BRAIN INJURY ASSOCIATION OF AMERICA - MAINE

Maine
Brain Injury and Stroke

RESOURCE DIRECTORY

SIXTH EDITION

biausa.org/maine

BRAIN INJURY ASSOCIATION OF AMERICA - MAINE

Brain Injury Association of America, Maine Chapter
126 Western Ave, #261
Augusta, ME 04330
Website: biausa.org/maine

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.

BRAIN INJURY ASSOCIATION OF AMERICA

Brain Injury Association of America, Inc.
Website: biausa.org
National Brain Injury Information Center: 800-444-6443

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TABLE OF CONTENTS

Brain Injury Association of America – Maine Chapter . . . 2
BIAA-ME Services and Support . . . 2
About Brain Injury . . . 3
Brain Injury Definitions . . . 4
Maine Brain Injury Support Groups . . . 5
Brain Injury Fundamentals . . . 6
211 Maine . . . 6
Insurance & Financial Assistance . . . 7
Important Federal Insurance and Financial Assistance Programs . . . 7
Important State of Maine Insurance and Financial Assistance Programs . . . 9
Guiding Principles When Selecting a Brain Injury Rehabilitation Program . . . 10
Brain Injury Medical, Rehabilitation, and Community Programs . . . 11
Brain Injury Specialty Services and Professionals . . . 17
State of Maine Brain Injury Agencies and Services . . . 25
Skilled Nursing Facility Acquired Brain Injury Services . . . 27
Office of Behavioral Health Services (OBH) . . . 27
Other Important State Agencies & Services . . . 27
Adult & Child Protective Services . . . 28
Aging and Disability Resource Centers (ADRC) . . . 29
Prescription Drug Discount Programs . . . 30
Employment and Vocational Services . . . 30
Independent and Community Living . . . 32
Assistive Technology and Adaptive Equipment . . . 32
Communication Assistance Services . . . 34
Crisis Support and Services . . . 34
Services for People Who Have Visual or Hearing Impairments . . . 35
Community Action Agencies . . . 36
Domestic Violence . . . 38
Hospitals in Maine . . . 38
Housing . . . 42
Library Services . . . 43
Recreation . . . 43
Substance Use & Brain Injury . . . 45
Federal & State Agencies . . . 46
Transportation . . . 48
Veterans Services . . . 50
Appendix A . . . 53
Appendix B . . . 59

The Brain Injury Association of America – Maine Chapter (BIAA-ME)

Brain Injury Association of America – Maine Chapter
126 Western Avenue, #261
Augusta, ME 04330
E-mail: BIAMaine@biausa.org
Website: biausa.org/maine

For brain injury information and resource information, contact BIAA's Maine Brain Injury Information Center:
Toll Free: 800-444-6443 Monday to Friday, 9 a.m. to 5 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-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
Opioid and other substance overdose
Poisoning/Neurotoxic injury
Sports injury
Stroke
Surgery

BIAA-ME Services & Support

Maine Brain Injury Information Center

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 living with a brain injury, family members or friends, professionals, and the public with an experienced brain injury specialist. Inquiries may also be e-mailed.

Neuro-Resource Facilitation (NRF)

BIAA-ME provides the Maine Acquired Brain Injury Neuro-Resource Facilitation program, a service supported through a contract with the Maine Department of Health & Human Services, Office of Aging and Disability Services. Neuro-Resource Facilitation services are personalized to each individual's situation using a collaborative process that involves

participants (individuals living with a 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. It is more intensive than the information and resources provided through the Maine Brain Injury Information Center. To access BIAA-ME Neuro-Resource Facilitation services, e-mail NRFMaine@biausa.org.

SUPPORT GROUPS

BIAA-Maine hosts a statewide virtual support group currently held on the first Wednesday of each month. For more information, see the Resources and Support section of the website at biausa.org/Maine.

Brain injury support groups exist throughout Maine and serve to help Mainers living with a 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. In addition to its statewide virtual support group, BIAA-ME helps link people with the support groups that are available through the Maine brain injury community.

BRAIN INJURY INFORMATION AND EDUCATION

BIAA-ME provides a wide variety of educational and informative resources for persons affected by brain injury and their families/caregivers and the professionals who serve them including an annual conference entitled Defining Moments in Brain Injury, access to BIAA webinars, booklets, brochures, and more. BIAA-ME reaches out to the hospitals in Maine to assist them in helping individuals make a smoother transition from the hospital. BIAA-Maine provides Brain Injury Fundamentals and Certified Brain Injury Specialist training throughout the state, offers educational programs for community service providers and cross-trains substance use disorder professionals about co-occurring brain injury and brain injury professionals about co-occurring substance use disorders.

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 biausa.org/maine.

ADVOCACY

BIAA-ME fosters statewide advocacy to help the brain injury community work together to advocate for the services, supports, and funding needed by persons living with a brain injury and their families.

COMMUNITY AND INDIVIDUAL EVENTS TO RAISE AWARENESS AND FUNDS FOR BRAIN INJURY

BIAA-ME plans community events 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 the event calendar at 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 leading 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 and 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 disability. 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 such as 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 are common after brain injury. Individuals may also experience 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 of gains made. Individuals living with brain injuries may not be fully aware of the impact of their 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, what services are available, and how services help persons with brain injury recover. Digesting information about 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 for everyone who is involved.

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

BRAIN INJURY DEFINITIONS

ACQUIRED BRAIN INJURY

An acquired brain injury (ABI) 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 from opioid and other substance overdoses or near-drowning, tumor, neurotoxins, electric shock or lightning strike.

TRAUMATIC BRAIN INJURY

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 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. Concussions 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 permanent.

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. Hemorrhagic strokes are caused by a burst blood vessel in the brain. Ischemic strokes are caused by blood clots that block 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.

MAINE BRAIN INJURY SUPPORT GROUPS

Support groups, even virtual ones, are a great resource for persons living with a 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 offer 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 especially as a result of the Covid-19 pandemic; we recommend you reach out to the group facilitator to confirm details prior to attending a group meeting for the first time. Please check the BIAA-ME website at biausa.org/maine to check for changes.

VIRTUAL SUPPORT GROUPS

BIAA-MAINE STATEWIDE SUPPORT GROUP
First Wednesday of the month, 11–12 noon
Phone: 207-522-6601
Sarah Gaffney: sgaffney@biausa.org

APHASIA VIRTUAL MEET UPS
Aphasia Center of Maine
Every Monday at 10 a.m.
Phone: 207-415-3133
Annemarie Albiston: info@aphasiacenterofmaine.org

AUGUSTA – BRAIN TUMOR
Third Wednesday of the month, 1– 2 p.m.
Kelly Theberge: kellyscause@hotmail.com

BOOTHBAY HARBOR
Paused until April 2022
Boothbay Baptist Church Annex, Christy Room
999 Wiscasset Rd.
Boothbay, ME
Second Tuesday of the month, 6-7:30 p.m.
Phone: 207-315-6365
Tom Wilson: mortomcat@adelphia.net

BRAIN INJURY CAREGIVER
Third Wednesday of the month, 11–12 noon
Phone: 207-444-9070
Suzanne Morneault: suzanne@allthingsbecomenew.org

BREWER
Fourth Tuesday of the month, 4-5 p.m.
Phone: 207-989-7300
Debi Theriault: d.theriault@nathealthcare.com
Bonny Small: bosmall@nathealthcare.com

BREWER – STROKE
Second Thursday of the month 4-5 p.m.
Phone: 207-973-8278
Angela Wheelden: awheelden@northernlight.org

PORTLAND (WINGS)
Third Tuesday of the month, 10-11 a.m.
Carole Starr: braininjuryvoices@maine.rr.com

PORTLAND – BRAIN ANEURYSM
Last Thursday of the month, 6-7:30 p.m.
Phone: 207-495-2532
Dave McCausland: Dave@MaineBA.org

SCARBOROUGH – BRAIN TUMOR
Second Tuesday of the month, 5:30-7 p.m.
Phone: 207-662-1539
Sara Cox: scox@mmc.org

YORK – STROKE
Fourth Monday of the month, 10-11:30 a.m.
Phone: 207-351-3721
Susan Kelly-Westman

YOUTH SURVIVORS NETWORK
For brain injury survivors age 16–25
From Maine or New Hampshire
Second Wednesday of the month, 4–5 p.m.
Dylan Campbell: dcampbell@mpf.org

IN-PERSON SUPPORT GROUPS

CAMDEN
Temporary new location as of 12/2021
Union Masonic Lodge
149 Sennebec Rd.
Union, ME
First Wednesday of the month from 10–12 noon
Phone: 207-273-2090
Carol Rohl

FAIRFIELD
Fairfield Center Victor Grange
157 Oakland Rd.
Fairfield, ME
Every Thursday, 3:30-4:30 p.m.
Phone: 207-649-3053
Beverly Busque: beverlybusque57@gmail.com

LEWISTON
Goodwill NeuroRehab Services
618 Main St.
Lewiston, ME
First Thursday of the month, 6-8 p.m.
Phone: 207-795-6110
Larry Marquis: larrysbasscharters@gmail.com

NORTHERN MAINE
Various Locations
Fourth Thursday of the month, 10-11 a.m.
Phone: 207-444-9070 or 207-540-5446
Suzanne Morneault: suzanne@allthingsbecomenew.org

WESTERN MAINE – RUMFORD
Hope Association
85 Lincoln Ave.
Rumford, ME
First Tuesday of the month, 5-6:30 p.m.
Phone: 207-364-4561
Catherine Johnson

BRAIN INJURY FUNDAMENTALS

Brain Injury Fundamentals is a training and certificate program designed by the Brain Injury Association of America (BIAA) to address the unique needs and challenges of those who care for or encounter individuals living with a brain injury. This includes non-licensed direct care staff, facility staff, family members, friends, first responders, and others in the community. The training course covers essential topics such as:

- *Cognition*
- *Guidelines for interacting and building rapport*
- *Brain injury and behavior*
- *Medical complications*
- *Safe medication management*
- *Families coping with brain injury*

The Brain Injury Fundamentals course is grounded in adult learning principles to maximize participant engagement and application through an interactive workbook. Using real-life scenarios to anchor the course concepts, participants learn about the challenges people face following brain injury and the types of support they need. This essential program will help family caregivers and direct support professionals understand different behaviors, manage medication safely, and provide support to families and friends.

For more information, visit: biausa.org/fundamentals

211 MAINE

During personal hardships and emergencies, 211 Maine can help you find programs and services that will assist you with basic needs such as transportation, food and clothing banks, shelters, financial and rental assistance, household goods, and utility assistance. 211 Maine operators can also connect individuals to help on domestic violence issues, substance use disorder treatment, education, employment, and more.

Dial 211, text your zip code to 898-211, email info@211maine.org, or visit 211maine.org

INSURANCE & 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 on 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.

IMPORTANT FEDERAL INSURANCE & FINANCIAL ASSISTANCE PROGRAMS

PATIENT PROTECTION AND AFFORDABLE CARE ACT

Toll Free: 800-318-2596
Website: healthcare.gov

The Patient Protection and Affordable Care Act put in place comprehensive health insurance reforms that have improved access, affordability, and quality in health care for Americans. Any individual who is not eligible for Medicare may purchase a health insurance policy through Maine's federally-facilitated Marketplace.

To find Patient Protection and 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: 800-300-5000
TTY: Maine Relay 711
Website: maine.gov/pfr/insurance

MEDICARE

Medicare is a health insurance program available through the Centers for Medicare and 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 does not pay for all expenses or for long-term care.

SOCIAL SECURITY INCOME

Toll Free: 800-772-1213
Website: ssa.gov
Online forms: socialsecurityofficenear.me/in/state/me

The Social Security Administration manages two cash benefit programs for people with disabilities. More than 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 to a hearing before an administrative law judge (an ALJ), and ultimately, if needed, a hearing in Federal court. 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 ssa.gov/locator.

Maine Brain Injury
INFORMATION CENTER
1-800-444-6443
www.biausa.org/maine
MaineBrainInjury@biausa.com

SOCIAL SECURITY ADMINISTRATION OFFICES IN MAINE

Auburn
600 Turner St.
Auburn, ME 04210
Phone: 833-388-6432

Augusta
330 Civic Center Dr., Suite 4
Augusta, ME 04332
Phone: 866-882-5422

Bangor
202 Harlow St.
Bangor, ME 04401
Phone: 877-405-1448

Portland
1355 Congress St., Floor 2
Portland, ME 04102
Phone: 1-877-319-3076

Presque Isle
365 Main St.
Presque Isle, ME 04769
Phone: 1-866-837-2719

Rockland
269 Camden St.
Rockland, ME 04841
Phone: 1-855-269-9179

Saco
110 Main St., Suite 1450
Saco, ME 04072
Phone: 1-877-253-4715

Waterville
14 Colby St.
Waterville, ME 04901
Phone: 1-866-931-9169

IMPORTANT STATE OF MAINE INSURANCE & FINANCIAL ASSISTANCE PROGRAMS

MAINECARE – HEALTH INSURANCE

Office of MaineCare Services
11 State House Station
Augusta, ME 04333-0011
Toll Free: 855-797-4357
TTY: Maine Relay 711
Website: 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 has services available to 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.

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.

Reference: www.maine.gov/dhhs/oads/get-support/adults-with-brain-injury, accessed on 11/10/2020

MY MAINE CONNECTION

Office for Family Independence
Maine Department of Health and Human Services
Toll Free: 800-442-6003
Website: 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.

WORKERS' COMPENSATION

Maine Workers' Compensation Board
442 Civic Center Dr., Suite 1 (Physical address)
27 State House Station (Mailing address)
Augusta, ME 04333-0027
Phone: 207-287-3751
Toll Free: 888-801-9087
TTY: Maine Relay 711
Website: maine.gov/wcb

Workers' 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 Workers' Compensation Board offices located in Augusta, Bangor, Caribou, Lewiston and Portland where you can get more information about Maine's workers' compensation laws and practices.

GUIDING PRINCIPLES WHEN SELECTING A BRAIN INJURY REHABILITATION PROGRAM

Careful selection of the services that best meet the needs of the persons with brain injury and their families 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.

Be Curious and Ask Questions
While you know your loved one best, you are likely not familiar with the wide range of programs, services, resources, and information in the brain injury rehabilitation field. Learn as much as you can about any program that might be appropriate for your loved one by asking questions about its staff, service philosophy, history, and method of collecting outcome data. If you do not understand something, ask someone at the program to explain it in the detail you need. Like medicine, brain injury services are often as much an "art" as a "science" and can vary widely from program to program.

Learn From Others
When researching multiple programs and services, try to talk with individuals who have participated in each one. Support groups are often a good way to find people who have had experience with a program you are considering. Ask the facility or organization to provide references of individuals who have used their services. Sometimes, due to privacy concerns for those receiving services, you may not always be able to get references.

In many states, consumers can access information about the quality and performance of programs and facilities that are licensed or accredited. Ask prospective facilities how to obtain outcome data and quality information about their program.

You can also check out the program or service provider 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, thoroughly consider several options. The closest program or the one that offers the most services may not necessarily be the best for your loved one's individual needs. 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. Remember that the quality of services cannot be judged solely by how nice the facilities or marketing materials appear.

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 will be a lot of information, including new and technical terms to process, so it is easy to forget details. You may wish to record your conversations so you can refer to them later. Be sure to ask permission in advance; most professionals will readily agree to be recorded. Get any commitments in writing of the types, quantities, and costs of services to be provided before you finalize your decision.

Know Your Financial Situation
Find out about public or private benefits your loved one may be eligible for and apply promptly. Depending on what kind of services are needed, talk with your insurance carrier, managed care long, and under what conditions. Ask about deductibles and co-payments. Get a copy of your insurance policy or health plan and re-read it. Find out the extent of your financial obligations. Ask about the long-term implications of decisions you make today.

Before services begin, be prepared to fight denials by your insurance company. "No" does not always mean "no." BIAA has published a free guide called "Navigating the Insurance Maze" that can be downloaded at biausa.org/insurance. Be prepared for ongoing negotiations with insurance representatives

and contact the BIAA affiliate in your state to be referred to advocates who can help.

Get a written disclosure statement from the provider before services begin. The statement should document what services will be rendered and exactly who will be responsible for payment, co-pays, and deductibles. Get regular updates about where you stand financially with the payer and the service provider(s).

Be Involved, Stay Involved

The ultimate goal is to help your loved one succeed. Brain injury programs and services should promote self-determination and community integration to the fullest extent possible. Self-determination can be achieved by deciding how you wish to use your and your loved one's time, energy and resources. 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 for your loved one's outcome. Take the time to make good decisions. Once services begin, stay on top of what is being provided and what other options exist. Be an informed consumer.

Excerpted from Moderate to Severe Brain Injury: A Practical Guide for Families, ©2018 Brain Injury Association of America, Inc.

Appendix A provides a list of questions that may be helpful as you consider different program and service options.

BRAIN INJURY MEDICAL, REHABILITATION & COMMUNITY PROGRAMS

Brain injury program providers in Maine offer a diverse range of medical and rehabilitation services on an inpatient, outpatient, transitional residential, and community basis 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.

Brewer
Center for Health & Rehabilitation

ACQUIRED BRAIN INJURY & STROKE PROGRAM

ASPIRE to Excellence® carf ACCREDITED

Brewer Center for Health & Rehabilitation specializes in the care of people who have experienced traumatic and acquired brain injuries. We create a therapeutic environment to help facilitate optimum gains. Our physician-directed program, guided by an interdisciplinary team, creates an individualized treatment plan for each patient to help them achieve the ultimate goal of returning to the community and their lives.

We'll work with you to achieve your optimal gains as you strive to independence.

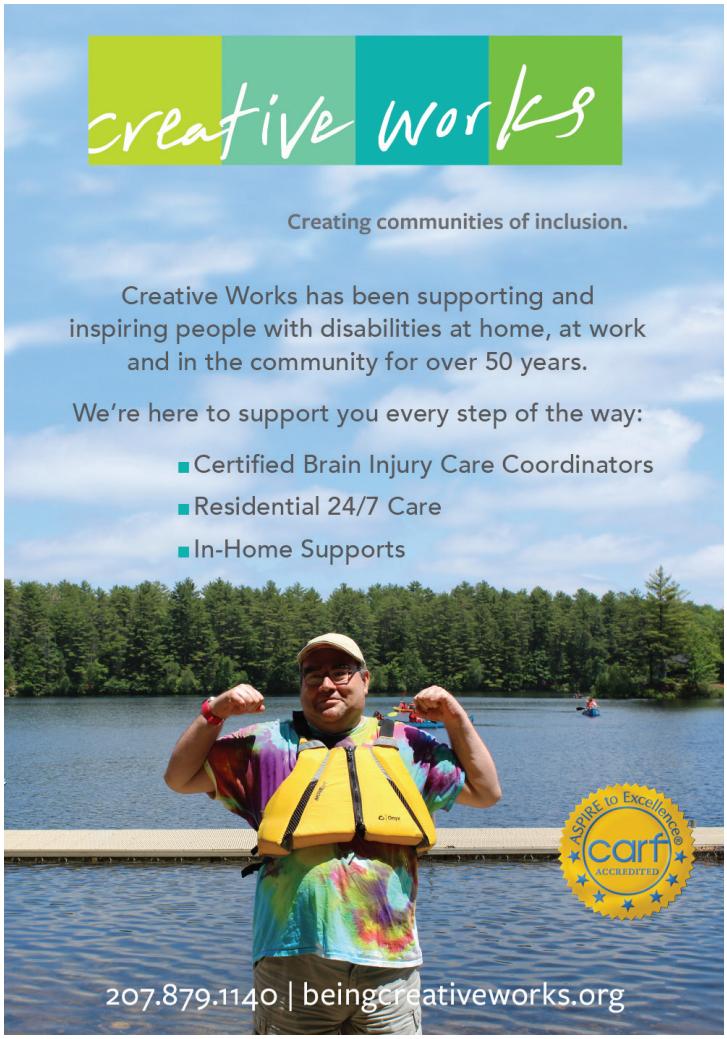
Contact us for more information:

207.989.7300

Augusta Center for Health and Rehabilitation
188 Eastern Ave.
Augusta, ME 04330
Phone: 207-622-3121
Website: augustacenterrehab.com

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

Brentwood Center for Health and Rehabilitation
370 Portland St.
Yarmouth, ME 04096
Phone: 207-846-9021



Brewer Center for Health and Rehabilitation
74 Parkway South
Brewer, ME 04412
Phone: 207-989-7300
Website: brewercenterrehab.com

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

Central Maine Medical Center
300 Main St.
Lewiston, ME 04240
Phone: 207-795-2600
Website: cmhc.org/neuroscience

Coastal Rehab, LLC
2 Davis Point Ln., Suite 1A
Cape Elizabeth, ME 04107
Phone: 207-767-9773
Website: coastalrehab.me
Additional locations in Biddeford, Brunswick, Falmouth, Kennebunk, and Scarborough

Creative Work Systems – Five County Community Services
Serving Androscoggin, Sagadahoc, Kennebec, Franklin and Oxford Counties
2990 State St.
Augusta, ME 04330
Phone: 207-480-1467
Website: beingcreativeworks.org

Creative Work Systems – Augusta Community Services
2990 State St.
Augusta, ME 04330
Phone: 207-480-1467
Website: beingcreativeworks.org

Creative Work Systems – Five County Administrative Offices
430 Lisbon St.
Lewiston, ME 04240
Phone: 207-795-6737
Website: beingcreativeworks.org

Creative Work Systems – Cumberland Community Services
2112 Broadway
South Portland, ME 04106
Phone: 207-282-8387
Website: beingcreativeworks.org

Creative Work Systems – York Community Services
Residential Services
13 Lund Rd.
Saco, ME 04072
Phone: 207-710-2597
Website: beingcreativeworks.org

Creative Work Systems – Saco Community Services
Day Services, Community Case Management,
Employment Services
90 Industrial Park Rd.
Saco, ME 04072
Phone: 207-282-4173
Website:beingcreativeworks.org

Creative Work Systems – Portland
Main Office: Residential and Day Services, Community Case Management
10 Speirs St.
Westbrook, ME 04092
Phone: 207-879-1140
Website: beingcreativeworks.org

Goodwill NeuroRehab Services and Pediatric NeuroRehab Services
8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillnne.org/neurorehab

Goodwill NeuroRehab Services and Pediatric NeuroRehab Services
618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillnne.org/neurorehab

GT Independence
215 Broadus St.
Sturgis, ME 49091
Phone: 877-659-4500
Website: gtindependence.com

Home & Community Rehab Services
24 West Cole Rd., Suite 102
Biddeford, ME 04005
Phone: 207-282-3980
Website: rehabwithoutwalls.com

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

Maine Center for Integrated Rehabilitation – Fairfield
95 Skowhegan Rd.
Fairfield, ME 04937
Phone: 207-453-1330
Website: rehabwithoutwalls.com/maine

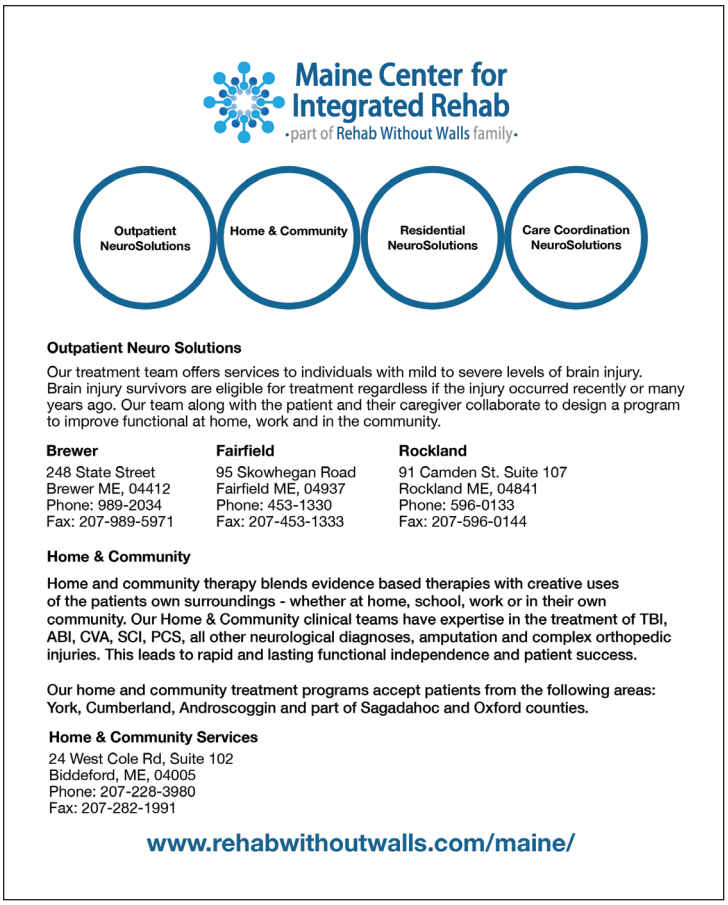
Maine Center for Integrated Rehabilitation – Rockland
91 Camden St., Suite 107
Rockland, ME 04841
Phone: 207-596-0133
Website: rehabwithoutwalls.com/maine

Maine Strong Balance Center
A Physical Therapy Clinic Dedicated to Treating Balance
Jason Adour, PT, DPT
400 Enterprise Dr., Suite #4
Scarborough, ME 04074
Website: mainestrongbalancecenter.com
Phone: 207-303-0612

MaineGeneral Health
Physical Rehabilitation Unit
35 Medical Center Parkway
Augusta, ME 04330
Phone: 207-248-0027
Website: mainegeneral.org

NeuroRestorative Maine – Gorham, Kennebunk, Old Orchard Beach, Sebago and Standish
Toll Free: 800-743-6802
Residential Services: Phone: 207-229-0547
Outpatient Services (Standish) Toll Free: 800-743-6802
Website: neurorestorative.com

Neuroscience Institute at Maine Medical Center
22 Bramhall St.
Portland ME 04102
Phone: 207-662-0111
Toll Free: 877-339-3107
Website: mainehealth.org/Maine-Medical-Center/Services/Neuroscience-Institute



Rebuilding Lives. Restoring Hope.

NeuroRestorative Maine is a leading provider of post-acute rehabilitation and support services for individuals with brain injuries and other neurological challenges. In a variety of locations and settings, we offer a continuum of care through our community-based programs.

- Neurorehabilitation
- Neurobehavioral services
- Supported living
- Transitional living
- Day treatment
- Outpatient clinic
- Respite
- Clubhouse

NeuroRestorative™ Maine

For more information or to make a referral:
800-743-6802
neuroinfo@neurorestorative.com
neurorestorative.com

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: nerhp.org

Northern Light Eastern Maine Medical Center
489 State St.
Bangor, ME 04401
Phone: 207-945-7000
Website: northernlighthealth.org/Eastern-Maine-Medical-Center

Northern Maine General
Main Office
5 Carter St.
Eagle Lake, ME 04739
Phone: 207-444-5152
Website: nmgeneral.org
Additional location in Caribou

Penquis/Charlotte White Services
Main Office
262 Harlow St.
P.O. Box 1162
Bangor, ME 04402
Phone: 800-215-4942
Website: penquis.org
Additional locations in Dover-Foxcroft, Lincoln, and Rockland

Rehab Without Walls – Home & Community Rehab Services
24 West Cole Rd., Suite 102
Biddeford, ME 04005
Phone: 207-282-3980
Website: rehabwithoutwalls.com

RiverRidge
3 Brazier Ln.
Kennebunk, ME 04043
Phone: 207-985-3030
Website: genesishcc.com/riverridge

Our **results** set us apart

We offer superior care and results for patients when compared to nursing homes. Research* tells the story. Connect with a higher level of care at New England Rehabilitation Hospital of Portland, a Joint Venture of Maine Medical Center and Encompass Health.

Learn more at ehc.rehab/portlandexp

New England Rehabilitation Hospital of Portland
a Joint Venture of **Maine Medical Center** and **Encompass Health**

335 Brighton Avenue, Unit 201 • Portland, ME 04102
207.775.4000

*Dobson | DaVanzo analysis of research identifiable 20% sample of Medicare beneficiaries, 2005-2009

©2019:Encompass Health Corporation:1514451R-03

Saco Bay Orthopaedic and Sports Physical Therapy
55 Spring St., Suite B
Scarborough, ME 04074
Phone: 207-396-5165
Website: sacobaypt.com
Additional locations throughout southern Maine

Scarborough NeuroDevelopment Center
144 US Rte. 1, Suite 4
Scarborough, ME 04074
Phone: 207-219-8300
Website: trainyourbrain.me

NEW HAMPSHIRE

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

Northeast Rehabilitation Hospital – Salem, NH
70 Butler St.
Salem, NH 03079
Phone: 603-893-2900
Website: northeastrehab.com

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

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

NRH
NORTHEAST REHABILITATION HOSPITAL NETWORK
www.NortheastRehab.com

BRAIN INJURY RECOVERY PROGRAM

"I have to give it to them...they're all so good. The entire team. They all cared so much." - Jenna

OUR HOSPITALS HAVE EARNED DISEASE-SPECIFIC CARE CERTIFICATION IN BRAIN INJURY AND STROKE REHABILITATION

Certified Brain Injury Specialists
Patient and Family Education Programs

Acute Inpatient Rehabilitation Hospitals
Portsmouth, NH | Salem, NH | Nashua, NH | Manchester, NH

Our network also offers...
20+ Outpatient Clinics, Home Care, Pediatric and Pain Management Services
in the Seacoast NH, Southern NH and Merrimack Valley MA

For more info, call (603) 893-2900
or visit www.NortheastRehab.com

Rebuilding lives through hope, compassion, and dedication to excellence.

Robin Hill Farm
P. O. Box 1067
Hillsboro, NH 03244
Phone: 603-464-3841
Website: robinhillfarm.com

Rose Meadow Farm
Rose Meadow Garden
P.O. Box 1450
New Boston, NH 03070
Phone: 603-487-1568
Website: rosemeadowgroup.com

BRAIN INJURY SPECIALTY SERVICES & PROFESSIONALS

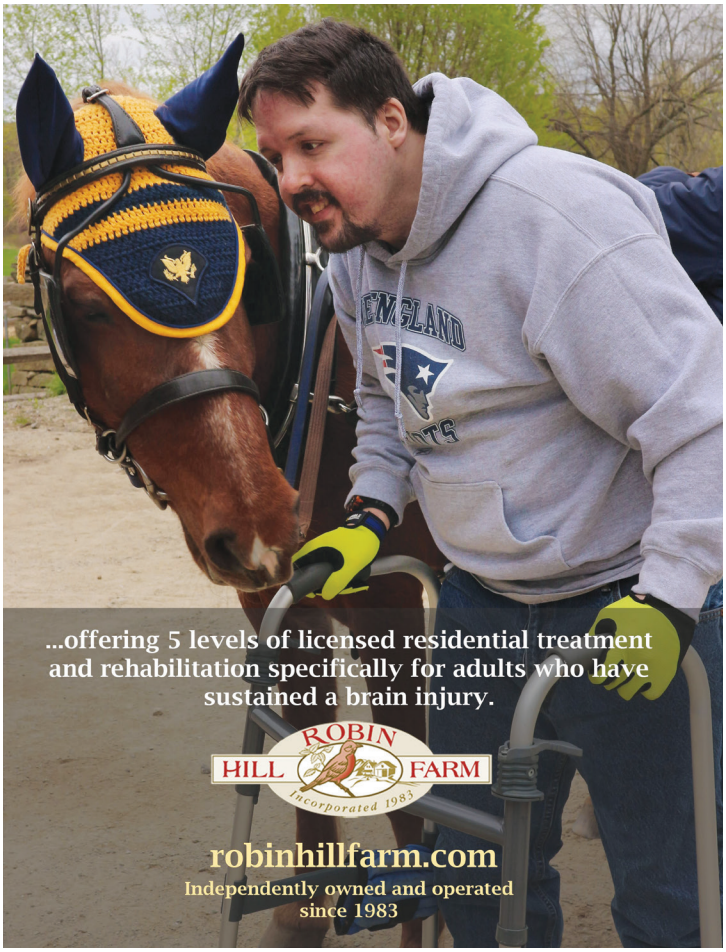
ATTORNEYS AND LEGAL ASSISTANCE

In the aftermath of a brain injury, the injured person and his or her family often need to seek the advice of an attorney. Medical treatment, such as brain injury rehabilitation, and long-term care services are expensive and may span many years. Individuals and families must address and make decisions on financial issues, estate planning, returning to work or school, establishing guardianship or a power of attorney, and other issues.

BIAA provides an interactive directory of Preferred Attorneys with experience handling brain injury cases. The directory is available on BIAA's website, and users may search for a local preferred attorney specializing in one of three practice areas: personal injury, civil rights, and financial issues. Visit biausa.org/preferredattorneys or call the BIAA-Maine Brain Injury information Center toll free at (800) 444-6443 to find a lawyer who understands brain injury and is qualified to assist you and your loved one.

Excerpted and adapted from Moderate to Severe Brain Injury: A Practical Guide for Families, ©2018 Brain Injury Association of America, Inc.

Appendix B is a guide to help with selecting legal representation in the event that is helpful or necessary in your situation.



Berman & Simmons
85 Exchange St.
Portland, ME 04101
Phone: 207-560-0692
Website: bermansimmons.com
Additional locations in Bangor and Lewiston

Bernstein-Shur
146 Capitol St.
PO Box 5057
Augusta, ME 04332
Phone: 207-626-0200
Website: bernsteinshur.com
Additional location in Portland

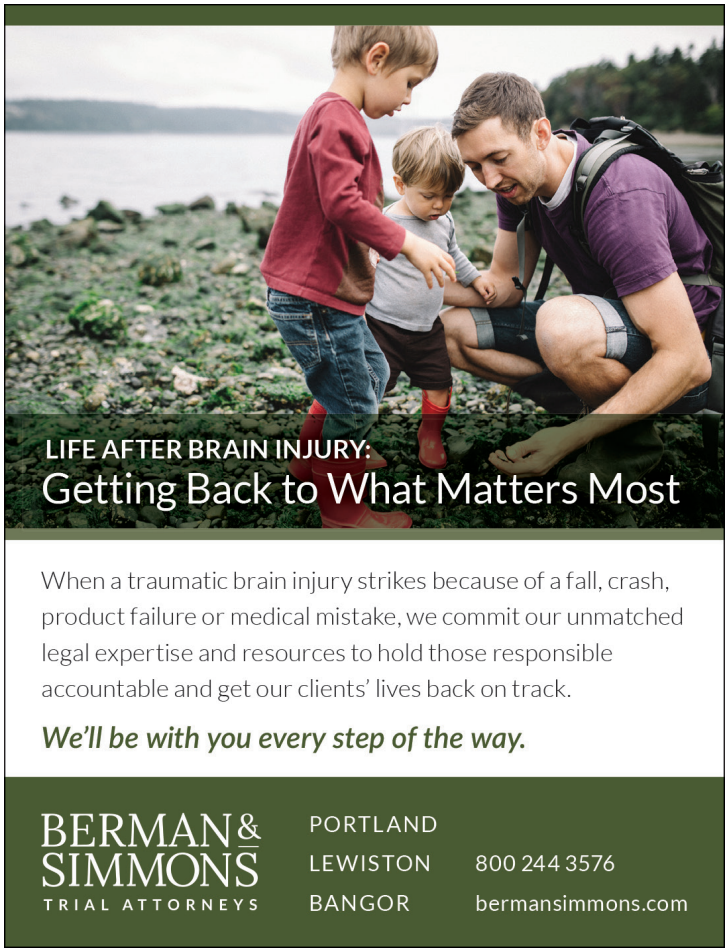
Law Offices of Joe Bornstein
5 Moulton St.
Portland, ME 04101
Phone: 207-772-4624
Website: joebornstein.com

Maine Legal Services for the Elderly
5 Wabon St.
Augusta, ME 04330
Phone: 207-621-0087
Website: mainelse.org

Maine Volunteer Lawyers Project
For Civil Legal Matters and Family Law
Phone: 800-442-4293
Website: vlp.org

Nelson-Reade Law Office, P.C.
813 Washington Ave.
Portland, ME 04103
Phone: 207-828-1597
Website: pnrelderlaw.com

Pine Tree Legal Assistance
Phone: 207-774-4753
Website: ptla.org



CHIROPRACTIC NEUROLOGY

Chiropractic neurology (also known as functional neurology) utilizes diagnostic and treatment approaches to measure and improve the function of the brain and nervous system through specific chiropractic adjustments, neuromuscular re-education exercises, stimulation of the vestibular (balance), auditory, visual or other sensory systems and cognitive exercises.

Center for Integrative Chiropractic Neurology
5 School St., Suite 201
Ellsworth, ME 04605
Phone: 1-888-516-1533
Website: neurodoc4u.com

MidCoast Chiropractic Neurology
331 Maine St., Suite 12
Brunswick, ME 04011
Phone: 207-406-4874
Website: midcoastbrain.com

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

CONCUSSION

Maine Concussion Management Initiative
11 Hills Beach Rd
Biddeford, ME 04005
Phone: 207-577-2018
Website: maineconcussionmanagementinitiative.org
Additional location in Waterville

MaineOrtho
1601 Congress St.
Portland, ME 04102
Phone: 207-774-5113
Website: spectrumhcp.com
Additional office in Norway

MidCoast Chiropractic Neurology
331 Maine St., Suite 12
Brunswick, ME 04011
Phone: 207-406-4874
Website: midcoastbrain.com

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

Northern Light Concussion Care
Northern Light Health Center
895 Union St., Suite 12
Bangor, ME 04401
Phone: 207-973-7979
Website: northernlighthealth.org

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

COUNSELING RESOURCES

Counseling offers 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 82
Saco, ME 04072
Phone: 207-621-0732
Toll Free: 800-287-5065
Website: mepa.org

National Alliance on Mental Illness-Maine
52 Water St.
Hallowell, ME 04347
Toll Free: 800-464-5767
Website: namimaine.org

Office of Behavioral Health (OBH)
11 State House Station
Augusta, ME 04333
Phone: 207-287-2595
Crisis Hotline: 888-568-1112
Website: maine.gov/dhhs/samhs/mentalhealth

Tri-County Mental Health Services
1155 Lisbon St.
P.O. Box 2008
Lewiston, ME 04241-2008
Phone: 207-783-9141
Toll Free: 800-787-1155
Crisis Line: 888-568-1112
Website: tcmhs.org

ANDROSCOGGIN COUNTY
1155 Lisbon St.
Lewiston, ME 04240-5025
Phone: 207-783-9141

CUMBERLAND COUNTY
32 N. High St., Suite 1
Bridgton, ME 04009
Phone: 207-647-5629

FRANKLIN COUNTY
144 High St.
Farmington, ME 04938
Phone: 207-778-3556

OXFORD COUNTY
143 Pottle Rd.
Oxford, ME 04270
Phone: 207-743-7911

49 Congress St.
Rumford, ME 04276
Phone: 207-364-7981

DRIVING EVALUATION AND CONSULTANTS

Individuals who have sustained a brain injury sometimes find that their driving skills are no longer the same. Family, friends, and caregivers may worry about whether a person living with a 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 program, 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
127 Main St.
South Portland, ME 04106
Phone: 207-767-2189
Toll Free: 800-640-7200
Website: alphaonenow.org
Additional locations in Bangor and Presque Isle

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: nerhp.org

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

NEUROLOGIC MUSIC THERAPY

Neurologic music therapy is the therapeutic application of music to cognitive, sensory and motor functions that have been impaired due to brain injury and other neurologic conditions.

"Be Your Note" Music Therapy Services
7 Evergreen Dr.
Arundel, ME 04046
Phone: 207-467-3372
Website: beyournote.com

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

NEUROFEEDBACK

Neurofeedback, also known as EEG (electroencephalogram) feedback, is a therapeutic intervention using a computer-based program that assesses brainwave activity and then uses sound or visual signals to help people learn to regulate and improve their brain function after brain injury.

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

Peak Neurotherapy
110 Auburn St.
Portland, ME 04103
Phone: 207-807-9210
Website: 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: cmhc.org
Additional location in Topsham

Maine Medical Partners – Neurosurgery & Spine
92 Campus Dr.
Scarborough, ME 04074
Phone: 207-883-1414
Website: mainemedicalpartners.org/neurology
Additional location in South Portland

MaineGeneral Neurology
15 Enterprise Dr.
Augusta, ME 04330
Phone: 207-621-9550
Website: mainegeneral.org/medical-services/neurology
Additional location in Waterville

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

Neurology Associates of York Hospital
233 York St., Suite A
York, ME 03909
Phone: 207-351-3987
Website: yorkhospital.com

Northern Light Neurology
498 Essex St., Suite 105
Bangor, ME 04401
Phone: 207-947-0558
Website: northernlighthealth.org

Northern Light Inland Neurology
246 Kennedy Memorial Dr., Suite 202
Waterville, ME 04901
Phone: 207-861-7050
Website: northernlighthealth.org/Inland-Hospital

Pen Bay Neurology
4 Glen Cove Rd.
Rockland, ME 04841
Phone: 207-593-5757
Website: mainehealth.org/pen-bay-medical-center

Portland Cognitive and Behavioral Neurology
449 Forest Ave., #214
Portland, ME 04101
Phone: 207-222-3021
Website: pcbnpsych.com

PrimeCare Neurology
46 Barra Rd., Suite 101
Biddeford, ME 04005
Phone: 207-282-5509
Website: mainehealth.org/southern-maine-health-care

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

St. Mary's Neurology Associates
99 Campus Ave., Suite 402
Lewiston, ME 04240
Phone: 207-777-4455
Website: stmarysmaine.com/departments-services/neurosciences/neurology-associates

NEUROSURGEONS

A neurosurgeon is a surgeon who is an 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: cmhc.org/location/central-maine-neurosurgery

Maine Medical Center Neurosurgery Program
22 Bramhall St.
Portland ME 04102
Phone: 207-662-0111
Toll Free: 877-339-3107
Website: mainehealth.org/maine-medical-center/services/neuroscience-institute/neurosurgery

Maine Medical Partners – Neurosurgery and Spine
92 Campus Dr.
Scarborough, ME 04074
Phone: 207-885-0011
Website: wmainehealth.org/Maine-Medical-Partners/Practices/Neurosurgery-Spine

Northern Light Neurosurgery
417 State St.
Bangor, ME 04401
Phone: 207-973-9949
Website: northernlighthealth.org

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.

Kendra L. Bryant, Ph.D., ABPP
Neuropsychology and Concussion Management Associates, PA
P.O. Box 1145
Rockport, ME 04856
Phone: 207-594-2952
Website: NCMAmaine.com

Goodwill NeuroRehab Services
618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillnne.org/neurorehab

Goodwill NeuroRehab Services
8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillnne.org/neurorehab

Maine Medical Center Neuropsychological Testing Services – Portland
216 Vaughn St.
Portland, ME 04102
Phone: 207-662-2763
Website: mainehealth.org

David Marks, Ph.D.
251 Main St., Suite 1
Yarmouth, ME 04096
Phone: 207-747-5528

Jason Merrin, Ph.D., Psy.D.
Merrin Psychological, PLLC
P.O. Box 455
Wolfeboro Falls, NH 03896
Phone: 603-520-3797

Neurobehavioral Services of New England – Portland
335 Brighton Ave., Unit 201
Portland, ME 04103
Phone: 207-662-8660
Additional location in Kennebunk

NeuroConnections, LLC
Maureen Sanford, Psy.D.
120 Main St., Suite #126
Saco, ME 04072
Phone: 207-352-5011
Website: neuroconnectionsllc.com

Neuropsychology and Concussion Management Associates, LLC
P.O. Box 1145
220 Union St. (Entrance on Huse St.)
Rockport, ME 04856
Phone: 207-594-2952
Website: ncmamaine.com
Additional location in Yarmouth

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

Northern Light Neuropsychology
Webber Medical Building East
417 State St., Suite 209
Bangor, ME 04401
Phone: 207-973-5831
Website: northernlighthealth.org

SlapShelton Neuropsychology Group
28 West Cole Rd., Suite 101
Biddeford, ME 04005
Phone: 207-294-7471
Website: slapsheltonneuropsychologygroup.com

Shoreline Neurobehavioral Services, LLC
Austin Errico, Ph.D.
45 Cunningham Rd.
Freeport, ME 04032
Phone: 207-809-9007

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

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.

Jeffrey S. Barkin, M.D., P.A.
97A Exchange St., Suite 401
Portland, ME 04101

CoRecover, LLC
Ed Billoti, M.D.
16 Atlantic Pl.
South Portland, ME 04106
Phone: 207-482-0276

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

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

OA Center for Orthopedics – Portland
33 Sewall St.
Portland, ME 04102
Phone: 207-828-2100
Website: spectrumhcp.com
Additional locations in Brunswick, Saco and Windham

SPEECH AND LANGUAGE THERAPY

Speech and language therapy is the assessment and treatment of communication problems and speech disorders, which may occur after acquired brain injuries. It is performed by speech-language pathologists (SLPs), commonly referred to as speech therapists.

University of Maine
Madelyn E. and Albert D. Conley Speech, Language and Hearing Center
Speech Therapy Telepractice Program
344 Dunn Hall
Orono, ME 04469
Phone: 207-581- 2006
Website: umaine.edu/telespeech

VISION CONSULTANTS

Vision consultants provide comprehensive vision evaluations, vision therapy and specialized glasses when visual processing has been affected by brain injury.

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

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

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

Seacoast Vision Care and Neurology
25 Hannaford Dr.
Scarborough, ME 04074
Phone: 207-396-6603
Website: seacoastvisioncare.com

Sebago Primary Eye Care Services
Thomas V. Gordon, O.D.
5 Lumberyard Dr., #2
Bridgton, ME 04009
Phone: 207-647-2001
Website: specs4me.com
Additional location in Casco

STATE OF MAINE BRAIN INJURY AGENCIES & SERVICES

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals living with a 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 AND 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: maine.gov/dhhs/oads

The Maine Office of Aging and Disability Services (OADS) is the primary Maine state agency that supports Mainers living with a brain injury. In addition to services specifically designed for individuals living 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.

Acquired Brain Injury Advisory Council

The Maine Acquired Brain Injury Advisory Council (ABIAC) provides independent oversight and advice and makes recommendations to the commissioner of the Maine Department of Health and Human Services. For more information, contact:

Maine Department of Health and Human Services c/o OADS
41 Anthony Ave.
Augusta, ME 04330
Phone: 207-287-3707
TTY: Maine Relay 711
Website: maine.gov/dhhs

Maine State Brain Injury Services

For individuals living with brain injuries and their families, Maine offers the following specific programs to those meeting functional and financial eligibility criteria. Please note that, except for the Outpatient Neurorehabilitation Services, 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)
- Other Related Conditions Waiver (Home and Community Based Services for Adults with Other Related Conditions)
- Outpatient Neurorehabilitation Services
- Nursing Facility Acquired Brain Injury Services

BRAIN INJURY WAIVER: HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH BRAIN INJURY (SECTION 18)

Office of Aging and Disability Services
Maine Department of Health and Human Services
Phone: 207-287-9200
(Ask to speak to someone in Brain Injury Services)

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 the Maine Brain Injury Waiver. This program is 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. Community services available include assistive technology, care coordination, community/work reintegration, home support, non-medical transportation, career planning, and more.

To apply, an assessment by a neuropsychologist or physiatrist is required to determine eligibility. Once a completed application is received, OADS makes a referral to the Assessing Services Agency (ASA) to determine medical eligibility. Once medically eligible, the individual will be placed on a wait list. Once a person is awarded a funded offer and is able to start services under the Brain Injury Waiver, a person-centered plan will be developed with OADS staff.

HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH OTHER RELATED CONDITIONS (ORC) (SECTION 20)

Office of Aging and Disability Services
Maine Department of Health and Human Services
Phone: 207-287-9200

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. This program is 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 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). After an application is received, an assessment will be conducted to determine eligibility. If the person is determined to be eligible for this waiver program, the individual will be placed on a wait list. Once a person is awarded a funded offer and is able to start services under the Other Related Conditions Waiver, a person-centered plan will be developed with OADS staff.

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.

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 living with a 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: amhc.org

Goodwill NeuroRehab Services
8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillnne.org/neurorehab

Goodwill NeuroRehab Services
618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillnne.org/neurorehab

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

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

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

NeuroRestorative Maine – Standish
Phone: 800-743-6802
Website: neurorestorative.com

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

SKILLED NURSING FACILITY ACQUIRED BRAIN INJURY SERVICES

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

Office of Aging and Disability Services
Maine Department of Health and Human Services
Phone: 207-287-9200
Ask to speak to someone in Brain Injury Services.

OFFICE OF BEHAVIORAL HEALTH SERVICES (OBH)

Office of Behavioral Health Services
State House Station #11
Augusta, ME 04333-0011
Phone: 207-287-2595
Website: maine.gov/dhhs/samhs

OTHER IMPORTANT STATE AGENCIES & SERVICES

SERVICES FOR CHILDREN

Maine Department of Education
Child Development Services
146 State House Station *(Physical Address)*
111 Sewell Street *(Mailing Address)*
Augusta, ME 04333
Phone: 207-624-6600
Website: maine.gov/doe/learning/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: 207-624-6713
TTY: 1-888-577-6690
Website: maine.gov/doe/learning/specialed

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 and Prevention
286 Water St., 7th Floor
Augusta, ME 04333
Phone: 207-287-5357
Toll Free: 800-698-3624
Website: maine.gov/dhhs/mecdc/population-health/mch/cshn

Office of Child and Family Services
Maine Department of Health and Human Services
Child and Family Services
2 Anthony Ave.
Augusta, ME 04333
Phone: 207-624-7900
Website: maine.gov/dhhs/ocfs

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.

ADULT & CHILD PROTECTIVE SERVICES

ADULT PROTECTIVE SERVICES – HOTLINE: 1-800-624-8404

Office of Aging and 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: 1-800-262-2232
Crisis Hotline: 1-800-624-8404
Website: maine.gov/dhhs/oads/get-support/aps

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 1-800-452-1999

Office of Child and Family Services
Department of Health and Human Services
2 Anthony Ave.
Augusta, Maine 04333-011
Phone: 207-624-7900
TTY: Maine Relay 711
Child Protection Hotline: maine.gov/dhhs/ocfs/cw/index.shtml
Website: maine.gov/dhhs/ocfs/programs.shtml#Abuse

AGING & DISABILITY RESOURCE CENTERS (ADRC)

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: 1-877-353-3771
Website: maine.gov/dhhs/oads/get-support/older-adults-disabilities/area-agencies-on-aging

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, and Oxford Counties
Seniors Plus
8 Falcon Rd., P.O. Box 659
Lewiston, ME 04243
Phone: 207-795-4010
Toll Free: 800-427-1241
TTY: 207-795-7232
Website: seniorsplus.org

AROOSTOOK COUNTY

Aroostook Agency on Aging
260 Main St., Suite B
Presque Isle, ME 04769
Phone: 207-764-3396
Toll Free: 800-439-1789
Website: aroostookaging.org

CUMBERLAND AND YORK COUNTIES

Southern Maine Agency on Aging
136 U.S. Route 1
Scarborough, ME 04074
Phone: 207-396-6500
Toll Free: 800-427-7411
TTYT/TDD: Maine Relay 711
Website: smaaa.org

HANCOCK, PENOBSCOT, PISCATAQUIS AND WASHINGTON COUNTIES

Eastern Area Agency on Aging
240 State St.
Bangor, ME 04412
Phone: 207-941-2865
Toll Free: 800-432-7812
Website: eaaa.org

KENNEBEC, SOMERSET, WALDO, KNOX AND SAGADAHOC COUNTIES

Spectrum Generations
One Weston Court, Suite 203
P.O. Box 2589
Augusta, ME 04338
Phone: 207-622-9212
Toll Free: 800-639-1553
TTY: 800-464-8703
Website: spectrumgenerations.org
Multiple locations across the counties

PRESCRIPTION DRUG DISCOUNT PROGAMS

MAINE LOW COST DRUG PROGRAM FORTHE ELDERLY AND DISABLED AND MAINE RX PLUS

Maine Department of Health and Human Services
Toll-free phone: 1-866-796-2463
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 & VOCATIONAL ASSISTANCE

VOCATIONAL REHABILITATION (VR)

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 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.

Division of Vocational Rehabilitation
Bureau of Rehabilitation Services
Maine Department of Labor
150 State House Station
Augusta, ME 04333-0150
Phone: 207-623-6799
TTY: Maine Relay 711
Website: maine.gov/rehab/dvr

Employment for ME
Website: employmentforme.org

Employment for ME provides one-stop access to a wealth of resources about work and disability. The information on this site is organized to help people easily find information and helpful resources related to the employment of Maine citizens with disabilities.

Goodwill NNE Workforce Services
Phone: 207-775-5891
Website: goodwillnne.org/jobs/workforceservices

OnwardME
Website: onwardme.org
OnwardME.org is a one-stop shop platform that directs Mainers to information regarding essential life service, education/training, and jobs.

Wabanaki Vocational Rehabilitation
88 Bell Rd.
Littleton, ME 04730
Phone: 207-532-2021
Website: maliseets.com/vr.htm
Applicants must be an American Indian with a disability living on or near a Federal reservation in Maine.

BENEFITS COUNSELING SERVICES

Benefits Counseling Services
c/o Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-2088
Toll Free: 877-208-8700
Website: mainehealth.org/maine-medical-center/community/vocational-services/benefits-counseling

Social Security disability beneficiaries who are working or considering work can meet with a Community Work Incentives Coordinator (CWIC), a trained professional

who understands Social Security Work Incentives and knows the effect of employment on other benefit programs (e.g., MaineCare, Medicare, Housing).

CLIENT ASSISTANT PROGRAM

Client Assistant Program
134 Main St., Suite 2C
Winthrop, ME 04364
Toll Free and TTY: 800-773-7055
Phone and TTY: 207-377-7055
Website: 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
Toll Free: 877-872-5627
TTY: 877-889-5627
Website: 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.

PROTECTION AND ADVOCACY FOR BENEFICIARIES OF SOCIAL SECURITY (PABSS)

The PABSS agency in Maine is:

Disability Rights Maine
160 Capitol St., Suite 4
Augusta, ME 04330
Phone: 207-626-2774
Toll Free: 800-452-1948
Website: drme.org

DRM provides the following services: information and referral, individual advocacy, legal representation, education and training, and assistance with self-advocacy. DRM welcomes calls from people with disabilities inquiring about their legal rights however, DRM does not advise landlords, schools, businesses, or providers of accommodations or services.

PABSS is a free service in every state funded by Social Security that serves SSI/SSDI beneficiaries who want to work by helping to remove barriers to employment. PABSS can help answer questions and solve problems that make it hard for a beneficiary to find, keep a job, or reach an employment goal.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) helps qualified older workers (age 55 and older) identify part-time training positions in public or 501(c)3 non-profit organizations in the local community. The program is intended to offer a "stepping stone" back into the workforce. It is a transitional program; positions are not intended to be permanent, and all assignments are temporary.

There is a waiting list for this program. It is not available in Lincoln or Cumberland Counties; limited services in York County.

Associates for Training and Development (A4TD)
Phone: 800-439-3307
Website: a4td.org

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: 800-698-4440
TTY: 888-755-0023
Website: 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.

INDEPENDENT & COMMUNITY LIVING

INDEPENDENT LIVING SERVICES PROGRAM

Bureau of Rehabilitation Services
Maine Department of Labor
Website: 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, South Portland, and Presque Isle.

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 three CILs operated by Alpha One in Bangor, South Portland, and Presque Isle.

Alpha One
127 Main St.
South Portland, ME 04106
Phone: 207-767-2189
Website: alphaonenow.org
Additional locations in Bangor and Presque Isle

ASSISTIVE TECHNOLOGY & ADAPTIVE EQUIPMENT

Assistive technology (AT) 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 smart home technology. 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 AT that can make everyday life easier after a brain injury. Many offer loaner devices, device demonstrations, and device reuse.

Adapt-Able Living
Brie Weisman, OTR/L ECHM, CAPS
Phone: 207-364-7056
Website: brieweisman@yahoo.com

Alpha One
Ketra Crosson, OTR
127 Main St.
South Portland, ME 04106
Phone: 207-767-2189
Toll Free: 800-640-7200
Website: alphaonenow.org
Additional locations in Bangor and Presque Isle

AT4Maine
Assistive Technology Demonstration/Loan Program
Phone: 207-621-3195
Website: at4maine.org

Center for Communication
Speech – Language Pathology Services
Phone: 207- 324-2888
Website: centerforcommunication.us

Client Assistance Program (CAP)
Website: drme.org/client-assistance-program

Disability Rights Maine
AT Telephone Equipment Loan Program
160 Capitol St., Suite 4
Augusta, ME 04330
Toll Free: 800-452-1948
Website: drme.org

Excel Consulting
Kathleen Bagley, M.Ed., COMS, CVRT, ATP
Phone: 207-873-9089
Website: excelconsulting@roadrunner.com

Gallant Therapy Services
Ryan Gallant, OTR
Phone: 207-623-3900
Website: gallanttherapyservices.com

Happy at Home Seniors, LLC
Sherry Boothby, OTR/L, CLVT, ECDCS, SHSS, MS
Phone: 207-558-1234
Email: Sherry@happyathomeseniors.com

Hillary Helps U Learn
Hillary Goldthwait-Fowles, Ph.D, ATP
Phone: 207-467-5850
Website: hillaryhelpsulearn.com
Email: Hillary@hillaryhelpsulearn.com

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

Maine Adaptive Sports and Recreation
8 Sundance Ln.
Newry, ME 02461
Phone: 207-824-2440
Website: maineadaptive.org

Maine AgrAbility
UMaine Cooperative Extension
138 Pleasant St., Suite #1
Farmington, ME 04938
Phone: 800-287-1478
Email: Maine.AgrAbility@maine.edu
Website: extension.umaine.edu/agrability

Maine Assistive Technology Solutions
Kelley S. Spencer, COTA/L, ATP, DSP
24 Highland Ave.
Newport, ME 04953
Phone: 207-321-1015
Email: Kelleyspenceratp@outlook.com

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

Maine CITE Coordinating Center
University of Maine Augusta
46 University Dr.
Augusta, ME 04330
Phone: 207-621-3195
TTY: Maine Relay 711
Website: mainecite.org
E-mail: jbrandt@mainecite.org

Mainely Access, Inc.
91J Auburn St., #1182
Portland, ME 04103
Phone: 207-650-8151
Website: mainelyaccess.com

Mark R. Hammond Associates, Inc.
222 Auburn St.
Portland, ME 04103
Phone: 207-623-2685
Toll Free: 1-888-477-3324
Website: mrhassociates.com
Other locations in Biddeford, Hampden, and Sanford

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

MPower Loans
Personal Loans and Business Loans
Toll Free: 800-640-7200
TTY: 800-640-7200
Website: alphaonenow.org/aelp

Northeast Hearing and Speech
Phone: 207-874-1065
Website: nehearingandspeech.org

Pathways Rehabilitation Service – Driving Rehabilitation Specialist
Heather Shields, Occupational Therapist
Phone: 207-530-0307
Website: pathwaysrehabservices.com

Pine Tree Society
Linda Bonnar, CCC-SLP, ATP
Phone: 207-443-3341
Website: pinetreesociety.org

Spurwink ALLTECH
Lou Isom, CCC-SLP
Phone: 207-232-6421
Website: spurwinkalltech.org
Email: ALLTECHinfo@spurwink.org

UMaine Speech Therapy Telepractice Program
Judy Perkins-Walker, CCC-SLP
Phone: 207-581-2003
Website: umaine.edu/telespeech

COMMUNICATION ASSISTANCE SERVICES

MAINE RELAY – DIAL 711

Disability Rights Maine-Deaf Services (DRM)
68 Bishop St., Suite 3
Portland, ME 04103
Phone/TTY: 207-797-7656
Contact: Elaine Williams, ewilliams@drme.org
Toll Free/TTY: 800-639-3884
Website: drme.org/deaf-services/commtech
Website: hamiltonrelay.com/state_711_relay/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 deaf-blind, or other type of equipment to address a specific communication disability. There is no extra charge for the relay service. All calls are confidential and no record is kept of calls.

When a call is placed through the Maine Relay Service, a Communication Assistant (CA) provides the needed communication link between the two parties.

CRISIS SUPPORT AND SERVICES

MAINE CRISIS HOTLINE
888-558-1112

SUICIDE PREVENTION LIFELINE
800-273-8255

Suicide Prevention Lifeline Online Chat
suicidepreventionlifeline.org/talk-to-someone-now

Crisis and Counseling Centers
24-hour Hotline Voice /TTY: 888-568-1112
If calling from a cell phone in Kennebec or Somerset County, call 207-621-2552
Website: crisisandcounseling.org

Crisis and Counseling Center – Augusta
10 Caldwell Rd.
Augusta, ME 04330
24-hour walk-in service

Crisis and Counseling Center – Rocklend
120 Tilson Ave.
Rockland, ME 04841
24-hour walk-in service

Crisis and Counseling Center – Skowhegan
346 Water St.
Skowhegan, ME 04976
24-hour walk-in service

Crisis and Counseling Center – Winslow
Crisis Stabilization Unit for Children and Teens
Refer a child or teen 24 hours a day by calling the toll-free crisis line. If calling from a cell phone in Kennebec or Somerset County, call 207-621-2552

Intentional Warm Line
Phone: 866-771-9276
The Intentional Warm Line is available toll-free from anywhere in Maine, 24 hours a day, seven days a week. It is a mental health peer-to-peer phone support line for adults, aged 18 and older, offering mutual conversations with a trained peer specialist who has life experience with mental health recovery. The focus is to encourage and foster recovery, moving toward wellness and reconnecting with community.

Wabanaki Care Line
Phone: 844-844-2622
The Wabanaki Care Line is a 24/7/365-day telephone service where people can call or message using text. The Care Line is open to any tribal citizen in Maine who is in need of support during the COVID pandemic. Callers will be able to connect to a live person to discuss their needs. Each person will be screened, provided support, information referrals for services, or scheduled for a telehealth assessment.

SERVICES FOR PEOPLE WHO HAVE VISUAL OR HEARING IMPAIRMENTS

BLIND AND VISUALLY IMPAIRED SERVICES

Catholic Charities Maine
Education services for blind and visually impaired children
P.O. Box 10660
Portland, ME 04104-6060
Phone: 207-781-8550
Website: ccmaine.org/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: theiris.org

DEAF AND HARD OF HEARING SERVICES

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

Disability Rights Maine
Deaf Advocacy and Communication Access Program
68 Bishop St., Suite 3
Portland, ME 04103
Phone: 207-797-7656
Toll Free: 800-639-3884
Website: drme.org/deaf-services

Brain Injury Association of America • Maine Chapter

BRAIN INJURY ASSOCIATION OF AMERICA - MAINE

126 Western Avenue, #261
Augusta, ME 04330
E-Mail: MaineBIA@biausa.org
Website: 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 a.m.-5 p.m.
E-mail: MaineBrainInjuryInfo@biausa.org

Hear ME Now!
P.O. Box 896
Portland, ME 04104
Phone: 207-781-7199
Website: hear-me-now.org

COMMUNITY ACTION AGENCIES

Community Action Agencies are non-profit organizations that provide services to people with low incomes 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.

ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

Western Maine Community Action (WMCA)
20A Church St.
P.O. Box 200
East Wilton, ME 04234
Phone: 207-645-3764
Toll Free: 800-645-9636
Website: wmca.org

AROOSTOOK COUNTY

Aroostook County Action Program (ACAP)
771 Main St., P.O. Box 1116
Presque Isle, ME 04769
Phone: 207-764-3721
Toll Free: 800-432-7881
Website: acap-me.org

40 Alfalfa Ave., Suite 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

CUMBERLAND COUNTY

Opportunity Alliance
50 Lydia Ln.
South Portland, ME 04106
Toll Free: 877-429-6884
Website: opportunityalliance.org

HANCOCK AND WASHINGTON COUNTIES

Downeast Community Partners
248 Bucksport Rd.
Ellsworth, ME 04605
Phone: 207-664-2424
Website: downeastcommunitypartners.org

Downeast Community Partners
7 VIP Dr.
Machias, ME 04654
Phone: 207-259-5015
Website: downeastcommunitypartners.org

KENNEBEC, LINCOLN, SAGADAHOC, AND SOMERSET COUNTIES

Kennebec Valley Community Action Program (KVCAP)
Buker Community Center
101 Water St.
Augusta, ME 04330
Phone: 207-622-4761
Website: kvcap.org

97 Water St.
Waterville, ME 04901
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

KNOX, PENOBSCOT, AND PISCATAQUIS COUNTIES

Penquis Offices:
Bangor
262 Harlow St.
P.O. Box 1162
Bangor, ME 04402-1162
Phone: 207-973-3500
Toll Free: 800-215-4942
TTY: 207-973-3520
Website: 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. (Suite 205)
Rockland, ME 04841
Phone: 207-596-0361
Toll Free: 800-215-4942

LINCOLN AND SAGADAHOC COUNTIES

Midcoast Maine Community Action
34 Wing Farm Pkwy
Bath, ME 04530
Phone: 207-442-7963
Toll Free: 800-221-2221
Website: midcoastmainecommunityaction.org

WALDO COUNTY

Waldo Community Action Partners
9 Field St., P.O. Box 130
Belfast, ME 04915
Phone: 207-338-6809
Website: waldocap.org

YORK COUNTY

York County Community Action Corporation (YCCAC)
6 Spruce St.
Sanford, ME 04073
Phone: 207-324-5762
Toll Free: 800-965-5762
Website: yccac.org

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

15 York St.
Biddeford, ME 04005
Phone: 207-283-2402
Toll Free: 800-644-4202

120 Rogers Rd.
Kittery, ME 03904
Phone: 207-439-2699

DOMESTIC VIOLENCE

Statewide 24-hour Helpline: 866-834-HELP
Studies show a strong correlation between domestic violence and brain injury. Services available through the agencies below include emergency shelter, residential services and supportive housing, support groups, legal services, advocacy, violence intervention programs, and community education.

AROOSTOOK COUNTY

Hope & Justice Project
Helpline: 800-439-2323
Website: hopeandjusticeproject.org

CUMBERLAND COUNTY

Through These Doors
Helpline: 800-537-6066
Website: throughthesedoors.org

HANCOCK & WASHINGTON COUNTIES

Next Step Domestic Violence Project
Helpline: 800-315-5579
Website: nextstepdvproject.org

KENNEBEC & SOMERSET COUNTIES

Family Violence Project
Helpline: 877-890-7788
Website: newhopeforwomen.org

OXFORD, FRANKLIN & ANDROSCOGGIN COUNTIES

Safe Voices
Helpline: 800-559-2927
Website: safevoices.org

PENOBSCOT & PISCATAQUIS COUNTIES

Partners for Peace
Helpline: 800-863-9909
Website: partnersforpeaceme.org

WALDO, KNOX, LINCOLN & SAGADAHOC COUNTIES

New Hope for Women
Helpline: 800-522-3304
Website: newhopeforwomen.org

YORK COUNTY

Caring Unlimited
Helpline: 800-239-7298
Website: caring-unlimited.org

Immigrant Resource Center of Maine
Serving Refugee and Immigrant Communities through Culturally and Linguistically Sensitive Voices
Website: ircofmaine.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.

AUGUSTA

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

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

BANGOR

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

Northern Light Acadia Hospital
268 Stillwater Ave.
Bangor, ME 04401
Phone: 207-973-6100
Website: northernlighthealth.org/Acadia-Hospital

Northern Light Eastern Maine Medical Center
489 State St.
Bangor, ME 04401
Phone: 207-973-8998
Website: northernlighthealth.org/Eastern-Maine-Medical-Center

St. Joseph Hospital
360 Broadway
Bangor, ME 04401
Phone: 207-907-1000
Website: stjoeshealing.org

BAR HARBOR

Mount Desert Island Hospital
10 Wayman Ln.
P. O. Box 8
Bar Harbor, ME 04609
Phone: 207-288-5081
Website: mdihospital.org

BELFAST

Waldo County General Hospital
118 Northport Ave.
P. O. Box 287
Belfast, ME 04915
Phone: 207-338-2500
Website:wcgh.org

BIDDEFORD

Southern Maine Healthcare
1 Medical Center Dr.
Biddeford, ME 04005
Phone: 207-283-7000
Website: smhc.org

BLUE HILL

Northern Light Blue Hill Memorial
57 Water St.
Blue Hill, ME 04614
Phone: 207-374-3400
Website: northernlighthealth.org/Blue-Hill-Hospital

BRIDGTON

Bridgton Hospital
10 Hospital Dr.
Bridgton, ME 04009
Phone: 207-647-6000
Website: bridgtonhospital.org

BRUNSWICK

Mid Coast Hospital
123 Medical Center Dr.
Brunswick, ME 04011
Phone: 207-729-0181
Website: midcoasthealth.com

CALAIS

Calais Regional Hospital
24 Hospital Ln.
Calais, ME 04619
Phone: 207-454-7521
Website: calaishospital.org

CARIBOU

Cary Medical Center
163 Van Buren Rd., Suite 1
Caribou, ME 04736
Phone: 207-498-3111
Website: carymedicalcenter.org

DAMARISCOTTA

Miles Memorial (Lincoln County Healthcare)
35 Miles St.
Damariscotta, ME 04543
Phone: 207-563-1234
Website: mileshealthcare.org

DOVER-FOXCROFT

Mayo Regional Hospital
897 West Main St.
Dover-Foxcroft, ME 04426
Phone: 207-564-8401
Website: mayohospital.com

ELLSWORTH

Northern Light Maine Coast Hospital
50 Union St., Suite 100
Ellsworth, ME 04605
Phone: 207-664-5311
Website: northernlighthealth.org/Maine-Coast-Hospital

FARMINGTON

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

FORT KENT

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

GREENVILLE

Northern Light CA Dean Hospital
Pritham Ave.
P. O. Box 1129
Greenville, ME 04442
Phone: 207-695-5200
Website: northernlighthealth.org/C-A-Dean-Hospital

HOULTON

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

LEWISTON

Central Maine Medical Center
300 Main St.
Lewiston, ME 04240
Phone: 207-795-2600
Website: cmmc.org

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

LINCOLN

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

MACHIAS

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

MILLINOCKET

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

NORWAY

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

PITTSFIELD

Northern Light Sebasticook Valley Hospital
447 North Main St.
Pittsfield, ME 04967
Phone: 207-487-4000
Website: northernlighthealth.org/Sebasticook-Valley-Hospital

PORTLAND

Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Website: mmc.org

Northern Light Mercy Hospital
144 State St.
Portland, ME 04101
Phone: 207-879-3000
Website: northernlighthealth.org/Mercy-Hospital

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: nerhp.org

PRESQUE ISLE

Northern Light AR Gould Hospital
140 Academy St
P. O. Box 151
Presque Isle, ME 04769
Phone: 207-768-4000
Website: northernlighthealth.org/A-R-Gould-Hospital

ROCKPORT

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

RUMFORD

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

SANFORD

SMHC Medical Center
25 June St.
Sanford, ME 04073
Phone: 207-324-4310
Website: mainehealth.org

SKOWHEGAN

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

WATERVILLE

Northern Light Inland Hospital
200 Kennedy Memorial Dr.
Waterville, ME 04901
Phone: 207-861-3000
Website: northernlighthealth.org/Inland-Hospital

WESTBROOK

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

YORK

York Hospital
15 Hospital Dr.
York, ME 03909
Phone: 207-363-4321
Website: yorkhospital.com

HOUSING

211 MAINE

211 Maine is a free, confidential information and referral service that connects people of all ages across Maine to local services. 211 Maine is based in Maine and available 24 hours a day, seven days a week.

It can provide access to local emergency shelters; safe, affordable housing; new housing; energy and other utility assistance; or financial support for home repairs, and support services for people who are currently homeless.

Dial 211 or text your zip code to 898-211 to connect with a Maine-based Specialist today.

Website: 211maine.org

MaineHousing – Subsidized Housing
Maine State Housing Authority
26 Edison Dr.
Augusta, ME 04330
Phone: 207-626-4600
Toll Free: 800-452-4668
Website: 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.

RENTAL HOUSING

Mainehousingsearch.org
Toll Free: 1-877-428-8844
Website: 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.

SECTION 811 SUPPORTIVE HOUSING FOR PERSONS WITH DISABILITIES

The Section 811 Supportive Housing for Persons with Disabilities program is a Department of Housing and Urban Development (HUD) supportive housing program that assists the lowest income people with significant and long-term disabilities to live independently in the community by providing affordable housing linked with voluntary services and supports.

The Section 811 PRA (Project Rental Assistance) is a HUD-funded program providing rental assistance to eligible, extremely low income, disabled individuals between the ages of 18 and 62. The program is a partnership between MaineHousing and the Department.

Applicants for 811 PRA Housing must also be eligible for home-based services provided through OADS.

Section 811 PRA (project rental assistance) is a HUD-funded program providing rental assistance to eligible, extremely low income, disabled individuals between the ages of 18 and 62. The program is a partnership between MaineHousing and the Department. Applicants for 811 PRA Housing must also be eligible for home-based services provided through OADS.

Applicants must be extremely low-income (30% of AMI or below), and the household must include at least one individual with a disability who is 18 years of age or older but less than 62 years of age who has a disability. Applicants must also be eligible for community-based, long-term care services as provided through the five MaineCare waivers: Sections 18, 19, 20, 21 and 29.

MaineHousing has assistance for approximately sixty (60) 811 PRA units in four Regions: Bangor, Augusta, Lewiston/Auburn, and Portland. However, MaineHousing will also expand the geographical selection to include parts of Aroostook County. Information can be found at MaineHousing's website: mainehousing.org/programs-services/rental/rentaldetail/section-811-pra.

LIBRARY SERVICES

Library for the Blind and Physically Handicapped
64 State House Station
Augusta, ME 04333
Phone 207-287-5650
Toll-free phone 1-800-762-7106
Website: 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

Access Navigators
An online guide with reliable accessibility information for local restaurants and cultural attractions.
Phone: 1-603-239-1282
Website: accessnavigators.com

Adaptive Outdoor Education Center
675 Old Portland Rd.
Brunswick, ME 04011
Phone: 207-237-2676

3000 Outdoor Center Rd.
Carrabassett Valley, ME 04947
Phone: 207-237-2676
Website: adaptiveoutdooreducationcenter.org

Aphasia Center of Maine
6027 Village on the Green #130
Carrabassett Valley, ME 04947
Phone: 1-207-237-2123 or 1-207-415-3133
Website: aphasiacenterofmaine.org

Broken Wing Kenpo Rising
Adaptive Martial Arts
Phone: 207-730-2097
Email: Shawn Withers: withersbwk@gmail.com
Email: John Pratt: prattbwk@gmail.com
Website: facebook.com/bwkrising

Camp CaPella
8 Pearl Point Rd.
Dedham, ME 04429
Phone: 207-843-5104
Website: campcapella.org

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

Complimentary Fishing, Trapping and Hunting License
Effective for the life of the holder for veterans with service connected disabilities

Maine Department of Inland Fisheries and Wildlife
284 State St.
Augusta, ME 04333-0041
Phone: 207-287-8000
TTY: Maine Relay 711
Website: state.me.us/ifw/index.html

Love Your Brain Foundation
Offering free yoga classes for TBI survivors/caregivers
Website: loveyourbrain.com

Maine Adaptive Sports and Recreation
8 Sundance Ln.
Newry, ME 02461
Phone: 207-824-2440
Website: maineadaptive.org

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

Portland Wheelers
P.O. Box 11314
Portland, ME 04104
Phone: 207-232-7740
Website: portlandwheelers.org

Saco Medically Oriented Gym
895 Portland Rd.
Saco, ME 04072
Phone: 207-439-5104
Website: sacome.themoggroup.com

Spark Dance Program
37 W. Chops Point Rd.
Bath, ME 04530
Phone: 207-798-1995
Website: sparkdanceprogram.org

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

Veterans/No Boundaries
Maine Adaptive Sports and Recreation
8 Sundance Ln.
Newry, ME 02461
Phone: 207-824-2440
Website: maineadaptive.org

NEW HAMPSHIRE RECREATION PROGRAMS OPEN TO MAINE RESIDENTS

Krempels Center
100 Campus Dr. #24
Portsmouth, NH 03801
Phone: 603-570-2026
Website: krempelscenter.org

Northeast Passage
121 Technology Dr., Suite 161
Durham, NH 03824
Phone: 603-862-0070
Website: nepassage.org

Warriors @ 45 North
Outdoor activities for active duty, veterans, and anyone who has served in the U.S. Armed Forces
P.O. Box 132
Pittsburg, NH 03592
Email: warriorsat45n@gmail.com
Website: warriors45north.com

SUBSTANCE USE AND BRAIN INJURY

The use of legal or illegal drugs increases the risk of an acquired brain injury. Substance use disorder (SUD) is a disease that affects a person's brain and behavior and leads to an inability to control the use of a legal or illegal drug or medication. It results when addiction causes changes in the brain's wiring, causing people to have intense cravings for the drug, making it hard to stop using the drug, despite life-threatening consequences.

Individuals with traumatic brain injury are at an increased risk for substance use disorder (SUD) as they have exposure to multiple risk factors:

- High rates of chronic pain
- Higher risk for pre and post substance abuse
- Injury related behavioral changes
- Over prescribing of opioids
- Treatment barriers

Due to these risk factors, individuals with traumatic brain injury are 11 times more likely to die of accidental poisoning or overdose. Professionals recognize that there is an increased risk for addiction or relapse post brain injury. Cognitive issues, depression, and decreased socialization can make these individuals more vulnerable.

Excerpted from TBI and Opioid Overdose: An Unrecognized Relationship presented by Lance Trexler, Ph.D., FACRM, a BIAA Webinar, October 13, 2020.

COMMONLY MISUSED SUBSTANCES CAN INCLUDE:

- Opiates and other narcotics, including heroin, fentanyl, oxycodone, opium, codeine, and narcotic pain medications that may be prescribed by a doctor or purchased illegally
- Stimulants, including cocaine, methamphetamine, and amphetamines
- Depressants, including alcohol, barbiturates, benzodiazepines, chloral hydrate and paraldehyde LSD ("acid"), psilocybin ("mushrooms"), and PCP ("angel dust")
- Marijuana

NON-LETHAL OPIOID OVERDOSE AND ACQUIRED BRAIN INJURY

It has been suggested that the opioid crisis is a nationwide public health emergency; an epidemic that is the deadliest drug crisis in American history. Opioids are the leading cause of death for Americans under 50 years of age. The 2018 data showed that each day, more than 140 Americans lost their lives due to overdoses.

Excerpted from Brain Injury Association of America: Non-Lethal Opioid Overdose and Acquired Brain Injury: A Position Statement of the Brain Injury Association of America, 2018.

Non-lethal overdose can result in permanent brain damage. Opioids (or opiates) are depressants, slowing down a person's breathing and heart rate; in other words, an overdose causes the body to forget to breathe on its own. When that happens, an individual can sustain either a hypoxic brain injury (not enough oxygen) or an anoxic (no oxygen) brain injury. These types of brain injuries can cause a multitude of side effects, including loss of short term memory, difficulty concentrating, vision and/or hearing loss, loss of coordination and balance, issues with sequencing, problems with communication, and behavioral changes. The longer the brain is deprived of the oxygen it needs, the higher the risk for more permanent brain damage.

Excerpted from the Brain Injury Association of Virginia: Opioids and Brain Injury, 2018.

TREATMENT STRATEGIES

A number of treatment models for addressing substance use/misuse have been proposed. Best practices for treatment of substance use/misuse within the brain injury population include:

- Abstinence
- Patient and family education
- Incentives to encourage participation and retention in programs
- Modification of Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) to make it more concrete and understandable
- Use of motivational interviewing techniques

Interventions that support adaptive coping

- Use of community resources to maximize social interaction and minimize boredom
- Matching materials and interventions with cognitive deficits stemming from injury

Treatment for substance use disorders should be integrated into the treatment process as seamlessly as any other form of brain injury therapy and counseling. Other common rehabilitation strategies include:

- Small groups
- Journaling
- Role-play
- Presenting information in smaller chunks with repetition to allow for delayed processing time

Excerpted from Brain Injury Association of America: Non-Lethal Opioid Overdose and Acquired Brain Injury: A Position Statement of the Brain Injury Association of America, 2018.

FEDERAL & STATE AGENCIES

FEDERAL

Substance Abuse and Mental Health Services Administration
Helpline: 800-662-4357
TTY: 800-487-4889
Website: samhsa.gov
Website: findtreatment.samhsa.gov

The Substance Abuse and Mental Health Services Administration's (SAMSHA) national helpline is a free, confidential 24/7/365 day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community based organizations.

STATE

Office of Behavioral Health
41 Anthony Ave.
Augusta, ME 04333
207-287-2595
TTY: Maine Relay 711
Website: maine.gov/dhhs/samhs

The Maine Office of Behavioral Health's (OBH) role is to support Maine people with mental health, substance abuse, and co-occurring disorders in living not only symptom free, but with dignity, hope, and meaning. The Office partners with providers, communities, and individuals, to offer support, resources, education, training, technical assistance, and services.

211 Maine Substance Abuse
Dial 211 or: 866-811-5695
Out of State: 877-463-6207
Website: 211maine.org/substance

2-1-1 is a telephone number available in Maine statewide 24/7/365. It is answered by real people who can help you in locating a variety of resources closest to your location. Calling 2-1-1 is always confidential. Services can also be located by accessing the 211 website. Resources are located by selecting Substance Abuse and Addiction and a zip code.

Maine Statewide Crisis
888-568-1112
TTY: Maine Relay 711
If you are concerned about yourself or someone else, call the crisis hotline to connect to your closest crisis center.

The Maine Recovery Hub
Serves sixteen centers across Maine
Phone: 207-553-2575
Website: portlandrecovery.org
Email: info@portlandrecovery.org

PEER SUPPORT

Maine Alcoholics Anonymous
Hotline: 800-737-6237
TTY: Maine Relay 711
Website: csoaamaine.org

Maine Narcotics Anonymous
Helpline: 800-974-0062
TTY: Maine Relay 711
Website: namaine.org

BEHAVIORAL HEALTH AND SUBSTANCE ABUSE FACILITIES

ANDROSCOGGIN COUNTY

Tri-County Mental Health
1155 Lisbon St.
Lewiston, ME 04240
Phone: 207-344-1903
Website: tcmhs.org

CUMBERLAND COUNTY

Crossroads
71 US Route One, Suite E
Scarborough, ME 04074
Phone: 207-773-9931
Website: crossroadsme.org

Day One
Primary focus is adolescents
525 Main St.
South Portland, ME 04106
Phone: 207-874-1045
Website: day-one.org

Mid Coast Hospital Addiction Resource Center
66 Baribeau Dr.
Brunswick, ME 04011
Phone: 207-373-6950
Website: midcoasthealth.com/addiction

PENOBSCOT COUNTY

Wellspring
253 Hammond St., #255
Bangor, ME 04401
Phone: 207-941-1612
Website: wellspringmaine.com

INTEGRATED MEDICATION-ASSISTED TREATMENT (IMAT)

Individuals with substance use disorders may benefit from integrated medication-assisted treatment which combines talk therapy (either individual or group counseling) with medicines that can control cravings and lessen withdrawal symptoms. The medicines help a person feel normal again so they can focus on therapy and help rebuild their life. This therapy can continue as long as medically needed. The medicines that are used are:

- Buprenorphine (pronounced byoo-pre-nor-feen), also called suboxone
- Methadone (available only at a methadone clinic)
- Naltrexone (nal-trek-sohn)

The IMAT program helps patients get the care they need, close to home. Patients who need intensive services can get care by providers with special addiction training. More stable patients can get their IMAT treatment at primary care offices by doctors and behavioral health clinicians. If a patient's condition worsens, they can switch back to intensive care for more help until they become healthier and ready to

return to receiving care at a primary care office.

Reference: www.mainehealth.org/services/behavioral-mental-health/opioid-use-disorder/imat-treatment-locations accessed 11/5/2020.

IMAT TREATMENT LOCATIONS

The Embark Program:
A collaboration among Maine Behavioral Health, Midcoast Hospital and Pen Bay Medical Center
12 Union Street
Rockland, ME 04841
Phone: 844-292-0111

Biddeford IMAT
235 Main St.
Biddeford, ME 04005
Phone: 844-292-0111

Portland IMAT
254 Western Ave.
South Portland, ME
Phone: 207-661-0440

Springvale IMAT
474 Main St.
Springvale, ME 04083
Phone: 844-292-0111

Mid Coast Hospital
The Addiction Resource Center
66 Baribeau Dr.
Brunswick, ME 04011
Phone: 207-373-6950

Mid Coast Hospital
The Addiction Resource Center
20 Bristol Rd.
Damariscotta, ME 04543
Phone: 207-373-6950

Western Maine Health
Western Maine Primary Care, Internal and Family Medicine
William L. Medd, M.D. Health Center
8 Pikes Hill
Norway, ME 04268
Phone: 207-744-6444

TRANSPORTATION

Transportation services are impacted by the Covid-19 pandemic; be sure to contact the provider you wish to use well in advance of travel for non-emergency transportation to ensure availability and any special requirements, such as limiting passengers or requiring facemasks to be worn.

STATEWIDE

ModivCare
www.modivcare.com

AROOSTOOK COUNTY

Aroostook Regional Transportation System
P.O. Box 552
24 Houlton Road
Presque Isle, ME 04769
Phone: 207-764-1290 (Main Office)
Phone: 207-764-3384 (Business)
Toll Free: 800-442-3320
Website: aroostooktransportation.org

ANDROSCOGGIN COUNTY

United Wheelchair
Wheelchair Accessible/Wheelchair Service/Taxi
192 Russell St.
Lewiston. ME 04240
Phone: 207-782-8400
Website: unitedambulance.com

Western Maine Transportation Services
76 Merrow Rd.
Auburn, ME 04210
Phone: 207-333-9335, Selection 1
Toll Free: 800-393-9335
Website: wmtsbus.org

ANDROSCOGGIN, FRANKLIN AND OXFORD COUNTIES

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 St.
Lewiston. ME 04240
Phone: 207-795-4065
Toll Free: 800-866-5588
Website: ccimaine.org

CUMBERLAND COUNTY

Healthcare Access Program
Phone: 207-647-2483
Website: mainephilanthropy.org/redhen/org/119

iTNPortland
Transportation for seniors and people with visual impairments in Greater Portland
Dana Warp Mill
90 Bridge St., Suite 210
Westbrook, ME. 04092
Phone: 207-854-0505
Website: itnportland.org

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

HANCOCK COUNTY

Downeast Transportation
Downeast Transportation offers commuter and scheduled bus service between and within communities throughout Down East Maine
P.O. Box 914
Ellsworth, ME 04605
Phone: 207-667-5796
Website: downeasttrans.org

HANCOCK AND WASHINGTON COUNTIES

Downeast Community Partners - Ellsworth
248 Bucksport Rd.
Ellsworth, ME 04605
Phone: 207-664-2424
Toll Free: 800-834-4378
Non-emergency medical transportation: 877-374-8396
MaineCare reimbursed transportation: 855-608-5176
Website: downeastcommunitypartners.org
Additional office in Machias

KENNEBEC AND SOMERSET COUNTIES

Kennebec Valley Community Action Program Transportation Services
22 Armory St.
Augusta, ME 04330
Phone: 207-622-4761
Website: kvcap.org
Additional locations in Skowhegan and Waterville

PENOBSCOT, PISCATAQUIS, KENNEBEC AND SOMERSET COUNTIES

Penquis Transportation Brokerage coordinates all rides for MaineCare appointments in the Penobscot, Piscataquis, Kennebec, and Somerset counties. It offers transportation for people who are not participating in MaineCare at least once a week in every town in the Penobscot and Piscataquis counties. It utilizes the Lynx Mobility Services, volunteer drivers, taxi services, the Community Connector, and offers reimbursement for friends and family.

MaineCare participants:
Penobscot and Piscataquis Counties
Phone: 207-974-2420
Toll Free: 855-437-5883

KENNEBEC AND SOMERSET COUNTIES

Phone: 207-973-3605

General Public:
Fees, hours, and days of service depend on where an individual resides and the town to which they are traveling. Advance notice is required.

Phone: 207-973-3695
Toll Free: 866-853-5969
E-mail: transportation@penquis.org

WALDO COUNTY

Waldo Community Action Partners
P.O. Box 130, 9 Field St.
Belfast, ME 04915
Phone: 207-338-6809
MaineCare Reimbursed Transportation: 855-608-5176
Website: waldocap.org

WASHINGTON COUNTY

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

YORK COUNTY

York County Community Action Corporation
Phone: 207-459-2932
Website: yccac.org/transportation

VETERANS SERVICES

Confidential help for veterans and their families

U.S. Department of Veterans Affairs

VETERANS CRISIS LINE 800-273-8255
TOLL-FREE PHONE: 800-273-8255

VETERANS COUNSELING/MENTAL HEALTH

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

Stop Soldier Suicide
Phone: 844-889-5610
Website: stopsoldiersuicide.org

Tri-County Mental Health Services
1155 Lisbon St.
P.O. Box 2008
Lewiston, ME 04241-2008
Phone: 207-783-9141
Toll Free: 888-304-4673
Crisis Line: 888-568-1112
Website: tcmhs.org

VA MAINE HEALTHCARE SYSTEM

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: 877-421-8263
Telephone care: 877-421-8263, ext. 7490
M-F 7:30 a.m. to 4 p.m.
Website: maine.va.gov

BUREAU OF MAINE VETERANS SERVICES

For expert advice on applying for benefits and services, visit one of the field offices listed below:

17 State House Station
Augusta, ME 04333-0117
Phone: 207-430-6035
Website: maine.gov/veterans
For resources: maine.gov/veterans/resources/index.html

Bureau of Maine Veterans' Services Field Office – Bangor
35 State Hospital Dr.
Bangor, ME 04401
Phone: 207-941-3005

Bureau of Maine Veterans Services Field Office – Caribou
14 Access Highway, Suite 5
Caribou, ME 04736
Phone: 207-492-1173

Bureau of Maine Veterans Services Field Office – Lewiston
35 Westminster St.
Lewiston, ME 04240
Phone 207-753-9106

Bureau of Maine Veterans Services Field Office – Machias
7 Court St., Suite 2
Machias, ME 04654
Phone: 207-255-3306

Bureau of Maine Veterans Services Field Office – South Portland
151 Jetport Blvd., Room 138W
South Portland, ME 04106
Phone: 207-822-2391

Bureau of Maine Veterans' Services Field Office – Springvale
Springvale Vet Center
634 Main St.
Springvale, ME 04083
Phone: 207-324-1839

Bureau of Maine Veterans Services Field Office – Togus
Veterans Administration Center
Building 248, Room 110
Togus, ME 04330
Phone: 207-287-9933

MILITARY ONESOURCE - 1-800-342-9647

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: 800-342-9647
Website: militaryonesource.mil

VA COMMUNITY OUTPATIENT CLINICS

VA Community Outpatient Clinics offer a wide range of services, including primary care, mental health,

surgical and medicine specialty services, dental and eye care, audiology, physical therapy, prosthetics support, a phlebotomy lab, radiology, and telehealth, depending upon the clinic.

Bangor VA Clinic
35 State Hospital St.
Bangor, ME 04401-8816
Phone: 207-561-3600
Mental health clinic phone: 207-561-3600 x3600

Calais VA Clinic
50 Union St.
Calais, ME 04619-1839
Phone: 207-904-3700
Mental health clinic phone: 207-623-8411 x3700

Caribou VA Clinic
163 Van Buren Rd., Suite 6
Caribou, ME 04736-3567
Phone: 207-493-3800
Mental health clinic phone: 207-623-8411 x7490

Fort Kent VA Clinic
197 East Main St., Medical Office Building
Fort Kent, ME 04743-1409
Phone: 207-834-1572

Houlton VA Clinic
20 Hartford St.
Houlton, ME 04730-1891
Phone: 207-403-2000

Lewiston VA Clinic
15 Challenger Drive
Lewiston, ME 04240-1041
Phone: 207-330-2700
Mental health clinic phone: 207-330-2700 x2700

Lincoln VA Clinic
99 River Rd.
Lincoln, ME 04457-4012
Phone: 207-403-2000
Mental health clinic phone: 207-623-8411 x3100

Portland VA Clinic
(Note: this clinic will be consolidated into the new Portland Community Outpatient Clinic on West Commercial St., opening in 2022)
144 Fore St.
Portland, ME 04101-4843
Phone: 207-771-3500
Mental health clinic phone: 207-771-3500 x3501

Rumford VA Clinic
431 Franklin St.
Rumford, ME 04276-2100
Phone: 207-369-3200
Mental health clinic phone: 207-369-3200 x3200

Saco VA Clinic
(Note: this clinic will be consolidated into the new Portland Community Outpatient Clinic on West Commercial St., opening in 2022)
655 Main St.
Saco, ME 04072-1543
Phone: 207-294-3100
Mental health clinic phone: 207-294-3100 x3100

VET CENTER PROGRAM

U.S. Department of Veterans Affairs
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. There are five Vet Centers in Maine.
Toll Free: 877-927-8387, 24 hours/day
Website: vetcenter.va.gov

Bangor Vet Center
615 Odlin Rd., Suite 3
Bangor, ME 04401
Phone: 207-947-3391

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

Northern Maine Vet Center
456 York St.
Caribou, ME 04736
Phone: 207-496-3900

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

VETERANS SPORTS AND RECREATION

VA Togus Adaptive Sports Program
1 VA Center
Augusta, ME 04330
Phone: 207-623-8411, ext. 5369
Website: benefits.va.gov/togus

Veterans/No Boundaries
Maine Adaptive
8 Sundance Ln.
Newry, ME 02461
Phone: 207-824-2440
Website: maineadaptive.org

Warriors @ 45 North
Outdoor activities for active duty, veterans, and anyone who has served in the U.S. Armed Forces (Maine residents welcome)
P.O. Box 132
Pittsburg, NH 03592
Email: warriorsat45n@gmail.com
Website: warriors45north.com

APPENDIX A

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 service 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.

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 and 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 that 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 nor?
- ☐ 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 with 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 (e.g., 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 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?

PROGRAM

Every component of every program or type of brain injury service is not addressed here. For example, specific questions about physical therapy or neuro-optometric services are not included. The components below are those which tend to have broad implications, that is, to touch more than one specific discipline, often simultaneously. You will also wish to ask questions about the philosophy and methodology used in specific disciplines that are central to the services needed in your individual situation.

Observations about aesthetics:

- ☐ Are the facilities clean?
- ☐ Are people being served clean and dressed in a manner you are comfortable with? Do they appear to be well cared for?
- ☐ Does the staff seem attentive? Do they know people by name? Do they seem 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, or 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 (CBISs) 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 himself/herself and he/she determines it is a waste of energy preferred to use another way, how will the program support this decision, and what assistance will be 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?

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 and that the plan is being implemented consistently (even in the middle of the night)?
- ☐ 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 (e.g., 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

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, and 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. 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?

Roadmap to Becoming a Certified Brain Injury Specialist

1. Verify that you meet the eligibility requirements
2. Register for an ACBIS account
3. Submit the application and pay the fee
4. Self-study or attend an official ACBIS training
5. Identify a proctor and schedule your two-hour exam
6. Take the online exam and receive your score immediately via email
   Note: If you fail the first attempt, you can take the exam again within your one-year eligibility period
7. Pass with 80% or higher and get certified!

Renewing the Certification

- Complete 10 continuing education units in brain injury
- Pay the renewal fee
- Submit a renewal application
- Repeat annually

Who Can Become a Certified Brain Injury Specialist (CBIS)?

- OTs, PTs, SLPs
- Neuropsychologists
- Behavior analysts
- Nurses
- Case managers
- Music and recreation therapists
- Special education teachers
- Social workers
- Rehabilitation counselors
- Vocational specialists
- Other professionals in the field of brain injury

Eligibility Requirements

- 500 hours of currently verifiable direct contact experience with an individual or individuals with brain injury
  - Experience can be paid employment and/or academic internship
  - The qualifying experience must have included formal supervision or have been conducted while the applicant operated under a professional license
  - Volunteer work does not qualify
- Applicants must have a high school diploma or equivalent
- If operating under a professional license, must be in good standing

ACADEMY OF CERTIFIED BRAIN INJURY SPECIALISTS
A program of the Brain Injury Association of America

biausa.org/acbis | 703-761-0750 ext. 631

BRAIN INJURY ASSOCIATION
OF AMERICA - MAINE

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