



**BRAIN INJURY  
ASSOCIATION**  
OF AMERICA - MAINE



# Brain Injury and Stroke **RESOURCE DIRECTORY**

**MAINE**

FOURTH EDITION



The Voice of **Help, Hope, and Healing**



### **Brain Injury Association of America, Maine Chapter**

60 Western Ave., Ste. 3, Box 221

Augusta, ME 04330

Website: [www.biausa.org/maine](http://www.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, Inc.**

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

National Brain Injury Information Center: 1-800-444-6443



BIAA-Maine gratefully acknowledges partial support for the Maine Brain Injury and Stroke Resource Directory, Fourth Edition from Brain Injury Services, Office of Aging and Disability Services, Maine Department of Health and Human Services.

#### **Disclaimer**

The Brain Injury Association of America, Inc. (hereafter BIAA) and its Maine Chapter (hereafter BIAA-ME) have created this directory as a service to those in need of brain injury information and services. This directory includes paid advertising. BIAA and BIAA-ME do not endorse, recommend or guarantee any services or service providers listed in this directory and are not liable or responsible for any claim, losses or damages resulting from use of the agencies or services listed within this directory. The information contained in this directory is believed to be accurate but is not guaranteed. All content is provided "as is" without any warranty, expressed or implied. BIAA and BIAA-ME disclaims liability for any errors or omissions and disclaims any implied warranty or representation of accuracy or completeness in this directory.

Copyright ©2020 by Brain Injury Association of America, Inc. All rights reserved. Except as permitted under the United States Copyright Law of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the written permission of the Brain Injury Association of America, Inc.

## TABLE OF CONTENTS

<b>The Brain Injury Association of America – Maine Chapter (BIAA-ME)</b> .....	<b>4-5</b>
<b>BIAA-ME Services and Support</b>	
• Maine Brain Injury Information Center	
• Resource Facilitation	
• Support Groups	
• Education and Information About Brain Injury	
• Social, Recreation, and Outreach Programs	
• Advocacy	
• Community and Individual Events to Raise Awareness and Funds for Brain Injury	
<b>About Brain Injury</b> .....	<b>5-7</b>
<b>Brain Injury Definitions</b>	
• Acquired Brain Injury	
• Traumatic Brain Injury	
• Concussion	
• Stroke	
<b>Maine Brain Injury Peer Mentoring and Support Groups</b> .....	<b>7-9</b>
<b>Brain Injury Fundamentals</b> .....	<b>9</b>
<b>211 Maine</b> .....	<b>10</b>
<b>Online Family Training</b> .....	<b>10</b>
<b>Insurance and Financial Assistance</b> .....	<b>10-12</b>
<b>Important Federal Insurance and Financial Assistance Programs</b>	
• Affordable Care Act	
• Medicare	
• Social Security Income	
• Social Security Administration Offices in Maine	
<b>Important State of Maine Insurance and Financial Assistance Programs</b>	
• MaineCare – Health Insurance	
• My Maine Connection	
• Workers' Compensation	
<b>Guiding Principles When Selecting A Brain Injury Rehabilitation Program</b> .....	<b>12-14</b>
<b>Brain Injury Medical, Rehabilitation, and Community Programs</b> .....	<b>14-20</b>
<b>Services for People who are Blind, Deaf, Have Visual or Hearing Impairments</b>	
• Blind and Visually Impaired Services	
• Deaf and Hard of Hearing Services	
<b>Brain Injury Specialty Services and Professionals</b> .....	<b>20-27</b>
Attorneys and Legal Assistance	
Chiropractic Neurology	
Concussion	
Counseling Resources	
Driving Evaluation and Consultants	
Neurologic Music Therapy	
Neurofeedback	
Neurologists	
Neurosurgeons	
Neuropsychologists	
Physiatrists	
Speech and Language Therapy	
Vision Consultants	

<b>State of Maine Brain Injury Agencies and Services</b> .....	<b>27-35</b>
<b>Maine Department of Health and Human Services</b>	
• Office of Aging and Disability Services	
• Brain Injury Waiver: Home and Community Based Services for Adults with Brain Injury (Section 18)	
• Home and Community Based Services for Adults with Other Related Conditions (ORC) (Section 20)	
• Skilled Nursing Facility Acquired Brain Injury Services	
<b>Office of Substance Abuse and Mental Health Services</b>	
<b>Other Important State Agencies and Services</b>	
• Services for Children	
• Office of Special Services	
• Children with Special Health Needs	
<b>Adult and Child Protective Services</b>	
• Adult Protective Services Hotline	
• Child Protection Hotline	
<b>State of Maine Aging and Disability Resource Centers</b>	
<b>State Prescription Drug Discount Programs</b>	
• Maine Low Cost Drug Programs for the Elderly and Disabled and Maine Rx Plus	
<b>Employment and Vocational Assistance</b>	
• Benefits Counseling Services	
• Client Assistance Program	
• One-Stop Career Centers	
• Protection and Advocacy for Beneficiaries of Social Security	
• Ticket to Work Program	
<b>Independent and Community Living</b>	
• Independent Living Services Program	
• Homeward Bound	
<b>Advocacy Organizations</b> .....	<b>35-39</b>
Assistive Technology and Adaptive Equipment	
Communication Assistance Services	
<b>Crisis Support and Services</b> .....	<b>39</b>
<b>Community Action Agencies</b> .....	<b>40-41</b>
<b>Employment</b> .....	<b>41</b>
Senior Community Services Employment Program	
<b>Hospitals in Maine</b> .....	<b>42-45</b>
<b>Housing</b> .....	<b>45-46</b>
211 Maine	
<b>Library Services</b> .....	<b>46</b>
<b>Recreation</b> .....	<b>47-48</b>
<b>Transportation</b> .....	<b>48-49</b>
<b>Veterans Services</b> .....	<b>50-52</b>
Veterans Counseling/Mental Health	
VA Maine Healthcare System	
• Screening for TBI	
• Togus VA Medical Center	
Bureau of Maine Veterans Services	
Goodwill Northern New England Job Connection and Veterans Access Fund	
Military OneSource	
Vet Center Program	
Veterans Sports and Recreation	
<b>Appendix A</b> .....	<b>53-58</b>
Selecting and Monitoring Brain Injury Services	
<b>Appendix B</b> .....	<b>59-60</b>
Guide to Selecting Legal Representation	

## THE BRAIN INJURY ASSOCIATION OF AMERICA – MAINE CHAPTER (BIAA-ME)



### Brain Injury Association of America, Maine Chapter

60 Western Ave., Ste. 3, Box 221  
Augusta, ME 04330

E-mail: [BIAMaine@biausa.org](mailto:BIAMaine@biausa.org)

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

For brain injury information and resources, contact  
BIAA's Maine Brain Injury Information Center:

Toll-free phone: 1-800-444-6443

Monday to Friday, 9 a.m. to 5 p.m.

E-mail: [MaineBrainInjuryInfo@biausa.org](mailto:MaineBrainInjuryInfo@biausa.org)

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

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

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

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

## BIAA-ME SERVICES AND SUPPORT

### MAINE BRAIN INJURY INFORMATION CENTER

Toll-free phone: 1-800-444-6443

E-mail: [MaineBrainInjuryInfo@biausa.org](mailto:MaineBrainInjuryInfo@biausa.org)

BIAA-ME offers free personalized information, direction to available services, and support through the Maine Brain Injury Information Center. A toll-free phone call connects persons with a brain injury, family members or friends, professionals, and the public with an experienced brain injury specialist. Inquiries can also be e-mailed to: [MaineBrainInjuryInfo@biausa.org](mailto:MaineBrainInjuryInfo@biausa.org).

### RESOURCE FACILITATION

Resource facilitation is more intensive than the information and resources provided through BIAA's Maine Brain Injury Information Center. BIAA-ME's resource facilitation services are personalized to each



individual's situation and uses a collaborative process that involves participants (individuals with brain injury and their personal support systems) working together with BIAA-ME facilitators (individuals who provide assistance in navigating systems) to achieve agreed upon goals.

## SUPPORT GROUPS

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

## EDUCATION AND INFORMATION ABOUT BRAIN INJURY

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

## SOCIAL, RECREATION, AND OUTREACH PROGRAMS

BIAA-ME offers social and recreational programs when community interest and resources permit. BIAA-ME participates in community health fairs and other outreach programs to help raise awareness of brain injury and the services available for Mainers. For details and a current schedule, check the BIAA-ME website at [biausa.org/maine](http://biausa.org/maine).

## ADVOCACY

BIAA-ME offers advocacy on an individual basis through resource facilitation services to help persons

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

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

BIAA-ME plans community events such as Bowling for Brain Injury<sup>SM</sup> that offer individuals a way to help to raise awareness of brain injury as well as funds to support the services offered through BIAA-ME. Check out the event calendar at [biausa.org/maine](http://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](mailto:development@biausa.org).

## ABOUT BRAIN INJURY

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

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

Brain injury can result in physical impairments (e.g., speech, vision, hearing, headaches, paralysis,

seizures, fatigue, and more), cognitive issues (like memory deficits, impaired concentration, slowed thinking, limited attention span, and impairments to perception, planning, writing, reading, and judgment), and emotional problems (such as mood swings, anxiety, depression, restlessness, lack of motivation, and difficulty controlling emotions).

Regardless of the severity of a brain injury, the early hours, days and weeks after injury can be confusing. A “good” day of progress may be followed by a “down” day. Setbacks are common and do not necessarily imply a permanent reversal. Individuals with brain injuries may not be fully aware of the impact of his or her injuries. Recovery is often an unpredictable process involving time, specialized brain injury therapies and services, and family/ community support.

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

The Maine Brain Injury and Stroke Directory lists resources available to Mainers who have experienced brain injury and their families to assist in 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, 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 gunshot wounds, motor vehicle crashes, sports injuries, assaults, and falls.

### CONCUSSION

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

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

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

### STROKE

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

Some people experience TIAs (transient ischemic attacks) or “mini-strokes” that result from a temporary blood clot. A TIA is often a warning sign that a stroke is likely to occur and should be taken seriously. While a stroke is most common in older

adults, children and young adults also experience strokes. The severity of a stroke is often assessed using the National Institutes of Health (NIH) Stroke Scale.

## MAINE BRAIN INJURY PEER MENTORING AND SUPPORT GROUPS

Support groups are a great resource for persons with brain injury, family members and caregivers to share with and learn from others who face similar challenges. Each support group is different because it serves to meet the needs of those participating at any given time. Support groups may include presentations about various aspects of brain injury, opportunities to share experiences and get support and suggestions from others in the group, social or recreational activities, and more.

Please note that contacts, dates and times frequently change; please check the BIAA-ME website at [biausa.org/maine](http://biausa.org/maine) to check for changes. We recommend you reach out to the group facilitator to confirm details prior to attending a group meeting for the first time.

### PEER MENTORING

Brain Injury Voices  
*Survivor volunteer group offering  
peer mentoring services.*

Phone: 207-200-4210

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

### SUPPORT GROUPS

#### AUGUSTA

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

When: Third Wednesday of the month, 3-4 p.m.

Contact: Lee Glynn, 207-215-7064 or  
[WLFGRP@aol.com](mailto:WLFGRP@aol.com)

#### AUGUSTA – BRAIN TUMOR

*Kelly's Cause for Brain Tumors*  
Maine General Medical Center  
35 Medical Center Parkway  
Augusta, ME 04330

When: Meets 4 times per year,  
Wednesdays, 6-8 p.m.

Contact: Kelly Theberge, 207-215-4817 or  
[kellyscause@hotmail.com](mailto:kellyscause@hotmail.com)

#### BOOTHBAY HARBOR

LincolnHealth St. Andrews Campus  
6 St. Andrews Ln.  
Boothbay Harbor, ME 04538

When: Second Tuesday of the month, 6-7:30 p.m.

Contact: Tom Wilson, 207-315-6365 or  
[mortomcat@adelphia.net](mailto:mortomcat@adelphia.net)

#### BREWER – STROKE

Machias Savings Bank Conference Room  
581 Wilson St.  
Brewer, ME 04412

When: Meets monthly (dates/times vary)

Contact: Angela Wheelden, 207-973-8278 or  
[awheelden@northernlight.org](mailto:awheelden@northernlight.org)

#### BRUNSWICK

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

When: First Friday of the month, 1-3 p.m.  
in the Community Room

Contact: Elizabeth Hyde, 207-373-6175

#### BRUNSWICK – APHASIA

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

When: First and third Tuesday of each month,  
1-2:30 p.m.

Contact: Cuyler Greene, 207-373-6177

### CAMDEN

Camden Public Library  
55 Main St.  
Camden, ME 04843  
When: First Wednesday of the month,  
10 a.m. to 12 p.m.  
Contact: Carol Rohl, 207-273-2090

### CENTRAL MAINE – SKOWHEGAN

Skowhegan Free Public Library  
9 Elm St.  
Skowhegan, ME 04976  
When: First Monday of the month, 3-4 p.m.  
Contact: Lee Glynn, 207-215-7064 or  
WLFGRP@aol.com

### FORT KENT

*All Things Become New*  
Fish River Rural Health Education and  
Training Center  
12 Bolduc Ave. (first driveway)  
Fort Kent, ME 04743  
When: Third Wednesday of the month, 10-11 a.m.  
Contact: Suzanne Morneault, 207-444-9070

### HANCOCK/WASHINGTON COUNTY

Dorcas Library  
28 Main St.  
Prospect Harbor, ME 04669  
When: Last Wednesday of the month, 4-5 p.m.  
Contact: Pat Boggs, 703-801-5795 or  
group4TBI@gmail.com

### LEWISTON

WestSide NeuroRehab Services  
618 Main St.  
Lewiston, ME 04240  
When: First Monday of the month, 6-8 p.m.  
Contact: 207-795-6110

### ONLINE – APHASIA

Aphasia Communication Group  
When: Every Thursday, 10-11:30 a.m.  
Contact: Dr. Judy Walker, judy.p.walker@maine.edu

### ONLINE – APHASIA CAREGIVER

When: Every other Wednesday, 11 a.m. to 12:30 p.m.  
Contact: Dr. Judy Walker, judy.p.walker@maine.edu

### PORTLAND

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

### PORTLAND – BRAIN ANEURYSM

*Maine Brain Aneurysm Awareness*  
Maine Medical Center  
Dana Health Education Center, Room 9  
22 Bramhall St.  
Portland, ME 04102  
When: Last Thursday of the month, 6-7:30 p.m.  
Contact: Dave McCausland, 207-495-2532 or  
Dave@MaineBA.org

### PRESQUE ISLE

*All Things Become New*  
Northern Light A.R. Gould Hospital  
140 Academy St.  
Presque Isle, ME 04769  
When: Second and fourth Thursday, 10-11 a.m.  
Contact: Suzanne Morneault, 207-444-9070 or  
207-540-5446

### SCARBOROUGH

Goodwill NeuroRehab  
8 Science Park Rd.  
Scarborough, ME 04074  
When: Third Thursday of the month, 6-8 p.m.  
Contact: 207-761-8402

### SCARBOROUGH – BRAIN TUMOR

Maine Medical Center Cancer Institute  
100 Campus Dr.  
Scarborough, ME 04074  
When: Second Tuesday of the month, 5:30-7 p.m.  
Contact: Sarah Vreeland, 207-662-1112

### STANDISH

NeuroRestorative  
234 Northeast Rd.  
Standish, ME 04084  
When: Last Friday of the month, 12:30-1:45 p.m.  
Contact: 207-642-1265



## **WATERVILLE**

Waterville Town Hall IT Room  
1 Common St.  
Waterville, ME 04901  
When: Third Wednesday of every month,  
5:30-7 p.m.  
Contact: Lee Glynn, 207-215-7064 or  
WLFGRP@aol.com

## **WESTERN MAINE – RUMFORD**

Hope Association  
85 Lincoln Ave. (enter from back parking lot)  
Rumford, ME 04276  
When: First Tuesday of every month,  
6:15-7:45 p.m.  
Contact: Catherine Johnson, 207-364-4561

## **YORK – STROKE**

York Hospital, Living Well Center  
127 Long Sands Rd.  
York, ME 03909  
When: Fourth Monday of every month,  
10-11:30 a.m.  
Contact: Susan Kelly-Westman, 207-351-3721

## **NEW HAMPSHIRE**

### **PORTSMOUTH, NH (open to ME residents)**

Cafeteria at Northeast Rehab Hospital at Pease  
105 Corporate Dr.  
Portsmouth, NH 03801  
When: Second Monday of the month, 5-6 p.m.  
Contact: Liz Barbin, 603-501-5572

## **BRAIN INJURY FUNDAMENTALS**

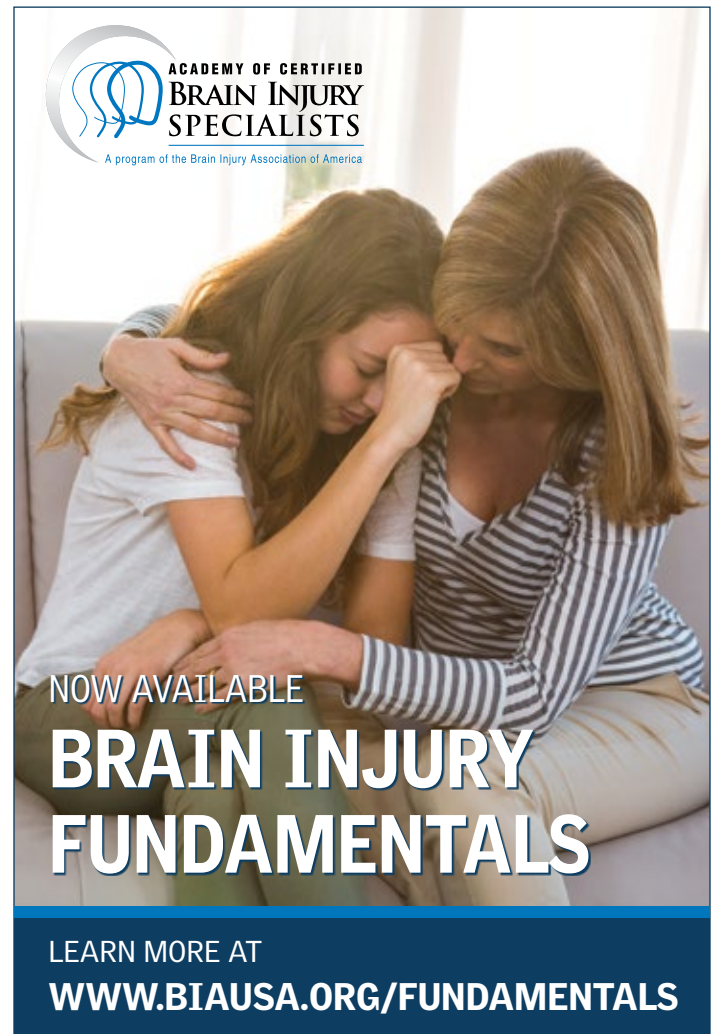
Brain Injury Fundamentals is a training and certificate program designed to address the unique needs and challenges of those who care for or encounter individuals with brain injury. This includes non-licensed direct care staff, facility staff, family members, friends, first responders, and others in the community. The mandatory 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, maximizing 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 candidates understand different behaviors, manage medication safely, and provide support to families and friends.

For more information, visit [biausa.org/fundamentals](http://biausa.org/fundamentals).



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

NOW AVAILABLE  
**BRAIN INJURY  
FUNDAMENTALS**

LEARN MORE AT  
**[WWW.BIAUSA.ORG/FUNDAMENTALS](http://WWW.BIAUSA.ORG/FUNDAMENTALS)**

## ONLINE FAMILY TRAINING

Brain Injury Family Training modules for family members of adults who live in Maine and have recently experienced a brain injury are available on the Maine Office of Aging and Disability Services' website at [maine.gov/dhhs/oads/home-support/brain-injury/index.html](http://maine.gov/dhhs/oads/home-support/brain-injury/index.html). With brain injury Information, links, and resources for family members and survivors of brain injury, a downloadable PDF is also available.

## 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 rent assistance, household goods, and utility assistance. They can also connect individuals with assistance related to domestic violence, substance use disorder treatment, education, employment, and more.

Dial 211, text your zip code to 898-211, email [info@211maine.org](mailto:info@211maine.org), or visit [211maine.org](http://211maine.org).

## INSURANCE AND FINANCIAL ASSISTANCE

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

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

## IMPORTANT FEDERAL INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

### AFFORDABLE CARE ACT

Toll-free phone: 1-800-318-2596

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

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

Contact the Maine Insurance Bureau for updated information on the Affordable Care Act and the health insurance options to Mainers.

To find the Affordable Care Act health insurance plan options in Maine, contact:

Maine Bureau of Insurance  
34 State House Station  
Augusta, ME 04333-0034

Phone: 207-624-8475

Toll-free phone: 1-800-300-5000

TTY: Maine Relay 711

Website: [www.maine.gov/pfr/insurance](http://www.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 phone: 1-800-772-1213

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

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

## SOCIAL SECURITY ADMINISTRATION OFFICES IN MAINE

### AUBURN

600 Turner St.  
Auburn, ME 04210  
Phone: 1-866-627-6996

### AUGUSTA

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

### BANGOR

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

### PORTLAND

550 Forest Ave., Ste. 150  
Portland, ME 04101  
Phone: 207-771-2851

### PRESQUE ISLE

365 Main St.  
Presque Isle, ME 04769  
Phone: 207-764-3771

### ROCKLAND

231 A Park St.  
Rockland, ME 04841  
Phone: 1-855-269-9179

### SACO

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

### WATERVILLE

46 Front St.  
Waterville, ME 04901  
Phone: 1-866-931-9169

## IMPORTANT STATE OF MAINE INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

## MAINECARE – HEALTH INSURANCE

Office of MaineCare Services  
11 State House Station  
Augusta, Maine 04333-0011  
Toll-free phone: 1-855-797-4357  
TTY: Maine Relay 711  
Website: [www.maine.gov/dhhs/oms/](http://www.maine.gov/dhhs/oms/)

MaineCare, Maine's Medicaid program, is a health insurance program managed by the Maine Department of Health and Human Services (DHHS).

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

MaineCare 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/home-support/brain-injury/index.html](http://www.maine.gov/dhhs/oads/home-support/brain-injury/index.html) accessed 12/09/19.*

## MY MAINE CONNECTION

Apply online for MaineCare, food supplement, cash assistance, and/or child care.

Office of Family Independence  
Maine Department of Health and Human Services  
Toll-free phone: 1-800-442-6003  
Website: [www.maine.gov/mymaineconnection](http://www.maine.gov/mymaineconnection)

Through My Maine Connection, information and applications for a wide range of programs and services offered by the State of Maine are 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., Ste. 1  
27 State House Station  
Augusta, ME 04333-0027  
Phone: 1-207-287-3751  
Toll-free phone: 1-888-801-087  
TTY: Maine Relay 711  
Website: [www.maine.gov/wcb/employees.html](http://www.maine.gov/wcb/employees.html)

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 injury, payment of medical bills, drug prescriptions and related costs and vocational rehabilitation. If you are injured at work, you must report the injury to your employer. Maine has five regional Worker's Compensation Board offices located in Augusta, Bangor, Caribou, Lewiston and Portland where you can get more information about Maine's workers' compensation laws and practices.

## GUIDING PRINCIPLES WHEN SELECTING A BRAIN INJURY REHABILITATION PROGRAM

*Excerpted from [Moderate to Severe Brain Injury: A Practical Guide for Families](#), ©2018 Brain Injury Association of America, Inc.*

Careful selection of the services which best meet the needs of the person with brain injury and their family is a critical step toward achieving maximum recovery. An equally vital step is to participate actively in the decision-making about the services being provided and monitoring service delivery whether in the

hospital, rehabilitation facility, community residence or other settings.

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

### ***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](http://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.

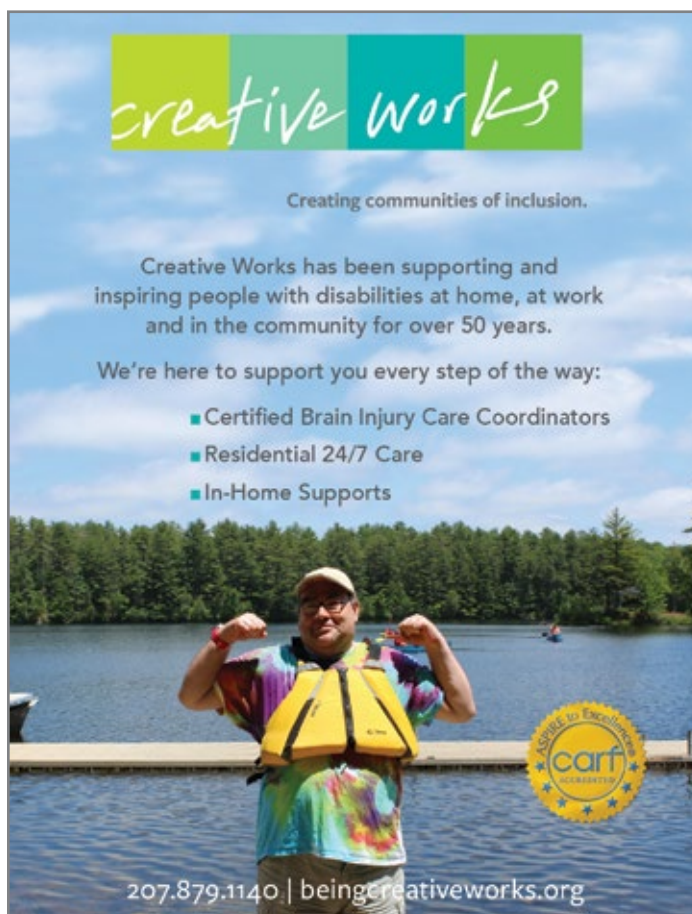
Appendix A provides a list of questions that may be helpful as you consider different program and service options.

## **BRAIN INJURY MEDICAL, REHABILITATION, AND COMMUNITY PROGRAMS**

Brain injury program providers in Maine offer a diverse range of medical, rehabilitation inpatient and outpatient services as well as residential and community services for adults and children. Some of the providers below are also service providers for State of Maine Medicaid Waiver and other programs so you will find them listed more than once in this Directory.

- **Barbara Bush Children's Hospital at  
Maine Medical Center**  
22 Bramhall St.  
Portland, ME 04102  
Phone: 207-662-0111  
Website: [www.mmc.org/bbch](http://www.mmc.org/bbch)
- **Brewer Center for Health & Rehabilitation**  
74 Parkway South  
Brewer, ME 04412  
Phone: 207-989-7300  
Website: [www.brewercenterrehab.com](http://www.brewercenterrehab.com)

- **Center for Integrated Neuro-Rehab**  
159 Bennett Dr., Ste. 1  
Caribou, ME 04736  
Phone: 207-498-3820  
Website: [www.amhc.org](http://www.amhc.org)
- **Central Maine Medical Center**  
300 Main St.  
Lewiston, ME 04240  
Phone: 207-795-2600  
Website: [www.cmmc.org/inpatient-rehabilitation](http://www.cmmc.org/inpatient-rehabilitation)
- **Coastal Rehab, LLC**  
2 Davis Point Ln., Ste. 1A  
Cape Elizabeth, ME 04107  
Phone: 207-795-2600  
Website: [www.cmmc.org/inpatient-rehabilitation](http://www.cmmc.org/inpatient-rehabilitation)  
*Additional locations in Falmouth, Kennebunk,  
and Scarborough*



**creative works**

Creating communities of inclusion.

Creative Works has been supporting and inspiring people with disabilities at home, at work and in the community for over 50 years.

We're here to support you every step of the way:

- Certified Brain Injury Care Coordinators
- Residential 24/7 Care
- In-Home Supports

207.879.1140 | [beingcreativeworks.org](http://beingcreativeworks.org)

*ASPIRE to Excellence*  
**carf**  
ACCREDITED



**NeuroRehab Services**

# WE HELP REBUILD LIVES.

Acquired brain injury services

Scarborough  
(207) 761-8402

Lewiston  
(207) 795-6110

[goodwillnne.org/neurorehab](http://goodwillnne.org/neurorehab)

• **Creative Work Systems – Portland**

*Main Office: Residential & Day Services,  
Community Case Management*

619 Brighton Ave.  
Portland, ME 04102

Phone: 207-879-1140

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

• **Creative Work Systems – Saco**

*Residential Services*

13 Lund Rd.  
Saco, ME 04072

Phone: 207-282-8387

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

• **Creative Work Systems – Saco**

*Day Services, Community Case Management,  
Employment Services*

90 Industrial Park Rd.  
Saco, ME 04072

Phone: 207-282-4173

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

• **Creative Work Systems – Auburn**

*Serving Androscoggin, Sagadahoc, Kennebec,  
Franklin and Oxford Counties*

29 Hampshire St.  
Auburn, ME 04210

Phone: 207-795-6737

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

• **Goodwill Northern New England**

*BaySide NeuroRehab Services and Pediatric  
NeuroRehab Services*

8 Science Park Rd.  
Scarborough, ME 04074

Phone: 207-761-8402

Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)

• **Goodwill Northern New England**

*WestSide NeuroRehab Services and Pediatric  
NeuroRehab Services*

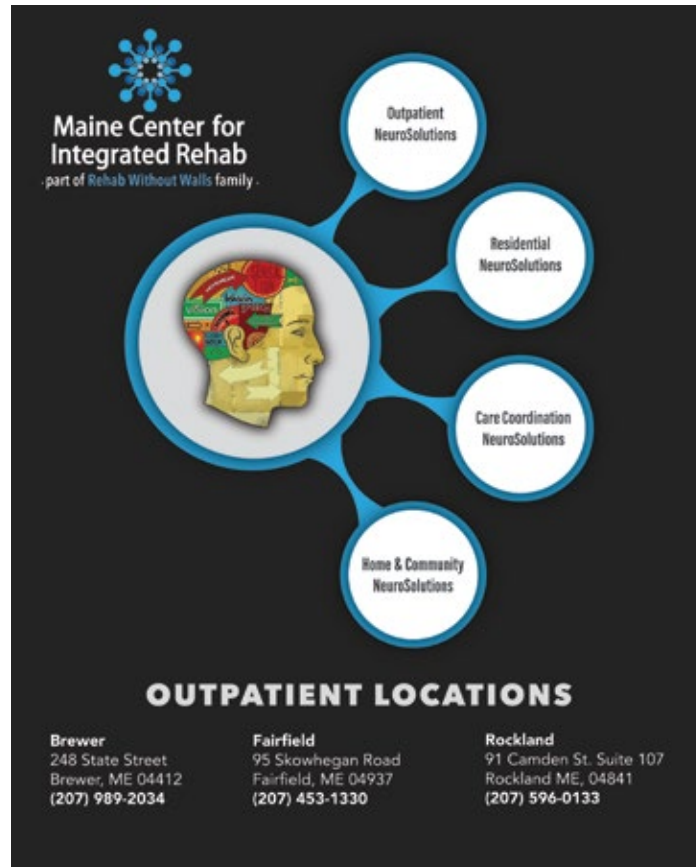
618 Main St.  
Lewiston, ME 04240

Phone: 207-795-6110

Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)



- **Maine Center for Integrated Rehabilitation (MCIR) – Brewer**  
*Twin City Plaza*  
248 State St.  
Brewer, ME 04412  
Phone: 207-989-2034  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)
- **Maine Center for Integrated Rehabilitation – Fairfield**  
95 Skowhegan Rd.  
Fairfield, ME 04937  
Phone: 207-453-1330  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)
- **Maine Center for Integrated Rehabilitation – Rockland**  
91 Camden St.  
Rockland, ME 04841  
Phone: 207-596-0133  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)



**Maine Center for Integrated Rehab**  
part of Rehab Without Walls family.

**OUTPATIENT LOCATIONS**

Brewer	Fairfield	Rockland
248 State Street Brewer, ME 04412 (207) 989-2034	95 Skowhegan Road Fairfield, ME 04937 (207) 453-1330	91 Camden St. Suite 107 Rockland ME, 04841 (207) 596-0133



- **MaineGeneral Health**  
*Physical Rehabilitation Unit*  
35 Medical Center Parkway  
Augusta, ME 04330  
Phone: 207-248-0027  
Website: [www.mainegeneral.org](http://www.mainegeneral.org)
- **NeuroRestorative Maine – Old Orchard Beach, Sebago and Standish**  
Toll-free phone: 1-800-743-6802  
Phone: 207-229-0547 (Residential Services)  
Phone: 207-590-8399 (Day Services)  
Day Services: Phone: 207-590-8399  
Website: [www.neurorestorative.com](http://www.neurorestorative.com)
- **Neuroscience Institute at Maine Medical Center**  
22 Bramhall St.  
Portland ME 04102  
Phone: 207-662-0111  
Toll-free phone: 1-877-339-3107  
Website: [www.mmc.org/neuroscience-institute](http://www.mmc.org/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



For more information or to make a referral:

☎ 800-743-6802

✉ [neuroinfo@neurorestorative.com](mailto:neuroinfo@neurorestorative.com)

🌐 [neurorestorative.com](http://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: [www.nerhp.org](http://www.nerhp.org)
- **Northern Light Eastern Maine Medical Center**  
5489 State St.  
Bangor, ME 04401  
Phone: 207-945-7000  
Website: [www.emmc.org](http://www.emmc.org)
- **Northern Maine General**  
*Main Office*  
5 Carter St.  
Eagle Lake, ME 04739  
Phone: 207-444-5152  
Website: [www.nmgeneral.com](http://www.nmgeneral.com)  
*Additional location in Caribou*
- **Penquis/Charlotte White Services**  
*Main Office*  
262 Harlow St.  
P.O. Box 1162  
Bangor, ME 04402  
Toll-free phone: 1-800-215-4942  
Website: [www.penquis.org](http://www.penquis.org)  
*Additional locations in Dover-Foxcroft, Lincoln, and Rockland*



**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](http://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 151445IR-03

- **RiverRidge Center**  
3 Brazier Ln.  
Kennebunk, ME 04043  
Phone: 207-985-3030  
Website: [www.geneshicc.com/riverridge](http://www.geneshicc.com/riverridge)
- **Saco Bay Orthopaedic and Sports Physical Therapy**  
55 Spring St.  
Scarborough, ME 04074  
Phone: 207-396-5165  
Website: [www.sacobaypt.com](http://www.sacobaypt.com)  
*Additional locations throughout southern Maine*
- **Scarborough NeuroDevelopment Center**  
144 US Rte. 1, Ste. 4  
Scarborough, ME 04074  
Phone: 207-219-8300  
Website: [www.sndc.info](http://www.sndc.info)





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

**Northeast Rehabilitation Hospital Network**

Inpatient | Outpatient | Home Care | Pediatric Therapy

Visit [www.northeastrehab.com](http://www.northeastrehab.com) for more info.

## NEW HAMPSHIRE

- **Northeast Rehabilitation Hospital at Pease**  
105 Corporate Dr.  
Pease International Tradeport  
Portsmouth, NH 03801  
Phone: 603-501-5500  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)
- **Northeast Rehabilitation Hospital – Salem, NH**  
70 Butler St.  
Salem, NH 03079  
Phone: 603-893-2900  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

## Maine Brain Injury Information Center

1-800-444-6443

[www.biausa.org/maine](http://www.biausa.org/maine)

[MaineBrainInjuryInfo@biausa.org](mailto:MaineBrainInjuryInfo@biausa.org)

- **Northeast Rehabilitation Hospital at Southern New Hampshire Medical Center (SNHMC)**  
*Inpatient Only*  
SNHMC West Campus  
29 Northwest Boulevard  
Nashua, NH 03063  
Phone: 603-689-2400  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)
- **Northeast Rehabilitation at The Elliot – Manchester, NH**  
1 Elliot Way., 7th Floor  
Manchester, NH 03103  
Phone: 603-663-7700  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)
- **Robin Hill Farm**  
P.O. Box 1067  
Hillsboro, NH 03244  
Phone: 603-464-3841  
Website: [www.robinhillfarm.com](http://www.robinhillfarm.com)

Licensed Residential Treatment and Rehabilitation specifically for people with a brain injury.  
[robinhillfarm.com](http://robinhillfarm.com)

## SERVICES FOR PEOPLE WHO ARE BLIND, DEAF, 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: [www.ccmaine.org/a-z-services/education-services-for-blind-and-visually-impaired-children](http://www.ccmaine.org/a-z-services/education-services-for-blind-and-visually-impaired-children)

- **IRIS Network**

*Assistive technology for persons who have visual impairments or blindness*

189 Park Ave.

Portland, ME 04102

Phone: 207-774-6273

Website: [www.theiris.org](http://www.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

*For services, contact the local vocational rehabilitation office nearest you.*

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

- **Disability Rights Maine**

*Deaf Advocacy & Communication Access Program*

68 Bishop St., Ste. 3

Portland, ME 04103

Phone: 207-797-7656

Toll-free phone: 1-800-639-3884

Website: [www.drme.org/deaf-services](http://www.drme.org/deaf-services)

- **Hear ME Now!**

P.O. Box 896

Portland, ME 04104

Phone: 207-781-7199

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

## BRAIN INJURY SPECIALTY SERVICES AND 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](http://biausa.org/preferredattorneys) or call the BIAA-Maine Brain Injury information Center toll-free at 1-800-444-6443 to find a lawyer who understands brain injury and is qualified to assist you and your loved one.

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

*At our law firm, we have successfully represented hundreds of Mainers suffering from concussions and traumatic brain injuries.*

## **PROUDLY SUPPORTING**

### **THE BRAIN INJURY ASSOCIATION OF AMERICA MAINE CHAPTER**

LAW OFFICES OF

**JOE BORNSTEIN**

ACCIDENT & DISABILITY ATTORNEYS

**207-CALL-JOE • 1-800-CALL-JOE**



[www.joebornstein.com](http://www.joebornstein.com)

CONCUSSIONS • TRAUMATIC BRAIN INJURIES • MOTOR VEHICLE ACCIDENTS • SERIOUS INJURIES  
WRONGFUL DEATH • TRUCKING, MOTORCYCLE, BICYCLE, AND PEDESTRIAN ACCIDENTS

**SANFORD • BIDDEFORD • PORTLAND • WINDHAM • LEWISTON • AUGUSTA • BANGOR**

- **Law Offices of Joe Bornstein**  
913 Main St.  
Sanford, ME 04073  
Toll-free phone:  
1-866-275-4563 or 1-800-CALL-JOE  
Phone: 207-225-5563 or 207-CALL-JOE  
Website: [www.joebornstein.com](http://www.joebornstein.com)
- **Maine Volunteer Lawyers Project**  
*For Civil Legal Matters and Family Law*  
Telephone Support and Walk-in Family Law Clinics  
Website: [www.vlp.org](http://www.vlp.org)
- **Pine Tree Legal Assistance**  
88 Federal St.  
P.O. Box 547  
Portland, ME 04112  
Phone: 207-774-8211  
Website: [www.ptla.org](http://www.ptla.org)

## **CHIROPRACTIC NEUROLOGY**

- **Center for Integrative Chiropractic Neurology**  
5 School St., Ste. 201  
Ellsworth, ME 04605  
Phone: 1-888-516-1533  
Website: [www.neurodoc4u.com](http://www.neurodoc4u.com)
- **MidCoast Chiropractic Neurology**  
331 Maine St., Ste. 12  
Brunswick, ME 04011  
Phone: 207-406-4874  
Website: [www.midcoastbrain.com](http://www.midcoastbrain.com)
- **Portland Chiropractic Neurology**  
959 Congress St., Ste. 1  
Portland, ME 04102  
Phone: 207-699-5600  
Website: [www.portchiro.com](http://www.portchiro.com)



## CONCUSSION

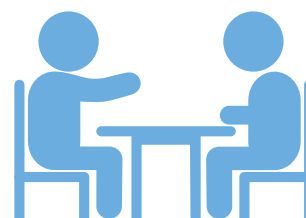
The following providers offer services to prevent or treat concussions.

- **Eastern Maine Medical Center Sports Health**  
925 Union St., Ste. 3  
Bangor, ME 04401  
Phone: 207-973-9980  
Website: [www.emmc.org/Sports-Health.aspx](http://www.emmc.org/Sports-Health.aspx)
- **Maine Concussion Management Initiative**  
460 Mayflower Hill  
Waterville, ME 04901  
Phone: 207-859-4460  
Website: [www.colby.edu/mcmi](http://www.colby.edu/mcmi)
- **MaineOrtho**  
1601 Congress St.  
Portland, ME 04102  
Phone: 207-774-5113  
Website: [www.maineortho.com](http://www.maineortho.com)  
*Additional office in Norway*
- **MidCoast Chiropractic Neurology**  
331 Maine St., Ste. 12  
Brunswick, ME 04011  
Phone: 207-406-4874  
Website: [www.midcoastbrain.com](http://www.midcoastbrain.com)
- **Neuropsychology & Concussion Management Associates, PA**  
220 Union St. (Entrance on Huse St.)  
Rockport, ME 04856  
Phone: 207-594-2952  
Website: [www.ncmamaine.com](http://www.ncmamaine.com)
- **Portland Chiropractic Neurology**  
959 Congress St, Ste. 1  
Portland, ME 04102  
Phone: 207-699-5600  
Website: [www.portchiro.com](http://www.portchiro.com)

## COUNSELING RESOURCES

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

- **Maine Psychological Association**  
P.O. Box 5435  
Augusta, ME 04332  
Phone: 207-621-0732  
Toll-free phone: 1-800-287-5065  
Website: [www.mepa.org](http://www.mepa.org)
- **National Alliance on Mental Illness – Maine**  
52 Water St.  
Hallowell, ME 04347  
Toll-free phone: 1-800-464-5767  
Website: [www.namimaine.org](http://www.namimaine.org)
- **Office of Substance Abuse and Mental Health Services**  
11 State House Station  
Augusta, ME 04333  
Phone: 207-287-2595  
Crisis Hotline: 1-888-568-1112  
Website: [www.maine.gov/dhhs/samhs/mentalhealth](http://www.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 phone: 1-800-787-1155  
Website: [www.tcmhs.org](http://www.tcmhs.org)



## DRIVING EVALUATION AND CONSULTANTS

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

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

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

- **Alpha One**  
127 Main St.  
South Portland, ME 04106  
Phone: 207-767-2189  
Toll-free phone: 1-800-640-7200  
Website: [www.alphaonenow.org](http://www.alphaonenow.org)  
*Additional locations in Bangor and Presque Isle*

- **New England Rehabilitation Hospital of Portland**  
335 Brighton Ave.  
Portland, ME 04102  
Phone: 207-662-8584 (Inpatient Service Inquiries)  
Phone: 207-662-8377 (Outpatient Service Inquiries)  
Website: [www.nerhp.org](http://www.nerhp.org)
- **Pathways Driving Rehabilitation Services**  
Brunswick, ME  
Phone: 207-530-0307  
Website: [www.pathwaysrehabservices.com](http://www.pathwaysrehabservices.com)  
*Offers services statewide*

## NEUROLOGIC MUSIC THERAPY

- **"Be Your Note" Music Therapy Services**  
7 Evergreen Dr.  
Arundel, ME 04046  
Phone: 207-467-3372  
Website: [www.beyournote.com](http://www.beyournote.com)
- **MedRhythms**  
2 Davis Point Ln.  
Cape Elizabeth, ME 02134  
Phone: 781-629-9713  
Website: [www.medrhythmstherapy.com](http://www.medrhythmstherapy.com)

## NEUROFEEDBACK

- **Linda Cooke, LCSW, RVT**  
11 Maine St., Ste. 2  
Kennebunk, ME 04043  
Phone: 207-467-9092  
Website: [www.lindajcookelcsw.com](http://www.lindajcookelcsw.com)
- **Peak Neurotherapy**  
110 Auburn St.  
Portland, ME 04103  
Phone: 207-807-9210  
Website: [www.peakneurotherapy.com](http://www.peakneurotherapy.com)



## NEUROLOGISTS

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

- **Central Maine Neurology – Auburn**  
10 Minot Ave.  
Auburn, ME 04210  
Phone: 207-795-2927  
Website: [www.cmmc.org](http://www.cmmc.org)  
*Additional office in Topsham*
- **Northern Light Inland Neurology**  
246 Kennedy Memorial Dr., Ste. 202  
Waterville, ME 04901  
Phone: 207-861-7050  
Website: [www.inlandhospital.org](http://www.inlandhospital.org)
- **MaineGeneral Neurology**  
15 Enterprise Dr.  
Augusta, ME 04330  
Phone: 207-621-9550  
Website: [www.maine-general.org](http://www.maine-general.org)  
*Additional office in Waterville*
- **Maine Medical Partners**  
49 Spring St.  
Scarborough, ME 04074  
Phone: 207-883-1414  
Website: [www.mainemedicalpartners.org/neurology](http://www.mainemedicalpartners.org/neurology)
- **Mid Coast Medical Neurology Group**  
81 Medical Center Dr., Ste. 2400  
Brunswick, ME 04011  
Phone: 207-373-6099  
Website: [www.midcoasthealth.com](http://www.midcoasthealth.com)
- **Neurology Associates of Eastern Maine**  
498 Essex St., Ste. 105  
Bangor, ME 04401  
Phone: 207-947-0558  
Website: [www.neurologybangor.com](http://www.neurologybangor.com)
- **Neurology Associates of York Hospital**  
233 York St., Ste. A  
York, ME 03909  
Phone: 207-351-3987  
Website: [www.yorkhospital.com/primary-and-specialty-locations/neurology-associates/](http://www.yorkhospital.com/primary-and-specialty-locations/neurology-associates/)
- **Pen Bay Neurology**  
4 Glen Cove Rd.  
Rockland, ME 04841  
Phone: 207-593-5757  
Website: [www.penbayhealthcare.org](http://www.penbayhealthcare.org)
- **PrimeCare Neurology**  
26A West Cole Rd.  
Biddeford, ME 04005  
Phone: 207-282-5509  
Website: [www.smhc.org](http://www.smhc.org)
- **Redington Neurology**  
46 Fairview Ave., Ste. 6  
Skowhegan, ME 04976  
Phone: 207-474-6943  
Website: [www.rfgh.net](http://www.rfgh.net)
- **St. Mary's Neurology Associates**  
99 Campus Ave., Ste. 402  
Lewiston, ME 04240  
Phone: 207-777-4455  
Website: [www.stmarysmaine.com/departments-services/neurosciences/neurology-associates](http://www.stmarysmaine.com/departments-services/neurosciences/neurology-associates)

## NEUROSURGEONS

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

- **Central Maine Neurosurgery**  
12 High St., Ste. 401  
Lewiston, ME 04240  
Phone: 207-795-2494 or 207-795-5767  
Website: [www.cmmc.org](http://www.cmmc.org)

- **Maine Medical Center Neurosurgery Program**  
22 Bramhall St.  
Portland ME 04102  
Phone: 207-662-0111  
Toll-free phone: 1-877-339-3107  
Website: [www.mmc.org/neurosurgery-program](http://www.mmc.org/neurosurgery-program)

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

- **Northern Light Neurosurgery**  
417 State St.  
Bangor, ME 04401  
Phone: 207-973-9949  
Website: [www.northernlighthealth.org/Locations/Northern-Light-Eastern-Maine-Medical-Center/Locations/Northern-Light-Neurosurgery](http://www.northernlighthealth.org/Locations/Northern-Light-Eastern-Maine-Medical-Center/Locations/Northern-Light-Neurosurgery)

## 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.

- **Goodwill Northern New England**  
BaySide NeuroRehab Services  
8 Science Park Rd.  
Scarborough, ME 04074  
Phone: 207-761-8402  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)

- **Goodwill Northern New England**  
The Neuropsychological Testing Center  
618 Main St.  
Lewiston, ME 04240  
Phone: 207-513-5115  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)

- **Mark G. Kiefner, Ph.D.**  
Neuropsychology and Psychotherapy  
225 Commercial St., Ste. 403  
Portland, ME 04101  
Phone: 207-400-2694

- **Maine Medical Center Neuropsychological Testing Services – Portland**  
216 Vaughn St.  
Portland, ME 04102  
Phone: 207-662-2763  
Website: [www.mmc.org](http://www.mmc.org)

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

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

- **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., Ste. #126  
Saco, ME 04072  
Phone: 207-352-5011  
Website: [www.neuroconnectionsllc.com](http://www.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
- **Neuropsychology Service, PA**  
277 State St., Ste. 2A  
Bangor, ME 04401  
Phone: 207-990-2580  
Website: [www.neuropsychology-service.com](http://www.neuropsychology-service.com)
- **Northern Light Neuropsychology**  
417 State St., Ste. 209  
Webber East  
Bangor, ME 04401  
Phone: 207-973-5831  
Website: [www.northernlighthealth.org/Eastern-Maine-Medical-Center](http://www.northernlighthealth.org/Eastern-Maine-Medical-Center)
- **Ann Palozzi, Psy.D.**  
7 Oak Hill  
Scarborough, ME 04074  
Phone: 207-883-4283
- **Shoreline Neurobehavioral Services, LLC**  
Austin Errico, Ph.D.  
45 Cunningham Rd.  
Freeport, ME 04032  
Phone: 207-908-9007
- **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.

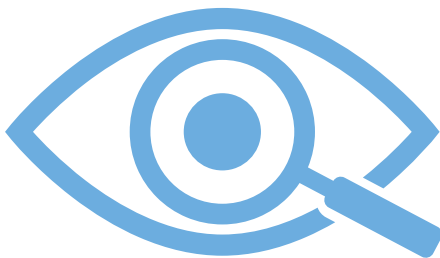
- **Kennebec Medical Rehabilitation**  
147 Riverside Dr., #1  
Augusta, ME 04330  
Phone: 207-623-6355
- **Maine Rehabilitative Healthcare**  
306 U.S. Route One B South  
Scarborough, ME 04074  
Phone: 207-883-3434  
Website: [www.mainerehabhealth.com](http://www.mainerehabhealth.com)
- **New England Rehabilitation Hospital of Portland**  
335 Brighton Ave #201  
Portland, ME 04102  
Phone: 207-775-4000  
Website: [www.nerhp.org](http://www.nerhp.org)
- **OA Center for Orthopedics – Portland**  
33 Sewall St.  
Portland, ME 04102  
Phone: 207-828-2100  
Website: [www.orthoassociates.com](http://www.orthoassociates.com)

## SPEECH AND LANGUAGE THERAPY

- **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: 207-581-2003  
Website: [www.umaine.edu/telespeech](http://www.umaine.edu/telespeech)

## VISION CONSULTANTS

- **Douglas Henry, O.D., Ph.D.**  
168 East Ave.  
Lewiston, ME 04240  
Phone: 207-784-3564  
Website: [www.optometricassociates.com](http://www.optometricassociates.com)
- **Iris Network**  
189 Park Ave.  
Portland, ME 04102  
Phone: 207-774-6273  
Website: [www.theiris.org](http://www.theiris.org)
- **Robinson Center for Neuro-Visual Rehabilitation, LLC**  
584 Roosevelt Trail, Ste. B  
Windham, Maine 04062  
Phone: 207-892-3216  
Website: [www.robinnsonvrehab.com](http://www.robinnsonvrehab.com)
- **Seacoast Vision Care**  
*Neuro Optometrist/Concussion Center*  
25 Hannaford Drive  
Scarborough, ME 04074  
Phone: 207-396-6603  
Website: [www.seacoastvisioncare.com](http://www.seacoastvisioncare.com)
- **Sebago Primary Eye Care Services**  
Thomas V. Gordon, O.D.  
436 North Main St.  
Bridgton, ME 04009  
Phone: 207-647-2001  
Website: [www.specs4me.com](http://www.specs4me.com)  
*Additional location in South Casco*



## STATE OF MAINE BRAIN INJURY AGENCIES AND SERVICES

### MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

221 State St., 11 State House Station  
Augusta, Maine 04333-0011

Phone: 207-287-3707

TTY: Maine Relay 711

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

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

### OFFICE OF AGING 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: [www.maine.gov/dhhs/oads](http://www.maine.gov/dhhs/oads)

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

works to link Mainers with brain injury and other disabilities to available services.

For individuals with brain injuries and their families, Maine offers the following specific programs to those meeting functional and financial eligibility criteria. Please note that, 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 with brain injury recover their physical, communicative and cognitive abilities through a person-directed or person centered plan of care.

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

- **Center for Integrated Neuro-Rehab**  
159 Bennett Dr., Ste. 1  
Caribou, ME 04736  
Phone: 207-498-3820  
Website: [www.amhc.org](http://www.amhc.org)
- **Goodwill Northern New England Bayside NeuroRehab Services**  
75 Washington Ave.  
Portland, ME 04101  
Phone: 207-761-8402  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)
- **Goodwill Northern New England Westside NeuroRehab Services**  
618 Main St.  
Lewiston, ME 04240  
Phone: 207-795-6110  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)
- **Maine Center for Integrated Rehabilitation (MCIR) – Brewer**  
*Twin City Plaza*  
248 State St.  
Brewer, ME 04412  
Phone: 207-989-2034  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)
- **Maine Center for Integrated Rehabilitation (MCIR) – Fairfield**  
95 Skowhegan Rd.  
Fairfield, ME 04937  
Phone: 207-453-1330  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)
- **Maine Center for Integrated Rehabilitation (MCIR) – Rockland**  
91 Camden St.  
Rockland, ME 04841  
Phone: 207-596-0133  
Website: [www.rehabwithoutwalls.com/maine](http://www.rehabwithoutwalls.com/maine)
- **NeuroRestorative Maine - Standish**  
Phone: 1-800-743-6802  
Website: [www.neurorestorative.com/state-location/standish](http://www.neurorestorative.com/state-location/standish)
- **RiverRidge Center**  
3 Brazier Ln.  
Kennebunk, ME 04043  
Phone: 207-985-3030  
Website: [www.geneshcc.com/RiverRidge](http://www.geneshcc.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 SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES

### Office of Substance Abuse and Mental Health Services

State House Station #11  
Augusta, Maine 04333-0011

Phone: 207-287-2595

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

## OTHER IMPORTANT STATE AGENCIES AND SERVICES

### SERVICES FOR CHILDREN

#### Maine Department of Education

*Child Development Services*

146 State House Station  
Augusta, ME 04333

Phone: 207-624-6600

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

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

### OFFICE OF SPECIAL SERVICES

#### Maine Department of Education

23 State House Station  
Augusta, ME 04333-0023

Phone: 207-624-6600

TTY: 1-888-577-6690

Website: [www.maine.gov/doe/specialed/index.html](http://www.maine.gov/doe/specialed/index.html)

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

### CHILDREN WITH SPECIAL HEALTH NEEDS

- **Maine Center for Disease Control and Prevention**  
286 Water St., 7th Floor  
Augusta, ME 04333

Phone: 207-287-5357

Toll-free phone: 1-800-698-3624

Website: [www.maine.gov/dhhs/mecdc/population-health/mch/cshn/](http://www.maine.gov/dhhs/mecdc/population-health/mch/cshn/)

- **Children's Behavioral Health**

*Maine Department of Health and Human Services*

Child and Family Services

2 Anthony Ave.

Augusta, ME 04333

Phone: 207-624-7900

Website: [www.maine.gov/dhhs/ocfs/cbhs](http://www.maine.gov/dhhs/ocfs/cbhs)

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

## ADULT AND 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: [www.maine.gov/dhhs/oads/aps-guardianship](http://www.maine.gov/dhhs/oads/aps-guardianship)

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

### CHILD PROTECTION HOTLINE: 1-800-452-1999

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



## STATE OF MAINE AGING AND DISABILITY RESOURCE CENTERS

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:

Toll-free phone: 1-877-353-3771  
Website: [adrcmaine.org](http://adrcmaine.org)

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

### ANDROSCOGGIN, FRANKLIN & OXFORD COUNTIES

#### **Seniors Plus**

8 Falcon Rd., P.O. Box 659  
Lewiston, ME 04243

Phone: 207-795-4010  
Toll-free phone: 1-800-427-1241  
TTY: 207-795-7232  
Website: [www.seniorsplus.org](http://www.seniorsplus.org)

### AROOSTOOK COUNTY

#### **Aroostook Agency on Aging**

1 Edgemont Dr., Ste. 2  
Presque Isle, ME 04769

Phone: 207-764-3396  
Toll-free phone: 1-800-439-1789  
Website: [www.aroostookaging.org](http://www.aroostookaging.org)

### CUMBERLAND & YORK COUNTIES

#### **Southern Maine Agency on Aging**

136 US Route 1  
Scarborough, ME 04074

Phone: 207-396-6500

Toll-free phone: 1-800-427-7411

TTYT/TDD: Maine Relay 711

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

### HANCOCK, PENOBSCOT, PISCATAQUIS & WASHINGTON COUNTIES

#### **Eastern Area Agency on Aging**

450 Essex St.  
Bangor, ME 04401

Phone: 207-941-2865

Toll-free phone: 1-800-432-7812

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

### KENNEBEC, SOMERSET, WALDO, KNOX & SAGadahoc COUNTIES

#### **Spectrum Generations**

One Weston Court, Ste. 203  
P.O. Box 2589  
Augusta, ME 04338

Phone: 207-622-9212

Toll-free phone: 1-800-639-1553

TTY: 1-800-464-8703

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

## STATE PRESCRIPTION DRUG DISCOUNT PROGRAMS

### MAINE LOW COST DRUG PROGRAMS FOR THE ELDERLY AND DISABLED AND MAINE RX PLUS

#### **Maine Department of Health and Human Services**

Toll-free phone: 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 AND VOCATIONAL ASSISTANCE

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 education 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 04333-0150  
Phone: 207-623-6799  
TTY: Maine Relay 711  
Website: [www.maine.gov/rehab/offices.shtml](http://www.maine.gov/rehab/offices.shtml)

## Employment for ME

Website: [www.employmentforme.org](http://www.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.

## Wabanaki Vocational Rehabilitation

88 Bell Rd.  
Littleton, ME 04730  
Phone: 207-532-2021  
Website: [www.maliseets.com/vr.htm](http://www.maliseets.com/vr.htm)

Eligibility requirements: applicant 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 phone: 1-877-208-8700  
Website: [benefitsandworkinme.org](http://benefitsandworkinme.org)

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

Maine Department of Labor  
134 Main St. Ste. 2C  
Winthrop, ME 04364  
Toll-free phone and TTY: 1-800-773-7055  
Phone and TTY: 207-377-7055  
Website: [www.maine.gov/rehab/cap.shtml](http://www.maine.gov/rehab/cap.shtml)

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

## ONE-STOP CAREER CENTERS

### U.S. Department of Labor

Employment and Training Administration  
Toll-free phone: 1-877-872-5627  
TTY: 1-877-889-5627  
Website: [www.careeronestop.org](http://www.careeronestop.org)

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

## PROTECTION AND ADVOCACY FOR BENEFICIARIES OF SOCIAL SECURITY (PABSS)

The PABSS agency in Maine is:

### Disability Rights Maine

160 Capitol St., Ste. 4  
Augusta, ME 04330  
Phone: 207-626-2774  
Toll-free phone: 1-800-452-1948  
Website [www.drme.org](http://www.drme.org)



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.

## TICKET TO WORK PROGRAM

### Bureau of Rehabilitation Services

Maine Department of Labor

150 State House Station

Augusta, ME04333-0150

Phone: 207-623-7961

Toll-free phone: 1-800-698-4440

TTY: 1-888-755-0023

Website: [www.maine.gov/rehab/ticket/index.html](http://www.maine.gov/rehab/ticket/index.html)

People over age 18 who receive Social Security assistance may be eligible for a program known as Ticket to Work. The goal of this program is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation, and other support services. This program removes many of the barriers that made it difficult for people to go to work because their earned income would mean a loss of Medicaid benefits. The Social Security Administration automatically sends eligible students a "ticket" for this program. The ticket is valid at VR agencies, as well as at other service providers.

## INDEPENDENT AND COMMUNITY LIVING

## INDEPENDENT LIVING SERVICES PROGRAM

### Bureau of Rehabilitation Services

Maine Department of Labor

Website: [www.maine.gov/rehab/dvr/independent\\_living.shtml](http://www.maine.gov/rehab/dvr/independent_living.shtml)

The Maine Independent Living Services program assists people who have significant disabilities to live more independently in their homes and communities.

Services may include but are not limited to: independent living skills training, home and vehicle modification, augmentative communication devices, mobility training and counseling. Funding for this program comes from the Federal government and is limited, so you may find that there is a waiting list for these services. Be sure to apply as soon as possible if you require this service. The program is provided under a contract from the State of Maine to Alpha One, with locations in Bangor, South Portland, and Presque Isle.

### Centers for Independent Living

Website: [www.ilru.org/projects/cil-net/cil-center-and-association-directory-results/ME](http://www.ilru.org/projects/cil-net/cil-center-and-association-directory-results/ME)

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.

## HOMeward BOUND

### Helping Disabled Adults Transition from Nursing Homes or Hospitals to Community Living

Maine Long-Term Care Ombudsman Program

61 Winthrop St.

Augusta, ME 04330

Phone: 207-621-1079

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

Contact: [mtlcp@maineombudsman.org](mailto:mtlcp@maineombudsman.org)

### Office of Aging and Disability Services, Homeward Bound Program

Maine Department of Health and Human Services

Phone: 207-287-9233

Website: [www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html](http://www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html)

Homeward Bound is designed to help eligible people get the extra assistance, guidance, and support needed to be as independent as possible. Homeward

Bound provides a team of professionals including a transition coordinator who helps arrange for the needed services and an advocate who helps keep the plan on track. The team works with each participant to evaluate the individual's needs and create a plan for the home and community based services needed to transition back to the community.

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

Services available in the Homeward Bound program are based on each person's needs and may include MaineCare-funded home care services, household furnishings and supplies, moving expenses, help with a security deposit or first month's rent, equipment that is not covered by other funding sources, and home modifications, specialized clinical assessments, independent living assistance, enhanced care coordination, technology services and more. After the transition home, a Community Coordinator (usually the Transition Coordinator) will monitor the plan, address needs and work with the team to resolve issues. Homeward Bound assists with the transition planning and monitoring for the first year after the transition home. Home care services continue after the year has ended, but other services (e.g., enhanced care coordination) will stop. The goal of the program is for services to be set up to meet the individual's needs even when Homeward Bound has ended.

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



## ADVOCACY ORGANIZATIONS

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

- **Brain Injury Association of America – Maine Chapter**  
60 Western Ave., Ste. 3, Box 221  
Augusta, ME 04330

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

For brain injury information and resource information, contact BIAA's Maine Brain Injury Information Center:

Toll-free phone: 1-800-444-6443

Monday to Friday, 9 a.m. to 5 p.m.

E-mail: [MaineBrainInjuryInfo@biausa.org](mailto:MaineBrainInjuryInfo@biausa.org)



- **Acquired Brain Injury Advisory Council**  
*Provides independent oversight and advice and to makes recommendations to the commissioner of the Maine Department of Health and Human Services.*  
 Maine Department of Health and Human Services  
 221 State St., 11 State House Station  
 Augusta, Maine 04333-0011  
 Phone: 207-287-3707  
 TTY: Maine Relay 711  
 Website: [www.maine.gov/dhhs](http://www.maine.gov/dhhs)
- **Consumers for Affordable Health Care**  
*Advocating for quality, affordable health care for all Mainers*  
 Health Insurance Access and Coverage Helpline  
 12 Church St., P.O. Box 2490  
 Augusta, ME 04338-2490  
 Consumer Assistance Helpline: 1-800-965-7476  
 TTY: 1-877-362-9570  
 Website: [www.maine cahc.org](http://www.maine cahc.org)
- **C.A.R.E.S., Inc.**  
 134 Main St., #2C  
 Winthrop, ME 04364  
 Phone: 207-377-7055  
 Toll-free phone: 1-800-773-7055  
 Website: [www.caresinc.org](http://www.caresinc.org)
- **Disability Rights Maine**  
 160 Capitol St., Ste. 4  
 Augusta, ME 04330  
 Phone: 207-626-2774  
 Toll-free phone: 1-800-452-1948  
 Website: [www.drme.org](http://www.drme.org)
- **Maine Children's Alliance**  
 303 State St.  
 Augusta, ME 04330  
 Phone: 207-623-1868  
 Website: [www.mekids.org](http://www.mekids.org)
- **Maine Developmental Disabilities Council**  
 139 State House Station  
 Augusta, ME 04333  
 Phone: 207-287-4213  
 Toll-free phone: 1-800-244-3990  
 Website: [www.maineddc.org](http://www.maineddc.org)
- **Maine Equal Justice Partners**  
 126 Sewall St.  
 Augusta, ME 04330  
 Phone: 207-626-7058  
 Toll-free phone: 1-866-626-7059  
 Website: [www.mejp.org](http://www.mejp.org)
- **Maine Legal Services for the Elderly**  
 5 Wabon St.  
 Augusta, ME 04330  
 Toll-free phone: 1-800-750-5353  
 Website: [www.mainelse.org](http://www.mainelse.org)
- **Maine Long-Term Care Ombudsman Program**  
 P.O. Box 128  
 Augusta, ME 04332  
 Phone: 207-621-1079  
 Toll-free phone: 1-800-499-0229  
 Website: [www.maineombudsman.org](http://www.maineombudsman.org)  
 Email: [mltcop@maineombudsman.org](mailto:mltcop@maineombudsman.org)
- **Maine Parent Federation**  
 P.O. Box 2067  
 Augusta, ME 04338  
 Phone: 207-588-1933  
 Toll-free phone: 1-800-870-7746  
 Website: [www.mpf.org](http://www.mpf.org)
- **Pine Tree Legal Assistance**  
 88 Federal St.  
 P.O. Box 547  
 Portland, ME 04112  
 Phone: 207-774-8211  
 Website: [www.ptla.org](http://www.ptla.org)

## ASSISTIVE TECHNOLOGY AND 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 alarm systems. In addition to improving safety, communications and environmental control, these devices promote greater independence by helping people accomplish tasks that were previously impossible or very difficult to perform.

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

- **Alba-Technic, LLC**  
190 Route 133  
P.O. Box 296  
Winthrop, ME 04364  
Phone: 207-395-8205  
Website: [www.albatechnic.com](http://www.albatechnic.com)
- **Alpha One**  
127 Main St.  
South Portland, ME 04106  
Phone: 207-767-2189  
Toll-free phone: 1-800-640-7200  
Website: [www.alphaonenow.org](http://www.alphaonenow.org)  
*Additional locations in Bangor and Presque Isle*
- **AT4Maine**  
Phone: 207-621-3195  
Website: [www.at4maine.org](http://www.at4maine.org)
- **C.A.R.E.S, Inc.**  
134 Main St., #2C  
Winthrop, ME 04364  
Phone: 207-377-7055  
Toll-free phone: 1-800-773-7055  
Website: [www.caresinc.org](http://www.caresinc.org)
- **Disability Rights Maine**  
*AT Telephone Equipment Loan Program*  
160 Capitol St., Ste. 4  
Augusta, ME 04330  
Toll-free Phone: 1-800-452-1948  
Website: [www.drme.org](http://www.drme.org)
- **Goodwill Northern New England**  
*Bayside NeuroRehab Services*  
75 Washington Ave.  
Portland, ME 04101  
Phone: 207-761-8402  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)
- **Goodwill Northern New England**  
*Westside NeuroRehab Services*  
618 Main St.  
Lewiston, ME 04240  
Phone: 207-795-6110  
Website: [www.goodwillnne.org/neurorehab](http://www.goodwillnne.org/neurorehab)
- **Iris Network**  
*Assistive technology for persons who have visual impairments or blindness*  
189 Park Ave.  
Portland, ME 04102  
Phone: 207-774-6273  
Website: [www.theiris.org](http://www.theiris.org)
- **Maine Adaptive Sports & Recreation**  
8 Sundance Ln.  
Newry, ME 02461  
Phone: 207-824-2440  
Website: [www.maineadaptive.org](http://www.maineadaptive.org)

- **Maine AgrAbility**  
*UMaine Cooperative Extension*  
138 Pleasant St., Ste. #1  
Farmington, ME 04938  
Toll-free phone: 1-800-287-1478  
Email: [Maine.AgrAbility@maine.edu](mailto:Maine.AgrAbility@maine.edu)  
Website: [www.extension.umaine.edu/agrability](http://www.extension.umaine.edu/agrability)
- **Maine Assistive Technology Solutions**  
24 Highland Ave.  
Newport, ME 04953  
Phone: 207-321-1015  
Email: [KelleySmithatp@outlook.com](mailto:KelleySmithatp@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: [www.maine.gov/rehab](http://www.maine.gov/rehab)
- **Maine CITE Coordinating Center**  
*Maine Department of Education*  
225 Western Ave.  
Augusta, ME 04330  
Phone: 207-621-3195  
TTY: Maine Relay 711  
Website: [www.maine.cite.org](http://www.maine.cite.org)
- **Mainely Access**  
91 Auburn St., #1182  
Portland, ME 04103  
Phone: 207-650-8151  
Website: [www.mainelyaccess.com](http://www.mainelyaccess.com)
- **Mark R. Hammond Associates, Inc.**  
*Augmentative and Alternative  
Communication Services*  
164 Spring Rd.  
Augusta, ME 04330  
Phone: 207-623-2685  
Toll-free phone: 1-888-477-3324  
Website: [www.mrhassociates.com](http://www.mrhassociates.com)  
*Other locations in Biddeford, Portland and Sanford*
- **Mobility Technologies**  
*Ryan Beaumont*  
74 Orion St.  
Brunswick, ME 04011  
Phone: 207-735-6181  
Website: [www.mobility-tech.com](http://www.mobility-tech.com)
- **MPower Loans**  
*Personal Loans & Business Loans*  
Toll-free phone: 1-800-640-7200  
TTY: 1-800-640-7200  
Website: [www.mpowerloans.org](http://www.mpowerloans.org)
- **Pine Tree Society**  
149 Front St.  
P.O. Box 518  
Bath, ME 04530  
Phone: 207-443-3341  
Website: [www.pinetreesociety.org](http://www.pinetreesociety.org)
- **Spurwink ALLTECH**  
901 Washington Ave., Ste. 100  
Portland, ME 04103  
Phone: 207-947-9180  
Website: [www.alltech-tsi.org](http://www.alltech-tsi.org)

## COMMUNICATION ASSISTANCE SERVICES

### MAINE RELAY – DIAL 711

#### Disability Rights Maine-Deaf Services (DRM)

68 Bishop St., Ste. 3  
Portland, ME 04103  
Phone/TTY: 207-797-7656  
Contact: Elaine Williams, [ewilliams@drme.org](mailto:ewilliams@drme.org)  
Toll-free phone/TTY: 1-800-639-3884  
Website: [www.drme.org/deaf-services/commtech](http://www.drme.org/deaf-services/commtech)  
Website: [www.hamiltonrelay.com/state\\_711\\_relay/state.html](http://www.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**  
1-888-558-1112

**SUICIDE PREVENTION LIFELINE**  
1-800-273-8255

**SUICIDE PREVENTION  
LIFELINE ONLINE CHAT**  
[www.suicidepreventionlifeline.org/  
talk-to-someone-now](http://www.suicidepreventionlifeline.org/talk-to-someone-now)

- **Crisis & Counseling Centers**  
24-hour Hotline Voice /TTY: 1-888-568-1112  
Website: [www.crisisandcounseling.org](http://www.crisisandcounseling.org)  
*If calling from a cellphone in Kennebec or Somerset County, call 207-621-2552*
- **Crisis & Counseling Center – Augusta**  
24-hour walk-in service  
10 Caldwell Rd.  
Augusta, ME
- **Crisis & Counseling Center – Skowhegan**  
24-hour walk-in service  
346 Water St.  
Skowhegan, ME
- **Crisis & Counseling Center – Winslow**  
*Crisis Stabilization Unit for Children & Teens*  
24-hour Hotline Voice /TTY: 1-888-568-1112  
*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*

## COMMUNITY ACTION AGENCIES

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

There are nine community action programs in Maine.

- **Aroostook County Action Program (ACAP)**

*Aroostook County*

771 Main St.  
Presque Isle, ME 04769

Phone: 207-764-3721  
Toll-free phone: 1-800-432-7881  
Website: [www.acap-me.org](http://www.acap-me.org)

40 Alfalfa Ave., Ste. 102  
Fort Kent, ME 04743  
Phone: 207-834-5135

88 Fox St.  
Madawaska, ME 04756  
Phone: 207-728-6345

91 Military St.  
Houlton, ME 04730  
Phone: 207-532-5300

- **Kennebec Valley Community Action Program (KVCAP)**

*Somerset, Kennebec, Lincoln, and Sagadahoc Counties*

Buker Community Center  
22 Armory St  
Augusta, ME 04330-4957

Phone: 207-622-4761  
Website: [www.kvcap.org](http://www.kvcap.org)

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

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

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

- **Midcoast Maine Community Action**

*Sagadahoc and Lincoln Counties*

34 Wing Farm Pkwy.  
Bath, ME 04530

Phone: 207-442-7963  
Toll-free phone: 1-800-221-2221  
Website: [www.midcoastmainecommunityaction.org](http://www.midcoastmainecommunityaction.org)

- **Opportunity Alliance**

*Cumberland County*

50 Lydia Ln.  
South Portland, ME 04106

Toll-free phone: 1-877-429-6884  
Website: [www.opportunityalliance.org](http://www.opportunityalliance.org)

- **Penquis**

*Penobscot, Piscataquis, and Knox Counties*

262 Harlow St.  
P.O. Box 1162  
Bangor, ME 04402-1162

Phone: 207-973-3500  
Toll-free phone: 1-800-215-4942  
TDD: 207-973-3520  
Website: [www.penquis.org](http://www.penquis.org)

50 North St.  
Dover-Foxcroft, ME 04426  
Phone: 207-564-7116

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

315 Main St., Ste. 205  
Rockland, ME 04841  
Phone: 207-596-0361  
Toll-free phone: 1-800-215-4942

- **Waldo Community Action Partners**

*Waldo County*

9 Field St., P.O. Box 130  
Belfast, ME 04915  
Phone: 207-338-6809  
Website: [www.waldocap.org](http://www.waldocap.org)

- **Washington-Hancock Community Agency (WHCA)**

*Washington and Hancock Counties*

248 Bucksport Rd.  
Ellsworth, ME 04605  
Phone: 207-664-2424  
Website: [www.whcacap.org](http://www.whcacap.org)

7 VIP Dr.  
Machias, ME 04654  
Phone: 207-259-5015  
TDD: 207-546-7607

- **Western Maine Community Action (WMCA)**

*Androscoggin, Franklin, and Oxford Counties*

20A Church St.  
P.O. Box 200  
East Wilton, ME 04234  
207-645-3764  
Website: [www.wmca.org](http://www.wmca.org)

- **York County Community Action Corporation (YCCAC)**

*York County*

6 Spruce St.  
Sanford, ME 04073  
Phone: 207-324-5762  
Toll-free phone: 1-800-965-5762  
Website: [www.yccac.org](http://www.yccac.org)

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

15 York St.  
Biddeford, ME 04005  
Phone: 207-283-2402  
Toll-free phone: 1-800-644-4202

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

## EMPLOYMENT

### 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 and it is not available in Lincoln or Cumberland Counties, with limited services in York County.

#### Associates for Training and Development (A4TD)

Toll free phone: 1-800-439-3307  
Website: [www.a4td.org](http://www.a4td.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: [www.maine-general.org](http://www.maine-general.org)

#### **Riverview Psychiatric Center**

250 Arsenal St.  
Augusta, ME 04330

Phone: 207-624-4600

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

### BANGOR

#### **Dorothea Dix Psychiatric Center**

656 State St.  
Bangor, ME 04401

Phone: 207-941-4000

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

#### **Northern Light Acadia Hospital**

268 Stillwater Ave.  
Bangor, ME 04401

Phone: 207-973-6100

Website: [www.northernlighthealth.org/Acadia-Hospital](http://www.northernlighthealth.org/Acadia-Hospital)

#### **Northern Light Eastern Maine Medical Center**

489 State St.  
Bangor, ME 04401

Phone: 207-973-8998

Website: [www.northernlighthealth.org/Eastern-Maine-Medical-Center](http://www.northernlighthealth.org/Eastern-Maine-Medical-Center)

#### **St. Joseph Hospital**

360 Broadway  
Bangor, ME 04401

Phone: 207-907-1000

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

### BAR HARBOR

#### **Mount Desert Island Hospital**

10 Wayman Ln.

P.O. Box 8

Bar Harbor, ME 04609

Phone: 207-288-5081

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

### BELFAST

#### **Waldo County General Hospital**

118 Northport Ave.

P.O. Box 287

Belfast, ME 04915

Phone: 207-338-2500

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

### BIDDEFORD

#### **Southern Maine Healthcare**

1 Medical Center Dr.

Biddeford, ME 04005

Phone: 207-283-7000

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

### BLUE HILL

#### **Blue Hill Memorial**

57 Water St.

Blue Hill, ME 04614

Phone: 207-374-3400

Website: [www.northernlighthealth.org/Blue-Hill-Hospital](http://www.northernlighthealth.org/Blue-Hill-Hospital)

### BRIDGTON

#### **Bridgton Hospital**

10 Hospital Dr.

Bridgton, ME 04009

Phone: 207-647-6000

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

## BRUNSWICK

### **Mid Coast Hospital**

123 Medical Center Dr.  
Brunswick, ME 04011

Phone: 207-729-0181

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

## CALAIS

### **Calais Regional Hospital**

24 Hospital Ln.  
Calais, ME 04619

Phone: 207-454-7521

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

## CARIBOU

### **Cary Medical Center**

163 Van Buren Rd., Ste. 1  
Caribou, ME 04736

Phone: 207-498-3111

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

## DAMARISCOTTA

### **Miles Memorial**

(Lincoln County Healthcare)  
35 Miles St.  
Damariscotta, ME 04543

Phone: 207-563-1234

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

## DOVER-FOXCROFT

### **Mayo Regional Hospital**

897 West Main St.  
Dover-Foxcroft, ME 04426

Phone: 207-564-8401

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

## ELLSWORTH

### **Northern Light Maine Coast Hospital**

50 Union St., Ste. 100  
Ellsworth, ME 04605

Phone: 207-664-5311

Website: [www.northernlighthealth.org/Maine-Coast-Hospital](http://www.northernlighthealth.org/Maine-Coast-Hospital)

## FARMINGTON

### **Franklin Memorial Hospital**

111 Franklin Health Commons  
Farmington, ME 04938

Phone: 207-778-6031

Website: [www.fchn.org/fmh](http://www.fchn.org/fmh)

## FORT KENT

### **Northern Maine Medical Center**

194 East Main St.  
Fort Kent, ME 04743

Phone: 207-444-5973

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

## GREENVILLE

### **Northern Light CA Dean Hospital**

Pritham Ave.  
P.O. Box 1129  
Greenville, ME 04442

Phone: 207-695-5200

Website: [www.northernlighthealth.org/C-A-Dean-Hospital](http://www.northernlighthealth.org/C-A-Dean-Hospital)

## HOULTON

### **Houlton Regional Hospital**

20 Hartford St.  
Houlton, ME 04730

Phone: 207-532-2900

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

## LEWISTON

### **Central Maine Medical Center**

300 Main St.  
Lewiston, ME 04240

Phone: 207-795-2600

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

### **St. Mary's Regional Medical Center**

Campus Ave.  
P.O. Box 291  
Lewiston, ME 04240

Phone: 207-777-8100

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



## LINCOLN

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

## MACHIAS

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

## MILLINOCKET

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

## NORWAY

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

## PITTSFIELD

**Northern Light Sebasticook Valley Hospital**  
447 North Main St.  
Pittsfield, ME 04967  
Phone: 207-487-4000  
Website: [www.northernlighthealth.org/  
Sebasticook-Valley-Hospital](http://www.northernlighthealth.org/Sebasticook-Valley-Hospital)

## PORTLAND

**Maine Medical Center**  
22 Bramhall St.  
Portland, ME 04102  
Phone: 207-662-0111  
Website: [www.mmc.org](http://www.mmc.org)

## **Northern Light Mercy Hospital**

144 State Hospital  
Portland, ME 04101  
Phone: 207-879-3000  
Website: [www.northernlighthealth.org/  
Mercy-Hospital](http://www.northernlighthealth.org/Mercy-Hospital)

## **New England Rehabilitation Hospital of Portland**

335 Brighton Ave.  
Portland, ME 04102  
Phone: 207-662-8584 (Inpatient Service Inquiries)  
Phone: 207-662-8377 (Outpatient Service Inquiries)  
Website: [www.nerhp.org](http://www.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: [www.northernlighthealth.org/  
A-R-Gould-Hospital](http://www.northernlighthealth.org/A-R-Gould-Hospital)

## ROCKPORT

### **Penobscot Bay Medical Center**

6 Glen Cove Dr.  
Rockport, ME 04856  
Phone: 207-921-8000  
Website: [www.penbayhealthcare.org](http://www.penbayhealthcare.org)

## RUMFORD



## **Rumford Hospital**

420 Franklin St.

Rumford, ME 04276

Phone: 207-369-1106

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

## SKOWHEGAN

### **Redington Fairview General Hospital**

46 Fairview Ave.

P.O. Box 468

Skowhegan, ME 04976

Phone: 207-474-5121

Website: [www.rfgh.net](http://www.rfgh.net)

## WATERVILLE

### **Northern Light Inland Hospital**

200 Kennedy Memorial Dr.

Waterville, ME 04901

Phone: 207-861-3000

Website: [www.northernlighthealth.org/Inland-Hospital](http://www.northernlighthealth.org/Inland-Hospital)

## WESTBROOK

### **Spring Harbor**

123 Andover Rd.

Westbrook, ME 04092

Phone: 207-761-2200

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

## YORK

### **York Hospital**

15 Hospital Dr.

York, ME 03909

Phone: 207-363-4321

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

## HOUSING

### 211 MAINE

If you're looking for access to safe, affordable housing, 211 Maine can help. Whether you're in need of new housing, utilities assistance, or financial support for needed home repairs, we can direct you to the right resources. Start here to find local emergency shelters for individuals and families in crisis, as well as support services for people who are currently homeless.

If you are struggling to keep up with your energy and utility bills, a Maine-based specialist will connect you with programs in your area that can help you. Homeowners may be able to take advantage of programs that provide loans and grants for much-needed repairs, including testing for and removing health and safety hazards such as lead. For renters, we can refer to transitional housing options in your area.

Dial 211 or text your zip code to 898-211 to connect with a Maine-based Specialist today.  
Website: [www.211maine.org](http://www.211maine.org)

- **Department of Health and Human Services**  
Homeless/Housing  
221 State St.  
Augusta, ME 04333-0040  
Phone: 207-287-3707  
Website: [www.maine.gov/dhhs/housing\\_homeless.shtml](http://www.maine.gov/dhhs/housing_homeless.shtml)
- **MaineHousing – Subsidized Housing**  
Maine State Housing Authority  
353 Water St.  
Augusta, ME 04330  
Phone: 207-626-4600  
Toll-free phone: 1-800-452-4668  
Website: [www.mainehousing.org/programs-services/rental/subsidized-housing](http://www.mainehousing.org/programs-services/rental/subsidized-housing)

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

### **Mainehousingsearch.org – Find Rental Housing**

Toll-free phone: 1-877-428-8844

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

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

### **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, i.e. 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.

Website: [www.mainehousing.org/programs-services/rental/rentaldetail/811-pra-program](http://www.mainehousing.org/programs-services/rental/rentaldetail/811-pra-program)

## **LIBRARY SERVICES**

### **Library for the Blind and Physically Handicapped**

64 State House Station

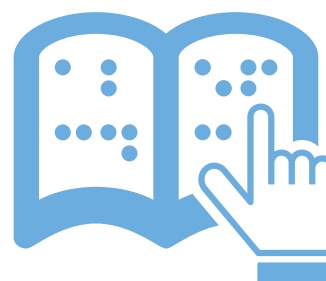
Augusta, ME 04333

Phone 207-287-5650

Toll-free phone 1-800-762-7106

Website: [www.maine.gov/msl/outreach/lbph/](http://www.maine.gov/msl/outreach/lbph/)

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



## RECREATION

- **Access Navigators**

*An online guide with reliable accessibility information for local restaurants and cultural attractions.*

Phone: 603-239-1282

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

- **Adaptive Outdoor Education Center**

3000 Outdoor Center Rd.  
Carrabassett Valley, ME 04947

Phone: 207-237-2676

Website: [adaptiveoutdooreducationcenter.org](http://adaptiveoutdooreducationcenter.org)

- **Aphasia Center of Maine**

6027 Village on the Green #130  
Carrabassett Valley, ME 04947

Phone: 207-237-2123 or 207-415-3133

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

- **Broken Wing Kenpo Rising**

*Adaptive Martial Arts*

Phone: 207-730-2097

Email: Shawn Withers, [withersbwk@gmail.com](mailto:withersbwk@gmail.com)

Email: John Pratt, [prattbwk@gmail.com](mailto:prattbwk@gmail.com)

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

- **Camp CaPella**

8 Pearl Point Rd.  
Dedham, ME 04429

Phone: 207-843-5104

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

- **Central Maine Adaptive Sports**

200 Lost Valley Rd.  
Auburn, ME 04210

Phone: 207-784-1561, Ext. 113

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

- **Complimentary Fishing License**

*Effective for the life of the holder for any person who has an acquired brain injury*

Maine Department of Inland Fisheries & Wildlife  
284 State St.

Augusta, ME 04333-0041

Phone: 207-287-8000

TTY: Maine Relay 711

Website: [www.state.me.us/ifw/index.html](http://www.state.me.us/ifw/index.html)

- **Complimentary Fishing, Trapping, and Hunting License**

*Effective for the life of the holder for veterans with service connected disabilities*

Maine Department of Inland Fisheries & Wildlife  
284 State St.

Augusta, ME 04333-0041

Phone: 207-287-8000

TTY: Maine Relay 711

Website: [www.state.me.us/ifw/index.html](http://www.state.me.us/ifw/index.html)

- **Krempels Center**

100 Campus Dr. #24  
Portsmouth, NH 03801

Phone: 603-570-2026

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

- **Love Your Brain Foundation**

*Offering free yoga classes for TBI survivors/caregivers*

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

- **Maine Adaptive Sports & Recreation**

8 Sundance Ln.  
Newry, ME 02461

Phone: 207-824-2440

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

- **Northeast Passage**

121 Technology Drive, Ste. 161  
Durham, NH 03824

Phone: 603-862-0070

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



- **Pine Tree Society/Pine Tree Camp**  
149 Front St.  
Bath, ME 04530  
Phone: 207-443-3341  
Website: [www.pinetreesociety.org/camp.asp](http://www.pinetreesociety.org/camp.asp)
- **Portland Wheelers**  
P.O. Box 11314  
Portland, ME 04104  
Phone: 207-232-7740  
Website: [www.portlandwheelers.org](http://www.portlandwheelers.org)
- **Saco Medically Oriented Gym**  
895 Portland Rd.  
Saco, ME 04072  
Phone: 207-439-5104  
Website: [www.sacome.themoggroup.com](http://www.sacome.themoggroup.com)
- **VA Togus Adaptive Sports Program**  
1 VA Center  
Augusta, ME 04330  
Phone: 207-623-8411  
Toll-free phone: 1-877-421-8263  
Website: [www.maine.va.gov](http://www.maine.va.gov)  
Website: [www.va.gov/adaptivesports](http://www.va.gov/adaptivesports)
- **Veterans/No Boundaries**  
*Maine Adaptive Sports and Recreation*  
8 Sundance Ln.  
Newry, ME 02461  
Phone: 207-824-2440  
Website: [www.maineadaptive.org](http://www.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](mailto:warriorsat45n@gmail.com)  
Website: [www.warriors45north.com](http://www.warriors45north.com)

## TRANSPORTATION

- **Aroostook Regional Transportation System**  
Phone: 207-764-3384  
Toll-free phone: 1-800-621-1011  
Website: [www.aroostooktransportation.org](http://www.aroostooktransportation.org)
- **Community Concepts Transportation**  
*Door-to-door transportation services to eligible residents of Androscoggin, Franklin and Oxford Counties through a network of volunteer drivers.*  
240 Bates St.  
Lewiston, ME 04240  
Phone: 207-783-7489  
Toll-free phone: 1-800-866-5588  
TTY: 207-783-7951  
Website: [www.community-concepts.org/transportation](http://www.community-concepts.org/transportation)
- **Downeast Transportation**  
P.O. Box 914  
Ellsworth, ME 04605  
Phone: 207-667-5796  
Website: [www.downeasttrans.org](http://www.downeasttrans.org)
- **iTNPortland**  
*Transportation for seniors and people with visual impairments*  
One Westbrook Common, Ste. 3  
Westbrook, ME. 04092  
Phone: 207-854-0505  
Website: [www.itnportland.org](http://www.itnportland.org)



- **Kennebec Valley Community Action Program Transportation Services**  
22 Armory St.  
Augusta, ME 04330  
Phone: 207-622-4761  
Website: [www.kvcap.org](http://www.kvcap.org)  
*Additional locations in Skowhegan and Waterville*
- **Penquis Transportation Brokerage**  
*(MaineCare Transportation Recipients)*  
262 Harlow St.  
Bangor, ME 04402-1162  
Phone: 207-973-3500  
*Penobscot and Piscataquis County*  
Toll-free phone: 1-855-437-5883  
*Kennebec & Somerset County*  
Toll-free phone: 1-844-736-7847  
Website: [www.penquis.org](http://www.penquis.org)
- **Penquis Lynx Mobility Services**  
*(Non-MaineCare Transportation Recipients)*  
262 Harlow St.  
Bangor, ME 04402-1162  
Toll-free phone: 1-866-853-5969  
Website: [www.penquis.org/services/transportation](http://www.penquis.org/services/transportation)
- **Regional Transportation Program**  
127 St. John St.  
Portland, ME 04102-3072  
Phone: 207-774-2666  
Website: [www.rtprides.org](http://www.rtprides.org)
- **United Wheelchair**  
*Wheelchair Accessible/Wheelchair Service/Taxi*  
192 Russell St.  
Lewiston, ME 04240  
Phone: 207-782-8400  
Website: [www.unitedambulance.com](http://www.unitedambulance.com)
- **Waldo Community Action Partners**  
P.O. Box 130, 9 Field St.  
Belfast, ME 04915  
Phone: 207-338-4769  
Toll-free phone for MaineCare Reimbursed Transportation: 1-855-608-5176  
Website: [www.waldocap.org](http://www.waldocap.org)
- **Washington-Hancock Community Agency – Ellsworth**  
248 Bucksport Rd.  
Ellsworth, ME 04605  
Phone: 207-664-2424  
Toll-free phone for non-emergency medical transportation: 1-877-374-8396  
Toll-free phone for MaineCare reimbursed transportation: 1-855-608-5176  
Website: [www.whcacap.org](http://www.whcacap.org)
- **Washington-Hancock Community Agency – Machias**  
7 VIP Dr.  
Machias, ME 04654  
Phone: 207-259-5015  
Toll-free phone for non-emergency medical transportation: 1-877-374-8396  
Toll-free phone for MaineCare reimbursed transportation: 1-855-608-5176  
Website: [www.whcacap.org](http://www.whcacap.org)
- **West Transportation, Inc.**  
*Scheduled bus service for Washington County*  
P.O. Box 82  
Milbridge, ME 04658  
Phone: 207-546-2823  
Toll-free phone: 1-800-596-2823  
Website: [www.westbusservice.com](http://www.westbusservice.com)
- **Western Maine Transportation Services**  
76 Morrow Rd.  
Auburn, ME 04210  
Phone: 207-333-9335, Selection 1  
Toll-free phone: 1-800-393-9335  
Website: [www.wmtsbus.org](http://www.wmtsbus.org)

## VETERANS SERVICES

Confidential help for veterans and their families.

**U.S. Department of Veterans Affairs**  
**VETERANS CRISIS LINE 1-800-273-8255**

## VETERANS COUNSELING/MENTAL HEALTH

- **National Alliance on Mental Illness-Maine**  
1 Bangor St.  
Augusta, ME 04330  
Toll-free phone: 1-800-464-5767  
Website: [www.namimaine.org](http://www.namimaine.org)
- **Tri-County Mental Health Services**  
1155 Lisbon St.  
P.O. Box 2008  
Lewiston, ME 04241-2008  
Phone: 207-783-9141  
Toll-free phone: 1-800-787-1155  
Website: [www.tcmhs.org](http://www.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](http://www.maine.va.gov/locations).

## SCREENING FOR TBI

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

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

## TOGUS VA MEDICAL CENTER

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

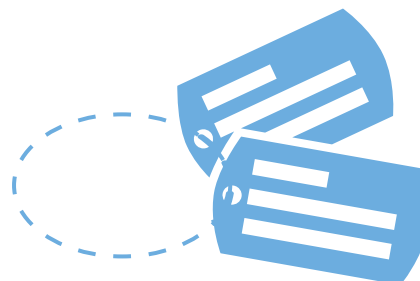
## BUREAU OF MAINE VETERANS SERVICES

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: [www.maine.gov/veterans](http://www.maine.gov/veterans)

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

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

- **Bureau of Maine Veterans Services Field Office – Lewiston**

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

- **Bureau of Maine Veterans Services Field Office – Machias**

7 Court St., Ste. 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*  
628 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: 207-623-5732

- **Bureau of Maine Veterans Services Field Office – Waterville**

*National Guard Armory*  
74 Drummond Ave.  
Waterville, ME 04901  
Phone: 207-872-7846

## GOODWILL NORTHERN NEW ENGLAND JOB CONNECTION AND VETERANS ACCESS FUND

Goodwill NNE's Veterans Job Connection helps veterans gain personal stability through work. This program takes a holistic approach for each person. Staff help people work through barriers to employment such as mental health issues, housing issues, soft skills, long-term unemployment and more.

The Goodwill NNE's Veterans Access Fund is part of this program. You must apply for the Job Connection program in order to access the Veterans Access Fund. The Veterans Access Fund helps veterans in the Job Connection program with short-term needs when no other financial resources are available.

Website: [www.goodwillnne.org/workforce/goodwills-veterans-fund](http://www.goodwillnne.org/workforce/goodwills-veterans-fund)

## 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 phone: 1-800-342-9647

Website: [www.militaryonesource.mil](http://www.militaryonesource.mil)





## 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, listed below.

Toll-free phone: 1-877-927-8387

Website: [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

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

- **Caribou Vet Center**  
456 York St.  
Caribou, ME 04736  
Phone: 207-496-3900
- **Lewiston Vet Center**  
35 Westminster St.  
Lewiston, ME 04240  
Phone: 207-783-0068
- **Portland Vet Center**  
475 Stevens Ave.  
Portland, ME 04103  
Phone: 207-780-3584
- **Sanford Vet Center**  
628 Main St.  
Springvale, ME 04083  
Phone: 207-490-1513



## VETERANS SPORTS AND RECREATION

- **VA Togus Adaptive Sports Program**  
1 VA Center  
Augusta, ME 04330  
Phone: 207-623-8411, ext. 5369  
Website: [www.benefits.va.gov/togus](http://www.benefits.va.gov/togus)
- **Veterans/No Boundaries**  
*Maine Adaptive*  
8 Sundance Ln.  
Newry, ME 02461  
Phone: 207-824-2440  
Website: [www.maineadaptive.org](http://www.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](mailto:warriorsat45n@gmail.com)  
Website: [www.warriors45north.com](http://www.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.

#### QUESTIONS FOR THOSE IN NEED OF INPATIENT 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 which are planned or scheduled but not provided (e.g., if a therapy session or appointment is missed)?
- How do home visits or other leaves of absence affect payment? Is there a bed hold charge? If so, who is expected to pay if insurance will not?
- What assistance does the program offer to determine which other public or private insurance and financial benefits the individual may be eligible for? How will they help you apply and follow the application process for these?

### ADMISSION PLANNING

- What are the rights and responsibilities of people participating in this program? How does the program or service provider inform the individual of these? May I have a copy?
- How do you make decisions about who to admit into the program or service? What are the eligibility criteria?
- How will you get previous medical and other important (i.e., school) records and other information you may need in order to make this decision?
- I would like a proposed service or treatment plan before I decide. How can I get this?
- How do you involve the program or service I am in now in the admission and transition process? Be specific.
- If I choose this program or service, what do you need to do prior to admission? How long will that take? What do you need me to do?
- How can I arrange to spend some time observing the program? Note that depending upon the nature of the facility, program or service, this may not be possible given the patient confidentiality

provisions of HIPAA, the Health Insurance Portability and Accountability Act of 1996.

- What is your understanding of the role my funding source has in the decision-making process about the program or service I select?
- What forms or contracts will I be expected to sign prior to admission or starting the service?
- How can I get a copy of each to read thoroughly before I sign?

## INVOLVEMENT OF FAMILY AND FRIENDS

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

- Assuming you have appropriate HIPAA releases where needed, how does your program or service involve family members and friends?
- How are family members and friends involved in progress meetings? How will we be informed enough in advance so we can plan to participate? Will there be a specific contact person for regular communication with me?
- What do I need to do to get copies of written reports regularly? Who is responsible for sending me these?
- How will you schedule regular conference calls for me to speak with the direct service providers if I cannot personally attend an in-person meeting?
- If I have a question about a particular area (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 otherwise certified? By whom? How can I contact them to learn more about what they require for licensing? Can I see the license?
- When was the last state or local inspection and what were the results?
- Is the program CARF brain injury accredited? Any other CARF accreditation? When was the last survey?
- Is the program accredited by the Joint Commission? At what level (1 year, 3 year, type 1)? When was the last survey?
- What recourse does the person being served have if they question or disagree with the quality or necessity of services being provided?



- What recourse do family members and friends have if they question, or disagree with the quality or necessity of services received?
- What provisions are made for personal banking services? Where do you keep money that belongs to people being served in your program? How do you account for money which is put into your program's care and who is responsible for this accounting?

### 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, to know people being served by name and to care genuinely about people in the program?
- When food is part of the program/service is the food appealing? How does the program accommodate special diets, personal preferences and requests for a different meal schedule? Is there any charge for this?
- Do people being served seem comfortable with the way they are being treated?

#### *Experience with people with brain injuries:*

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

- What is the average staff turnover rate? Do they recruit people who have experience in serving people with brain injury? What staff training is provided? How many ACBIS Certified Brain Injury Specialists (CBIS's) are on staff?
- How long has the program been in existence? When did it begin to serve people with brain injury? Why was it established?

#### *Program administration and organization:*

- Who is responsible for the overall supervision of the services rendered to people served? How often are they at the program? How much direct contact do they have with individual people served?
- What types of people will be working directly as part of the team?
- How does the program integrate the individuals expressed desires and goals in service planning? For example, if an individual dislikes cooking and will not be expected to cook at home, is cooking an expected program component? If it will take a person three hours to feed themselves, and they decide this wastes energy they would prefer to use in another manner, how will the program support them in this decision, and what assistance will be provided to find ways to have feeding done by someone else – both at the program and at home?
- Is there a consistent schedule for an individual's day? What involvement does the person have in directing the schedule and selecting the program components?
- What do people generally do during unscheduled times?
- What is the evening schedule?
- What is the weekend schedule?
- How is the need for specialized adaptive equipment identified? How is the equipment provided and paid for?

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

## **Medical services/medications:**

- Who is responsible for providing medical services? What is their background? Is the same person available at different times, or are multiple medical practitioners used?
- How is my personal physician included in providing medical services while I am in the program?
- How does the program handle medical emergencies?
- How are routine medical issues (i.e., regular dental and ophthalmology services) provided?
- How would the program manage the special medical needs which have resulted from the injury?
- I have heard that people can have trouble with bedsores. How does this program avoid or prevent this?
- What is the policy for the use of psychotropic or other mood-altering medications? What role does the individual have in these decisions? What does the program do if they decline, against medical advice? Does the program utilize the services of a neuropsychiatrist?
- Who monitors medications and medication interactions? How often is this reviewed? What steps are taken to assure that therapeutic levels of medications are maintained and not exceeded?

## **PROGRAM COMPONENTS**

### **Cognitive services:**

- What approaches does the program use to address cognitive strengths and limitations?
- Is neuropsychological testing done? How much emphasis is placed in test reports on

recommendations to build on an individual's cognitive strengths? How much emphasis is placed on reporting test scores and the person's limitations? When is retesting conducted?

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

### **Behavioral interventions:**

- What approaches does the program use to address behavioral concerns? What role do the individual and their family play in determining the types of behavioral interventions used?
- What steps does the program take to assure that behavioral interventions are clearly understood by all staff 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 (i.e. AA or league bowling)?
- What outreach does the program do to help educate the community about brain injury and its consequences?
- What does the program do to learn about the individual's home community and to identify resources and contacts there? What linkages are made with these resources and contacts prior to discharge? Are any of these contacts part of any discharge planning? Is there any follow-up once discharge has occurred?

- What efforts are made to work with the person in their home, even if the program is "facility-based?" How often can this be expected – once for evaluation only or multiple times to prepare the person for the return home?
- What is the connection between the program and the local Independent Living Center?

**Recreation:**

- How does the program accommodate the individual's continued involvement in recreational interests and activities? Are modifications of activities or equipment suggested, and opportunity for situational exploration of the effectiveness of modifications included?
- What does the program do to support the individual's desires to become active in new recreational pursuits?
- How does the program help the individual identify ways to participate in recreation and social opportunities in their community?
- What connection does the program have with: the local recreation department, community therapeutic recreation services, social support and activity groups or other community resources?



## APPENDIX B

### GUIDE TO SELECTING LEGAL REPRESENTATION

#### INTRODUCTION

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

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

#### *Consider an Attorney Soon After the Injury Occurs*

It is important to contact an attorney as soon as possible after a person is injured. An attorney can determine whether or not the plaintiff has a case. The plaintiff is the person bringing the suit. The plaintiff can be the injured person or the family (or estate) of the injured person.

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

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

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

#### *Choose Your Attorney Carefully*

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

Choosing an attorney requires consideration of many factors, including education and training, knowledge of the consequences and treatment of brain injury, knowledge of how to structure and manage awards, and experience with similar cases. An attorney must have the financial resources to try the case as well as access to the best experts.

#### *Attorneys Also Choose Their Cases Carefully*

Most personal injury attorneys work under a contingent fee arrangement. This means the attorney receives no fee if the plaintiff is not compensated. Attorneys will often invest substantial time and money during the investigation, preparation, and resolution of the case. Because of the financial risk involved, attorneys may decline cases if they do not believe there is a reasonable likelihood of success.

#### *Getting Started*

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

Once you have an appointment with an attorney, be prepared to answer the attorney's questions about the injury. You may also find it useful to have a written list of questions to ask the attorney. During the consultation, you will want to ask about the attorney's legal background and experience with cases involving brain injury.



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

Here are some questions you may want to ask:

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

## NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



ACADEMY OF CERTIFIED  
**BRAIN INJURY  
SPECIALISTS**

A program of the Brain Injury Association of America

NOW AVAILABLE

# BRAIN INJURY FUNDAMENTALS

**AN ESSENTIAL **ACBIS** TRAINING AND CERTIFICATE PROGRAM FOR  
DIRECT CARE STAFF AND INDIVIDUAL CAREGIVERS.**

The Brain Injury Association of America's Academy of Certified Brain Injury Specialists (ACBIS) is pleased to announce the availability of Brain Injury Fundamentals, an essential training and certificate program designed exclusively for non-licensed direct care staff, family members, and individual caregivers. The training course covers essential topics such as cognition, medical complications, and medication safety and management.

## **WHO TAKES THE COURSE?**

- Transitional/Residential Rehabilitation Workers
- Skilled Nursing Staff
- Nursing Assistants
- Inpatient Rehabilitation Facility Staff
- Home Health Aides
- Day Treatment Center Workers
- Adult Foster Care Workers
- Family Members

**LEARN MORE AT [WWW.BIAUSA.ORG/FUNDAMENTALS](http://WWW.BIAUSA.ORG/FUNDAMENTALS)**



**BRAIN INJURY  
ASSOCIATION**

OF AMERICA - MAINE

**Brain Injury Association of America, Maine Chapter**  
60 Western Ave., Ste. 3, Box 221  
Augusta, ME 04330  
1-800-444-6443