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

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

Brain Injury Association of America, Maine Chapter
60 Western Ave., Suite 3, Box 221
Augusta, ME 04330
Website: www.biausa.org/main

For brain injury information, personal assistance in identifying brain injury programs and related services and information about support groups, please contact the BIAA-Maine Brain Injury Information Center
Toll-free phone: (800) 444-6443 • Monday – Friday 9:00 a.m. – 5:00 p.m.
E-mail: MaineBrainInjuryInfo@biausa.org

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The Brain Injury Association of America – Maine Chapter

Brain Injury Association of America, Maine Chapter
60 Western Ave., Suite 3, Box 221
Augusta, ME 04330
E-mail: BIAMaine@biausa.org
Website: www.biausa.org/main

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

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

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

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

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

BIAA-ME Services and Support

Maine Brain Injury Information Center
Toll-free phone: (800) 444-6443
E-mail: MaineBrainInjuryInfo@biausa.org

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

Resource Facilitation

Resource facilitation is more intensive than the information and resource information provided...
through BIAA’s Maine Brain Injury Resource Center. BIAA-ME’s resource facilitation services are personalized to each individual’s situation and uses a collaborative process that involves participants (individuals with brain injury and their personal support systems) working together with BIAA-ME facilitators (individuals who provide assistance in navigating systems) to achieve agreed upon goals.

SUPPORT GROUPS

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

In addition, BIAA-ME provides the Telephonic Caregiver Support Group in conjunction with the Brain Injury Association of New Hampshire. The Telephonic Caregivers Support Group meets through a toll-free conference call on the second Monday of every month at 6 p.m. There is no cost to participate. Please note: this group does not meet during the months of June, July, & August.

For more information about how to participate in the Telephonic Caregiver Support Group, please check the website at www.biausa.org/maine or e-mail MaineBrainInjuryInfo@biausa.org.

EDUCATION & INFORMATION ABOUT BRAIN INJURY

BIAA-ME provides a wide variety of educational and informative resources for persons affected by brain injury and their families/caregivers including an annual conference entitled Defining Moments in Brain Injury, access to BIAA webinars, booklets and brochures and more. BIAA-ME also provides outreach to the 44 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, such as a new adult summer camp experience initiated in summer 2016. BIAA-ME participates in community health fairs and other outreach programs to help raise awareness of brain injury and the services available for Mainers. For details and a current schedule, check the BIAA-ME website at www.biausa.org/maine.

ADVOCACY

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

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

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

Brain injury is a major cause of death and disability in the United States. People who survive a brain injury face effects lasting from a few days to disabilities which 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 (ABI)
An acquired brain injury is an injury to the brain, which is not hereditary, congenital, degenerative, or induced by birth trauma. An acquired brain injury is an injury to the brain that has occurred after birth. Common causes of ABI include stroke, near drowning, hypoxic or anoxic brain injury, tumor, neurotoxins, electric shock or lightning strike.

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

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

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

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

STROKE

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

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

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

**Telephonic Caregiver Support Group**
(via toll-free conference call)
BIAA-ME provides the Telephonic Caregiver Support Group in conjunction with the Brain Injury Association of New Hampshire. There is no cost to participate.

When: Second Monday of every month at 6 p.m. (does not meet in June, July, or August)
Contacts: John Richards via e-mail: richardsjw@comcast.net or Ellen Edgerly via e-mail: ellenedge@metrocast.net

For more information about how to participate in the Telephonic Caregiver Support Group, please check the website at
Website: www.biausa.org/maine or e-mail MaineBrainInjuryInfo@biausa.org.

**BREWER**

**Brewer Center for Health & Rehabilitation**
74 Parkway South
Brewer, ME 04412
When: Third Monday of the month from 4:00 p.m. – 5:00 p.m.
Contacts: Patty Nutter (207) 989-7300 or Corinne Johnston (207) 989-2034, ext. 220

**BRUNSWICK**

**Mid Coast Hospital**
123 Medical Center Dr.
Brunswick, ME 04011
When: First Friday of the month 1:00 p.m. – 3:00 p.m. in the Community Room (this group does not meet during the summer months)
Contact: Lisa Clark (207) 373-6175

**CAMDEN**

**Camden Public Library**
55 Main St.
Camden, ME 04843
When: First Wednesday of the month from 10:00 a.m. – 12:00 noon
Contact: Carol Rohl (207) 273-2090

**AUGUSTA/GARDINER**

**Maine General Medical Center**
35 Medical Center Parkway
Augusta, ME 04330
When: Last Monday of the month from 6:30 p.m. – 8:00 p.m.
Contacts: Myra Champagne (207) 582-6692 or Sally Brotherton (207) 445-2544

**ELLSWORTH**

**Moore Community Center - Senior Cafe**
5 General Moore Wy.
Ellsworth, ME 04605
When: Third Thursday of every month 4:00 p.m. – 5:00 p.m.
Contact: Chris Cherry (207) 667-3188
KENNEBUNK
RiverRidge Neuro Center
3 Brazier Ln.
Kennebunk, ME 04043
When: Second Tuesday of the month at 3:00 p.m.
Contact: Steve Fox (603) 986-7812

LEWISTON
WestSide NeuroRehab Services
618 Main St.
Lewiston, ME 04240
When: First Monday of the month from 6:00 p.m. – 8:00 p.m.
Contact: Deb Hanmer (207) 795-6110

PORTLAND
New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
When: First Tuesday of the month and third Monday of the month from 10:00 a.m. – 12:00 p.m.
Contact: Kathy Kroll (207) 662-8589

York - Brain Aneurysm
Maine Medical Center
22 Bramhall St., Room 9, Dana Health Education Center
Portland, ME 04102
When: Last Thursday of the month from 6:00 p.m. – 7:30 p.m.
Contact: Dave McCausland (207) 495-2532 or via e-mail: Dave@MaineBA.org

Portsmouth, NH (open to ME residents)
Northeast Rehab Hospital at Pease
105 Corporate Dr.
Portsmouth, NH 03801
When: Second Monday of every month 5:00 p.m. – 6:00 p.m.
Contact: Liz Barbin, MS, CCC-SLP (603) 501-5572

WATERVILLE
Maine General Medical Center – Thayer Campus
149 North St., Conference Room – Dean 3
Waterville, ME 04901
When: Quarterly, generally in March, June, September and December.
Contact: Jimmy & Barb Mansir (207) 441-7100

WESTERN MAINE (RUMFORD)
Hope Association
82 Congress St.
Rumford, ME 04276
When: First Tuesday of every month 6:15 p.m. – 8:00 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 10:00 p.m. – 11:30 a.m.
Contact: Susan Kelly-Westman (207) 351-3721
INSURANCE AND FINANCIAL ASSISTANCE

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

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

IMPORTANT FEDERAL INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

AFFORDABLE CARE ACT

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

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

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

Maine Bureau of Insurance
34 State House Station
Augusta, ME 04333-0034
Phone: (207) 624-8475
Toll-free phone: (800) 300-5000
TTY: Maine Relay 711
Website: www.maine.gov/pfr/insurance/ACA/Price_compare/Individual_Health_Index.html

MEDICARE

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

SOCIAL SECURITY INCOME

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

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

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

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

**Social Security Administration Offices in Maine**

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

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

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

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

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

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

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

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

**IMPORTANT STATE OF MAINE INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS**

**MAINECARE – HEALTH INSURANCE**

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

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

MaineCare offers a number of services specifically designed for qualifying individuals 18 years and older who have sustained an acquired brain injury. In Maine, a qualifying acquired brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not
of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth. “Brain Injury Services” State of Maine, www.maine.gov/dhhs/oads/home-support/brain-injury/index.html, accessed 9/26/16.

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

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

**MAINE MY CONNECTION**

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

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

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

**WORKER’S COMPENSATION**

Maine Worker’s Compensation Board
442 Civic Center Dr., Suite 1
27 State House Station
Augusta, ME 04333-0027
Phone: (207) 287-3751
Toll-free phone: (888) 801-087
TTY: Maine Relay 711
Website: [www.maine.gov/wcb/employees.html](http://www.maine.gov/wcb/employees.html)

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


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.

GUIDING PRINCIPLES

An Informed Consumer Makes the Best Customer

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

You Know Your Needs Best

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

Be Curious

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

Learn From Others

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

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

Explore More Than One Program

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

Listen to Your Instincts

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

**Get It in Writing**

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

**Looks Are Not Everything**

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

**The Ultimate Goal is Take Charge**

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

**Know Your Financial Situation**

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

**Be Involved**

Voice your opinions, questions and concerns promptly and respectfully.

**The Customer is Always Right**

As a consumer of brain injury services, you are the customer. While someone else may pay (some of) the bills, you are the one who must be satisfied with the services provided. If you are not satisfied, work with the program and funding source to remedy the situation promptly.

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

Appendix A provides a list of questions that may be helpful as you consider different program and service options. Appendix B is a guide to help with selecting legal representation in the event that is helpful or necessary in your situation.
**BRAIN INJURY 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.

<table>
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<tr>
<th>Provider Name</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Bush Children’s Hospital at Maine Medical Center</td>
<td>22 Bramhall St., Portland, ME 04102</td>
<td>(207) 662-0111</td>
<td><a href="http://www.mmc.org/bbch">www.mmc.org/bbch</a></td>
</tr>
<tr>
<td>Brewer Center for Health &amp; Rehabilitation</td>
<td>74 Parkway South, Brewer, ME 04412</td>
<td>(207) 989-7300</td>
<td><a href="http://www.brewercenterrehab.com">www.brewercenterrehab.com</a></td>
</tr>
<tr>
<td>Center for Integrated Neuro-Rehab</td>
<td>159 Bennett Dr, Suite 1, Caribou, ME 04736</td>
<td>(207) 498-3820</td>
<td><a href="http://www.amhc.org">www.amhc.org</a></td>
</tr>
<tr>
<td>Central Maine Medical Center</td>
<td>300 Main St., Lewiston, ME 04240</td>
<td>(207) 795-0111</td>
<td><a href="http://www.cmmc.org">www.cmmc.org</a></td>
</tr>
</tbody>
</table>

*Experience the Best Rehabilitation there is to Offer. Choose your Passport to Home.*

When in need of post-surgery recovery options, you deserve nothing but the best. Somewhere that is going to help you recover your health and return home as fast as possible.

The Passport Rehabilitation Program, offered at Brewer Center for Health and Rehabilitation, does just that. With specialized post-hospital care services and a unique unit dedicated to short-term patients, you can rest easy knowing you will be in good hands post-surgery.

*Choose your Passport to Home. Pre-Book your stay today and experience the Brewer difference.*

- Deficiency Free Survey
- Registered Nurses - 24/7, IV certified nurses, wound care specialists
- Full Time Respiratory Therapist
- Neuro Rehab Program – Stroke/TBI
- Cardiopulmonary Rehab
- Full therapy services 7 days/week
- Specialty consulting physicians
- Private/Semi-private rooms, with private phone, cable TV and Free WiFi
- Conveniently located in Central Maine less than 3 miles from Eastern Maine Medical Center

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**BRAIN INJURY AND STROKE RESOURCE DIRECTORY - 17**
Charlotte White Center
Stillwater Professional Park
38 Penn Plaza
Bangor, ME 04401
Phone: (207) 990-1510
Contacts: Lisa Atkins
Lisa.Atkins@charlottewhite.org or Joe Locke
Joseph.locke@charlottewhite.org
Website: www.charlottewhitecenter.org

Charlotte White Center - Dover-Foxcroft
572 Bangor Rd.
Dover-Foxcroft, ME 04426
Phone: (207) 564-2464
Website: www.charlottewhitecenter.org

Charlotte White Center – Waterville
105 Main St., Suite B
Waterville, ME 04901
Phone: (207) 872-4582
Website: www.charlottewhitecenter.org

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

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

Creative Work Systems – Auburn
Serving Androscoggin, Sagadahoc, Kennebec, Franklin and Oxford Counties
29 Hampshire St.
Auburn, ME 04210
Phone: (207) 795-6737
Website: www.creativeworksystems.org
Eastern Maine Medical Center  
489 State St.  
Bangor, ME 04401  
Phone: (207) 945-7000  
Website: www.emmc.org

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

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

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

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

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

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

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

Maine Center for Integrated Rehabilitation – Rockland  
91 Camden St.  
Rockland, ME 04841  
Phone: (207) 596-0133  
Website: www.rehabwithoutwalls.com/maine/
Maine General Medical Center
Physical Rehabilitation Unit
35 Medical Center Parkway
Augusta, ME 04330
Phone: (207) 248-0027
Website: www.mainegeneral.org

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

New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
Inpatient Service Inquiries
Phone: (207) 662-8584
Outpatient Service Inquiries
Phone: (207) 662-8377
Website: www.nerhp.org
Northern Maine General – Eagle Lake
Main Office
5 Carter St.
Eagle Lake, ME 04739
Phone: (207) 444-5152
Website: www.nmgeneral.com

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

NeuroRestorative Maine – Old Orchard Beach, Sebago & Standish
Toll-free phone: (800) 743-6802
Residential Services: Phone: (207) 229-0547
Outpatient Services (Standish) Toll-free phone: (800) 743-6802
Day Services: Phone: (207) 590-8399
Website: www.neurorestorative.com
NeuroRestorative Maine offers a continuum of post-acute programs and community-based services for adults with brain injury and other neurological challenges.

**Programs**

We provide individualized, outcome-driven programs and support services in the most independent setting possible.

We offer:

- Neurorehabilitation
- Neurobehavioral
- Outpatient Clinic
- Supported Living

**Services**

We offer the following array of services based on the needs and goals of each program participant:

- Behavior Analysis & Therapy
- Medication Management
- Neuropsychological Consultation
- Nursing Consultation
- Medical Care Coordination
- Physical Therapy
- Occupational Therapy
- Speech-Language Pathology
- Transportation
- 24-Hour Support
- Life Skills Therapy
- Family Education & Training
- Community Integration
- Vocational & Productive Activities
- Social & Recreational Activities
- Psychological Services

The services listed may be offered by our staff and other professionals on site or in the community. NeuroRestorative also coordinates or assists participants in accessing additional services from other health professionals and local service providers as necessary.
Northeast Rehabilitation Hospital at Pease
105 Corporate Dr.
Pease International Tradeport
Portsmouth, NH 03801
Phone: (603) 501-5500
Website: www.northeastrehab.com

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

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

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

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

Residential Resources, Inc.
Nonesuch Plaza
51 US Route 1, Suite G
Scarborough, ME 04074
Toll-free phone: (888) 715-8086
Website: www.resresources.com
RiverRidge
3 Brazier Ln.
Kennebunk, ME 04043
Phone: (207) 985-3030
Website: www.genesishcc.com/riverridge

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

Uplift
25 Winter St.
Gardiner, ME 04345
Phone: (207) 582-8021
Website: www.upliftmaine.org

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

Specialized NeuroRehabilitation
A CARF accredited in and outpatient program for the treatment of individuals with an Acquired Brain Injury and support for their families.

The RiverRidge Brain-Injury Team Includes:
- Neuropsychology
- Physical Therapy
- Speech Language Therapy
- Occupational Therapy
- Therapeutic Recreation
- Rehabilitation Counseling
- Social Work Case Management
- ACBIS™ Trained Staff

Robin Hill Farm, Inc.
P. O. Box 1067
Hillsboro, NH 03244
603-464-3841
www.robinhillfarm.com

Licensed residential programming since 1983
SERVICES FOR PEOPLE WHO ARE BLIND, DEAF, HAVE VISUAL OR HEARING IMPAIRMENTS

BLIND AND VISUALLY IMPAIRED SERVICES

Office of MaineCare Services
Division for the Blind and Visually Impaired
Maine Department of Labor
Bureau of Rehabilitation Services
Website: www.maine.gov/rehab/dbvi/index.shtml
To learn more about the services available, contact the Bureau of Rehabilitation services nearest you. A list of offices is found at this Website: www.maine.gov/rehab/offices.shtml

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

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

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

DEAF AND HARD OF HEARING SERVICES

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

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

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

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

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

CONCUSSION

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

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

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

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

COUNSELING RESOURCES

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

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

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

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

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

**Peak Neurotherapy**  
110 Auburn St.  
Portland, ME 04103  
Phone: (207) 807-9210  
Website: [www.peakneurotherapy.com](http://www.peakneurotherapy.com)

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# 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)

**Central Maine Neurology - Topsham**  
4 Horton Pl., Suite 202  
Topsham, ME 04086  
Phone: (207) 729-7800  
Website: [www.cmmc.org](http://www.cmmc.org)

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

**MaineGeneral Neurology - Augusta**  
15 Enterprise Dr.  
Augusta, ME 04330  
Phone: (207) 621-9550  
Website: [www.mainegeneral.org](http://www.mainegeneral.org)

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

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

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

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

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

**Neurology Associates of York Hospital**  
233 York St., Suite A  
York, ME 03909  
Phone: (207) 351-3987  
Pen Bay Neurology  
4 Glen Cove Rd.  
Rockland, ME 04841  
Phone: (207) 593-5757  
Website: www.penbayhealthcare.org

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

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

St. Mary’s Neurology Associates  
99 Campus Ave., Suite 402  
Lewiston, ME 04240  
Phone: (207) 777-4455  
Website: www.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., Suite 401  
Lewiston, ME 04240  
Phone: (207) 795-2494 or (207) 795-5767  
Website: www.cmmc.org

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

NEUROPSYCHOLOGISTS

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

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

Eastern Maine Medical Center’s Rehabilitation Care  
489 State St.  
Bangor, ME 04401  
Phone: (207) 973-7000  
Website: www.emmc.org/Rehabilitation.aspx

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

Maine Medical Partners – Neurosurgery & Spine  
49 Spring St.  
Scarborough, ME 04074  
Phone: (207) 85-0011  
Website: http://www.mainemedicalpartners.org/neurosurgery-spine
EMMC Neuropsychology
417 State St., Suite 209
Webber East
Bangor, ME 04401
Phone: (207) 973-5831
Website: www.emmc.org/Neuropsychology.aspx

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

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

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

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

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

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

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

The Neuropsychological Testing Center
618 Main St.
Lewiston, ME 04240
Phone: (209) 513-5115
Website: www.goodwillnne.org/services/health-care/neuropsychological-testing-center-lewiston

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

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

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

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

Neuropsychology & Concussion Management Associates, LLC
P.O. Box 1145
220 Union St. (Entrance on Huse St)
Rockport, ME 04856
Phone: (207) 594-2952
A physiatrist is a doctor specializing in physical medicine and rehabilitation who works to enhance and restore functional ability and quality of life to those with physical impairments or disabilities.

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

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

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

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

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

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

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

**Jerry T. Staley, MD**
55 Middle St.
Augusta, ME 04330
Phone: (207) 629-9488

**VISION CONSULTANTS**

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

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

**Robinson Center for Neuro-Visual Rehabilitation, LLC**
584 Roosevelt Trail, Suite B
Windham, Maine 04062
Phone: (207) 892-3216
Website: www.nora.cc
The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals with brain injury, stroke, and other disabilities. Some of the most important ones are listed below. Be sure to ask about other services, benefits or programs that may be available to meet your needs when meeting with an eligibility specialist at a local office or calling for information.

**OFFICE OF AGING & DISABILITY SERVICES**

Maine Department of Health and Human Services  
SHS #11, 41 Anthony Ave.  
Augusta, ME 04333  
Phone: (207) 287-9200  
TTY: Maine Relay 711  
Website: [www.maine.gov/dhhs/oads](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 you must first be eligible for MaineCare to access the following State of Maine services:

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

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

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

The Maine Brain Injury Waiver Program may provide community based services instead of placement in an institutional setting to eligible people who are age 18 or older with an acquired brain injury through a MaineCare package of benefits known as “Benefit Package 5: Home and Community Based Services for Adults with Brain Injury.” This program is also commonly called the “Maine Brain Injury Waiver Program,” because the Federal government has granted a waiver of the program requirements for Medicaid to the State of Maine to offer community-based services rather than institutional services.
In order to be eligible for the benefits in this package, an individual must meet the criteria to receive services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). Community services available include assistive technology devices, care coordination, community/work reintegration, home support, non-medical transportation, career planning, and more.

To apply, an evaluation by a neuropsychologist or physiatrist is required along with a brain injury waiver assessment by Goold Health Systems to determine eligibility. If eligible, a completed application is submitted to the Office of Disability Services. The OADS will assign a care monitor who will work with the individual to select the service package and providers.

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

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

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

It is designed to maximize the opportunity for eligible MaineCare members to achieve the greatest degree of self-sufficiency and independence with service provider(s) chosen by the individual. Conflict-free care coordination, services provided in the least restrictive modality and effective use of assistive technology for communication, environmental control and safety are key aspects of this Medicaid waiver program.

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

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

**ADDITIONAL MAINE MEDICAID WAIVER PROGRAMS**

In addition to the Maine Brain Injury Waiver Program, the State of Maine offers a number of other Medicaid waiver programs for individuals eligible for MaineCare (e.g. Home and Community Benefits for the Elderly and Adults with Disabilities, Residents of Nursing Facility, and Residents of Residential Treatment Facilities). Be sure to ask about the eligibility requirements and benefit packages for these so you can choose the one that is best suited to meet your needs.
OUTPATIENT NEUROREHABILITATION SERVICES

Nine 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.

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

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

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

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

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

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

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

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

NURSING FACILITY ACQUIRED BRAIN INJURY SERVICES

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

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

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

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

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

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

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

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

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

STATE PRESCRIPTION DRUG DISCOUNT PROGRAMS

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

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

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

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

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

EMPLOYMENT AND VOCATIONAL ASSISTANCE

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

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

Client Assistant Program
Maine Department of Labor
134 Main St. Suite 2C
Winthrop, ME 04364
Toll-free phone and TTY: (800) 7773-7055
Phone and TTY: (207) 377-7055
Website: www.maine.gov/rehab/cap.shtml

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

ONE-STOP CAREER CENTERS

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

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

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: (800) 698-4440
TTY: (888) 755-0023
Website: 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

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

Centers for Independent Living
Website: 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 two CILs operated by Alpha One in Bangor and Portland.

**HOMEWARD BOUND**

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

Maine Long-Term Care Ombudsman Program  
61 Winthrop St.  
Augusta, ME 04330  
Toll-free phone: (800) 499-0229  
TTY: (800) 499-0229  
Website: [www.maineombudsman.org](http://www.maineombudsman.org)  
E-mail: mtlcop@maineombudsman.org

Or

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

Homeward Bound is designed to help eligible people get the extra assistance, guidance, and support needed to be as independent as possible. Homeward Bound provides a team of professionals including a transition coordinator who helps arrange for the needed services and an advocate who helps keep the plan on track. The team works with each participant to evaluate the individual’s needs and create a plan for the home and community based services needed to transition back to the community.

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

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

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

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

The Maine Aging and Disability Resource Center is an initiative of the U. S. Department of Health and Human Services. In Maine, there are five Aging and Disability Resource Centers to help Mainers understand options for in-home, community-based, and long-term supports and services and answer questions about aging and disability resources.

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

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

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

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

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

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

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

ASSISTIVE TECHNOLOGY and ADAPTIVE EQUIPMENT

Assistive technology and adaptive equipment includes items, equipment, apps and software programs, or other products that are designed to increase, maintain, or improve the functional capabilities of persons with disabilities. Examples include communication boards, power lifts, wheelchairs, adapted vehicles, eye-gaze trackers, environmental controls, and alarm systems. In addition to improving safety, communications and environmental control, these devices promote greater independence by helping people accomplish tasks that were previously impossible or very difficult to perform.
The service providers listed below may provide or assist with the identification, modification, funding and/or acquisition of the tools that can make everyday life easier after a brain injury. Many offer loaner devices.

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

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

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

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

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

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

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

**MPower Loans**
Personal Loans
Toll-free phone: (800) 640-7200
TTY: (800) 640-7200
Business Loans
Toll-free Phone: (800) 223-3734
TTY: (207) 626-2717
Website: [www.mpowerloans.org](http://www.mpowerloans.org)

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

**Iris Network**
Assistive technology for persons who have visual impairments or blindness
189 Park Ave.
Portland, ME 04102
Phone: (207) 774-6273
Website: [www.theiris.org](http://www.theiris.org)
Maine CITE Coordinating Center
Maine Department of Education
225 Western Ave.
Augusta, ME 04330
Phone: (207) 621-3195
TTY: Maine Relay 711
Website: www.mainecite.org

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

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

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

COMMUNICATION ASSISTANCE SERVICES

MAINE RELAY – DIAL 711
Disability Rights Maine
68 Bishop Street, Suite 3
Portland, Maine 04103
Phone/TTY: (207) 797-7656
Contact: Elaine Williams ewilliams@drme.org
Toll-free phone/TTY: (800) 639-3884
Website: www.merelay.com

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, 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.
ADVOCACY AND AWARENESS ORGANIZATIONS

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

Brain Injury Association of America – Maine Chapter

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

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

Acquired Brain Injury Advisory Council
Provides independent oversight and advice and to make 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

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

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

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

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

Disability Rights Maine
24 Stone St., Suite 204
P. O. Box 2007
Augusta, ME 04338
Phone: (207) 626-2774
Toll-free phone: (800) 452-1948
Website: www.drme.org

Maine Brain Aneurysm Awareness
799 Wings Mill Rd.
Mt. Vernon, ME 04352
Phone: (207) 495-2532
Website: www.kat-walk.org
Maine Children Alliance  
303 State St.  
Augusta, ME 04330  
Phone: (207) 623-1868  
Website: www.mekids.org

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

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

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

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

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

Maine Parent Federation  
P. O. Box 2067  
Augusta, ME 04338  
Phone: (207) 588-1933  
Toll-free phone: (800) 870-7746  
Website: www.startingpointsforme.org  
Michael T. Goulet Traumatic Brain Injury & Epilepsy Foundation  
19 Thunder Rd.  
Saco, ME 04072  
Phone: (207) 282-4707  
Website: www.michaelgouletfoundation.org

Pine Tree Legal Assistance  
88 Federal St.  
P. O. Box 547  
Portland, ME 04112  
Phone: (207) 774-8211  
Website: www.ptla.org
### 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 ten community action programs in Maine. To find the location nearest you, go to: Website: [www.mainecommunityaction.org/about-us/cap-agency-locations/](http://www.mainecommunityaction.org/about-us/cap-agency-locations/)

### 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 three government-run hospitals, one owned by the municipality and one created through a regional hospital administrative district. More than 40% of the physicians in Maine are employed by Maine hospitals.

**AUGUSTA**

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

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### Crisis Support and Services

**Maine Crisis Hotline**
(888) 558-1112

**Suicide Prevention Lifeline**
(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: (888) 568-1112
If calling from a cellphone in Kennebec or Somerset County, call (207) 621-2552
Website: [www.crisisandcounseling.org](http://www.crisisandcounseling.org)

**Crisis & Counseling Center - Augusta**
24-hour walk-in service
10 Caldwell Rd.
Augusta, ME

**Crisis & Counseling Center - Skowhegan**
24-hour walk-in service
346 Water St.
Skowhegan, ME

**Crisis & Counseling Center - Winslow**
Crisis Stabilization Unit for Children & Teens
Refer a child or teen 24 hours a day by calling the toll-free crisis line
24-hour Hotline Voice /TTY: (888) 568-1112
If calling from a cellphone in Kennebec or Somerset County, call (207) 621-2552
BANGOR

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

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

Eastern Maine Medical Center
489 State St.
Bangor, ME 04401
Phone: (207) 973-8998
Website: www.emmc.org

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

BELFAST

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

BIDDEFORD

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

BLUE HILL

Blue Hill Memorial
57 Water St.
Blue Hill, ME 04614
Phone: (207) 374-3400
Website: www.bhmh.org

BRIDGTON

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

BRUNSWICK

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

CALAIS

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

CARIBOU

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

DAMARISCOTTA

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

DOVER-FOXCROFT

Mayo Regional Hospital
897 West Main St.
Dover-Foxcroft, ME 04426
Phone: (207) 564-8401
Website: www.mayohospital.com
ELLSWORTH
Maine Coast Memorial Hospital
50 Union St., Suite 100
Ellsworth, ME 04605
Phone: (207) 664-5311
Website: www.mcmhospital.org

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

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

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

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

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

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

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

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

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

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

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

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

Mercy Hospital
144 State Hospital
Portland, ME 04101
Phone: (207) 879-3000
Website: www.mercyhospital.org
New England Rehabilitation Hospital of Portland  
335 Brighton Ave.  
Portland, ME 04102  
Phone: (207) 662-8584  
Inpatient Service Inquiries  
Phone: (207) 662-8377  
Outpatient Service Inquiries  
Website: www.nerhp.org

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

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

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

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

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

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

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

HOUSING

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

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

Or  
Office of Disability Services, Homeward Bound Program  
Maine Department of Health and Human Services  
Phone: (207) 287-9233  
Website: www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html
MaineHousing – Subsidized Housing
Maine State Housing Authority
353 Water St.
Augusta, ME 04330
Phone: (207) 626-4600
Toll-free phone: (800) 452-4668
Website: www.mainehousing.org/programs-services/rental/subsidized-housing

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

Mainehousingsearch.org – Find Rental Housing
Toll-free phone: (877-428-8844
Website: www.mainehousingsearch.org

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

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

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

RECREATION

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

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

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 Street
Augusta, ME 04333-0041
Phone: (207) 287-8000
TTY: Maine Relay 711
Website: 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 Street
Augusta, ME 04333-0041
Phone: (207) 287-8000
TTY: Maine Relay 711
Website: www.state.me.us/ifw/index.html

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

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

Mainehousingsearch.org – Find Rental Housing
Toll-free phone: (877-428-8844
Website: www.mainehousingsearch.org

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

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

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

RECREATION

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

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

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 Street
Augusta, ME 04333-0041
Phone: (207) 287-8000
TTY: Maine Relay 711
Website: 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 Street
Augusta, ME 04333-0041
Phone: (207) 287-8000
TTY: Maine Relay 711
Website: www.state.me.us/ifw/index.html
Maine Adaptive Sports & Recreation
8 Sundance Ln.
Newry, ME 02461
Phone: (207) 824-2440
Website: www.maineadaptive.org

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

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

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

Veterans/No Boundaries
Maine Handicapped Skiing
8 Sundance Ln.
Newry, ME 02461
Phone: (207) 824-2440
Website: www.maineadaptive.org

**TRANSPORTATION**

Aroostook Regional Transportation System
Phone: (207) 764-3384
Toll-free phone: (800) 621-1011
Website: www.aroostooktransportation.org

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

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

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

Kennebec Valley Community Action Program
Transportation Services – Augusta
22 Armory St.
Augusta, ME 04330
Phone: (207) 622-4761
Website: www.kvcap.org
Kennebec Valley Community Action Program
Transportation Services – Skowhegan
26 Mary St.
Skowhegan, ME 04976
Phone: (207) 474-8487
Website: www.kvcap.org

Kennebec Valley Community Action Program
Transportation Services – Waterville
97 Water St.
Waterville, ME 04901-6339
Phone: (207) 877-5677
Website: www.kvcap.org

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

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

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

United Wheelchair
Wheelchair Accessible/Wheelchair Service/Taxi
192 Russell Street
Lewiston, ME 04240
Phone: (207) 782-8400
Website: www.unitedambulance.com

Waldo Community Action Partners
P.O. Box 130, 9 Field St.
Belfast, ME 04915
Phone: (207) 338-4769
Phone for MaineCare Reimbursed
Transportation: (855) 608-5176
Website: www.waldocap.org

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

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

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

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

VETERANS CRISIS LINE
(800) 273-8255

Toll-free phone: (800) 273-8255
Confidential help for veterans and their families.
U.S. Department of Veterans Affairs

VA MAINE HEALTHCARE SYSTEM

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

SCREENING FOR TRAUMATIC BRAIN INJURY (TBI)

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

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

TOGUS VA MEDICAL CENTER

1 VA Center
Augusta, ME 04330
Phone: (207) 623-8411
Toll-free phone: (877) 421-8263
Telephone care: (877) 421-8263 x 7490 M-F
7:30 a.m. - 4:00 p.m.

BUREAU OF MAINE VETERANS SERVICES

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

17 State House Station
Augusta, ME 04333-0117
Phone: (207) 430-6035
Website: www.maine.gov/veterans
For a list of resources available to veterans in Maine, go to: http://www.maine.gov/veterans/resources/index.html

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., Suite 2
Machias, ME 04654
Phone: (207) 255-3306
Bureau of Maine Veterans Services  
Field Office - South Portland  
151 Jetport Blvd, Room 138W  
South Portland, ME 04106  
Phone: (207) 822-2391

Bureau of Maine Veterans’ Services  
Field Office - Springvale  
Springvale Vet Center  
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 Avenue  
Waterville, ME 04901  
Phone: (207) 872-7846

MILITARY ONESOURCE  
(800) 342-9647

One-stop shop for round-the-clock access to information and services on everything important to life in the military: benefits, resources, support and confidential help. Service members, their families and survivors are eligible for free access to the website, call center and online support 24/7/365, from anywhere in the world.  
Toll-free phone: (800) 342-9647  
Website: www.militaryonesource.mil

VET CENTER PROGRAM

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

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

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

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

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

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

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

Veterans/No Boundaries  
Maine Handicapped Skiing  
8 Sundance Ln.  
Newry, ME 02461  
Phone: (207) 824-2440  
Website: www.maineadaptive.org
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 services providers in all settings. BIAA encourages you to select those questions that make sense for your particular situation. There may be other questions you feel are important as well, so add them. Write down the responses you get. Ask the same questions of each program or service provider you are considering, and then compare the responses. If you need more information, or something is not clear, do not hesitate to ask.

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

• What are all the possible options after discharge?
• What is the role of the person with brain injury and their family in decisions about discharge?
• Where do you think the person will go after discharge?
• How and who decides when the individual is ready for discharge? What would make the program extend or shorten the anticipated discharge date? If this is done, how much notice is given, and what is the role of the individual and their family in this decision?
• What if a person decides to leave the program with or without advance notice?
• How does the program help research discharge options? Who does this?
• What kinds of follow-up after discharge are provided to the person with brain injury? What kinds of follow-up are offered to the family? Why is follow-up offered? How long is follow-up offered? What are the charges for this service and who generally pays?
• What is the average length of stay? What is the length of stay you expect for me/my loved one? How is that determined?
• How do I get a complete set of records for my files upon discharge? Is there a charge for this? How much does this cost and who pays?
• Where are people with brain injury the program served in the past?
• What happens if the place the person is expected to go after discharge falls through?
• What happens if it appears the person has no discharge options except with family, and the family is unable to provide the care or supervision needed, or for any other reason they feel they are not a viable discharge option?

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

QUESTIONS APPLICABLE TO ANY PROGRAM/SERVICE/SERVICE PROVIDER

FINANCIAL RESPONSIBILITIES/ARRANGEMENTS

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

• What is the daily cost of the program?

• What does this include (e.g. room & board, meals, medications, physician services, therapy, transportation)?

• What services are billed as extra (e.g. telephone, laundry)?

• How are charges calculated (e.g. per diem, per unit)?

• What sources of funding does the program accept?

• What agreement does the program have with my funding source?

• What do I need to do to get copies of all correspondence (including bills submitted and payments rendered) between the program and my funding source?

• Who is billed for services my funding source will not pay for? What happens if the second source does not pay?

• Am I (or is my insurance) billed for services which are planned or scheduled but not provided (e.g. if a therapy session or appointment is missed)?

• How do home visits or other leaves of absence affect payment? Is there a bed hold charge? If so, who is expected to pay if insurance will not?

• What assistance does the program offer to determine which other public or private insurance and financial benefits the individual may be eligible for? How will they help you apply and follow the application process for these?

ADMISSION PLANNING

• What are the rights and responsibilities of people participating in this program? How does the program or service provider inform the individual of these? May I have a copy?

• How do you make decisions about who to admit into the program or service? What are the eligibility criteria?

• How will you get previous medical and other important (i.e. school) records and other information you may need in order to make this decision?

• I would like a proposed service or treatment plan before I decide. How can I get this?

• How do you involve the program or service I am in now in the admission and transition process? Be specific.
• If I choose this program or service, what do you need to do prior to admission? How long will that take? What do you need me to do?

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

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

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

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

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

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

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

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

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

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

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

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

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

• What is your policy about visitors?

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

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

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

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

• Is the program licensed, accredited or otherwise certified? By whom? How can I contact them to learn more about what they require for licensing? Can I see the license?
• When was the last state or local inspection and what were the results?
• Is the program CARF brain injury accredited? Any other CARF accreditation? When was the last survey?
• Is the program accredited by the Joint Commission? At what level (1 year, 3 year, type 1) When was the last survey?
• What recourse does the person being served have if they question or disagree with the quality or necessity of services being provided?
• What recourse do family members and friends have if they question, or disagree with the quality or necessity of services received?
• What provisions are made for personal banking services? Where do you keep money that belongs to people being served in your program? How do you account for money which is put into your program’s care and who is responsible for this accounting?

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 the person has contact
with and that the plan is being implemented consistently by all staff (even at 3:00 in the morning)?

- How is the effectiveness of behavioral interventions measured?

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

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

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

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

**Vocational services:**

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

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

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

**Educational services:**

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

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

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

**Community Re-entry:**

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

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

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

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

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

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

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

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

**Recreation:**

- How does the program accommodate the individual's continued involvement in recreational interests and activities? Are modifications of activities or equipment
suggested, and opportunity for situational exploration of the effectiveness of modifications included?

- What does the program do to support the individual’s desires to become active in new recreational pursuits?

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

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

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?