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## Resources: A Guide to Services for People Who are Deaf or Hard of Hearing, September 2007

Maine Department of Labor

Maine Bureau of Rehabilitation Services

Maine Division of Deafness

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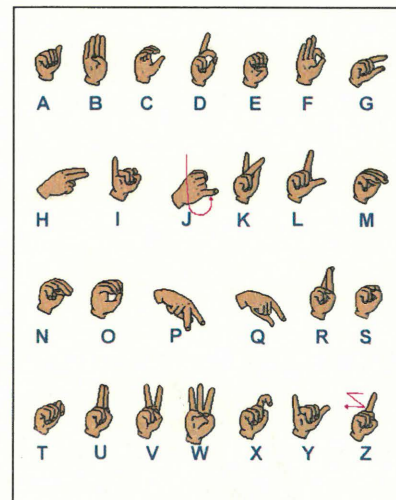
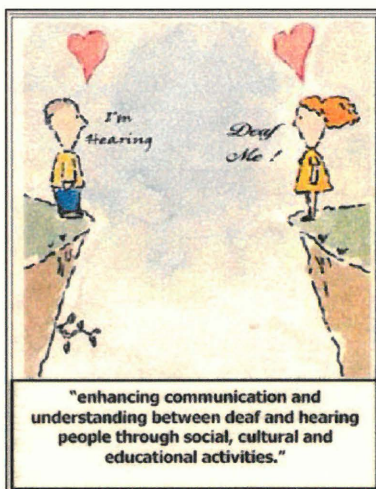
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**MAINE**  
DEPARTMENT OF  
**LABOR**  
*Rehabilitation Services*

# RESOURCES

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



[www.maine.gov/rehab/dod](http://www.maine.gov/rehab/dod)

September 2007



## ***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.

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

## ***What to Do If You Believe You Have Experienced Discrimination***

If you think that you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with 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.



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

JOHN ELIAS BALDACCI  
Governor

LAURA A. FORTMAN  
Commissioner

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

Issued September 2007

Augusta, Maine

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

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

**[www.maine.gov/rehab/dod](http://www.maine.gov/rehab/dod)**

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

Maine Department of Labor  
Division of Deafness  
150 State House Station  
Augusta, ME 04333-0150  
1-888-755-0023 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 of Deafness, 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](mailto:Nancy.A.Melanson@maine.gov).

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## **AGENCIES**

### **ALPHA ONE**

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

**Lisa Rouelle**  
**John Dunleavy**  
Alpha One Deaf Services  
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)  
alphaone.no-ip.org (VP)  
799-8346 (FAX)  
E-mail: [lrouelle@alphaonenow.org](mailto:lrouelle@alphaonenow.org)  
E-mail: [JDunleavy@alphaonenow.org](mailto:JDunleavy@alphaonenow.org)

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](mailto:aroostook@alphaonenow.org)

Web site: [www.alphaonenow.org](http://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 information, referral, and advocacy to seniors, 60 years of age and over.

**Aroostook Agency on Aging, Inc.**

P.O. Box 1288

33 Davis Street

**Presque Isle, ME 04769**

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

764-3396 (V/TTY)

764-6182 (FAX)

E-mail: [stevefarnham@aroostookaging.org](mailto: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](mailto:smaaa@smaaa.org)

**Central Maine Agency on Aging/Senior Spectrum**

P.O. Box 2589, One Weston Court

**Augusta, ME 04338-2589**

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

623-0809 (TTY)

1-800-639-1553 (V)

622-7857 (FAX)

E-mail: [spectrum@seniorspectrum.com](mailto:spectrum@seniorspectrum.com)

**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](http://www.seniorsplus.org)

**Eastern Agency on Aging**

450 Essex Street

**Bangor, ME 04401-3937**

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

941-2865 (V/TTY)

992-0150 (TTY)

941-2869 (FAX)

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

### **AUDIANT**

901 Boren Avenue, Suite 810

Seattle, WA 98104-3534

Tel.: 1-877-283-4368 (V)

206-838-7194 (V)

206-838-7195 (FAX)

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

Web site: [www.audientalliance.org/](http://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](mailto:info@audientalliance.org). Read about AUDIENT on the web at: [www.audientalliance.org](http://www.audientalliance.org).

The AUDIENT Program was designed for individuals whose income is above the government's established poverty levels, but still find it difficult to afford quality-hearing care. Offers reduced cost hearing aids from \$1,290 to \$1,500 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 \$24,500 for a family of 1; up to \$33,000 for a family of 2; up to \$41,100 for a family of 3.

### **Family Violence Assistance Project**

P.O. Box 304

Augusta, ME 04332-0304

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

623-7774 (FAX)

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

### **hear ME now!**

Yarmouth Hall

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

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

HEAR NOW, the 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 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**

**John Kustron**, State Chair of Speech & Hearing  
318 Webber Road  
North Waterboro, ME 04061

Tel: 247-3314 (V)

E-mail: [jfk@adelphia.net](mailto:jfk@adelphia.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/](mailto:info@mcdmaine.org)

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

797-7656 (V/TTY)

797-9791 (FAX)

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

Maine Center on Deafness (MCD) is a nonprofit community resource center that provides general information and referrals, D/deaf advocacy, consumer information, outreach services, support services and auxiliary aid information. MCD's focus is on linking the D/deaf population with existing community services. MCD works with the D/deaf population in any area in Maine where there may be a need and with service providers who wish to work with this group. MCD provides advocacy and promotes systemic change for Maine's D/deaf, hard-of-hearing, and late-deafened people, as well as provides education and awareness related to HIV/STD prevention, and offers social support groups for Maine's D/deaf, hard-of-hearing and nonverbal developmentally delayed and mentally ill residents. MCD also has an Equipment Program that offers free and reduced cost specialized telephone equipment, and provides trainings to businesses and residents on using the Maine Relay System.

### **Civil Rights Program**

**Amy Sneirson, Esq.**, Managing Attorney

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

**Beth Gallie, Esq.**, Attorney Advocate

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

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

### **HIV/AIDS, Substance Abuse and Health Services**

**Alyssa Gagnon**, Communications & Outreach Program Manager

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

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

## ***AGENCIES***

### **Visual Gestural Communication (VGC) Project**

**Darleen Winship**, Coordinator

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

This project provides 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 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**

**Darleen Winship**, Coordinator

E-mail: [PSG@mcdmaine.org](mailto:PSG@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/visual gestural environment. This group typically meets twice monthly at locations in Augusta, Bangor, Lewiston and Portland. Please call the Maine Center on Deafness (MCD) for more information or to be added to the monthly mailing regarding Peer Support Group.

### **MCD Equipment Program**

**Elissa Moran**, Equipment Program Manager

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

**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.

Low-income individuals (135% of poverty level) may receive up to \$10.00 off monthly service charges.

## **AGENCIES**

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

To apply for the Telecommunications Equipment Cost Share or Loan, contact MCD.

### **Communication and Outreach**

**Alyssa Gagnon**, Communications & Outreach Program Manager

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

MCD's 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. A key promotion of unique services is 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. Exhibits are provided for conferences, trade shows and other public meetings.

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

MCD also offers a monthly newsletter publication. Contact MCD to add your name to the mailing list or read the electronic copy on our web site, [www.mcdmaine.org](http://www.mcdmaine.org).

### **TTY and Voice Extensions for MCD Staff:**

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

24.97.54.28 (VP)

797-9791 (FAX)

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

	<b>TTY</b>	<b>Voice</b>		<b>TTY</b>	<b>Voice</b>
Front Office	300	100	Beth Gallie, Civil Rights Attorney	306	106
Darleen Winship 24.97.54.28 VP	300		Advocate		
Executive Director	310	110	Amy Sneirson, Civil Rights	307	107
			Managing Attorney		
Alyssa Gagnon, Communication & Outreach Program Manager	309	109	Elissa Moran, Equipment Program	301	101
			Manager 24.97.54.30 VP		



## ***AGENCIES***

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.

**Maine CITE Coordinating Center**

University of Maine System - University College

46 University Drive

Augusta, ME 04330

Tel: 621-3482 (TTY)

621-3195 (V)

621-3193 (FAX)

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

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

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

**Maine State Grange, Deaf Activities**

146 State Street

Augusta, ME 04330

Tel: 623-3421 (V), 623-2928 (FAX)

E-mail: [mestgrange@wmconnect.com](mailto:mestgrange@wmconnect.com) & Web site: [www.mainestategrange.org](http://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.

## ***AGENCIES***

### **Maine Handicapped Skiing - Sunday River Ski Resort**

8 Sundance Lane

Newry, ME 04261-3228

Tel: 824-2440 (TTY/V)

1-800-639-7770 (V)

824-0453 (FAX)

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

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

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

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

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

Administered by:

Adaptive Environment Center

374 Congress Street, Suite 301

Boston, MA 02110

**Oce Harrison**, Project Director

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

(617) 482-8099 (FAX)

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

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

### **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](mailto:info@tecmaine.org)

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

The Technical Exploration Center (TEC) is a community outreach program of Husson College. The TEC is an assistive technology program that lends equipment and provides evaluation, resource materials, technical assistance, and training related to assistive technology.

## ***AGENCIES***

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.

### **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](http://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 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](mailto:info@warrencenter.org)

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



## ***AGENCIES***

**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.

**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 hearing aids 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 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](mailto: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*****Very Special Arts Maine - Arts for All**

P.O. Box 4002

Portland, ME 04101

Tel: 761-3861 (V/TTY)

761-4740 (FAX)

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

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

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

## ***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](http://www.captionedmedia.org).

### **Closed Caption Maker**

#### **Walter Gallant**

822 Guilford Avenue, Box 148

Baltimore, MD 21202

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

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

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

### **Custom Captions**

#### **Alice Durrant**

350 East Center Street, #201

Provo, UT 84604

Tel: (801) 370-9878 (V)

(801) 370-9004 (FAX)

E-mail: [customcaptions@qwest.net](mailto:customcaptions@qwest.net)

Web site: [www.customcaptions.net/](http://www.customcaptions.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](mailto:info@videops.com)

Web site: [www.videops.com](http://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: [maine04021@msn.com](mailto:maine04021@msn.com)

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

#### **Jennifer M. Rodrigues**

P.O. Box 20278

Castro Valley, CA 94546

(510) 888-9825 (V)

(866) 464-2278 (Toll Free V)

(510) 885-1070 (FAX)

E-mail: [Jenniferrod@compuserve.com](mailto:Jenniferrod@compuserve.com)

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

#### **Dayette J. Zampolin, RMR, CRR**

P.O. Box 608

Downsville, NY 13755

(607) 363-7808 (V)

E-mail: [Cartandcaption@Captionears.com](mailto:Cartandcaption@Captionears.com)

Web site: [www.Captionears.com](http://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.

## ***CAPTIONING, CART SERVICES & C-PRINT***

### **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](mailto:act@maine.rr.com)



## ***CHILDREN'S HEARING AIDS & AUDITORY TRAINERS\****

### **Dorothy Ames Trust Fund**

Trust Client Services

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

66 South Pearl Street, 4th Floor

P.O. Box 22042

Albany, NY 12201

**Edward DeLuccia**, Assistant Vice President

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

(518) 257-9670 (FAX)

Through grants, assists deaf children in New England to purchase hearing aids and auditory trainers and to teach them to use their voices as distinguished from sign language. 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](mailto: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](mailto:Ginette.Rivard@maine.gov)

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

### **Miracle-Ear Children's Foundation**

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

The Miracle-Ear Children's Foundation works in cooperation with local Miracle-Ear Centers nationwide to provide free hearing aids, services, and support materials to children age 16 and under whose families do not qualify for public assistance, yet cannot cover the expense of hearing aids. The yearly gross wages required for assistance is under \$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](mailto:info@warrencenter.org)

Web site: [www.warrencenter.org](http://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.

**The Regional Hearing Aid Bank, ReHAB** for short, is designed to provide hearing aids 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.

## ***CHILDREN'S HEARING AIDS & AUDITORY TRAINERS\****

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 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](mailto: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 Hotlines 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)

**Michelle Vincent, Child Protective Caseworker, Deaf Services Liaison**

161 Marginal Way

Portland, ME 04101

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

822-2272 (V)

E-mail: [Michelle.Vincent@Maine.gov](mailto:Michelle.Vincent@Maine.gov)



## ***CHILDREN'S SERVICES***

### **Community Counseling Center**

43 Baxter Blvd.

Portland, ME 04101

Mailing address: 343 Forest Avenue, Portland, ME 04101

Tel: 874-1043 (TTY)

874-1030 (V)

874-1044 (FAX)

6 State Street, Suite 612

Bangor, ME 04473

Tel: 947-4682 (TTY)

262-4311 (V)

262-6044 (FAX)

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

Child Mental Health Case Managers (Targeted Case Management):

### **Kristine Dach, LCPC-C, Clinical Supervisor**

874-0099 (VP)

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

### **Melinda Smith, BSW**

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

### **Jolene MacDonald, BA**

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

### **Colleen Owens, MA (primarily in Bangor region)**

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

Therapy and case management for families with a deaf member in Cumberland and York counties. Expanded services in the Augusta, Lewiston, and Bangor area. Fluent in American Sign Language. Provides in-home case management services for children and their families. MaineCare accepted.

### **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)

## **CHILDREN'S SERVICES**

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.

### **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](mailto: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 4pm**

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@gbsd.org](mailto:lynn.schardel@gbsd.org)

Web site: [www.mecdhh.org/](http://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@gbsd.org](mailto:karen.hopkins@gbsd.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](mailto: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](mailto:Lara.Hurt@gsbd.org)

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

#### **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](mailto: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 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.

**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)

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: [cbcwarren@juno.com](mailto:cbcwarren@juno.com)

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

### **Calvary Bible Baptist Church**

Rt. 126 (next to the Whitefield School)

Whitefield, ME 04353

Tel: 549-7555 (V)

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

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

### **Grace Baptist Church**

476 Summit Street

Portland, ME 04103

Tel: 878-6823 (V/TTY) & 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](mailto:rectory@holymartyrs.org)

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

Interpreted Mass, 4:30 PM on the 3<sup>rd</sup> Saturday of the month. International Catholic Deaf Association, Chapter 89, meets before and after the mass.

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

P.O. Box 537, 119 Bath Road

Brunswick, ME 04011

Tel: 373-0818 (V)

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

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

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

## ***CHURCHES***

### **Parish Inclusion Ministry**

250 Anderson Street

Portland, ME 04101

Tel: 772-5367 (V/TTY)

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

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

### **Payson Park Evangelical Free Church**

424 Ocean Avenue

Portland, ME 04103

Tel: 774-4054 (V/TTY)

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

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

Services interpreted every Sunday at 11:00 a.m.

### **St. Anthony of Padua**

295 Brown Street

Westbrook, ME 04092

Tel: 857-0490 (V)

E-mail: [stanthonyparish@verizon.net](mailto:stanthonyparish@verizon.net)

Web site: [www.rc.net/portland/stanthony](http://www.rc.net/portland/stanthony)

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) if requested.

## ***CLINICAL***

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

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

For more information, please contact:

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

**Meryl Troop**

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

287-4240 (V)

557-0232 (CELL)

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

**Department of Labor-Division of Deafness**

**John Shattuck**

Tel: 623-7957 (V)

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

E-mail: [john.g.shattuck@maine.gov](mailto:john.g.shattuck@maine.gov)

**Maine Center on Deafness**

Tel: 797-7656 (V/TTY)

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

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

Do you...

...have trouble sleeping?

...have bad dreams?

...still think of bad experiences from 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)

874-1044 (FAX)

6 State Street, Suite 612

Bangor, ME 04473

Tel: 947-4682 (TTY)

262-4311 (V)

262-6044 (FAX)

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

Program Director:

**Jana Harbaugh, LCSW**E-mail: [jharbaugh@commcc.org](mailto:jharbaugh@commcc.org)

Therapists:

**Shana Kelley-Cohen, LCSW**, Clinical supervisorE-mail: [scohen@commcc.org](mailto:scohen@commcc.org)**Terry Morrell, LCSW**E-mail: [tmorrell@commcc.org](mailto:tmorrell@commcc.org)**Brett Russman, LCPC**E-mail: [brussman@commcc.org](mailto:brussman@commcc.org)**Kathy Muzzy, LCSW** (Bangor and Belfast)E-mail: [kmuzzy@commcc.org](mailto:kmuzzy@commcc.org)

Adult Mental Health Case Managers (Community Integration Services):

**Jennifer McCann, LCSW**, Clinical SupervisorE-mail: [jmccann@commcc.org](mailto:jmccann@commcc.org)**John Post, BSW**E-mail: [jpost@commcc.org](mailto:jpost@commcc.org)

Child Mental Health Case Managers (Targeted Case Management):

**Kristine Dach, LCPC-C**, Clinical Supervisor

874-0099 (VP)

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

## ***CLINICAL***

**Melinda Smith, BSW**

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

**Jolene MacDonald, BA**

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

**Colleen Owens, MA** (primarily in Bangor region)

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

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

Therapy and case management for families with a deaf member in Cumberland and York counties. Expanded services for the Augusta, Lewiston, and Bangor area. Fluent in American Sign Language. Provides in-home case management services for children and their families. MaineCare accepted.

### **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 of 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](mailto: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 almost 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 Valley Mental Health Center (KVMHC)**

Community Integration Services

66 Stone Street

Augusta, ME 04330

**Lori Gambino**

Tel.: 626-3460 (V)

626-3614 (TTY)

Kennebec Valley Mental Health Center 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: [kmuzzy@tmail.com](mailto:kmuzzy@tmail.com)

Provides family and individual therapy to children, adolescents, and adults. Experienced in working with survivors who experienced physical and sexual abuse at Governor Baxter School for the Deaf.

**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](mailto:Ralph_Sprague_MA@yahoo.com)

## **CLINICAL**

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

**Lauren E. Storck, PhD**

E-mail: [drstorck@caregiving-online.com](mailto:drstorck@caregiving-online.com)

Web site: [www.caregiving-online.com](http://www.caregiving-online.com) & [www.deafandhearingcoaching.com](http://www.deafandhearingcoaching.com)

Lauren is an experienced and mature psychologist, educator, and group leader who became deafened in middle age. She provides a range of personal consultation, coaching, and educational services related to living with hearing loss, using emails and scheduled 'chat' sessions online, for individuals and small groups. These are primarily supportive and educational (they are not medical services). Private fee arranged with the client. She can be reached via email and her web sites have additional information.

**Sara Treat, MA, LCPC**

P. O. Box 1737

Windham, ME 04062

Tel: 892-6814 (V/TTY)

892-6602 (FAX)

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

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

**Lori Tully, LCPC**

477 Congress Street, Suite 403

Portland, ME 04101

Tel: 781-9012 (V/TTY)

Provides psychotherapy and consultation as a licensed clinical professional counselor. Services for adolescents and adults, including individual, couples, and group therapy. Office hours are flexible and by appointment. Most insurances accepted. Twenty years experience in the mental health field and fluent in American Sign Language.

**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



## *CLINICAL*

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 287-4240 (V)**

## **COMPLAINTS**

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

#### **Client Assistance Program (CAP)**

47 Water Street, #104

Hallowell, ME 04347

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

622-7055 (V/TTY)

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

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.**

<b><u>Bangor:</u></b> WLBZ - 1-800-464-1213--WABI - 947-8321 WVII-1-800-499-9844----WBGR-1-800-449-5622	<b><u>Machiasport:</u></b> Washington County TV - 255-6200
<b><u>Ellsworth:</u></b> WABI - 664-0589	<b><u>Portland/Westbrook:</u></b> ME PBS - 1-800-884-1717--WGME - 797-1313 WCSH - 1-800-464-1213----WMTW - 775-1800 WPME - 772-3535-----WPXT - 774-0051
<b><u>Fort Kent:</u></b> WFLT - 834-6878	<b><u>Presque Isle:</u></b> WAGM Television - 1-800-393-9246
<b><u>Lewiston/Auburn:</u></b> 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/infocenter/infotogo/tech/captioncomplaint.html](http://www.nad.org/infocenter/infotogo/tech/captioncomplaint.html) or call Nancy Melanson, 1-888-755-0023 (TTY) or 1-800-698-4440 (V) at the Division of Deafness for help.

You may also file a complaint to:

**Federal Communication Commission (FCC)**

445 12th Street SW, Room 6C-447

Washington, DC 20554

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

1-888-225-5322 (V)

1-866-418-0232 (FAX)

**Disability Rights Center of Maine (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)

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](mailto:asneirson@mcdmaine.org)

**Beth Gallie**, Civil Rights Program Attorney Advocate

E-mail: [bgallie@mcdmaine.org](mailto:bgallie@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 people who are D/deaf or hard of hearing throughout the state. MCD advocates for D/deaf and hard-of-hearing individuals when they have civil rights problems directly related to their deafness in employment, housing, federal, state and local government programs, education and public accommodations.

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

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: [devinj1@mmc.org](mailto:devinj1@mmc.org)

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

### **Ombudsman Program, Long-Term Care**

P.O. Box 128, One Weston Court  
Augusta, ME 04332  
Tel: 1-800-499-0229 (V/TTY)  
621-1079 (V/TTY)  
621-0509 (FAX)

E-mail: [MLTCOP@MaineOmbudsman.org](mailto:MLTCOP@MaineOmbudsman.org)  
Web site: [www.maineombudsman.org](http://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.

### **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)

Web site: [www.hhs.gov/ocr](http://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](mailto:info@cuedspeechmaine.org)

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

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!

Contact: Nicole Dobson

Tel: 752-0417 (V)

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

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.

## ***CUED SPEECH SERVICES***

### **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](mailto:info@cuedspeech.org)

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

### **Cued Speech Discovery NCSA Bookstore**

23970 Hermitage Road

Cleveland, OH 44122-4008

Toll-Free: (877) CUE-2030 (877-283-2030) (V/TTY)

Tel. (216) 292-6213 (V)

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

### **Anne Banger, NCSA Co-Director New England Region**

86 Stagecoach Road

Woolwich, ME 04579

Tel: 443-9404 (V/TTY)

E-mail: [jbanger@zwi.net](mailto:jbanger@zwi.net)

### **Nicole Dobson, SLP, NCSA Co-Director New England Region**

45 Glenwood Road

Wells, ME 04090

Tel: 752-0417 (V)

E-mail: [ncldobson@yahoo.com](mailto:ncldobson@yahoo.com)

### **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](mailto:mainecues@mfx.net)

#### **Patricia Slater, M.A.**

P.O. Box 234

Fairfield, ME 04937

Tel: 453-6524 (V)

E-mail: [pslatofd@verizon.net](mailto:pslatofd@verizon.net)



## ***DEAFBLIND***

### **Division for the Blind and Visually Impaired (DBVI)**

45 Commerce Drive

150 State House Station

Augusta, ME 04333-0150

#### **Paul Cote**

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

623-7956 (V)

287-5292 (FAX)

E-mail: [paul.e.cote@maine.gov](mailto:paul.e.cote@maine.gov)

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

### **Helen Keller National Center**

#### **New England Region**

152 Lincoln Rd.

P.O. Box 266

Lincoln, MA 01773

**Mary Ellen Barbiasz** - Regional Rep., E-mail: [HKNC1meb@comcast.net](mailto:HKNC1meb@comcast.net)

**Julie Sahli** - Administrative Assistant, E-mail: [HKNC1js@comcast.net](mailto:HKNC1js@comcast.net)

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

(781) 259-4014 (FAX)

Web site: [www.hknc.org](http://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/FieldServicesREGREPMMAIN.htm](http://www.hknc.org/FieldServicesREGREPMMAIN.htm)

### **New England Center Deafblind Project**

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](mailto:NEC@Perkins.org)

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

## ***DEAFBLIND***

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

**Becky Dyer**, State Director of Adult Education

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

624-6755 (V)

624-6731 (FAX)

E-mail: [becky.dyer@maine.gov](mailto:becky.dyer@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](http://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](mailto: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](mailto: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](mailto:bridginghandsasl@aol.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](mailto: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 4pm**

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

**Larry Taub, Superintendent**

Tel: 781-3165 (V/TTY)

781-6260 (FAX)

E-mail: [larry.taub@gbstd.org](mailto:larry.taub@gbstd.org)

Web site: [www.mecdhh.org](http://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.

The Resource Center, through its distance learning program, also provides classes in American Sign Language to participating high schools throughout the state that offer ASL for foreign language credit and evening classes for families.



## ***EDUCATION***

### **Maine Point**

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

#### **Barbara Keefe**

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

E-mail: [barbara.keefe@gbbsd.org](mailto:barbara.keefe@gbbsd.org)

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

### **Northeast Technical Assistance Center (NETAC/Maine)**

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

#### **Barbara Keefe**

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

E-mail: [barbara.keefe@gbbsd.org](mailto:barbara.keefe@gbbsd.org)

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

### **Statewide Educational Services (SES)**

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@gbbsd.org](mailto:lynn.schardel@gbbsd.org)

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

## ***EDUCATION***

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

### **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@gbsd.org](mailto:karen.hopkins@gbsd.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@gbsd.org](mailto:angela.bruno@gbsd.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@gbds.org](mailto:Lara.Hurt@gbds.org)

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

#### **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@gbds.org](mailto:sammy.hargis@gbds.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.com](mailto:sgelinas@sandcastlepreschool.com)

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 any type of disability.

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

USM information: academics, events, employment, etc.

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

780-5646 (TTY)

780-4000 (V)

780-4933 (FAX)

Academic Support for Students with Disabilities

Tel: 780-4395 (TTY)

780-4706 (V)

## ***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)

780-4477 (V)

780-5561 (FAX)

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

The Linguistics Program at USM offers a BA degree in Linguistics with an ASL/English Interpreting track 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](mailto: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](http://www.usm.maine.edu/~lin)



## ***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](mailto:kathy.mandsager@comcast.net)

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

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

10175 Wheeler Road

Central Point, OR 97502

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

(541) 826-6696 (FAX)

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

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

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

### **Great Plains Assistance Dogs**

920 Short Street, P.O. Box 513

Jud, ND 58454

Tel: (701) 685-2242 (V)

(701) 685-2290 (FAX)

E-mail: [info@greatplainsdogs.com](mailto:info@greatplainsdogs.com)

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

### **My Wonderful Dog**

P.O. Box 11371

Portland, ME 04104

Tel: 780-9792 (V)

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

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

This is a nonprofit organization that specializes in the training of skilled animals to aid in the independence and integration of people with disabilities. My Wonderful Dog provides hearing dogs on a case-by-case basis.

## ***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](mailto:info@neads.org)

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

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

### **Pacer, Inc.**

#### **Pratt's Auditory Canine**

Educational Resource

P.O. Box 126

Nobleboro, ME 04555

Patricia Pratt, President

Tel: 563-3752 (V)

E-mail: [schaible@midcoast.com](mailto:schaible@midcoast.com)

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

## ***INTERPRETING***

**Bangor Interpreting Agency**

12 Acme Road, Suite 205

Brewer, ME 04412

**Nancy A. Ordway, Director**

Tel: 989-0007 (TTY)

989-8888 (V)

989-0022 (FAX)

E-mail: [bangor.interpreting@verizon.net](mailto:bangor.interpreting@verizon.net)

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

**On-call 24 hour emergency interpreting services available.**

**Certified Interpreting - The Sign Language Network**

P.O. Box 6500

Brunswick, ME 04011

**Ruth Vigna, Co-Director****Victor Vigna, Co-Director**

Tel: 798-7995 (V/TTY)

729-0875 (FAX)

E-mail: [Ruth@certifiedinterpreting.com](mailto:Ruth@certifiedinterpreting.com)Web site: [www.CertifiedInterpreting.com](http://www.CertifiedInterpreting.com)

Certified Interpreting - The Sign Language Network provides American Sign Language/English interpreting services in medical, legal, mental health, academic (pre-K-12 and post-secondary), corporate, and a variety of other settings. Certified Interpreting works with over 60 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 two nationally certified interpreters.

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

Please visit our website, [www.CertifiedInterpreting.com](http://www.CertifiedInterpreting.com), for additional information.

## ***INTERPRETING***

### **Certified Interpreting at Maine Medical Center and Spring Harbor Hospital**

Tel: 662-6230 (V/TTY)

E-mail: [mmcshh@certifiedinterpreting.com](mailto:mmcshh@certifiedinterpreting.com)

Web site: [www.CertifiedInterpreting.com](http://www.CertifiedInterpreting.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 period's 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.

### **Kewl ASL**

Interpreting/Education

15 Jones Road

Somerville, ME 04348

Tel: 549-4733 (V/TTY)

E-mail: [kewlasl@earthlink.net](mailto:kewlasl@earthlink.net) & Web site: [home.earthlink.net/~kewlasl](http://home.earthlink.net/~kewlasl)

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

### **Maine Registry of Interpreters for the Deaf (MeRID)**

Contact: **Stacey Bsullak, CI/CT**

21 Cottage Lane

New Gloucester, ME 04260

Tel: 926-5702 (V/TTY)

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

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



## ***INTERPRETING***

### **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](mailto:elaine.m.thibodeau@maine.gov)

Marlene McFadden, Office Specialist - I

Tel: 624-8624 (V)

E-mail: [marlene.m.mcfadden@maine.gov](mailto:marlene.m.mcfadden@maine.gov)

Donna Sproul, Office Assistant – II

Tel: 624-8611 (V)

E-mail: [donna.c.sproul@maine.gov](mailto:donna.c.sproul@maine.gov)

Web site: [www.maine.gov/pfr/professionallicensing/professions/interpreters/](http://www.maine.gov/pfr/professionallicensing/professions/interpreters/)

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](mailto:marlene.m.mcfadden@maine.gov) or [donna.c.sproul@maine.gov](mailto:donna.c.sproul@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](mailto:interpreting@pinetreesociety.org)

Web site: [www.pinetreesociety.org/](http://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.



## ***INTERPRETING***

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](mailto:kris120@juno.com)

Professional Interpreting, Inc. provides American Sign Language (ASL) interpreting and English interpreting services in all settings throughout the State of Maine. This includes staff meetings, workshops, conferences, on-the-job training, mental health counseling, educational, medical, legal, oral, and 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). Additional services and resources include supervision of interpreters and tutoring.

### **Sign Language Interpreting Plus (SLIP)**

15 Beaumont Street  
Portland, ME 04103

**Mary Mackay, CT**

Tel: 797-9986 (V/FAX)  
Cell: 207-615-1448 (V, accepts text messaging)

T-mail: [2076151448@email.uscc.net](mailto:2076151448@email.uscc.net)

E-mail: [marydoolittle@msn.com](mailto: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)

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)

207-623-0083 (FAX)

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

Web site: [www.mainebar.org/](http://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](mailto:asneirson@mcdmaine.org)

**Beth Gallie**, Civil Rights Staff Attorney

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

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

### **Pine Tree Legal Assistance**

Pine Tree Legal provides free legal help to Maine people with low incomes 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](http://www.ptla.org)

373 Main Street

**Presque Isle**, ME 04746

Tel: 764-2453 (TTY) & 764-4349 (V)

764-2455 (FAX)

61 Main Street

**Bangor**, ME 04401

Tel: 942-1060 (TTY) & 942-8241 (V)

942-8323 (FAX)

**KIDS LEGAL**

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

822-2308 (TTY)

**Native American Unit/Migrant Worker Unit**

**Bangor Office**

Tel: 1-800-879-7463 (V) & 942-1060 (TTY)

942-8323 (FAX)

1 School Street

**Machias**, ME 04654

Tel: 255-6179 (TTY) & 255-8656 (V)

255-8657 (FAX)

39 Green Street

**Augusta**, ME 04330

Tel: 622-7770 (TTY) & 622-4731 (V)

623-7774 (FAX)

88 Federal Street

**Portland**, ME 04101

Tel: 828-2308 (TTY) & 774-8211 (V)

828-2300 (FAX)

**KIDS LEGAL**

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

822-2308 (TTY)

37 Park Street, 4<sup>th</sup> floor

**Lewiston**, ME 04240

Tel: 828-2308 (TTY) & 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 of Deafness.

**James M. Shepard-Kegl, Esq**

52 Whitney Farms Road

North Yarmouth, ME 04097

Tel: 846-8801 (V/TTY)

846-8688 (FAX)

E-mail: [kegl@maine.rr.com](mailto: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](mailto:gframe@tmfattorneys.com)

Web site: [www.tmfattorneys.com/](http://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*****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](mailto:tvogel@maine-elderlaw.com)

Elder law.



## ***ORGANIZATIONS OF THE DEAF***

### **ALDA-MAINE**

Contact: **Lauren Storck** at [drstorck@caregiving-online.com](mailto:drstorck@caregiving-online.com) or Mary at [periwinkle@prexar.com](mailto:periwinkle@prexar.com)  
 Web sites: [www.alda.org](http://www.alda.org) or [www.alda-maine.mysite.com/](http://www.alda-maine.mysite.com/)

ALDA-MAINE is the official Maine Chapter of ALDA - Association for Late-Deafened Adults. ALDA-MAINE provides information and support through membership and meetings. ALDA-Maine also has a virtual meeting place online, for information e-mail Mary or Lauren. All hard-of-hearing, late-deafened, deaf, and friends, families, and colleagues are welcome to join. The meetings are based in Rockland and are open to all across the state. CART services are provided for the meetings.

### **Bangor Deaf Club**

P.O. Box 2121

Bangor, ME 04401

**James Brown**, President

E-mail: [brownjf@verizon.net](mailto:brownjf@verizon.net)

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: [lgmorin@pivot.net](mailto:lgmorin@pivot.net)

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

**James Brown**, President

P.O. Box 425

E. Millinocket, ME 04430

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

### **Maine Deaf Senior Citizens**

**Everett Annis**, President

60 Rolling Hill Drive

Naples, ME 04055

Tel: 693-6811 (TTY)

## ***ORGANIZATIONS OF THE DEAF***

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

**Abby Bouchard**

4 Winding Way

Standish, ME 04084

Tel: 642-6718 (TTY/FAX)

207-854-1040 (VP)

E-mail: [abbyheart2004@yahoo.com](mailto:abbyheart2004@yahoo.com)

## ***PUBLICATIONS***

### **DEAFDIGEST**

#### **DEAFDIGEST SPORTS**

Free Weekly Publication available only through e-mail.

For e-mail subscription, contact: [barry@deafdigest.com](mailto:barry@deafdigest.com)

### **Maine Center on Deafness - Newsletter**

**Alyssa Gagnon**, Editor

68 Bishop Street, Suite 3

Portland, Maine 04103

Tel: 797-7656

Voice Extension 109

TTY Extension 309

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

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

### **“MAINE-LINES”**

**Nancy Melanson**, Editor

Bureau of Rehabilitation Services

Division of Deafness

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](mailto:Nancy.A.Melanson@maine.gov)

Web site: [www.maine.gov/rehab/dod](http://www.maine.gov/rehab/dod)

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

## ***RESIDENTIAL & SUPPORTS***

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

P.O. Box 8600

Portland, ME 04104

Tel: 774-6323 (V/TTY)

761-8460 (FAX)

**Jane Caron**, Director Deaf Services

353 Cumberland Avenue

Portland, ME 04101

Tel: 774-6323, Ext. 461 (V/TTY)

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

### **Caron Street House**

26 Caron Street

Portland, ME 04103

**Melissa Westhoven**, Team Leader – Caron Street

Tel: 797-8046 (TTY)

797-9117 (FAX)

E-mail: [MWesthoven@ginne.org](mailto:MWesthoven@ginne.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**, Program Manager

Tel: 774-6323, Ext. 462 (V/TTY)

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

**Matthew Welch**, Case Manager

347-2908 (Video Phone)

1-866-327-8877 (Video Phone Relay)

347-7161 (TTY)

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

Tel: 772-0874 (Video Phone)

761-8460 (FAX)

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

**Christopher Malloy**, Program Coordinator

Tel: 772-0873 (TTY)

761-8460 (FAX)

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

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

### **Lutheran Social Services**

39 Mechanic Street, Suite 300

Westbrook, ME 04092

Tel: 699-2186 (TTY)

591-6714 (TTY)

797-3935 (V)

591-6713 (FAX)

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

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

**Tracey Frederick**, Deaf Services Coordinator

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

**Bruce Monro-Ludders**, LCSW

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

### **Meadow Lodge Home**

1170 Chadbourne Road

Standish, ME 04084

Tel: 892-3789 (TTY)

### **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)

892-9499 (FAX)

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



## ***RESIDENTIAL & SUPPORTS***

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)

563-3864 (TTY)

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

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

175 Lancaster Street

Portland, ME 04101

Tel: 822-0272 (TTY)

822-0295 (FAX)

E-mail: [romy.spitz@Maine.Gov](mailto: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.

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

P.O. Box 229

Augusta, ME 04332

Tel: 621-2542 (TTY)

626-3465 (V)

626-3469 (FAX)

## ***RESIDENTIAL & SUPPORTS***

### **Sunrise Program (MoCo)**

P.O. Box 229

Augusta, ME 04332

**Elinor Brown**, Program Manager

Tel: 621-6754 (TTY)

1-207-626-3482 (D-Link)

626-3482 (TTY/V)

626-3473 (FAX)

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

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

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

### **Motivational Services Training Center**

71 Hospital Street

Augusta, ME 04330

Tel: 623-7721 (V)

621-6247 (TTY)

**Chele Dacus**, Training and Development Manager, E-mail: [cdacus@mocomaine.com](mailto:cdacus@mocomaine.com)

**Salina Campbellton**, Administrative Assistant, E-mail: [scampbellton@mocomaine.com](mailto:scampbellton@mocomaine.com)

Classes offered to the community include: CRMA, Mandt, CPR, First Aid, Blood Borne Pathogens, MHSS (MHRT), Diabetes, Food Safety, Caring for the Aging, "Emergency ASL Sign," and "How to Use an Interpreter Services."

### **Penobscot Valley Industries**

68 Hillside Avenue

Bangor, ME 04401

Tel: 941-2898 (V/TTY)

941-2914 (FAX)

Day program for adults with mental retardation.

### **Petra Home**

27 Columbia Road

Waterville, ME 04901

Contact: Pam Erskine

Tel: 873-4903 (V/TTY)

873-4914 (FAX)

## ***RESIDENTIAL & SUPPORTS***

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

### **Pine View Estates**

71 Hospital Street

P.O. Box 229

Augusta, ME 04332

**Carolyn Fairservice**, Case Manager

Tel: 623-2279 (V/TTY)

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

### **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**

233 Oxford Street, Suite 30

Portland, ME 04101

**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.

### **SKILLS, Inc.**

P.O. Box 65

St. Albans, ME 04971

Contact: Pam Erskine

Tel: 938-4615 (V)

938-5670 (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)

**Nancy Entwistle**

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

**Anthony C. Briscoe**

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

**Louise Packness**

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

**Stephanie Gelinas**

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

**Michael Towey**

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

**Peter Davis, Home Health Visiting Nurses of**

Southern Maine  
15 Industrial Park Road  
Saco, ME 04072-1804  
Tel: 1-800-660-4867 (V)  
284-4566 (V)

**Barbara Gillis**

Private Practitioner  
P.O. Box 117  
Skowhegan, ME 04976  
Tel: 474-5277 (V)  
474-2768 (Fax)  
E-mail: [bgillis@tdstelme.net](mailto:bgillis@tdstelme.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, 442 Civic Center Drive  
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](http://www.maine.gov/dhs/beas)

##### **Regional Office of Elder Services**

Station 11, 35 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**

14 Access Highway  
Caribou, ME 04736  
Tel: 1-800-606-0215 (TTY)  
(800) 432-7366 (V), 493-4000 (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), 596-4262 (V)  
596-4261 (FAX)

## ***STATE OFFICES***

### **Department of Health and Human Services (DHHS)**

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

**Meryl Troop**, Language Access and Deaf Services Coordinator, Office of Immigrant & Multicultural Services

11 State House Station

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

Augusta, ME 04333

Tel: 287-4240 (V)

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

287-4052 (FAX)

557-0232 (CELL)

E-mail: [meryl.troop@maine.gov](mailto:meryl.troop@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: 1-888-254-0311 (TTY)

1-800-269-5208 (V)

822-0287 (V)

822-0295 (FAX)

E-mail: [martin.golden@maine.gov](mailto:martin.golden@maine.gov)**Theresa Jack**

175 Lancaster Street

**Portland, ME 04101**

Tel: 1-888-254-0311 (TTY)

1-800-269-5208 (V)

822-0344 (V)

822-0295 (FAX)

E-mail: [theresa.jack@maine.gov](mailto:theresa.jack@maine.gov)**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](mailto:dan.crawford@maine.gov)**Stephanie Emens**

11 State House Station

CETA Bldg., 3<sup>rd</sup> Floor**Augusta, ME 04333-0011**

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

287-2463 (V)

287-7186 (FAX)

E-mail: [stephanie.emens@maine.gov](mailto:stephanie.emens@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](mailto:robbie.hinchey@maine.gov)**REGION III**

Vacant

176 Hogan Road

**Bangor, ME 04401**

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

941-4373 (V)

941-4389 (FAX)

## ***STATE OFFICES***

### **Division of Deafness**

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

Web site: [www.maine.gov/rehab/dod](http://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](mailto: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](mailto: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](mailto:Alice.C.Johnson@maine.gov)

The Division of Deafness (DoD) 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: 1-800-492-0670 (TTY)  
1-800-521-5871 (V), 286-2611 (V)  
286-2608 (FAX)

**Linda Besore**

E-mail: [Linda.Besore@maine.gov](mailto: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)  
1-888-713-713 (Front Desk Toll free TTY)  
879-7553 (FAX)  
822-0400 (D-Link)  
198.182.163.72 (IP)

**Rod MacInnes**

E-mail: [John.R.MacInnes@maine.gov](mailto:John.R.MacInnes@maine.gov)

#### **REGION II**

Bureau of Rehabilitation Services  
5 Mollison Way  
**Lewiston, ME 04240**

Tel: 1-877-796-9833 (TTY)  
1-800-741-2991 (V); 753-9055 (V)  
753-9051 (FAX)

**Rod MacInnes**

E-mail: [John.R.MacInnes@maine.gov](mailto:John.R.MacInnes@maine.gov)

#### **REGION III**

Bureau of Rehabilitation Services  
73 State House Station  
**Augusta, ME 04333**

Tel: 1-800-633-0770 (TTY)  
624-5111 (TTY)  
1-800-760-1573 (V)  
624-5133 (FAX)

**Joe Roquebecil**

E-mail: [Joseph.Roquebecil@maine.gov](mailto:Joseph.Roquebecil@maine.gov)

**Virginia Pelletier**, Rehabilitation Assistant

Tel: 624-5109 (TTY)  
624-5133 (FAX)

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

279 Main Street, Suite 1  
**Rockland, ME 04841**

Tel: 1-800-498-9262 (TTY)  
1-800-432-1680 (V), 594-1834 (V)  
594-1858 (FAX)

**Joe Roquebecil**

E-mail: [Joseph.Roquebecil@maine.gov](mailto: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](mailto: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](mailto: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)

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

Web site: [www.fairview.org/mncddeaf](http://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

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](mailto:osa.ircosa@maine.gov)

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

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

***SUBSTANCE ABUSE***

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

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

**Nan Ross**  
182 Old Brunswick Road  
Bath, ME 04530-4220  
Tel: 443-6950 (V)  
443-4934\*5 (FAX)  
Private Practice provider - not MaineCare  
eligible

## **SUMMER CAMPS**

### **Austine Green Mountain Lions Camp**

130 Austine Drive

Brattleboro, VT 05301

Kris Lemire, Director

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

(802) 258-9574 (FAX)

E-mail: [camp@vcdhh.org](mailto: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

Lauren Perrotti, Director of Operations

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

(860) 456-4721 (FAX)

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

### **Camp Mark Seven**

144 Mohawk Hotel Road

Old Forge, NY 13420

Dave Staehle, Executive Director

September – May

69 Stuyvesant Road

Pittsford, NY 14534

Tel: (585) 385-6357 (TTY)

(585) 381-5930 (FAX)

June – August

144 Mohawk Hotel Road

Old Forge, NY 13420

Tel: (315) 357-6089 (TTY)

(315) 357-6403 (FAX)

E-mail: [ExecDir@CampMark7.org](mailto:ExecDir@CampMark7.org)

General Information E-mail: [BusinessMgr@CampMark7.org](mailto:BusinessMgr@CampMark7.org)

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

## ***SUMMER CAMPS***

### **"Camp Sign-A-Watha"**

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04101

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

797-7656 (V/TTY)

797-9791 (FAX)

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

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

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

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

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

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

33C LedgeWood Drive

Hampden, ME 04444

**Carrie Pierce**

Tel: 862-2029 (TTY)

884-7864 (V/TTY)

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

Summer Address:

4221 Broadway

Kenduskeag, ME 04450

Sign-N-Kids is a twelve-day summer program (not overnight) located in Kenduskeag, Maine. This camp is for children, who are deaf/hard of hearing, or children of deaf adults (CODA) and their siblings. Ages are 4-14. 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.

## ***SUMMER CAMPS***

### **"New England Deaf Camp"**

Contact: Charlene Hood, Secretary

46 Eastman Road

Concord, NH 03301-5409

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

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



## ***SUPPORT GROUPS***

### **ALDA-MAINE**

Contact: **Lauren Storck** at [alda-maine@caregiving-online.com](mailto:alda-maine@caregiving-online.com)

Web site: [www.alda-maine.mysite.com](http://www.alda-maine.mysite.com)

ALDA-MAINE an official Maine Chapter of ALDA (an established national association for late-deafened adults) welcomes all interested in hearing concerns. ALDA-MAINE, a nonprofit and all volunteer groups without any paid staff, provides information, discussions, and support through membership and meetings in various Maine regions. ALDA-MAINE members are adults of all ages who are or become hard of hearing, late deafened, or deaf; as well as families, friends, co-workers, and all interested. ALDA-MAINE has a virtual meeting place online using e-mails. To join, see the web site for information, or contact Lauren with any questions. CART (real time captioning) is used at many meetings.

### **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@gbsd.org](mailto:Lara.Hurt@gbsd.org)

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

### **Peer Support Group**

Maine Center on Deafness

68 Bishop Street, Suite 3

Portland, ME 04101

**Darleen Winship**, Coordinator

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

797-7656 (V/TTY)

797-9791 (FAX)

E-mail: [psg@mcdmaine.org](mailto:psg@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 call the Maine Center on Deafness (MCD) for more information or to be added to the monthly mailing 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](http://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).**

**For faster service dial direct:**

**TTY calls: 1-800-437-1220**

**Voice calls: 1-800-457-1220**

**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  
797-9791 (FAX)  
[www.mcdmaine.org](http://www.mcdmaine.org)  
[info@mcdmaine.org](mailto:info@mcdmaine.org)  
[www.hamiltonrelay.com/states/me.htm](http://www.hamiltonrelay.com/states/me.htm)



## ***TTYS AND ASSISTIVE DEVICES***

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

### **Harris Communications**

15155 Technology Drive  
Eden Prairie, MN 55344-2277  
Tel: 1-800-825-9187 (TTY)  
1-800-825-6758 (V)  
(952) 906-1099 (FAX)  
E-mail: [info@harriscomm.com](mailto:info@harriscomm.com)  
Web site: [www.harriscomm.com](http://www.harriscomm.com)

### **Hartling Communications**

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

### **Hear More**

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

### **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: [Richelle.South@weitbrecht.com](mailto:Richelle.South@weitbrecht.com)  
Web site: [www.weitbrecht.com](http://www.weitbrecht.com)  
[www.captionedtelephone.com](http://www.captionedtelephone.com)

### **Phone-TTY, Inc.**

Anna M. Terrazzino, President  
P.O. Box 74  
Mountain Lakes, NJ 07046  
Tel: (973) 299-6626 (V/TTY)  
E-mail: [phonetty@aol.com](mailto:phonetty@aol.com)

### **Potomac Technology**

One Church Street, Suite 101  
Rockville, MD 20850-4158  
Tel: 1-800-433-2838 (V/TTY)  
(301) 762-0851 (V/TTY)  
(301) 762-1892 (FAX)  
E-mail: [info@potomactech.com](mailto:info@potomactech.com)  
Web site: [www.potomactech.com](http://www.potomactech.com)

### **Assisted Access-NFSS, Inc.**

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



## ***TTY HOTLINES***

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

#### **Ingraham, Inc.**

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)**

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.**

**Michelle Vincent**, Child Protective Caseworker, Deaf Services Liaison

161 Marginal Way

Portland, ME 04101

Tel: **1-800-606-2015 (TTY)**

**822-2272 (V)**

### **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 Meryl Troop at DHHS: 1-866-241-8639 (TTY) or via email at [meryl.troop@maine.gov](mailto:meryl.troop@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 (V/TTY)**

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

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

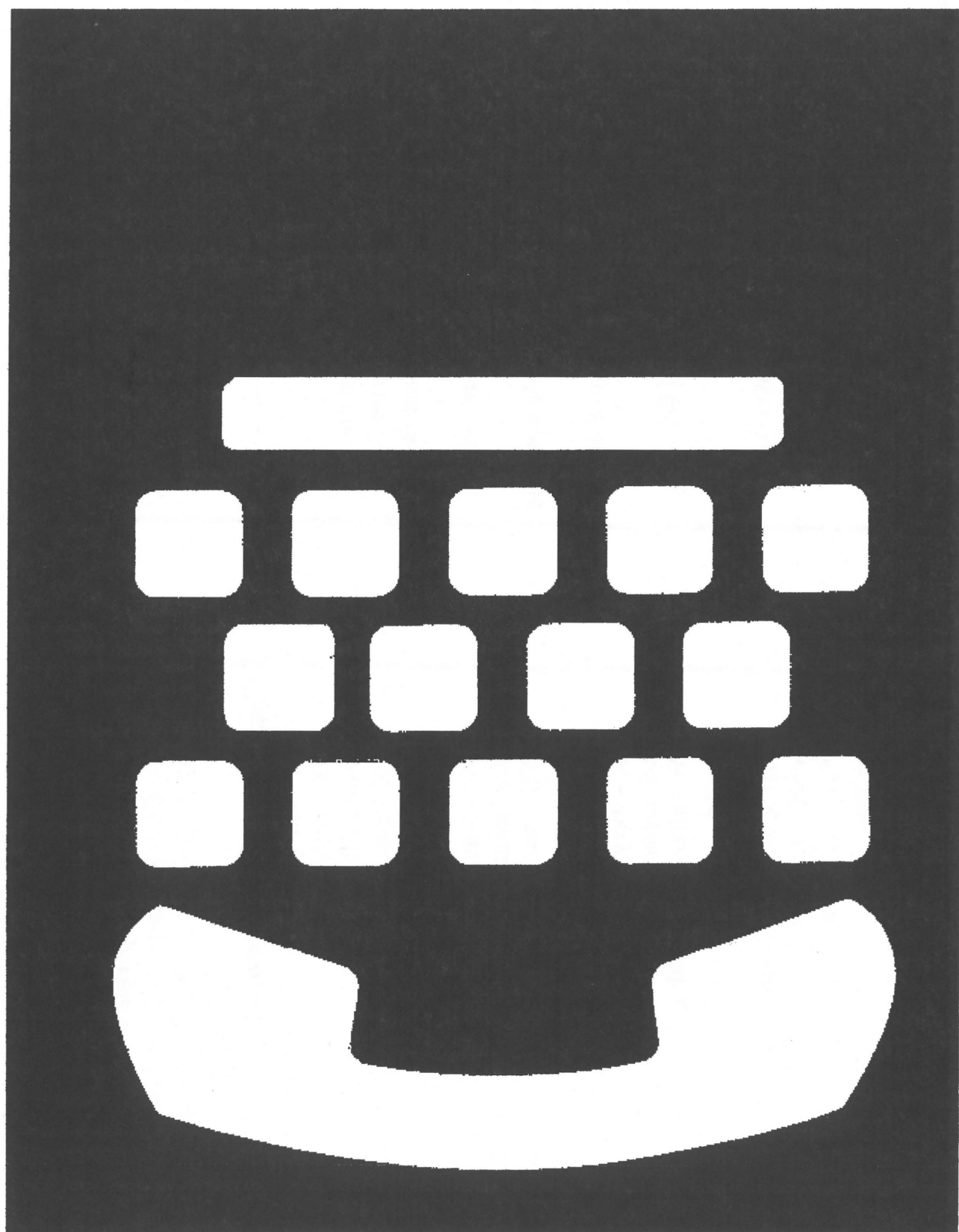
24-hour confidential crisis hotline

Support group for "survivors" and parents of abused children

Support and advocacy for "survivors" and their families

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

Referrals to therapists and other professionals.



## ***TTY Do's & Don'ts***

### ***DO:***

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

### ***DON'T***

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

## ***TTY Abbreviations***

### ***Conversation Control:***

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

### ***Common Abbreviations:***


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

## "Deaf" Identification Cards

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

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

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

<b>I am a Hard-of-Hearing Person.</b>	
I carry this card voluntarily.	<b>HARD OF HEARING</b>
	
Name: _____	
Date of Birth: _____	
The Division of Deafness certifies that this person is hard of hearing.	
John Shattuck, Director	_____
Please read back of card.	

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

<b>For Communication I need a Sign Language Interpreter</b>	
	
For Emergency Interpreter Services Call:	
• Pine Tree Society	(207) 885-0536 (V/TTY)
• Bangor Interpreting	(207) 989-8888 (V)
	(207) 989-0007 (TTY)
• Certified Interpreting	(207) 798-7995 (V/TTY)
For nonemergency inquiries, please contact the Division of Deafness 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 of Deafness 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
  - The Emergency Alert Notification System Program from the Maine Center on Deafness
  - The 70% discount form used by TTY callers for their home TTYs
  - Hearing Impaired Placard Program
  - Hearing Ear Dog certification from the Division of Deafness



## Application for Division of Deafness Identification Card:

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

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

- ☐ Deaf  
☐ Hard of Hearing  
☐ Deaf Blind  
☐ Late Deafened  
☐ Other: \_\_\_\_\_

4. For communication I need: (check one)

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

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

8. Email address (optional): \_\_\_\_\_

### PROOF OF HEARING LOSS/DEAFNESS:

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

**OR**

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(physician, otolaryngologist, audiologist)

Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_

Mail to: Division of Deafness, 150 State House Station, Augusta, ME 04333-0150 Or FAX: 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 FAX: (207) 797-9791  
Email: [emoran@mcdmaine.org](mailto:emoran@mcdmaine.org)

**APPLICATION FORM**  
**Equipment Program (EP) & Emergency Notification Service (ENS)**

Name:		
Mailing Address:		
Street Address:		
City:	State:	Zip Code:
Tel #:		Date of Birth:
E-Mail:		<input type="checkbox"/> send alerts here?
One-Way Pager:		<input type="checkbox"/> send alerts here?
Two-Way Pager:		<input type="checkbox"/> send alerts here?

**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: ☐ **Lending** ☐ **Cost-Share** ☐ **Shipped on:** \_\_\_\_\_  
**Direct Purchase**

ENS Updates Complete: ☐ Yes By: \_\_\_\_\_ Date: \_\_\_\_\_

## INCOME INFORMATION

### PLEASE PROVIDE PROOF OF INCOME FOR YOUR ENTIRE HOUSEHOLD

(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 your proof of income.**

---

## INFORMATION ON DISABILITY

(Please check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Deaf              | <input type="checkbox"/> Mobility disability |
| <input type="checkbox"/> Hard-of-hearing   | <input type="checkbox"/> Vision Disability   |
| <input type="checkbox"/> Speech disability | <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   |   |

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## 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

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# **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
  - ☐ **2-WAY PAGER** – **LIMITED AVAILABILITY!** - Equipment that will allow me to send & receive text messages
  - ☐ Emergency Alert Radio with flashing signaler and short text message display
- 

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

**MCD HOLDS NO RESPONSIBILITY AND CANNOT GUARANTEE**  
**ALL EMERGENCY MESSAGES WILL BE TRANSMITTED OR RECEIVED IN A TIMELY MANNER.**

Choose the alerts you want sent to your pager:

- ☐ 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.**



**IF YOU BORROW EQUIPMENT UNDER THE LENDING PROGRAM YOU:**

- ✓ 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 THE APPLICATION AND PARTICIPATING IN THE EMERGENCY NOTIFICATION SYSTEM (ENS) PROGRAM, YOU ACKNOWLEDGE THAT MCD HOLDS NO RESPONSIBILITY AND CANNOT GUARANTEE ALL EMERGENCY MESSAGES WILL BE TRANSMITTED OR RECEIVED IN A TIMELY MANNER.**

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) (please print): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**HAVE YOU INCLUDED?**

- Proof of income (examples of proof: bank statement, W-2, income tax return form, check stub, SSDI)
- Doctor's note for proof of disability
- Your 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.



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

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

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

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

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



# APPLICATION FOR 70% DISCOUNT IN-STATE TTY TOLL CALLS

1. Telephone Number

Telephone Number (       )       -      

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

Name (first/initial/last)

Street

City

State

Zip Code

2. Whose name is on the phone  
bill?

Billing address (if different from  
above)

Name (first/initial/last)

Street

City

State

Zip Code

3. Name of Phone Company

Name

Street

City

State

Zip Code

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

Manufacturer:

Model Number:

Serial Number:

Purchased/On loan from:

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

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

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

Signature

Date

Relationship

6. Proof of Hearing Loss/Deafness.

☐ Enclosed copy of signed audiogram  
☐ Enclosed copy of Diploma from a School for the Deaf  
☐ I have already submitted proof of hearing loss/deafness for the following program(s):  
  
☐ Telecommunications Equipment Program at MCD  
☐ Deaf/Hard of Hearing ID Card from the Division of Deafness  
☐ Hearing Impaired Placard Program

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

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

Date: \_\_\_\_\_ Telephone Number \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_

7. Please return this form to:

Bureau of Rehabilitation Services  
Division of Deafness  
150 State House Station  
Augusta, ME 04333-0150  
Fax: 287-5292

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

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

John Shattuck, Director, Division of Deafness

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  
Telephone: 797-7656 (in Portland)  
Telephone: 1-800-639-3884 (outside of Portland)  
Fax: 797-9791  
Email: [emoran@mcdmaine.org](mailto: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: August 7, 2007; MW]

### **ALABAMA**

#### **Department of Rehabilitation Services**

2129 East South Blvd  
P.O. Box 11586  
Montgomery, AL 36116-2455  
State Coordinator: Tammy Adams  
1-800-499-1816 T  
334-613-2249 V  
1-800-441-7607 Toll Free  
66.168.231.199 (VP IP Address)  
FAX 334-613-3444  
Email: [tadams@rehab.state.al.us](mailto:tadams@rehab.state.al.us)  
Website: [www.rehab.state.al.us](http://www.rehab.state.al.us)

### **ALASKA**

#### **Division of Vocational Rehabilitation**

801 W. 10<sup>th</sup> Street, Suite A  
Juneau, AK 99801-1894  
Director: Gale Sinnott  
800-478-2815 T/V  
907-465-2814 T/V  
907-465-2856 FAX  
Email: [gale\\_sinnott@labor.state.ak.us](mailto:gale_sinnott@labor.state.ak.us)  
Website: <http://www.labor.state.ak.us/dvr/home.htm>

### **ARIZONA**

#### **Arizona Commission for the Deaf and Hard of Hearing**

1400 West Washington Street  
Room 126  
Phoenix, AZ 85007  
Exec. Director: Sherri L. Collins  
602-364-0990 T  
602-542-3323 V  
800-352-8161 T/V in AZ  
602-542-3380 FAX  
Email: [acdhh@acdhh.state.az.us](mailto:acdhh@acdhh.state.az.us)  
Website: [www.acdhh.org](http://www.acdhh.org)

#### **Rehabilitation Services Administration**

1789 West Jefferson, 2<sup>nd</sup> Floor NW  
Phoenix, AZ 85007  
602-364-2107 T  
602-364-1799 V  
602-542-3778 FAX  
State Coordinator: Tina Manumaleuga  
Email: [tmanumaleuga@azdes.gov](mailto:tmanumaleuga@azdes.gov)  
Website: <http://www.de.state.az.us/rsa>



## **ARKANSAS**

**Arkansas Rehabilitation Services Administrative Office**  
1616 Brookwood Drive  
PO Box 3781  
Little Rock, AR 72203  
501-296-1669 T  
501-296-1600 V  
501-296-1655 FAX  
Website: <http://www.arsinfo.org/directory.html>  
Commissioner: Robert P. Trevino

**Little Rock Field Office**  
Arkansas Rehabilitation Services  
Employment Center  
26 Corporate Hill Drive  
Little Rock, AR 72205  
501-686-9831 T/V  
501-683-5187 FAX  
E-mail: [thomaswm@ars.state.ar.us](mailto:thomaswm@ars.state.ar.us)  
Website: <http://www.arsinfo.org/directory.html>

**Office for the Deaf and Hearing Impaired (ODHI)**  
**Independent Living Services & Supported Employment**  
26 Corporate Hill Drive  
Little Rock, AR 72205  
501-324-9521 T/V  
501-324-9579 FAX  
Email: [dmcdonald@ars.state.ar.us](mailto:dmcdonald@ars.state.ar.us)  
Website: <http://www.arsinfo.org/directory.html>

## **CALIFORNIA**

**California Department of Social Services**  
Office of Deaf Access  
744 P Street, M.S. 11-91  
Sacramento, CA 95814  
Chief: Joseph Hoffman  
916-653-7651 T  
916-653-8320 V  
916-653-4001 FAX  
Email: [joseph.hoffman@dss.ca.gov](mailto:joseph.hoffman@dss.ca.gov)  
[http://www.dss.cahwnet.gov/cdssweb/OfficeofDe\\_189.htm](http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm)

**Deaf and Hard of Hearing Services**  
**Department of Rehabilitation**  
2000 Evergreen Street  
Sacramento, CA 95815  
Program Manager: Tim Beatty  
916-263-7481 T  
916-263-8938 V  
916-263-7480 FAX  
Email: [Tbeatty@dor.ca.gov](mailto:Tbeatty@dor.ca.gov)  
Website: <http://www.dor.ca.gov>

## **COLORADO**

**Colorado Commission for the Deaf and Hard of Hearing**  
1575 Sherman Street, 2<sup>nd</sup> Floor  
Denver, CO 80203  
Executive Director: Barbara Jean "BJ" Wood  
303-866-4734 T  
303-866-4824 V  
303-866-4831 FAX  
Email: [deaf.commission@state.co.us](mailto:deaf.commission@state.co.us)  
Website: <http://www.cdhs.state.co.us/DeafCommission/>

**Colorado Vocational Rehabilitation Services**  
2211 W. Evans Ave.  
Denver, CO 80203  
Director: Nancy Smith  
866-870-4595  
303-866-4150 T/V  
303-866-4905 FAX  
Email: [joyce.tucker@state.co.us](mailto:joyce.tucker@state.co.us)  
Website: <http://www.cdhs.state.co.us/ods/dvr/Index.html>

**Colorado Division of Vocational Rehabilitation**  
11990 Grant Street #201  
Northglenn, CO 80233  
State Coordinator: Barbara Bryant, M.A., C.V.E.  
303-866-2120 T  
303-866-2151 V  
303-866-2111 FAX  
Email: [barbara.bryant@state.co.us](mailto:barbara.bryant@state.co.us)  
Website: <http://www.cdhs.state.co.us/dvr/>

## **CONNECTICUT**

**Connecticut Commission on the Deaf and Hearing Impaired**  
67 Prospect Avenue, 3rd floor  
Hartford, CT 06106  
Executive Director: Stacie J. Mawson  
1-800-708-6796  
860-231-8756 T/V  
860-231-8169 T  
860-231-8746 FAX  
Email: [cdhi@po.state.ct.us](mailto:cdhi@po.state.ct.us)  
Website: <http://www.state.ct.us/cdhi/index.htm>

**Bureau of Rehabilitation Services**  
Department of Social Services  
25 Sigourney Street 11<sup>th</sup> Floor  
Hartford, CT 06106  
Director: Brenda L. Moore  
860-424-4839 T



860-424-4844 V  
1-800-537-2549 V  
Email: [Brenda.Moore@po.state.ct.us](mailto:Brenda.Moore@po.state.ct.us)  
Website: <http://www.brs.state.ct.us>

## **DELAWARE**

**Delaware Office for the Deaf and Hard of Hearing**  
Division of Vocational Rehabilitation  
4425 North Market Street, 3<sup>rd</sup> Floor  
Wilmington, DE 19802-1307  
Public Information Officer: Loretta Sarro  
302-761-8275 T/V  
302-761-6611 FAX  
Email: [Loretta.Sarro@state.de.us](mailto:Loretta.Sarro@state.de.us)  
Website: [www.delawareworks.com/dvr/services/dodhh.shtml](http://www.delawareworks.com/dvr/services/dodhh.shtml)

**Division of Vocational Rehabilitation**  
Pencader Corporate Center  
190 Executive Drive  
Newark, DE 19702  
State Coordinator: Craig "Hank" Passi  
302-368-6555 TTY Hank's desk  
302-368-6553 TTY Receptionist desk  
302-368-6980 Voice  
302-368-6988 FAX  
Email: [Craig.Passi@state.de.us](mailto:Craig.Passi@state.de.us)  
Website: [www.delawareworks.com/dvr/welcome.shtml](http://www.delawareworks.com/dvr/welcome.shtml)

**VR State Coordinator for the Deaf-Blind**  
**Division for the Visually Impaired**  
Department of Human and Social Services  
1901 North DuPont Highway, Biggs Bldg  
New Castle, DE 19702  
VR Program Specialist: Ken Sutton  
302-255-9822 Voice  
302-255-4441 FAX  
Email: [Ken.Sutton@state.de.us](mailto:Ken.Sutton@state.de.us)  
Website: [www.dhss.delaware.gov/dhss/dvi/index.html](http://www.dhss.delaware.gov/dhss/dvi/index.html)

## **DISTRICT OF COLUMBIA**

**Rehabilitation Services**  
**Administration**  
810 First Street, NE, Suite 9055  
Washington, DC 20002  
State Coordinator: Marlene Jones Kinney  
202-442-8738 T/V  
202-442-8720 FAX  
Email: [marlene.jkinney@dc.gov](mailto:marlene.jkinney@dc.gov)  
Website: being updated

## **FLORIDA**

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

## **GEORGIA**

**Georgia Council for the Hearing Impaired, Inc. (GACHI)**  
4151 Memorial Drive, Suite 103-B  
Decatur, GA 30032  
Exec. Director: Thomas A. Galey  
404-292-5312 T/V  
800-541-0710 T/V  
404-299-3642 FAX  
Email: [tgaley@gachi.org](mailto:tgaley@gachi.org)  
Website: [www.gachi.org](http://www.gachi.org)

**Georgia Department of Labor/Vocational Rehabilitation**  
1700 Century Circle Suite 300  
Atlanta, GA 30345  
Rebecca Sills, State Coordinator for Deaf/HH/Deaf-Blind  
404-486-6331 V  
404-484-6333 T  
866-489-0001 Toll Free  
866-373-7778 T  
404-486-0197 FAX  
Email: [Rebecca.sills@dol.state.ga.us](mailto:Rebecca.sills@dol.state.ga.us)  
Website: [www.vocrehabga.org](http://www.vocrehabga.org)

## **HAWAII**

**Disability and Communication Access Board**  
919 Ala Moana Blvd., Room 101  
Honolulu, HI 96814  
Exec. Director: Francine Wai  
808-586-8121 T/V  
808-586-8130 T  
808-586-8129 FAX  
Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)  
Website: <http://www.state.hi.us/health/dcab/>

**State Vocational Rehabilitation and Services for the Blind Division**  
601 Kamokila Blvd. #515  
Kapolei, HI 96707  
State Coordinator: Carol Young  
808-692-7718 T/V  
808-692-7727 FAX  
Email: [cyoung@dhs.hawaii.gov](mailto:cyoung@dhs.hawaii.gov)



## **IDAHO**

### **Council for the Deaf and Hard of Hearing**

1720 Westgate Drive, Suite A, Room 134

Boise, ID 83704

Exec. Director: Wes Maynard

208-334-0879 V in ID

208-334-0803 T in ID

800-433-1323 V

800-433-1361 T

208-334-0952 Fax

208-334-0879 (VP-100)

168.103.42.178 (D-Link IP Address)

Email: [maynardw@idhw.state.id.us](mailto:maynardw@idhw.state.id.us)

Website: [cdhh.idaho.gov](http://cdhh.idaho.gov)

### **Idaho Division of Vocational Rehabilitation**

10200 W. Emerald, Suite 101

Boise, ID 83704-8780

Michele Clarke M.S., CRC

208-327-7040 T

208-337-7411 V

208-327-7417 FAX

Email: [mclarke@vr.idaho.gov](mailto:mclarke@vr.idaho.gov)

Website: <http://www.vr.idaho.gov>

## **ILLINOIS**

### **State of Illinois Deaf and Hard of Hearing Commission**

1630 South Sixth Street

Springfield, IL 62703

Director: John Miller

217-557-4495 T/V

877-455-3323 T/V

217-557-4492 FAX

Email: [jmiller@idhhc.state.il.us](mailto:jmiller@idhhc.state.il.us)

Website: [www.idhhc.state.il.us](http://www.idhhc.state.il.us)

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

Illinois Dept. of Human Services

Division of Rehabilitation Services

100 West Randolph Street, Ste 5-300

Chicago, IL 60601

State Coordinator: Ingrid Halvorsen

1-866-264-2149 T

312-814-2939 V

217-785-9304 V

E-mail: [ingrid.halvorsen@illinois.gov](mailto:ingrid.halvorsen@illinois.gov)

Website: <http://www.dhs.state.il.us/ors/>

## **INDIANA**

### **Indiana Deaf and Hard of Hearing Services**

Division of Disability and Rehabilitative Services

402 West Washington Street

Room W453

P.O. Box 7083

Indianapolis, IN 46207-7083

Director: James Van Manen

317-232-1143 T/V

800-962-8408 T/V in IN

317-233-1566 FAX

Email: [james.vanmanen@fssa.in.gov](mailto:james.vanmanen@fssa.in.gov)

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### **Indiana Vocational Rehabilitation Services**

Division of Disability and Rehabilitative Services

402 West Washington Street

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Indianapolis, IN 46204

Rehabilitation Counselor for the Deaf Program

Program Director: Rhonda Marcum

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317-232-6478 FAX

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Website:

<http://www.in.gov/fssa/servicedisabl/vr/index.html>

## **IOWA**

### **Deaf Services Commission of Iowa**

Department of Human Rights, 2<sup>nd</sup> floor

Lucas State Office Building

Des Moines, Iowa 50319

Administrator: Kathryn Baumann-Reese

515-281-3164 T/V

515-242-6119 FAX

Email: [dhrr.dsci@iowa.gov](mailto:dhrr.dsci@iowa.gov)

Website: <http://www.state.ia.us/government/dhrr/ds>

### **Division of Vocational Rehabilitation Services**

510 East 12<sup>th</sup> Street

Des Moines, IA 50319

515-281-4211 T/V

515-281-7645 FAX

Website: <http://www.ivrs.iowa.gov/>

## **KANSAS**

### **Kansas Commission for the Deaf and Hard of Hearing**

3640 SW Topeka Blvd, Suite 150

Topeka, KS 66611

Exec. Director: Rebecca J. Rosenthal

785-267-6100 T/V

800-432-0698 T/V



785-267-0655 FAX  
Email: [rja@srskansas.org](mailto:rja@srskansas.org)  
Website: [www.srskansas.org/kcdhh/](http://www.srskansas.org/kcdhh/)

**Kansas Rehabilitation Services  
Deaf Unit**

915 SW Harrison St.  
Topeka, KS 66612  
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785-267-6100 T/V  
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Email: [rja@srskansas.org](mailto:rja@srskansas.org)

**KENTUCKY**

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

632 Versailles Road  
Frankfort, KY 40601  
Exec. Director: Bobbie Beth Scoggins  
502-573-2604 T/V  
800-372-2907 T/V in KY  
502-573-3594 FAX  
Email: [kcdhh@kcdhh.ky.gov](mailto:kcdhh@kcdhh.ky.gov)  
Website: <http://www.kcdhh.ky.gov>

**Kentucky Department of Vocational Rehabilitation**

209 Saint Clair Street  
Frankfort, KY 40601  
State Coordinator: Lori Bishop  
502-564-4440 T/V  
800-372-7172 in KY  
888-420-9874 in KY  
502-564-6745 FAX  
Email: [wfd.vocrehab@ky.gov](mailto:wfd.vocrehab@ky.gov)  
Website: <http://ovr.ky.gov/index.htm>

**LOUISIANA**

**Louisiana Commission for the Deaf**

Louisiana Rehabilitation Services  
627 North 4th Street  
Baton Rouge LA 70802  
Exec. Director: W. Fred Roy, III  
225-925-4175 T/V  
800-256-1523 T/V  
225-922-1515 FAX  
Email: [froy1@dss.state.la.us](mailto:froy1@dss.state.la.us)  
Website:  
[www.dss.state.la.us/departments/lrs/Commission\\_For\\_the\\_Deaf.html](http://www.dss.state.la.us/departments/lrs/Commission_For_the_Deaf.html)

**Louisiana Rehabilitation Services**  
627 North 4th Street

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225-925-4131 T/V  
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Website: [www.dss.state.la.us](http://www.dss.state.la.us)

**MAINE**

**Division of Deafness  
Bureau of Rehabilitation Services**

150 State House Station  
Augusta, ME 04333-0150  
State Coordinator: John Shattuck  
207-623-7958 V  
1-888-755-0023 T  
207-287-5292 FAX  
Email: [John.G.Shattuck@maine.gov](mailto:John.G.Shattuck@maine.gov)  
Website: <http://www.maine.gov/rehab/dod>

**MARYLAND**

**Office of the Deaf and Hard of Hearing**

217 East Redwood St., 13<sup>th</sup> Floor  
Baltimore, MD 21202  
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410-767-7756 T  
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**Maryland Division of Rehabilitation Services**

2301 Argonne Drive  
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State Coordinator: Howard Leonard  
410-554-9411 T  
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**MASSACHUSETTS**

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

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Dorchester, MA 02125  
Commissioner: Heidi L. Reed  
617-740-1700 T  
617-740-1600 V  
800-530-7570 T in MA  
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617-265-8447 VP  
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Website: [www.mass.gov/mcdhh/](http://www.mass.gov/mcdhh/)

**Massachusetts Rehabilitation Commission**

Fort Point Place

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Spec Project Dir: Diane C. Kendrick

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617-204-3600 T/V

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Website: [www.state.ma.us/mrc/vr/vrmain.htm](http://www.state.ma.us/mrc/vr/vrmain.htm)

**MICHIGAN**

**Division on Deaf and Hard of Hearing**

Michigan Department of Labor and Economic Growth

201 N. Washington Sq. Ste 150

Lansing, MI 48913

Director: Christopher Hunter

517-335-6004 T/V

877-499-6232 T/V

517-335-7773 FAX

Email: [dodhh@michigan.gov](mailto:dodhh@michigan.gov)

Website: [www.mcde-dodhh.org](http://www.mcde-dodhh.org)

**Michigan Department of Labor and Economic Growth**

**Michigan Rehabilitation Services**

201 N. Washington Square, 4<sup>th</sup> Floor

Lansing, MI 48933 (physical)

P.O. Box 30010

Lansing, MI 48909 (mailing)

Director: Ms. Jaye Shamsiddeen

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888-605-6722 T

517-335-7277 FAX

Email: [mrs-customerassistance@michigan.gov](mailto:mrs-customerassistance@michigan.gov)

Website: <http://www.michigan.gov/mrs>

**MINNESOTA**

**Minnesota Commission Serving Deaf and Hard of Hearing People**

444 Lafayette Road North

St. Paul, MN 55155-3814

Exec. Director: Mary Hartnett

651-297-7305 T/V

651-297-7115 FAX

Email: [mary.hartnett@state.mn.us](mailto:mary.hartnett@state.mn.us)

Email: [info@mncdhh.org](mailto:info@mncdhh.org)

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

**Minnesota Department of Employment and Economic Development (DEED)**

**Rehabilitation Services Administrative Office**

1<sup>st</sup> National Bank Building

332 Minnesota Street, Suite #E200

St. Paul, MN 55101-1351

Rehabilitation Services Director: Kimberly T. Peck

1-800-657-3973 T

651-296-7510 V

651-296-5616 V

651-297-5159 FAX

E-mail: [kim.peck@state.mn.us](mailto:kim.peck@state.mn.us)

Website: [www.deed.state.mn.us](http://www.deed.state.mn.us)

**MISSISSIPPI**

**Office of Vocational Rehabilitation Services**

1281 Highway 51 North

Madison, MS 39110 (physical)

P.O. Box 1698

Jackson, MS 39215-1698 (mailing)

Executive Director: H.S. McMillan

601-853-5100 T/V

800-443-1000 T/V in MS

601-853-5325 FAX

Email: [hsmcmillan@mdrs.state.ms.us](mailto:hsmcmillan@mdrs.state.ms.us)

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**Office on Deaf and Hard of Hearing**

300 Capers Avenue

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Jackson, MS 39203

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601-351-1586 T/V

601-351-1588 T/V

601-351-1587 FAX

Email: [odhh@odhh.org](mailto:odhh@odhh.org)

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**MISSOURI**

**Missouri Commission for the Deaf and Hard of Hearing**

1103 Rear Southwest Blvd

Jefferson City, MO 65109

Exec. Director: Dr. Roy E. Miller

573-526-5205 T/V

573-526-5209 FAX

Email: [MCDHH@mcdhh.mo.gov](mailto:MCDHH@mcdhh.mo.gov)

Website: [www.mcdhh.mo.gov](http://www.mcdhh.mo.gov)

**Division of Vocational Rehabilitation**

**Department of Elementary & Secondary Education**

3024 Dupont Circle

Jefferson City, MO 65109

Assistant Commissioner: Jeanne Loyd

573-751-0881 T



573-751-3251 V  
877-222-8963 Toll Free  
573-751-1441 FAX  
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## **MONTANA**

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3911 Central Avenue  
PO Box 6433  
Great Falls, MT 59407  
Director: Betty Vantighem  
406-771-9194 T  
406-771-9053 V  
406-771-8056 FAX  
Email: [MDHHS@mttn-webtech.com](mailto:MDHHS@mttn-webtech.com)

**Montana Vocational Rehabilitation**  
111 Sanders Suite 307  
PO Box 4210  
Helena, MT 59604-4210  
Coordinator: Bob Jahner  
1-877-296-1197 (Toll free)  
406-444-2590 T/V  
406-444-3632 FAX  
Email: [rjahner@mt.gov](mailto:rjahner@mt.gov)  
Website: <http://www.dphhs.mt.gov/dsd/mvr.shtml>

## **NEBRASKA**

**Nebraska Commission for the Deaf and Hard of Hearing**  
4600 Valley Road, Suite 420  
Lincoln, NE 68510-4844  
Exec. Director: Tanya Wendel  
402-471-3593 T/V  
800-545-6244 T/V in NE  
402-471-3067 FAX  
Email: [Lincoln.office@ncdhh.ne.gov](mailto:Lincoln.office@ncdhh.ne.gov)  
Website: <http://www.ncdhh.ne.gov/>

**Division of Vocational Rehabilitation**  
301 Centennial Mall South  
P.O. Box 94987  
Lincoln, NE 68509  
Contact: Frank Lloyd  
401-471-3644 T/V  
877-637-3422 Toll Free  
402-471-0788 FAX  
Website: <http://www.vocrehab.state.ne.us>

## **NEVADA**

**Office of Disability Services**

3656 Research Way, Suite 32  
Carson City, NV 89706  
Deaf Coordinator: Todd Butterworth  
775-687-3388 T  
775-687-4452 V  
775-687-3292 FAX  
Email: [Tbutterworth@dhr.state.nv.us](mailto:Tbutterworth@dhr.state.nv.us)  
Website:  
[http://hr.state.nv.us/directors/disabilitysvcs/dhr\\_ods.htm](http://hr.state.nv.us/directors/disabilitysvcs/dhr_ods.htm)

## **NEW HAMPSHIRE**

**Program for the Deaf and Hard of Hearing**  
Division of Adult Learning and Rehabilitation  
21 South Fruit Street, Suite 20  
Concord, NH 03301  
Director: Paul K. Leather  
603-271-3471 T/V  
800-339-9900 T/V in NH  
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Website: <http://www.ed.state.nh.us/education/doe/>

## **NEW JERSEY**

**Division of the Deaf and Hard of Hearing**  
New Jersey Dept of Human Services  
P.O. Box 074  
Trenton, NJ 08625-0074  
Director: Brian C. Shomo  
609-984-7281 T/V  
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Email: [Brian.Shomo@dhs.state.nj.us](mailto:Brian.Shomo@dhs.state.nj.us)  
Website:  
<http://www.state.nj.us/humanservices/ddhh/index.html>

**Division of Vocational Rehabilitation Services**  
New Jersey Dept of Labor  
P.O. Box 398  
Trenton, NJ 08625-0398  
Director: Nancy Yarosh  
609-984-1326 T  
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Email: [Nancy.Yarosh@dol.state.nj.us](mailto:Nancy.Yarosh@dol.state.nj.us)

## **NEW MEXICO**

**New Mexico Commission for the Deaf and Hard of Hearing**  
PO Box 5138  
Santa Fe, NM 87502-5138  
Exec. Director: Thomas J. Dillon, III



505-827-7269 T/V  
Email: [Tom.Dillon@state.nm.us](mailto:Tom.Dillon@state.nm.us)  
Website: [www.nmcdhh.org](http://www.nmcdhh.org)

**State Department of Education**  
**Division of Vocational Rehabilitation**  
435 St. Michael's Drive  
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877-475-8226 T/V  
505-954-8500 V  
505-954-8562 FAX  
Email: [tbrigrance@state.nm.us](mailto:tbrigrance@state.nm.us)  
Website: <http://www.dvrgetsjobs.com/>

## **NEW YORK**

**State Education Department**  
**Office of Vocational and Educational Services for**  
**Individuals with Disabilities**  
One Commerce Plaza, Room 1603  
Albany, NY 12234  
Coordinator: Dorothy Steele  
Assistant: Sharon Brown-Levey  
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518-486-3773 VP  
800-222-5627 T/V (Toll Free)  
518-402-3583 FAX  
Email: [dsteele@mail.nysed.gov](mailto:dsteele@mail.nysed.gov)  
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Email: [vesidadm@mail.nysed.gov](mailto:vesidadm@mail.nysed.gov)  
Website: <http://www.vesid.nysed.gov>

## **NORTH CAROLINA**

**Department of Health and Human Services**  
**Division of Services for the Deaf and the Hard of**  
**Hearing**  
1100 Navaho Drive  
GL-3, Woodoak Building  
Raleigh, NC 27609 (physical)  
2301 Mail Service Center  
Raleigh, NC 27699-2301 (mailing)  
Director: Jan Withers  
919-874-2212 T/V  
919-855-6872 FAX  
Email: [jan.withers@ncmail.net](mailto:jan.withers@ncmail.net)  
Website: <http://dsdhh.dhhs.state.nc.us/>

**Division of Vocational Rehabilitation Services**  
2801 Mail Service Center  
Raleigh, NC 27699-2801  
Director: Linda Harrington

919-855-3579 T  
919-855-3500 V  
919-715-0616 FAX  
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Website: <http://dvr.dhhs.state.nc.us>

## **NORTH DAKOTA**

**Rehabilitation Consulting Services**  
**Department of Human Services**  
1237 West Divide Suite 1B  
Bismarck, ND 58501  
State Director: Yvonne Smith  
701-328-8968 T  
701-328-8950 V  
800-472-2622 Toll Free  
701-328-8969 FAX  
Website:  
<http://www.nd.gov/humanservices/about/contact.html>

## **OHIO**

**Rehabilitation Services Commission**  
400 East Campus View Blvd  
Columbus, OH 43235-4604  
Director: Katherine A. Brown  
614-785-5048 T  
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800-282-4536 T/V in OH  
614-438-1257 FAX  
Website: [www.state.oh.us/rsc](http://www.state.oh.us/rsc)

## **OKLAHOMA**

**Services to the Deaf and Hard of Hearing**  
**Department of Rehabilitation Services**  
3535 N.W. 58<sup>th</sup> Street, Suite 500  
Oklahoma City, OK 73112-4815  
405-951-3400 T/V  
800-845-8476 T/V in OK only  
405-951-3529 FAX  
Website: <http://okrehab.org>

## **OREGON**

**Deaf and Hard of Hearing Services Program**  
**Oregon Dept. of Human Services**  
500 Summer St. NE E-06  
Salem, OR 97301  
Program Manager: Georgia Ortiz  
503-945-5935 T/V  
800-521-9615 T/V (in-state only)  
503-945-6306 FAX  
Email: [georgia.ortiz@state.or.us](mailto:georgia.ortiz@state.or.us)  
Website: [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)



**Department of Human Services**  
**Vocational Rehabilitation Division**  
Administration Office  
500 Summer St., NE E-87  
Salem, OR 97301  
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877-277-0513 Toll Free  
503-947-5025 FAX  
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## **PENNSYLVANIA**

**Office for the Deaf and Hard of Hearing**  
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Website:  
<http://www.dli.state.pa.us/landi/cwp/view.asp?a=128&q=224493>

**Office of Vocational Rehabilitation**  
1521 North 6<sup>th</sup> Street  
Harrisburg, PA 17102  
State Coordinator: Sandy C. Duncan  
717-787-4885 T  
717-772-1659 V  
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717-783-5221 FAX  
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Website: <http://www.dli.state.pa.us/ovr>

## **PUERTO RICO**

**Vocational Rehabilitation Administration**  
**Department of Work and Human Resources**  
Box 191118  
San Juan, PR 00919-1118  
787-729-0160 ext. 2301 T/V  
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## **RHODE ISLAND**

**Rhode Island Commission on the Deaf and Hard of Hearing**  
One Capitol Hill, Ground Level  
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401-222-1205 T  
401-222-1204 V  
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Website: <http://www.cdhh.ri.gov>

**Office of Rehabilitation Services**  
40 Fountain Street  
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## **SOUTH CAROLINA**

**South Carolina Vocational Rehabilitation Department**  
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## **SOUTH DAKOTA**

**Communication Service for the Deaf (CSD)**  
102 North Krohn Place  
Sioux Falls, SD 57103  
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866-273-3323 T (Toll Free)  
605-367-5958 FAX  
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Website: <http://www.c-s-d.org>

**Division of Rehabilitation Services**  
**Department of Human Services**  
Hillsview Plaza  
3800 East Highway 34  
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Pierre, SD 57501-5070  
Program Specialist: Janet Ball  
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605-773-5483 FAX  
Email: [janet.ball@state.sd.us](mailto:janet.ball@state.sd.us)  
Website: <http://www.state.sd.us/dhs/drs/index.htm>

## **TENNESSEE**

**Tennessee Division of Rehabilitation Services**



Department of Human Services  
400 Deaderick Street 15<sup>th</sup> Floor  
Nashville, TN 37248-0001  
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615-313-4700 V/T  
615-741-4165 FAX  
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Email: [human-services.webmaster@state.tn.us](mailto:human-services.webmaster@state.tn.us)  
Website: [www.state.tn.us/humanserv](http://www.state.tn.us/humanserv)

**Tennessee Council for the Hearing Impaired**  
400 Deaderick Street, 14th Floor  
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Executive Director: Thom Roberts  
615-313-4918 T/V  
800-270-1349 T Toll Free  
615-532-4685 FAX  
Email: [Thom.Roberts@state.tn.us](mailto:Thom.Roberts@state.tn.us)  
Website:  
<http://www.state.tn.us/humanserv/TCDHH.htm>

## **TEXAS**

**Division for Rehabilitation Services**  
**Office for Deaf and Hard of Hearing Services**  
4900 N. Lamar, Suite 2169  
Austin, TX 78751 (physical)  
P.O. Box 12904  
Austin, TX 78711-2904 (mailing)  
Director: David Myers  
512-407-3251 T  
512-407-3250 V  
IP: 161.137.23.208  
Email: [david.myers@dars.state.tx.us](mailto:david.myers@dars.state.tx.us)  
Website: <http://www.dars.state.tx.us/dhhs/index.shtml>

**Department of Assistive and Rehabilitation Services**  
4900 North Lamar Boulevard 5th Floor  
Austin, TX 78751  
State Coordinator: Angela Feltner  
512-424-4176 V/T  
512-424-4982 FAX  
Email: [angela.feltner@rehab.state.tx.us](mailto:angela.feltner@rehab.state.tx.us)  
Email: [Dars.Inquiries@dars.state.tx.us](mailto:Dars.Inquiries@dars.state.tx.us)  
Website: <http://www.dars.state.tx.us>

## **UTAH**

**Robert G. Sanderson Community Center of the Deaf and Hard of Hearing**  
5709 South 1500 West  
Taylorsville, UT 84123  
Deaf Services Program Director: Eli McCowan  
801-263-4896 T  
801-263-0450 VP

801-263-4865 FAX  
Email: [emccowan@utah.gov](mailto:emccowan@utah.gov)  
Website: <http://www.deafservices.utah.gov>

**Utah State Office of Vocational Rehabilitation**  
250 East 500 South  
PO Box 144200  
Salt Lake City, 84114-4200  
801-538-7530 T/V  
800-473-7530 T/V in Utah  
801-538-7522 FAX  
Website: <http://www.usor.utah.gov/vocrehab.htm>

## **VERMONT**

**Division of Vocational Rehabilitation**  
**Deaf Services Program**  
Weeks 1A, 103 South Main Street  
Waterbury, VT 05671-2303  
State Coordinator: Rene Pellerin  
802-241-2186 T/V  
802-241-4155 T  
802-241-3359 FAX  
Email: [rene@dad.state.vt.us](mailto:rene@dad.state.vt.us)  
Website: [www.dad.state.vt.us/dvr/deaf/dsp.htm](http://www.dad.state.vt.us/dvr/deaf/dsp.htm)

## **VIRGINIA**

**Department for the Deaf and Hard of Hearing**  
1602 Rolling Hills Dr., Suite 203  
Richmond, VA 23229-5012  
Director: Ronald L. Lanier  
804-662-9502 T/V  
800-552-7917 T/V in VA  
804-662-9718 FAX  
Email: [frontdsk@vddhh.virginia.gov](mailto:frontdsk@vddhh.virginia.gov)  
Website: <http://www.vddhh.org>

**Department of Rehabilitative Services**  
8004 Franklin Farms Drive  
Richmond, VA 23229  
State Coordinator: Mary Nunnally  
804-662-9040 T  
800-464-9950 T  
804-662-7614 V  
800-552-5019 V  
804-662-9140 FAX  
Email: [Mary.Nunnally@drs.virginia.gov](mailto:Mary.Nunnally@drs.virginia.gov)  
Email: [drs@drs.virginia.gov](mailto:drs@drs.virginia.gov)  
Website: [www.vadrs.org](http://www.vadrs.org)

## **VIRGIN ISLANDS**

**Division of Disabilities and Rehabilitation Services**  
**Virgin Islands Department of Human Services**



Knud Hansen Complex Building A 1303  
Hospital Ground  
St. Thomas, USVI 00802  
340-774-0930 V  
340-774-3466 FAX  
Email: [humanservices@usvi.org](mailto:humanservices@usvi.org)  
Website: <http://www.usvi.org/humanservices>

## **WASHINGTON**

**Office of the Deaf and Hard of Hearing**  
**Department of Social and Health Services**  
P.O. Box 45300  
Olympia, WA 98504-5300  
Director: Eric Raff  
360-902-8000 T/V  
800-422-7930 T/V  
360-902-0855 FAX  
D-Link Video IP Address: 209.181.93.249  
D-Link Video Phone: 360-902-8000  
Email: [odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov)  
Website: <http://odhh.dshs.wa.gov>

**Information, Referral and Advocacy Program**  
**Manager Office of the Deaf and Hard of Hearing**  
P.O. Box 45300  
Olympia, WA 98504-5300  
Ryan Bondroff, MSW  
360-586-3160 T  
800-422-7930 T/V Toll Free  
360-902-0855 Fax  
Email: [bondroffryan@dshs.wa.gov](mailto:bondroffryan@dshs.wa.gov)  
Website: <http://odhh.dshs.wa.gov>

**Division of Vocational Rehabilitation**  
P.O. Box 45340  
Olympia, WA 98504  
State Coordinator: Lynnae Rutledge  
360-725-3610 T/V  
800-637-5627 T/V  
360-438-8011 FAX  
Email: [ruttllm@dshs.wa.gov](mailto:ruttllm@dshs.wa.gov)  
Website: <http://www1.dshs.wa.gov/dvr/>

## **WEST VIRGINIA**

**West Virginia Commission for the Deaf and Hard of Hearing**  
Capitol Complex, Building 6, Room 863  
Charleston, WV 25305  
Exec/ Director: Deanna Stone  
304-558-1675 T/V  
877-461-3578 T/V Toll Free  
304-588-0937 FAX  
304-558-2923 VP

Email: [karipreslar@wvdhhr.org](mailto:karipreslar@wvdhhr.org)  
Website: [www.wvdhhr.org/wvcdhh](http://www.wvdhhr.org/wvcdhh)

**West Virginia Division of Rehabilitation Services**  
Box 50890 State Capitol  
Charleston, WV 25305-0890  
State Coordinator: Barbara L. King  
304-766-4965 T/V  
800-642-8207 V in WV  
304-766-4950 FAX  
Email: [Barbara.King@wvdrs.org](mailto:Barbara.King@wvdrs.org)  
Website: [www.wvdrs.org](http://www.wvdrs.org)

## **WISCONSIN**

**Office for the Deaf and Hard of Hearing (BDHH)**  
**Department of Health and Family Services**  
1 West Wilson Street  
P.O. Box 7851  
Madison, WI 53707-7851  
Director: Linda Huffer  
608-267-7371 T  
608-266-1865 V  
608-264-9899 FAX  
Email: [Huffell@dhfs.state.wi.us](mailto:Huffell@dhfs.state.wi.us)  
Website: <http://www.dhfs.wisconsin.gov/>

**Division of Vocational Rehabilitation**  
**Dept of Workforce Development**  
201 E. Washington Avenue  
PO Box 7852  
Madison, WI 53707-7852  
Contact person: Charlene Dwyer  
888-877-5939 T  
608-261-0050 V  
800-442-3477 Toll Free  
608-266-1133 FAX  
E-mail: [charlene.dwyer@dwd.state.wi.us](mailto:charlene.dwyer@dwd.state.wi.us)  
Website: <http://www.dwd.state.wi.us/dvr/>

## **WYOMING**

**Division of Vocational Rehabilitation**  
851 Werner Court, Suite 120  
Casper, WY 82601  
State Coordinator: Lori Cielinski  
307-261-2172 T/V  
307-472-5601 FAX  
Email: [lcieli@state.wy.us](mailto:lcieli@state.wy.us)  
Website: <http://wyomingworkforce.org/how/vr.aspx>







## **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) 287-4240 (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><a href="http://www.harriscomm.com">www.harriscomm.com</a></i>
<i>Hartling Communications</i>	<i>1-800-475-3183 V</i>	<i>1-800-672-9455 TTY</i>	<i><a href="http://www.hartling.com">www.hartling.com</a></i>
<i>Hear More</i>	<i>1-800-881-4327 V</i>	<i>1-800-281-3555 TTY</i>	<i><a href="http://www.hearmore.com">www.hearmore.com</a></i>
<i>HITEC</i>	<i>1-800-288-8303 V</i>		
<i>Weibrecht Communications</i>	<i>1-800-233-9130 V/TTY</i>		<i><a href="http://www.weibrecht.com">www.weibrecht.com</a></i>



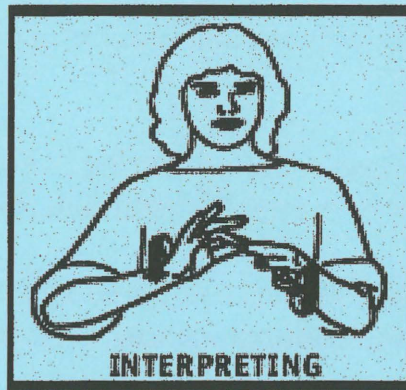




# MAINE LEGAL INFORMATION

## **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](mailto:Anne.L.Head@maine.gov)

or

Marlene McFadden

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



# LEGAL INFORMATION

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

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

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

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

### Auxiliary Aids and Services

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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



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

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SECTION I	GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES
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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  
DIVISION OF DEAFNESS  
150 STATE HOUSE STATION  
AUGUSTA ME 04333-0150**

**BOOK RATE**