MAINE
Second Edition

Brain Injury & Stroke
RESOURCE DIRECTORY

The Voice of Help, Hope and Healing
THE BRAIN INJURY ASSOCIATION OF AMERICA
MAINE CHAPTER (BIAA-ME)

The Maine Brain Injury and Stroke Resource Directory is intended to provide information and resources available to individuals with brain injuries or stroke. The fluid nature of services and service providers makes it likely that contact information and service availability will change and that some services and/or providers may not be included. It is the responsibility of the user to verify and investigate services and providers to determine the best options for your individual situation.

For brain injury information, personal assistance in identifying brain injury programs and related services and information about support groups, please contact the BIAA-Maine Brain Injury Information Center

Toll-free phone: (800) 444-6443

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For brain injury information and resource information, contact BIAA’s Maine Brain Injury Information Center:
Toll-free phone: (800) 444-6443
Monday – Friday 9:00 a.m. – 5:00 p.m.
E-mail: MaineBrainInjuryInfo@biausa.org

The Brain Injury Association of America, Inc. (BIAA) is the country’s oldest and largest nationwide brain injury advocacy organization. BIAA advances awareness, research, treatment, and education and works to improve the quality of life for all people affected by brain injury. We are dedicated to increasing access to quality health care and raising awareness and understanding of brain injury. We are the voice of brain injury.

BIAA’s Maine Chapter (BIAA-ME) is available to serve the more than 10,000 Mainers affected by brain injury, their families, and the professionals who provide caring services after brain injury. Guided by a volunteer Advisory Board, BIAA-ME identifies the needs of Mainers with brain injuries and their families and works to ensure that a wide range of services and supports are available in the state. BIAA-ME provides advocacy, education and information about brain injury to all those in need. A free monthly e-Newsletter published by BIAA-ME helps keep Mainers informed about important issues and BIAA-ME events. Contact BIAA-ME to subscribe.

BIAA-ME serves people of all ages who have sustained a traumatic or acquired brain injury from many causes including but not limited to:

- Aneurysm and arteriovenous malformation (AVM)
- Anoxia
- Brain tumor
- Concussion
- Falls
- Hypoxia
- Hydrocephalus
- Ischemia
- Meningitis, encephalitis, and infections of the brain
- Poisoning/Neurotoxic injury
- Sports injury
- Stroke
- Surgery

BIAA-ME SERVICES and SUPPORT

MAINE BRAIN INJURY INFORMATION CENTER
Toll-free phone: (800) 444-6443
E-mail: MaineBrainInjuryInfo@biausa.org

BIAA-ME offers free personalized information, direction to available services, and support through the Maine Brain Injury Information Center. A toll-free phone call connects persons with a brain injury, family members or friends, professionals, and the public with an experienced brain injury specialist. Inquiries can also be e-mailed to: MaineBrainInjuryInfo@biausa.org.
RESOURCES FACILITATION
Resource facilitation is more intensive than the information and resource information provided through BIAA’s Maine Brain Injury Resource Center. BIAA-ME’s resource facilitation services are personalized to each individual’s situation and uses a collaborative process that involves participants (individuals with brain injury and their personal support systems) working together with BIAA-ME facilitators (individuals who provide assistance in navigating systems) to achieve agreed upon goals.

SUPPORT GROUPS
Brain injury support groups exist throughout Maine and serve to help Mainers with brain injury and their families to know that they are not alone. Being part of a strong local support network makes a huge difference in coping after you or a loved one sustains a brain injury. BIAA-ME helps link people with the support groups that are available through the Maine brain injury community. A specialist from BIAA-ME frequently is a guest presenter at support groups throughout the state.

EDUCATION & INFORMATION ABOUT BRAIN INJURY
BIAA-ME provides a wide variety of educational and informative resources for persons affected by brain injury and their families/caregivers including an annual conference entitled Defining Moments in Brain Injury, access to BIAA webinars, booklets and brochures and more. BIAA-ME also provides outreach to the 38 hospitals in Maine to assist them in helping patients make a smoother transition from the hospital.

SOCIAL, RECREATION AND OUTREACH PROGRAMS
BIAA-ME offers social and recreational programs when community interest and resources permit. BIAA-ME participates in community health fairs and other outreach programs to help raise awareness of brain injury and the services available for Mainers. For details and a current schedule, check the BIAA-ME website at www.biausa.org/maine.

ADVOCACY
BIAA-ME offers advocacy on an individual basis through resource facilitation services to help persons with brain injury meet their needs in the community. BIAA-ME also fosters statewide advocacy to help the brain injury community work together to advocate for the services, supports and funding needed by persons with brain injury and their families.

COMMUNITY AND INDIVIDUAL EVENTS TO RAISE AWARENESS AND FUNDS FOR BRAIN INJURY
BIAA-ME plans community events, such as Bowling for Brain Injury™ that offer individuals a way to help to raise awareness of brain injury as well as funds to support the services offered through BIAA-ME. Check out the event calendar at www.biausa.org/maine for details. If you are interested in holding an event to raise awareness and funds for brain injury in Maine, please e-mail development@biausa.org.
ABOUT BRAIN INJURY

Brain injury is a major cause of death and disability in the United States. People who survive a brain injury face effects lasting from a few days to disabilities that last the rest of their lives. The severity of damage to the brain is a key factor in how a person will be affected after brain injury. The severity of a brain injury is classified as mild, moderate or severe based in large part on whether there is a loss of consciousness and how long that lasts.

Brain injury affects who we are, the way we think, act, and feel. It can change everything about us in a matter of seconds. The effects of a brain injury can be unpredictable, complex, and vary greatly from person to person; no two brain injuries are exactly the same. The effects of an injury depend on multiple factors including cause, physical location, and severity. Changes can be temporary or permanent, causing impairment or a complete inability to perform a function. Each part of the brain serves a specific function and links with other parts of the brain to perform complex functions.

Brain injury can result in physical impairments (e.g., speech, vision, hearing, headaches, paralysis, seizures, fatigue and more), cognitive issues (like memory deficits, impaired concentration, slowed thinking, limited attention span, and impairments to perception, planning, writing, reading, and judgment), and emotional problems (such as mood swings, anxiety, depression, restlessness, lack of motivation, and difficulty controlling emotions).

Regardless of the severity of a brain injury, the early hours, days and weeks after injury can be confusing. A “good” day of progress may be followed by a “down” day. Setbacks are common and do not necessarily imply a permanent reversal. Individuals with brain injuries may not be fully aware of the impact of his or her injuries.

Recovery is often an unpredictable process involving time, specialized brain injury therapies and services, and family/community support.

After a brain injury, family and friends become an integral part in the life-long journey of the survivor. Learning a new language filled with medical and rehabilitation terms is often necessary to understand what happened and what services are available and how they help persons with brain injury recover. Digesting information on the outcome of the brain injury, making the right decisions for accurate treatment for a successful recovery, acquiring benefits, planning for the future, and accepting this new situation can be very stressful on all involved.

The Maine Brain Injury and Stroke Directory lists resources available to Mainers who have experienced brain injury and their families to assist in navigate through the maze of needed services.

BRAIN INJURY DEFINITIONS

ACQUIRED BRAIN INJURY (ABI)

An acquired brain injury is an injury to the brain, which is not hereditary, congenital, degenerative, or induced by birth trauma. An acquired brain injury is an injury to the brain that has occurred after birth. Common causes of ABI include stroke, near drowning, hypoxic or anoxic brain injury, tumor, neurotoxins, electric shock or lightning strike.

TRAUMATIC BRAIN INJURY (TBI)

A traumatic brain injury (TBI) is defined as an alteration in brain function, or other evidence of brain pathology, caused by an external force. Common causes of a TBI include gunshot wounds, motor vehicle crashes, sports injuries, assaults, and falls.
CONCUSSION

A concussion is a type of TBI caused by a bump, blow, or jolt to the head or by a hit to the body that causes the head and brain to move rapidly back and forth. This sudden movement can cause the brain to bounce around or twist in the skull, stretching and damaging the brain cells and creating chemical changes in the brain.

A concussion may be called a mild traumatic brain injury because concussions are usually not life threatening. Even so, the effects of a concussion can be serious. Concussions can occur in any sport or recreational activity, from falls or other activities where a bump, blow or jolt to the head occurs. Concussion may or may not involve loss of consciousness, can result in memory loss for events immediately before or after trauma, and can result in neurological deficits that may or may not be transient.

Concussion is not always recognized as a brain injury. It is not always diagnosed and subsequent problems that a person may have are not always associated with the concussion.

STROKE

A stroke occurs when blood flow to the brain is interrupted and the brain does not get the oxygen it needs, often with devastating consequences. A stroke may be hemorrhagic, caused by a burst blood vessel in the brain or ischemic, caused by a blood clot that blocks blood flow to part of the brain.

Some people experience TIAs (transient ischemic attacks) or “mini-strokes” that result from a temporary blood clot. A TIA is often a warning sign that a stroke is likely to occur and should be taken seriously. While a stroke is most common in older adults, children and young adults also experience strokes. The severity of a stroke is often assessed using the National Institutes of Health (NIH) Stroke Scale.
Support groups are a great resource for persons with brain injury, family members and caregivers to share with and learn from others who face similar challenges. Each support group is different because it serves to meet the needs of those participating at any given time. Support groups may include presentations about various aspects of brain injury, opportunities to share experiences and get support and suggestions from others in the group, social or recreational activities, and more.

Please note that contacts, dates and times frequently change; please check the BIAA-ME website at Mainebraininjuryinfo@biausa.org or contact those listed below to confirm the date, location and time of a group you are interested in.

**AUGUSTA/GARDINER**

Maine General Medical Center  
35 Medical Center Pkwy  
Augusta, ME 04330

When: Last Monday of the month, 6:30-8 p.m.  
Contacts: Myra Champagne (207) 582-6692 or Sally Brotherton (207) 445-2544

**BREWER**

Brewer Center for Health & Rehabilitation  
74 Parkway South  
Brewer, ME 04412

When: Third Monday of the month, 4-5 p.m.  
Contacts: Patty Nutter (207) 989-7300 or Corinne Johnston (207) 989-2034, ext. 220

**BRUNSWICK**

Mid Coast Hospital  
123 Medical Center Dr.  
Brunswick, ME 04011

Where: Community Room  
When: First Friday of the month, 1-3 p.m.  
(This group does not meet during the summer months)  
Contact: Elizabeth Hyde (207) 373-6175

**BRUNSWICK ~ APHASIA**

Mid Coast Hospital  
123 Medical Center Dr.  
Brunswick, ME 04011

Where: Conference rooms by cafeteria  
When: First and third Tuesday of the month, 1-2:30 p.m.  
Contact: Peggy Beaulieu, CCC-SLP (207) 373-6175

**CAMDEN**

Camden Public Library  
55 Main St.  
Camden, ME 04843

When: First Wednesday of the month, 10 a.m. - 12 p.m.  
Contact: Carol Rohl (207) 273-2090

**ELLSWORTH**

Moore Community Center  
5 General Moore Wy.  
Ellsworth, ME 04605

Where: Senior Cafe  
When: Third Monday of the month, 1-2:30 p.m.  
Contact: Chris Cherry - (207) 667-3188  
(This group does not meet during the summer months)

**FORT KENT ~ CAREGIVER**

Hosted by All Things Become New  
Northern Maine Medical Center  
194 E. Main St., Fort Kent

When: Two Wednesdays per month, 6-7 p.m.  
Contact: Suzanne Morneault (207) 444-6261
LEWISTON
WestSide NeuroRehab Services
618 Main St.
Lewiston, ME 04240
When: First Monday of the month, 6-8 p.m.
(Everyone meets together for first half, then
splits into survivor/caregiver groups)
Contact: (207) 795-6110

PORTLAND
New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
When: First Tuesday and third Monday of the month, 10 a.m. - 12 p.m.
Contact: Kathy Kroll (207) 662-8589

PORTLAND ~ BRAIN ANEURYSM
Maine Medical Center
22 Bramhall St., Room 9,
Dana Health Education Center
Portland, ME 04102
When: Last Thursday of the month, 6-7:30 p.m.
Contact: Dave McCausland (207) 495-2532
or via email: Dave@MaineBA.org

PORTLAND ~ NEW HAMPSHIRE
Open to ME residents
Northeast Rehab Hospital at Pease
105 Corporate Dr.
Portsmouth, NH 03801
Where: Cafeteria
When: Second Monday of the month, 5-6 p.m.
Contact: Liz Barbin, MS CCC-SLP (603) 501-5572

Krempels Center
Family/Caregiver Group
100 Campus Drive,
Portsmouth, NH 03801
Where: Ground floor in Library
When: Third Wednesday of the month, 5-6 p.m.
Contact: Susette Milnor (603) 570-2026
ext. 24 or smilnor@krempelscenter.org

STANDISH
NeuroRestorative
234 Northeast Rd,
Standish, ME 04084
When: Last Friday of the month, 12:30-2 p.m.
Contact: Hillary Osgood (207) 642-1265

WATERVILLE
Maine General Medical Center
149 North St., Conference Room – Dean 3
Waterville, ME 04901
Where: Thayer Campus
When: Third Saturday of the month, 10-11:30 a.m.
Contacts: Jimmy & Barb Mansir
(207) 441-7100

WESTERN MAINE (RUMFORD)
Hope Association
82 Congress St.
Rumford, ME 04276
When: First Tuesday of every month,
6:15 p.m. – 7:45 p.m.
Contact: Catherine Johnson (207) 364-4561

YORK ~ STROKE
York Hospital, Living Well Center
127 Long Sands Rd.
York, ME 03909
When: Fourth Monday of every month,
10 – 11:30 a.m.
Contact: Susan Kelly-Westman (207) 351-3721
INSURANCE AND FINANCIAL ASSISTANCE

After a brain injury, assistance with paying for the costs of medical, rehabilitation, community and long-term care and other financial obligations is often needed. Depending upon an individual’s unique situation, one or more Federal and state options may be available to assist.

The best way to find out if you are eligible for any available program or benefit is to apply as soon after an injury as possible. If you are denied eligibility, be sure you understand why. Sometimes, amending the application or appealing the decision will be successful.

To find the Affordable Care Act health insurance plan options in Maine, contact:
Maine Bureau of Insurance
34 State House Station
Augusta, ME 04333-0034
Phone: (207) 624-8475
Toll-free phone: (800) 300-5000
TTY: Maine Relay 711
Website: www.maine.gov/pfr/insurance/ACA/Price_compare/Individual_Health_Index.html

MEDICARE
Medicare is a health insurance program available through the Centers for Medicare & Medicaid Services (CMS). While most commonly used by people age 65 or older, younger people with disabilities resulting from brain injury and stroke may be eligible for Medicare. Medicare helps pay for health care costs but doesn’t pay for all expenses or for long-term care.

SOCIAL SECURITY INCOME
Toll-free phone: (800) 772-1213
Website: www.ssa.gov

The Social Security Administration manages two cash benefit programs for people with disabilities. Be aware that over 60% of first-time applications for these programs are denied, so be prepared to appeal the denial and consider engaging a disability attorney to advocate on your behalf. There are multiple steps in the appeal process, beginning with a request for reconsideration, moving onto a hearing before an administrative law judge (an ALJ), and ultimately, if needed, a hearing in Federal court.

IMPORTANT FEDERAL INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

AFFORDABLE CARE ACT
Toll-free phone: (800) 318-2596
Website: www.healthcare.gov

The Affordable Care Act put in place comprehensive health insurance reforms that have improved access, affordability, and quality in health care for Americans. It requires individuals to have health insurance or pay a tax penalty. The requirement of the individual mandate can be met by having a plan with minimal essential coverage, either through an employer or another group, or by purchasing an individual policy through Maine’s federally-facilitated Marketplace. Any Maine resident who is not eligible for Medicare can buy an individual health insurance policy.

Please note that at the time this directory was published, Congress was in the process of working to change the Affordable Care Act. Visit www.biausa.org or contact the Maine Insurance Bureau for updated information on the Affordable Care Act and the health insurance options to Mainers.
The success rates for people who have a hearing before an ALJ are nearly 60%, largely because applicants have representation from a disability attorney or a non-attorney disability advocate.

Social Security Disability Insurance (SSDI) provides disability insurance benefits for workers who have contributed to Social Security and become disabled or blind before reaching retirement age.

Supplemental Security Income (SSI) provides monthly cash income to low-income persons with limited work history and resources on the basis of age and disability. Apply online for benefits or contact the local office to apply in person. Social Security offices in Maine can be found below or use the Social Security Office Locator at https://secure.ssa.gov/ICON/main.jsp.

SOCIAL SECURITY ADMINISTRATION OFFICES IN MAINE

AUBURN
600 Turner St.
Auburn, ME 04210
Phone: (866) 627-6996

AUGUSTA
330 Civic Center Dr.
Augusta, ME 04332
Phone: (207) 622-1451

BANGOR
202 Harlow St.
Bangor, ME 04401
Phone: (207) 990-4530

PORTLAND
550 Forest Ave.
Suite 150
Portland, ME 04101
Phone: (207) 771-2851

PRESQUE ISLE
365 Main St.
Presque Isle, ME 04769
Phone: (207) 764-3771

ROCKLAND
231 A Park St.
Rockland, ME 04841
(855) 269-9179

SACO
110 Main St.
Suite 1450
Saco, ME 04072
(877) 253-4715

WATERVILLE
46 Front St.
Waterville, ME 04901
(866) 931-9169

IMPORTANT STATE OF MAINE INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

MAINECARE – HEALTH INSURANCE

Office of MaineCare Services
11 State House Station,
Augusta, Maine 04333-0011
Toll-free phone: (855) 797-4357
TTY: Maine Relay 711
Website: www.maine.gov/dhhs/oms/

MaineCare (Maine’s Medicaid Program) is a health insurance program managed by the Maine Department of Health and Human Services (DHHS). It pays for the medical expenses of people who are unable to pay some or all of their own medical expenses. MaineCare eligibility is based on income, age and family situations. MaineCare sends payments directly to health care providers rather than the person receiving
services. A co-payment (a payment for a portion of the cost of some medical services made by the person receiving services) may be required.

MaineCare offers a number of services specifically designed for qualifying individuals 18 years and older who have sustained an acquired brain injury. In Maine, a qualifying acquired brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth. www.maine.gov/dhhs/oads/home-support/brain-injury/index.html accessed 11/21/17.

Children under age 19 with serious health conditions, such as severe brain injury, may be eligible for MaineCare through the Katie Beckett benefit even when the family income is higher than MaineCare limits.

To apply for MaineCare, contact the Maine Department of Health and Human Services or visit a local office. An eligibility specialist will help determine whether you are eligible for MaineCare and answer questions about the application process and benefits.

**MAINE MY CONNECTION**

Apply Online for MaineCare, Food Supplement, Cash Assistance and/or Child Care

Office of Family independence
Maine Department of Health and Human Services
Toll-free phone: (800) 442-6003
Website: www.maine.gov/mymaineconnection

Through My Maine Connection, information and applications for a wide range of programs and services offered by the State of Maine is available. These include MaineCare, Food Supplemental Nutrition Assistance Program (commonly known as the food stamp program or SNAP), Temporary Assistance for Needy Families, a Child Care Subsidy program, and more. Eligibility requirements vary by program.

**WORKER’S COMPENSATION**

Maine Worker’s Compensation Board
442 Civic Center Dr., Suite 1
27 State House Station
Augusta, ME 04333-0027
Phone: (207) 287-3751
Toll-free phone: (888) 801-9087
TTY: Maine Relay 711
Website: www.maine.gov/wcb/employees.html

Worker’s compensation is a type of insurance provided by employers for workers who are injured on the job. Benefits include but are not limited to payments for lost time from work due to an injury, payment of medical bills, drug prescriptions and related costs and vocational rehabilitation. If you are injured at work, you must report the injury to your employer. Maine has five regional Worker’s Compensation Board offices located in Augusta, Bangor, Caribou, Lewiston and Portland where you can get more information about Maine’s worker’s compensation laws and practices.

**MAINE Brain Injury Information Center**

(800) 444-6443
Website: www.biausa.org/maine
E-mail: MaineBrainInjuryInfo@biausa.org
Careful selection of the services which best meet the needs of the person with brain injury and their family is a critical step toward achieving maximum recovery. An equally vital step is to participate actively in the decision-making about the services being provided and monitoring service delivery whether in the hospital, rehabilitation facility, community residence or other settings.

Active and ongoing participation means you will be better prepared to make solid, informed decisions and to maximize available resources.

AN INFORMED CONSUMER MAKES THE BEST CUSTOMER

The purpose of this guide is to enable you to make well informed decisions about the services you or your family member receives. Through general guiding principles and specific questions which are provided in the Appendix A of the Maine Directory of Brain Injury and Stroke Services, BIAA provides a framework for the collection and evaluation of information about prospective brain injury programs and services.

GUIDING PRINCIPLES

You Know Your Needs Best

People with brain injury and their families know themselves and their needs best. Professionals can help provide the information you need to make informed choices, but you have to live with the decisions you make.

Be Curious

Ask questions. Learn about the program, its staff and service philosophy and methodology. If you do not understand something, ask someone at the program or service to take the time to explain it in the detail you need. Like medicine, brain injury services are often as much an "art" as a "science."

Learn From Others

When researching available programs and services, try to talk with individuals who have participated in each one you are considering when multiple choices exist. Support groups are often a good way to find people who have had experience with a program or service you are considering. Ask the program/agency to provide references of individuals who have utilized their services. Sometimes, due to privacy concerns for those receiving services, you may not always be able to get references from a provider.

You can also check the program or service provider out online, keeping in mind that those who have had negative experiences are most likely to complain and their experiences may not be fully representative of the quality of a given provider.

Explore More Than One Program

Whenever possible, look into a wide range of services. The closest one or the one which offers the most services is not necessarily the one that will best meet your needs.

Listen to Your Instincts

Make decisions when you are ready. If you are unsure or uncomfortable, find someone who has
no stake in the decision to help you sort things out. Be wary of anyone who tries to pressure you, while paying attention to any time constraints that may result from limited availability or time-limited access to benefits so you don’t miss out on an opportunity.

**Get It in Writing**

Keep a log of who you spoke to, the date, time and a summary of your conversation. Keep copies of all correspondence. There is a lot of information, new and often technical terms to process, so it is easy to forget things. You may wish to tape record your conversations so you can refer to them later. Be sure to ask permission in advance; most professionals will readily agree to be taped. Get any commitments for services (the types and quantities to be provided as well as costs) in writing before you choose.

**Looks Are Not Everything**

The quality of services cannot be judged by how nice the facilities or marketing materials look.

**The Ultimate Goal is Take Charge**

Brain injury programs and services should promote self-determination to the fullest extent possible and maximize integration in the community. Self-determination can be achieved by taking charge of the decision-making process, for example, deciding how you wish to use your own time, energy and money.

**Know Your Financial Situation**

Find out about public or other private benefits you may be eligible for and apply promptly. Depending upon what kind of services are needed, you will want to talk with your insurance carrier, managed care organization or other health care payer to find out how much it will pay, for what services and under what conditions. Ask about deductibles and co-payments. Get a copy of your policy or plan and re-read it. Find out the extent of your financial obligations. Ask about the long-term implications of decisions you make today. Get regular updates about where you stand financially with the payer and service provider(s).

**Be Involved**

Voice your opinions, questions and concerns promptly and respectfully.

Choosing brain injury programs and services may be the single most important decision you make emotionally, financially and in terms of outcome. Take the time to make good decisions. Once you are receiving services, stay on top of what is being provided and what other options exist. Be an informed consumer.

Appendix A provides a list of questions that may be helpful as you consider different program and service options. Appendix B is a guide to help with selecting legal representation in the event that is helpful or necessary in your situation.
Brain injury program providers in Maine offer a diverse range of medical, rehabilitation inpatient and outpatient services as well as residential and community services for adults and children. Some of the providers below are also service providers for State of Maine Medicaid Waiver and other programs so you will find them listed more than once in this Directory.

• Barbara Bush Children’s Hospital at Maine Medical Center
  22 Bramhall St.
  Portland, ME 04102
  Phone: (207) 662-0111
  Website: www.mmc.org/bbch

• Brewer Center for Health & Rehabilitation
  74 Parkway South
  Brewer, ME 04412
  Phone: (207) 989-7300
  Website: www.brewercenterrehab.com

• Center for Integrated Neuro-Rehab
  159 Bennett Dr.
  Suite 1
  Caribou, ME 04736
  Phone: (207) 498-3820
  Website: www.amhc.org

• Central Maine Medical Center
  300 Main St.
  Lewiston, ME 04240
  Phone: (207) 795-2600
  Website: www.cmmc.org/inpatient-rehabilitation

• Charlotte White Center
  Stillwater Professional Park
  38 Penn Plaza
  Bangor, ME 04401
  Phone: (207) 990-1510
  Website: www.charlottewhitecenter.org

• Charlotte White Center ~ Dover-Foxcroft
  572 Bangor Rd.
  Dover-Foxcroft, ME 04426
  207-564-2464
  www.charlottewhitecenter.org

• Charlotte White Center ~ Waterville
  105 Main St., Suite B
  Waterville, ME 04901
  Phone: (207) 872-4582
  Website: www.charlottewhitecenter.org
• Coastal Rehab, LLC
  2 Davis Point Ln., Ste. 1A
  Cape Elizabeth, ME 04107
  Phone: (207) 767-9773
  Website: www.coastalrehab.me

• Coastal Rehab at Ocean View
  32 Blueberry Ln.
  Falmouth, ME 04015
  Phone: (207) 767-9773
  Website: www.coastalrehab.me

• Coastal Rehab at Huntington Common
  1 Huntington Common Drive
  Kennebunk, ME 04043
  Phone: (207) 767-9773
  Website: www.coastalrehab.me

• Coastal Rehab at Scarborough Terrace
  600 Commerce Drive
  Scarborough, ME 04074
  Phone: (207) 767-9773
  Website: www.coastalrehab.me

• Creative Work Systems
  Main Office: Residential & Day Services, Community Case Management
  619 Brighton Ave.
  Portland, ME 04102
  Phone: (207) 879-1140
  Website: www.creativeworksystems.org

• Creative Work Systems ~ Saco
  Residential Services
  13 Lund Rd.
  Saco, ME 04072
  Phone: (207) 282-8387
  Website: www.creativeworksystems.org

• Creative Work Systems ~ Saco
  Day Services, Community Case Management, Employment Services
  90 Industrial Park Rd.
  Saco, ME 04072
  Phone: (207) 282-4173
  Website: www.creativeworksystems.org

• Creative Work Systems ~ Auburn
  Serving Androscoggin, Sagadahoc, Kennebec, Franklin and Oxford Counties
  29 Hampshire St.
  Auburn, ME 04210
  Phone: (207) 795-6737
  Website: www.creativeworksystems.org

• Eastern Maine Medical Center
  489 State St.
  Bangor, ME 04401
  Phone: (207) 945-7000
  Website: www.emmc.org
The Voice of Help, Hope and Healing

Goodwill
Northern New England
75 Washington Ave., Suite 300
Portland, ME 04101
207-774-6323
www.goodwillnne.org

- Goodwill Northern New England
  Bayside NeuroRehab Services
  75 Washington Ave.
  Portland, ME 04101
  Phone: (207) 761-8402
  Website: www.goodwillnne.org/services/health-care/brain-injury-services/

- Goodwill Northern New England
  Westside NeuroRehab Services
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 795-6110
  Website: www.goodwillnne.org/services/health-care/brain-injury-services/

- Goodwill Northern New England
  Pediatric NeuroRehabilitation Services
  75 Washington Ave.
  Portland, ME 04101
  Phone: (207) 761-8402
  Website: www.goodwillnne.org/services/health-care/brain-injury-services/

- Goodwill Northern New England
  Pediatric NeuroRehabilitation Services
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 795-6110
  Website: www.goodwillnne.org/services/health-care/brain-injury-services/

- Hope Association
  Serves Oxford, Franklin and Androscoggin Counties
  85 Lincoln Ave.
  Rumford, ME 04276
  Phone: (207) 364-4561
  Website: www.hopeassociation.org

- Maine Center for Integrated Rehabilitation (MCIR) ~ Brewer
  Twin City Plaza
  248 State St.
  Brewer, ME 04412
  Phone: (207) 989-2034
  Website: www.rehabwithoutwalls.com/maine/

Maine Center for Integrated Rehabilitation

Whether you’re a patient, family member, case manager, physician, commercial or workers’ compensation plan, you’ve found the right solution for the neuro-rehabilitation of traumatic brain injury (TBI), acquired brain injury (ABI), and stroke (CVA).

(207) 453-1330
http://rehabwithoutwalls.com/Maine-MCIR/
• Maine Center for Integrated Rehabilitation ~ Fairfield
95 Skowhegan Rd.
Fairfield, ME 04937
Phone: (207) 453-1330
Website: www.rehabwithoutwalls.com/maine/

• Maine Center for Integrated Rehabilitation ~ Rockland
91 Camden St.
Rockland, ME 04841
Phone: (207) 596-0133
Website: www.rehabwithoutwalls.com/maine/

• Maine General Medical Center
Physical Rehabilitation Unit
35 Medical Center Parkway
Augusta, ME 04330
Phone: (207) 248-0027
Website: www.mainegeneral.org

• Neuroscience Institute at Maine Medical Center
22 Bramhall St.
Portland ME 04102
Phone: (207) 662-0111 • (877) 339-3107
Website: www.mmc.org/neuroscience-institute

• New England Rehabilitation Hospital of Portland
335 Brighton Ave. • Portland, ME 04102 • 207 775-4000
nerhp.com

• New England Rehabilitation Hospital
335 Brighton Ave.
Portland, ME 04102
Inpatient Service Inquiries
Phone: (207) 662-8584
Outpatient Service Inquiries
Phone: (207) 662-8377
Website: www.nerhp.org
Rebuilding Lives After Brain Injury

NeuroRestorative Maine is a leading provider of post-acute rehabilitation and support services for individuals with brain injuries and other neurological challenges. Our community-based continuum of care includes specialized programs for individuals recovering from brain and/or spinal cord injury.

- Neurorehabilitation
- Neurobehavioral
- Supported Living
- Transitional Living
- Day Treatment
- Outpatient
- 24-Hour Support
- Respite
- Neurofunctional Home & Community
- Specialized Clubhouse
- Transportation
- Residential Services
- Community Integration
- Social and Recreational Activities

800-743-6802
NeuroRestorative.com

• Northern Maine General ~ Eagle Lake
  Main Office
  5 Carter St.
  Eagle Lake, ME 04739
  Phone: (207) 444-5152
  Website: www.nmgeneral.com

• Northern Maine General ~ Caribou
  21 Aldrich Dr.
  Caribou, ME 04736
  Eagle Lake, ME 04739
  Phone: (207) 492-1036
  Website: www.nmgeneral.com

• NeuroRestorative Maine ~
  Old Orchard Beach, Sebago & Standish
  Toll-free phone: (800) 743-6802
  Residential Services
  Phone: (207) 229-0547
  Outpatient Services (Standish)
  Toll-free phone: (800) 743-6802
  Day Services
  Phone: (207) 590-8399
  Website: www.neurorestorative.com

• MaineGeneral Medical Center
  Physical Rehabilitation Unit
  35 Medical Center Parkway
  Augusta, ME 04330
  Phone: (207) 248-0027
  Website: www.mainegeneral.org
• RiverRidge
  3 Brazier Ln.
  Kennebunk, ME 04043
  Phone: (207) 985-3030
  Website: www.genesishcc.com/riverridge

• RiverRidge
  79 Cat Mousam Rd.
  Kennebunk, ME 04043
  Phone: (207) 985-3030
  Website: www.genesishcc.com/riverridge

NEW HAMPSHIRE

• Northeast Rehabilitation Hospital at Pease
  105 Corporate Dr.
  Pease International Tradeport
  Portsmouth, NH 03801
  Phone: (603) 501-5500
  Website: www.northeastrehab.com

• Northeast Rehabilitation Hospital ~ Salem, NH
  70 Butler St.
  Salem, NH 03079
  Phone: (603) 893-2900
  Website: www.northeastrehab.com

• Northeast Rehabilitation Hospital at Southern New Hampshire Medical Center
  Inpatient Only
  SNHMC West Campus
  29 Northwest Boulevard, Nashua, NH 03063
  Phone: (603) 689-2400
  Website: www.northeastrehab.com

• Northeast Rehabilitation at The Elliot ~ Manchester, NH
  1 Elliot Way., 7th Floor
  Manchester, NH 03103
  Phone: (603) 663-7700
  Website: www.northeastrehab.com

• Robin Hill Farm
  P. O. Box 1067
  Hillsboro, NH 03244
  Phone: (603) 464-3841
  Website: www.robinhillfarm.com
SERVICES FOR PEOPLE WHO ARE BLIND, DEAF, HAVE VISUAL OR HEARING IMPAIRMENTS

BLIND AND VISUALLY IMPAIRED SERVICES

• Robinson Center for Neuro-Visual Rehabilitation, LLC
  584 Roosevelt Trail, Suite B
  Windham, Maine 04062
  Phone: (207) 892-3216
  Website: www.nora.cc

• Catholic Charities Maine
  Education services for blind and visually impaired children
  P. O. Box 10660
  Portland, ME 04104-6060
  Phone: (207) 781-8550
  Website: www.ccmaine.org/a-z-services/education-services-for-blind-and-visually-impaired-children

• IRIS Network
  Assistive technology for persons who have visual impairments or blindness
  189 Park Ave.
  Portland, ME 04102
  Phone: (207) 774-6273
  Website: www.theiris.org

DEAF AND HARD OF HEARING SERVICES

• Division for the Deaf, Hard of Hearing & Late Deafened
  Bureau of Rehabilitation Services
  Maine Department of Labor
  150 State House Station
  Augusta, ME 04333
  For services, contact the local vocational rehabilitation office nearest you.
  Website: www.maine.gov/rehab/dod/index.shtml

• Disability Rights Maine
  Deaf Advocacy & Communication Access Program
  68 Bishop St., Suite 3
  Portland, ME 04103
  Phone: (207) 797-7656
  Toll-free phone: (800) 639-3884
  Website: www.drme.org/deaf-services

• Hear ME Now!
  P. O. Box 896
  Portland, ME 04104
  Phone: (207) 781-7199
  Website: www.hear-me-now.org
BRAIN INJURY SPECIALTY SERVICES AND PROFESSIONALS

ATTORNEYS

• Law Offices of Joe Bornstein
  913 Main Street
  Sanford, ME 04073
  Toll-free phone: (866) 275-4563 or (800) CALL-JOE
  Phone: (207) 225-5563 or (207) CALL-JOE
  Website: www.joebornstein.com

CHIROPRACTIC NEUROLOGY

• Center for Integrative Chiropractic Neurology
  5 School St., Ste. 201
  Ellsworth, ME 04605
  Phone: (888) 516-1533
  Website: www.neurodoc4u.com

• Portland Chiropractic Neurology
  959 Congress St., Suite 1
  Portland, ME 04102
  Phone: (207) 699-5600
  Website: www.portchiro.com
CONCUSSION

In addition to the service providers listed under Brain Injury Services and Brain Injury Services and Supports for Children above, the following providers offer services to prevent or treat concussions.

• Eastern Maine Medical Center Sports Health
  925 Union St., Suite 3
  Bangor, ME 04401
  Phone: (207) 973-9980
  Website: www.emmc.org/Sports-Health.aspx

• Maine Concussion Management Initiative
  460 Mayflower Hill
  Waterville, ME 04901
  Phone: (207) 859-4460
  Website: www.colby.edu/mcmi

• MaineOrtho ~ Portland
  1601 Congress St.
  Portland, ME 04102
  Phone: (207) 774-5113
  Website: www.maineortho.com

• MaineOrtho ~ Norway
  193 Main St.
  Ripley Medical Building
  Norway, ME 04268
  Phone: (207) 743-5026
  Website: www.maineortho.com

• Neuropsychology & Concussion Management Associates, PA
  220 Union St. (Entrance on Huse St.)
  Rockport, ME 04856
  Phone: (207) 594-2952
  Website: www.ncmamaine.com

• Portland Chiropractic Neurology
  959 Congress St, Suite 1
  Portland, ME 04102
  Phone: (207) 699-5600
  Website: www.portchiro.com

COUNSELING RESOURCES

Counseling is the assistance and guidance in resolving personal, social, or psychological problems and difficulties. Some professional counselors specialize in specific challenges and populations such as brain injury, marriage and family, children, and grief. Contact the resources below to identify qualified therapists to consider in your personal situation.

• Maine Psychological Association
  P. O. Box 5435
  Augusta, ME 04332
  Phone: (207) 621-0732
  Toll-free phone: (800) 287-5065
  Website: www.mepa.org

• National Alliance on Mental Illness ~ Maine
  1 Bangor St.
  Augusta, ME 04330
  Toll-free phone: (800) 464-5767
  Website: www.namimaine.org

• Substance Abuse Office & Mental Health Services
  11 State House Station
  Augusta, ME 04333
  Phone: (207) 287-2595
  Crisis Hotline: (888) 568-1112
  Website: www.maine.gov/dhhs/samhs/mentalhealth

• Tri-County Mental Health Services
  1155 Lisbon St.
  PO Box 2008
  Lewiston, ME 04241-2008
  Phone: (207) 783-9141
  Toll-free phone: (800) 787-1155
  Website: www.tcmhs.org
DRIVING EVALUATION AND CONSULTANTS

People who have sustained a brain injury sometimes find that their driving skills are no longer the same. Family, friends, and caregivers may also be worried about whether a person with brain injury can drive safely. Because we take our driving skills for granted, it is easy to forget that driving is the most dangerous thing we do in our everyday lives. We might even think of it as the ultimate multitasking experience.

Brain injury can affect the many physical, cognitive, and behavioral skills needed to drive well, depending on the individual and the type of injury. Some states require physicians to report to the authorized state licensing agency if they have a patient for whom driving may no longer be safe. Other states require licensed drivers to report any change in medical status before they resume driving.

A driving evaluation is a crucial step in determining a person’s ability to drive following recovery from brain injury. An individual may be referred for an evaluation and/or training through an inpatient rehabilitation program, a state-supported TBI program or trust fund, a private vocational counselor, or the Department of Veterans Affairs. In some cases, the program or organization making the referral can also cover the cost of the evaluation and any training that follows. Health insurance does not usually cover the cost of a driving evaluation.

• Alpha One
  11 Bangor Mall Blvd., Unit A
  Bangor, ME 04401
  Phone: (207) 941-6553
  Toll-free phone: (800) 300-6016
  Website: www.alphaonenow.com

• Alpha One
  66 Spruce St.
  Presque Isle, ME 04769
  Phone: (207) 765-6466
  Toll-free phone: (800) 974-6466
  Website: www.alphaonenow.com

• Alpha One
  127 Main St.
  South Portland, ME 04106
  Phone: (207) 767-2189
  Toll-free phone: (800) 640-7200
  Website: www.alphaonenow.com

• New England Rehabilitation Hospital of Portland
  335 Brighton Ave.
  Portland, ME 04102
  Inpatient Service Inquiries
  Phone: (207) 662-8584
  Outpatient Service Inquiries
  Phone: (207) 662-8377
  Website: www.nerhp.org

• Pathways Driving Rehabilitation Services
  Brunswick, ME
  Phone: (207) 530-0307
  (Offers services statewide)
  Website: www.pathwaysrehabservices.com

NEUROLOGIC MUSIC THERAPY

• MedRhythms
  2 Davis Point Ln.
  Cape Elizabeth, ME 02134
  Phone: (781) 629-9713
  Website: www.medrhythmstherapy.com
NEUROFEEDBACK

• Linda Cooke, LCSW, RVT
  11 Maine St., Suite 2
  Kennebunk, ME 04043
  Phone: (207) 467-9092
  Website: www.lindajcookelcsw.com

• Maine Center for Neurointegration
  689 Hogan Rd.
  Bangor, ME 04401
  Phone: (207) 947-9200
  Website: www.mainebraincenter.com

• Peak Neurotherapy
  110 Auburn St.
  Portland, ME 04103
  Phone: (207) 807-9210
  Website: www.peakneurotherapy.com

NEUROLOGISTS

A neurologist is a doctor specializing in the diagnosis and treatment of disorders of the nervous system, including the brain, spinal cord, and peripheral nerves.

• Central Maine Neurology ~ Auburn
  10 Minot Ave.
  Auburn, ME 04210
  Phone: (207) 795-2927
  Website: www.cmmc.org

• Central Maine Neurology ~ Topsham
  4 Horton Pl., Suite 202
  Topsham, ME 04086
  Phone: (207) 729-7800
  Website: www.cmmc.org

• Inland Neurology
  246 Kennedy Memorial Dr., Suite 202
  Waterville, ME 04901
  Phone: (207) 861-7050
  Website: www.inlandhospital.org

• MaineGeneral Neurology ~ Augusta
  15 Enterprise Dr.
  Augusta, ME 04330
  Phone: (207) 621-9550
  Website: www.mainegeneral.org

• MaineGeneral Neurology ~ Waterville
  Thayer Center for Health
  149 North St.
  Waterville, ME 04901
  Phone: (207) 872-4428

• Maine Medical Partners ~ Neurology
  49 Spring St.
  Scarborough, ME 04074
  Phone: (207) 883-1414
  Website: www.mainemedicalpartners.org/neurology

• Maine Medical Partners ~ Pediatric Neurology
  55 Spring St., Suite A
  Scarborough, ME 04074
  Phone: (207) 396-7337
  Website: www.mainemedicalpartners.org/neurology

• Mid Coast Medical Neurology Group
  81 Medical Center Dr., Suite 2400
  Brunswick, ME 04011
  Phone: (207) 373-6099
  Website: www.midcoasthealth.com

• Neurology Associates of Eastern Maine
  498 Essex St., Suite 105
  Bangor, ME 04401
  Phone: (207) 947-0558
  Website: www.neurologybangor.com

• Neurology Associates of York Hospital
  233 York St., Suite A
  York, ME 03909
  Phone: (207) 351-3987
  Website: www.yorkhospital.com/primary-and-specialty-locations/neurology-associates/
• Pen Bay Neurology
4 Glen Cove Rd.
Rockland, ME 04841
Phone: (207) 593-5757
Website: www.penbayhealthcare.org

• PrimeCare Neurology
26A West Cole Rd.
Biddeford, ME 04005
Phone: (207) 282-5509
Website: www.smhc.org

• Redington Neurology
46 Fairview Ave., Suite 6
Skowhegan, ME 04976
Phone: (207) 474-6943
Website: www.rfgh.net

• St. Mary’s Neurology Associates
99 Campus Ave., Suite 402
Lewiston, ME 04240
Phone: (207) 777-4455
Website: www.stmarmaine.com/departments-services/neurosciences/neurology-associates

NEUROSURGEONS

A neurosurgeon is a surgeon who is expert in diseases and conditions of the nervous system.

• Central Maine Neurosurgery
12 High St., Suite 401
Lewiston, ME 04240
Phone: (207) 795-2494 or (207) 795-5767
Website: www.cmmc.org

• Eastern Maine Medical Center Neurosurgery
417 State St.
Bangor, ME 04401
Phone: (207) 973-9949
Website: https://www.emmc.org/Neurosurgery-and-Spine-Specialists.aspx

• Maine Medical Center Neurosurgery Program
22 Bramhall St.
Portland ME 04102
Phone: (207) 662-0111
Toll-free phone: (877) 339-3107
Website: www.mmc.org/neurosurgery-program

• Maine Medical Partners ~ Neurosurgery & Spine
49 Spring St.
Scarborough, ME 04074
Phone: (207) 855-0011
Website: http://www.mainemedicalpartners.org/neurosurgery-spine

NEUROPSYCHOLOGISTS

A neuropsychologist is a psychologist with specialized training in relationships between the brain and behavior. Neuropsychological testing is often recommended after a brain injury to identify strengths and weaknesses in a person’s thinking skills. It involves tests that provide a baseline measure of a person’s abilities. The testing also suggests ways to improve strengths while working around areas of weakness. Neuropsychological services are also available at many of the programs listed under Brain Injury Medical, Rehabilitation and Community Programs.

• Brain Clinic of Central Maine
12 Spruce St.
Augusta, ME 04330
Phone: (207) 485-5716
Website: www.brainclinicme.com

• Eastern Maine Medical Center’s Rehabilitation Care
489 State St.
Bangor, ME 04401
Phone: (207) 973-7000
Website: www.emmc.org/Rehabilitation.aspx
The Voice of Help, Hope and Healing

- EMMC Neuropsychology
  417 State St., Suite 209
  Webber East
  Bangor, ME 04401
  Phone: (207) 973-5831
  Website: www.emmc.org/Neuropsychology.aspx

- Goodwill Northern New England
  BaySide NeuroRehab Services
  75 Washington Ave., Ste. 300
  Portland, ME 04101
  Phone: (207) 761-8402

- Goodwill Northern New England
  The Neuropsychological Testing Center
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 513-5115

- Neuropsychology Service, PA
  277 State St., Suite 2A
  Bangor, ME 04401
  Phone: (207) 990-2580
  Website: www.neuropsychology-service.com

- Laura Slap-Shelton, Psy.D.
  28A West Cole Rd.
  Biddeford, ME 04005
  Phone: (207) 294-7471
  Website: www.smhc.org/medical-staff/slap-shelton-laura-psyd

- Ann Palozzi, Psy.D
  7 Oak Hill
  Scarborough, ME 04074
  Phone: (207) 883-4283

- Merrymeeting Neuropsychological
  124 Main St.
  Brunswick, ME 04011
  Phone: (207) 319-7660

- Austin Errico, Ph.D.
  Shoreline Neurobehavioral Services, LLC
  45 Cunningham Rd.
  Freeport, ME 04032
  Phone: (207) 908-9007

- Neurobehavioral Services of New England ~ Kennebunk
  10 Storer St.
  Kennebunk, ME 04043
  Phone: (207) 267-8215

- Neurobehavioral Services of New England ~ Portland
  335 Brighton Ave., Unit 201
  Portland, ME 04103
  Phone: (207) 662-8660

- The Neuropsychological Testing Center
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 513-5115
  Website: www.goodwillnne.org/services/health-care/neuropsychological-testing-center-lewiston

- Richard G. Doiron, Ph.D.
  86 Dartmouth St.
  Portland, ME 04103
  Phone: (207) 773-1790

- Maine Medical Center Neuropsychological Testing Services ~ Portland
  932 Congress St.
  Portland, ME 04102
  Phone: (207) 662-2763
  Website: www.mmc.org

- Maine Medical Center Neuropsychological Testing Services ~ Portland
  216 Vaughn St.
  Portland, ME 04102
  Phone: (207) 662-2763
  Website: www.mmc.org
BRAIN INJURY AND STROKE RESOURCE DIRECTORY

• Tom Miller, Psy.D.
  86 Dartmouth St.
  Portland, ME 04103
  Phone: (207) 773-7406

• Charles Whitehead, Ph.D.
  86 Dartmouth St.
  Portland, ME 04103
  Phone: (207) 842-9288

• Neuropsychology & Concussion Management Associates, LLC
  P.O. Box 1145
  220 Union St. (Entrance on Huse St)
  Rockport, ME 04856
  Phone: (207) 594-2952

• David Marks, Ph.D.
  251 Main St., Ste. 1
  Yarmouth, ME 04096
  Phone: (207) 747-5528

PHYSIATRISTS

A physiatrist is a doctor specializing in physical medicine and rehabilitation who works to enhance and restore functional ability and quality of life to those with physical impairments or disabilities.

• Kennebec Medical Rehabilitation
  147 Riverside Dr., #1
  Augusta, ME 04330
  Phone: (207) 623-6355

• Maine Rehabilitative Healthcare
  306 U.S. Route One B South
  Scarborough, ME 04074
  Phone: (207) 883-3434
  Website: www.mainerehabhealth.com

• New England Rehabilitation Hospital of Portland
  335 Brighton Ave #201
  Portland, ME 04102
  Phone: (207) 775-4000
  Website: www.nerhp.org

• OA Center for Orthopedics – Portland
  33 Sewall St.
  Portland, ME 04102
  Phone: (207) 828-2100
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Brunswick
  22 Station Ave., Suite 201
  Brunswick, ME 04011
  Phone: (207) 721-8411
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Saco
  15 Lund Rd.
  Saco, ME 04072
  Phone: (207) 282-4210
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Windham
  4A Commons Ave.
  Windham, ME 04062
  Phone: (207) 893-1738
  Website: www.orthoassociates.com

VISION CONSULTANTS

• Douglas Henry, O.D., Ph.D.
  168 East Ave.
  Lewiston, ME 04240
  Phone: (207) 784-3564
  Website: www.optometricassociates.com

• Iris Network
  189 Park Ave.
  Portland, ME 04102
  Phone: (207) 774-6273
  Website: www.theiris.org

• Tom Miller, Psy.D.
  86 Dartmouth St.
  Portland, ME 04103
  Phone: (207) 773-7406

• Charles Whitehead, Ph.D.
  86 Dartmouth St.
  Portland, ME 04103
  Phone: (207) 842-9288

• Neuropsychology & Concussion Management Associates, LLC
  P.O. Box 1145
  220 Union St. (Entrance on Huse St)
  Rockport, ME 04856
  Phone: (207) 594-2952

• David Marks, Ph.D.
  251 Main St., Ste. 1
  Yarmouth, ME 04096
  Phone: (207) 747-5528

PHYSIATRISTS

A physiatrist is a doctor specializing in physical medicine and rehabilitation who works to enhance and restore functional ability and quality of life to those with physical impairments or disabilities.

• Kennebec Medical Rehabilitation
  147 Riverside Dr., #1
  Augusta, ME 04330
  Phone: (207) 623-6355

• Maine Rehabilitative Healthcare
  306 U.S. Route One B South
  Scarborough, ME 04074
  Phone: (207) 883-3434
  Website: www.mainerehabhealth.com

• New England Rehabilitation Hospital of Portland
  335 Brighton Ave #201
  Portland, ME 04102
  Phone: (207) 775-4000
  Website: www.nerhp.org

• OA Center for Orthopedics – Portland
  33 Sewall St.
  Portland, ME 04102
  Phone: (207) 828-2100
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Brunswick
  22 Station Ave., Suite 201
  Brunswick, ME 04011
  Phone: (207) 721-8411
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Saco
  15 Lund Rd.
  Saco, ME 04072
  Phone: (207) 282-4210
  Website: www.orthoassociates.com

• OA Center for Orthopedics – Windham
  4A Commons Ave.
  Windham, ME 04062
  Phone: (207) 893-1738
  Website: www.orthoassociates.com

VISION CONSULTANTS

• Douglas Henry, O.D., Ph.D.
  168 East Ave.
  Lewiston, ME 04240
  Phone: (207) 784-3564
  Website: www.optometricassociates.com

• Iris Network
  189 Park Ave.
  Portland, ME 04102
  Phone: (207) 774-6273
  Website: www.theiris.org
The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals with brain injury, stroke, and other disabilities. Some of the most important ones are listed below. Be sure to ask about other services, benefits or programs that may be available to meet your needs when meeting with an eligibility specialist at a local office or calling for information.

- **Robinson Center for Neuro-Visual Rehabilitation, LLC**
  584 Roosevelt Trail, Suite B
  Windham, Maine 04062
  Phone: (207) 892-3216
  Website: robinsonnvrehab.com

- **Seacoast Vision Care**
  *Neuro Optometrist/Concussion Center*
  25 Hannaford Drive
  Scarborough, ME 04074
  Phone: (207) 396-6603
  Website: www.seacoastvisioncare.com

- **Sebago Primary Eye Care Services**
  Thomas V. Gordon, O.D.
  436 North Main St.
  Bridgton, ME 04009
  Phone: (207) 647-2001
  Website: www.specs4me.com

- **Sebago Primary Eye Care Specialists**
  Thomas V. Gordon, O.D.
  195 Roosevelt Trail
  P.O. Box 200
  South Casco, ME 04077
  Phone: (207) 655-2020
  Website: www.specs4me.com

**STATE OF MAINE BRAIN INJURY AGENCIES AND SERVICES**

**MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

221 State St., 11 State House Station
Augusta, Maine 04333-0011
Phone: (207) 287-3707
TTY: Maine Relay 711
Website: www.maine.gov/dhhs

The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals with brain injury, stroke, and other disabilities. Some of the most important ones are listed below. Be sure to ask about other services, benefits or programs that may be available to meet your needs when meeting with an eligibility specialist at a local office or calling for information.

**OFFICE OF AGING & DISABILITY SERVICES**

Maine Department of Health and Human Services
SHS #11, 41 Anthony Ave.
Augusta, ME 04333
Phone: (207) 287-9200
TTY: Maine Relay 711
Website: www.maine.gov/dhhs/oads

The Maine Office of Aging and Disability Services (OADS) is the primary Maine state agency that supports Mainers with brain injury. In addition to services specifically designed for individuals with brain injuries and their families, OADS provides adult protective, intellectual and developmental disability, long term care, and aging and
community services to the people of Maine. It is a division of the Maine Department of Health and Human Services. Through its online MaineLink pre-screening application, OADS works to link Mainers with brain injury and other disabilities to available services.

For individuals with brain injuries and their families, Maine offers the following specific programs to those meeting functional and financial eligibility criteria. Please note that you must first be eligible for MaineCare to access the following State of Maine services:

- Brain Injury Waiver (Home and Community Based Services for Adults with Brain Injury)
- Outpatient Neurorehabilitation Services
- Nursing Facility Acquired Brain Injury Services

**BRAIN INJURY WAIVER: HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH BRAIN INJURY**

Office of Disability Services
Maine Department of Health and Human Services
Toll-free phone: (800) 262-2232

The Maine Brain Injury Waiver Program may provide community based services instead of placement in an institutional setting to eligible people who are age 18 or older with an acquired brain injury through a MaineCare package of benefits known as “Benefit Package 5: Home and Community Based Services for Adults with Brain Injury.” This program is also commonly called the “Maine Brain Injury Waiver Program,” because the Federal government has granted a waiver of the program requirements for Medicaid to the State of Maine to offer community-based services rather than institutional services.

In order to be eligible for the benefits in this package, an individual must meet the criteria to receive services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). Community services available include assistive technology devices, care coordination, community/work reintegration, home support, non-medical transportation, career planning, and more.

To apply, an evaluation by a neuropsychologist or physiatrist is required along with a brain injury waiver assessment by KEPRO to determine eligibility. If eligible, a completed application is submitted to the Office of Disability Services. The OADS will assign a care monitor who will work with the individual to select the service package and providers under a person centered plan of care upon awarding a funded offer.

**HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH OTHER RELATED CONDITIONS (ORC) (SECTION 21)**

Office of Disability Services
Maine Department of Health and Human Services
Toll-free phone: (800) 262-2232

MaineCare offers a package of benefits to eligible people who are who are age 21 or older, with cerebral palsy, epilepsy, or any other condition other than mental illness, that requires treatment similar to persons with intellectual disabilities, is likely to continue indefinitely, and results in substantial functional limitation in three or more major life activities (e.g., self-care, learning, understanding and use of language, or mobility). It provides community based services instead of placement in an institutional setting. Known as “Benefit Package 6: Home and Community Based Services for Adults with Other Related Conditions,” this program is also commonly called the “Other Related Conditions Waiver.”

It is designed to maximize the opportunity for eligible MaineCare members to achieve the greatest degree of self-sufficiency and independence with service provider(s) chosen.
OUTPATIENT NEUROREHABILITATION SERVICES (SECTION 102 CLINICS)

Eight outpatient neurorehabilitation treatment clinics are available throughout the State of Maine paid for through MaineCare to offer physical, occupational and speech therapies and other services to help individuals with brain injury recover their physical, communicative and cognitive abilities through a person-directed or person centered plan of care.

To be considered for this State of Maine service, eligibility for MaineCare and a diagnosis of brain injury are required. The clinic will assist in setting up an outpatient neurorehabilitation program. Individuals who are not eligible for MaineCare may also receive services from the programs listed below.

- **Center for Integrated Neuro-Rehab**
  159 Bennett Dr, Suite 1
  Caribou, ME 04736
  Phone: (207) 498-3820
  Website: [www.amhc.org](http://www.amhc.org)

- **Goodwill Northern New England Bayside NeuroRehab Services**
  75 Washington Ave.
  Portland, ME 04101
  Phone: (207) 761-8402
  Website: [www.goodwillnne.org/services/health-care/brain-injury-services/](http://www.goodwillnne.org/services/health-care/brain-injury-services/)

- **Goodwill Northern New England Westside NeuroRehab Services**
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 795-6110
  Website: [www.goodwillnne.org/services/health-care/brain-injury-services/](http://www.goodwillnne.org/services/health-care/brain-injury-services/)

- **Maine Center for Integrated Rehabilitation (MCIR) ~ Brewer**
  Twin City Plaza, 248 State St.
  Brewer, ME 04412
  Phone: (207) 989-2034
  Website: [www.rehabwithoutwalls.com/maine/](http://www.rehabwithoutwalls.com/maine/)

by the individual. Conflict-free care coordination, services provided in the least restrictive modality and effective use of assistive technology for communication, environmental control and safety are key aspects of this Medicaid waiver program.

Community services available include home support, physical, occupational and/or speech therapy, community and work supports, assistive technology, and more. In order to be eligible for the benefits in this package, an individual must meet the criteria to receive services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID).

To apply, complete an Other Related Conditions application and submit to the Maine Office of Disability Services. An assessment by KEPRO will be conducted to determine eligibility. If the person is determined to be eligible for this waiver program, the OADS will assign a care monitor who will work with the individual to select the service package and providers.

ADDITIONAL MAINE MEDICAID WAIVER PROGRAMS

In addition to the Maine Brain Injury Waiver Program, the State of Maine offers a number of other Medicaid waiver programs for individuals eligible for MaineCare (e.g., Home and Community Benefits for the Elderly and Adults with Disabilities, Residents of Nursing Facility, and Residents of Residential Treatment Facilities). Be sure to ask about the eligibility requirements and benefit packages for these so you can choose the one that is best suited to meet your needs.
• Maine Center for Integrated Rehabilitation (MCIR) ~ Fairfield
  95 Skowhegan Rd.
  Fairfield, ME 04937
  Phone: (207) 453-1330
  Website: www.rehabwithoutwalls.com/mainen

• Maine Center for Integrated Rehabilitation (MCIR) ~ Rockland
  91 Camden St.
  Rockland, ME 04841
  Phone: (207) 596-0133
  Website: www.rehabwithoutwalls.com/mainen

• NeuroRestorative Maine
  Sebago, ME
  Phone: (800) 743-6802
  Website: www.neurorestorative.com/locations/maine/sebago

• RiverRidge Center
  3 Brazier Ln.
  Kennebunk, ME 04043
  Phone: (207) 985-3030
  Website: www.genesishcc.com/RiverRidge

NURSING FACILITY ACQUIRED BRAIN INJURY SERVICES

In Maine, two facilities provide skilled specialized brain injury nursing care funded by MaineCare. A functional assessment performed by Goold Health Services is required along with documentation from a physician or neuropsychologist. For more information, contact:

Office of Disability Services
Maine Department of Health and Human Services
Toll-free phone: (800) 262-2232

OTHER IMPORTANT STATE AGENCIES AND SERVICES

SERVICES FOR CHILDREN

Maine Department of Education
146 State House Station
Augusta, ME 04333
Phone: (207) 624-6600
Website: www.maine.gov/doe/cds

The Maine Child Development Services (CDS) provides both early intervention (birth through two years) and education services (for ages three through five years). The CDS system ensures the provision of special education rules, federal and state regulations statewide, through a network of regional sites.

OFFICE OF SPECIAL SERVICES

Maine Department of Education
23 State House Station
Augusta, ME 04333-0023
Phone: (207) 624-6600
TTY: (888) 577-6690
Website: www.maine.gov/doe/specialed/index.html

The Maine Office of Special Services is responsible for the state’s oversight and support for the delivery of all special education services provided in Maine under the federal Individuals with Disabilities Education Act (IDEA). This includes early intervention services to eligible children age birth to under age three and their families, provided under IDEA, Part C, and Free Appropriate Public Education to eligible children age three to 20, provided under IDEA, Part B. The Office of Special Services is also responsible for meeting the state’s responsibilities under IDEA.
CHILDREN WITH SPECIAL HEALTH NEEDS

- Maine Center for Disease Control & Prevention
  286 Water St., 7th Floor
  Augusta, ME 04333
  Phone: (207) 287-5357
  Toll-free phone: (800) 698-3624
  Website: www.maine.gov/dhhs/mecdc/population-health/mch/cshn/

- Children’s Behavioral Health
  Maine Department of Health and Human Services
  Child and Family Services
  2 Anthony Ave.
  Augusta, ME 04333
  Phone: (207) 624-7900
  Website: www.maine.gov/dhhs/ocfs/cbhs

Children’s Behavioral Health is a service of Maine Child and Family Services and focuses on behavioral health treatment and services for children from birth up to their 21st birthday. Services include providing information and assistance with referrals for children and youth. A Family Information Specialist will assist you in identifying information and resources for your child.

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ADULT AND CHILD PROTECTIVE SERVICES

ADULT PROTECTIVE SERVICES ~ HOTLINE: (800) 624-8404

Office of Aging & Disability Services
Department of Health and Human Services
11 State House Station
41 Anthony Ave.
Augusta, ME 04333
Phone: (207) 287-9200
Toll-free phone: (800) 262-2232
Crisis Hotline: (800) 624-8404
Website: www.maine.gov/dhhs/oads/aps-guardianship

Adult Protective Services (APS) provides or arranges for services to protect incapacitated and/or dependent adults in danger. APS staff also petition for Public Guardianship and/or Conservatorship of incapacitated adults when all less restrictive alternatives have failed.

CHILD PROTECTION ~ CHILD ABUSE HOTLINE (800) 452-1999

Office of Child and Family Services
Department of Health and Human Services
2 Anthony Avenue
Augusta, Maine 04333-011
Phone: (207) 624-7900
TTY: Maine Relay 711
Website: www.maine.gov/dhhs/ocfs/programs.shtml#Abuse
STATE PRESCRIPTION DRUG DISCOUNT PROGRAMS

Maine Low Cost Drug Programs for the Elderly and Disabled and Maine RX Plus

Maine Department of Health and Human Services
Toll-free phone: (866) 796-2463
TTY/TDD: (207) 287-1828

The Maine Low Cost Drug Program for the Elderly and Disabled (DEL) offers greatly reduced prescription drug and some over-the-counter drug costs for individuals age 62 and greater and to individuals age 19 and older who meet eligibility requirements based on disability and income/asset limits.

Maine Rx Plus is available to all Maine residents based on income/asset eligibility requirements only and offers drugs at a discount.

Apply online at My Maine Connection or visit a local Maine Department of Health and Human Services office.

EMPLOYMENT AND VOCATIONAL ASSISTANCE

Division of Vocational Rehabilitation
Bureau of Rehabilitation Services
Maine Department of Labor
150 State House Station
Augusta 04333-0150
Phone: (207) 623-6799
TTY: Maine Relay 711
Website: www.maine.gov/rehab/offices.shtml

VOCATIONAL REHABILITATION (VR) is a program that helps people who have physical, mental, or emotional disabilities to get and keep a job. Register at the local Bureau of Rehabilitation Services (click the link above to find the one near you) as soon as possible, because funding for this service is limited, and there may be priority categories and waiting lists for VR services. Students with brain injuries who are receiving special educations services are encouraged to register with the VR agency two years before high school graduation or before they turn age 21 to allow the VR counselor to participate in transition planning meetings.

CLIENT ASSISTANT PROGRAM

Client Assistant Program
Maine Department of Labor
134 Main St. Suite 2C
Winthrop, ME 04364
Toll-free phone and TTY: (800) 773-7055
Phone and TTY: (207) 377-7055
Website: www.maine.gov/rehab/cap.shtml

The Maine Client Assistance Program (CAP) is a federally funded program that provides information, assistance and advocacy to people with disabilities who are applying for or receiving services under the Federal Rehabilitation Act, including Vocational Rehabilitation, Independent Living Services and Projects with Industry. The program is administered in Maine by C.A.R.E.S, Inc.

ONE-STOP CAREER CENTERS

U. S. Department of Labor
Employment and Training Administration
Phone: (877) 872-5627
TTY: (877) 889-5627
Website: www.careeronestop.org

The U.S. Department of Labor’s Division of Employment and Training has One-Stop Career Centers in every state, including Maine. Services of these centers are available for anyone who wants to work. The centers provide assistance in career exploration, training and job searches.
**INDEPENDENT AND COMMUNITY LIVING**

**INDEPENDENT LIVING SERVICES PROGRAM**

Bureau of Rehabilitation Services  
Maine Department of Labor  
Website: [www.maine.gov/rehab/dvr/independent_living.shtml](http://www.maine.gov/rehab/dvr/independent_living.shtml)

The Maine Independent Living Services program assists people who have significant disabilities to live more independently in their homes and communities. Services may include but are not limited to: independent living skills training, home and vehicle modification, augmentative communication devices, mobility training and counseling. Funding for this program comes from the Federal government and is limited, so you may find that there is a waiting list for these services. Be sure to apply as soon as possible if you require this service. The program is provided under a contract from the State of Maine to Alpha One, with locations in Bangor and Portland.

**Centers for Independent Living**  

Centers for Independent Living (CILs) provide services to maximize the independence of individuals with disabilities and the accessibility of the communities in which they live. Core CIL services include: advocacy, independent living skills training, information and referral and peer counseling. Many CILs also help people find housing and personal care assistance. Maine has two CILs operated by Alpha One in Bangor and Portland.

**HOMEWARD BOUND**

Helping Disabled Adults Transition from Nursing Homes or Hospitals to Community Living  
*Maine Long-Term Care Ombudsman Program*  
61 Winthrop St.  
Augusta, ME 04330  
Toll-free phone: (800) 499-0229  
TTY: (800) 499-0229  
Website: [www.maineombudsman.org](http://www.maineombudsman.org)  
E-mail: mtlcop@maineombudsman.org

Or

Office of Disability Services,  
Homeward Bound Program  
Maine Department of Health and Human Services  
Phone: (207) 287-9233  
Website: [www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html](http://www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html)

**TICKET TO WORK PROGRAM**

Bureau of Rehabilitation Services  
Maine Department of Labor  
150 State House Station  
Augusta, ME 04333-0150  
Phone: (207) 623-7961  
Toll-free phone: (800) 698-4440  
TTY: (888) 755-0023  
Website: [www.maine.gov/rehab/ticket/index.html](http://www.maine.gov/rehab/ticket/index.html)

People over age 18 who receive Social Security assistance may be eligible for a program known as Ticket to Work. The goal of this program is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation, and other support services. This program removes many of the barriers that made it difficult for people to go to work because their earned income would mean a loss of Medicaid benefits. The Social Security Administration automatically sends eligible students a “ticket” for this program. The ticket is valid at VR agencies, as well as at other service providers.
Homeward Bound is designed to help eligible people get the extra assistance, guidance, and support needed to be as independent as possible. Homeward Bound provides a team of professionals including a transition coordinator who helps arrange for the needed services and an advocate who helps keep the plan on track. The team works with each participant to evaluate the individual’s needs and create a plan for the home and community based services needed to transition back to the community.

To be eligible for Homeward Bound, individuals must be 18 or older, have resided in a nursing home or hospital for 90 days by time of discharge, received MaineCare for at least one day in this setting and qualify for nursing home level of care in the community. You can apply for and begin receiving services prior to the 90-day mark.

Services available in the Homeward Bound program are based on each person’s needs and may include MaineCare-funded home care services, household furnishings and supplies, moving expenses, help with a security deposit or first month’s rent, equipment that is not covered by other funding sources, and home modifications, specialized clinical assessments, independent living assistance, enhanced care coordination, technology services and more.

After the transition home, a Community Coordinator (usually the Transition Coordinator) will monitor the plan, address needs and work with the team to resolve issues. Homeward Bound assists with the transition planning and monitoring for the first year after the transition home. Home care services continue after the year has ended, but other services (e.g., enhanced care coordination) will stop. The goal of the program is for services to be set up to meet the individual’s needs even when Homeward Bound has ended.

Homeward Bound is Maine’s Money Follows the Person program, which is a demonstration project funded by the Centers for Medicare & Medicaid Services (CMS) to try to identify how best to help people transition back to the community and to improve Maine’s long-term care system.
ADVOCACY AND AWARENESS ORGANIZATIONS

Advocacy organizations offer support, education, and guidance to help individuals with brain injury and their families live life to the fullest, recognize and protect their rights, and get access to supports and services. Many of the organizations listed below provide advocacy services free-of-charge, while others may have fees for services. Be sure to ask when contacting the organization for assistance.

- **Brain Injury Association of America ~ Maine Chapter**

  60 Western Ave., Suite 3, Box 221
  Augusta, ME 04330
  E-Mail: MaineBIA@biausa.org
  Website: www.biausa.org/maine

  For brain injury information and resource information, contact BIAA’s Maine Brain Injury Information Center:
  Call (800) 444-6443 toll-free
  Monday – Friday 9:00 a.m. – 5:00 p.m.
  E-mail: MaineBrainInjuryInfo@biausa.org

- **Acquired Brain Injury Advisory Council**

  Provides independent oversight and advice and to makes recommendations to the commissioner of the Maine Department of Health and Human Services.

  Maine Department of Health and Human Services
  221 State St., 11 State House Station
  Augusta, Maine 04333-0011
  Phone: (207) 287-3707
  TTY: Maine Relay 711
  Website: www.maine.gov/dhhs

- **All Things Become New**

  PO Box 77
  Eagle Lake, ME 04739
  Phone: (207) 444-6261
  Website: www.atbn.org

- **Aphasia Center of Maine**

  6027 Village on the Green #130
  Carrabassett Valley, ME 04947
  Phone: (207) 237-2123 or (207) 415-3133
  Website: www.aphasiacenterofmaine.org

- **Brain Injury Voices**

  Survivor Volunteer Group
  Phone: (207) 200-4210
  Website: www.braininjuryvoices.org

- **Consumers for Affordable Health Care**

  Advocating for quality, affordable health care for all Mainers
  Health Insurance Access and Coverage Helpline
  12 Church St., P. O. Box 2490
  Augusta, ME 04338-2490
  Consumer Assistance Helpline: (800) 965-7476
  TTY: (877) 362-9570
  Website: www.mainecahc.org

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

  134 Main St., #2C
  Winthrop, ME 04364
  Phone: (207) 377-7055
  Toll-free phone: (800) 773-7055
  Website: www.caresinc.org

- **Disability Rights Maine**

  24 Stone St., Suite 204
  P. O. Box 2007
  Augusta, ME 04338
  Phone: (207) 626-2774
  Toll-free phone: (800) 452-1948
  Website: www.drme.org
• Maine Brain Aneurysm Awareness
  799 Wings Mill Rd.
  Mt. Vernon, ME 04352
  Phone: (207) 495-2532
  Website: www.kat-walk.org

• Maine Children Alliance
  303 State St.
  Augusta, ME 04330
  Phone: (207) 623-1868
  Website: www.mekids.org

• Maine Concussion Management Initiative
  460 Mayflower Hill
  Waterville, ME 04901
  Phone: (207) 859-4460
  Website: www.web.colby.edu/mcmi

• Maine Developmental Disabilities Council
  139 State House Station
  Augusta, ME 04333
  Phone: (207) 287-4213
  Toll-free phone: (800) 244-3990
  Website: www.maineddc.org

• Maine Equal Justice Partners
  126 Sewall St.
  Augusta, ME 04330
  Phone: (207) 626-7058
  Toll-free phone: (866) 626-7059
  Website: www.mejp.org

• Maine Legal Services for the Elderly
  5 Wabon St.
  Augusta, ME 04330
  Toll-free phone: (800) 750-5353
  Website: www.mainelse.org

• Maine Long-Term Care Ombudsman Program
  P. O. Box 128
  Augusta, ME 04332
  Phone: (207) 621-1079
  Toll-free phone: (800) 499-0229
  Website: www.mainebaystateombudsman.org

• Maine Parent Federation
  P. O. Box 2067
  Augusta, ME 04338
  Phone: (207) 588-1933
  Toll-free phone: (800) 870-7746
  Website: www.startingpointsforme.org

• Michael T. Goulet Traumatic Brain Injury & Epilepsy Foundation
  19 Thunder Rd.
  Saco, ME 04072
  Phone: (207) 282-4707
  Website: www.michaelgouletfoundation.org

• Pine Tree Legal Assistance
  88 Federal St.
  P. O. Box 547
  Portland, ME 04112
  Phone: (207) 774-8211
  Website: www.ptla.org
The Maine Aging and Disability Resource Center is an initiative of the U.S. Department of Health and Human Services. In Maine, there are five Aging and Disability Resource Centers to help Mainers understand options for in-home, community-based, and long-term supports and services and answer questions about aging and disability resources.

**For general Maine Aging and Disability Resource Center Information:**
Phone: (877) 353-3771  
Website: www.adrcmaine.org

Contact the Aging and Disability Resource Center near you with specific questions and to talk to an ADRC resource expert in person about your situation.

**ANDROSCOGGIN, FRANKLIN, & OXFORD COUNTIES**
**Seniors Plus**  
8 Falcon Rd.  
P.O. Box 659  
Lewiston, ME 04243  
Phone: (207) 795-4010  
Toll-free phone: (800) 427-1241  
TTY: 207-795-7232  
Website: www.seniorsplus.org

**AROOSTOOK COUNTY**
**Aroostook Agency on Aging**  
1 Edgemont Dr., Suite 2  
Presque Isle, ME 04769  
Phone: (207) 764-3396  
Toll-free phone: (800) 439-1789  
Website: www.aroostookaging.org

**CUMBERLAND & YORK COUNTIES**
**Southern Maine Aging & Disability Resource Center**  
136 US Route 1  
Scarborough, ME 04074  
Phone: (207) 396-6500  
Toll-free phone: (800) 427-7411  
TTY/TDD: Maine Relay 711  
Website: www.smaa.org

**HANCOCK, PENOBSOT, PISCATAQUIS & WASHINGTON COUNTIES**
**Eastern Area Agency on Aging**  
450 Essex St.  
Bangor, ME 04401  
Phone: (207) 941-2865  
Toll-free phone: (800) 432-7812  
Website: www.easternagencyonaging.org

**KENNEBEC, SOMERSET, WALDO, KNOX & SAGADAHOC COUNTIES**
**Spectrum Generations**  
One Weston Court, Suite 203  
P.O. Box 2589  
Augusta, ME 04338  
Phone: (207) 622-9212  
Toll-free phone: (800) 639-1553  
TTY: (800) 464-8703  
Website: www.spectrumgenerations.org
ASSISTIVE TECHNOLOGY and ADAPTIVE EQUIPMENT

Assistive technology and adaptive equipment includes items, equipment, apps and software programs, or other products that are designed to increase, maintain, or improve the functional capabilities of persons with disabilities. Examples include communication boards, power lifts, wheelchairs, adapted vehicles, eye-gaze trackers, environmental controls, and alarm systems. In addition to improving safety, communications and environmental control, these devices promote greater independence by helping people accomplish tasks that were previously impossible or very difficult to perform.

The service providers listed below may provide or assist with the identification, modification, funding and/or acquisition of the tools that can make everyday life easier after a brain injury. Many offer loaner devices.

- **Alba-Technic, LLC**
  190 Route 133
  PO Box 296
  Winthrop, ME 04364
  Phone: (207) 395-8205
  Website: [www.albatechnic.com](http://www.albatechnic.com)

- **Alpha One ~ Bangor**
  11 Bangor Mall Blvd., Unit A
  Bangor, ME 04401
  Phone: (207) 941-6553
  Toll-free phone: (800) 300-6016
  Website: [www.alphaonenow.org](http://www.alphaonenow.org)

- **Alpha One ~ Presque Isle**
  66 Spruce St.
  Presque Isle, ME 04769
  Phone: (207) 764-6466
  Toll-free phone: (800) 974-6466
  Website: [www.alphaonenow.org](http://www.alphaonenow.org)

- **Alpha One ~ South Portland**
  127 Main St.
  South Portland, ME 04106
  Phone: (207) 767-2189
  Toll-free phone: (800) 640-7200
  Website: [www.alphaonenow.org](http://www.alphaonenow.org)

- **C.A.R.E.S, Inc.**
  134 Main St., #2C
  Winthrop, ME 04364
  Phone: (207) 377-7055
  Toll-free phone: (800) 773-7055
  Website: [www.caresinc.org](http://www.caresinc.org)

- **Goodwill Northern New England**
  **Bayside NeuroRehab Services**
  75 Washington Ave.
  Portland, ME 04101
  Phone: (207) 761-8402
  Website: [www.goodwillnne.org/services/health-care/brain-injury-services/](http://www.goodwillnne.org/services/health-care/brain-injury-services/)

- **Goodwill Northern New England**
  **Westside NeuroRehab Services**
  618 Main St.
  Lewiston, ME 04240
  Phone: (207) 795-6110
  Website: [www.goodwillnne.org/services/health-care/brain-injury-services/](http://www.goodwillnne.org/services/health-care/brain-injury-services/)

- **Maine Bureau of Rehabilitation Services**
  **State of Maine Department of Labor**
  150 State House Station
  Augusta, ME 04333-0150
  Phone: (207) 623-6799
  Website: [www.maine.gov/rehab](http://www.maine.gov/rehab)

- **MPower Loans**
  **Personal Loans**
  Toll-free phone: (800) 640-7200
  TTY: (800) 640-7200

  **Business Loans**
  Toll-free Phone: (800) 223-3734
  TTY: (207) 626-2717
  Website: [www.mpowerloans.org](http://www.mpowerloans.org)
• Mark R. Hammond Associates, Inc.  
  Augmentative and Alternative Communication Services  
  164 Spring Rd.  
  Augusta, ME 04330  
  Phone: (207) 623-2685  
  Toll-free phone: (888) 477-3324  
  Website: www.mrhassociates.com  
  Other locations in Biddeford, Portland and Sanford

• Iris Network  
  Assistive technology for persons who have visual impairments or blindness  
  189 Park Ave.  
  Portland, ME 04102  
  Phone: (207) 774-6273  
  Website: www.theiris.org

• Maine CITE Coordinating Center  
  Maine Department of Education  
  225 Western Ave.  
  Augusta, ME 04330  
  Phone: (207) 621-3195  
  TTY: Maine Relay 711  
  Website: www.maineitec.org

• Mainely Access  
  91 Auburn St., #1182  
  Portland, ME 04103  
  Phone: (207) 650-8151 or (207) 650-8343  
  Website: www.mainelyaccess.com

• Mobility Technologies  
  Ryan Beaumont  
  74 Orion St.  
  Brunswick, ME 04011  
  Phone: (207) 735-6181  
  Website: www.mobility-tech.com

• Pine Tree Society  
  149 Front St.  
  P. O. Box 518  
  Bath, ME 04530  
  Phone: (207) 443-3341  
  Website: www.pinetreesociety.org

• Spurwink ALLTECH  
  901 Washington Ave., Suite 100  
  Portland, ME 04103  
  Phone: (207) 947-9180  
  Website: www.alltech-tsi.org

COMMUNICATION ASSISTANCE SERVICES

MAINE RELAY – DIAL 711

Disability Rights Maine-Deaf Services (DRM)  
68 Bishop St., Ste. 3  
Portland, ME 04103  
Phone/TTY: (207) 797-7656  
Contact: Elaine Williams ewilliams@drme.org  
Toll-free phone/TTY: (800) 639-3884  
Website: www.drme.org/deaf-services/commmtech  
Website: www.hamiltonrelay.com/state_711relay/state.html

The Maine Relay Service is a free service available 24 hours a day, 365 days a year that provides a communications link between those who use a standard voice telephone and those who use specialized telephone equipment or assistance because they are deaf, hard of hearing or have a speech or physical disability that prevents use of a standard telephone.

Specialized telecommunications equipment may be a Text Telephone (TTY), a telebraille telephone for someone who is deafblind, or other type of equipment to address a specific communication disability. There is no extra charge for the relay service. 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.
Suicide Prevention Lifeline Online Chat: www.suicidepreventionlifeline.org/talk-to-someone-now

**Crisis & Counseling Centers**

24-hour Hotline Voice /TTY: (888) 568-1112

If calling from a cellphone in Kennebec or Somerset County, call (207) 621-2552

Website: www.crisisandcounseling.org

**Crisis & Counseling Center ~ Augusta**

*24-hour walk-in service*

10 Caldwell Rd.
Augusta, ME

**Crisis & Counseling Center ~ Skowhegan**

*24-hour walk-in service*

346 Water St.
Skowhegan, ME

**Crisis & Counseling Center ~ Winslow**

*Crisis Stabilization Unit for Children & Teens*

Refer a child or teen 24 hours a day by calling the toll-free crisis line

24-hour Hotline Voice /TTY: (888) 568-1112

If calling from a cellphone in Kennebec or Somerset County, call (207) 621-2552

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**COMMUNITY ACTION AGENCIES**

Community Action Agencies are non-profit organizations that provide services to low income people in Maine to help them escape poverty and achieve economic security. Through programs such as Head Start, job training, housing, food banks, energy assistance, and financial education, CAAs tailor their services to meet the needs of the individuals and communities they serve.

There are nine community action programs in Maine.

**AROOSTOOK COUNTY**

Aroostook County Action Program (ACAP)

771 Main St.
Presque Isle, ME 04769

Website: www.acap-me.org

P.O. Box 1116
Presque Isle, ME 04769

Phone: (207) 764-3721 or (800) 432-7881

40 Alfalfa Ave., Ste. 102
Fort Kent, ME 04743

Phone: (207) 834-5135

88 Fox St.
Madawaska, ME 04756

Phone: (207) 728-6345

91 Military St.
Houlton, ME 04730

Phone: (207) 532-5300
SOMERSET, KENNEBEC, LINCOLN, AND SAGADAHOC COUNTIES

Kennebec Valley Community Action Program (KVCAP)

_Buker Community Center_
22 Armory St
Augusta, ME 04330-4957
Phone: (207) 622-4761

97 Water St.
Waterville, ME 04901-6339
Phone: (207) 859-1500
Transportation: (207) 877-5677

26 Mary St.
Skowhegan, ME 04976-9700
Phone: (207) 474-8487
Transportation: (207) 859-2501

62 Middle St.
(corner of Middle St. and Lincoln St.)
Wiscasset, ME 04578
Phone: (207) 859-1500
Website: www.kvcap.org

PENOBSOT, PISCATAQUIS, AND KNOX COUNTIES

_Penquis_

_Bangor_
262 Harlow St.
P.O. Box 1162
Bangor, ME 04402-1162
Phone: (207) 973-3500 or (800) 215-4942
TDD (207) 973-3520
Website: www.penquis.org

_Dover-Foxcroft_
50 North St.
Dover-Foxcroft, ME 04426
Phone: (207) 564-7116

_Lincoln_
40A Main St.
Lincoln, ME 04457
Phone: (207) 794-3093

_Rockland_
315 Main St., Ste. 205
Rockland, ME 04841
Phone: (207) 596-0361 or (800) 215-4942

CUMBERLAND COUNTY

_Opportunity Alliance_
50 Lydia Ln.
South Portland, ME 04106
Phone: (877) 429-6884 (toll free)
Website: www.opportunityalliance.org

SAGADAHOC AND LINCOLN COUNTIES

_Midcoast Maine Community Action_
34 Wing Farm Pkwy
Bath, ME 04530
Phone: (800) 221-2221 or (207) 442-7963

WASHINGTON AND HANCOCK COUNTIES

_Washington-Hancock Community Agency (WHCA)_

Mailing & Physical Address:
248 Bucksport Rd., Ellsworth, ME 04605
Phone: (207) 664-2424

Mailing & Physical Address:
7 VIP Drive, Machias, ME 04654
Phone: (207) 259-5015
TDD: (207) 546-7607
Website: www.whcacap.org

WALDO COUNTY

_Waldo Community Action Partners_
9 Field St., P.O. Box 130
Belfast, ME 04915
Phone: (207) 338-6809
Website: www.waldocap.org
ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

Western Maine Community Action (WMCA)
20A Church St.
PO Box 200
East Wilton, ME 04234
(207) 645-3764; (800) 645-9636
Website: www.wmca.org/

YORK COUNTY

York County Community Action Corporation (YCCAC)
6 Spruce St
Sanford, ME 04073
Phone: (207) 324-5762 or (800) 965-5762

15 Oak St
Springvale, ME 04083
Phone: (207) 490-6900

15 York St
Biddeford, ME 04005
Phone: (207) 283-2402 or (800) 644-4202

120 Rogers Rd.
Kittery, ME 03904
Phone: (207) 439-2699
Website: www.yccac.org

HOSPITALS IN MAINE

In Maine, there are 33 non-profit general acute care hospitals, two private psychiatric hospitals, and one acute rehabilitation hospital along with two government-run hospitals, one owned by the municipality and one created through a regional hospital administrative district. More than 40% of the physicians in Maine are employed by Maine hospitals.

AUGUSTA

Maine General Medical Center
35 Medical Center Parkway
Augusta, ME 04330
Phone: (207) 626-1000
Website: www.mainegeneral.org

Riverview Psychiatric Center
250 Arsenal St.
Augusta, ME 04330
Phone: (207) 624-4600
Website: www.maine.gov/dhhs/riverview

BANGOR

Acadia Hospital
268 Stillwater Ave.
Bangor, ME 04401
Phone: (207) 973-6100
Website: www.acadiahospital.org

Dorothea Dix Psychiatric Center
656 State St.
Bangor, ME 04401
Phone: (207) 941-4000
Website: www.maine.gov/dhhs/DDPC

Eastern Maine Medical Center
489 State St.
Bangor, ME 04401
Phone: (207) 973-8998
Website: www.emmc.org
<table>
<thead>
<tr>
<th>Location</th>
<th>Hospital Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Website URL</th>
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<tbody>
<tr>
<td>Bangor</td>
<td>St. Joseph Hospital</td>
<td>360 Broadway</td>
<td>(207) 907-1000</td>
<td><a href="http://www.stjoeshealing.org">www.stjoeshealing.org</a></td>
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<tr>
<td>Bar Harbor</td>
<td>Mount Desert Island Hospital</td>
<td>10 Wayman Ln.</td>
<td>(207) 288-5081</td>
<td><a href="http://www.mdihospital.org">www.mdihospital.org</a></td>
</tr>
<tr>
<td>Belfast</td>
<td>Waldo County General Hospital</td>
<td>118 Northport Ave.</td>
<td>(207) 338-2500</td>
<td><a href="http://www.wcgh.org">www.wcgh.org</a></td>
</tr>
<tr>
<td>Biddeford</td>
<td>Southern Maine Healthcare</td>
<td>1 Medical Center Dr.</td>
<td>(207) 283-7000</td>
<td><a href="http://www.smhc.org">www.smhc.org</a></td>
</tr>
<tr>
<td>Blue Hill</td>
<td>Blue Hill Memorial</td>
<td>57 Water St.</td>
<td>(207) 374-3400</td>
<td><a href="http://www.bhmh.org">www.bhmh.org</a></td>
</tr>
<tr>
<td>Bridgton</td>
<td>Bridgton Hospital</td>
<td>10 Hospital Dr.</td>
<td>(207) 647-6000</td>
<td><a href="http://www.bridgtonhospital.org">www.bridgtonhospital.org</a></td>
</tr>
<tr>
<td>Brunswick</td>
<td>Mid Coast Hospital</td>
<td>123 Medical Center Dr.</td>
<td>(207) 729-0181</td>
<td><a href="http://www.midcoasthealth.com">www.midcoasthealth.com</a></td>
</tr>
<tr>
<td>Calais</td>
<td>Calais Regional Hospital</td>
<td>24 Hospital Ln.</td>
<td>(207) 454-7521</td>
<td><a href="http://www.calaishospital.org">www.calaishospital.org</a></td>
</tr>
<tr>
<td>Caribou</td>
<td>Cary Medical Center</td>
<td>163 Van Buren Rd., Suite 1</td>
<td>(207) 498-3111</td>
<td><a href="http://www.carymedicalcenter.org">www.carymedicalcenter.org</a></td>
</tr>
<tr>
<td>Damariscotta</td>
<td>Miles Memorial Lincoln County Healthcare</td>
<td>35 Miles St.</td>
<td>(207) 563-1234</td>
<td><a href="http://www.mileshealthcare.org">www.mileshealthcare.org</a></td>
</tr>
<tr>
<td>Dover-Foxcroft</td>
<td>Mayo Regional Hospital</td>
<td>897 West Main St.</td>
<td>(207) 564-8401</td>
<td><a href="http://www.mayohospital.com">www.mayohospital.com</a></td>
</tr>
<tr>
<td>Ellsworth</td>
<td>Maine Coast Memorial Hospital</td>
<td>50 Union St., Suite 100</td>
<td>(207) 664-5311</td>
<td><a href="http://www.mcmhospital.org">www.mcmhospital.org</a></td>
</tr>
</tbody>
</table>
FARMINGTON

Franklin Memorial Hospital
111 Franklin Health Commons
Farmington, ME 04938
Phone: (207) 778-6031
Website: www.fchn.org/fmh

FORT KENT

Northern Maine Medical Center
194 East Main St.
Fort Kent, ME 04743
Phone: (207) 444-5973
Website: www.nmmc.org

GREENVILLE

Charles A. Dean Memorial Hospital
Pritham Ave.
P. O. Box 1129
Greenville, ME 04442
Phone: (207) 695-5200
Website: www.cadean.org

HOULTON

Houlton Regional Hospital
20 Hartford St.
Houlton, ME 04730
Phone: (207) 532-2900
Website: www.houltonregional.org

LEWISTON

Central Maine Medical Center
300 Main St.
Lewiston, ME 04240
Phone: (207) 795-0111
Website: www.cmmc.org

St. Mary's Regional Medical Center
Campus Ave.
P. O. Box 291
Lewiston, ME 04240
Phone: (207) 777-8100
Website: www.stmarysmaine.com

LINCOLN

Penobscot Valley Hospital
7 Transalpine Rd.
P. O. Box 368
Lincoln, ME 04457
Phone: (207) 794-3321
Website: www.pvhme.org

MACHIAS

Down East Community Hospital
11 Hospital Dr.
Machias, ME 04654
Phone: (207) 255-3356
Website: www.dech.org

MILLINOCKET

Millinocket Regional Hospital
200 Somerset St.
Millinocket, ME 04462
Phone: (207) 723-5161
Website: www.mrhme.org

NORWAY

Stephens Memorial Hospital
181 Main St.
Norway, ME 04268
Phone: (207) 743-5933
Website: www.wmhcc.org

PITTSFIELD

Sebasticook Valley Hospital
447 North Main St.
Pittsfield, ME 04967
Phone: (207) 487-4000
Website: www.sebasticookvalleyhealth.org

PORTLAND

Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: (207) 662-0111
Website: www.mmc.org
Mercy Hospital
144 State Hospital
Portland, ME 04101
Phone: (207) 879-3000
Website: www.mercyhospital.org

New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
Phone: (207) 662-8584
*Inpatient Service Inquiries*
Phone: (207) 662-8377
*Outpatient Service Inquiries*
Website: www.nerhp.org

PRESQUE ISLE
The Aroostook Medical Center
140 Academy St.
P. O. Box 151
Presque Isle, ME 04769
Phone: (207) 768-4000
Website: www.tamc.org

ROCKPORT
Penobscot Bay Medical Center
6 Glen Cove Dr.
Rockport, ME 04856
Phone: (207) 921-8000
Website: www.penbayhealthcare.org

RUMFORD
Rumford Hospital
420 Franklin St.
Rumford, ME 04276
Phone: (207) 369-1106
Website: www.rumfordhospital.org

SKOWHEGAN
Redington Fairview General Hospital
46 Fairview Ave.
P. O. Box 468
Skowhegan, ME 04976
Phone: (207) 474-5121
Website: www.rfgh.net

WATERVILLE
Inland Hospital
200 Kennedy Memorial Dr.
Waterville, ME 04901
Phone: (207) 861-3000
Website: www.inlandhospital.org

WESTBROOK
Spring Harbor
123 Andover Rd.
Westbrook, ME 04092
Phone: (207) 761-2200
Website: www.springharbor.org

YORK
York Hospital
15 Hospital Dr.
York, ME 03909
Phone: (207) 363-4321
Website: www.yorkhospital.com
HOUSING

- **Department of Health and Human Services**
  Homeless/Housing
  221 State St.
  Augusta, ME 04333-0040
  Phone: (207) 287-3707
  Website: [www.maine.gov/dhhs/housing_homeless.shtml](http://www.maine.gov/dhhs/housing_homeless.shtml)

- **HOMEWARD BOUND**
  *Helping Disabled Adults Transition from Nursing Homes or Hospitals to Community Living*
  Maine Long-Term Care Ombudsman Program
  61 Winthrop St.
  Augusta, ME 04330
  Toll-free phone: (800) 499-0229
  TTY: (800) 499-0229
  Website: [www.maineombudsman.org](http://www.maineombudsman.org)
  E-mail: mtlcop@maineombudsman.org

  Or

- **Office of Disability Services, Homeward Bound Program**
  Maine Department of Health and Human Services
  Phone: (207) 287-9233
  Website: [www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html](http://www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html)

- **MaineHousing ~ Subsidized Housing**
  Maine State Housing Authority
  353 Water St.
  Augusta, ME 04330
  Phone: (207) 626-4600
  Toll-free phone: (800) 452-4668
  Website: [www.mainehousing.org/programs-services/rental/subsidized-housing](http://www.mainehousing.org/programs-services/rental/subsidized-housing)

MaineHousing is an independent state agency that bridges public and private housing finance, combining them to benefit Maine's low and moderate-income people. Financing from MaineHousing and other government sources has resulted in affordable apartments having been developed across Maine. In most cases, the rents for these apartments are pre-set. In some cases, the tenant pays a portion of their income towards rent. Eligibility requirements and income limits vary by property.

**Mainehousingsearch.org ~ Find Rental Housing**
Toll-free phone: (877) 428-8844
Website: [www.mainehousingsearch.org](http://www.mainehousingsearch.org)

Mainehousingsearch.org is Maine's free rental listing service. It's fast and easy to use and includes detailed listings with pictures, maps, and more. Listings are updated daily.

LIBRARY SERVICES

**Library for the Blind and Physically Handicapped**
64 State House Station
Augusta, ME 04333
Phone (207) 287-5650
Toll-free phone (800) 762-7106
Website: [www.maine.gov/msl/outreach/lbph/](http://www.maine.gov/msl/outreach/lbph/)

Maine State Library Outreach Services provides a variety of programs for residents with disabilities. These programs are administered by the Maine State Library and funded by the federal Library Services and Technology Act (LSTA) through the Institute of Museum and Library Services (IMLS). Services include but are not limited to: Books by Mail for Homebound Residents, NFB-Newsline, large print, talking books, online Talking Books, Braille and Audio Reading Downloads.
**RECREATION**

- **Adaptive Outdoor Education Center**  
  3000 Outdoor Center Rd.  
  Carrabassett Valley, ME 04947  
  Phone: (207) 237-2676  
  Website: www.adaptiveoutdooreducationcenter.org

- **Central Maine Adaptive Sports**  
  200 Lost Valley Rd.  
  Auburn, ME 04210  
  Phone: (207) 784-1561, Ext. 113  
  Website: www.cmasports.org

- **Maine Department of Inland Fisheries & Wildlife**  
  Complimentary Fishing License  
  Effective for the life of the holder for any person who has an acquired brain injury  
  284 State Street  
  Augusta, ME 04333-0041  
  Phone: (207) 287-8000  
  TTY: Maine Relay 711  
  Website: www.state.me.us/ifw/index.html

- **Maine Adaptive Sports & Recreation**  
  8 Sundance Ln.  
  Newry, ME 02461  
  Phone: (207) 824-2440  
  Website: www.maineadaptive.org

- **Pine Tree Society/Pine Tree Camp**  
  149 Front St.  
  Bath, ME 04530  
  Phone: (207) 443-3341  
  Website: www.pinetreesociety.org/camp.asp

- **Saco Medically Oriented Gym**  
  895 Portland Rd.  
  Saco, ME 04072  
  Phone: (207) 439-5104  
  Website: www.sacome.themogggroup.com

- **VA Togus Adaptive Sports Program**  
  1 VA Center  
  Augusta, ME 04330  
  Phone: (207) 623-8411  
  (877) 421-8263  
  Website: www.maine.va.gov  
  Website: www.va.gov/adaptivesports

- **Veterans/No Boundaries**  
  **Maine Handicapped Skiing**  
  8 Sundance Ln.  
  Newry, ME 02461  
  Phone: (207) 824-2440  
  Website: www.maineadaptive.org
• Aroostook Regional Transportation System  
  Phone: (207) 764-3384  
  Toll-free phone: (800) 621-1011  
  Website: www.aroostooktransportation.org

• Community Concepts Transportation  
  Door to door transportation services to eligible residents of Androscoggin, Franklin and Oxford Counties through a network of volunteer drivers. 
  240 Bates Street, 
  Lewiston, ME 04240  
  Phone: (207) 783-7489  
  Toll-free phone: (800) 866-5588  
  TTY: (207) 783-7951  
  Website: www.community-concepts.org/transportation

• Downeast Transportation  
  P. O. Box 914  
  Ellsworth, ME 04605  
  Phone: (207) 667-5796  
  Website: www.downeasttrans.org

• iTNPortland  
  Transportation for seniors and people with visual impairments  
  One Westbrook Common, Suite 3  
  Westbrook, ME 04092  
  Phone: (207) 854-0505  
  Website: www.itnportland.org

• Kennebec Valley Community Action Program  
  Transportation Services ~ Augusta  
  22 Armory St.  
  Augusta, ME 04330  
  Phone: (207) 622-4761  
  Website: www.kvcap.org

• Kennebec Valley Community Action Program  
  Transportation Services ~ Skowhegan  
  26 Mary St.  
  Skowhegan, ME 04976  
  Phone: (207) 474-8487  
  Website: www.kvcap.org

• Penquis Transportation Brokerage  
  MaineCare Transportation Recipients  
  262 Harlow St.  
  Bangor, ME 04402-1162  
  Phone: (207) 973-3500  
  Penobscot and Piscataquis County  
  Phone: (855) 437-5883  
  Kennebec & Somerset County  
  Phone (844) 736-7847  
  Website: www.penquis.org

• Penquis Lynx Mobility Services  
  Non-MaineCare Transportation Recipients  
  262 Harlow St.  
  Bangor, ME 04402-1162  
  Toll-free phone: (866) 853-5969  
  Website: www.penquis.org/index.php?id=488&sub_id=3131

• Regional Transportation Program  
  127 St. John St.  
  Portland, ME 04102-3072  
  Phone: (207) 774-2666  
  Website: www.rtprides.org

• United Wheelchair  
  Wheelchair Accessible/Wheelchair Service/Taxi  
  192 Russell Street  
  Lewiston, ME 04240  
  Phone: (207) 782-8400  
  Website: www.unitedambulance.com
• Waldo Community Action Partners
  P.O. Box 130, 9 Field St.
  Belfast, ME 04915
  Phone: (207) 338-4769
  Phone for MaineCare Reimbursed Transportation: (855) 608-5176
  Website: www.waldocap.org

• Washington-Hancock Community Agency ~ Ellsworth
  248 Bucksport Rd.
  Ellsworth, ME 04605
  Phone: (207) 664-2424
  Phone for non-emergency medical transportation: (877) 374-8396
  Phone for MaineCare reimbursed transportation: (855) 608-5176
  Website: www.whcacap.org

• Washington-Hancock Community Agency ~ Machias
  7 VIP Dr.
  Machias, ME 04654
  Phone: (207) 259-5015
  Phone for non-emergency medical transportation: (877) 374-8396
  Phone for MaineCare reimbursed transportation: (855) 608-5176
  Website: www.whcacap.org

• West Transportation, Inc.
  Scheduled bus service for Washington County
  P. O. Box 82
  Milbridge, ME 04658
  Phone: (207) 546-2823
  Toll-free phone: (800) 596-2823
  Website: www.westbusservice.com

• Western Maine Transportation Services
  76 Morrow Rd.
  Auburn, ME 04210
  Phone: (207) 333-9335 selection 1
  Toll-free phone: (800) 393-9335
  Website: www.wmmtsbus.org

In addition to Togus VA Medical Center, 11 Community Clinics are found throughout the State of Maine. These provide the most common outpatient services, including health and wellness visits, without the challenges of visiting a larger medical center. A list of locations will be found at: www.maine.va.gov/locations
SCREENING FOR TRAUMATIC BRAIN INJURY (TBI)

It is essential that service members and veterans are screened for TBI as early as possible; because TBI becomes more difficult to treat the longer the condition goes unscreened and the complexity of diagnosing TBI and Post-traumatic stress disorder (PTSD) become more challenging to distinguish.

To identify veterans who may have TBI, VA medical facilities have implemented a computer-based screening tool and require providers at VA medical facilities to use the tool to screen all veterans, including all Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND), who present for outpatient health care.

TOGUS VA MEDICAL CENTER

1 VA Center
Augusta, ME 04330
Phone: (207) 623-8411
Toll-free phone: (877) 421-8263
Telephone care: (877) 421-8263 x 7490
(Monday-Friday, 7:30 a.m. - 4 p.m.)

BUREAU OF MAINE VETERANS SERVICES

Bureau of Maine Veterans Services
17 State House Station
Augusta, ME 04333-0117
Phone: (207) 430-6035
Website: www.maine.gov/veterans

For a list of resources available to veterans in Maine, go to: http://www.maine.gov/veterans/resources/index.html

Visit one of the Field Offices listed to identify all of the benefits you have access to and for expert advice on applying for benefits and services.

BANGOR

35 State Hospital Dr.
Bangor, ME 04401
Phone: (207) 941-3005

CARIBOU

456 York St.
Caribou, ME 04736
Phone: (207) 492-1173

LEWISTON

35 Westminster St,
Lewiston, ME 04240
Phone (207) 783-5306

MACHIAS

7 Court St., Suite 2
Machias, ME 04654
Phone: (207) 255-3306

SOUTH PORTLAND

151 Jetport Blvd, Room 138W
South Portland, ME 04106
Phone: (207) 822-2391
There are five Vet Centers in Maine, listed below.

- **Bangor Vet Center**
  368 Harlow St.
  Bangor, ME 04401
  Phone: (207) 947-3391

- **Caribou Vet Center**
  456 York St.
  Caribou, ME 04736
  Phone: (207) 496-3900

- **Lewiston Vet Center**
  35 Westminster St.
  Lewiston, ME 04240
  Phone: (207) 783-0068

- **Portland Vet Center**
  475 Stevens Ave.
  Portland, ME 04103
  Phone: (207) 780-3584

- **Sanford Vet Center**
  628 Main St.
  Springvale, ME 04083
  Phone: (207) 490-1513

**MILITARY ONESOURCE**
(800) 342-9647

One-stop shop for round-the-clock access to information and services on everything important to life in the military: benefits, resources, support and confidential help. Service members, their families and survivors are eligible for free access to the website, call center and online support 24/7/365, from anywhere in the world.

Toll-free phone: (800) 342-9647
Website: www.militaryonesource.mil

**VET CENTER PROGRAM**

U. S. Department of Veterans Affairs
Toll-free Phone: (877) 927-8387 - 24 hours/day
Website: www.vetcenter.va.gov

The Vet Center Program welcomes home war veterans with honor by providing quality readjustment counseling in a caring manner. Vet Centers understand and appreciate Veterans' war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community.
SELECTING AND MONITORING BRAIN INJURY SERVICES:
Questions To Make Informed Decisions and Monitor Brain Injury Services

The questions below may not apply to all programs or services providers in all settings. BIAA encourages you to select those questions that make sense for your particular situation. There may be other questions you feel are important as well, so add them. Write down the responses you get. Ask the same questions of each program or service provider you are considering, and then compare the responses. If you need more information, or something is not clear, do not hesitate to ask.

Please do not be concerned about the amount of time it may take you to ask the questions you have selected. Selecting a program or service that meets your needs is important. Monitoring services once they have begun is also important. Refer to this guide from time to time and reflect on how well the program staff or service provider is doing what they said they would. Ask questions you did not consider during the selection process but which become important as things progress. Remember, information is power.

QUESTIONS FOR THOSE IN NEED OF IN-PATIENT MEDICAL AND REHABILITATION PROGRAMS

DISCHARGE PLANNING
Planning for discharge must begin at admission. It is imperative to have an understanding of what the next step is after discharge, as well as what kinds of services might be needed and their availability. Be clear about your intent to be involved in discharge decisions. As with other information, it is important to get discharge planning commitments in writing. It is virtually impossible for anyone to tell you the particular level of recovery that will be achieved. They can, however, commit to what they will do to achieve maximum recovery.

• What are all the possible options after discharge?

• What is the role of the person with brain injury and their family in decisions about discharge?

• Where do you think the person will go after discharge?

• How and who decides when the individual is ready for discharge? What would make the program extend or shorten the anticipated discharge date? If this is done, how much notice is given, and what is the role of the individual and their family in this decision?

• What if a person decides to leave the program with or without advance notice?

• How does the program help research discharge options? Who does this?

• What kinds of follow-up after discharge are provided to the person with brain injury? What kinds of follow-up are offered to the family? Why is follow-up offered? How long is follow-up offered? What are the charges for this service and who generally pays?

• What is the average length of stay? What is the length of stay you expect for me/my loved one? How is that determined?

• How do I get a complete set of records for my files upon discharge? Is there a charge for this? How much does this cost and who pays?

• Where are people with brain injury the program served in the past?

• What happens if the place the person is expected to go after discharge falls through?

• What happens if it appears the person has
no discharge options except with family, and the family is unable to provide the care or supervision needed, or for any other reason they feel they are not a viable discharge option?

- What does the program do to locate affordable community housing with a package of supports provided by a variety of state and community agencies to afford the individual the opportunity to live independently (i.e., transportation, recreation, vocational, educational and/or personal assistance)? How does the program assist in identifying and coordinating with community service providers?

- QUESTIONS APPLICABLE TO ANY PROGRAM/SERVICE/SERVICE PROVIDER

**FINANCIAL RESPONSIBILITIES/ARRANGEMENTS**

People with brain injuries have had to leave programs or service providers before they are ready because their funding has been exhausted. Large unexpected bills for brain injury services have surprised many people and dramatically changed their financial stability and status. The best way to prevent these occurrences is to stay informed about your continuing financial status both with the program or service provider and with any funding source(s) you have available.

- What is the daily cost of the program?
- What does this include (e.g. room & board, meals, medications, physician services, therapy, transportation)
- What services are billed as extra (e.g. telephone, laundry)?
- How are charges calculated (e.g. per diem, per unit)?
- What sources of funding does the program accept?
- What agreement does the program have with my funding source?
- What do I need to do to get copies of all correspondence (including bills submitted and payments rendered) between the program and my funding source?
- Who is billed for services my funding source will not pay for? What happens if the second source does not pay?
- Am I (or is my insurance) billed for services which are planned or scheduled but not provided (e.g. if a therapy session or appointment is missed)?
- How do home visits or other leaves of absence affect payment? Is there a bed hold charge? If so, who is expected to pay if insurance will not?
- What assistance does the program offer to determine which other public or private insurance and financial benefits the individual may be eligible for? How will they help you apply and follow the application process for these?

**ADMISSION PLANNING**

- What are the rights and responsibilities of people participating in this program? How does the program or service provider inform the individual of these? May I have a copy?
- How do you make decisions about who to admit into the program or service? What are the eligibility criteria?
- How will you get previous medical and other important (i.e. school) records and other information you may need in order to make this decision?
- I would like a proposed service or treatment plan before I decide. How can I get this?
- How do you involve the program or service I am in now in the admission and transition process? Be specific.
• If I choose this program or service, what do you need to do prior to admission? How long will that take? What do you need me to do?

• How can I arrange to spend some time observing the program? Note that depending upon the nature of the facility, program or service, this may not be possible given the patient confidentiality provisions of HIPAA, the Health Insurance Portability and Accountability Act of 1996.

• What is your understanding of the role my funding source has in the decision-making process about the program or service I select?

• What forms or contracts will I be expected to sign prior to admission or starting the service?

• How can I get a copy of each to read thoroughly before I sign?

INVolVEMENT OF FAMILY AND FRIENDS
The active involvement of family members and friends is often a key component to achieving maximum success. Depending upon the individual with brain injury’s status and wishes, the type and location of services being received and other factors, more or less active involvement by family members and friends may be allowed.

• Assuming you have appropriate HIPAA releases where needed, how does your program or service involve family members and friends?

• How are family members and friends involved in progress meetings? How will we be informed enough in advance so we can plan to participate? Will there be a specific contact person for regular communication with me?

• What do I need to do to get copies of written reports regularly? Who is responsible for sending me these?

• How will you schedule regular conference calls for me to speak with the direct service providers if I cannot personally attend an in-person meeting?

• If I have a question about a particular area (i.e., physical therapy), what do I need to do to speak with that therapist directly?

• What kind of family training, support groups and/or therapy is offered? Is there a charge for participation?

• Since I live far away, what overnight arrangements are made for me to visit for a few days? How about for the person’s friends?

• What arrangements are made for staff to explain services and reports to me in non-technical terms?

• What is your policy about visitors?

• What are your policies which would affect friendships the person being served makes with other people served by your program? What provisions are made for them to spend time together as they might choose?

• What arrangements are made if we wish to have conjugal visits?

LEGAL CONSIDERATIONS
• How does a legal settlement affect the program’s expectations about payment?

• Has the program ever recommended guardianship, conservatorship or representative payees for people being served? Has the program ever recommended that these are no longer needed? If yes, what assistance is provided to the individual, family members or friends who choose to pursue the recommendation?

• Is the program licensed, accredited or otherwise certified? By whom? How can I contact them to learn more about what they require for licensing? Can I see the license?
• When was the last state or local inspection and what were the results?

• Is the program CARF brain injury accredited? Any other CARF accreditation? When was the last survey?

• Is the program accredited by the Joint Commission? At what level (1 year, 3 year, type 1) When was the last survey?

• What recourse does the person being served have if they question or disagree with the quality or necessity of services being provided?

• What recourse do family members and friends have if they question, or disagree with the quality or necessity of services received?

• What provisions are made for personal banking services? Where do you keep money that belongs to people being served in your program? How do you account for money which is put into your program’s care and who is responsible for this accounting?

• Does the staff seem attentive, to know people being served by name and to care genuinely about people in the program?

• When food is part of the program/service is the food appealing? How does the program accommodate special diets, personal preferences and requests for a different meal schedule? Is there any charge for this?

• Do people being served seem comfortable with the way they are being treated?

**Experience with people with brain injuries:**

• How many people with brain injuries has the program worked with in the past year? How many total individuals have they served?

• What is the average staff turnover rate? Do they recruit people who have experience in serving people with brain injury? What staff training is provided? How many ACBIS Certified Brain Injury Specialists (CBIS’s) are on staff?

• How long has the program been in existence? When did it begin to serve people with brain injury? Why was it established?

**Program administration and organization:**

• Who is responsible for the overall supervision of the services rendered to people served? How often are they at the program? How much direct contact do they have with individual people served?

• What types of people will be working directly as part of the team?

• How does the program integrate the individuals expressed desires and goals in service planning? For example, if an individual dislikes cooking and will not be expected to cook at home, is cooking an expected program component? If it will take a person three hours to feed themselves, and they decide this wastes energy they would prefer to use in another manner, how will the program support them in this decision, and what assistance will be provided?
provided to find ways to have feeding done by someone else - both at the program and at home?

• Is there a consistent schedule for an individual’s day? What involvement does the person have in directing the schedule and selecting the program components?

• What do people generally do during unscheduled times?

• What is the evening schedule?

• What is the weekend schedule?

• How is the need for specialized adaptive equipment identified? How is the equipment provided and paid for?

• What access do people being served and their families have to their records? If I wanted to see my record now, what would I have to do? What recourse do I have if I disagree with something in the record?

MEDICAL SERVICES/MEDICATIONS

• Who is responsible for providing medical services? What is their background? Is the same person available at different times, or are multiple medical practitioners used?

• How is my personal physician included in providing medical services while I am in the program?

• How does the program handle medical emergencies?

• How are routine medical issues (i.e. regular dental and ophthalmology services) provided?

• How would the program manage the special medical needs which have resulted from the injury?

• I have heard that people can have trouble with bedsores. How does this program avoid or prevent this?

• What is the policy for the use of psychotropic or other mood-altering medications? What role does the individual have in these decisions? What does the program do if they decline, against medical advice? Does the program utilize the services of a neuropsychiatrist?

• Who monitors medications and medication interactions? How often is this reviewed? What steps are taken to assure that therapeutic levels of medications are maintained and not exceeded?

PROGRAM COMPONENTS

Cognitive services:

• What approaches does the program use to address cognitive strengths and limitations?

• Is neuropsychological testing done? How much emphasis is placed in test reports on recommendations to build on an individual’s cognitive strengths? How much emphasis is placed on reporting test scores and the person’s limitations? When is retesting conducted?

• If a "cognitive therapist" or "cognitive remediation specialist" is a member of the team, what particular qualifications do they have? How is the effectiveness of cognitive services measured?

Behavioral interventions:

• What approaches does the program use to address behavioral concerns? What role do the individual and their family play in determining the types of behavioral interventions used?

• What steps does the program take to assure that behavioral interventions are clearly understood by all staff the person has contact...
with and that the plan is being implemented consistently by all staff (even at 3:00 in the morning)?

• How is the effectiveness of behavioral interventions measured?

• What role does medication play in "behavior management?"

• Are physical restraints used? If so, under what circumstances? What policies or protocols exist for the use of physical restraints? May I see a copy of these?

• Is a "secure" or locked unit available? When does the program recommend the use of these? Who decides when a person is ready for an open unit after being on a secure unit? How?

• At what point is an individual's behavior deemed unacceptable to the program? How much notice does the program give the individual and their family? What efforts are made by the program to assist in locating a comparable program that can better meet the needs of the person?

Vocational services:

• What is the extent of vocational services provided by the program?

• How are situational vocational evaluations conducted? How are job trials, training or placement provided? How are job coaches used? For how long?

• What interface is there between the program and state vocational rehabilitation services?

Educational services:

• What educational services are offered? To children? To college students? To adults?

• Does the program have a teacher on staff with expertise in educating children and adolescents with brain injury?

• What is the interface between the program and the person’s school?

Community Re-entry:

• What components of the program take place in the community? How frequently is the individual in the community?

• How are the person's ability to get around and to use community services and resources evaluated and addressed?

• What local resources are used by the program to address the needs of the individual?

• How does the program accommodate an individual's request to participate in community activities (i.e. AA or league bowling)?

• What outreach does the program do to help educate the community about brain injury and its consequences?

• What does the program do to learn about the individual's home community and to identify resources and contacts there? What linkages are made with these resources and contacts prior to discharge? Are any of these contacts part of any discharge planning? Is there any follow-up once discharge has occurred?

• What efforts are made to work with the person in their home, even if the program is “facility-based?” How often can this be expected - once for evaluation only or multiple times to prepare the person for the return home?

• What is the connection between the program and the local Independent Living Center?

Recreation:

• How does the program accommodate the individual's continued involvement in recreational interests and activities? Are modifications of activities or equipment suggested, and opportunity for situational exploration of the effectiveness of modifications included?
• What does the program do to support the individual’s desires to become active in new recreational pursuits?

• How does the program help the individual identify ways to participate in recreation and social opportunities in their community?

• What connection does the program have with: the local recreation department, community therapeutic recreation services, social support and activity groups or other community resources?

APPENDIX B

GUIDE TO SELECTING LEGAL REPRESENTATION

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INTRODUCTION

People who sustain brain injuries from vehicle crashes, medical malpractice, falls, defective products, or other incidents caused by another person’s carelessness often find it helpful to talk to an attorney. Medical treatment, such as rehabilitation, and long-term care services can be expensive and span many years.

Pursuing the corporation or the individual that caused a brain injury is a way to ensure justice and accountability. A lawsuit can also provide additional financial resources to aid with rehabilitation and long-term care if the injury causes a permanent disability. Sometimes a lawsuit will encourage the responsible party to take steps to prevent injuries to others in the future.

Consider an Attorney Soon After the Injury Occurs

It is important to contact an attorney as soon as possible after a person is injured. An attorney can determine whether or not the plaintiff has a case.

The plaintiff is the person bringing the suit. The plaintiff can be the injured person or the family (or estate) of the injured person.

The defendant is the party or parties that caused the brain injury. One of the most important reasons to get legal help is the difficulty of determining who is legally responsible for the injury. In a motor vehicle crash, the driver of an automobile, his employer, the automobile manufacturer, the local government or its employees, or the bartender at a local bar could all be liable.

An attorney can investigate the case, determine what kind of case to bring against which defendant, and begin preparing the case while the injured person and his or her family focus on rehabilitation and recovery.

A good lawyer will work to make sure someone with a brain injury receives full compensation for his or her injuries.

Choose Your Attorney Carefully

Choosing an attorney can have significant long-term implications. The attorney will seek to obtain full compensation for medical bills, lost income, and future care costs. The attorney may also seek damages for pain and suffering. Importantly, an experienced attorney can help to preserve any entitlements to federal and state benefits. Without careful planning, valuable benefits may be lost.

Choosing an attorney requires consideration of many factors, including education and training, knowledge of the consequences and treatment of brain injury, knowledge of how to structure and manage awards, and experience with similar cases. An attorney must have the financial resources to try the case as well as access to the best experts.
Attorneys Also Choose Their Cases Carefully
Most personal injury attorneys work under a contingent fee arrangement. This means the attorney receives no fee if the plaintiff is not compensated. Attorneys will often invest substantial time and money during the investigation, preparation, and resolution of the case. Because of the financial risk involved, attorneys may decline cases if they do not believe there is a reasonable likelihood of success.

**Getting Started**
Most brain injury attorneys offer a free consultation, and if they take your case, there is no attorney’s fee if there is no compensation.

Once you have an appointment with an attorney, be prepared to answer the attorney’s questions about the injury. You may also find it useful to have a written list of questions to ask the attorney.

During the consultation, you will want to ask about the attorney’s legal background and experience with cases involving brain injury.

Be observant during the time you spend with your attorney. Pay attention to how the attorney and his or her office staff interact with you and your family, and determine if it is comfortable for you. Trust your instincts. Many personal injury cases take years to resolve, so the relationship between you and the attorney can be very important.

**Here are some questions you may want to ask:**
- How much of your practice is devoted to personal injury?
- Of your personal injury cases, how many are devoted to brain injury?
- How did you first become involved in brain injury cases?
- Based on the information you have, what are the strengths and weaknesses of my case?
- What additional information about my case do you need?
- Who else in your practice would you involve in my case? What role(s) would these people have? Describe their background and expertise.
- Who will be my primary contact with your practice?
- Are you or your law firm able and willing to advance as much as $50,000 in the investigation, preparation, and presentation of my case?
- Have you been successful handling cases similar to mine in the past?
- What is your involvement with legal associations, local, state, or national brain injury associations, or other organizations?