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## Resources: A Guide to Services for People who are Deaf, Hard of Hearing or Late Deafened, October 2012

Maine Department of Labor

Maine Bureau Rehabilitation Services

Maine Division of Deaf, Hard of Hearing & Late Deafened

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# Resources

A Guide to Services for People who are Deaf,  
Hard of Hearing or Late Deafened



October 2012

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

**MAINE**  
DEPARTMENT OF  
**LABOR**

*Bureau of Rehabilitation Services  
Division for the Deaf, Hard of Hearing  
& Late Deafened*

DEC 12 2012

## ***Equal Opportunity Is the Law***

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

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

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

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

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

If you think that you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Maine Human Rights Commission, 1-888-577-6690 (TTY), 624-6050 (V) or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

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

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

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

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





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

Paul R. LePage  
Governor

Jeanne S. Paquette  
Commissioner

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

Issued October 2012

Augusta, Maine

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

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

**<http://www.maine.gov/rehab/dod/index.shtml>**

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

Maine Department of Labor  
Division for the Deaf, Hard of Hearing & Late Deafened  
150 State House Station  
Augusta, ME 04333-0150  
(207) 623-7957 TTY  
(207) 470-7668 Videophone  
(207) 623-7958 Voice  
(207) 287-5292 FAX  
[Nancy.A.Melanson@maine.gov](mailto: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 email 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, to end this service relationship, and to look elsewhere for information and resources.
- \* Make the most of these services and enjoy them. They were put here to serve you! Make sure they do.
- \* Report any changes, omissions or errors in this Resource guide to: Department of Labor, Division for the Deaf, Hard of Hearing & Late Deafened, 150 State House Station, Augusta, ME 04333-0150, (207) 623-7957 TTY, (207) 470-7668 VP, (207) 623-7958 V, (207) 287-5292 fax or email: [Nancy.A.Melanson@maine.gov](mailto:Nancy.A.Melanson@maine.gov).



## TABLE OF CONTENTS

AGENCIES & HEARING AID ASSISTANCE .....	1
ASSISTIVE TECHNOLOGY.....	15
CAPTIONING, CART SERVICES, & C-PRINT.....	17
CHILDREN'S HEARING AIDS & AUDITORY TRAINERS .....	21
CHILDREN'S SERVICES .....	23
CHURCHES .....	33
CLINICAL .....	34
COMPLAINTS.....	40
COURTS.....	44
CUED SPEECH SERVICES .....	45
DEAF BLIND.....	47
EDUCATION.....	49
HEALTH CARE SERVICES .....	53
HEARING EAR DOGS.....	54
INTERPRETING.....	56
LAWYERS .....	60
ORGANIZATIONS FOR THE DEAF .....	63
PUBLICATIONS .....	65
RESIDENTIAL & SUPPORTS.....	66
SPEECH-LANGUAGE PATHOLOGISTS.....	73
STATE OFFICES .....	74
SUBSTANCE ABUSE.....	77
SUMMER CAMPS.....	78
SUPPORT GROUPS .....	80
TELEPHONE RELAY .....	81
TTY HOTLINES .....	83

### SECTIONS BY COLOR:

FORMS [TTY DIRECTORY, DDHHLID PLACARDS, DDHHLID ID CARDS, TELECOMMUNICATIONS EQUIPMENT PROGRAM, EMERGENCY ALERT NOTIFICATION, 70% DISCOUNT IN-STATE TOLL CALLS] .....	WHITE
DIRECTORY OF STATEWIDE SERVICES .....	PINK
LEGAL INFORMATION.....	BLUE
GLOSSARY OF TERMS .....	ORANGE
INDEX.....	YELLOW

## **AGENCIES & HEARING AID ASSISTANCE**

### **Alpha One**

#### **Bangor office**

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

#### **Presque Isle office**

549-1 Main Street  
Presque Isle, ME 04769  
Tel: 1-800-974-6466 (V/TTY)  
764-6466 (V/TTY)  
764-5396 (FAX)

#### **South Portland office**

##### **John Dunleavy**

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

Website: [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.

The **Adaptive Equipment Loan Program** (also known as mPower), 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 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.

The **Title 7, Part B Grant Program** provides financial assistance available through funds from the U.S. Department of Education and the Rehabilitation Services Administration. This grant is designed to help consumers with disabilities address: health and disability management, self-care, mobility and home accessibility, and participation in community activities, communication, and learning difficulties. Funds are available to purchase services and adaptive equipment such as hand controls, lifts for vehicles, ramps, showers, hearing aids, TTYs, flashing alarms and signals.



## **AGENCIES & HEARING AID ASSISTANCE**

**Hear in Maine** is an Alpha One program that offers people resources to find hearing aid services and financial aid. They maintain a list of audiologists, hearing aid vendors, and financial resources. They look at eligibility for funding supports and where to find them. Contact Beth Mogan at Alpha One to discuss the resources available at: [bmogan@alphaonenow.org](mailto:bmogan@alphaonenow.org) or 127 Main Street, South Portland, ME 04106; telephone 1-800-640-7200; website: [www.hearinmaine.org](http://www.hearinmaine.org).

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### **Area Agencies on Aging Aging & Disability Resource Centers**

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

Aroostook Agency on Aging, Inc.  
P.O. Box 1288  
1 Edgemont Drive, Suite B  
**Presque Isle, ME 04769**  
Tel: 1-800-439-1789 (V/TTY)  
764-3396 (V/TTY)  
764-6182 (FAX)  
Email: [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)  
Email: [info@smaaa.org](mailto:info@smaaa.org)

Spectrum Generations  
One Weston Court, Suite 203  
P.O. Box 2589  
**Augusta, ME 04338-2589**  
Tel: 1-800-464-8703 (TTY)  
1-800-639-1553 (V)  
622-7857 (FAX)  
Website: [spectrumgenerations.org](http://spectrumgenerations.org)

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

Eastern Area Agency on Aging  
450 Essex Street  
**Bangor, ME 04401-3937**  
Tel: 1-800-432-7812 (V)  
941-2865 (V)  
992-0150 (TTY)  
941-2869 (FAX)  
Website: [www.eaaa.org](http://www.eaaa.org)



## **AGENCIES & HEARING AID ASSISTANCE**

### **AUDIENT**

Administered by **EPIC Hearing Healthcare**

17870 Castleton Street, Suite 320

City of Industry, CA 91748

Tel: 1-866-956-5400 (V)

626-435-0188 (FAX)

Email: [hear@epichearing.com](mailto:hear@epichearing.com)

Website: [www.audientalliance.org/](http://www.audientalliance.org/)

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.

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

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### **Family Violence Assistance Project**

P.O. Box 304

Augusta, ME 04332-0304

Tel: 623-3569 (V)

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

621-6372 (FAX)

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

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### **hear ME now!**

P.O. Box 896

Portland, ME 04104

**Pam Dawson**, Executive Director

Tel: 781-7199 (V)

781-7201 (FAX)

Email: [info@hear-me-now.org](mailto:info@hear-me-now.org)

Website: [www.hear-me-now.org](http://www.hear-me-now.org)

**Our mission statement:** *hear ME now!*, Maine's only Auditory Oral Deaf Education Center, is committed to the families of deaf and hard-of-hearing children and ensures opportunities to learn to listen and speak through innovative teaching and technology.

## ***AGENCIES & HEARING AID ASSISTANCE***

**What we do:** We provide:

- early intervention services in the home — how to help your baby learn to listen through play
- parent support gatherings
- consultative support to community preschools by an auditory oral teacher of the deaf
- school age supports and consultation
- professional development, and
- adult rehabilitation

to deaf and hard-of-hearing individuals who choose to learn to listen and speak. We are a member of OPTIONschools International — a consortium of programs dedicated to advancing excellence in listening and spoken language education.

**Our area of expertise:** We use an auditory approach to spoken language development. This means we use listening first — supported by natural gestures, expressions and pictures — during language based activities. Auditory oral education is based on the perspective that acquiring competence in spoken language, both receptively and expressively, is a realistic goal for children who are deaf or hard of hearing. Research shows the first five years of life are critical to the development of the auditory cortex, the part of the brain that receives and processes spoken language input. Infants and children with hearing loss require early, consistent use of amplification and early intervention to access, stimulate and grow the auditory cortex. This requires targeted and meaningful listening and spoken language practice with professionals trained in integrating auditory skills development.

**Who we are:** Our staff includes a certified early childhood special educator, certified speech/language pathologists, certified Listening and Spoken Language Specialists (LSLS), an Educational Audiologist, and certified Teachers of the Deaf who specialize in helping children who are deaf and hard of hearing learn to listen and speak. All of our direct support staff hold a certification in Listening and Spoken Language (LSLS) or are completing an extensive LSLS preparatory program.

**What is a Listening and Spoken Language Specialist?** A Listening and Spoken Language Specialist has special training in promoting language development through listening. A LSLS holds an international certification from the Alexander Graham Bell Academy for Listening and Spoken Language. The Academy was established in 2005 to advance listening and talking opportunities for deaf or hard-of-hearing individuals through established standards of excellence.

**Our Listening and Spoken Language Specialists have:**

- A passing score on the international LSLS-AV certification exam
- A master's degree in speech-language pathology, OR, education of the hearing impaired
- A license/certificate to practice in Maine
- At least 30–80 hours of post-graduate study in Strategies for Listening and Spoken Language Development
- At least 900 clock hours of professional experience in the provision of auditory verbal therapy within the past three years. At least 750 of these hours must be in direct therapy, OR, at least 15 clock hours per week for three school years directly teaching children with hearing loss to listen and talk in a Listening and Spoken Language Program
- Signed letters of recommendation from three families



## ***AGENCIES & HEARING AID ASSISTANCE***

### **HEAR NOW**

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

Tel: 1-800-328-8602 (V) (Ask for Hear Now)  
(952) 947-4497 (FAX)

Contact person: Joanita Stelter, HEAR NOW Coordinator

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

Website: [www.sotheworldmayhear.org/](http://www.sotheworldmayhear.org/)

HEAR NOW, a U.S. program of the Starkey Hearing Foundation, provides hearing aids to adults and children who are permanent residents of the United States, meet the financial criteria and are approved for assistance. HEAR NOW is an organization of last resort; all other options for service must be used before a HEAR NOW benefit is approved. To determine if someone meets the eligibility requirements, call 1-800-328-8602 (V). There is a nonrefundable processing fee of \$125 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. Send to HEAR NOW, A Program of the Starkey Hearing Foundation, 6700 Washington Avenue South, Eden Prairie, MN 55344. Acknowledgment letters will be sent within six weeks of receipt of donation.

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### **Help America Hear Program Foundation for Sight & Sound**

P.O. Box 1245  
Smithtown, NY 11787

Tel: 631-366-3461 (V)

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

Website: [www.FoundationForSightandSound.org](http://www.FoundationForSightandSound.org)

The Help America Hear Program is designed to provide hearing aids to individuals who do not have the financial capacity to purchase them and who meet the other criteria defined by the program committee.

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### **Lion's Club**

**Bruce Keezer**, State Chair of Speech & Hearing

Tel: 426-2030 (V)

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 & HEARING AID ASSISTANCE***

### **MaineCare Coverage in Nursing Facilities**

Tel: 1-800-977-6740 (V)

TTY Users Call Maine Relay 711

Most items (hearing aids) needed by an individual in a nursing facility are covered by the MaineCare payment to the facility or use of the MaineCare ID. Individuals with medical expenses not covered by the MaineCare ID or the MaineCare payment at the facility may have these expenses deducted from their cost of care. These expenses are deducted starting the month following the month in which the bills are received in the local Department of Health and Human Services' office.

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### **Maine Center on Deafness (MCD)**

68 Bishop Street, Suite 3

Portland, ME 04103

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

**Elissa Moran**, Executive Director

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

207-766-7114 (VP)

Website: [www.mcdmaine.org](http://www.mcdmaine.org)

The Maine Center on Deafness (MCD) is a non-profit community resource center that serves to identify the needs and maximize the potential of D/deaf, hard-of-hearing, late-deafened and speech-impaired individuals throughout the State of Maine. MCD provides information, empowerment, advocacy and referral services to promote public awareness and understanding of Deaf culture through systemic change and individual advocacy under the Civil Rights Program. MCD hosts structured psycho-social support groups for Maine's D/deaf, hard-of-hearing and non-verbal people who have intellectual disabilities through the use of visual-gestural communication and sign language. MCD can provide customized training to any organization regarding how to best serve the Deaf, hard-of-hearing and late-deafened members of the community.

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

### **Civil Rights Program**

**Jana Roberts, LCSW**, Civil Rights Program Manager

Email: [jroberts@mcdmaine.org](mailto:jroberts@mcdmaine.org)

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

Email: [bgallie@mcdmaine.org](mailto:bgallie@mcdmaine.org)



## ***AGENCIES & HEARING AID ASSISTANCE***

**Meryl Troop, CI, CT, SC:L**, Civil Rights Advocate & Staff Interpreter

Email: [mtroop@mcdmaine.org](mailto:mtroop@mcdmaine.org)

Maine Center on Deafness (MCD) promotes the civil rights of D/deaf, late-deafened and hard-of-hearing people throughout the state. MCD advocates for D/deaf, late deafened and hard-of-hearing people for civil rights complaints related to hearing loss. MCD can help in employment, housing, federal, state and local government programs, education, or public accommodations like movie theaters, hospitals, nursing homes and doctors' offices – anywhere communication is needed.

MCD can advocate for and legally represent a person with hearing loss in meetings and administrative hearings such as school Individualized Education Plan (IEP) meetings, and before the Maine Human Rights Commission. MCD can help get needed accommodations such as amplified and other specialized telephones, captioning, educational services and interpreting. For criminal and family law issues, MCD Civil Rights Program will refer to other lawyers who specialize in those areas.

MCD also provides systemic advocacy for Maine people with hearing loss. This advocacy includes working with Maine state agencies and Maine's Legislature. MCD runs the Deaf Rights Group (DRG), a statewide coalition of organizations and individuals committed to obtaining equal access for the D/deaf, late deafened and hard-of-hearing people in Maine. DRG is open to all and meets quarterly in Portland and annually in Augusta. Your input is always welcome.

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

**Jennifer McCann, LCSW**, Coordinator

Email: [vgc@mcdmaine.org](mailto:vgc@mcdmaine.org) or [jmccann@mcdmaine.org](mailto:jmccann@mcdmaine.org)

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

### **Peer Support Group**

**Jennifer McCann, LCSW**, Coordinator

Email: [PSG@mcdmaine.org](mailto:PSG@mcdmaine.org) or [jmccann@mcdmaine.org](mailto:jmccann@mcdmaine.org)

Individuals who are D/deaf, hard of hearing or nonverbal with intellectual disabilities or mental illness get together for educational and psychosocial activities that enhance communication and safety in their homes, jobs and communities. This group meets once a month in Augusta, Bangor and Portland with special activities statewide. Please check our website or call the Maine Center on Deafness (MCD) for more information or to be added to the mailing list regarding Peer Support Group.

### **Telecommunications Equipment Program**

**Justin M. Gifford**, Telecommunications Equipment Program Manager

Email: [jgifford@mcdmaine.org](mailto:jgifford@mcdmaine.org)

## ***AGENCIES & HEARING AID ASSISTANCE***

**Sarah-Jane Wing**, Telecommunications Equipment Program Assistant Manager/Hearing Aid Program Coordinator

Email: [sjwing@mcdmaine.org](mailto:sjwing@mcdmaine.org)

**Erin Sprinkle**, Telecommunications Equipment Program Assistant Manager/Deaf-Blind Program Coordinator

Email: [esprinkle@mcdmaine.org](mailto:esprinkle@mcdmaine.org)

**Telecommunications Equipment:** Telecommunication devices, including TTYs, amplified telephones, speakerphones, single hearing aids, deaf-blind equipment 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, late deafened or hard of hearing are eligible to receive, either on a loan or cost-share basis, equipment that will allow them to receive emergency alert notifications that are not accessible to them via normal television and/or radio transmission.

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

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

### **Communication and Outreach**

**Glenn Shelton**, Program Manager

Email: [gshelton@mcdmaine.org](mailto:gshelton@mcdmaine.org)

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

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



## ***AGENCIES & HEARING AID ASSISTANCE***

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

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

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

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

Erin Sprinkle, Equipment Program Assistant Manager, Deaf-Blind Program Coordinator	102 (V)	Jennifer McCann, Peer Support & Visual Gestural Communication Coordinator	105 (V)
Elissa Moran, Executive Director 207-766-7114 (VP)	110 (V)	Sarah-Jane Wing, Equipment Program Assistant Manager, Hearing Aid Program Coordinator	103 (V)
Jana Roberts, Civil Rights Program Manager	107 (V)	Meryl Troop, Civil Rights Advocate & Staff Interpreter	109 (V)
Beth Gallie, Civil Rights Attorney Advocate	106 (V) 306 (TTY)	Glenn Shelton, Outreach Program Manager	104 (V)
Justin M. Gifford, Equipment Program Manager	101 (V)		

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

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

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

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

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

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

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

## **AGENCIES & HEARING AID ASSISTANCE**

### **Maine Adaptive Sports & Recreation (formerly Maine Handicapped Skiing)**

8 Sundance Lane

Newry, ME 04261-3228

Tel: 824-2440 (V)

1-800-639-7770 (V)

824-0453 (FAX)

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

Website: [www.maineadaptive.org](http://www.maineadaptive.org)

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

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### **Maine State Housing Authority/MaineHousing**

353 Water Street

Augusta, ME 04330-4633

Tel: 207-626-4600 (V)

1-800-452-4668 (V)

207-623-2985 (TTY) or 1-800-452-4603 (TTY)

626-4678 (FAX)

Website: [www.mainehousing.org](http://www.mainehousing.org)

If you live in subsidized housing, check with your property manager regarding deducting medical expenses such as hearing aids and hearing aid batteries from your monthly rent at your annual review.

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### **Medicare**

Tel: 1-800-633-4227 (V)

1-877-486-2048 (TTY)

Website: [www.medicare.gov](http://www.medicare.gov)

Medicare may offer some funding towards the purchase of hearing aids under some Advantage Plans or Part C. Refer to your "Summary of Benefits" or call the phone number on the back of your card to see if you qualify.

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### **New England ADA Center-DBTAC**

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

200 Portland Street, Suite 1

Boston, MA 02114

Oce Harrison, Ed.D., Project Director

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

1-617-482-8099 (FAX)

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



## ***AGENCIES & HEARING AID ASSISTANCE***

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.

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### **Project Grace**

Scarborough, ME

Tel: 207-883-5111

Project Grace is for Scarborough residents only. Project Grace helps to connect residents with necessary services, such as heat assistance, rent assistance, "In-Kind Giving" during the holidays, clothing, food and financial assistance for hearing aids.

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### **Travelers Protective Association of America Scholarship Trust for the Hearing Impaired (TPA)**

3755 Lindell Boulevard

St. Louis, MO 63108-3476

Tel: 314-371-0533 (V)

314-317-0537 (FAX)

Email: [support@tpahq.org](mailto:support@tpahq.org)

Website: [www.tpahq.org](http://www.tpahq.org)

TPA provides assistance to persons who would benefit from mechanical devices, medical care and specialized education or treatment and are unable to provide the funds themselves. There is no restriction on age, sex, race or creed. You must be a United States citizen. Grants may be used to purchase hearing aids, assistive listening equipment or to help with the cost of a cochlear implant.

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### **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)

Website: [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).

## ***AGENCIES & HEARING AID ASSISTANCE***

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

The criterion for children of active duty service members to qualify for hearing aids and services is: 26dB HL or greater 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.

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### **Veterans Administration (VA)**

#### **Audiology**

Tel: 1-877-421-8263, Ext. 4142

#### **VA Health Benefits Service Center**

Tel: 1-877-222-8387

If you are a veteran, check with the VA to see if you qualify for hearing aids. You may qualify if you have a 10% service-connected disability (for any reason) and a hearing loss. To apply for a service-connected disability and pension compensation, you must fill out a VA form 526. Veterans with very low income may be eligible for healthcare through the VA. This will cover hearing aids and may also include TTYs, telephone amplification devices, personal listening systems and cochlear implants.

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### **Vocational Rehabilitation (VR)**

#### **Bureau of Rehabilitation Services-Department of Labor**

Services for deaf and hard-of-hearing clients assisting with attaining employment and independence.

**Terry Morrell, Regional Manager**

Tel: 207-470-7668 (VP/V)

623-7957 (TTY)

287-5292 (FAX)

Email: [Terry.L.Morrell@maine.gov](mailto:Terry.L.Morrell@maine.gov)

### **Rehabilitation Counselors for the Deaf (RCD)**

#### **REGION I**

Bureau of Rehabilitation Services

185 Lancaster Street, Suite 101

**Portland, ME 04101-2453**

Tel: TTY Users Call Maine Relay 711

#### **REGION III**

Bureau of Rehabilitation Services

73 State House Station

21 Enterprise Drive, Suite 2

**Augusta, ME 04333**



1-877-594-5627 (V), 347-3200 (V)  
775-7870 (FAX)

**Carlton Ming**

Email: [Carlton.R.Ming@maine.gov](mailto:Carlton.R.Ming@maine.gov)

Bureau of Rehabilitation Services  
185 Lancaster Street, Suite 101  
**Portland, ME 04101-2453**

Tel: 207-221-5526 (VP/V)  
207-441-5574 (Text/IM)  
207-775-7870 (FAX)

**Joe Roquebecil**

Email: [Joseph.Roquebecil@maine.gov](mailto:Joseph.Roquebecil@maine.gov)  
Serving Androscoggin, Cumberland, Franklin,  
Oxford, Sagadahoc and York counties.

REGION II

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

Tel: 207-221-5526 (VP/V)  
207-441-5574 (Text/IM)  
207-775-7870 (FAX)

**Joe Roquebecil**

Email: [Joseph.Roquebecil@maine.gov](mailto:Joseph.Roquebecil@maine.gov)  
Serving Androscoggin, Cumberland, Franklin,  
Oxford, Sagadahoc and York counties.

Tel: 207-226-7270 (VP/V)  
287-6249 (FAX)

**Sitara Sheikh**

Email: [Sitara.N.Sheikh@maine.gov](mailto:Sitara.N.Sheikh@maine.gov)

**Virginia Pelletier**, Rehabilitation Assistant  
Tel: 207-470-7670 (VP/V)  
287-6249 (FAX)

Email: [Virginia.C.Pelletier@maine.gov](mailto:Virginia.C.Pelletier@maine.gov)

91 Camden Street, Suite 202  
**Rockland, ME 04841**

Tel: 207-226-7270 (VP/V)  
594-1858 (FAX)

**Sitara Sheikh**

Email: [Sitara.N.Sheikh@maine.gov](mailto:Sitara.N.Sheikh@maine.gov)

REGION IV

Bureau of Rehabilitation Services  
45 Oak Street, Suite 1  
**Bangor, ME 04401**

Tel: 207-226-7270 (VP/V)  
561-4027 (FAX)

**Sitara Sheikh**

Email: [Sitara.N.Sheikh@maine.gov](mailto:Sitara.N.Sheikh@maine.gov)

Bureau of Rehabilitation Services  
66 Spruce Street, Suite 3  
**Presque Isle, ME 04769**  
Tel: 207-226-7270 (VP/V)  
760-6316 (FAX)

**Sitara Sheikh**

Email: [Sitara.N.Sheikh@maine.gov](mailto:Sitara.N.Sheikh@maine.gov)

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**Penobscot Community Health Center (PCHC)/Warren Center**

P.O. Box 439

**Bangor, ME 04401**

Tel: 941-2850 (V)  
1-877-542-9000 (Toll Free V)  
941-4932 (TTY)  
941-2852 (FAX)

Website: [www.pchcbangor.org](http://www.pchcbangor.org)

## ***AGENCIES & HEARING AID ASSISTANCE***

Ann Marie Power, Practice Manager  
MaryBeth B. Richards, MS, CCC-SLP, Clinical Leader

**Our Mission:** The PCHC/Warren Center 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 PCHC/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 PCHC/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 PCHC/Warren Center offers a 30-day trial period and a two-year warranty with any new hearing aid. Hearing aid repairs and servicing are available for most makes and models.

**The Regional Hearing Aid Bank:** ReHAB for short, is designed to provide one hearing aid to those members of our community who are unable to afford them. It utilizes donated behind-the-ear hearing aids that can be refurbished and reprogrammed for use by another person. The ReHAB program is designed particularly for members of the community who are unable to be served by the Veterans' Administration, Vocational Rehabilitation program, insurances or other third-party providers and whose annual income is less than 200 percent of the federal poverty level. There is an application process and a waiting list (which can be up to three years long, depending on funding available) for these services. Applications are available by calling the PCHC/Warren Center at 941-2850 or may be picked up at the PCHC/Warren Center office at 175 Union Street, Bangor. The contact person is Tammi LeBrecque, Email: [tlebrecque@pchcbangor.org](mailto:tlebrecque@pchcbangor.org).

**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 behind the ear hearing aids. Hearing aids may be dropped off or mailed to the PCHC/Warren Center office at 175 Union Street, Bangor, Maine 04401.

**Cochlear Implant Mapping:** Besides hosting the only such program in central, eastern or northern Maine, the PCHC/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. PCHC/Warren Center staff work closely with staff of all three implant teams.



## *ASSISTIVE TECHNOLOGY*

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

<p><b>Harris Communications</b>  15155 Technology Drive  Eden Prairie, MN 55344-2277  Tel: 1-800-825-9187 (TTY)  1-800-825-6758 (V)  866-789-3468 (VP)  952-388-2152 (VP)  952 906-1099 (FAX)  Email: <a href="mailto:info@harriscomm.com">info@harriscomm.com</a>  Website: <a href="http://www.harriscomm.com">www.harriscomm.com</a></p>	<p><b>Phone-TTY, Inc.</b>  Anna M. Terrazzino, President  28 Woodcrest Road  Boonton, NJ 07005  Tel: 1-866-757-1555 (VP)  (973) 402-1923 (TTY)  Email: <a href="mailto:phonetty@aol.com">phonetty@aol.com</a></p>
<p><b>Hartling Communications</b>  P.O. Box 1189  Burlington, MA 01803  Tel: (781) 270-6710 (TTY)  1-800-672-9455 (TTY)  (781) 789-9203 (V)  1-800-475-3183 (V)  (781) 229-9161 (FAX)  Email: <a href="mailto:info@hartling.com">info@hartling.com</a>  Website: <a href="http://www.hartling.com">www.hartling.com</a></p>	<p><b>Weitbrecht Communications, Inc. (WCI)</b>  926 Colorado Avenue  Santa Monica, CA 90401-2717  Tel: 1-800-233-9130 (V/TTY)  (310) 656-4924 (V/TTY)  (310) 450-9918 (FAX)  Email: <a href="mailto:sales@weitbrecht.com">sales@weitbrecht.com</a>  Website: <a href="http://www.weitbrecht.com">www.weitbrecht.com</a>  <a href="http://www.captionedtelephone.com">www.captionedtelephone.com</a></p>
<p><b>Hear More</b>  P.O. Box 3413  Farmingdale, NY 11735  Tel: 1-866-929-2743 (VP)  (631) 752-1145 (VP)  1-800-281-3555 (TTY), 1-800-881-4327 (V)  (631) 752-0689 (FAX)  Email: <a href="mailto:sales@hearmore.com">sales@hearmore.com</a>  Website: <a href="http://www.hearmore.com">www.hearmore.com</a></p>	<p><b>Assisted Access-NFSS, Inc.</b>  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)  Email: <a href="mailto:assistedaccess-nfss@comcast.net">assistedaccess-nfss@comcast.net</a>  Website: <a href="http://www.nfss.com">www.nfss.com</a></p>

## *ASSISTIVE TECHNOLOGY*

### **Maine CITE Coordinating Center**

University College, University of Maine System

46 University Drive

Augusta, ME 04330

Tel: 621-3482 (TTY)

621-3195 (V)

629-5429 (FAX)

Email: [kpowers@maine.edu](mailto:kpowers@maine.edu)

Website: [www.maine cite.org/](http://www.maine cite.org/)

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

**Get AT Stuff** is an online equipment exchange service that helps Maine citizens buy and sell lightly used assistive technology and medical/adaptive equipment. The site is designed to get devices that are no longer being used into the hands of people who want them and could benefit from them. Items can be listed for sale or free and unlike some similar services, there is no listing fee. Website: [www.getatstuff.org](http://www.getatstuff.org)

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### **ALLTECH**

400 Riverside Street, Suite A4

Portland, ME 04103

Tel: 207-321-6080 X3314

1-888-748-4018 (FAX)

1129 Union Street, Airport Mall (Next door to Radio Shack)

Bangor, ME 04401

Tel: 207-947-9180

Website: [alltech-tsi.org](http://alltech-tsi.org)

ALLTECH provides free of charge assistive technology assessments, device demonstrations, short-term loans, sale of used assistive technology, training, consultations, and technical assistance in the areas of assistive technology, accessible instructional materials, specialized software, web accessibility, and universal design in education.

## ***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).

### **Automatic Sync Technologies**

Tel: 877-278-7962

Email: [info@automaticsync.com](mailto:info@automaticsync.com)

Website: [www.automaticsync.com/caption](http://www.automaticsync.com/caption)

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

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### **Closed Caption Maker**

**Walter Gallant**

1955 Kensington Street

Harrisburg, PA 17104

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

Email: [wgallant@ccmaker.com](mailto:wgallant@ccmaker.com)

Website: [www.CCmaker.com](http://www.CCmaker.com)

“Closed-Captioning of video at affordable prices, with a 100 percent satisfaction guarantee or your money back.” We now caption “streaming video” over the Internet. Prices are posted on our website.

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### **Custom Captions**

**Alice Durrant**

458 South 2470 West

Provo, UT 84601

Tel: (801) 370-9878 (V)

Email: [customcaptions@comcast.net](mailto:customcaptions@comcast.net)

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



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

### **Karasch & Associates**

1646 West Chester Pike, Suite 4

West Chester, PA 19382

Tel: 1-800-621-5689 (V)

(610) 696-2008 (FAX)

Audrey Greco, Vice President Business Development

Email: [cart@karasch.com](mailto:cart@karasch.com)

Website: [www.karasch.com](http://www.karasch.com)

Tel: 1-800-621-5689 Ext. 102 (V)

We provide off-line captioning for pre-existing video material. DVDs that are provided to the general public can be captioned in English, Spanish and other languages. Any video-based medium can be captioned to ensure compliance with the ADA. Karasch also provides off-line service for emergency management agencies.

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### **Video Caption Corporation**

88 Hunns Lake Road

Stanfordville, New York 12581

Tel: 800-705-1204 (V)

800-705-1207 (FAX)

Email: [ccarlson@vicaps.com](mailto:ccarlson@vicaps.com)

Website: [www.vicaps.com/](http://www.vicaps.com/)

At Video Caption Corporation, we provide high quality English and Spanish off-line closed captioning, and multi-language subtitling services for videos and DVDs. We close caption and subtitle videos in standard and high definition formats, as well as for the Internet.

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### **Video Production Services**

**Carol Lane**

North Monmouth, ME 04265

Tel: 933-3896 (V)

1-800 848-8550 (V)

Email: [info@videops.com](mailto:info@videops.com)

Website: [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 Service**

**Marsha Dulac-Swain**

660 South Belfast Avenue

Augusta, ME 04330

Tel: (207) 242-9378 (V & Text)

Email: [marsha@mainecart.com](mailto:marsha@mainecart.com)

Website: [www.facebook.com/MaineCART](http://www.facebook.com/MaineCART)

#### **Caption Logic**

**Shari Majeski, CCP, CBC**

Bowdoinham, ME 04008

Tel: 207-666-8264 (V)

207-650-9316 (Text)

Email: [majeski.shari@gmail.com](mailto:majeski.shari@gmail.com)

Website: [www.captionlogic.com](http://www.captionlogic.com)

Nationally certified provider of CART and captioning services. Speech-to-text solutions for webinars, conferences, distance education, public events, broadcast, videos. Display options for a single individual or for groups. Captions can interface over the Internet with various platforms, including Blackboard, Adobe Connect, Daktronics.

#### **Karasch & Associates**

1646 West Chester Pike, Suite 4

West Chester, PA 19382

Tel: 1-800-621-5689 (V)

610-696-2008 (FAX)

Audrey Greco, Vice President Business Development

Email: [cart@karasch.com](mailto:cart@karasch.com)

Website: [www.karasch.com](http://www.karasch.com)

Tel: 1-800-621-5689, Ext. 102 (V)

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

We provide CART (Computer Aided Real-time Translation) services that can be utilized for both groups and individuals. This service allows the client to view and read the captions of what is being said, in real time. This service is also available on-site (in person) or remotely in a variety of technical A/V formats (e.g., large screen, webinars, online meeting centers, etc.) The versatility of our services has proven to be a beneficial tool for those who are deaf or hard of hearing.

**Jennifer M. Rodrigues**

P.O. Box 20278

Castro Valley, CA 94546

Tel: (510) 888-9825 (V)

Email: [Jenniferrod@compuserve.com](mailto:Jenniferrod@compuserve.com) & Website: [www.Jenniferrod.com](http://www.Jenniferrod.com)

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

P.O. Box 608

Downsville, NY 13755

Tel: (607) 363-7808 (V)

Email: [Cartandcaption@Captionears.com](mailto:Cartandcaption@Captionears.com)

Website: [www.Captionears.com](http://www.Captionears.com)

Remote CART specialist. Classroom, medical appointments, conferences. Instantaneous translation to your location via Internet. Roughly-edited transcript provided ASAP after session to client's email address. Free demonstrations. Remote CART may be utilized for Distance Education as well. Live translation can be viewed and saved by the client, and the translation can be synched to the recorded audio/video before posting to the Internet.

**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 email. C-Print is also available for use with consumers with low vision, blindness, cerebral palsy, attention-deficient hyper activity disorder, learning disabilities or who speak English as a second language.

**Access Captioning Technology (ACT)**

**Lisa Sorenson**

P.O. Box 614

Gorham, ME 04038

Tel: 222-2882 (V/TTY/FAX)

Email: [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-31-66-0942, Albany, NY

66 South Pearl Street, 9th Floor

P.O. Box 22042

Albany, NY 12207

**Edward DeLuccia**, Assistant Vice President

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

(518) 257-9670 (FAX)

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

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

30 Skyway Drive, Unit 100

Caribou, ME 04736

Contact Person: Judy DeMerchant

Tel: 493-4135 (V)

1-800-432-7366 (V)

TTY Users Call Maine Relay 711

493-4168 (FAX)

Email: [judy.demerchant@maine.gov](mailto:judy.demerchant@maine.gov)

Contact Person: Ginette Rivard

Tel: 1-800-432-7366 (V)

493-4132 (V)

TTY Users Call Maine Relay 711

493-4168 (FAX)

Email: [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.

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

**Insurance Companies** are required to provide hearing aid coverage for children up to the age of 18 years (there are a few exceptions). Contact your insurance company for details. To view the law, go to <http://www.mainelegislature.org/legis/statutes/24-A/title24-Asec2762.html>

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### **MaineCare**

11 State House Station

Augusta, ME 04333-011

Tel: 1-800-977-6740 (V)

TTY Users Call Maine Relay 711

MaineCare provides limited coverage on hearing aids for children 21 years of age and under. Contact MaineCare for more details.

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### **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, 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.

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### **Penobscot Community Health Center (PCHC)/Warren Center**

See page 13.

## **CHILDREN'S SERVICES**

### **Cambridge Hospital**

#### **Deaf Services**

1439 Cambridge Street

Cambridge, MA 02139

**Sanjay Gulati, MD**, Child & Adolescent Psychiatrist

**Lauren Imperatore, PhD**, Team Leader

Tel: (617)-665-3458 (V)

(617)-665-1055 (TTY)

(617)-665-1973 (FAX)

Provides evaluations, individual, family and marital therapy for deaf and hard-of-hearing individuals and their families. The Child, Adolescent, and Adult Inpatient Psychiatric Units at Cambridge Health Alliance also have extensive experience in treating deaf and hard-of-hearing individuals. American Sign Language and certified deaf interpreting is readily available.

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### **Child Development Services (CDS)**

146 State House Station

Burton Cross State Office Building, 5th Floor

Augusta, ME 04333-0146

**Debra Hannigan**, Director

Tel: 624-6660 (V)

TTY Users Call Maine Relay 711

624-6661 (FAX)

Email: [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 under the Individuals with Disabilities Education Act (IDEA). This program is funded through the federal IDEA. CDS operates nine regional offices throughout the state to arrange and deliver early intervention, special education and 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.

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### **Child Protective Intake-Department of Health and Human Services**

11 State House Station

Augusta, ME 04333-0011

Tel: 1-800-452-1999 (V)

626-8620 (V)

TTY Users Call Maine Relay 711

287-5065 (FAX)

24-Hour Hotline to report child abuse and neglect statewide.



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

### **Community Counseling Center**

165 Lancaster Street  
Portland, ME 04101

Tel: 874-1043 (TTY)

874-1030 (V)

1-866-259-9659 (VP)

874-1044 (FAX)

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

Website: [www.commcc.org/deafservices](http://www.commcc.org/deafservices)

For over a decade, Community Counseling Center has been pleased to offer high quality mental health and family services to Deaf, hard-of-hearing, deaf-blind and late-deafened children and adults throughout Maine. This highly specialized program offers individual, couples, family and group counseling and case management services, provided by licensed therapists who are fluent in American Sign Language and English.

Our staff is aware of the unique needs and diversity of the Deaf and hard-of-hearing communities. We also offer services to hearing children, siblings, parents and family members of Deaf individuals.

Our counseling services can help individuals and families with:

- Depression and anxiety.
- Acute and chronic mental illness.
- Relationship, couple and family problems.
- Parenting challenges.
- Behavioral and emotional problems in children.
- Abusive or destructive relationships.
- Sexual and/or physical abuse.
- Separation and/or divorce.
- Loss of loved ones.
- Family crises.

Case Management is a MaineCare-funded service that is designed to support children and adults in identifying and accessing resources and services in their community. Our case managers can:

- Connect children, adults, elders and their families to natural supports and community resources.
- Coordinate services and streamline communications between multiple providers.
- Facilitate referrals for needed resources.
- Work with individuals to create effective service plans.

Deaf culture-friendly counseling and case management services are available in our Portland office, located in the heart of the Bayside neighborhood. MaineCare, Medicare and most commercial insurance is accepted; self-pay and sliding-fee-scale options are also available.

**Kristine Dach, LCPC, Program Supervisor/Clinician**

Tel: 207-619-5747 (VP/Voice)

207-874-1030 ext. 272 (Voice)

Email: [dachk@commcc.org](mailto:dachk@commcc.org)

## **CHILDREN'S SERVICES**

**Echo Kaply-Smith, LCSW, Clinician**

Tel: 207-619-5748 (VP)

207-874-1030 ext. 493 (Voice)

Email: [kaplye@commcc.org](mailto:kaplye@commcc.org)

**John Post, BSW, MHRT/C, Case Manager**

Tel: 207-619- 5749 (VP)

Email: [postj@commcc.org](mailto:postj@commcc.org)

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**Deaf and Hard-of-Hearing Program (DHHP)**

**Children's Hospital Boston at Waltham**

9 Hope Avenue

Waltham, MA 02453

Tel: (781) 216-2210 (TTY)

(781) 216-2215 (V)

(781) 216-2252 (FAX)

The Deaf and Hard-of-Hearing Program (DHHP) is an interdisciplinary clinical and research group within the Department of Otolaryngology and Communication Disorders at the Children's Hospital. The clinical team includes specialists in psychology, audiology, education, medicine, speech and language, psychiatry and communications. DHHP provides comprehensive evaluation and consultative services to deaf and hard-of-hearing children, their physicians, families and schools. Staff works with children and families from diverse locations and backgrounds covering the full pediatric age spectrum, from infants to teens. DHHP serves as a center for coordination of evaluations, referrals, research, guidance and information for families and agencies.

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**hear ME now!**

See page 3.

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

**David W. Sherry, Executive Director**

Tel: 781-6285 (V/TTY)

781-6220 (FAX)

Email: [David.Sherry@mecdhh.org](mailto:David.Sherry@mecdhh.org)

**Joanna Foster, Administrative Assistant**

Tel: 781-6284 (V/TTY)

Email: [Joanna.Foster@mecdhh.org](mailto:Joanna.Foster@mecdhh.org)

Website: [www.mecdhh.org](http://www.mecdhh.org)



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

**For information regarding K-12 academic programs at Governor Baxter School for the Deaf please contact:**

**David W. Sherry**

Tel: 781-6285 (V/TTY)

781-6220 (FAX)

Email: [David.Sherry@mecdhh.org](mailto:David.Sherry@mecdhh.org)

**Halli King**, Administrative Assistant

Tel: 781-3165, Ext. 0

Email: [Halli.King@mecdhh.org](mailto:Halli.King@mecdhh.org)

### **Statewide Education Services (SES)**

Mackworth Island

Falmouth, ME 04105

Tel: 781-6285 (V/TTY)

781-6220 (FAX)

Email: [Karen.Hopkins@mecdhh.org](mailto:Karen.Hopkins@mecdhh.org) or [Angela.Bruno@mecdhh.org](mailto:Angela.Bruno@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 (ECFS)**

Website: [www.mecdhh.org/statewide-educational-services/early-childhood-family-services/](http://www.mecdhh.org/statewide-educational-services/early-childhood-family-services/)

The Early Childhood & Family Services (ECFS) program provides services to families with children newborn to five years of age who are deaf, hard of hearing or have a suspected hearing loss. We provide information to families and professionals statewide, support the choices that families make to benefit their children and assist them with identifying the resources that will help them meet the individual needs of their infant or young child. Services are provided at no cost to families.

Home visits are offered to families to provide unbiased information about early childhood development, hearing loss, auditory skills development, amplification, communication and technology options, education and program resources, funding options, networking and mentoring.

ECFS consultants are available for observations and consultations in daycare and preschool settings. We are also available for participation in Individualized Family Service Plan (IFSP) and Individualized Education Plan (IEP) team meetings. Our program collaborates with the child's IFSP team and provides opportunities for statewide networking for families, providers and agencies. We have a diverse professional staff with the following backgrounds: teachers of the deaf, parent-infant specialists, early-childhood educators, an educational/pediatric audiologist, special educators and a family therapist.



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

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)

Email: [Karen.Hopkins@mecdhh.org](mailto:Karen.Hopkins@mecdhh.org)

### **2. Public School Outreach Program (PSO)**

Website: [www.mecdhh.org/statewide-educational-services/public-school-outreach](http://www.mecdhh.org/statewide-educational-services/public-school-outreach)

The Public School Outreach Program assists service providers in offering a beneficial and positive educational experience for students with a hearing loss within their local school district.

We offer free consultative services to schools that serve students who are deaf or hard of hearing. Our goal is to assist public-school personnel with implementing an appropriate and positive educational experience for any student in Kindergarten - Grade 12 with a hearing loss.

- We serve all students regardless of the degree or nature of their hearing loss.
- We support all communication choices.
- We encourage the development of the whole child.
- We are a family-focused organization, and we respect the critical role that parents and families play in the lives of the children we serve.
- Our hope is to become a continual resource for professionals and parents as well as a valuable member of the team serving the child.
- We support the creative use of all forms of technology including hearing assistive technology, video conferencing, videophones, appropriate use of social networking systems, etc., to insure that students, parents and professionals have access to their educational environments and to services regardless of where they live.

Educational consultation services provided:

- On-site classroom observation.
- Recommendations for classroom modifications.
- Assistance with all hearing assistive technology (Hearing Aids, Cochlear Implants, FM system); proper use and care.
- Program recommendations.
- Curriculum modifications.

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

- Instructional strategies.
- Literacy considerations and recommendations.
- Language needs.
- Visual and auditory access.
- Proper use of sign language interpreters and cued speech transliterator.
- Social emotional needs.
- Transition considerations and resources.
- Access to resource materials.
- Involvement with the Individual Education Plan (IEP) Team. Consultation with parents and professionals. Expanded Consultation with our Fee for Service Program (FFS).
- FFS contracts are developed with the district based on the individual needs of the student and professionals working with that student.
- A range of services are offered including in-depth consultation services, literacy program development, language program development, support with use of all forms of technology, support writing IEPs, modeling strategies and techniques, recommendations for materials and programs, input regarding assessments, networking, etc.
- FFS assessments are available at MECDHH/GBSD upon request. Staff development/In-service training.
- Diversity awareness programs.
- Student awareness programs (offered by consultants on the day of their observations).

### **Regional Programs:**

#### **Kids Like Me**

Children who are deaf or hard of hearing need peer support in order to share and comprehend how being deaf or hard of hearing impacts their daily lives. Learning that there are others who have similar life experiences and frustrations helps children accept and understand what it means to be deaf or hard of hearing and maintain a positive self-image. Providing an adult role model who is deaf or hard of hearing is an integral part of the program that promotes positive self-esteem and a "can do" attitude.

#### **Regional K-5 Student Groups**

Peer support groups are established based on the number of students within a one-hour commute of designated sites. (Please contact us for locations.)

K through 5 group meets two hours a week for eight consecutive weeks. Experimental learning activities like games, journaling, role playing, art projects, problem solving, small group discussions and assistive technology demonstrations are designed to build assertive listening and communication skills, self-esteem, leadership, personal awareness and a strong, positive identity as a deaf or hard-of-hearing individual.



## CHILDREN'S SERVICES

### *Note to Local School Districts...*

*Interpreters, transliterators and educational technicians used by the students within their academic program will also be used during the K-5 peer support groups, and districts are responsible for transporting students to and from the program site. An MECDDH health form must be completed for each student and given to the group facilitator/MECDDH staff person. In the event that a student is unable to attend a session, the student's school should notify the Regional Program coordinator.*

### **Mid School/High School Student Groups**

Groups of students from grades six to twelve meet for two consecutive days (one overnight) with deaf and hard-of-hearing peers from all over the state for a total of 24 hours of fun. Our program provides a stimulating context for building friendships and self-advocacy skills, expressing thoughts and feelings and sharing cooperative learning experiences. Activities may include: games, canoeing, kayaking, hiking, camping out, orienteering, rock climbing and other activities in the great outdoors. Three two-day sessions a year are offered, and students are strongly encouraged to attend all three sessions to reap the greatest benefit from the program.

### **Communication Access Commitment**

Each child's preferred mode of communication is accommodated and respected. Interpreters, Cued Speech transliterators and hearing assistive technologies are an integral part of all our programs.

### **W.I.S.E. - "We Increase Sensitivity and Educate"**

Website: [www.mecdhh.org/statewide-educational-services/public-school-outreach/w-i-s-e/](http://www.mecdhh.org/statewide-educational-services/public-school-outreach/w-i-s-e/)

Student diversity enriches the educational experience for all children. Training provides an opportunity for students who are hearing to better understand the needs of their peers who are deaf or hard of hearing. This program uses a hands-on, experiential education model and incorporates group activities and discussions to facilitate student learning.

This comfortable and safe environment encourages students who are deaf or hard of hearing to express their feelings and share some of the challenges they face in their everyday lives as well as respond to questions their classmates may have.

**Working Together:** To assist with the development and implementation of a specialized program for each student who is deaf or hard of hearing, consultation occurs with their case manager, classroom teacher, parent(s) and a Public School Outreach consultant.

The program consists of a variety of activities focusing on topics such as:

- Communication.
- Respecting diversity.
- Assistive technology.
- Life with a hearing loss.

## *CHILDREN'S SERVICES*

### W.I.S.E. Diversity Awareness Criteria:

- Session length of 2 – 2.5 hours.
- Class presentation size of up to 45 students.
- Classroom teacher's participation is required.
- Other service providers are encouraged to participate.
- The student with a hearing loss must be present — if absent, the program will be rescheduled.
- Services can be requested by:
  1. Parents.
  2. Special education directors and teachers, speech/language pathologists, classroom and special education teachers, audiologists, physicians, psychologists, psychiatrists and other service providers with parental approval.

Networking: Our Public School Outreach (PSO) program provides an opportunity for statewide networking with:

- Audiologists.
- Teachers of the Deaf.
- Speech/language pathologists.
- Education consultants.
- Guidance counselors.
- Occupational therapists.
- Physical therapists.
- Physicians, psychologists, and psychiatrists.

Training Opportunities: MECDHH periodically hosts workshops and training sessions which are open to all.

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)

Email: [Angela.Bruno@mecdhh.org](mailto:Angela.Bruno@mecdhh.org)

### 3. Early Childhood Programs at GBSD:

#### A. Parent Infant/Toddler Program

Governor Baxter School for the Deaf

Mackworth Island

Falmouth, ME 04105

Tel: 781-6335 (V/TTY)

781-6220 (FAX)



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

The Parent Infant/Toddler Program offers a family centered approach. Services are provided to parents and caregivers, children who are deaf, hard of hearing or have suspected hearing loss and their siblings. A multidisciplinary approach is used to meet the needs of families.

The program meets twice each week with offerings for the parents including a parent support group, auditory support sessions, and an ASL class. The Parent Infant Toddler Program supports the continuum of communication options.

### **B. Preschool Program**

Governor Baxter School for the Deaf  
Mackworth Island  
Falmouth, ME 04105  
Tel: 781-6335 (V/TTY)  
781-6220 (FAX)

The Preschool Program offers a language-enriched developmentally based program of learning for deaf, hard-of-hearing and typically developing hearing children ages 3 to 5. The program is rich in experiences, which foster and nurture the child's language development.

The Preschool Program is a bilingual environment, offering children one class with two distinct focuses. In the American Sign Language (ASL) classroom, ASL is the language of daily interactions and communication; and in the spoken language classroom, spoken language is used. Families choose their child's primary classroom, and the children have the opportunity to interact in both rooms as their day progresses. Children are encouraged to develop auditory, listening and oral language skills. Expressive and receptive ASL growth and development is also fostered. 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.

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### **Maine Hands & Voices**

Vivian Mikhail, Board Chair

Tel: 207-725-7451 (V)

Email: [handsandvoicesmaine@earthlink.net](mailto:handsandvoicesmaine@earthlink.net)

Website: [www.mehandsandvoices.org](http://www.mehandsandvoices.org) or [www.handsandvoices.org](http://www.handsandvoices.org)

## *CHILDREN'S SERVICES*

Maine Hands & Voices is the Maine state chapter of national non-profit Hands & Voices. Our organization is dedicated to supporting Maine families with children who are deaf or hard of hearing without a bias around communication modes or methodology. We're a parent-driven organization that collaborates with professionals who serve our children to provide families with the resources, networks and information they need to feel supported in raising a child with hearing loss, including connecting families to one another for irreplaceable parent-to-parent support and working to improve communication access and educational outcomes for their children. Our outreach activities, parent/professional collaboration and advocacy efforts are focused on enabling deaf and hard-of-hearing children to reach their highest potential. "What works for your child is what makes the choice right!" Visit Maine Hands & Voices on Facebook.

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### **Maine Newborn Hearing Program (MNHP)**

11 State House Station

Augusta, ME 04333-0011

**Betsy Glencross**, Coordinator

Tel: 1-800-698-3624 (V)

287-6879 (V)

TTY Users Call Maine Relay 711

207-287-4743 (FAX)

Email: [Betsy.Glencross@Maine.gov](mailto:Betsy.Glencross@Maine.gov)

Website: [www.mainepublichealth.gov/MNHP](http://www.mainepublichealth.gov/MNHP)

The Maine Newborn Hearing Program is part of the Department of Health and Human Services, Maine Center 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.

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### **Colleen M. Owens, LCPC**

**Full Circle Wellness Center, Inc.**

265 Hammond Street

Bangor, ME 04401

Tel: 207-370-2259 (V)

207-942-7013 (Fax)

Email: [colleen.owens@gmail.com](mailto:colleen.owens@gmail.com)

Colleen is a graduate of Gallaudet University's Masters in Mental Health Counseling program. She has worked with the Deaf and hard-of-hearing, deaf-blind, late-deafened community since 2006. She provides family and individual therapy to children, adolescents and adults. She is experienced in working with survivors who experienced physical and sexual abuse. She is also experienced in working with adults and adolescents with developmental disabilities. Many insurances accepted and a sliding scale is also available.



## *CHURCHES*

### **Calvary Baptist Church**

185 Atlantic Highway (Rt. 1)

Warren, ME 04864

Tel: 273-2061 (V)

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

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

### **Grace Baptist Church**

476 Summit Street

Portland, ME 04103

Tel: 797-5509 (V)

Services interpreted. Transportation available.

### **Holy Martyrs Church/Parish of the Holy Eucharist**

266 Foreside Road

Falmouth, ME 04105

Tel: 781-4573 (V)

Email: [office@pothe.org](mailto:office@pothe.org)

Website: [www.parishoftheholyeucharist.org](http://www.parishoftheholyeucharist.org)

Interpreted Mass, 4 p.m. on the third Saturday of the month. International Catholic Deaf Association, Chapter 89, meets before and after the mass.

### **Sign Language Congregation of Jehovah's Witnesses**

22 Water Street

Brunswick, Maine 04011

Tel: 207-208-8184 (VP)

Website: [www.jw.org](http://www.jw.org)

Sign Language Meetings: Wednesdays, 7 p.m. and Saturdays, 10:30 a.m. All are invited to these meetings in Sign Language. There is no charge for those who want to attend. These meetings include Bible lectures and discussion. Also available are many publications in American Sign Language or forty other Sign Languages on DVD.

### **Victory Baptist Church**

Rt. 202

Winthrop, ME 04364

Tel: 377-2161 (V/FAX)

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

## CLINICAL

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

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

For more information, please contact:

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

Tel: 207-470-7668 (VP)

623-7958 (V)

623-7957 (TTY)

Email: [Terry.L.Morrell@maine.gov](mailto:Terry.L.Morrell@maine.gov)

**Maine Center on Deafness**

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

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

Do you...

have trouble sleeping?

...have bad dreams?

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

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

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

**You Can Feel Better. You are not alone.**



## *CLINICAL*

### **Community Counseling Center**

165 Lancaster Street

Portland, ME 04101

Tel: 874-1043 (TTY)

874-1030 (V)

1-866-259-9659 (VP)

874-1044 (FAX)

Website: [www.commcc.org/deafservices](http://www.commcc.org/deafservices)

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

For over a decade, Community Counseling Center has been pleased to offer high quality mental health and family services to Deaf, hard-of-hearing, deaf-blind and late-deafened children and adults throughout Maine. This highly specialized program offers individual, couples, family and group counseling and case management services, provided by licensed therapists who are fluent in American Sign Language and English.

Our staff is aware of the unique needs and diversity of the Deaf and hard of hearing communities. We also offer services to hearing children, siblings, parents and family members of Deaf individuals.

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- Acute and chronic mental illness.
- Relationship, couple and family problems.
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- Behavioral and emotional problems in children.
- Abusive or destructive relationships.
- Sexual and/or physical abuse.
- Separation and/or divorce.
- Loss of loved ones.
- Family crises.

Case Management is a MaineCare-funded service that is designed to support children and adults in identifying and accessing resources and services in their community. Our case managers can:

- Connect children, adults, elders, and their families to natural supports and community resources.
- Coordinate services and streamline communications between multiple providers.
- Facilitate referrals for needed resources.
- Work with individuals to create effective service plans.

Deaf culture-friendly counseling and case management services are available in our Portland office, located in the heart of the Bayside neighborhood. MaineCare, Medicare and most commercial insurance is accepted; self-pay and sliding-fee-scale options are also available.

**Kristine Dach, LCPC**, Program Supervisor/Clinician

Tel: 207-619-5747 (VP/V)

207-874-1030 Ext. 272 (V)

Email: [dachk@commcc.org](mailto:dachk@commcc.org)

*CLINICAL*

**Echo Kaply-Smith, LCSW, Clinician**

Tel: 207-619-5748 (VP)

207-874-1030 Ext. 493 (Voice)

Email: [kaplye@commcc.org](mailto:kaplye@commcc.org)

**Michelle Ames, MHRT/C, Case Manager**

Tel: 207-619-5750 (VP)

Email: [amesm1@commcc.org](mailto:amesm1@commcc.org)

**John Post, BSW, MHRT/C, Case Manager**

Tel: 207-619-5749 (VP)

Email: [postj@commcc.org](mailto:postj@commcc.org)

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**Community Health and Counseling Services**

P.O. Box 425

Bangor, ME 04402

**Michelle Humphrey**

Tel: 947-0366, Ext. 442 (V)

262-2172 (FAX)

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

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**Deaf and Hard-of-Hearing Program (DHHP)**

**Children's Hospital Boston at Waltham**

See page 25.

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**Stephen S. Greene, Ph.D.**

49 Oak Street

Augusta, ME 04330

Tel: 649-4046 (V)

622-6290 (FAX)

Email: [dktrdume@aol.com](mailto:dktrdume@aol.com)



## *CLINICAL*

Dr. Greene is a clinical psychologist who is fluent in American Sign Language and English and has worked with deaf and hard-of-hearing people for more than 30 years. He provides clinical services to individuals, couples and families, children, adolescents and adults. Dr. Greene provides evaluation/assessment, counseling/therapy, consultation, clinical team management services and vocational counseling. Dr. Greene specializes in trauma treatment and is trained in Eye Movement Desensitization and Reprocessing (EMDR), Sensorimotor Psychotherapy and Internal Family Systems. Dr. Greene has provided mental health services in a variety of settings including hospitals, community mental health agencies, schools (public and residential) and private practice. Distance therapy, consultation and training provided by videophone and videoconferencing.

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

#### **Community Integration Services for the Deaf (CISD) – Mental Health Case Management**

175 Lancaster Street, Suite 221

Mailing: 185 Lancaster Street

Portland, ME 04101

**Sharlene Adams**, Senior Director of Clinical Services

Email: [Sharlene.Adams@goodwillnne.org](mailto:Sharlene.Adams@goodwillnne.org)

Tel: 761-8402 (V)

#### **Karla Doucette, MHRT/C, Case Manager**

Tel: 207-766-7077 (VP)

207-523-0000 (V/Text); 207-370-3901 (V/TTY)

761-8460 (FAX)

Email: [Karla.Doucette@goodwillnne.org](mailto:Karla.Doucette@goodwillnne.org)

#### **Lisa Rouelle, MHRT/C, Case Manager**

Tel: 347-967-5848 (VP)

207-775-5891 (V/Text)

207-761-2460 (FAX)

Email: [Lisa.Rouelle@goodwillnne.org](mailto:Lisa.Rouelle@goodwillnne.org)

Established in July 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 individuals to live as independently as they wish.

*CLINICAL***Harvard Medical School-Massachusetts Eye & Ear Infirmary-Department of Ophthalmology****Dr. Andrew Baker, O.D**

243 Charles Street

Boston, MA 02114

Tel: 617-573-3202 (V)

978-304-0413 (FAX)

Email: [Andrew\\_Baker@meei.harvard.edu](mailto:Andrew_Baker@meei.harvard.edu)

Dr. Andrew Baker, a deaf health care provider, provides vision care services for deaf people.

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**Kennebec Behavioral Health (KBH)**

66 Stone Street

Augusta, ME 04330

Tel: 873-2136 (V)

Website: [www.kbhmaine.org](http://www.kbhmaine.org)

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

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**Kathy Muzzy, LCSW**

P.O. Box 63

Belfast, ME 04915

Tel: 322-5540 (V)

Email: [kmuzzy@bluestreakme.com](mailto:kmuzzy@bluestreakme.com)

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

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**Colleen M. Owens, LCPC****Full Circle Wellness Center, Inc.**

See page 32.

**Jana Roberts, LCSW**

94 Auburn Street, Suite 201

Portland, ME 04103

Tel: 207-653-0932 (Voice or Text)

Email: [janarobertslcsw@yahoo.com](mailto:janarobertslcsw@yahoo.com)



## *CLINICAL*

North Deering area of Portland, just off the West Falmouth/Portland North exit of I-95. Plenty of client parking, elevator to second floor, on the Portland bus route: Washington Avenue.

.....

**Ralph Sprague, MA**

466 Main Street, Suite 300

Lewiston, ME 04240

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

786-7761 (FAX)

Email: [Ralph.Sprague.MA@gmail.com](mailto:Ralph.Sprague.MA@gmail.com)

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

.....

**Sara Treat, MA, LCPC**

P. O. Box 1737

Windham, ME 04062

Tel: 712-2370 (V/Text)

Email: [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.

.....

**Worcester State Hospital**

Mental Health Unit for Deaf Persons

305 Belmont Street

Worcester, MA 01604

Tel: 508-368-3633 (V)

508-363-1531 (TTY)

508-948-0616 (VP)

508-363-1531 (FAX)

Bill Olivier, LICSW

Email: [William.M.Olivier@state.ma.us](mailto:William.M.Olivier@state.ma.us)

Email: [Daniel.Lambert@state.ma.us](mailto:Daniel.Lambert@state.ma.us)

The Deaf Unit accepts referrals for persons who are in psychiatric crisis and either prefer or depend on sign language or visual gestural communication. Provides acute stabilization, evaluation, evidence-based approaches to psychosocial rehabilitation and discharge planning. Serves adults and adolescents who are 14 or older. Adolescents are accepted for admission after review of person's needs by both Worcester State Hospital and the Department of Mental Health, Divisions of Child and Adolescent Services.



## **COMPLAINTS**

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

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

134 Main Street, Suite 2C

Winthrop, ME 04364

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

377-7055 (TTY/V/Maine Relay 711)

377-7057 (FAX)

Email: [Kathy.Despres@caresinc.org](mailto:Kathy.Despres@caresinc.org)

Website: [www.caresinc.org](http://www.caresinc.org)

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

### **Department of Health and Human Services (DHHS)/ADA/Equal Employment Opportunity (EEO) Coordinator**

11 State House Station

Augusta, ME 04333-0011

Tel: 287-4289 (V)

287-3488 (V)

TTY Users Call Maine Relay 711

DHHS has a policy to provide interpreters and has trained staff to use Maine Relay 711 in State 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, contact the station and tell them what the problem is.

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

<b>Bangor:</b> WLBZ – 1-800-464-1213 or <a href="mailto:closedcaptioning@wlbz2.com">closedcaptioning@wlbz2.com</a> WABI – 947-8321 X160 or <a href="mailto:captioning@wabi.tv">captioning@wabi.tv</a> WVII – 945-6457 X3127 or <a href="mailto:mastercontrol@wvii.com">mastercontrol@wvii.com</a>	<b>Portland/Westbrook:</b> ME PBS – 1-800-884-1717 WGME – 228-7787 or <a href="mailto:closedcaptioning@wgme.com">closedcaptioning@wgme.com</a> WCSH – 1-800-464-1213 or <a href="mailto:closedcaptioning@wcsh6.com">closedcaptioning@wcsh6.com</a> WMTW – 775-1800 or <a href="mailto:wmtw@wmtw.com">wmtw@wmtw.com</a> WPXT – 774-0051 X131 or <a href="mailto:cc@ourmaine.com">cc@ourmaine.com</a> FOX – 828-0023 or <a href="mailto:closedcaptioning@myfoxmaine.com">closedcaptioning@myfoxmaine.com</a>
<b>Presque Isle:</b> WAGM – 764-4461 X222 or <a href="mailto:ccap@wagmtv.com">ccap@wagmtv.com</a>	<b>Lewiston/Auburn:</b> WMTW – 782-1800 or <a href="mailto:wmtw@wmtw.com">wmtw@wmtw.com</a> WCSH – 1-800-464-1213 or <a href="mailto:closedcaptioning@wcsh6.com">closedcaptioning@wcsh6.com</a> ME PBS – 1-800-884-1717



## *COMPLAINTS*

If contacting the station directly doesn't work, you can complain, in writing, to the broadcasting company (if you use an antenna for TV reception) or to the cable company (if you have cable) or to the satellite company (if you use a satellite dish). Sample complaint letters are available on the NAD website [www.nad.org/captioningcomplaint](http://www.nad.org/captioningcomplaint) or call Nancy Melanson, 623-7998 (TTY) or 623-7958 (V) at the Division for the Deaf, Hard of Hearing & Late Deafened for help.

You may also file a complaint to:  
**Federal Communication Commission (FCC)**  
 445 12th Street SW, Room 6C-447  
 Washington, DC 20554  
 Tel: 1-888-835-5322 (TTY)  
       1-888-225-5322 (V)  
       1-866-418-0232 (FAX)  
 Email: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

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**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)  
 Email: [advocate@drcme.org](mailto:advocate@drcme.org)  
 Website: [www.drcme.org](http://www.drcme.org)

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

- Providing information about legal rights and service systems.
- Referring people to appropriate services.
- Individually representing people in meetings, hearings, and court.
- Working for service system reform and change.

## *COMPLAINTS*

### **Maine Center on Deafness Civil Rights Program**

See page 6.

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### **Maine Human Rights Commission**

51 State House Station  
19 Union Street

Augusta, ME 04333-0051

Tel: 624-6290 (V)

TTY Users Call Maine Relay 711

624-8729 (FAX)

Website: [www.maine.gov/mhrc](http://www.maine.gov/mhrc)

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

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### **Maine Medical Center (MMC)**

ADA Compliance/Care Management

22 Bramhall Street

Portland, ME 04102

Tel: 207-619-5730 (VP)

662-2523 (TTY)

662-3847 (V)

**Jan DeVinney**, Deaf Services/Access Coordinator

Email: [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 and videophones for patient and visitor use, captioning on all TVs, amplified handsets and assistive listening devices for hard-of-hearing people.

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### **Maine Long Term Care Ombudsman Program**

P.O. Box 128, One Weston Court

Augusta, ME 04332

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

621-1079 (V/TTY)

621-0509 (FAX)

Email: [MLTCOP@MaineOmbudsman.org](mailto:MLTCOP@MaineOmbudsman.org)

Website: [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.

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### **A.D.A. Accessibility Coordinator, State of Maine**

150 State House Station

Augusta, ME 04333

**Eric Dibner**, ADA Accessibility Coordinator

Tel: 623-7950 (V)

TTY Users Call Maine Relay 711

287-5292 (FAX)

Email: [Eric.Dibner@Maine.Gov](mailto:Eric.Dibner@Maine.Gov)

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

- ❖ Help resolve complaints about disability discrimination and respond to requests for accommodation.
- ❖ Coordinate State compliance under the Americans with Disabilities Act (ADA), section 504 of the Rehabilitation Act, and the Maine Human Rights Act.
- ❖ Provide training and technical assistance.
- ❖ Review agency implementation of ADA compliance plans.

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

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### **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)

Email: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

Website: [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.

**COURTS****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

**ADDRESS**

145 State St., Augusta  
78 Exchange 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  
941-3000  
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

**SUPERIOR COURTS**

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

**ADDRESS**

45 Kennebunk Rd., Alfred  
2 Turner St., Auburn  
95 State St., Augusta  
78 Exchange 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**

**Nicole Dobson**, President

Wells, ME

Tel: 752-0417 (V)

Email: [info@cuedspeechmaine.org](mailto:info@cuedspeechmaine.org) or [NiCueSSS@gmail.com](mailto:NiCueSSS@gmail.com)

**Anne Banger**, Treasurer

Woolwich, ME

Tel: 443-9404 (V/TTY)

Email: [abanger@suscom-maine.net](mailto:abanger@suscom-maine.net)

Website: [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.

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### **Cue Camp New England**

Held in Maine every summer!

**Nicole Dobson**, Director

Tel: 752-0417 (V)

Email: [info@cuedspeechmaine.org](mailto:info@cuedspeechmaine.org) or [ncldobson@yahoo.com](mailto:ncldobson@yahoo.com)



## ***CUED SPEECH SERVICES***

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

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

Deaf Children's Literacy Project

Cathy Quenin, Interim President

4245 East Avenue

Rochester, NY 14618

Tel: 585-389-2776 (V)

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

Website: [www.cuedspeech.org](http://www.cuedspeech.org)

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

23970 Hermitage Road

Cleveland, OH 44122-4008

Tel: (216) 292-6213 (V)

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

Email: [info@cuedspeech.com](mailto:info@cuedspeech.com)

**Nicole Dobson, SLP**, New England Regional Representative, NCSA

Wells, ME

Tel: 752-0417 (V)

Email: [NiCueSSS@gmail.com](mailto:NiCueSSS@gmail.com) or [info@cuedspeechmaine.org](mailto:info@cuedspeechmaine.org)

Website: [www.cuedspeech.com](http://www.cuedspeech.com)

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### **Consulting Teachers of the Deaf Who Cue:**

**Polly J. Earl, Ed.D.**

P.O. Box 785

Fort Fairfield, ME 04742

Tel: 227-4507

Email: [mainecues@mf.net](mailto:mainecues@mf.net)

**Patricia Slater, M.A.**

P.O. Box 234

Fairfield, ME 04937

Tel: 453-6524 (V)

Email: [pslatofd@myfairpoint.net](mailto:pslatofd@myfairpoint.net)



## *DEAF BLIND*

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

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

#### **Paul Cote**

Tel: 623-7956 (V)  
TTY Users Call Maine Relay 711  
287-5292 (FAX)

Email: [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 deaf blind) of all ages throughout the state.

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### **Helen Keller National Center (HKNC) New England Region Office**

152 Lincoln Rd.

P.O. Box 266

Lincoln, MA 01773

**Mary Ellen Barbiasz** - Regional Rep., Email: [maryellen.barbiasz@hknc.org](mailto:maryellen.barbiasz@hknc.org)

**Peg Ouellette** - Administrative Assistant, Email: [peg.ouellette@hknc.org](mailto:peg.ouellette@hknc.org)

Tel: (781) 259-7100 (V/TTY)  
(866) 977-9057 (VP)  
(781) 259-4014 (FAX)

Website: [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 deaf blind in local, state, national and international forums. Direct link to HKNC-Regional Representative page: [www.hknc.org/FieldServicesREGREPMAIN.htm](http://www.hknc.org/FieldServicesREGREPMAIN.htm).

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### **Iris Network**

#### ***Independence Without Fear***

189 Park Avenue

Portland, ME 04102

Tel: 207-774-6273 (V)  
207-774-0679 (FAX)

Email: [IndependenceWithoutFear@theiris.org](mailto:IndependenceWithoutFear@theiris.org)

Website: <http://www.theiris.org/services/Independence-Without-Fear>

## ***DEAF BLIND***

This program matches independent deaf-blind/dual-sensory impaired individuals with support-service provider (SSP) volunteers who are trained to provide sighted-guide services, give visual information and facilitate communication. Anyone interested in becoming a support-service provider volunteer or needing the services of a SSP should contact the Iris Network.

.....

### **New England Consortium of Deaf blind Projects (NEC)/Maine Deaf blind Project**

175 N. Beacon Street

Watertown, MA 02472

**Tracy Evans Luiselli**, Project Director

Tel: (617) 972-7517 (V)

(617) 924-5525 (TTY)

(617) 972-7354 (FAX)

Email: [NEC@Perkins.org](mailto:NEC@Perkins.org)

Website: [www.necdbp.org/](http://www.necdbp.org/) and <https://facebook.com/nec.consortium>

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

.....

### **Dual-Sensory Impaired/Loss Resources**

Portland, ME

**Patty Sarchi**

Tel: 771-8885 (V)

Email: [psarchi@maine.rr.com](mailto:psarchi@maine.rr.com)

Patty Sarchi, an advocate for the individual with a dual-sensory impairment/loss, will assist with information and support to find resources that may be needed regarding the loss of sight and hearing. Communication by telephone or email is preferred.



## ***EDUCATION***

### **Adult Education Services**

Maine Department of Education

23 State House Station

Augusta, ME 04333

**Gail Senese**, State Director of Adult Education

Tel: 624-6755 (V)

TTY Users Call Maine Relay 711

624-6731 (FAX)

Email: [Gail.Senese@maine.gov](mailto:Gail.Senese@maine.gov)

### **Bangor Adult Education**

**Greg Leavitt**, Director

885 Broadway

Bangor, ME 04401

Tel: 992-5523 (V)

990-3487 (FAX)

Website: [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)

Email: [woodr@portlandschools.org](mailto:woodr@portlandschools.org)

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

Office of Pupil Services

73 Harlow Street

Bangor, ME 04401

Tel: 992-4175 (V)

992-4168 (FAX)

Email: [lpoirier@bangorschools.net](mailto:lpoirier@bangorschools.net)

This program offers instruction for students in grades K-12 who are deaf or hard of hearing and reside in southern Penobscot County. Instruction is provided by certified teachers of the deaf in self-contained special-education classrooms that are located in Bangor public schools. Inclusion in mainstream classroom settings is provided as appropriate. Communication methods are based on the students' individual needs and may include American Sign Language, signed English, auditory-oral or cued speech. Speech/language therapy, auditory evaluation, auditory equipment and equipment management are provided.

## EDUCATION

**Carrie Pierce**, Deaf Educator

MA: Deaf Education

ASLTA Certified

Certified Early Intervention Specialist

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

P.O. Box 12

Belfast, ME 04915

Email: [bridginghandsasl@aol.com](mailto:bridginghandsasl@aol.com)

Website: [www.bridginghandsforasl.homestead.com](http://www.bridginghandsforasl.homestead.com)

Services provided upon request:

Teaching American Sign Language Classes for all ages.

ASL tutoring, D/deaf mentoring.

Sign language classes for babies.

Educational consultation.

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

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

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

.....  
**hear ME now!**

See page 3.

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

See page 25.

.....  
**Sandcastle Clinical and Educational Services**

72 Strawberry Avenue

Lewiston, ME 04240

**Stephanie Gelinas**

Tel: 782-2150 (V)

Email: [sgelinas@sandcastlemaine.org](mailto:sgelinas@sandcastlemaine.org)



## *EDUCATION*

### Services offered:

- Audiological services.
- Speech and language evaluations/therapy.
- Occupational and physical evaluations/therapy.
- Psychological evaluations and mental health therapy.
- An inclusive preschool and pre-K program incorporating basic signing for all children as a language development tool.

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### **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)

581-9420 (FAX)

Disability Support Services (DSS) staff provide counseling and coordination of services such as interpreters, note takers, tape recorders, special testing situations, on-campus TTYs and building accessibility for students with disabilities.

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

USM information: academics, events, employment, etc.

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

780-5646 (TTY)

780-4000 (V)

780-4933 (FAX)

Support for Students with Disabilities

Tel: 780-4395 (TTY)

780-4706 (V)

### **Linguistics Department, USM**

P.O. Box 9300

65 Exeter Street

Portland, ME 04104-9300

**Wayne Cowart, Ph.D.**, Department Chair

Tel: 780-4069 (TTY)

780-4582 (V)

780-4477 (V)

780-5561 (FAX)

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

## *EDUCATION*

The Linguistics Department at USM offers a BA degree in Linguistics with an ASL/English Interpreting concentration. The interpreting program is designed for students who plan careers in interpreting and is nationally accredited by the Collegiate Commission on Interpreter Education. 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 primarily on the USM Portland campus, but sometimes also at off campus sites. In addition, the Signed Language Research Lab serves as a supersite for both RID and EIPA credentialing exams.

**Judy Shepard-Kegl, Ph.D., CSC, CI/CT, NIC-M, OTC, SC:L, ED:K-12 (EIPA: Primary and Secondary ASL, PSE, MCE), NAD IV, Master Mentor**, Coordinator of the ASL/English interpreting track of Linguistics and Director of the Sign Language Research Laboratory  
Email: [kegl@usm.maine.edu](mailto:kegl@usm.maine.edu)

### **Sign Language Research Laboratory**

49 Exeter Street, Portland 04104

Tel: 780-5933 (TTY/VP)

780-5957 (V)

780-5940 (FAX)

### **RID/EIPA Supersite**

49 Exeter Street, Portland, ME 04104

Tel: 780-5933 (TTY/VP)

780-5955 (V)

USM Linguistics website: [www.usm.maine.edu/~lin](http://www.usm.maine.edu/~lin)

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### **Wilton (Maine) Free Public Library**

#### **Hands On PAH!**

6 Goodspeed Street

P.O. Box 454

Wilton, ME 04294

Tel: 645-4831 (V)

645-9417 (TTY)

Contact: **Lynne Hunter**

Email: [lynne@wilton-free.lib.me.us](mailto:lynne@wilton-free.lib.me.us)

Website: [www.wilton-free.lib.me.us/handson.html](http://www.wilton-free.lib.me.us/handson.html)

Hands On PAH! is a service of the Wilton Free Public Library dedicated to meeting the information and accessibility needs of the Deaf and hard-of-hearing communities of western and central Maine; it also informs the general public about hearing loss, the Deaf community, American Sign Language and Deaf culture.



## *HEALTH CARE SERVICES*

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

Go to <http://pfr.informe.org/almsonline/almsquery>.

Click on Search for an Individual.

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

Click on State and then click on Maine.

Click on Active Licenses.

Click on Search.

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

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

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

Click on Select a Specialty from list below:

Click on: Otolaryngology (or)  
Otology (or)  
Otorhinolaryngology

Click on Search.

Or contact the Office of Licensing and Registration

35 State House Station

Augusta, ME 04333-0035

Tel: 624-8603 (V)

TTY Users Call Maine Relay 711

624-8637 (FAX)

## ***HEARING EAR DOGS***

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

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

### **Canine Companions for Independence**

Miller Family Campus  
286 Middle Island Road  
Medford, NY 11763

Tel: 800- 572-BARK (2275) (V)  
631-561-0200 (V/TTY)  
631-561-0230 (FAX)

Email: [kathy.mandsager@comcast.net](mailto:kathy.mandsager@comcast.net)

Website: [www.caninecompanions.org](http://www.caninecompanions.org) or [www.cci.org](http://www.cci.org)

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

10175 Wheeler Road  
Central Point, OR 97502

Tel: (541) 826-9220 (V/TTY)  
(541) 826-6696 (FAX)

Email: [info@dogsforthe deaf.org](mailto:info@dogsforthe deaf.org)

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

Dogs for the Deaf, Inc. rescues and professionally trains dogs to help people and enhance lives, maintaining a lifelong commitment to all dogs we rescue and all people we serve. These dogs are placed throughout the U.S. and Canada at no cost to the recipient.

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### **Great Plains Assistance Dogs**

920 Short Street, P.O. Box 513  
Jud, ND 58454

Tel: (701) 685-2242 (V)  
(701) 685-2290 (FAX)

Email: [info@greatplainsdogs.com](mailto:info@greatplainsdogs.com)

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



## *HEARING EAR DOGS*

### **National Education for Assistance Dog Services, Inc. (NEADS)/Dogs for Deaf & Disabled Americans**

P.O. Box 213

West Boylston, MA 01583

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

(978) 422-3255 (FAX)

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

Website: [www.neads.org](http://www.neads.org)

**NEADS (National Education for Assistance Dog Services)** (also known as Dogs for Deaf and Disabled Americans), is a **non-profit** organization that was established in 1976 to provide **canine assistance** for people who are deaf or have a physical disability. These assistance dogs become an extension of their handlers and bring freedom, physical autonomy and relief from social isolation to their human partners. NEADS offers a wide spectrum of assistance dog services, including: hearing dogs for people who are deaf or have hearing loss; service dogs for people with physical disabilities; dogs for people who require stability and help with balance; canines for combat veterans; dogs for children with a physical disability; dogs for the classroom, therapy and ministry; and dogs for children with autism. NEADS is accredited by Assistance Dog International, the internationally recognized governing body that establishes industry standards and practices.

## *INTERPRETING*

### **Bangor Interpreting Agency**

7 Summer Street

Hampden, ME 04444

**Nancy A. Ordway**, Director

Tel: 862-4063 (TTY)

862-2947 (V/VP)

862-4027 (FAX)

Email: [bangorinterpreting@tds.net](mailto:bangorinterpreting@tds.net)

Website: [www.bangorinterpreting.com](http://www.bangorinterpreting.com)

Bangor Interpreting Agency is an interpreting referral business based in Hampden providing services throughout the state of Maine. They provide professional, highly qualified, independently contracted freelance 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.

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### **Certified Interpreting — The Sign Language Network**

P.O. Box 6500

Brunswick, ME 04011

**Ruth Vigna**, Co-Director

**Victor Vigna**, Co-Director

Tel: 207-798-7995 (V)

207-319-7378 (VP)

207-729-0875 (FAX)

Email: [services@CIMaine.com](mailto:services@CIMaine.com)

Website: [www.CIMaine.com](http://www.CIMaine.com)

Certified Interpreting — The Sign Language Network provides American Sign Language/English interpreting services in medical, legal, mental health, academic (pre-K-12 and post-secondary), government, corporate and a variety of other settings, including the largest hospitals in Maine. Certified Interpreting works with over 75 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, medical practices and hospitals, schools and education centers, corporations and small-businesses, legal practices and judicial centers, individuals and other entities. Certified Interpreting has been providing interpreting services throughout Maine since 1982 and is operated by nationally certified interpreters.

Other services currently available: Emergency interpreting services are available 24 hours a day, 7 days a week, by prior agreement. Remote interpreting services are available using Video Interpreting Access (VIA), 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.



## *INTERPRETING*

### **Certified Interpreting: Maine Medical Center, Spring Harbor Hospital, and Maine Medical Partners**

**Stacey Bsullak**, Coordinator

**Joanne Weiss**, Coordinator

Tel: 207-662-6230

Email: [medsign@CIMaine.com](mailto:medsign@CIMaine.com)

Website: [www.CIMaine.com](http://www.CIMaine.com)

Certified Interpreting is the exclusive provider of comprehensive American Sign Language/English interpreting services at Maine Medical Center, Brighton Campus (including FirstCare), Spring Harbor Hospital and most Maine Medical Partner locations. Such services are provided during business and after-hours time periods 24/7/365. A large number of interpreters are qualified to interpret in the medical field and 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.

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### **Kewl ASL**

Interpreting/Employment/Education

15 Jones Road

Somerville, ME 04348

Tel: 549-4733 (V/TTY)

207-240-3177 (Cell/Text)

207-213-1500 (VP)

Email: [kewlasl@gmail.com](mailto:kewlasl@gmail.com)

Website: [www.kewlasl.com](http://www.kewlasl.com)

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

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

## *INTERPRETING*

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

Contact: **Regan Thibodeau**, Maine RID President

Email: [reganannrae@gmail.com](mailto:reganannrae@gmail.com)

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

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### **Mary Jane Grant Sign Language Interpreting Services, LLC**

P.O. Box 843

Sanford, ME 04073

Tel: 207-651-3146 (V)

207-213-1325 (VP)

866-825-9910 (FAX)

Email: [mjgrantinterpreting@gmail.com](mailto:mjgrantinterpreting@gmail.com)

Website: [www.maryjanegrant.com](http://www.maryjanegrant.com)

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### **Office of Licensing and Registration**

35 State House Station

Augusta, ME 04333-0035

Tel: 624-8603 (V)

TTY Users Call Maine Relay 711

624-8637 (FAX)

Jennifer Hawk

Tel: 624-8617 (V)

Email: [Jennifer.Hawk@maine.gov](mailto:Jennifer.Hawk@maine.gov)

Marlene McFadden

Tel: 624-8624 (V)

Email: [marlene.m.mcfadden@maine.gov](mailto:marlene.m.mcfadden@maine.gov)

Website: [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).



## *INTERPRETING*

### **Pine Tree Society - Interpreting Services**

71 US Rt. 1, Suite B

Scarborough, ME 04074

**Doug Newton**, Program Director

Tel: 885-0536 (V/TTY)

1-866-945-1109 (VP)

885-0076 (FAX)

Email: [interpreting@pinetreesociety.org](mailto:interpreting@pinetreesociety.org) and Website: [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. In addition to general sign language interpreting, the program offers a statewide emergency sign language interpreting service during nonbusiness hours and is 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.

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### **Professional Interpreting, Inc.**

14 Torrey Street

Portland, ME 04103

**Kris Bracklow**, Director

Tel: 774-3068 (V/TTY)

774-8701 (FAX)

Email: [ProfessionalInterpreting@maine.rr.com](mailto:ProfessionalInterpreting@maine.rr.com) or [kris120@juno.com](mailto:kris120@juno.com)

Website: [www.ProfessionalInterpretingInc.com](http://www.ProfessionalInterpretingInc.com)

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

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

15 Beaumont Street

Portland, ME 04103

**Mary Mackay, CT, SC:L**

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

Email: [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)**

See page 41.

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### **Lawyer Referral and Information Service**

Maine State Bar Association

P.O. Box 788

Augusta, ME 04332-0788

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

623-0083 (FAX)

Email: [iris@mainebar.org](mailto:iris@mainebar.org)

Website: [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 a 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, email, or Maine Relay services, according to your request. Callers receive written confirmation when referrals are made.

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### **Maine Center on Deafness**

See page 6.

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### **Pine Tree Legal Assistance**

Pine Tree Legal provides free civil legal help to Maine people with low incomes. They do not do criminal work. Priorities include housing (evictions, landlord/tenant problems, unsafe housing and housing discrimination), special education issues, public benefits (such as TANF, ASPIRE, food stamps and general assistance), foreclosure/predatory lending, IRS problems, domestic violence, MaineCare and access to health care, poverty tax abatements and consumer problems. All offices do not have the same priorities and do not cover everything on this list. 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.

Website: [www.ptla.org](http://www.ptla.org)



**LAWYERS**

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

115 Main Street, 2<sup>nd</sup> Floor  
**Bangor**, ME 04401  
 Tel: 942-8241 (V)  
 942-8323 (FAX)

Native American Unit  
 115 Main Street, 2<sup>nd</sup> Floor  
**Bangor Office**  
 Tel: 1-877-213-5630 (V)  
 942-8323 (FAX)

208 Main Street, Suite 1  
**Machias**, ME 04654  
 Tel: 255-8656 (V)  
 255-8657 (FAX)

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

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

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

37 Park Street, 4<sup>th</sup> floor, Suite 401  
**Lewiston**, ME 04240  
 Tel: 784-1558 (V)  
 783-8774 (FAX)

York County Shelter  
 Pine Tree Legal  
 Tel: 206-1100 (V/FAX)

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

**James M. Shepard-Kegl, Esq**  
 52 Whitney Farms Road  
 North Yarmouth, ME 04097  
 Tel: 847-3074 (V/TTY)  
 Email: [kegl@maine.rr.com](mailto:kegl@maine.rr.com)

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

## LAWYERS

**Taylor, McCormack, & Frame, LLC****Gregg Frame, Esq.**

4 Milk Street, Suite 103

Portland, ME 04101

Tel: 828-2005 (V)

347-4523 (FAX)

Email: [gframe@tmfattorneys.com](mailto:gframe@tmfattorneys.com) and Website: [www.tmfattorneys.com/](http://www.tmfattorneys.com/)

General civil litigation, discrimination and civil rights.

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**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.

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**The Law Offices of Joe Bornstein**

P.O. Box 4686

Portland, ME 04112

Tel: 772-1496 (TTY)

1-800-772-4624 (V)

Email: [resourceguide@joebornstein.com](mailto:resourceguide@joebornstein.com) and Website: [www.joebornstein.com/](http://www.joebornstein.com/)

The Law Offices of Joe Bornstein specializes in personal injury law, including automobile accidents, Social Security Disability, medical malpractice and worker's compensation. With a statewide practice and six convenient offices in Sanford, Biddeford, Portland, Lewiston, Augusta and Bangor, the Law Offices of Joe Bornstein has been getting Mainers the justice they deserve for over 38 years.

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

550 Forest Avenue, Suite 205, P.O. Box 3649

Portland, ME 04104-3649

Tel: 761-7796 (V)

761-6946 (FAX)

Email: [tvogel@maine-elderlaw.com](mailto:tvogel@maine-elderlaw.com)

Elder law.



## **ORGANIZATIONS OF THE DEAF**

### **ALDA, Inc.**

8038 MacIntosh Lane, Suite 2

Rockford, IL 61107-5336

Tel: (815) 332-1515 (V/TTY)

1-866-402-2532 (Toll free V)

Region I Director: Matt Ferrara

Email: [RD1@alda.org](mailto:RD1@alda.org)

Website: [www.alda.org](http://www.alda.org)

The Association of Late-Deafened Adults is about communication and acceptance of every deafened individual. Some people lip-read, some sign, some use hearing aids, some have cochlear implants and some need to have others write down what they are saying — and at ALDA all the above is okay! ALDAs official communication philosophy is "Whatever works!"

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### **Bangor Deaf Club**

P.O. Box 2121

Bangor, ME 04401

**Richard Oakes**, President

Email: [Roakes7607@aol.com](mailto:Roakes7607@aol.com)

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

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

**Lois Morin**, Secretary

576 Bridgton Road

Sebago, ME 04029

Email: [LGMorin@roadrunner.com](mailto:LGMorin@roadrunner.com)

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### **Maine Association for the Deaf, Inc.**

**William H. Nye**, President

Email: [wpnye@maine.rr.com](mailto:wpnye@maine.rr.com)

The Maine Association for 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. Founded in Belfast in 1877, this organization focuses on social, education, recreation, civic and economic welfare of all deaf and hard-of-hearing citizens and holds a biennial convention. The MeAD distributes a quarterly newsletter and plans to unveil a website. A person need not be deaf or hard of hearing to be a member.

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

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

**Abby Bouchard**

4 Winding Way

Standish, ME 04084

Tel: 207-766-7059 (VP)

Email: [abbyheart33@gmail.com](mailto:abbyheart33@gmail.com)

Maine Recreation Association of the Deaf is a volunteer organization for deaf, hard-of-hearing and late-deafened people who want to participate in family activities. There are activities for all ages, including the Deaf Timberfest.



## *PUBLICATIONS*

### **DEAFDIGEST**

#### **DEAFDIGEST SPORTS**

Free Weekly Publication available only through email.

For email subscription, contact: [barry@deafdigest.com](mailto:barry@deafdigest.com)

Website: <http://deafdigest.com>

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

**Meryl Troop**, Editor

68 Bishop Street, Suite 3

Portland, Maine 04103

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

Email: [mtroop@mcdmaine.org](mailto:mtroop@mcdmaine.org)

Website: [www.mcdmaine.org](http://www.mcdmaine.org)

Maine Center on Deafness offers an email based listing of accessible events. The E-vents listing of accessible events is sent out to over 600 interested Maine parties. Sign up via email to [mtroop@mcdmaine.org](mailto:mtroop@mcdmaine.org).

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### **“MAINE-LINES”**

**Nancy Melanson**, Editor

Department of Labor, Bureau of Rehabilitation Services

Division for the Deaf, Hard of Hearing & Late Deafened

150 State House Station

Augusta, ME 04333-0150

Tel: 623-7998 (TTY)

623-7958 (V)

287-5292 (FAX)

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

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

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

## ***RESIDENTIAL & SUPPORTS***

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

353 Cumberland Avenue

Portland, ME 04101

**Carla Maddocks**, Senior Director of Clinical and Community Support Services

Tel: 774-6323 (V/TTY)

761-8460 (FAX)

Email: [Carla.Maddocks@goodwillnne.org](mailto:Carla.Maddocks@goodwillnne.org)

### **Caron Street House**

26 Caron Street

Portland, ME 04103

**Melissa Westhoven**, Residential Program Manager – Caron Street

Tel: 766-7088 (VP)

797-8046 (TTY)

797-9117 (FAX)

Email: [Melissa.Westhoven@goodwillnne.org](mailto:Melissa.Westhoven@goodwillnne.org)

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

### **Community Integration Services for the Deaf (CISD) – Mental Health Case Management**

175 Lancaster Street, Suite 221

Mailing: 185 Lancaster Street

Portland, ME 04101

**Sharlene Adams**, Senior Director of Clinical Services

Email: [Sharlene.Adams@goodwillnne.org](mailto:Sharlene.Adams@goodwillnne.org)

Tel: 761-8402 (V)

### **Karla Doucette, MHRT/C, Case Manager**

Tel: 207-766-7077 (VP)

207-523-0000 (V/Text)

207-370-3901 (V/TTY)

761-8460 (FAX)

Email: [Karla.Doucette@goodwillnne.org](mailto:Karla.Doucette@goodwillnne.org)

### **Lisa Rouelle, MHRT/C, Case Manager**

Tel: 347-967-5848 (VP)

207-775-5891 (V/Text)

207-761-2460 (FAX)

Email: [Lisa.Rouelle@goodwillnne.org](mailto:Lisa.Rouelle@goodwillnne.org)



## ***RESIDENTIAL & SUPPORTS***

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.

### **Deaf Community Skills Program**

125 John Roberts Road, Unit 11

South Portland, ME 04106

Tel: 553-9888 (V/FAX)

**Glenda Wilson**, Director of Developmental Disabilities Community Support Services

Tel: 207-400-0771 (V/Text)

Email: [Glenda.Wilson@goodwillnne.org](mailto:Glenda.Wilson@goodwillnne.org)

**Karin Stark**, Program Manager of Community Skills Programs

Tel: 207-420-1865 (V/Text)

Email: [Karin.Stark@goodwillnne.org](mailto:Karin.Stark@goodwillnne.org)

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

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### **Group Main Stream (GMS)**

15 Saunders Way, Suite 500-G

Westbrook, Me. 04092

Tel: 523-5170 (V)

221-5529 (VP)

**Jess Irish**, Director of Operations

Email: [jirish@gmsme.org](mailto:jirish@gmsme.org)

**Martin Golden**, Community Case Manager

Email: [mgolden@gmsme.org](mailto:mgolden@gmsme.org)

Group Main Stream (GMS) is a non-profit organization that has provided residential supports for people with intellectual disabilities, including those who are deaf, since 1981. In 2012, GMS began providing case management services for anyone with an intellectual disability. The Case Management Department at GMS can use American Sign Language, visual gestural techniques, communication devices or English. GMS can provide Community Case Management services in Cumberland, York, Oxford, Androscoggin, Kennebec, Sagadahoc and Lincoln counties.

**RESIDENTIAL & SUPPORTS****Lutheran Social Services**

39 Mechanic Street, Suite 300

Westbrook, ME 04092

Tel: 591-6714 (VP)

797-3935 (V)

797-8149 (FAX)

Website: [www.lssne.org](http://www.lssne.org)**Zoe Sweet, Director**Email: [zsweet@lssne.org](mailto:zsweet@lssne.org)**David Sturtevant, Deaf Services Program Manager**Email: [dsturtevant@lssne.org](mailto:dsturtevant@lssne.org)**Educational Interpreting Program:****Tracey Frederick, Deaf Services Coordinator**Email: [tracey.frederick@gmail.com](mailto:tracey.frederick@gmail.com)**Deaf Services Residential Programs:****Barstow Road Program**

108 Barstow Road

Gorham, ME 04038

Tel: 892-8887 (V/TTY)

1-866-957-2150 (VP)

**Meadow Lodge Program**

194 Wescott Road

South Portland, ME 04106

Tel: 772-0162 (TTY)

**Deaf Transition Program**

250 Park Road

Westbrook, ME 04092

Tel: 591-6706 (TTY)

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**Medical Care Development**

11 Parkwood Drive

Augusta, ME 04330

**DonnaLee Cloutier**

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

621-2920 (FAX)



## ***RESIDENTIAL & SUPPORTS***

### **Bishop House**

11 Bishop Drive

Windham, ME 04062

Tel: 892-8529 (TTY)

1-866-948-0094 (VP)

892-0446 (V/VP)

892-9499 (FAX)

Email: [bishopstreet@mcd.org](mailto:bishopstreet@mcd.org)

Opened in 2002, this totally accessible one-level home creates a structured environment that helps individuals with a diagnosis of intellectual disabilities, 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.

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### **Mobius, Inc.**

319 Main Street

Damariscotta, ME 04543

**David Lawlor**, Director

Tel: 563-3511 (V)

563-3864 (TTY)

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

### **Mobius Communication Assessment Project**

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

175 Lancaster Street

Portland, ME 04101

Tel: 207-450-5984 (Text)

207-449-1490 (TTY)

797-2387 (FAX)

Email: [romy.spitz@Maine.Gov](mailto:romy.spitz@Maine.Gov)

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

## ***RESIDENTIAL & SUPPORTS***

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

P.O. Box 229

Augusta, ME 04330

Tel: 626-3465 (V)

626-3469 (FAX)

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

P.O. Box 229

Augusta, ME 04330

**Elinor Brown**, Program Manager

Tel: 207-226-7269 (VP)

624-0530 (V/TTY)

626-3473 (FAX)

Email: [ebrown@mocomaine.com](mailto:ebrown@mocomaine.com)

Email: [wdraper@mocomaine.com](mailto:wdraper@mocomaine.com)

Sunrise Services is a residential program serving deaf individuals with mental illness. This program assists residents in developing everyday living skills and necessary skills for integration into the community. Twenty-four-hour staff is available to support five individuals who live in their onsite apartments. Staffed by both hearing and deaf workers, American Sign Language (ASL) and Visual Gestural Communication (VGC) are the primary means of communication.

### **Sunrise Program**

P.O. Box 229

Augusta, ME 04332

Tel: 623-2279 (V) Ext., 0 for the receptionist

623-2434 (V) Med. Clinic Office

**Carolyn Fairservice**, Case Manager

Email: [cfairservice@mocomaine.com](mailto:cfairservice@mocomaine.com)

**Melanie Sweet**, Case Manager

Email: [msweet@mocomaine.com](mailto:msweet@mocomaine.com)

**Anne Berry**, LCSW, Clinical Supervisor

Email: [aberry@mocomaine.com](mailto:aberry@mocomaine.com)

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



## ***RESIDENTIAL & SUPPORTS***

### **Motivational Services Training Center**

P.O. Box 229

Augusta, ME 04330

Tel: 623-2279 X2405 (V)

**Chele Dubois**, Training and Development Manager

Email: [cdubois@mocomaine.com](mailto:cdubois@mocomaine.com)

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

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### **Penobscot Valley Industries**

68 Hillside Avenue

Bangor, ME 04401

Tel: 941-2898 (V/TTY)

941-2914 (FAX)

Day program for adults with mental illness or intellectual disabilities.

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### **Petra Home**

27 Columbia Road

Waterville, ME 04901

Contact: Pam Erskine

Tel: 873-4903 (V/TTY)

873-4914 (FAX)

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

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### **Port Resources**

125 John Roberts Road, Suite 12

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.

## ***RESIDENTIAL & SUPPORTS***

### **Project for Supported Living**

1011 Forest Avenue

Portland, ME 04103

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, weekly support group, 24-hour emergency support, and access to interpreters when needed.

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### **SKILLS, Inc.**

P.O. Box 65

St. Albans, ME 04971

Contact: Pam Erskine

Tel: 938-4615 (V)

938-2693 (FAX)



## ***SPEECH-LANGUAGE PATHOLOGISTS***

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

**Anthony C. Briscoe**

P.O. Box 308

Presque Isle, ME 04769

Tel: 1-800-413-9692 (V in state only)  
764-4498 (V)

**Nicole Dobson**

Wells, ME

Tel: 752-0417 (V)

Email: [NiCueSSS@gmail.com](mailto:NiCueSSS@gmail.com)

Speech, language, listening and educational consultation services for children whose primary mode of communication is sign language, oral or cued speech.

**Stephanie Gelinas**

Sandcastle Clinical & Educational Services

72 Strawberry Avenue

Lewiston, ME 04240

Tel: 782-2150 (V)

Email: [sgelinas@sandcastlemaine.org](mailto:sgelinas@sandcastlemaine.org)

**Louise Packness**

61 Rackleff Street

Portland, ME 04103

Tel: 772-4204 (V)

## **STATE OFFICES**

### **Department of Health & Human Services - The Office of Elder Services Adult Protective Emergency Services After Business Hours Statewide Numbers Tel: 1-800-624-8404 (Voice); TTY users Call Maine Relay 711**

**Central Office**

Station 11, 32 Blossom Lane

**Augusta, ME 04333-0011**Tel: TTY Users Call Maine Relay 711  
(800) 262-2232 (V), 287-9200 (V),  
287-9229 (FAX)Website [www.maine.gov/dhs/beas](http://www.maine.gov/dhs/beas)**Regional Office of Elder Services**

Station 11, 41 Anthony Avenue

**Augusta, ME 04333-0011**Tel: TTY Users Call Maine Relay 711  
(800) 452-1926 (V), 624-8060 (V)  
624-5283 (FAX)**Bangor Office of Elder Services**

396 Griffin Road

**Bangor, ME 04401**Tel: TTY Users Call Maine Relay 711  
(800) 432-7825 (V), 561-4380 (V)  
561-4396 (FAX)**Biddeford Office of Elder Services**

208 Graham Street

**Biddeford, ME 04005**Tel: TTY Users Call Maine Relay 711  
(800) 322-1919 (V), 286-2400 (V)  
286-2543 (FAX)**Calais Office of Elder Services**

392 South Street

**Calais, ME 04619**Tel: TTY Users Call Maine Relay 711  
454-9000 (V), (800) 622-1400 (V)  
454-9012 (FAX)**Caribou Office of Elder Services**

30 Skyway Drive, Unit 100

**Caribou, ME 04736**Tel: TTY Users Call Maine Relay 711  
(800) 432-7366 (V), 493-4037 (V)  
493-4033 (FAX)**Ellsworth Office of Elder Services**

17 Eastward Lane

**Ellsworth, ME 04605**Tel: TTY Users Call Maine Relay 711  
(800) 432-7823 (V), 667-1600 (V)  
667-4184 (FAX)**Fort Kent Office of Elder Services**

137 Market Street

**Fort Kent, ME 04743**Tel: TTY Users Call Maine Relay 711  
(800) 432-7340 (V)  
834-7701 (FAX)**Houlton Office of Elder Services**

11 High Street

**Houlton, ME 04730**Tel: TTY Users Call Maine Relay 711  
(800) 624-8404 (V)  
532-5004 (INTAKE FAX)**Lewiston Office of Elder Services**

200 Main Street

**Lewiston, ME 04240**Tel: TTY Users Call Maine Relay 711  
(800) 482-7517 (V), 795-4448 (V),  
795-4445 (FAX)**Machias Office of Elder Services**

13 Prescott Drive

**Machias, ME 04654**Tel: TTY Users Call Maine Relay 711  
(800) 432-7846 (V)  
255-2022 (FAX)**Portland Office of Elder Services**

161 Marginal Way

**Portland, ME 04101**Tel: TTY Users Call Maine Relay 711  
(800) 482-7520 (V), 822-2149 (V),  
822-2162 (FAX)**Rockland Office of Elder Services**

91 Camden Street, Suite 103

**Rockland, ME 04841**Tel: TTY Users Call Maine Relay 711  
(800) 432-7802 (V), 596-4302 (V)  
596-2304 (FAX)



## **STATE OFFICES**

### **Department of Health and Human Services – The Office of Aging & Disability Services Designated Deaf Services Case Managers**

#### **REGION I**

161 Marginal Way  
**Portland, ME 04101**  
 Tel: 1-800-269-5208 (V)  
     822-0287 (V)  
     TTY Users Call Maine Relay 711  
     822-0295 (FAX)

91 Camden Street, Suite 103  
**Rockland, ME 04841**  
 Tel: 1-800-704-8999 (V)  
     596-4302 (V)  
     TTY Users Call Maine Relay 711  
     596-2304 (FAX)

#### **Theresa Jack**

161 Marginal Way  
**Portland, ME 04101**  
 Tel: 207-766-7075 (VP)  
     822-0344 (V)  
     822-0295 (FAX)  
 Email: [theresa.jack@maine.gov](mailto:theresa.jack@maine.gov)

#### **REGION III**

176 Hogan Road  
**Bangor, ME 04401**  
 Tel: 941-4373 (V)  
     TTY Users Call Maine Relay 711  
     941-4389 (FAX)

#### **REGION II**

##### **Dan Crawford**

200 Main Street  
**Lewiston, ME 04240**  
 Tel: 753-9133 (V)  
     TTY Users Call Maine Relay 711  
 Email: [dan.crawford@maine.gov](mailto:dan.crawford@maine.gov)

##### **Stephanie Emens**

11 State House Station  
 41 Anthony Avenue  
**Augusta, ME 04333-0011**  
 Tel: 287-2463 (V)  
     TTY Users Call Maine Relay 711  
     287-7186 (FAX)  
 Email: [stephanie.emens@maine.gov](mailto:stephanie.emens@maine.gov)

## STATE OFFICES

### **Division for the Deaf, Hard of Hearing & Late Deafened**

Maine Department of Labor

Bureau of Rehabilitation Services

150 State House Station

Augusta, ME 04333-0150

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

**Terry Morrell**, Director

Tel: 207-470-7668 (VP/V)

623-7957 (TTY)

592-5292 (FAX)

Email: [Terry.L.Morrell@maine.gov](mailto:Terry.L.Morrell@maine.gov)

**Nancy Melanson**, Assistant to the Director

Tel: 623-7998 (TTY)

623-7958 (V)

287-5292 (FAX)

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

The Division for the Deaf, Hard of Hearing & Late Deafened (DDHHLD) of the Bureau of Rehabilitation Services 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 Deaf awareness training programs for state agencies, information and referral, advocacy, accessibility promotion, deaf identification cards, deaf placards, and a listing of qualified legal interpreters.

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### **Vocational Rehabilitation (VR)**

Bureau of Rehabilitation Services

Maine Department of Labor

See page 12.



## ***SUBSTANCE ABUSE***

### **Alcoholics Anonymous**

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

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### **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)  
651-964-1427 (VP)  
Email: [deafhoh1@fairview.org](mailto:deafhoh1@fairview.org)  
Website: [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 one of only a few hospital-based chemical dependency programs for the deaf.

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### **Office of Substance Abuse and Mental Health Services**

Maine Department of Health and Human Services  
Information/Resource Center  
11 State House Station  
41 Anthony Avenue  
Augusta, ME 04333  
Tel: 287-8900 (V)  
TTY Users Call Maine Relay 711  
287-8910 (FAX)  
Email: [osa.ircosa@maine.gov](mailto:osa.ircosa@maine.gov)  
Website: [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 and Mental Health Services. It serves as a central source of books, pamphlets and videos about alcohol, other drugs, substance abuse treatment and prevention, research and evaluation. A catalog of closed and open-captioned videos related to substance abuse is available.

## ***SUMMER CAMPS***

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

130 Austine Drive  
Brattleboro, VT 05301  
Bradley Hammond, Director  
Tel: (802) 258-9513 (V/TTY)  
(802) 254-3921 (FAX)

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.

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### **Camp Horizons**

PO Box 323  
South Windham, CT 06266  
Scott Lambeck, Camp Director  
Tel: (860) 456-1032 (V/TTY)  
(860) 456-4721 (FAX)

Camp Horizons is a private, residential camp in South Windham, Conn., for youth with developmental disabilities and deafness as a secondary disability. Camp Horizon'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.

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### **Camp Mark Seven**

144 Mohawk Hotel Road  
Old Forge, NY 13420  
Dr. Andrew Brinks, Executive Director  
Email: [execdir@campmark7.org](mailto:execdir@campmark7.org); Website [www.campmark7.org](http://www.campmark7.org)

September – May  
8100 Glendale Drive  
Frederick, MD 21702

June – August  
144 Mohawk Hotel Road  
Old Forge, NY 13420  
Tel: (315) 357-6089 (V)  
(315) 207-5707 or 866-575-9102 (VP)  
(315) 357-6087 (FAX)

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



## *SUMMER CAMPS*

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

Lutheran Social Services

39 Mechanic Street, Suite 300

Westbrook, ME 04092

Contact: Julie Novack

Tel: 866-215-4821 (VP)

797-3935 (V)

Email: [jnovack@lssnorth.org](mailto:jnovack@lssnorth.org)

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

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

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### **Cue Camp New England**

See page 45.

## ***SUPPORT GROUPS***

**ALDA, Inc.**

See page 63.

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

See page 25.

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**Maine Center on Deafness**

**Peer Support Group**

See page 7.

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**Hearing Loss Association of America**

**(formerly Self Help for the Hard of Hearing (SHHH))**

Website: [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.

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**Maine Hands & Voices**

See page 31.



## ***TELEPHONE RELAY***

### **Maine Telecommunications Relay Service (MERS)**

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

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

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

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

The Maine Relay Service is a free service and 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 deaf blind, or other type of equipment to address a specific communication disability. There is no extra charge for the relay service. All calls are confidential and no record is kept of calls.

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 (i.e., slow typing) 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, or 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 a 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 04103

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

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

Website: [www.mcdmaine.org](http://www.mcdmaine.org)

Website: [www.hamiltonrelay.com/index.html](http://www.hamiltonrelay.com/index.html)



## ***TTY HOTLINES***

### **Child Protective Intake-Department of Health and Human Services**

11 State House Station

Augusta, ME 04333

Tel: TTY Users Call Maine Relay 711

1-800-452-1999 (V)

626-8620 (V)

287-5065 (FAX)

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

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### **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 for this phone number, contact Nancy Melanson at 623-7998 (TTY), 623-7958 (V) or [Nancy.A.Melanson@maine.gov](mailto:Nancy.A.Melanson@maine.gov).

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

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### **Maine Sexual Assault Support Hotline**

#### **Maine Coalition Against Sexual Assault (MeCASA)**

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

1-800-871-7741 (V)

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

- Recent victim of sexual assault? "Survivor" of assault a long time ago? It still bothers you? Please call! The (888) 458-5599 TTY answering service will call a trained MeCASA "advocate" to call you back.
- 24-hour confidential crisis hotline.
- Support group for "survivors" and parents of abused children.
- Support and advocacy for "survivors" and their families.
- Advocacy and help if you want medical help (doctor, hospital, pregnancy test, AIDs test), report to police or go to court.
- Referrals to therapists and other professionals.

## ***TTY HOTLINES***

### **Youth Alternatives Ingraham**

50 Monument Square

Portland, ME 04101

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

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

874-2371 (FAX)

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



## TTY DIRECTORY

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

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

TTY Directory Update

Maine Center on Deafness

68 Bishop Street, Suite #3

Portland, ME 04103-2616

Tel: 1-800-639-3884 (V/TTY within Maine)

797-7656 (V/TTY)

1-866-680-9674 (VP – if using special videophone equipment)

1-866-347-0275 (VP – if using special videophone equipment)

797-9791 (FAX)

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

Website: [www.mcdmaine.net/resources/maine-tty-directory](http://www.mcdmaine.net/resources/maine-tty-directory)

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: \_\_\_\_\_

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

VIDEO PHONE ADDRESS: \_\_\_\_\_

Mail this form to:

TTY Directory Update

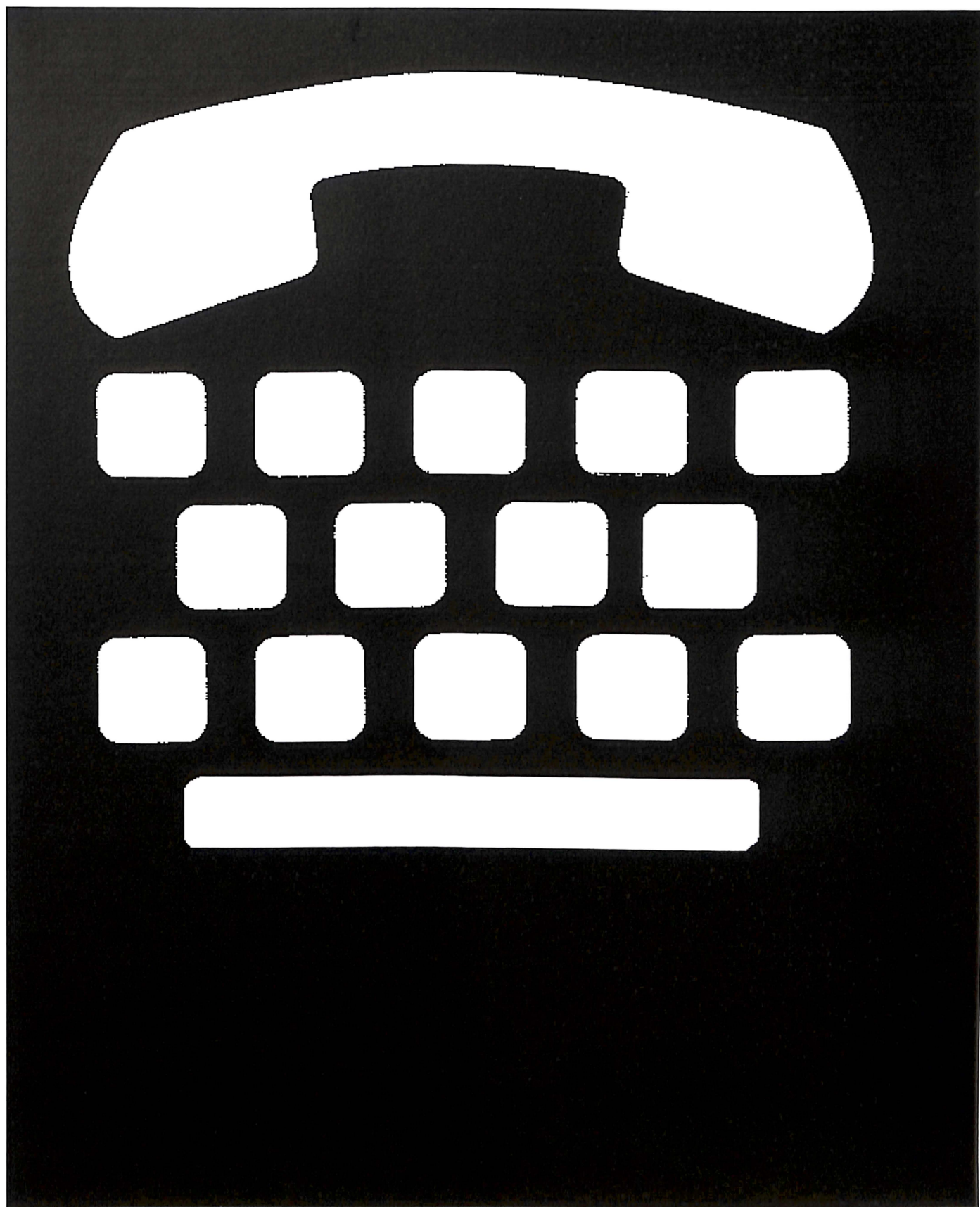
Maine Center on Deafness

68 Bishop Street, Suite #3

Portland, ME 04103-2616







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

### *DO:*

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

### *DON'T*

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

## *TTY Abbreviations*

### *Conversation Control:*

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



### *Common Abbreviations:*

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



**MAINE**  
**DEPARTMENT OF**  
**LABOR**  
*Bureau of Rehabilitation Services*

**Division for the Deaf, Hard of Hearing & Late Deafened (DDHHLD)**  
**Deaf and Hard-of-Hearing Placard**

 <b>I am Deaf or Hard of Hearing</b>	<p><b>I COMMUNICATE USING THESE METHODS</b></p> <ol style="list-style-type: none"><li>1. American Sign Language</li><li>2. Pen/paper/texting</li><li>3. Lipreading</li><li>4. Verbal communication</li></ol> <p><b>HERE'S HOW YOU CAN HELP ME UNDERSTAND YOU</b></p> <ol style="list-style-type: none"><li>1. Try to eliminate background noise.</li><li>2. Do not cover your mouth with hand or paper.</li><li>3. Do not shout, use a normal tone.</li><li>4. Speak slowly and clearly.</li><li>5. Do not over enunciate your words.</li><li>6. Do not shine flashlight in eyes.</li><li>7. Do not lip-read. I need a Sign Language Interpreter.</li></ol>
 <small>MAINE DEPARTMENT OF LABOR</small>	<small>Provided by the Division for the Deaf, Hard of Hearing and Late Deafened Maine Department of Labor Robert J. Winglass, Commissioner</small>

<p><b>WHEN PULLED OVER:</b></p> <ul style="list-style-type: none"><li>■ If dark out, turn dome light on.</li><li>■ Put visor down.</li><li>■ Roll down window.</li><li>■ Stay in your car, place hands on steering wheel and wait for the officer.</li><li>■ Point to the placard and self, hand this to the officer if necessary.</li><li>■ Indicate to the officer where you are reaching (for license and registration).</li></ul>	<p><b>TIPS FOR USING THIS PLACARD</b></p> <ul style="list-style-type: none"><li>■ Use a binder or attach this placard to your vehicle's sun visor.</li><li>■ Assist the officer by staying calm and cooperating. Police need to be in control of the situation.</li><li>■ If requested, hand the officer your license and registration.</li></ul>
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For Legally Qualified Sign Language Interpreters in Maine ■ [www.maine.gov/rehab/dod/legal\\_interp.shtml](http://www.maine.gov/rehab/dod/legal_interp.shtml)

The Division for the Deaf, Hard of Hearing & Late Deafened is providing placards to individuals with hearing loss! This placard is free, laminated and can be placed on your sun visor in your vehicle. To get your placard, apply below and provide proof of your hearing loss.

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

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

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

- A copy of an audiogram signed by a licensed professional.
- A copy of a diploma from a School for the Deaf.
- A signature from a physician, otolaryngologist (ENT) or audiologist on the application form.
- Proof on file from inclusion in another program such as:
  - The Telecommunications Equipment Program (TEP) from the Maine Center on Deafness (MCD);
  - The Emergency Alert Notification System Program from MCD;
  - The 70% discount form used by TTY callers for their home TTYs;
  - Motor Vehicle Hearing Impaired Placard Program;
  - Hearing Ear Dog certification from DDHHLD

**Division for the Deaf, Hard of Hearing & Late Deafened (DDHHLD)  
Deaf and Hard-of-Hearing Placard Application**

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

Mailing Address (so we can send your placard to you):

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

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

Phone number (optional): \_\_\_\_\_ V/TTY/VP (circle one)

E-mail 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;
  - \_\_\_\_\_ Motor Vehicle Hearing Impaired Placard Program;
  - \_\_\_\_\_ Hearing Ear Dog certification from DDHHLD

**OR**

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

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

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

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

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



**MAINE**  
**DEPARTMENT OF**  
**LABOR**  
*Bureau of Rehabilitation Services*

**“Deaf” Identification Cards**

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

- Name
- Date of birth
- Type of communication you need
- Signature of the Director of the Division for the Deaf, Hard of Hearing & Late Deafened

**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 for the Deaf, Hard of Hearing & Late Deafened certifies that this person is hard of hearing.	
Director _____	Date _____
Please read back of card.	

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

<b>For Communication I Need a Sign Language Interpreter</b>
For Emergency Services Call:
<ul style="list-style-type: none"><li>• <b>Bangor Interpreting</b> – 862-2947 (V/VP) - 862-4063 (TTY)</li><li>• <b>Certified Interpreting</b> – 798-7995 (V/TTY)</li><li>• <b>Kewl ASL</b> – 549-4733 (V/TTY) - 866-755-5206 (VP)</li><li>• <b>Mary Jane Grant</b> – 651-3146 (V) – 213-1325 (VP)</li><li>• <b>Pine Tree Society</b> – 885-0536 (V/TTY) - 866-945-1109 (VP)</li><li>• <b>Professional Interpreting</b> – 774-3068 (V/TTY)</li></ul>
For non emergency inquiries please contact the Division for the Deaf, Hard of Hearing & Late Deafened at 623-7958 (V) or 1-888-755-0023 (TTY)

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

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

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

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

- A copy of an audiogram signed by a licensed professional
- A copy of a diploma from a School for the Deaf
- A signature from a physician, otolaryngologist (ENT) or audiologist on the application form
- Proof on file from inclusion in another program such as:
  - The Telecommunications Equipment Program (TEP) from the Maine Center on Deafness (MCD)
  - The Emergency Alert Notification System Program from MCD
  - The 70% discount form used by TTY callers for their home TTYs
  - Hearing Impaired Placard Program
  - Hearing Ear Dog certification from DDHHL

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

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

3. I want my ID card to identify me as: (check one)  
☐ Deaf  
☐ Hard of Hearing  
☐ Deaf Blind  
☐ Late Deafened  
☐ Other: \_\_\_\_\_

4. For communication I need: (check one)  
☐ A Sign Language Interpreter  
☐ A DeafBlind (tactile) interpreter  
☐ An oral interpreter  
☐ Written Communication  
☐ Lip-Reading  
☐ Other: \_\_\_\_\_

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

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

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

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

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

**PROOF OF HEARING LOSS/DEAFNESS:**

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

**OR**

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

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

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

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

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



Maine Center on Deafness  
Telephone Equipment Program (TEP)



Return application to:

Maine Center on Deafness  
68 Bishop St., Suite 3  
Portland, ME 04103

**APPLICATION FORM**

800/639-3884 VOICE/TTY  
207/797-9791 FAX  
866/680-9674 Videophone

Email questions to:  
jgifford@mcdmaine.org  
www.mcdmaine.org

**Please complete the following information:**

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

**THIS PROGRAM OFFERS TWO ELIGIBILITY OPTIONS, BASED ON YOUR INCOME.** Total household income will determine which program option you qualify for. **NOTE: We cannot process your application without collecting income documentation for you and all members of your household.**

**IF YOU DON'T WISH TO SHARE YOUR INCOME INFORMATION:**  
You can buy a phone directly from our **Better Living Store!** Contact us to learn more.

**HEARING AID OPTION**

Some clients will qualify to choose either an amplified/adaptive phone or telecoil-equipped hearing aid.

If you are interested in qualifying for a hearing aid, please check here: ☐

**And include the following documentation with this application:**

Copy of recent signed audiogram showing a minimum 40 dB loss ☐

Proof of age: copy of driver's license, birth certificate, or State of Maine ID ☐

**For MCD use only:**

Documentation Included: ☐ Proof of Income \$ \_\_\_\_\_ Annual  
☐ Doctor's Statement  
☐ Complete Information (phone number, DOB, Address)  
☐ Application Signed  
Entered into database by: \_\_\_\_\_  
Date: \_\_\_\_\_

Equipment: \_\_\_\_\_ Shipped on: \_\_\_\_\_  
circle one: Lending Cost Share Direct Purchase

ENS and/or Database updates complete: Yes By: \_\_\_\_\_ Date: \_\_\_\_\_

## INCOME INFORMATION

**PLEASE PROVIDE PROOF OF INCOME FOR YOU, AND ALL PEOPLE LIVING WITH YOU**

(copy of bank statement, W-2 form, current year IRS tax return, pay stub, SSI award letter, copy of SSI check, etc.)

Number of household/family members (include yourself): \_\_\_\_\_ Number of dependent children: \_\_\_\_\_

Dependent children ages: \_\_\_\_\_

Your income: \_\_\_\_\_ ☐ weekly ☐ monthly ☐ annual

Spouse's income: \_\_\_\_\_ ☐ weekly ☐ monthly ☐ annual

## INFORMATION ABOUT YOU

We ask lots of questions, so we can match equipment to your needs

### **Do you consider yourself:**

- ☐ Deaf (prefer sign language)
- ☐ deaf (prefer written/spoken English)
- ☐ Hard of Hearing, circle: MILD, MODERATE, SEVERE
- ☐ Late-Deafened

### **Do you have:**

- ☐ Mobility Disability
- ☐ Vision Loss, circle: MILD, MODERATE, SEVERE
- ☐ Speech Impaired
- ☐ Intellectual Disability
- ☐ Other: \_\_\_\_\_

### **Please check difficulties you have:**

- ☐ Hearing other people on the phone
- ☐ Hearing the phone ring
- ☐ Seeing the numbers/buttons on the phone
- ☐ Holding the phone with one or both hands
- ☐ Walking/getting to the telephone
- ☐ Speech disability
- ☐ Speaking loudly enough to be heard on the phone
- ☐ Reading English
- ☐ Typing English
- ☐ Other: \_\_\_\_\_

### **Do you use hearing aids?**

☐ Yes ☐ No

If Yes, do they have a telecoil T-switch? ☐ Yes ☐ No

Other difficulties you have when using the phone:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Phone Types:

- ☐ **Amplified Phone**  
Corded or Cordless- circle one
- ☐ **Large Button Phone**
- ☐ **Dial-by-Picture Phone**
- ☐ **Braille "Talk Back" Phone**
- ☐ **High-Contrast Button Phone**
- ☐ **Built-In Amplified Answering Machines**
- ☐ **TTY and Q90 HCO Machines**

### **CapTel Captioned Telephone**

- ☐ Analog (Fairpoint or similar)
- ☐ Digital (internet-based phone, like Time Warner)

**Contact MCD for advice on which phone is best for you**

### Phone Equipment Options

*Please check off the options that you are interested in*

#### Accessories can be Included:

- ☐ Flashing signaler and loud ringers for all phones
- ☐ Flashing signaler system for Videophones
- ☐ Surge protectors

### Available Telephone Features:

- ☐ Hearing Aid Compatible
- ☐ Speakerphone
- ☐ Neck Loop Compatible
- ☐ Caller ID (requires service from your phone company)
- ☐ Voice-Activated
- ☐ Memory Dial

Need a feature or function that isn't listed here?  
Have questions about the application process?

**Please contact us at: 800/639-3884  
email: [info@mcdmaine.org](mailto:info@mcdmaine.org)**



**How did you learn about this program?**

Advertisement: \_\_\_\_\_ Public Event: \_\_\_\_\_

Caregiver: \_\_\_\_\_ Other: \_\_\_\_\_

**MCD Newsletters are full of important and useful information.**

**Would you like to be added to the newsletter mailing list?** ☐ Yes ☐ No

**Would you like to be on mailing list for the Division for Deaf, Hard of Hearing and Late-Deafened?**

☐ Yes ☐ No

**Would you like to be listed in Maine's TTY/Videophone/E-mail Directory?**

☐ Yes ☐ No

**WHEN YOU BORROW EQUIPMENT UNDER THE LENDING PROGRAM YOU MUST:**

✓Agree not to lease, sell, give away, or allow a lien or mortgage to be placed upon the equipment during the loan

✓Agree to provide adequate insurance to cover loss against fire, theft, or other happenings

✓Agree to keep the equipment in good condition and avoid damage

✓Agree to inform Maine Center on Deafness if the equipment breaks down

✓Agree not to remove or permit another person to remove equipment from the State of Maine without written permission from the Maine Center on Deafness

✓Agree to keep monthly service plan current on all one-way and two-way pagers

✓Agree to return the equipment to the Maine Center on Deafness on request

**RELEASE**

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

**Name(s) and phone number(s), please print:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**By signing this application, I acknowledge the above program requirements, and that all information provided is complete and true.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**PROOF OF DISABILITY**

**TO BE FILLED OUT BY PHYSICIAN, AUDIOLOGIST, OR OTHER MEDICAL SPECIALIST**

**As a physician, audiologist or other medical specialist, I certify that the applicant is D/deaf, Hard of Hearing, Late-Deafened, has a speech disability, physical disability, intellectual disability or other medical condition that interferes with his/her ability to use standard telecommunications equipment.**

**Name (please print):** \_\_\_\_\_

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

**Telephone Number:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**MCD Newsletter  
for your  
waiting room!**

☐ yes please!

☐ maybe later

**Note:** A copy of a signed audiogram or a diploma from a school for the Deaf or blind is acceptable in place of a physician's statement. **Save yourself a trip to the doctor!** A signed note from your doctor, audiologist or other medical specialist can be faxed, emailed or mailed directly to MCD, instead of obtaining a signature on this form.



## DON'T FORGET TO GIVE US:

- ☐ Proof of income for yourself, and all members of your household or family (bank statement, W-2, tax return, SSI letter, etc.)
- ☐ Physician's note or other proof of disability - can be sent or faxed to us separately
- ☐ Completed application form that includes your date of birth, and signature
- ☐ Name and phone number or email of someone we can talk to about your application: family member, case manager, caregiver, friend, medical provider, etc.

## Some popular phone choices:



### Serene cordless phone offers up to 55 dB of adjustable amplification

- Features large, easy to read buttons, Caller ID, back-lit keys, talk-back key pad
- Hearing Aid compatible
- Flashers built into handset and base



### Clarity Pro cordless phones offers up to 50 dB of adjustable amplification

- Full-duplex speaker phone in handset and base
- Digital answering machine with adjustable-speed playback
- Hearing Aid compatible, Caller ID, Flashers built into handset and base



### Clarity XL50 offers up to 60 dB of adjustable amplification

- Large, back-lit buttons
- Built-in loud ringer, flasher
- Hearing Aid compatible
- Memory dial
- Volume and tone adjustable
- 25 dB, 45 dB options



### CapTel captioned phone provides word-for-word text of what the other person is saying!

- Caption service is FREE
- Built-in Caller ID
- Hearing Aid compatible
- Up to 35 dB of amplification
- Analog or Digital line options
- USB CapTel can be connected to a computer to display the captions on a large screen

Contact MCD for more information on CapTel phones

Not sure which phone will work for you?

Don't worry!

MCD staff will use the information on your application to select the best phone for your needs. We have many options to choose from. If we have questions, we will contact you.



### Dial-by-Photo Memory Buttons

- Large, back-lit buttons
- Up to 40 dB of amplification
- Hearing Aid, telecoil compatible
- Helpful for people with memory loss



### Q90 TTY offers calling for people who cannot speak, and who need to type their side of the conversation

- Connects to cell phones for wireless operation
- Optional speakers and printer



### Clarity Fortissimo Extra loud remote-controlled speakerphone

- Large color touch screen
- voice activated with wireless pendant
- remote diagnostic enabled



# MAINE CENTER ON DEAFNESS

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

(800) 639-3884 V/TTY (207) 797-7656 V/TTY VP (866) 680-9674 FAX: (207) 797-9791

Email: [jgifford@mcdmaine.org](mailto:jgifford@mcdmaine.org)

## APPLICATION FORM Emergency Alert (ENS) Equipment Program For Deaf/deaf, Hard of Hearing, Late Deafened

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

### DON'T NEED EQUIPMENT ??

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

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

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

### FOR MCD USE ONLY:

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

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

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

## HOUSEHOLD INCOME INFORMATION

PLEASE PROVIDE PROOF OF INCOME FOR ALL PEOPLE LIVING WITH YOU

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

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

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

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

---

## INFORMATION ON DISABILITY

☐ Deaf

☐ Hard-of-hearing

☐ Late Deafened

## EMERGENCY NOTIFICATION SYSTEM

### EQUIPMENT

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

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

☐ No cost for equipment, or monthly service



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

☐ Equipment available as 'Lending' or 'Cost Share'

☐ Client must be approved for monthly credit account and two-year service contract

☐ All service charges (monthly fee, insurance, downloads, etc.) to be paid by client, NOT by MCD!



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

Receives ONLY Weather Alerts!!



---

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



## EMERGENCY ALERTS MENU

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

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

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

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

**ENS applicants: An individual whose family gross income is less than 135% (or such amount as amended by statute) will be eligible for a \$10/month reduction in monthly service charge. Eligible individuals will be identified to their service provider by name and pager address as a certified user.**

**Note: MCD holds no Emergency Alert sending responsibility and cannot guarantee all emergency messages will be transmitted or received in a timely manner.**

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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

**WHEN YOU BORROW EQUIPMENT UNDER THE LENDING PROGRAM YOU MUST:**

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

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

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RELEASE**

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

Name(s) and phone number(s) (please print): \_\_\_\_\_

**DON'T FORGET TO INCLUDE:**

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

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

**PHYSICIAN, AUDIOLOGIST OR OTHER MEDICAL SPECIALIST**

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

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

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

Tel Number: \_\_\_\_\_ Fax: \_\_\_\_\_

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

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



**MAINE**  
**DEPARTMENT OF**  
**LABOR**  
*Bureau of Rehabilitation Services*

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

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

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

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

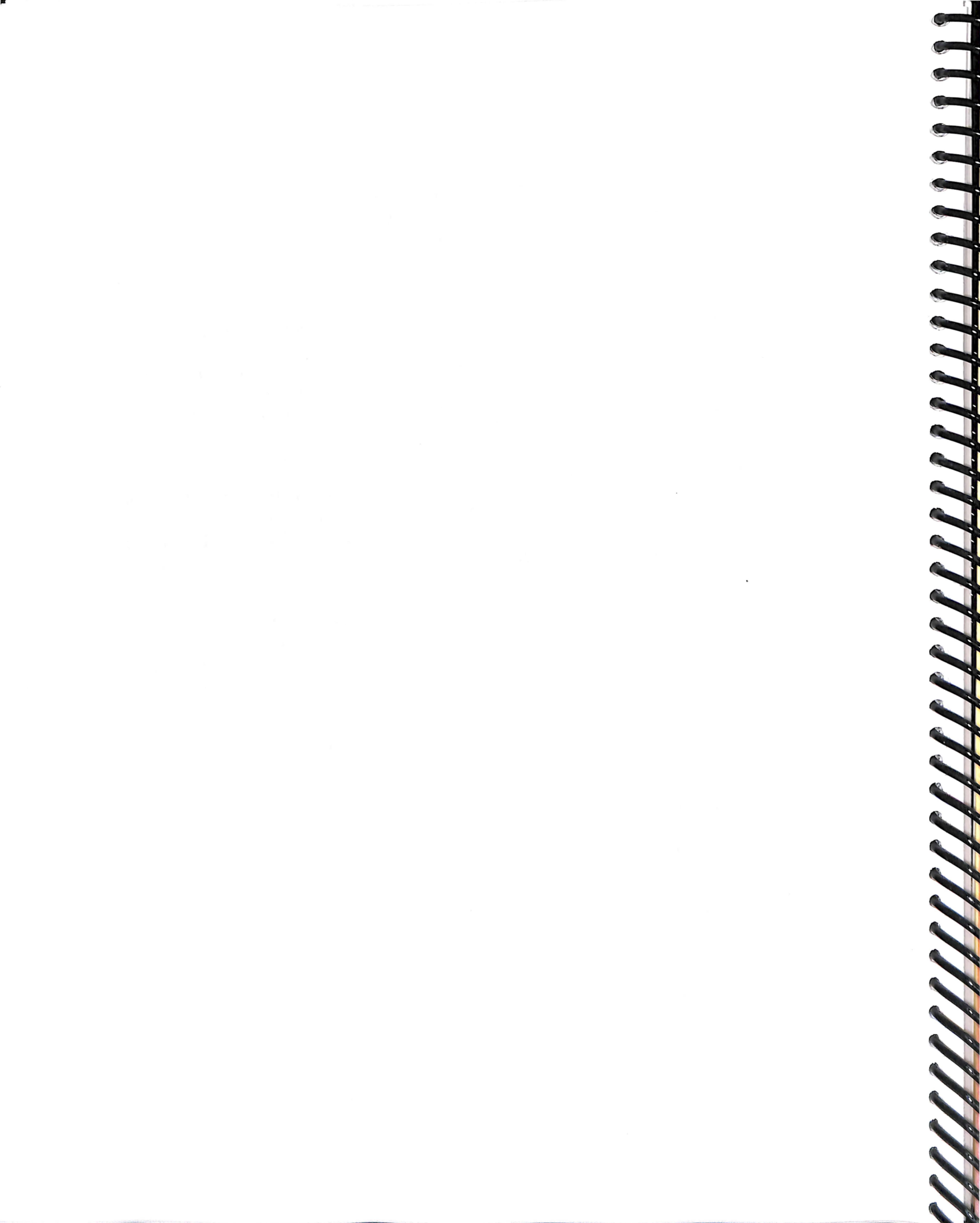
**70% Discount for Maine Relay Users**

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

**70% Discount for all Hearing People Who Have TTYs**

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

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





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

1. Telephone Number

Telephone Number (       )       -      

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

Name (first/initial/last)

Street

City

State

Zip Code

2. Whose name is on the phone bill?

Name (first/initial/last)

Billing address (if different from  
above)

Street

City

State

Zip Code

3. Name of Phone Company

Name

Street

City

State

Zip Code

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

Manufacturer:

Model Number:

Serial Number:

Purchased/On loan from:

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

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

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

Signature

Date

Relationship

6. Proof of Hearing Loss/Deafness.

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

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

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

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

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

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

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

7. Please return this form to:

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

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

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

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

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

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



# Statewide Services for Deaf and Hard-of-Hearing People

**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.

VP, TTY, TT, TDD are common acronyms for devices used by deaf and hard-of-hearing people. The abbreviation VP is used for videophone. The abbreviation TTY is used for teletypewriter, TT is used for text telephone or TDD is used for telecommunication device for the deaf (TTY, TT and TDD are the same device.) The abbreviation V is used for voice phone.

## **ALABAMA**

### **Department of Rehabilitation Services**

2129 East South Blvd  
Montgomery, AL 36116-2455  
334-281-8780 V  
800-441-7607 Toll Free  
66.168.231.199 (VP IP Address)  
FAX 334-281-1973  
Website: [www.rehab.state.al.us](http://www.rehab.state.al.us)

## **ALASKA**

### **Division of Vocational Rehabilitation**

801 W. 10th Street, Suite A  
Juneau, AK 99801-1894  
800-478-2815 Toll Free  
907-465-2814  
907-465-2856 FAX  
Website: <http://www.labor.state.ak.us/dvr/home.htm>

## **ARIZONA**

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

100 N. 15<sup>th</sup> Avenue, Suite 104  
Phoenix, AZ 85007  
602-364-0990 T  
602-542-3323 V/VP  
800-352-8161 T/V



602-542-3380 FAX  
Email: [info@acdhh.az.gov](mailto:info@acdhh.az.gov)  
Website: [www.acdhh.org](http://www.acdhh.org)

**Rehabilitation Services Administration**

1789 West Jefferson, 2nd Floor NW  
Phoenix, AZ 85007  
602-542-6094 T  
602-542-3332 V  
602-542-3778 FAX  
Email: [+azrsa@azdes.gov](mailto:+azrsa@azdes.gov)  
Website: [www.azdes.gov](http://www.azdes.gov)

**ARKANSAS**

**Arkansas Rehabilitation Services Administrative Office**

1616 Brookwood Drive  
PO Box 3781  
Little Rock, AR 72202  
501-296-1600 V/T  
Toll free: 1-800-330-0632 V/T  
501-296-1655 FAX  
Website: <http://www.arsinfo.org>

**Office for the Deaf and Hearing Impaired (ODHI)**

Independent Living Services  
26 Corporate Hill Drive  
Little Rock, AR 72205  
501-686-9693 V/T  
Toll Free: 1-800-981-4463 V/T  
Email: [dmcDonald@ars.state.ar.us](mailto:dmcDonald@ars.state.ar.us)  
Website: <http://www.arsinfo.org>

**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: [deaf.access@dssca.gov](mailto:deaf.access@dssca.gov)  
<http://www.cdss.ca.gov/cdssweb/pg145.htm>



**Deaf and Hard of Hearing Services Department of Rehabilitation**

916-324-1313 V

916-558-5807 T

Email: [dhhs@dor.ca.gov](mailto:dhhs@dor.ca.gov)

Website: <http://www.rehab.cahwnet.gov/SSD/Deaf-Hard-of-Hearing-Services.html>

**COLORADO**

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

1575 Sherman Street

Denver, CO 80203

303-866-5700 V/T

303-866-4047 FAX

Email: [deaf.commission@state.co.us](mailto:deaf.commission@state.co.us)

Website: <http://www.coloradodeafcommission.com/>

**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/dvr/>

**CONNECTICUT**

**Connecticut Commission on the Deaf and Hearing Impaired**

67 Prospect Avenue, 3rd floor

Hartford, CT 06106-2980

1-800-708-6796 V/T

860-231-8756 T/V

860-231-8169 T

860-231-8746 FAX

Email: [cdhi@ct.gov](mailto:cdhi@ct.gov)

Website: <http://www.state.ct.us/cdhi/index.htm>

**Bureau of Rehabilitation Services**

Department of Social Services

25 Sigourney Street 11th Floor

Hartford, CT 06106

860-424-4839 T

860-424-4844 V

1-800-537-2549 V

Website: <http://www.brs.state.ct.us>



**Mid-Atlantic Rehabilitation Continuing Education Program**

2011 Eye Street NW, Suite 300

Washington, D.C. 20006

V: 202-973-1550

TTY: 202-973-1544

Fax: 202-775-0053

Mid-Atlantic Services to Persons who are Deaf/DeafBlind/Hard of hearing

Mid-Atlantic Vocational Rehabilitation State Coordinators for Deaf/DeafBlind/Hard of Hearing

1. Delaware

2. District of Columbia

3. Maryland

4. Pennsylvania

5. Virginia

6. West Virginia

Website: <http://www.gwu.edu/~rrcep/>

**FLORIDA****Division of Vocational Rehabilitation**

2002 Old St. Augustine Road, Bldg A

Tallahassee, FL 32301-4862

850-245-3399 V/T

800-451-4327 V/T (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

404-292-5312 V/T

800-541-0710 V/Y

404-299-3642 FAX

Website: [www.gachi.org](http://www.gachi.org)

**HAWAII****Disability and Communication Access Board****Department of Health of Hawaii**

919 Ala Moana Blvd., Room 101

Honolulu, HI 96814

808-586-8121 V/T

808-586-8129 FAX



Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

Website: <http://www.state.hi.us/health/dcab/home/index.htm>

**State Vocational Rehabilitation and Services for the Blind Division**

601 Kamokila Blvd. #515

Kapolei, HI 96707

808-692-7715 V/T

808-586-8129 FAX

Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

Website: <http://www.state.hi.us/health/dcab/home/index.htm>

**IDAHO**

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

1720 Westgate Drive, Suite A, Room 134

Boise, ID 83704

208-334-0879 V/VP

208-334-0803 T

208-573-3920 Cell

Toll Free: 800-433-1323 V

Toll Free: 800-433-1361 T

208-334-0952 Fax

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

**Idaho Division of Vocational Rehabilitation**

10200 W. Emerald, Suite 101

Boise, ID 83704-8780

208-327-7040 T

208-327-7417 FAX

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

**ILLINOIS**

**Illinois Deaf and Hard of Hearing Commission**

1630 South Sixth Street

Springfield, IL 62703

217-557-4495 V

877-455-3323 V

888-261-2698 T

217/303-8010 VP

217-557-4492 FAX

Website: [www.idhhc.illinois.gov](http://www.idhhc.illinois.gov)

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

**Illinois Dept. of Human Services**

Division of Rehabilitation Services



401 South Clinton Street  
Chicago, IL 60607  
800-843-6154 V (English or Español)  
312-793-2354 T  
800-447-6404 T  
E-mail: [ingrid.halvorsen@illinois.gov](mailto:ingrid.halvorsen@illinois.gov)  
Website: <http://www.dhs.state.il.us>

## **INDIANA**

**Family and Social Services Administration (FSSA)**  
**Division of Disability and Rehabilitative Services**  
402 West Washington Street  
P.O. Box 7083  
Indianapolis, IN 46207-7083  
317-233-4454 V  
317-233-4693 FAX  
Website: [www.in.gov/fssa/dhhs/2424.htm](http://www.in.gov/fssa/dhhs/2424.htm)

## **IOWA**

**Deaf Services Commission of Iowa**  
Department of Human Rights, 2nd floor  
Lucas State Office Building  
Des Moines, Iowa 50319  
515-281-3164 V/T  
Toll Free: 1-888-221-3724  
515-242-6119 FAX  
Email: [dhc.dsci@iowa.gov](mailto:dhc.dsci@iowa.gov)  
Website: <http://www.state.ia.us/government/dhr/ds>

**Iowa Division of Vocational Rehabilitation Services**  
510 East 12th Street  
Des Moines, IA 50319-0204  
515-281-4211 V/T  
Toll free: 1-800-532-1486 V/T  
515-281-7645 FAX  
Website: <http://www.ivrs.iowa.gov/>

## **KANSAS**

**Kansas Department of Social and Rehabilitation Services**  
**Kansas Commission for the Deaf**  
and Hard of Hearing  
915 SW Harrison 9N  
Docking State Office Building



Topeka, KS 66612  
1-785-368-8034 V  
1- 785-368-8046 T  
1-800-432-0698 V/T  
1-785-368-7467 FAX  
Website: [www.srskansas.org/kcdhh/](http://www.srskansas.org/kcdhh/)

## **KENTUCKY**

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

632 Versailles Road  
Frankfort, KY 40601  
502-573-2604 V/T  
800-372-2907 V/T  
502-573-3594 FAX  
Website: <http://www.kcdhh.ky.gov>

### **Kentucky Office of Vocational Rehabilitation**

209 St Clair Street  
Frankfort, KY 40601  
502-564-4440  
1-800-372-7172 in KY  
888-420-9874 in KY  
502-564-6745 FAX  
Website: <http://ovr.ky.gov/>

## **LOUISIANA**

### **Louisiana Commission for the Deaf**

627 N. Fourth Street  
Baton Rouge LA 70802  
225-219-2404 V/T  
1-800-256-1523 V/T  
1-866-515-9928 VP  
225-219-2949 FAX  
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 Department of Social Services**

Louisiana Rehabilitation Services  
627 North 4th Street  
Baton Rouge LA 70802  
225-342-0286 V/T  
225-342-8636 FAX  
Website: [www.dss.state.la.us](http://www.dss.state.la.us)

## **MAINE**



**Division for the Deaf, Hard of Hearing & Late Deafened  
Bureau of Rehabilitation Services**

150 State House Station

Augusta, ME 04333-0150

207-470-7668 VP

207-623-7957 T

207-623-7958 V

207-287-5292 FAX

Website: <http://www.maine.gov/rehab/dod/index.shtml>

**MARYLAND**

**Division of Rehabilitation Services**

2301 Argonne Drive

Baltimore, MD 21218

410-554-9442

888-554-0334 Toll Free

410-554-9411 TTY

Email: [dors@dors.state.md.us](mailto:dors@dors.state.md.us)

Website: <http://www.dors.state.md.us/DORS/ProgramServices/Deaf+Services/>

**The Governor's Office on the Deaf and Hard of Hearing**

217 East Redwood Street

Suite 1300

Baltimore, MD 21202

443-453-5954 VP

410-767-7756 TTY

410-767-6290 V

410-333-1016 Fax

Website: <http://www.odhh.maryland.gov/>

**MASSACHUSETTS**

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

150 Mt. Vernon Street, Fifth Floor

Dorchester, MA 02125

617-740-1700 T

617-740-1600 V

800-530-7570 T in MA

800-882-1155 V in MA

617-265-8447 VP

70.22.152.162 (IP Address)

617-740-1800 FAX

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

**Health and Human Services**

**Massachusetts Rehabilitation Commission**



Administrative Offices  
27 Wormwood Street, Suite 600  
Boston, MA 02210-1616  
1-800-245-6543 V/T  
617-204-3600 V/T  
617-727-1354 FAX  
MRC Ombudsperson: 617-204-3603  
Website: <http://www.mass.gov/eohhs/gov/departments/mrc/>

## **MICHIGAN**

### **Michigan Department of Labor and Economic Growth Division on Deaf and Hard of Hearing**

201 N. Washington Sq.  
Lansing, MI 48913  
517-335-6004 V/T  
1-877-499-6232 Toll Free V/T  
517-335-7773 FAX  
Email: [dodhh@michigan.gov](mailto:dodhh@michigan.gov)  
Website: [www.mcdc-dodhh.org](http://www.mcdc-dodhh.org)

### **Michigan Department of Labor and Economic Growth Michigan Rehabilitation Services**

201 N. Washington Square, 4th Floor  
Lansing, MI 48933 (physical)  
P.O. Box 30010  
Lansing, MI 48909 (mailing)  
1-800-605-6772 Toll Free Voice  
1-888-605-6722 Toll Free TTY  
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  
651-297-7305 T/V  
651-297-7115 FAX  
Email: [mncdhh.info@state.mn.us](mailto:mncdhh.info@state.mn.us)  
Website: <http://www.mncdhh.org>

### **Minnesota Department of Employment and Economic Development (DEED) Rehabilitation Services Administrative Office**

1st National Bank Building  
332 Minnesota Street, Suite #E200



St. Paul, MN 55101  
800-328-9095 V  
651-259-7366 V  
651-259-3900 T  
800-657-3939 T  
651-297-5159 FAX  
E-mail: [kim.peck@state.mn.us](mailto:kim.peck@state.mn.us)  
Website: <http://www.positivelyminnesota.com/>

## **MISSISSIPPI**

### **Mississippi Department of Rehabilitation Services Office of Vocational Rehabilitation Services**

1281 Highway 51 North  
Madison, MS 39110 (physical)  
P.O. Box 1698  
Jackson, MS 39215-1698 (mailing)  
601-853-5100 V/T  
800-443-1000 V/T in MS  
601-853-5325 FAX  
Website: <http://www.mdrs.state.ms.us>

### **Office on Deaf and Hard of Hearing**

3895 Beasley Road  
Jackson, MS 39213  
601-898-7052 V/T Interpreter  
601-898-7057 V/T Administrative  
601-898--7056 V/T Director  
601-898-7064 FAX  
Email: [odhh@odhh.org](mailto:odhh@odhh.org)  
Website: <http://www.odhh.org/>

## **MISSOURI**

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

1103 Rear Southwest Blvd  
Jefferson City, MO 65109  
573-526-5205 V/T  
573-526-5209 FAX  
Email: [MCDHH@mcdhh.mo.gov](mailto:MCDHH@mcdhh.mo.gov)  
Website: [www.mcdhh.mo.gov](http://www.mcdhh.mo.gov)

### **Department of Elementary & Secondary Education Division of Vocational Rehabilitation**

3024 Dupont Circle  
Jefferson City, MO 65109



573-751-0881 T  
573-751-3251 V  
877-222-8963 Toll Free  
573-751-1441 FAX  
Email: [info@vr.dese.mo.gov](mailto:info@vr.dese.mo.gov)  
Website: <http://vr.dese.mo.gov>

## **MONTANA**

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

11 38th St. N  
Great Falls, MT 59405  
406-771-9194 T  
406-771-9053 V  
406-771-8056 FAX  
Website:  
<http://www.dphhs.mt.gov/vocrehab/medicalcounseling/montandeafandhardofhearingservices.shtml>

### **Department of Public Health and Human Services**

#### **Montana Vocational Rehabilitation**

111 North Sanders Street  
Helena, MT 59604-4210  
877-296-1197 (Toll free)  
406-444-2590  
Website: <http://www.dphhs.mt.gov/vocrehab/>

## **NEBRASKA**

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

4600 Valley Road, Suite 420  
Lincoln, NE 68510  
402-471-3593 V/T  
1-800-545-6244 V/T  
402-742-2357 FAX  
866-875-2931 Video Phone  
Email: [ncdhh@nebraska.gov](mailto:ncdhh@nebraska.gov)  
Website: <http://www.ncdhh.ne.gov>

### **Nebraska Department of Education Division of Vocational Rehabilitation**

P.O. Box 94987  
Lincoln, NE 68509  
402-471-3231 V  
800-472-3833 Toll Free  
402-471-6329 T



Email: [vr.lincoln@vr.ne.gov](mailto:vr.lincoln@vr.ne.gov)  
Website: <http://www.vocrehab.state.ne.us>

## **NEVADA**

**Department of Health and Human Services**  
**Office of Disability Services**  
3656 Research Way, # 32  
Carson City, NV 89706  
775-687-4452 V  
Website: [http://dhhs.nv.gov/ods\\_disabilityservices.htm](http://dhhs.nv.gov/ods_disabilityservices.htm)

## **NEW HAMPSHIRE**

**Program for the Deaf and Hard of Hearing**  
**NH Vocational Rehabilitation**  
21 South Fruit Street, Suite 20  
Concord, NH 03301  
603-271-3471 V/T  
1-800-299-1647 V/T in NH  
603-271-7095 FAX  
Website:  
<http://www.ed.state.nh.us/education/doe/organization/adultlearning/vr/deafandhardofhearing.htm>

## **NEW JERSEY**

**New Jersey Department of Human Services**  
**Division of the Deaf and Hard of Hearing**  
P.O. Box 074  
Trenton, NJ 08625-0074  
609-984-7281 V/T  
800-792-8339 V/T in NJ  
609-984-0390 FAX  
Website: <http://www.state.nj.us/humanservices/ddhh/index.html>

**Department of Labor and Workforce Development**  
**Division of Vocational Rehabilitation Services**  
135 East State Street, 3rd Floor  
P.O. Box 398  
Trenton, NJ 08625-0398  
609-292-5987 V  
609-292-2919 T  
609-292-8347 FAX  
Email: [dvradmin@dol.state.nj.us](mailto:dvradmin@dol.state.nj.us)  
Website: <http://lwd.dol.state.nj.us/labor/dvrs/disabled/DisIndex.html>



## **NEW MEXICO**

**New Mexico Department Health  
New Mexico Commission for the Deaf and Hard of Hearing**  
1435 S Saint Francis Dr.  
Santa Fe, NM 87505  
505-827-7584 V/T  
Website: <http://www.cdhh.state.nm.us/>

**State Department of Education  
Division of Vocational Rehabilitation**  
435 St. Michael's Drive  
Building D  
Santa Fe, NM 87505  
800-224-7005 Toll Free  
505-954-8500 V  
Website: <http://www.dvrgetsjobs.com/>

## **NEW YORK**

**State Education Department  
Office of Vocational and Educational Services for Individuals with Disabilities  
Deaf and hard of Hearing Services**  
One Commerce Plaza, Room 16th Floor  
Albany, NY 12234  
518-474-5652 V  
518-486-3773 T  
518-473-5769 FAX  
Website: <http://www.vesid.nysed.gov/specialed/>

## **NORTH CAROLINA**

**Department of Health and Human Services  
Division of Services for the Deaf and the Hard of Hearing**  
2301 Mail Service Center  
Raleigh, NC 27699-2301 (mailing)  
919-874-2212 V  
919-874-2214 T  
Toll free: 800-851-6099 V/T  
919-855-6872 FAX  
Website: <http://dsdhh.dhhs.state.nc.us/>

**Division of Vocational Rehabilitation Services**  
2801 Mail Service Center  
Raleigh, NC 27699-2801  
919-855-3500 V



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

## **NORTH DAKOTA**

**Rehabilitation Consulting Services**  
**Department of Human Services**  
600 East Boulevard Ave., Dept. 325  
Bismarck, ND 58505-0205  
701-328-2310 V  
701-328-3480 T  
800-472-2622 Toll Free  
701-328-2359 FAX  
Website: <http://www.nd.gov/services/disabilities/vr/>

## **OHIO**

**Center for Outreach Services**  
Ohio School for the Deaf  
500 Morse Road  
Columbus, OH 43206  
614-995-1566 V/TTY  
614-995-1567 Fax  
Website: <http://www.ohioschoolforthe deaf.org/Outreach.aspx>

**Rehabilitation Services Commission**  
400 East Campus View Blvd  
Columbus, OH 43221-3502  
614-466-9364 V  
614-995-1162 T  
800-282-4536 T/V in OH  
614-438-1257 FAX  
Website: [www.rsc.gov/offices/voc\\_rehab\\_listings\\_txt.asp](http://www.rsc.gov/offices/voc_rehab_listings_txt.asp)

## **OKLAHOMA**

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



## **OREGON**

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

#### **Oregon Dept. of Human Services**

676 Church St. NE

Salem, OR 97301

800-521-9615 TTY

503-373-2157 VP

171.104.178.135 IP

Email: [odhhs.info@state.or.us](mailto:odhhs.info@state.or.us)

Website: [www.oregon.gov/ODC/index.shtml](http://www.oregon.gov/ODC/index.shtml)

### **Department of Human Services**

#### **Vocational Rehabilitation Division**

OVRs Administration Office

500 Summer St., NE E-87

Salem, OR 97301-1120

503-945-5880

877-277-0513 Toll Free

503-947-5010 FAX

Email: [vrinfo@state.or.us](mailto:vrinfo@state.or.us)

Website: <http://www.oregon.gov/DHS/vr/index.shtml>

## **PENNSYLVANIA**

### **PA Office for the Deaf and Hard of Hearing**

1521 N Sixth Street

Harrisburg, PA 17102

717-783-4912 V/T

800-233-3008 V/T in PA

Website: <http://www.portal.state.pa.us/portal/server.pt?open=514&objID=552291&mode=2>

### **Office of Vocational Rehabilitation**

1521 N 6th Street

Harrisburg, PA 17102

717-787-5244 V

800-442-6361 V Toll Free

717-787-4885 T

866-830-7327 T in PA

Website:

[http://www.dli.state.pa.us/portal/server.pt/community/vocational\\_rehabilitation/10356](http://www.dli.state.pa.us/portal/server.pt/community/vocational_rehabilitation/10356)

## **PUERTO RICO**



**Vocational Rehabilitation Administration  
Department of Work and Human Resources**

Box 191118

San Juan, PR 00919-1118

787-727-0445

787-729-0160 ext. 2300 or 2301

787-728-8070 FAX

Website: [www.rehabnetwork.org/directors\\_contact.htm#PR](http://www.rehabnetwork.org/directors_contact.htm#PR)

**RHODE ISLAND**

**Rhode Island Commission on the Deaf and Hard of Hearing**

Department of Administration Bldg

One Capitol Hill, Ground Level

Providence, RI 02908-5850

401-222-1204 V

401-222-1205 T/VP

401-222-5736 FAX

Email: [cdhh@cdhh.ri.gov](mailto:cdhh@cdhh.ri.gov)

Website: <http://www.cdhh.ri.gov>

**Office of Rehabilitation Services**

40 Fountain Street

Providence, RI 02903

401-421-7005 V

401-421-7016 T

401-272-8090 Spanish

401-222-3574 FAX

Website: [www.ors.state.ri.us](http://www.ors.state.ri.us)

**SOUTH CAROLINA**

South Carolina Vocational Rehabilitation Department

1410 Boston Ave

P.O. Box 15

West Columbia, SC 29171-0015

803-896-6500 V

803-896-6553 T

Email: [info@scvrd.state.sc.us](mailto:info@scvrd.state.sc.us)

Website: <http://www.scvrd.net/>

**SOUTH DAKOTA**

**Communication Service for the Deaf (CSD)**

102 North Krohn Place

Sioux Falls, SD 57103



605-367-5760 V  
605-367-5761 T  
800-642-6410 V  
866-273-3323 T (Toll Free)  
VP: [contact.csd.tv](mailto:contact.csd.tv)  
605-367-5958 FAX  
Website: <http://www.c-s-d.org>

**Division of Rehabilitation Services  
Department of Human Services**

Hillsview Plaza  
3800 East Highway 34  
c/o 500 East Capitol  
Pierre, SD 57501-5070  
605-773-5990 V  
605-773-6412 T  
1-800-265-9684 Toll Free  
605-773-5483 FAX  
Website: <http://www.dhs.sd.gov>

**TENNESSEE**

**Tennessee Division of Rehabilitation Services  
Department of Human Services**

400 Deaderick Street 15th Floor  
Nashville, TN 37248-0001  
615-313-4914 V  
Toll Free: 1-800-628-7818 (Tenn. only) V  
615-313-6001 T  
Toll Free: 1-800-270-1349 (long distance) TTY  
Email: [human-services.webmaster@state.tn.us](mailto:human-services.webmaster@state.tn.us)  
Website: [www.state.tn.us/humanserv/rehab/ddhs.htm](http://www.state.tn.us/humanserv/rehab/ddhs.htm)

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

400 Deaderick Street  
Nashville, TN 37243  
1-615-313-1403 V  
1-800-270-1349 T Toll Free  
1-615-532-4685 FAX  
Website: <http://www.tennessee.gov/humanserv/rehab/cc6.html>

**TEXAS**

**Department of Assistive and Rehabilitation Services**

4900 N. Lamar Blvd.  
Austin, TX 78751



DARS Disability Determination Services  
P.O. Box 149198  
Austin, TX 78741  
1-800-625-5115 V  
1-866-581-9328 T  
Email: [DARS.Inquires@dars.state.tx.us](mailto:DARS.Inquires@dars.state.tx.us)  
Website: <http://www.dars.state.tx.us/services/dds.shtml>

## **UTAH**

### **Utah Services to the Deaf and Hard of Hearing**

Robert G. Sanderson Community Center of the Deaf and Hard of Hearing  
5709 South 1500 West  
Taylorsville, UT 84123  
801-657-5200 (VP)  
801-263-4862 (TTY)  
800-860-4860 (V - toll free in state only)  
801-263-4865 FAX  
Website: <http://www.deafservices.utah.gov/>

## **VERMONT**

### **Division of Vocational Rehabilitation**

Administrative Offices  
Weeks 1A, 103 South Main Street  
Waterbury, VT 05671-2303  
802-241-2186 V/TTY  
802-241-4155 T  
802-241-3359 FAX  
Website: <http://vocrehab.vermont.gov/home>

## **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 00802-4355  
340-774-0930 V  
340-774-7773 FAX

## **WASHINGTON**

**Office of the Deaf and Hard of Hearing**  
**Department of Social and Health Services**  
P.O. Box 45301



Olympia, WA 98504-5301  
360-902-8000 V/T  
800-422-7930 V/T  
360-902-0855 FAX  
D-Link Video IP Address: 209.181.93.249  
D-Link Video Phone: 360-902-8000  
Contact: DSH Headquarter at:  
360-902-8400 V  
360-586-0609 TTY  
Sorenson IP: 209.181.93.251  
Sorenson VP: 360-902-8000  
Website: <http://www1.dshs.wa.gov/hrsa/odhh>

**Division of Vocational Rehabilitation  
Deaf and Hard of Hearing**

P.O. Box 45340  
Olympia, WA 98504-5340  
360-339-4441 VP)  
800-422-7930 (V/TTY)  
360-438-8011 FAX  
Website: <http://www.dshs.wa.gov/dvr/Individuals/DeafHOH.aspx>

**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  
608-266-3168 V  
608-266-5641 T  
608-266-3256 FAX  
Website: <http://www.dhfs.state.wi.us>

**Division of Vocational Rehabilitation  
Dept of Workforce Development**

201 E. Washington Avenue  
PO Box 7852  
Madison, WI 53707-7852  
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://dwd.wisconsin.gov/dvr/>



## **WYOMING**

### **Division of Vocational Rehabilitation**

851 Werner Court, Suite 120

Casper, WY 82601

307-234-4591 V/T

307-266-1238 FAX

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

Information received from:

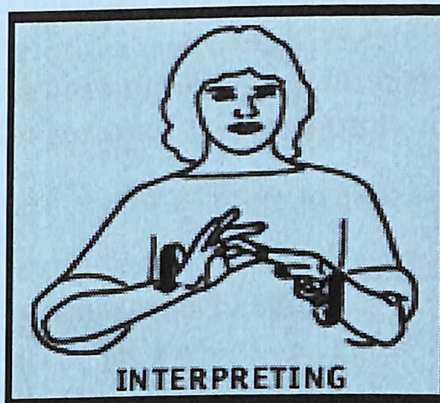
[http://www.gallaudet.edu/Clerc\\_Center/Information\\_and\\_Resources/Info to Go/Resources/Statewide Services for Deaf and Hard of Hearing People.html](http://www.gallaudet.edu/Clerc_Center/Information_and_Resources/Info_to_Go/Resources/Statewide_Services_for_Deaf_and_Hard_of_Hearing_People.html)



## MAINE LEGAL INFORMATION

### SIGN LANGUAGE INTERPRETERS *MUST* BE LICENSED

32 § 1525. License required: 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:

**Office of Licensing and Registration**  
#35 State House Station  
Augusta, ME 04333-0035

Voice: (207) 624-8603

TTY Users Call Maine Relay 711

Jennifer Hawk  
Telephone: (207) 624-8617  
Email: Jennifer.M.Hawk@maine.gov

or

Marlene McFadden  
Telephone: (207) 624-8624  
Email: 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. 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

SECTION I      GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES

7/1/79

1.06      COVERED AND NONCOVERED SERVICES (cont.)

1.06-3      Interpreter Services

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

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 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.

Eff. 7/1/04

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

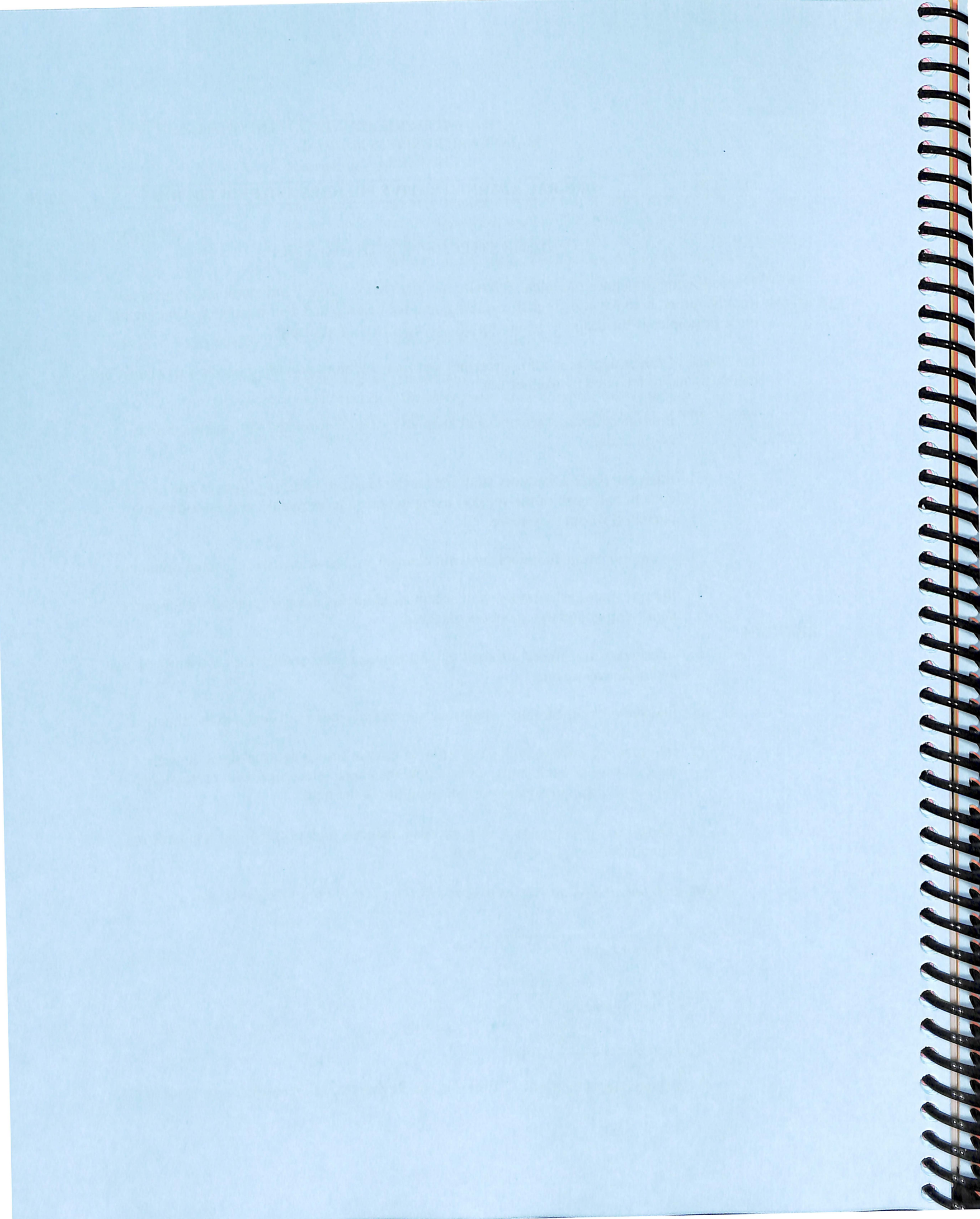
\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Written Signature

\_\_\_\_\_  
Date

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







# Deaf/Hard-of-Hearing Tenants

## Smoke & Carbon Monoxide 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 AND CARBON MONOXIDE ALARMS so you will know if there is a fire or carbon monoxide present, 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 & carbon monoxide alarms 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).]



## 25 MRSA §2468 Carbon Monoxide Detectors

1. Definitions. As used in this section, unless the context otherwise indicates, the following terms have the following meanings.

A. "Carbon monoxide detector" means a device with an assembly that incorporates a sensor control component and an alarm notification that detects elevations in carbon monoxide levels and sounds a warning alarm and is approved or listed for the purpose by a nationally recognized independent testing laboratory.

[2009, c. 162, §5 (new).]

B. "Powered by the electrical service" means either plugged into an electrical outlet or hardwired.

[2009, c. 551, §6 (amd).]

3. Carbon monoxide detectors for persons with disabilities. Upon the request of a deaf or hard-of-hearing occupant, the owner of a dwelling unit shall provide an approved carbon monoxide detector suitable to warn the occupant within the dwelling unit. If the owner does not provide a suitable carbon monoxide detector, the occupant may purchase, install and maintain a suitable carbon monoxide detector or arrange for proper installation and maintenance of a suitable carbon monoxide detector and may deduct the actual costs from the rent for the dwelling unit. An occupant may not be charged, evicted or penalized in any way for failure to pay the actual costs deducted from the rent for the dwelling unit.

[2009, c. 162, §5 (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.

**Video Phone (VP)** - A telephone that can send and receive video as well as audio signals so that users can see each other.



**Video Relay Service (VRS)** - A telecommunications relay service that allows deaf or hard-of-hearing people who use sign language to communicate with voice telephone users through video equipment and interpreters. Currently, under FCC regulations, VRS is free to the consumer for telephone communication. The FCC also mandates that interpreters must be qualified.

**Video Remote Interpreting (VRI)** – VRI uses video or web cameras and telephone lines to provide sign language interpreting services, for deaf, hard-of-hearing or speech-impaired individuals, through an offsite interpreter, in order to communicate with hearing persons. With VRI, three possible interpreter locations exist: 1) the interpreter can be at a location remote to both the Deaf and hearing individuals (but the individuals are at the same site); 2) the interpreter is physically located with the Deaf consumer and the hearing person is remote; or 3) the interpreter is physically located with the hearing person and the Deaf consumer is remote. VRI services are arranged by an individual contacting a VRI provider and requesting an interpreter. The same type of equipment and connectivity requirements are used for VRI as for VRS. Most VRI providers charge a per-minute or per-hour user fee to the person or business arranging the session.

**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 and 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.



(DHHS)/ADA/EQUAL EMPLOYMENT OPPORTUNITY (EEO) .....	41
ACCESS CAPTIONING TECHNOLOGY .....	21
ADAMS, SHARLENE.....	38, 68
ADAPTIVE EQUIPMENT LOAN PROGRAM .....	1
ADULT EDUCATION SERVICES .....	50
AGING & DISABILITY RESOURCE CENTERS.....	2
ALCOHOLICS ANONYMOUS .....	80
ALDA, INC. ....	65, 83
ALLTECH.....	17
ALPHA ONE.....	1
AMES, MICHELLE MHRT/C.....	37
AREA AGENCIES ON AGING .....	2
AROOSTOOK AGENCY ON AGING, INC. ....	2
ASSISTED ACCESS-NFSS, INC.....	16
AUDIENT .....	3
AUDIOLOGISTS & HEARING AID DEALERS & SPEECH LANGUAGE PATHOLOGISTS .....	54
AUSTINE GREEN MOUNTAIN LIONS CAMP.....	81
AUTOMATIC SYNC TECHNOLOGIES.....	18
BAKER, ANDREW O.D .....	39
BANGER, ANNE .....	46
BANGOR ADULT EDUCATION .....	50
BANGOR DEAF CLUB .....	65
BANGOR INTERPRETING AGENCY .....	57
BANGOR REGIONAL PROGRAM FOR THE HEARING IMPAIRED .....	50
BARBIASZ, MARY ELLEN .....	48
BARSTOW ROAD PROGRAM.....	71
BERRY, ANNE LCSW .....	73
BISHOP HOUSE .....	72
BOUCHARD, ABBY .....	66
BRACKLOW, KRIS.....	61
BRISCOE, ANTHONY C. ....	76
BROWN, ELINOR.....	73
BRUNO, ANGELA.....	31
BSULLAK, STACEY.....	59
C.A.R.E.S., INC.....	41
CALVARY BAPTIST CHURCH.....	34
CAMBRIDGE HOSPITAL .....	24
CAMP HORIZONS .....	81
CAMP MARK SEVEN .....	81
CAMP SIGN-A-WATHA.....	82
CANINE COMPANIONS FOR INDEPENDENCE .....	55
CAPTION LOGIC .....	20
CAPTIONED MEDIA PROGRAM .....	18
CARON STREET HOUSE .....	68
CERTIFIED INTERPRETING — THE SIGN LANGUAGE NETWORK .....	57
CERTIFIED INTERPRETING: MAINE MEDICAL CENTER, SPRING HARBOR HOSPITAL, AND MAINE MEDICAL PARTNERS .....	59
CHILD DEVELOPMENT SERVICES (CDS).....	24



CHILDREN'S HOSPITAL BOSTON AT WALTHAM .....	26, 37
CIVIL RIGHTS PROGRAM .....	6
CLIENT ASSISTANCE PROGRAM .....	41
CLOSED CAPTION MAKER .....	18
CLOSED CAPTIONING COMPLAINTS .....	41
COMMUNICATION ACCESS REAL-TIME TRANSLATION (CART) .....	20
COMMUNICATION AND OUTREACH .....	8
COMMUNITY COUNSELING CENTER.....	25, 36
COMMUNITY HEALTH AND COUNSELING SERVICES.....	37
COMMUNITY INTEGRATION SERVICES FOR THE DEAF (CISD) – MENTAL HEALTH CASE MANAGEMENT.....	38, 68
COTE, PAUL .....	48
COWART, WAYNE PH.D. ....	52
C-PRINT CAPTIONISTS .....	21
CRAWFORD, DAN.....	78
CRISIS HOTLINE .....	86
CUE CAMP NEW ENGLAND .....	46, 82
CUED SPEECH ASSOCIATION OF MAINE.....	46
CUED SPEECH DISCOVERY NCSA BOOKSTORE .....	47
CUSTOM CAPTIONS .....	18
DACH, KRISTINE LCPC .....	25
DAWSON, PAM .....	3
DEAF AND HARD-OF-HEARING PROGRAM (DHHP) .....	26, 37
DEAF COMMUNITY SKILLS PROGRAM .....	70
DEAF TRANSITION PROGRAM.....	71
DEAFDIGEST.....	67
DEAFDIGEST SPORTS .....	67
DELUCCIA, EDWARD.....	22
DEPARTMENT OF HEALTH AND HUMAN SERVICES - CHILD PROTECTIVE INTAKE .....	24, 86
DEPARTMENT OF HEALTH AND HUMAN SERVICES – THE OFFICE OF AGING & DISABILITY SERVICES .....	78
DEPARTMENT OF LABOR-DIVISION FOR THE DEAF, HARD OF HEARING & LATE DEAFENED .....	35
DEVINNEY, JAN .....	43
DIBNER, ERIC .....	44
DISABILITY RIGHTS CENTER OF MAINE .....	42, 62
DISTRICT COURTS.....	45
DIVISION FOR THE BLIND AND VISUALLY IMPAIRED (DBVI) .....	48
DIVISION FOR THE DEAF, HARD OF HEARING & LATE DEAFENED.....	79
DOBSON, NICOLE.....	46, 76
DOBSON, NICOLE SLP.....	47
DOGS FOR DEAF & DISABLED AMERICANS.....	56
DOGS FOR THE DEAF, INC. ....	55
DOROTHY AMES TRUST FUND .....	22
DOUCETTE, KARLA .....	38, 68
DOUCETTE, KARLA MHRT/C .....	68
DUAL-SENSORY IMPAIRED/LOSS RESOURCES .....	49
DUBOIS, CHELE .....	74
DUBOIS, MATTHEW .....	64
DULAC-SWAIN, MARSHA .....	20



DUNLEAVY, JOHN .....	1
DURRANT, ALICE.....	18
EARL, POLLY J. Ed.D.....	47
EARS, NOSE, AND THROAT (ENT) DOCTORS .....	54
EASTERN AGENCY ON AGING .....	2
EMENS, STEPHANIE .....	78
EPIC HEARING HEALTHCARE .....	3
EVANS LUISELLI, TRACY .....	49
FAIRSERVICE, CAROLYN.....	73
FAMILY VIOLENCE ASSISTANCE PROJECT.....	3
FEDERAL COMMUNICATION COMMISSION .....	42
FOSTER, JOANNA .....	26
FRAME, GREGG .....	64
FREDERICK, TRACEY .....	71
FULL CIRCLE WELLNESS CENTER, INC. ....	33, 39
GALLANT, WALTER.....	18
GALLIE, BETH ESQ.....	6
GELINAS, STEPHANIE .....	51, 76
GET AT STUFF.....	17
GIFFORD, JUSTIN M. ....	7
GLENCROSS, BETSY.....	33
GOLDEN, MARTIN .....	70
GOODWILL INDUSTRIES OF NORTHERN NEW ENGLAND .....	38, 68
GRACE BAPTIST CHURCH .....	34
GREAT PLAINS ASSISTANCE DOGS .....	55
GREENE, STEPHEN S. PH.D.....	37
GROUP MAIN STREAM (GMS).....	70
GULATI, SANJAY MD .....	24
HANNIGAN, DEBRA.....	24
HARRIS COMMUNICATIONS .....	16
HARRISON, OCE.....	10
HARTLING COMMUNICATIONS .....	16
HARVARD MEDICAL SCHOOL-MASSACHUSETTS EYE & EAR INFIRMARY-DEPARTMENT OF OPHTHALMOLOGY .....	39
HEAR IN MAINE .....	2
HEAR ME NOW! .....	3, 26, 51
HEAR MORE .....	16
HEAR NOW .....	5
HEARING LOSS ASSOCIATION OF AMERICA.....	83
HELEN KELLER NATIONAL CENTER (HKNC) NEW ENGLAND REGION OFFICE.....	48
HELP AMERICA HEAR PROGRAM.....	5
HOLY MARTYRS CHURCH/PARISH OF THE HOLY EUCHARIST .....	34
HOPKINS, KAREN .....	28
HOWARD & ESPA MICHAUD CHARITABLE TRUST .....	22
HUNTER, LYNNE.....	53
IMPERATORE, LAUREN PHD .....	24
INDEPENDENT LIVING (IL)-DEAF SERVICES .....	1
INSURANCE COMPANIES.....	23
IRIS NETWORK .....	48



IRISH, JESS.....	70
JACK, THERESA .....	78
KALEO, KRISTEN E.P. ESQ. ....	63
KAPLY-SMITH, ECHO LCSW .....	26, 37
KARASCH & ASSOCIATES .....	19, 20
KENNEBEC BEHAVIORAL HEALTH .....	39
KEWL ASL .....	59
KING, HALLI.....	27
LANE, CAROL .....	19
LAWLOR, DAVID.....	72
LAWYER REFERRAL AND INFORMATION SERVICE .....	62
LEAVITT, GREG .....	50
LINGUISTICS DEPARTMENT, USM.....	52
LION'S CLUB.....	5
LUTHERAN SOCIAL SERVICES.....	71
MACKAY, MARY .....	61
MADDOCKS, CARLA .....	68
MAINE ADAPTIVE SPORTS & RECREATION (FORMERLY MAINE HANDICAPPED SKIING) .....	10
MAINE ALUMNI ASSOC. OF THE DEAF.....	65
MAINE ASSOCIATION FOR THE DEAF, INC. ....	65
MAINE CART & CAPTIONING SERVICES .....	20
MAINE CENTER ON DEAFNESS.....	35, 43, 62, 85
MAINE CENTER ON DEAFNESS - NEWSLETTER .....	67
MAINE CENTER ON DEAFNESS (MCD).....	6
MAINE CITE COORDINATING CENTER.....	17
MAINE COALITION AGAINST SEXUAL ASSAULT .....	86
MAINE EDUCATIONAL CENTER FOR THE DEAF AND HARD OF HEARING (MECDHH) AND GOVERNOR BAXTER SCHOOL FOR THE DEAF (GBSD).....	26, 51, 83
MAINE HANDS & VOICES.....	32, 83
MAINE HUMAN RIGHTS COMMISSION .....	43
MAINE LONG TERM CARE OMBUDSMAN PROGRAM .....	43
MAINE MEDICAL CENTER (MMC) .....	43
MAINE NEWBORN HEARING PROGRAM (MNHP) .....	33
MAINE RECREATION ASSOCIATION OF THE DEAF.....	66
MAINE REGISTRY OF INTERPRETERS FOR THE DEAF .....	60
MAINE STATE HOUSING AUTHORITY/MAINEHOUSING .....	10
MAINE TELECOMMUNICATIONS RELAY SERVICE (MERS) .....	84
MAINECARE .....	23
MAINECARE COVERAGE IN NURSING FACILITIES.....	6
MAINE-LINES .....	67
MAJESKI, SHARI CCP, CBC.....	20
MARY JANE GRANT SIGN LANGUAGE INTERPRETING SERVICES, LLC .....	60
MCCANN, JENNIFER.....	7
MEADOW LODGE PROGRAM.....	71
MEDICAL CARE DEVELOPMENT .....	71
MEDICARE .....	10
MELANSON, NANCY.....	67, 79
MING, CARLTON.....	13
MINNESOTA CHEMICAL DEPENDENCY PROGRAM FOR DEAF AND HARD-OF-HEARING INDIVIDUALS .....	80



MIRACLE-EAR CHILDREN'S FOUNDATION .....	23
MOBIUS COMMUNICATION ASSESSMENT PROJECT .....	72
MOBIUS, INC. ....	72
MORAN, ELISSA .....	6
MORIN, LOIS .....	65
MORRELL, TERRY .....	13, 79
MOTIVATIONAL SERVICES TRAINING CENTER .....	74
MOTIVATIONAL SERVICES, INC. ....	73
MUZZY, KATHY LCSW .....	39
NATIONAL CUED SPEECH ASSOCIATION (NCSA) .....	47
NATIONAL EDUCATION FOR ASSISTANCE DOG SERVICES, INC. ....	56
NEW ENGLAND ADA CENTER-DBTAC .....	10
NEW ENGLAND CONSORTIUM OF DEAF BLIND PROJECTS (NEC)/MAINE DEAF BLIND PROJECT .....	49
NEWTON, DOUG .....	61
NOVACK, JULIE .....	82
NYE, WILLIAM H. ....	65
OAKES, RICHARD .....	65
OFFICE OF ELDER SERVICES .....	77
OFFICE OF LICENSING AND REGISTRATION .....	54, 60
OFFICE OF SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES .....	80
ORDWAY, NANCY A. ....	57
OWENS, COLLEEN M. LCPC .....	33, 39
PACKNESS, LOUISE .....	76
PEER SUPPORT GROUP .....	7
PELLETIER, VIRGINIA .....	13
PENOBSCOT COMMUNITY HEALTH CENTER (PCHC)/WARREN CENTER .....	14, 23
PENOBSCOT VALLEY INDUSTRIES .....	74
PETRA HOME .....	74
PHONE-TTY, INC. ....	16
PIERCE, CARRIE .....	51
PINE TREE LEGAL ASSISTANCE .....	62
PINE TREE SOCIETY - INTERPRETING SERVICES .....	61
PORT RESOURCES .....	74
PORTLAND ADULT EDUCATION .....	50
POST, JOHN BSW, MHRT/C .....	26, 37
PROFESSIONAL INTERPRETING, INC. ....	61
PROJECT FOR SUPPORTED LIVING .....	75
PROJECT GRACE .....	12
REBEN, BENJAMIN AND MARCH .....	64
REHABILITATION COUNSELORS FOR THE DEAF .....	13
ROBERTS, JANA LCSW .....	6, 39
RODRIGUES, JENNIFER M. ....	21
ROQUEBECIL, JOE .....	13, 14
ROUELLE, LISA MHRT/C .....	68
ROUELLE, LISA .....	38
SANDCASTLE CLINICAL AND EDUCATIONAL SERVICES .....	51
SARCHI, PATTY .....	49
SELF HELP FOR THE HARD OF HEARING (SHHH) .....	83
SENESE, GAIL .....	50



SENIORSPLUS.....	2
SHEIKH, SITARA .....	13, 14
SHELTON, GLENN .....	8
SHEPARD-KEGL, JAMES M. ESQ.....	63
SHEPARD-KEGL, JUDY .....	53
SHERRY, DAVID W. ....	26, 27
SIGN LANGUAGE CONGREGATION OF JEHOVAH'S WITNESSES .....	34
SIGN LANGUAGE INTERPRETING PLUS.....	61
SIGN LANGUAGE RESEARCH LABORATORY.....	53
SKILLS, INC. ....	75
SLATER, PATRICIA M.A. ....	47
SMITH, ANN .....	52
SORENSEN, LISA .....	21
SOUTHERN MAINE AGENCY ON AGING .....	2
SPECTRUM GENERATIONS .....	2
SPEECH LANGUAGE PATHOLOGISTS .....	76
SPITZ, ROMY PH.D.....	72
SPRAGUE, RALPH MA .....	40
SPRINKLE, ERIN.....	8
STARK, KARIN .....	70
STATE A.D.A. ACCESSIBILITY COORDINATOR .....	44
STURTEVANT, DAVID.....	71
SUNRISE PROGRAM .....	73
SUPERIOR COURTS .....	45
SWEET, ZOE.....	71
TAYLOR, MCCORMACK, & FRAME, LLC.....	64
TELECOMMUNICATIONS EQUIPMENT PROGRAM.....	7
THE LAW OFFICES OF JOE BORNSTEIN.....	64
THIBODEAU, REGAN.....	60
TITLE 7, PART B GRANT PROGRAM .....	1
TRAVELERS PROTECTIVE ASSOCIATION OF AMERICA SCHOLARSHIP TRUST FOR THE HEARING IMPAIRED (TPA) .....	12
TREAT, SARA MA LCPC .....	40
TRICARE REGIONAL OFFICE .....	12
TROOP, MERYL .....	67
TROOP, MERYL CI, CT, SCL .....	7
TURNER, MELANIE.....	73
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES .....	44
UNIVERSITY OF MAINE AT ORONO.....	52
UNIVERSITY OF SOUTHERN MAINE .....	52
VETERANS ADMINISTRATION (VA) .....	13
VICTORY BAPTIST CHURCH.....	34
VIDEO CAPTION CORPORATION .....	19
VIDEO PRODUCTION SERVICES.....	19
VIGNA, RUTH.....	57
VIGNA, VICTOR .....	57
VIOLATIONS BUREAU .....	45
VISUAL GESTURAL COMMUNICATION PROJECT .....	7
VOCATIONAL REHABILITATION .....	13, 79



VOGEL & DUBOIS.....	64
VOGEL, TIM.....	64
WEISS, JOANNE .....	59
WEITBRECHT COMMUNICATIONS, INC. ....	16
WESTHOVEN, MELISSA .....	68
WILSON, GLENDA.....	70
WILTON (MAINE) FREE PUBLIC LIBRARY .....	53
WING, SARAH JANE.....	8
WOOD, ROB .....	50
WORCESTER STATE HOSPITAL.....	40
YOUTH ALTERNATIVES INGRAHAM .....	87
ZAMPOLIN, DAYETTE J. RMR, CRR, CCP .....	21











**BUREAU OF REHABILITATION SERVICES  
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