FAX)
E-mail: osa.ircosa@maine.gov
Web site: www.maineosa.org/irc

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

SUMMER CAMPS

Austine Green Mountain Lions Camp

130 Austine Drive
Brattleboro, VT 05301
Faythe Petrin, Director

Tel: (802) 258-9558 (V/TTY)
(802) 258-9574 (FAX)

E-mail: camp@vcdhh.org

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

Camp Horizons

PO Box 323
South Windham, CT 06266
Scott Lambeck, Camp Director

Tel: (860) 456-1032 (V/TTY)
(860) 456-4721 (FAX)

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

Camp Mark Seven

144 Mohawk Hotel Road
Old Forge, NY 13420
Kim Brown Kurz, Executive Director

E-mail: mark7deaffoundation@gmail.com

E-mail: campdir@campmark7.org

September – May
P.O. Box 23054
Rochester, NY 14692

June – August
144 Mohawk Hotel Road
Old Forge, NY 13420
Tel: (315) 357-6089 (TTY)
(315) 357-6403 (FAX)

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

SUMMER CAMPS

"Camp Sign-A-Watha"

Lutheran Social Services
39 Mechanic Street, Suite 300
Westbrook, ME 04092
Willie Tarr, Camp Director
Tel: 591-6714 (VP)
797-3935 (VP)
591-4139 (TTY)
797-3935 (V)
E-mail: willietarr@aol.com

Camp Sign-A-Watha, affiliated to Lutheran Social Services-Deaf Services is a 5-day residential camping program for Deaf adults with mental retardation. Our program is designed to provide recreation, personal adjustment, and respite-care for individuals who, because of their physical or mental limitations, would be unable or profit from an alternate camping experience. Camp Sign-A-Watha accepts a wide range of campers, from the independent to those needing assistance in many aspects of daily living. Camp Sign-A-Watha goals:

- to help each camper develop a realistic and positive attitude about themselves.
- to help each camper develop socially acceptable behaviors.
- to help each camper have fun and develop new skills.
- to help each camper develop an appreciation for nature, conservation, and the outdoors
- to help each camper develop and build physical, social, and leisure time skills that represent reasonable expectations for that person.
- to help each camper achieve growth in independence and self-confidence.
- to help each camper achieve recognition for his/her achievements.
- to help provide a period of respite-care for the family members of each camper, and for the campers themselves.

"Camp Sign-N-Kids"

33C LedgeWood Drive
Hampden, ME 04444

Carrie Pierce

Tel: 862-2029 (TTY)
884-7864 (V/TTY)

E-mail: signnkids@aol.com

Summer Address:

4221 Broadway
Kenduskeag, ME 04450

Sign-N-Kids is a one-week summer program (not overnight) located in Kenduskeag, Maine. This camp is for children, who are deaf/hard of hearing, or children of deaf adults (CODA) and their siblings. Ages are 4-14. Activities focus on communication, identity and self-esteem. Other activities include field trips, horseback riding, arts and crafts and sports. Sign-N-Kids is a nonprofit organization.

SUPPORT GROUPS

ALDA-Maine

E-mail: aldamaine@gmail.com

Contact: **Lauren Storck** at drlestorck@gmail.com

Web site: www.alda-maine.mysite.com

ALDA-Maine is the official Maine Chapter of ALDA, the international Association for Late-Deafened Adults. ALDA-Maine provides information, support, education, and advocacy for people of adults of all ages with hearing loss, and families of younger people also. It is a membership and all voluntary association. ALDA-Maine has an online meeting place 24/7, for information, discussions, and support. All hard-of-hearing, late-deafened, and deaf people, with any degree of hearing loss, and also their friends, families, and colleagues are all welcome to join. Social and speaker meetings are held in different locations in Maine, depending on member energies, once every month or two. CART is provided for speaker meetings, and refreshments. ALDA-Maine also has members in New Hampshire and Vermont. It now publishes the "Hearing Loss Herald" four times a year, a newsletter with a focus on people who are deafened or hard of hearing, and welcomes inquiries from new supporters and donors.

Parent Infant/Toddler Program

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Lara Hurt

Tel: 781-6213 (V/TTY)

781-6220 (FAX)

E-mail: Lara.Hurt@gbds.org

The Parent Infant Toddler Program offers a family centered approach. Services are provided to parents and caregivers, children who are deaf, hard of hearing, or have suspected hearing loss, and their siblings. A multidisciplinary approach is used to meet the needs of families. The program meets twice each week with offerings for the parents including a parent support group, audiology support sessions, and an ASL class. The Parent Infant Toddler program supports the continuum of communication options.

Peer Support Group

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04101

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

797-7656 (V/TTY) or 24.97.54.28 (VP)

797-9791 (FAX)

E-mail: jmccann@mcdmaine.org

Individuals who are D/deaf, hard of hearing or nonvocal with mental retardation, developmental delays, or mental illness get together for social activities in a signing/gestural environment. This group typically meets twice monthly at locations in Augusta, Bangor, Lewiston and Portland. Please check our web site or call the Maine Center on Deafness (MCD) for more information, or to be added to the mailing list regarding Peer Support Group.

SUPPORT GROUPS

Hearing Loss Association of America (formerly Self Help for the Hard of Hearing (SHHH))

Web site: www.hearingloss.org

Hearing Loss Association of America (Self Help for Hard of Hearing) is a volunteer, international association of hard-of-hearing people, their relatives and friends. It is a nonprofit, educational organization devoted to the welfare and interest of those who cannot hear well.

TELEPHONE RELAY

Maine Telecommunications Relay Service (MERS)

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

CapTel calls (to reach a CapTel user): 1-877-243-2823

Speech to Speech calls: 1-888-890-9256

Spanish to Spanish calls: 1-888-890-9255

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

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

Other types of relay services include:

Voice Carryover (VCO) – this is available to a caller, such as a person who is late deafened, who wishes to speak instead of type, but needs to receive responses in typed form. In this case, the other caller hears the VCO caller's voice and his/her response is typed by the CA back to the VCO caller.

Hearing Carryover (HCO) – this type of relay is used by a person who has a speech disability. The other caller speaks directly to the HCO user, who then types a response, which is voiced by the CA.

Speech-to-Speech Relay – this option allows a person with a speech disability to use a CA specially trained in understanding pronunciation affected by a variety of speech disorders. The CA repeats what the caller says in a manner that makes the caller's words clear and understandable to the other caller on the line. The person with the speech disability then hears the response of the other caller directly. No special telephone is needed for this type of relay service.

Another feature available in association with the Maine Relay Service is Relay Choice Profile, which allows MERS users to provide information about their call preferences and frequently called numbers to the Relay Service, so that it can be entered into the computerized Relay Service equipment. Each time the MERS user makes or receives a relay call, that Profile is automatically activated and makes sure that the call is handled according to the MERS user's personal preferences.

TELEPHONE RELAY

This can include whether the MERS user wants the CA to communicate background noise on the call, what local and long-distance telephone service the user has (to assure correct billing of toll calls). MERS users can also provide frequently called telephone numbers as part of Profile, to speed up connections when they place a call. For more information or to arrange for a presentation about the Maine Relay Service, contact the Maine Center on Deafness:

Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, Maine 04101-2451
797-7656 (V/TTY) within the Portland area
1-800-639-3884 (V/TTY) outside Portland
774-7777 (VP)
866-347-0275 (VP)
797-9791 (FAX)
www.mcdmaine.org
info@mcdmaine.org
www.hamiltonrelay.com/states/me.htm

TTY HOTLINES

774 - HELP [774-0700 TTY]

Youth Alternatives Ingraham

50 Monument Square

Portland, ME 04101

Tel: **774-0700 (TTY) 24-Hour Crisis Hotline**

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

775-4034 (FAX)

Youth Alternatives Ingraham is a multi-purpose human service agency-providing crisis, residential and support services as well as services to those who are homeless. Our 24-hour hotline, 774-HELP serves as the gateway to community services in Cumberland County, providing a vast array of information, guidance, and therapeutic support to people in need.

Child Protective Intake-Department of Health and Human Services

11 State House Station

Augusta, ME 04333

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

1-800-452-1999 (V)

626-8620 (V)

287-5065 (FAX)

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

Crisis Hotline

Tel: **1-888-568-1112 (V/TTY) 24-Hour Crisis Hotline**

Agencies around the state will answer the call based on the location of the caller. Trained social workers can help you on the TTY, come to your home with an interpreter, or meet you at a convenient safe place (like the hospital, where they can use the video equipment to get an interpreter).

If your TTY call is not answered and you would like to report unsatisfactory service on this phone number, contact Noel Bonam DHHS: 1-866-241-8639 (TTY) or via email at noel.bonam@maine.gov.

If there is a fire, or if someone is being violent or has a weapon, call 911 for the police.

TTY HOTLINES

RAPE TTY HOTLINE

Maine Sexual Assault Support Hotline

Maine Coalition Against Sexual Assault (MeCASA)

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

1-800-871-7741 (V)

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

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

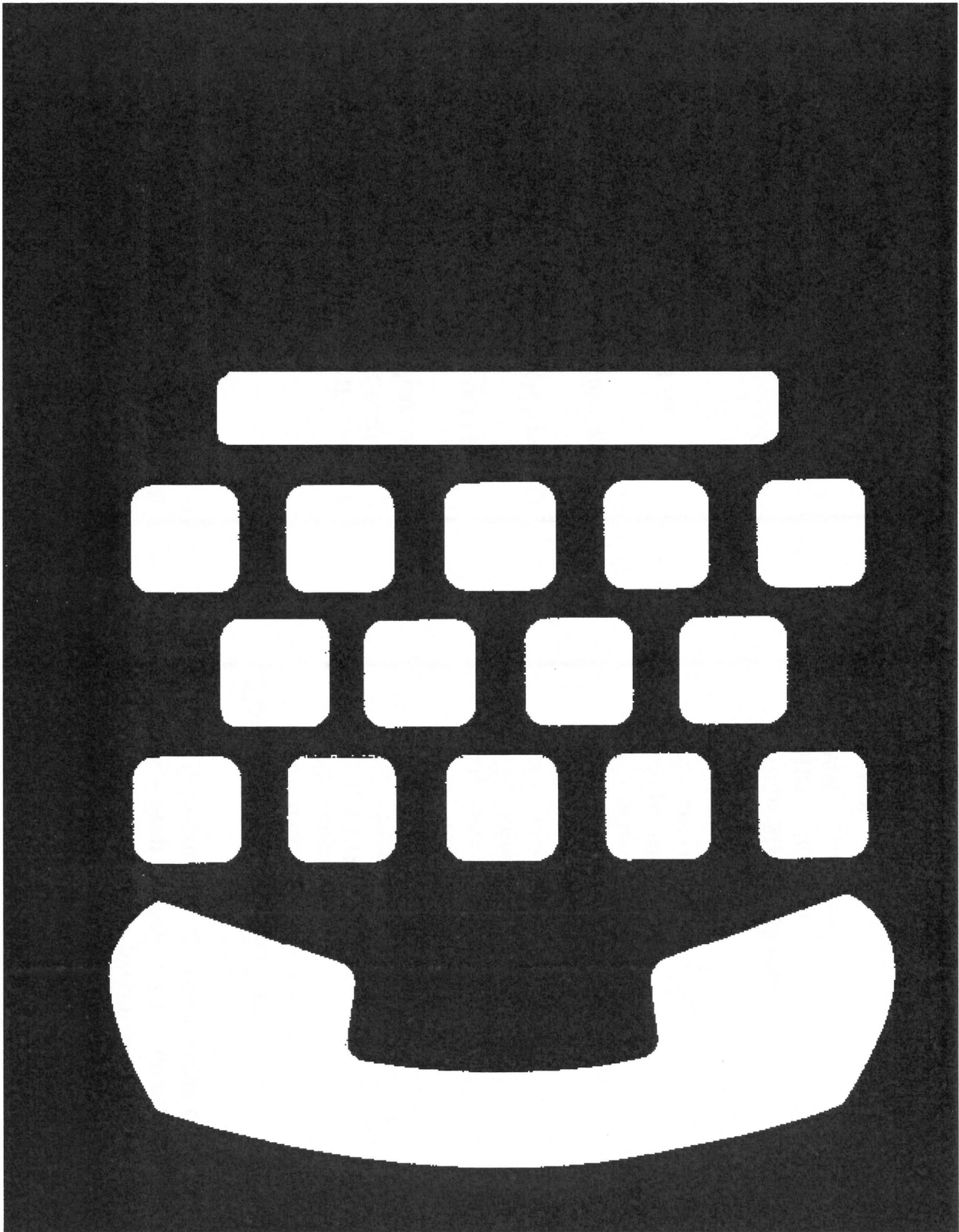
24-hour confidential crisis hotline

Support group for "survivors" and parents of abused children

Support and advocacy for "survivors" and their families

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

Referrals to therapists and other professionals.



TTY Do's & Don'ts

DO:

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

DON'T

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

TTY Abbreviations

Conversation Control:

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

Common Abbreviations:

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

“Deaf” Identification Cards

The Department of Labor/Bureau of Rehabilitation Services, **Division for the Deaf, Hard of Hearing & Late Deafened (DHHL)** provides “proof of deafness” identification cards, on a voluntary basis (only if you want one). These cards are wallet-sized, contain the seal of the state of Maine and are laminated (sealed in plastic). They are custom made (**for each person**) and contain:

Your name

Date of birth

Type of communication you need

Signature of the Director of the Division for the Deaf, Hard of Hearing & Late Deafened

The international symbol for hearing loss

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

I am a Hard-of-Hearing Person.	
I carry this card voluntarily.	HARD OF HEARING
Name: _____	
Date of Birth: _____	
The Division for the Deaf, Hard of Hearing & Late Deafened certifies that this person is hard of hearing.	
John Shattuck, Director	_____
Please read back of card.	Date

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

For Communication I need a Sign Language Interpreter	
For Emergency Interpreter Services Call: 	
Pine Tree Society	(207) 885-0536 (V/TTY)
Bangor Interpreting	(207) 862-2947 (V)
	(207) 862-4063 (TTY)
Certified Interpreting	(207) 798-7995 (V/TTY)
For nonemergency inquiries, please contact the Division for the Deaf, Hard of Hearing & Late Deafened at: 207-623-7958 (V) 1-888-755-0023 (TTY)	

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

Please complete the enclosed application and mail or fax it to the Division for the Deaf, Hard of Hearing & Late Deafened along with proof of hearing loss/deafness:

150 State House Station
Augusta, Maine 04333-0150
FAX: 287-5292

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

A copy of an audiogram signed by a licensed professional

A copy of a diploma from a School for the Deaf

A signature from a physician, otolaryngologist (ENT) or audiologist on the application form

Proof on file from inclusion in another program such as:

- The Telecommunications Equipment Program (TEP) from the Maine Center on Deafness (MCD)
- The Emergency Alert Notification System Program from MCD
- The 70% discount form used by TTY callers for their home TTYs
- Hearing Impaired Placard Program
- Hearing Ear Dog certification from DHHL

**Division for the Deaf, Hard of Hearing &
Late Deafened Identification Card Application:**

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

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

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

4. For communication I need: (check one)

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

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

6. Signature: _____ Date: _____

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

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

8. Email address (optional): _____

PROOF OF HEARING LOSS/DEAFNESS:

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

OR

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

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

Printed Name: _____

Address: _____

Mail to: Division for the Deaf, Hard of Hearing & Late Deafened, 150 State House Station, Augusta, ME 04333-0150 Or FAX: 287-5292

MAINE CENTER ON DEAFNESS

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

(800) 639-3884 V/TTY

(207) 797-7656 V/TTY

VP 24.97.54.30

FAX: (207) 797-9791

Email: emoran@mcdmaine.org

APPLICATION FORM Equipment Program (EP)

Name:		
Mailing Address:		
Street Address:		
City:	State:	Zip Code:
Tel #:		Date of Birth:
E-Mail:		
Other contact information:		
Live alone? Please circle answer: YES NO How many people in your household?		

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

- ☐ **I WISH TO APPLY FOR THE LENDING PROGRAM** (Equipment is provided as a long-term loan at no charge to qualifying applicants)
- ☐ **I WISH TO APPLY FOR THE COST SHARING PROGRAM** (Customer pays a portion of the cost of equipment based on a sliding fee scale, plus 5% sales tax, and then owns the equipment)
- ☐ **I PREFER NOT TO PROVIDE INCOME INFORMATION TO APPLY FOR THE LOAN OR COST-SHARE PROGRAM, BUT WOULD LIKE INFORMATION ON DISCOUNTED COSTS FOR THE EQUIPMENT I NEED.**

FOR MCD USE ONLY:

Entered in Database By: _____ Date: _____
Attached: ☐ Proof of Income \$ _____ Annual
☐ Doctor's Statement
☐ Complete Information (i.e.: Ph #; DOB; Address)
☐ Application Signed

Equipment: _____ Shipped on: _____
☐ Lending ☐ Cost-Share ☐ Direct Purchase

ENS Updates Complete: ☐ Yes By: _____ Date: _____

INCOME INFORMATION

PLEASE PROVIDE PROOF OF INCOME FOR ALL PEOPLE LIVING WITH YOU

(Bank statement W-2, current IRS tax return, check stub, SSI letter, or copy of SSI check, etc.)

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

Household gross (total) income is \$_____ per ☐ year / ☐ month / ☐ week (CHECK ONE)

NOTE: Your application cannot be processed until we receive proof of income for everyone in your home.

INFORMATION ON DISABILITY

(Please check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Deaf | <input type="checkbox"/> Mobility disability |
| <input type="checkbox"/> Hard-of-hearing, circle: Mild <u>Moderate</u> <u>Severe</u> | <input type="checkbox"/> Vision Disability |
| <input type="checkbox"/> Speech impaired | <input type="checkbox"/> Other: _____ |

Please check specific difficulties you have:

- | | |
|--|--|
| <input type="checkbox"/> Hearing other people on the phone | <input type="checkbox"/> Seeing the numbers/buttons on the telephone |
| <input type="checkbox"/> Hearing the phone ring | <input type="checkbox"/> Holding a telephone with your hands |
| <input type="checkbox"/> Speech disability (can't speak) | <input type="checkbox"/> Typing |
| <input type="checkbox"/> Speaking loud enough to be heard on telephone | <input type="checkbox"/> Walking/getting to the telephone |
| <input type="checkbox"/> Reading English | <input type="checkbox"/> Other: _____ |

TYPE OF PHONE/TTY EQUIPMENT REQUESTED

- | | |
|---|---|
| <input type="checkbox"/> Amplified phone | <input type="checkbox"/> Voice activated phone |
| <input type="checkbox"/> Signaler for phone | <input type="checkbox"/> Large key phone |
| <input type="checkbox"/> TTY | <input type="checkbox"/> Braille keys; amplified; and hear numbers dialed |
| <input type="checkbox"/> Signaler for TTY | <input type="checkbox"/> Have Caller ID now? Check if 'yes' |
| <input type="checkbox"/> Do you need Speakerphone? check if 'yes' | |

MAILING LISTS & TTY DIRECTORY

Would you like to be on mailing list for the Maine Center on Deafness? ☐ Yes / ☐ No

Would you like to be on mailing list for the Division of Deafness? ☐ Yes / ☐ No

TTY Users only: Do you want to be listed in the TTY Directory? ☐ Yes / ☐ No

WHEN YOU BORROW EQUIPMENT UNDER THE LENDING PROGRAM YOU MUST:

- ✓ Agree not to lease, sell, give away, or allow a lien or mortgage to be placed upon the equipment during the loan
- ✓ Agree to provide adequate insurance to cover loss against fire, theft, or other happenings.
- ✓ Agree to keep the equipment in good condition and avoid damage.
- ✓ Agree to inform Maine Center on Deafness if the equipment breaks down.
- ✓ Agree not to remove or permit another person to remove equipment from the state of Maine without written permission from the Maine Center on Deafness.
- ✓ Agree to keep monthly service plan current on all 1-way and 2-way pagers.
- ✓ Agree to return the equipment to the Maine Center on Deafness at its request.

By signing this application, I UNDERSTAND all information provided above is complete and true.

Applicant Signature: _____

Date: _____

RELEASE

I give Maine Center on Deafness permission to discuss this application and equipment needs with the following people: ☐ FAMILY ☐ CASE WORKER ☐ DOCTOR ☐ FRIEND

Name(s) and phone number(s) (please print): _____

DON'T FORGET TO INCLUDE:

- ☐ Proof of income (examples of proof: bank statement, W-2, income tax return form, check stub, SSDI)
- ☐ Doctor's note for proof of disability- this can be sent or faxed to us separately
- ☐ Your date of birth and signature on the application

PROOF OF DISABILITY – TO BE FILLED OUT BY DOCTOR / AUDIOLOGIST

PHYSICIAN, AUDIOLOGIST OR OTHER MEDICAL SPECIALIST

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

Name (please print): _____

Address: _____

Tel Number: _____

Fax: _____

Signature _____

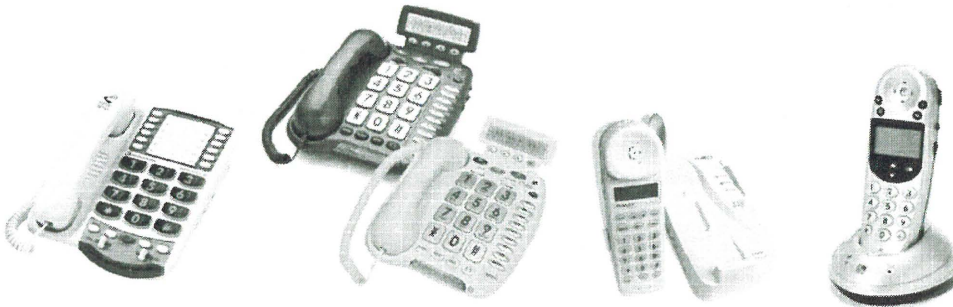
Date: _____

Note: A copy of a signed audiogram or a diploma from a school for the deaf or blind is acceptable in place of a doctor's signature **OR** a signed note from your doctor, audiologist or other medical provider can be faxed or mailed separately to the MCD office instead of obtaining a signature on this form.

Some Popular
Equipment Choices:

Please note!

It is impossible to show all the equipment options.
We will use the information you put on your
application to find just the right equipment for you.



Recommended for:

- Hard of Hearing
- Low Vision
- Normal mobility (corded)
- Limited mobility (cordless)

Amplified Phones offer up to 48 and 50 dB of amplification.

Amplification is both tone and volume adjustable. Phones feature large, back lit buttons, built in loud ringer and flasher, and memory dial. Some have built in speakerphone and Caller ID.

CapTel Phone

**Displays written, word-for-word captions of
everything the caller says.**

Includes 35dB of amplification

Built-in Caller ID



Recommended for:

- Very Hard of Hearing
- Those who speak well enough
to be understood over the
phone
- Late-Deafened

USB CapTel can be connected to a
computer to display larger captions

**Loud Phone Ringer
with Strobe**

Never miss
another phone call!



Recommended for:

- Hard of Hearing
- Those who cannot
hear the phone ring

Easily connects to
any telephone

Voice Activated Phones

Offer truly Hands-Free operation



Recommended for:

People who cannot use
hands to dial or hold a
phone, but can speak & hear

**Hearing Carry Over
(HCO) Phones**



Recommended for:

Those who can hear over
the phone but are unable
to speak or be clearly
understood on the phone

Traditional TTYs



Recommended for:

- Deaf
- Normal Vision
- Those who cannot speak or hear

MAINE CENTER ON DEAFNESS

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

(800) 639-3884 V/TTY (207) 797-7656 V/TTY VP 24.97.54.30 FAX: (207) 797-9791

Email: emoran@mcdmaine.org

APPLICATION FORM

Emergency Alert (ENS) Equipment Program

For Deaf/deaf, Hard of Hearing, Late Deafened

Name:		
Mailing Address:		
Street Address:		
City:	State:	Zip Code:
Tel #:		Date of Birth:
E-Mail: Home:		Mobile:
Other contact information:		
Live alone? Please circle answer: YES NO How many people in your household?		

DON'T NEED EQUIPMENT ??

If you want Emergency Alerts sent to equipment that you already own, please skip ahead to the 'Emergency Alert Menu' on page 3. Email based Emergency Alerts can be sent to One-way and Two-way pagers, and your home or work computer.

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

- ☐ **I WISH TO APPLY FOR THE LENDING PROGRAM** (Equipment is provided as a long-term loan at no charge to qualifying applicants)
- ☐ **I WISH TO APPLY FOR THE COST SHARING PROGRAM** (Customer pays a portion of the cost of equipment based on a sliding fee scale, plus 5% sales tax, and then owns the equipment)

FOR MCD USE ONLY:

Entered in Database By: _____ Date: _____
Attached: ☐ Proof of Income \$ _____ Annual
☐ Doctor's Statement
☐ Complete Information (i.e.: Ph #; DOB; Address)
☐ Application Signed

Equipment: _____ Shipped on: _____
☐ Lending ☐ Cost-Share ☐ Direct Purchase

ENS Updates Complete: ☐ Yes By: _____ Date: _____

HOUSEHOLD INCOME INFORMATION

PLEASE PROVIDE PROOF OF INCOME FOR ALL PEOPLE LIVING WITH YOU

(Bank statement W-2, current IRS tax return, check stub, SSI letter, or copy of SSI check, etc.)

How many people in your home? (include yourself) _____ Minor Children's ages: _____

Household gross (total) income is \$ _____ per ☐ year / ☐ month / ☐ week (CHECK ONE)

NOTE: We cannot process this application without proof of income for everyone in your home.

INFORMATION ON DISABILITY

☐ Deaf

☐ Hard-of-hearing

☐ Late Deafened

EMERGENCY NOTIFICATION SYSTEM

EQUIPMENT

Choose ONE of the following types of equipment you want to use to receive emergency alerts.

☐ **1-WAY PAGER** - Equipment that will allow me to receive text messages

☐ No cost for equipment, or monthly service



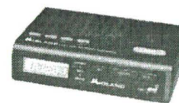
☐ **2-WAY PAGER** – **LIMITED AVAILABILITY!** - Equipment that will allow me to send & receive text messages

- ☐ Equipment available as 'Lending' or 'Cost Share'
- ☐ Client must be approved for monthly credit account and two-year service contract
- ☐ All service charges (monthly fee, insurance, downloads, etc.) to be paid by client, NOT by MCD!



☐ **Emergency Alert Radio** with flashing signaler and short text message display

Receives ONLY Weather Alerts!!



One-Way and Two-Way Pagers will receive emergency alerts from the Maine Emergency Management Agency (MEMA) and Emergency Alert System (EAS) for Maine.

EMERGENCY ALERTS MENU

Choose the alerts you want sent to your pager or home (or work) computer:

- ☐ National Weather Service (NWS)
 - ☐ Warning
 - ☐ Watch
 - ☐ Advisory
 - ☐ Spotter Statements
- ☐ Bureau of Health (public health issues)
- ☐ Department of Public Safety (examples: search/rescue, alert regarding "armed and dangerous" person)
- ☐ Department of Transportation (DoT-Highway, bridges, airports, ferries...)
- ☐ Maine Turnpike Authority (examples: turnpike closure, bridge closed, traffic delays related to accident or road work)
- ☐ Power Outages
- ☐ Your Local Town/City Alerts
- ☐ Your Local Town/City Power Outages

**Some alerts are statewide and some alerts can be distributed by county.
Which counties would like to receive alerts for?**

- | | | |
|---|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> ALL MAINE COUNTIES | <input type="checkbox"/> KENNEBEC | <input type="checkbox"/> SAGadahoc |
| <input type="checkbox"/> ANDROSCOGGIN | <input type="checkbox"/> KNOX | <input type="checkbox"/> SOMERSET |
| <input type="checkbox"/> AROOSTOOK | <input type="checkbox"/> LINCOLN | <input type="checkbox"/> WALDO |
| <input type="checkbox"/> CUMBERLAND | <input type="checkbox"/> OXFORD | <input type="checkbox"/> WASHINGTON |
| <input type="checkbox"/> FRANKLIN | <input type="checkbox"/> PENOBSCOT | <input type="checkbox"/> YORK |
| <input type="checkbox"/> HANCOCK | <input type="checkbox"/> PISCATAQUIS | |

ENS applicants: An individual whose family gross income is less than 135% (or such amount as amended by statute) will be eligible for a \$10/month reduction in monthly service charge. Eligible individuals will be identified to their service provider by name and pager address as a certified user. Note: MCD holds no Emergency Alert sending responsibility and cannot guarantee all emergency messages will be transmitted or received in a timely manner.

MAILING LISTS & TTY DIRECTORY

Would you like to be on mailing list for the Maine Center on Deafness? ☐ Yes / ☐ No

Would you like to be on mailing list for the Division of Deafness? ☐ Yes / ☐ No

TTY Users only: Do you want to be listed in the TTY Directory? ☐ Yes / ☐ No

WHEN YOU BORROW EQUIPMENT UNDER THE LENDING PROGRAM YOU MUST:

- ✓ Agree not to lease, sell, give away, or allow a lien or mortgage to be placed upon the equipment during the loan
- ✓ Agree to provide adequate insurance to cover loss against fire, theft, or other happenings.
- ✓ Agree to keep the equipment in good condition and avoid damage.
- ✓ Agree to inform Maine Center on Deafness if the equipment breaks down.
- ✓ Agree not to remove or permit another person to remove equipment from the state of Maine without written permission from the Maine Center on Deafness/Bureau of Rehabilitative Services.
- ✓ Agree to keep monthly service plan current on all 2-way pagers.
- ✓ Agree to return the equipment to the Maine Center on Deafness at its request.

By signing this application, I UNDERSTAND all information provided above is complete and true.

Applicant Signature: _____ Date: _____

RELEASE

I give Maine Center on Deafness permission to discuss this application and equipment needs with the following people: ☐ FAMILY ☐ CASE WORKER ☐ DOCTOR ☐ FRIEND

Name(s) and phone number(s) (please print): _____

DON'T FORGET TO INCLUDE:

- ☐ Proof of income (examples of proof: bank statement, W-2, income tax return form, check stub, SSDI)
- ☐ Doctor's note for proof of disability- with this application or faxed to us separately
- ☐ Your date of birth and signature on the application

PROOF OF DISABILITY – TO BE FILLED OUT BY DOCTOR / AUDIOLOGIST

PHYSICIAN, AUDIOLOGIST OR OTHER MEDICAL SPECIALIST

I, as a physician, audiologist, or other medical specialist certify that the applicant is D/deaf, Hard-of-Hearing or Late-Deafened.

Name (please print): _____

Address: _____

Tel Number: _____ Fax: _____

Signature _____ Date: _____

Note: A copy of a signed audiogram or a diploma from a school for the deaf or blind is acceptable in place of a doctor's signature **OR** a signed note from your doctor, audiologist or other medical provider can be faxed or mailed separately to the MCD office instead of you personally obtaining a signature on this form.

70% Discount for D/deaf/Hard of Hearing/Speech Impaired People

The Public Utilities Commission (PUC) provides a 70% rate reduction for long distance calls within the state of Maine (intrastate) for D/deaf, hard of hearing, or speech impaired persons who rely on TTYs or other specialized equipment for residential phone communications.

To qualify for the discount, the customer needs to fill out a form from the Maine Center on Deafness (MCD) and send it to the Division for the Deaf, Hard of Hearing & Late Deafened (DHHLD). The form states that, due to deafness or speech impairment, the customer must rely on a TTY for telephone communications and that the equipment is connected or acoustically coupled to the customer's telephone.

The discount is also available for community service agencies that serve D/deaf, hard of hearing, and/or speech impaired people and have a dedicated TTY line. Agencies applying for the discount need to contact the Division for the Deaf, Hard of Hearing & Late Deafened for more information. DHHLD certifies such agencies for the discount.

70% Discount for Maine Relay Users

The 70% discount applies to all calls made through the Maine Relay Service by TTY or non-TTY customers.

70% Discount for all Hearing People Who Have TTYs

All hearing people who have TTYs qualify for the 70% discount when calling to certified D/deaf, hard of hearing, and speech impaired TTY users. They must inform their telephone companies of the billed TTY calls during each billing period.

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

APPLICATION FOR 70% DISCOUNT IN-STATE TTY TOLL CALLS

1. Telephone Number

Telephone Number () -

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

Name (first/initial/last)

Street

City

State

Zip Code

2. Whose name is on the phone
bill?

Name (first/initial/last)

Billing address (if different from
above)

Street

City

State

Zip Code

3. Name of Phone Company

Name

Street

City

State

Zip Code

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

Manufacturer:

Model Number:

Serial Number:

Purchased/On loan from:

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

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

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

Signature

Date

Relationship

6. Proof of Hearing Loss/Deafness.

_____ Enclosed copy of signed audiogram

_____ Enclosed copy of Diploma from a School for the Deaf

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

_____ Telecommunications Equipment Program at MCD

_____ Deaf/Hard of Hearing ID Card from the Division for the Deaf, Hard of Hearing & Late Deafened

_____ Hearing Impaired Placard Program

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

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

Date: _____ **Telephone Number** _____

Signature: _____

Print Name: _____

Address: _____

7. Please return this form to:

**Bureau of Rehabilitation Services
Division for the Deaf, Hard of Hearing & Late Deafened
150 State House Station
Augusta, ME 04333-0150
Fax: 287-5292**

Do Not Fill In Below This Line – for Division for the Deaf, Hard of Hearing & Late Deafened use

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

John Shattuck, Director, Division for the Deaf, Hard of Hearing & Late Deafened

Signature: _____

Date: _____

TTY DIRECTORY

A directory of all reported TTY-accessible telephone numbers in Maine.

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

TTY Directory Update
Maine Center on Deafness
68 Bishop Street, Suite #3
Portland, ME 04103-2616
Tel: 797-7656 (in Portland)
1-800-639-3884 (outside of Portland)
774-7777 (VP)
866-347-0275 (VP)
Fax: 797-9791
Email: emoran@mcdmaine.org

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

Please circle: New / Change / Correction

Please circle (change of): Name / Address / Phone Number / Fax Number / E-mail Address /
Video Phone IP address

NAME: _____

ADDRESS: _____

CITY/TOWN: _____

STATE: _____ ZIP: _____

TTY NUMBER: _____

FAX NUMBER: _____

E-MAIL ADDRESS: _____

VIDEO PHONE ADDRESS: _____

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

Thank you!

STATEWIDE SERVICES FOR DEAF AND HARD-OF-HEARING PEOPLE

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

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

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

TTY, TT, TDD are common acronyms for devices used by deaf and hard of hearing people for typing conversations. This publication uses T. The abbreviation V presents a standard voice phone. [Last update: April 3, 2009; MW]

State Coordinators for the Deaf

2/18/09

ALABAMA

334-613-2249 V
334-233-8269 CELL
800-499-1816 TTY
334-613-3444 FAX
334-613-2249 VP

Tammy Adams

State Coordinator of Deaf Services
Alabama Department of Rehabilitation Svcs
2129 East South Blvd.

Montgomery, AL 36111

tammy.adams@rehab.alabama.gov

Jim Carden

Assistant Commissioner f/t Deaf-Blind
Department of Rehabilitation Services
2129 East South Blvd.

Montgomery, AL 36116-0586

JCarden@rehab.state.al.us

205.290.4459 (V)

205- 879-2685 FAX

Diann Willis

Alabama Deaf-Blind Coordinator
236 Goodwin Crest Drive
Homewood, AL 35219

Diann.willis@rehab.alabama.gov

ALASKA

907-269-0737 V/TTY

Mahala Slone, MS, CRC

Vocational Rehabilitation Counselor II
Deaf and Hard of Hearing Specialist/SCD
Division of Vocational Rehabilitation
1251 Muldoon Road, Suite 101

Anchorage, AK 99504

mahala.slone@alaska.gov

ARIZONA

602-364-1799 V

602-364-2107 TTY

602-542- 3778 FAX

602-364-1799 VP

71.216.29.170 IP VP

Tina M. Manumaleuga

State Coordinator for the Deaf
Rehabilitation Services Administration
1789 W. Jefferson 2NW

Phoenix, AZ 85007

TManumaleuga@azdes.gov

ARKANSAS

501-324-9521 V/TTY

501-324-9579 FAX

David McDonald

Office of the Deaf & Hearing Impaired/

Supported Employment Administrator

Arkansas Rehabilitation Services

Arkansas School for the Deaf

2400 West Markham

Little Rock, AR 72204

DCMCDONALD@ars.state.ar.us**CALIFORNIA**

916-558-5759 V

916-558-5758 TTY

916-558-5757 FAX

916-448-3083 VP

99.147.107.106 IP VP

(877) 467-4877 ext. 10017 VRS Direct #

Tim Beatty, Staff Services Manager II

Independent Living and Assistive

Technology Section

Deaf & Hard of Hearing Services

CA Department of Rehabilitation

721 Capitol Mall

Sacramento, CA 95814

(916)558-5670 Voice

(916)558-5673 TTY

(916)558-5672 Fax

tbeatty@dor.ca.gov**COLORADO**

877-243-2823, then ask for (303) 866-3547

303-866-3984 TTY

303-866-3491 Fax

James D. Crowe

Program Supervisor I

Denver Metropolitan Rehabilitation Office

Colorado Div of Vocational Rehabilitation

2211 W Evans Ave, Bldg B

Denver, CO 80223

Jim.Crowe@state.co.us

303-866-5151 V

303-866 2120 TTY

Barbara Bryant

State Coordinator for the Deaf

Colorado Div of Vocational Rehabilitation

11990 Grant Street, Suite 201

Northglenn, CO 80233

Barbara.Bryant@state.co.us**CONNECTICUT**

860-424-4869 V

860-424-4839 TTY

860-424-4850 FAX

Kathleen K. Blewett,

Associate Consultant

Policy & Planning; Deaf/H of H Services

Bureau of Rehabilitation Services

25 Sigourney St., 11th Floor

Hartford, CT 06106-2055

kathleen.blewett@po.state.ct.us**DELAWARE** – not listed

302-761-8275 V

302-761-6611 FAX

Harriet Ann Litwin, M.Ed., CRC

Delaware of Vocational Rehabilitation

(ADDRESS?)

HarrietAnn.Litwin@state.de.us**DISTRICT OF COLUMBIA**

202-442-8597 V/TTY

202-442-8720 FAX

Deirdre. Burchette, State Coordinator

Rehabilitation Services Administration

810 First Street, NE, 9th Floor

Washington, DC 20002

Deirdre.Burchette@dc.gov**FLORIDA**

850-245-3413 TTY

850-245-3353 or 3350 V

850-245-3382 or 3366 Fax

850-245-3413 VP

207.156.40.34 IP VP

Cecil (Flex) Bradley, VR Administrator

Deaf & Hard of Hearing Services

Field Services Bureau

Division of Vocational Rehabilitation

Florida Department of Education

2002 Old St. Augustine Road, Building A

Tallahassee, Florida 32301-4862

Cecil.Bradley@vr.fldoe.org**GEORGIA**

770-909-2724 V

770-909-2730 TTY

770-909-2773 FAX

678-891-4900 Virtual FAX

14044866481 OJO VP

70.159.4.235 IP

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Director - VR Deaf Services Program

GA Department of Labor/Vocational

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1630 Phoenix Blvd, Room 238

College Park, GA 30349-5506

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Beckysills@sprint.backberry.net
770-909-2720 TTY
770-909-2766 FAX

Robert "Bob" Green

State Coordinator for Deaf-Blind
Georgia Department of Labor/Vocational
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1630 Phoenix Blvd
College Park, GA 30349
Robert.Green@dol.state.ga.us

HAWAII

808-692-7723 V/TTY
808-692-7727 FAX

Carol Young

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601 Kamokila Blvd., Room 515
Kapolei, HI 96707
cyoung@dhs.hawaii.gov

IDAHO

208-334-3390 V/TTY
208-324-3390 FAX

Sue Nelson-Cook

Deputy Chief of Field Services
Division of Vocational Rehabilitation
Len B. Jordan Building, Room 150
650 West State Street
PO Box 83720
Boise, ID 83720-0096
SCook@idvr.state.id.us

ILLINOIS

217-785-9304 V
866-264-2149 TTY
312-264-2149 VP
217-785-7798 FAX

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Division of Rehabilitation Services
Services for the Deaf and Hard of Hearing
400 W. Lawrence - P.O. Box 19724
Springfield, IL 62794-9429
Ingrid.Halvorsen@Illinois.gov

Robert Griffith

Coordinator for Hard of Hearing & Late
Deafened
Robert.Griffith@illinois.gov

INDIANA

317-232-1409 V
314-232-1427 TTY
317-232-6478 FAX

(317) 232-1427 VP
76.204.81.86 IP address

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Employment and Innovation Unit
Vocational Rehabilitation
Division of Disability & Rehab Services
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Indianapolis, IN 46204
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IOWA (not on listserv)

712-255-8871.

James Grover

Division Vocational Rehabilitation Services
2508 East 4th Street
Sioux City, Iowa 51101

KANSAS

785-368-8046 TTY
800-432-0698 V/TTY
785-368-7467 FAX
866-588-1368 Sorenson VP

Rebecca Rosenthal, Executive Director
Kansas Commission for the Deaf & H o H
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Topeka, KS 66612
Rebecca.Rosenthal@srs.ks.gov

KENTUCKY

502-564-4440 ext. 263 V/TTY
502-564-4441 VP
502-564-1268 FAX

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JanisK.Friend@ky.gov

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502-564-4444 VP
502-564-1268 FAX

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502-564-4440 ext.265 V/TTY
502-564-4442 VP
502-564-6742 FAX

Lori Bishop, Coordinator
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Office of Vocational Rehabilitation

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Frankfort, KY 40601
LoriT.Bishop@ky.gov

LOUISIANA

866- 602-6831 V
866- 602-6831 VP
159.39.3.111 VP IP
225-219-2391 TTY
225-219-2949 FAX

Chris Watson

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Louisiana Rehabilitation Services
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225-219-2996 V/VP

225-219-2949 FAX

1-800-256-1523

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MAINE

207-623-7957 V

1-888-755-0023 TTY (Toll Free)

207-287-5292 FAX

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Bureau of Rehabilitation Services
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John.G.Shattuck@Maine.Gov

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508-754-1757 Ext. 232 V

508-799-7576 FAX

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Neil.McNeil@mrc.state.ma.us
617-471-1600 Ext. 315 V

617-471-5059 TTY

617-770-1893 FAX

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Massachusetts Rehabilitation Commission
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617-626-7497 V

617-626-7626 TTY

617-626-7685 FAX

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MICHIGAN

517-373-4056 V

800-605-6722 V

888-605-6722 TTY

517-373-4479 FAX

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Rehabilitation Services
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MINNESOTA

651-259-7362 V

651-296-9141 TTY

651-297-5159 FAX

216.160.0.132 VP

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Rehabilitation Program Specialist III
State Coordinator for Services to Persons

Who are Deaf or Hard of Hearings
Department of Employment and Economic
Development / Rehabilitation Services
Vocational Rehabilitation Program
1st National Bank Building
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St. Paul, MN 55101-1351
rubin.latz@state.mn.us
612-520-3518 V
Alan Parnes, M.S., CRC
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Economic Development
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MISSISSIPPI

601-853-5310 V/TTY
601-853-5325 FAX
Denee Smith
MDRS State Coordinator Deaf Services
Vocational Rehabilitation Services
PO Box 1698
Jackson, MS 39215
Denee.Smith@mdrs.state.ms.us

MISSOURI

573-751-3251 V
573-751-0881 TTY
Scott Mantooth
Division of Vocational Rehabilitation
3024 Dupont Circle
Jefferson City, MO 65109
scott.mantooth@vr.dese.state.mo.gov

MONTANA

(406) 454-6060 V/TTY
(406) 454-6060 Direct Video Line
(866) 765-6166 (Video Line via Interpreter)
Robert (Bob) Ellesch
Program Manager of Deaf/HH Services
201 1st Street So Ste 2
Great Falls, MT 59405
REllesch@MT.GOV

NEBRASKA

(402) 471-6320 V
877-637-3422 (TOLL-FREE)
(402) 471-0788 FAX
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301 Centennial Mall South – 6th Floor
Lincoln, ND 68509-4987
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NEVADA - not listed

NEW HAMPSHIRE

603-271-3471 V/TTY
603-271-7095 FAX
603) 271-1483 VP
199.192.2.100 IP VP
866-337-4436 (Sorenson VP)
800-973-5416 VRS
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Department of Education
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609- 292-9339 V
609-341-3000 TTY
609- 292-8347 FAX
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Div of Vocational Rehabilitation Services
NJ Department of Labor
135 East State St. – 3rd Floor
P.O. Box 398
Trenton, NJ 08625-0398
Nancy.Yarosh@dol.state.nj.us

NEW MEXICO

505-232-8701 V/TTY
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NEW YORK

866-923-9359 directVP/VRS
518-486-3773 TTY
149.10.193.118 IP
518-454-5652 V
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Vocational and Educational Services for
Individuals with Disabilities
State Education Dept

One Commerce Plaza, Room 1601
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DSteele@mail.nysed.gov
518-474-8078 V
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Debra Lomma

VR Counselor/Deafness Coordinator
NYS Office of Children and Families
NYS Commission for the Blind and Visually
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NORTH CAROLINA

919-855-3585 V
919-733-9700 TTY
919-715-9646 FAX

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Deidre L. Dockery, SCDB

N.C. Dept of Health & Human Services
Division of Services for the Blind
309 Ashe Avenue
Raleigh, NC 27606
Deidre.Dockery@ncmail.net

919-733-9700 V/TTY
919-715-8771 FAX

Jan Fesperman,

Supervisor, Deaf-Blind Program
Chief Rehabilitation Programs and Facilities
2601 Mail Service Center
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NORTH DAKOTA - not listed

OHIO

800-282-4536 V/TTY
614-781-8791 FAX

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Ohio Rehabilitation Services Commission
400 East Campus View Blvd. WA2
Columbus, Ohio 43235-4604
Grace.Grabler@rsc.state.ohio.us

OKLAHOMA

405-522-7932 V/TTY

David Rushton

Program Field Representative
Department of Rehabilitation Services
Services to the Deaf and Hard of Hearing
2401 N.W. 23rd Street (suite 65)
Oklahoma City, OK 73107
drushton@drs.state.ok.us
405-522-7935 V
405-522-5194 TTY
405-522-7948 FAX
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Department of Rehabilitation Services
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Oklahoma City, Ok 73107
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OREGON

503-945-6255 V
1-866-801-0130 TTY
503-947-5010 FAX

Sheila R. Hoover

State of Oregon DHS
Office of Vocational Rehabilitation Services
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Salem, OR 97301
Sheila.R.Hoover@state.or.us

PENNSYLVANIA

717-772-1659 VP
74.95.169.115 IP VP
717-772-1659 V
717-783-5221 FAX

Craig Schield

Vocational Rehabilitation Specialist
Bureau Vocational Rehabilitation
Services – Central Office
Pennsylvania Dept of Labor & Industry
1521 North Sixth Street
Harrisburg, PA 17102
cschield@state.pa.us
www.dli.state.pa.us

PUERTO RICO - not listed

RHODE ISLAND

401-421-7005 X 373 V
401-421-7016 TTY

Kathleen "Kat" Burrell

State of RI & Providence Plantations
Department of Human Services
Office of Rehabilitation Services
40 Fountain Street

Providence, RI 02903

kburrell@ors.ri.gov

SOUTH CAROLINA

803-896-6666 V

803-896-6667 TTY

Antona "Toni" G. Wilson

SC Vocational Rehabilitation Department

1410 Boston Avenue, P.O. Box 15

West Columbia, SC 29171-0015

AWilson@scvrd.state.sc.us

(803) 898-8775 V

(803) 898-8867 FAX

Jerry Francis

Director of Deafblind Services

South Carolina Commission f/t Blind

P.O. Box 79

1430 Confederate Avenue

Columbia, SC 29202-0079

jfrancis@sccb.sc.gov

SOUTH DAKOTA

605-773-3195 V

605-773-4547 Voice/TTY

Janet Ball

Division of Rehab Services - Deaf Services

Hillsview Properties Plaza

3800 E Highway 34

c/o 500 E Capitol

Pierre, SD 57501

janet.ball@state.sd.us

TENNESSEE

615-313-4918 V

1-800-270-1349 TTY

615-532-4685 FAX

Thom Roberts, Executive Director

TN Council for the Deaf & Hard of Hearing

400 Deaderick Street, 14th Floor

Nashville, TN 37243-6000

Thom.Roberts@state.tn.us

615-313-6601 TTY

615-313-4917 V

Deaf-Blind Coordinator

Services for the Blind and Visually Impaired

Rehabilitation Services

400 Deadrick Street, 14th Floor

Nashville, TN 37243-6200

TEXAS

512-424-4120 V/TTY

512-424-4982 FAX

Jamie Jones

DARS - Division for Rehabilitation Services

4900 North Lamar Blvd.

Austin, TX 78751

Jamie.jones@dars.state.tx.us

512-424-4176 V/TTY

Angela Feltner, SCD/SCHH Services

DARS-Division for Rehabilitation Services

4900 North Lamar Blvd.

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512-377-0575 V/TTY

512-377-0685 FAX

Randy Feille

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Department of Assistive and Rehabilitative

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Austin, TX 78756

randy.feille@dars.state.tx.us

512-424-4210 V

512-424-4217 FAX

Laura R. York

Rehabilitation Staff Training Manager

Division for Rehabilitation Services

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UTAH

866-572-9432 V

i801.263.4884 (VP)

Scot Ferre, VR Counselor

Sanderson Community Center for the Deaf

5709 S., 1500 W.

Taylorsville, UT 84123 .

sferre@utah.gov

VERMONT

802-863-7505 V/Video Phone

802-863-7523 TTY

802-863-7515 FAX

Bill Hudson, Senior Rehab Counselor,

Deaf/Hard of Hearing Services

Voc Rehab Vermont

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bill.hudson@ahs.state.vt.us

VIRGINIA

804-662-7614 V or 800-552-5019

804-652-7708 (CELL)

804-662-9040 TTY or 800-464-9950

804-662-9140 FAX

Mary Nunnally, Program Coordinator

Deaf & Hard of Hearing Services

VA Department of Rehabilitation Services

8004 Franklin Farms Drive

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Mary.Nunnally@drs.virginia.gov
804-371-3140 V/TTY
804-371-3351 Fax
Bob Burton, Deputy Commissioner
Deaf Blind State Coordinator
Virginia Dept. for the Blind & Vision Impaired
397 Azalea Avenue
Richmond, VA 23227-3697
Bob.Burton@dbvi.virginia.gov

VIRGIN ISLANDS

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340-773-3641 FAX
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Assistant Administrator
Disabilities & Rehabilitation Services
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St. Croix, VI 00820
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CHECKLIST OF APPROPRIATE SERVICES TO PERSONS WHO RELY ON VISUAL CUES (DEAF, HARD OF HEARING, NONVERBAL)

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

Many accommodations are low-cost, free, or reimbursable under MaineCare. Provider agencies and state services are required to provide EQUAL ACCESS to programs, and EFFECTIVE COMMUNICATION so that deaf and hard of hearing, and other nonverbal clients receive an EQUAL BENEFIT from the services offered.

BUILDING ADAPTATIONS:

1. Visual and tactile alarms and alerts, such as:

- Fire alarms (flashing and/or bed vibrating)
- Doorbell flashers
- Door knock lights (for bedrooms and bathrooms)

Visual fire alarms are especially important to assure deaf persons an equal right to survive a fire. Those who do not currently respond to audible alarms independently may be classified by DHS as “nonambulatory”, requiring higher staffing ratios, or are inappropriately dependent on family members when they could function independently given the proper equipment.

2. Use of mirrors and open space in building layout and décor. As deaf people need to see to communicate and be aware of environmental cues, strategic use of mirrors can aid in avoiding collisions around corners, food burning on the stove, and unpleasant surprises of people “sneaking up” from behind. Open spaces, such as kitchens opening on to dining areas, or dining/living room combinations aid in communication and inclusion in activities.

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

4. Closed captioning on TV. Any TV with a screen larger than a 13” and manufactured after 1993 has built in closed captioning. Staff needs 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** that includes using visual communication AT ALL TIMES in the presence of nonverbal consumers. Be as specific as possible, acknowledging individual needs and preferences. Avoid blanket statements such as “We will use the language the consumer prefers” or “We will use Total Communication.” Define terms such as Total Communication (often used to mean Simultaneous Communication – talking and signing at the same time).

2. Request a **language and/or communication assessment**, which becomes part of the client’s service plan. Depending on the client’s communication style, the assessment should include input from a speech-language pathologist AND from someone able to assess the person’s signing or gesturing skills (a fluent signer, such as a deaf person or a hearing person trained to assess sign language). Contact the Maine Center on Deafness at 797-7656, 1-800-639-3884 Voice/TTY or Romy Spitz, Ph.D., Technical Consultant on Deafness, 175 Lancaster Street, Portland, ME, 1-866-241-8684 (TTY); 822-0295 (FAX); USM 780-5933 (TTY). E-mail: romyspitz@maine.gov

3. Offer the opportunity for **Sign Language or Visual Gestural Therapy** in individual service plans, to compensate for lack of exposure and opportunity to learn sign.

4. Require **staff training** on an ongoing basis, on techniques for effective communication with hard-of-hearing people, and to achieve proficiency in American Sign Language. This is important to provide a language-rich environment to clients from which they can learn and to assure they will be understood when they sign something to staff.

5. Staff **recruitment efforts**, such as advertisements and application forms, **should address signing ability**. Every effort should be made to include Deaf or sign language-fluent hearing people in the interview process to evaluate signing skills.

6. Use professional, **qualified sign language interpreters** to facilitate communication at meetings, trainings, to explain program changes, etc. Educate and inform psychiatrists, doctors, dentists and other service providers that they are required under the ADA to provide accommodations for effective communication, and that the cost is reimbursed by MaineCare. Know where to obtain interpreter services and the payment mechanism involved.

PERSONAL ASSISTIVE DEVICES:

1. Wake up devices, **such as alarm clock connected to a light or a bed vibrator.**
2. **TTY**, also referred to as TDD or TT, available **on site and in the agency main office**, to receive incoming TTY calls as well as place outgoing calls, with staff trained and comfortable in its use. Support should also be provided to the family/guardian in obtaining a TTY as well. TTYs are available to deaf and hard-of-hearing individuals (FREE loan for low income; half price for others) from the Maine Center on Deafness Telecommunications Equipment Program. Call 1-800-639-3884 (outside the Portland calling area) or 797-7656 (greater Portland area) for application forms. Both numbers are Voice and TTY.
3. Consider use of a **FAX** machine if the individual cannot possibly read or write well enough for communication over the TTY. Most likely the agency, parents, friends or other support people have access to a FAX machines. Photos, drawings, and picture-word communications can be faxed back and forth to pre-programmed numbers to maintain connections and build independence. FAX machines are 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 Immigrant and Multi-Cultural Services within the Department of Health and Human Services can provide information on where to obtain equipment and services, and is available for consultation to agencies, caseworkers, and family members.

*In Augusta:
(207) 287-4272 (V)
1-866-241-8639 (Toll free TTY)
287-1022 FAX*

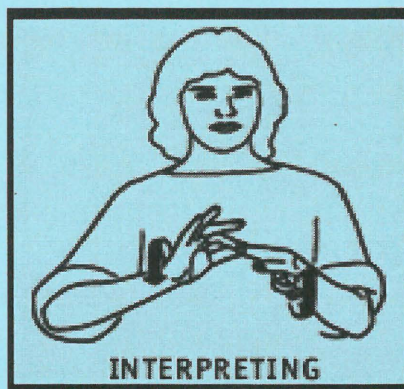
A few companies selling adaptive equipment – call for a catalogue and information (not an endorsement)

<i>Harris Communications</i>	<i>1-800-825-6758 V</i>	<i>1-800-825-9187 TTY</i>	<i>www.harriscomm.com</i>
<i>Hartling Communications</i>	<i>1-800-475-3183 V</i>	<i>1-800-672-9455 TTY</i>	<i>www.hartling.com</i>
<i>Hear More</i>	<i>1-800-881-4327 V</i>	<i>1-800-281-3555 TTY</i>	<i>www.hearmore.com</i>
<i>HITEC</i>	<i>1-800-288-8303 V</i>		
<i>Weibrecht Communications</i>	<i>1-800-233-9130 V/TTY</i>		<i>www.weitbrecht.com</i>

MAINE LEGAL INFORMATION

SIGN LANGUAGE INTERPRETERS *MUST* BE LICENSED

32 § 1525. License required: As of June 30, 2000, individuals who are compensated for providing interpreting services for deaf and hard of hearing people must be licensed with the Department of Professional and Financial Regulation, Office of Licensing and Registration (OLR).



Licensed interpreters are issued a wallet sized identification card. It is good practice to document the identifying number on paperwork related to the interpreted encounter.

All licensed interpreters shall make available to the consumer and hiring party the OLR's Disclosure form that includes photo, signature, current licenses and training.

LIMITED LICENSING REQUIREMENTS

Interpreters must provide to the Office of Licensing and Registration proof that they have attained:

1. 18 years of age.
2. A high school diploma or equivalent.
3. A sworn, signed statement that the applicant has read, understands, and agrees to abide by the Code of Ethics of the Registry of Interpreters for the Deaf, Inc.
4. 100 hours of training, by an approved body, in American Sign Language (ASL), or a letter attesting the ASL skill is equal to 100 + hours of instruction.
5. 100 hours of training in the interpreting process, Deaf Culture and ethics within the past five years.

LICENSING REQUIREMENTS

(Advanced level of Interpreting)

Numbers 1, 2 and 3 above **AND:**

Provide documented proof of certification by the Registry of Interpreters for the Deaf, Inc., or, documented proof of a minimum certification level of 4 from the National Association of the Deaf, Inc.

DEFINITIONS

Interpreting, simply stated, is receiving a message in one language and delivering it in another. Interpreting is a complex process that requires a high degree of linguistic, cognitive and technical skills.

Deaf people are those people whose sense of hearing is nonfunctional for the purpose of communication and whose primary means of communication is visual or tactile.

Hard of Hearing are those people who have a functional hearing loss, who may or may not primarily use visual and tactile communication and who may or may not use assistive listening devices.

For a list of Licensed & Limited Licensed Interpreters, and/or information on licensing fees and how to apply for licensing as an interpreter for deaf and hard-of-hearing people, contact the:

Office of Licensing and Registration

#35 State House Station
Augusta, ME 04333-0035

Voice: (207) 624-8603

TTY: (207) 1-888-577-6690

Anne Head

Telephone: (207) 624-8633 or E-mail: Anne.L.Head@maine.gov

or

Marlene McFadden

Telephone: (207) 624-8624 or E-mail: marlene.m.mcfadden@maine.gov

LEGAL INFORMATION

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

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

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

- (a) A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.
- (b) (1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity conducted by a public entity.
- (2) In determining what type of auxiliary aid and service is necessary, a public entity shall give primary consideration to the requests of the individual with disabilities. 28 C.F.R. 35.160.

Auxiliary Aids and Services

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

Qualified interpreters, notetakers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making orally delivered materials available to individuals with hearing impairments...and...other similar services and actions. 28 C.F.R 35.104.

The appropriate auxiliary aid or service depends on the context of the communication and the needs of the individual with disabilities. The primary consideration in choosing an aid or service is to determine whether or not it can provide individuals with hearing impairments an opportunity to participate effectively in the local government's program or service. For example, some deaf people may need a sign language interpreter to follow the proceedings conducted at a city council meeting or in a courtroom. Other people with hearing impairments do not use sign language. They may need computer-assisted transcription, which can display instantaneous transcripts of the proceedings on a screen, or an assistive listening system (e.g. a loop system or an FM or infrared amplification system) in order to understand and participate. If the proceeding is broadcast on television, captioning may be the most appropriate way to give access to deaf viewers.

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

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

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

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

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

Telephone Services

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

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

Public entities may, to some degree, rely upon relay services to meet this requirement. If there is not yet a functional relay system in the area, then the city should have at least one TTY, separate from the 911 emergency service, through which deaf citizens can call to reach city services and get information about city programs and activities. For example if a deaf person needs to contact the voter registration office, the city TTY-information line should be able to facilitate the communication between the deaf individual and that office.

The analysis to the Department of Justice rules on the issue of telephone access further explains that even where relay systems exist, city halls and other entities that have extensive telephone contact with the public should have TTYs on site to insure direct immediate access for TTY users. Indeed, many public entities will find that they need TTYs in a variety of different agencies to meet the needs of deaf citizens.

Emergency Telephone Services

The ADA requires emergency telephone services, such as fire, ambulance, and police emergency telephone services, to provide direct TTY access to those services:

Telephone emergency services, including 911 services, shall provide direct access to individuals who use TTYs and computer modems. 28 C.F.R 35.162.

Where 911 services are available to hearing individuals, a separate seven-digit TTY number is not considered a permissible substitute for TTY users. Although a local government may provide a separate seven-digit number, this must be in addition to the provision of direct TTY access to its 911 number, if the 911 number is available to voice telephone users.

Notice

Government agencies must disseminate information to applicants, participants, and other interested persons about their rights and protection under the ADA (28 C.F.R. 35.106). For example, they should routinely publicize the method that deaf persons can use to request necessary aids and services such as interpreters at city activities. TTY-accessible telephone numbers to governmental departments should be clearly identified in telephone directory listings, agency letterhead, and information disseminated about city, state or county services.

LEGAL INFORMATION

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

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

The doctor/health care provider must pay for the cost of an interpreter, even if the cost of the interpreter is more than the cost of your visit. The doctor/health care provider is expected to handle the cost of interpreters as normal business expense or as part of the overhead costs of operating a business.

If your doctor/health care provider tries to encourage you to bring in a signing family member or a friend as a way to "save costs", say no. Family members and friends cannot be expected to be neutral and sign everything they hear. They may be emotionally or personally involved with you and this may affect their interpreting. Using them as interpreters can also cause problems in maintaining your confidentiality as a patient.

LEGAL INFORMATION

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

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

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

“Auxiliary aids and services” expressly include qualified interpreter, transcription services, and written materials, as well as the provision of telecommunications devices for the deaf (known as TDDs or text telephones), telephone handset amplifiers, television decoders and telephones compatible with hearing aids. 28 C.F.R. 36.303 (b) (1).

When there is dispute between the health care provider and the deaf individual as to the appropriate auxiliary aid, the Justice Department strongly urges the doctor to consult with the deaf person about the effectiveness of a proposed auxiliary aid.

The Justice Department regulation defines a “qualified interpreter” as an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary. 28 C.F.R. 36.104.

For individuals who use sign language, interpreters are often needed to provide safe and effective medical treatment. Unless a doctor can communicate effective and accurately with a patient, there is a grave risk of not understanding the patient’s symptoms, misdiagnosing the patient’s problem, and prescribing inadequate or even harmful treatment. Similarly, patients may not understand medical instructions and warnings or prescription guidelines without the provision of an interpreter.

Typical examples of situations in which interpreters should be present are obtaining a medical history, obtaining informed consent and permission for treatment, explaining diagnosis, treatment and prognosis of an illness, conducting diagnosis, treatment and prognosis of an illness, conducting psychotherapy, communicating prior to and after major medical procedures, explaining medication, medical costs and insurance issues, and explaining patient care upon discharge from a medical facility.

The Justice Department warns that family members and friends may not be able to provide impartial or confidential interpreting, even if they are skilled sign language users:

In certain circumstances, notwithstanding that the family member or friend is able to interpret or is a certified interpreter, the family member or friend may not be qualified to render the necessary interpretation because of factors such as emotional involvement or considerations of confidentiality that may adversely affect the ability to interpret "effective, accurately, and impartially." 56 Fed. Reg. 35553 (July 26, 1991)

The doctor may not charge the patient for the cost of interpreter service or other auxiliary aid or service, either directly or by billing the patient's insurance carrier:

A public accommodation may not impose a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measure, such as the provision of auxiliary aids, barrier removal...and reasonable modifications...that are required to provide that individual or group with the nondiscriminatory treatment required by the Act or this part. 28 C.F.R 36.301 (c).

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

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

SECTION I GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

7/1/79

1.06 **COVERED AND NONCOVERED SERVICES (cont.)**

1.06-3 Interpreter Services

Eff. 7/1/04 The provider must ensure that MaineCare members are able to communicate effectively with the provider regarding their medical needs. MaineCare will reimburse providers for interpreters required for non-English and limited English speaking members and/or deaf/hard of hearing members, when these services are necessary to communicate effectively with the members regarding health needs. Interpreter services

Eff. 7/1/04 can only be covered in conjunction with another covered MaineCare service. Interpreter wait time is not covered.

Eff. 7/1/04 In situations where interpreters are required, family members or personal friends may not be used as paid interpreters. "Family" means any of the following: husband or wife, natural or adoptive parent, child, or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent or grandchild, spouse of grandparent or grandchild or any person sharing a common abode as part of a single family unit.

However, family members or friends, with the exception of minors, may be used as non-paid interpreters if: 1) requested by the member; and 2) the use of such a person would not compromise the effectiveness of services or violate the member's confidentiality; and 3) the member is advised that an interpreter is available at no charge to the member.

Eff. 7/1/04 If a paid interpreter is hired, the provider can select the interpreter. In addition, MaineCare will not reimburse for the interpreter transporting the member at the same time as billing for interpreter services. All interpreter services must be provided in accordance with the Americans with Disabilities Act.

Eff. 7/1/04 When a provider requests reimbursement for any interpreter services, a statement of verification regarding the interpreter qualifications including date, time of service, duration, language used, the name of the interpreter, and the cost of performing

Eff. 7/1/04 the services must be documented in the member record.

Providers are responsible for ensuring that interpreters protect patient confidentiality and adhere to an interpreter code of ethics. Providers shall document that interpreters have provided evidence of having read and signed a code of ethics for interpreters equivalent to the model included as Appendix #1. This shall be deemed as compliance with this requirement.

1.06 **COVERED AND NONCOVERED SERVICES (cont.)**

The following code is to be used for reimbursement for interpreters for both deaf/hard of hearing members, and for language interpreters required for non-English speaking members:

Eff. 7/1/04

T1013 Sign language or oral interpreter services per fifteen minutes, by report.

A. Interpreters for Deaf/Hard of Hearing Member

Providers of interpreter services must be licensed by the Maine Department of Professional and Financial Regulation as: Certified Interpreters/Translators, Certified Deaf Interpreters, Limited Interpreters/Translators, or as Limited Deaf Interpreters.

Eff. 7/1/04

Reimbursement for deaf MaineCare members who utilize non-standard signing is available for a relay interpreting team including a deaf interpreter, for whom signing is in his/her native language, working with a hearing interpreter. In such cases, MaineCare will pay for two interpreters.

Note: Any other codes for interpreter services for deaf/hard of hearing members currently listed in the specific service Sections of the MaineCare Benefits Manual are no longer valid.

B. Language Interpreters

Eff. 7/1/04

The provider may provide language interpreter services either through local resources, or through national language interpreter services such as the "Pacific Interpreters, AT&T Language Line," or comparable services. Wherever feasible, local and more cost effective interpreter resources are to be utilized first. Interpreter language lines are to be used as a last option and when more cost effective local resources are not available.

Eff. 7/1/04

In all cases, the provider must include in the billing document: date and time of the interpreter service, duration, language used, and the name of the interpreter. For language interpreters required for non-English speaking members, providers

Eff. 7/1/04

must use:

ZA7* Interpreter services provided via documented use of Pacific Interpreters, AT&T Language line, or equivalent telephone interpreting service, must be by report with copies of the invoice attached.

*Please Note: This code is subject to change and may be superseded by any appropriate code(s) released as part of the Health care Common Procedure Coding System (HCPCS).

1.06 COVERED AND NONCOVERED SERVICES (cont.)

C. Exceptions

Hospitals, private non-medical institutions, intermediate care facilities for people with mental retardation, and nursing facilities may not bill separately for either language or deaf/hard of hearing interpreter services. For hospitals, private non-medical institutions, ICFs-MR, and nursing facilities, these costs will be allowable and are included in the calculation of reimbursement.

1.06 COVERED AND NONCOVERED SERVICES (cont.)

When requesting reimbursement for any interpreter services, a statement of verification regarding the interpreter qualifications including date, time of service, and the cost of performing the service shall be documented in the member's record.

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

SECTION I GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

7/1/79

APPENDIX #1

CODE OF ETHICS FOR INTERPRETERS*

Eff. 7/1/04 The following principles of ethical behavior are affirmed to protect and guide interpreters and transliterators, both for non-English speaking, and for hearing and deaf members. Underlying these principles is the desire to insure for all the right to communicate.

This Code of Ethics applies to all interpreters and transliterators providing services to MaineCare members and reimbursed by MaineCare.

- ☐ Interpreters/translitterators shall keep all assignment-related information strictly confidential.
- ☐ Interpreters/translitterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
- ☐ Interpreters/translitterators shall not counsel, advise or interject personal opinions.
- ☐ Interpreters/translitterators shall accept assignments using discretion with regard to skill, setting, and the members involved.
- ☐ Interpreters/translitterators shall request compensation for services in a professional and judicious manner.
- ☐ Interpreters/translitterators shall function in a manner appropriate to the situation.
- ☐ Interpreters/translitterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
- ☐ Interpreters/translitterators shall strive to maintain high professional standards in compliance with the Code of Ethics.

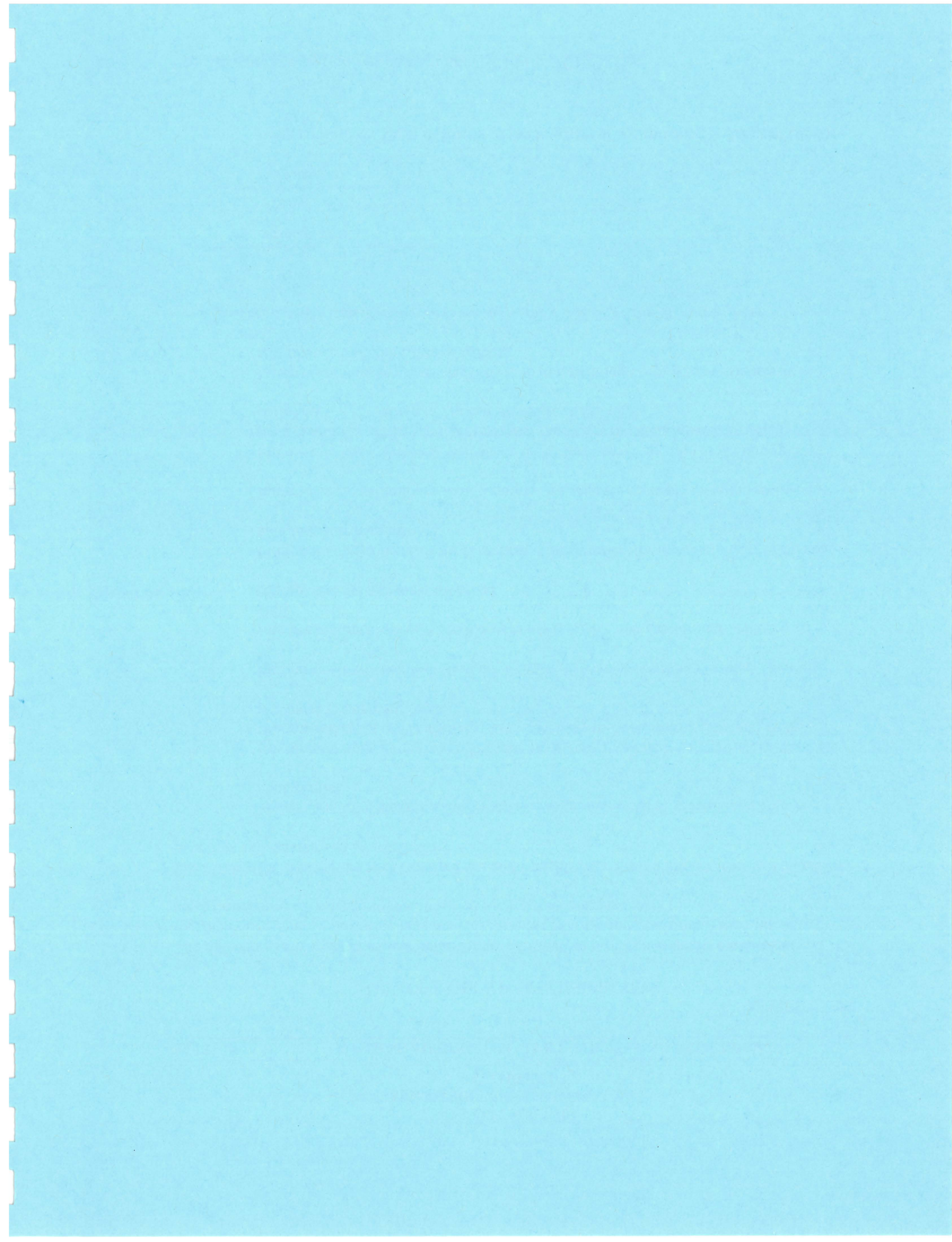
I have read, understand and agree to abide by the Code of Ethics as stated above.

printed name

written signature

date

* Adapted from the Code of Ethics of the Registry of Interpreters for the Deaf (RID).



MaineCare Benefits Change for Interpreter Costs

As of 9/15/03, MaineCare (formerly known as Medicaid) will now reimburse providers of MaineCare covered services to patients/clients who have MaineCare. Now the full cost of interpreting is covered by MaineCare to providers when hiring interpreters, both spoken language and sign language.

The medical services provider must document the qualifications of the interpreter, and have the interpreter sign a Code of Ethics for each interpreted encounter.

This increase in reimbursement removes the cost barrier for medical providers in making their services accessible to those with MaineCare.

Deaf/Hard-of-Hearing Tenants

Smoke Detectors Law

If you rent an apartment or rent a house you have a legal right to ask the landlord for FLASHING OR VIBRATING SMOKE ALARMS so you will know if there is a fire, even if you're asleep at night.

If the landlord does NOT do it in a reasonable time, you may buy and put in the right smoke alarm for you and deduct costs from your rent.

The landlord cannot charge you, evict you, or cause any problems for the cost of the alarms.

Maine State Law:

25 MRSA §2464 Smoke detectors

1. Definition. "Smoke detector" means a device that, when activated by the presence of smoke, provides an alarm suitable to warn the occupants within the individual dwelling unit in which it is attached and that has been listed for use by a nationally recognized independent testing laboratory.

[1997, c. 728, §27 (amd).]

8. Smoke alarms for persons with disabilities. Upon the request of a deaf or hard-of-hearing occupant, the owner of the dwelling unit shall provide an approved smoke alarm suitable to warn the occupant within the dwelling unit. If the owner does not provide a suitable smoke alarm, the occupant may purchase, install and maintain a suitable smoke detector, or arrange for proper installation and maintenance of a suitable smoke detector, and may deduct the actual costs from the rent for the dwelling unit. An occupant or tenant may not be charged, evicted or penalized in any way for failure to pay the actual cost deducted from the rent for the dwelling unit.

[1997, c. 95, §2 (new).]

GLOSSARY OF TERMS

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

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 communication with others;
- May or may not have taken steps to deal with their hearing loss, i.e., audio logical assessment, use of hearing aids or other technology.

Interpreting – receiving a message in one language and delivering it in another, a complex process that requires a high degree of linguistic, cognitive and technical skills.

Late Deafened – means persons who have severe to profound hearing impairment as defined by audiological measurement that occurred after the development of speech and language. These persons require visual cues to understand spoken words.

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

TTY – Telephone Typewriter. Also known as TDD: Telecommunications Device for the Deaf or TT: Text Telephone.

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

National Certification Definitions

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

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

Certification of Transliteration (CT) – Ability to convey a spoken message in English into manually coded English transliteration. Also has the ability to voice the signed English message into spoken English.

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

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**BUREAU OF REHABILITATION SERVICES
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