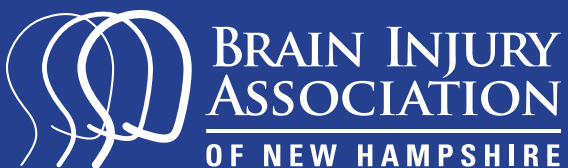


# **BRAIN INJURY & STROKE RESOURCE DIRECTORY**

**13TH edition**



**FEATURING INFORMATION FOR:  
SURVIVORS, FAMILIES, CAREGIVERS, VETERANS AND PROFESSIONALS**



52 Pleasant Street—Concord, NH 03301  
603-225-8400  
Family Helpline—(800) 773-8400  
[www.bianh.org](http://www.bianh.org)



# BRAIN INJURY & STROKE RESOURCE DIRECTORY

13<sup>TH</sup> EDITION

**MISSION** – To create a better future through brain injury prevention, education, advocacy, and support.

**VISION** – A world where preventable brain injuries are prevented, unpreventable brain injuries are minimized, and people who have experienced brain injury can maximize their quality of life.

**HISTORY** – The Brain Injury Association of New Hampshire was founded in 1983 by parents of brain injured children and teens who came together to help one another and work to assure that needed services and supports were available to New Hampshire citizens living with a brain injury and their family members. Today we remain a grassroots organization led by a dedicated team of parents, caregivers, and professionals.

## CO-SPONSORED BY

BRAIN INJURY ASSOCIATION  
OF NEW HAMPSHIRE  
52 Pleasant Street  
Concord, NH 03301  
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[www.bianh.org](http://www.bianh.org)

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# ABOUT THIS RESOURCE DIRECTORY

The Brain Injury Association of New Hampshire (BIANH) has created this directory with the intent of providing information and resources that are available within the State of New Hampshire. BIANH attempts to maintain current and accurate information and disclaims any implied warranty or representation of accuracy or completeness. Further, it is the discretion of the user to make decisions about appropriateness of services. BIANH neither endorses nor implies a recommendation; BIANH is not liable or responsible for any claim, losses, or damages resulting from its use of the agencies or services listed within this directory.

BIANH does not claim that this Resource Directory encompasses all organizations in New Hampshire servicing individuals living with a brain injury.

- All information specified under the Providers section is self-reported by the provider.
- Organizations, individuals and services listed herein are subject to change without prior notice.
- Organizations listed in this directory may have closed, reorganized, or discontinued programs/services for people living with brain injuries.
- To obtain the most recent information on listings in this book, contact the establishment directly and ask questions about the programs and services offered and the type of payment accepted.

We are pleased to present this ***Brain Injury & Stroke Resource Directory*** for individuals and their families who have had a brain injury or stroke. We hope the information contained herein will be helpful and informative to you and your family.

The process of recovery has no time limit. No one can predict precise outcomes for any individual. We can understand and appreciate the many questions and frustrations you face in dealing with the unknown. There are many suggestions about where to turn and who can assist during these trying times.

For family members, the questions may be equally challenging. How do we locate the resources that the survivor needs to enable recovery? How can we offer the best supports? How can we pay for it all? Who is going to sustain and support us as we travel down this road?

For professionals, there are questions about where to find resources, what to look for, how to be most helpful to brain injury survivors and their families, and other unanswered questions.

This directory is our 13<sup>th</sup> coordinated effort to answer many of these questions. Co-sponsored with the Bureau of Developmental Services, and supported by a variety of local providers, this directory has endeavored to include as many possible supports to people with acquired brain disorders as we are aware. It is intended to be used as a tool to better acquaint you with both the programs and the professionals who are knowledgeable in the field of brain injury.

Please note that this is not a comprehensive list of all available New Hampshire resources. We will have overlooked people, organizations, and agencies; it is our intention to keep updating this directory. We recommend that you consult with your physician for further recommendations.

The Brain Injury Association of New Hampshire maintains updated information and resources in the State of New Hampshire. BIANH is the leading comprehensive source of support, sharing, education, and advocacy for people with acquired brain disorders, their families, and professionals in New Hampshire. We urge you to be in touch with our Family Helpline – 1-800-773-8400.

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# UNDERSTANDING BRAIN INJURY

If you are reading this, most likely you or someone you know is now living with a brain injury or stroke either as a survivor who has experienced brain injury first hand, as a friend, loved one, or professional working in the field of brain injury.

You are not alone. Each year an estimated 1.7 million people in America sustain a brain injury, and in New Hampshire there are currently over 15,000 individuals living with brain injury or stroke. Nationwide, traumatic brain injury is a contributing factor to 30% of all injury-related deaths in the United States. Every day, 153 people in the United States die from injuries that include TBI.<sup>1</sup> Although estimates across analyses vary, it is generally thought that 75% - 90% of these injuries would be classified as mild traumatic brain injury.<sup>2</sup>

Not all outcomes of brain injury are immediately obvious, earning brain injury the status of “The Silent Epidemic.” In the hopes of preventing brain injury, education and awareness are ongoing across the United States through the Brain Injury Association of America (BIAA) [www.biaa.org](http://www.biaa.org), and among individual state associations, like the Brain Injury Association of New Hampshire: [www.bianh.org](http://www.bianh.org).

Brain injuries can vary from mild to severe with outcomes of short-term symptoms to life altering effects -- and for some individuals, brain injury leads to death. Survivors of brain injury may experience the impact of not being able to fully participate in their normal life's activities. Difficulties in concentration, memory, organization, managing multiple tasks, and relationships may become daily challenges. Cognitive deficits can lead to decreased abilities to live the pre-injury life they once had. In addition, individuals may now have changed personalities and behaviors that alter relationships with family, friends, and business acquaintances.

Causes of brain injury include, but are not limited to, motor vehicle crashes, sports injuries or concussions, falls, stroke, blast injuries from war, shaken baby syndrome, violence, brain tumors, anoxia (loss of oxygen), encephalitis, meningitis, poisoning, seizures, and alcohol and/or drug abuse.

Although brain injury can happen to anyone, at any age, social or economic background, there are certain groups of individuals that are more prone to acquiring them. The 2013 Center for Disease Control (CDC) reports as follows: <sup>3</sup>

Among TBI-related deaths in 2013:

- Rates were highest for persons 75 years of age and older.
- The leading cause of TBI-related death varied by age.
  - Falls were the leading cause of death for persons 65 years of age or older.

<sup>1</sup> For more information, please visit [www.cdc.gov/traumaticbraininjury/statistics.html](http://www.cdc.gov/traumaticbraininjury/statistics.html)

<sup>2</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC557562>

<sup>3</sup> [www.cdc.gov/traumaticbraininjury/statistics.html](http://www.cdc.gov/traumaticbraininjury/statistics.html)

# UNDERSTANDING BRAIN INJURY

- Intentional self-harm was the leading cause of death for persons 25-64 years of age.
- Motor vehicle crashes were the leading cause of death for persons 5-24 years of age.
- Assaults were the leading cause of death for children ages 0-4 years.

Among non-fatal TBI-related injuries in 2013:

- Hospitalization rates were highest among persons 75 years of age and older.
- Rates of ED visits were highest for persons 75 years of age and older and children 0-4 years of age.
- Falls were the leading cause of TBI-related ED visits for all but one age group.
  - Being struck by or against an object was the leading cause of TBI-related ED visits for persons 15-24 years of age.
- The leading cause of TBI-related hospitalizations varied by age:
  - Falls were the leading cause among children 0-14 years of age and adults 45 years of age and older.
  - Motor vehicle crashes were the leading cause of hospitalizations for adolescents and persons 15-44 years of age.

Once a brain injury is identified, family and friends become an integral part in the life-long journey of supporting the survivor. Medical and rehabilitation terms are the new language that is spoken. 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 the survivors, their family, and friends. This directory lists resources which are available to New Hampshire families and survivors to use, as they navigate through the maze of services needed.

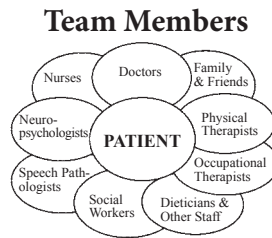


For more information on physical, cognitive, and other behavioral functions as a result of a brain injury, please request a copy of our *Information Guide for Brain Injury and Stroke*. Simply call our office 603-225-8400 or email: [mail@bianh.org](mailto:mail@bianh.org).



# WHO WILL HELP AFTER BRAIN INJURY?

Members of the health care team will work together with the patient, family, and friends during the hospital stay. Care will be centered on the individual needs of the patient. Family and friends are important members of the team.



**Patient:** The patient is the most important member of the team. Care will be planned based on how the patient responds to treatment.

**Family and Friends:** You provide emotional support to the patient. Family and friends also provide the health care team with important facts about the patient's past history and can help watch for changes. Other team members will show you what you can do to help with the recovery process.

**Doctors:** Neurosurgery doctors are specialists who help determine the type of brain injury and its treatment. They may perform surgery on the brain. They will work with other doctors if the patient is in intensive care or has injuries to other parts of the body.

**Nurses:** Nurses check patient's vitals (temperature, blood pressure, heart and breathing rate) and watch for changes in strength and thinking. They help with daily care such as eating and bathing. Nurses also coordinate care among the members of the health care team.

**Social Workers:** Social workers provide emotional support to help the patient and family adjust to being in the hospital. They coordinate discharge planning, referral to community resources, and answer questions about insurance or disability.

**Physical Therapists (PT):** Physical therapists evaluate and treat weaknesses in the patient's strength, flexibility, balance, rolling, sitting, standing, and walking. Treatment may include exercise or instruction in use of equipment such as walkers, canes, or wheelchairs.

**Occupational Therapists (OT):** Occupational therapists evaluate the patient's ability to perform dressing, bathing, homemaking, and activities that require memory and organization. They provide treatment and/or equipment needed for safe, independent living.

**Speech Therapists:** Speech therapists test and treat speech, language, thinking, and swallowing problems.

**Neuropsychologists:** Neuropsychologists test thinking, memory, judgment, emotions, behavior, and personality. This information can be used to help guide treatment. It will also help determine the amount of supervision that the patient needs when they leave the hospital.

**Dieticians:** Dieticians assess nutritional needs. They work with the patient and other team members to help the patient meet their nutritional goals.

Other staff members may work with the patient and family. These include:

- |                          |                           |
|--------------------------|---------------------------|
| ■ Respiratory Therapists | ■ Patient Representatives |
| ■ Activity Therapists    | ■ Vocational Counselors   |
| ■ Clergy                 | ■ Music Therapists        |
| ■ Child Life Therapists  | ■ Recreation Therapists   |

# ABOUT THE BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

The Brain Injury Association of New Hampshire is the leading state-wide organization in New Hampshire dedicated to brain injury and stroke support, prevention, education, and advocacy for survivors and caregivers. We are a chartered affiliate of the Brain Injury Association of America (BIAA).

## INDIVIDUALS WE SERVE

We serve individuals who have sustained one of the following Acquired Brain Injuries (ABI):

- Traumatic Brain Injury (TBI) - (e.g., physical trauma due to accidents, falls, assaults, etc.)
- Stroke/young stroke
- Coma
- Brain tumors
- Aneurysm and arteriovenous malformation
- Concussion – mild traumatic brain injury
- Surgery
- Poisoning/Neurotoxic injury (includes alcohol, post chemotherapy cognitive impairment, heavy metal exposure, neurotoxins)
- Ischemia (restricted blood flow)
- Pediatric brain injuries (i.e., Shaken Baby Syndrome and lead paint poisoning)
- Anoxic injury to the brain (prolonged lack of oxygen)
- Hypoxia (decreased oxygen flow)
- Epilepsy or other seizure disorders
- Meningitis, encephalitis, and infections of the brain
- Hydrocephalus

## WHAT IS THE DIFFERENCE BETWEEN A TRAUMATIC BRAIN INJURY AND AN ACQUIRED BRAIN INJURY?

A **Traumatic Brain Injury (TBI)** is defined as an alteration in brain function or other evidence of brain pathology caused by an external force. A TBI is an injury to the brain caused by an external force after birth. Common causes of a traumatic brain injury include gunshot wounds, motor vehicle crashes, assaults/violence, Shaken Baby Syndrome, falling and striking your head, or explosive blasts (e.g., Improvised Explosive Devices).

An **Acquired Brain Injury (ABI)** is an injury to the brain, which is not hereditary, congenital, degenerative, or induced by birth trauma. An Acquired Brain Injury is an injury to the brain that has occurred after birth, and includes all types of traumatic brain injuries, and also brain injuries caused after birth by cerebral vascular accidents (commonly known as stroke), tumors, seizures, brain aneurysms, toxic exposures, encephalitis/meningitis, and loss of oxygen to the brain (near drowning, anoxia, hypoxic brain injury).

Injuries to the brain present at birth or progressive in nature, such as Alzheimer's or Parkinson's Disease, are not considered a traumatic or acquired brain injury.

# ABOUT THE BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

## FUNCTIONAL CHANGES CAUSED BY BRAIN INJURY

A brain injury may result in mild, moderate, or severe impairments in one or more of the following areas:

### Cognitive Functions

- Short-term or long-term memory loss
- Impaired judgment and perception
- Trouble concentrating or paying attention
- Difficulty with language or speech production and thought processing (aphasia, receptive language, dysarthria)
- Spatial disorientation
- Difficulty organizing or problem solving

### Physical Functions

- Seizures
- Sleep Difficulties (fatigue or insomnia)
- Sensory loss or impairment (vision, hearing, etc.)
- Headaches or migraines
- Trouble with balance and dizziness
- Difficulty swallowing
- Decreased motor abilities
- Dysfunction of previous abilities to participate in day-to-day activities

### Emotional/Behavioral Functions

- Depression, grief over loss of ability or chemical changes caused by injury
- Anxiety, restlessness, agitation, frustration, impatience
- Lack of motivation
- Reduced level of self-esteem
- Mood swings
- Impulsiveness and lack of inhibition
- Personality changes
- Emotional flatness and passivity

# BIANH SUPPORT & SERVICES

## ***Specialized Care Coordination***

Brain injury specific specialty care coordination/case management for the post acute and chronic stage of brain injury – often requiring life-time coordination of care and services.

## ***Family Support***

Family support is the Association's free Neuro-Resource Facilitation (NRF) service; helping families and survivors access needed services and supports in their own home and community.

## ***Financial Assistance***

Provide direct financial assistance for special needs not covered by other sources through the Brain Injury Community Support Program.

## ***Community Care Waivers***

***Choices for Independence (CFI), Acquired Brain Disorder (ABD), Intellectual Developmental Disabilities (IDD), In Home Supports (IHS)***

Provides home and community-based services that help people with disability to live independently in their own home and community.

## ***Transition Program***

Assisting individuals who have experienced a brain injury or stroke, and are able to transition from a facility back into the community.

## ***Support Groups***

Helping people with brain injury and their families to know that they are not alone and that there is a whole network of other families and resources within the New Hampshire brain injury community.

## ***Helpline (800) 773-8400 – Information & Resources (only) (800) 444-6443***

Our Helpline is available to persons with a brain injury, family members or friends, professionals, and the public.

## ***Education***

We provide a wide variety of educational services for persons affected by brain injury and their family caregivers.

## ***Prevention***

Prevention is the only cure for brain injury. Our prevention efforts are geared towards schools, teens, and young adults – those most at risk for traumatic brain injury.

## ***Support for Family Caregivers***

The annual Caregivers Conference provides respite, information, and sharing for caregivers statewide.

## ***Advocacy***

Individual advocacy for persons with a brain injury to help meet their needs in the community. Statewide advocacy; the brain injury community working together for persons living with a brain injury and their needs.

## ***Veteran Supports***

Provides service coordination through our NRF Program, financial support, and website ([www.nh-veteran.com](http://www.nh-veteran.com)).

## ***School Services***

Education available to staff and students; assist with development of Individual Educational Plans (IEP).

## ***Provider/Professional Training & Education***

Training programs to enhance provider skills and expertise in the brain injury field.

## ***Hospital Clinics***

Hospital-based clinics provide outreach to newly injured and give assistance in navigating the system of care in New Hampshire.

# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

## NH DEPARTMENT OF HEALTH & HUMAN SERVICES BUREAU OF DEVELOPMENTAL SERVICES

105 Pleasant Street  
Concord, NH 03301

(800) 852-3345

[www.dhhs.nh.gov/index.htm](http://www.dhhs.nh.gov/index.htm)

### OUR MISSION

The developmental services system collaborates with local communities to support individuals of all ages with acquired brain disorders or developmental disabilities and their families to experience as much freedom, choice, control, and responsibility over the services and supports they receive as desired.

The Bureau of Developmental Services (BDS) is committed to joining communities and families in providing opportunities for citizens to achieve health and independence. In partnership with consumers, families, and community based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members.

To achieve this vision, BDS takes a leadership role in developing the network of supports and resources that will make community presence and participation a reality for every eligible person who chooses community based services and whose treatment professionals have determined that community supports are appropriate.

The NH developmental services system offers individuals with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. BDS is comprised of a main office in Concord and 10 designated non-profit area agencies that represent specific geographic regions of NH. All direct services and supports to individuals and families are provided in accordance with contractual agreements between BDS and the Area Agencies. Supports include:

- Service coordination – including advocacy, facilitation, and monitoring;
- Day and vocational services – focusing on assistance and training provided to individuals to maintain and improve their skills in personal care, vocational activities, community integration, and to enhance their social and personal development;
- Personal care services – focusing on assistance and training provided to individuals to maintain and improve their skills in vocational activities, and enhance their social and personal development;
- Community support services – which are intended for individuals who have developed or are trying to develop skills to live independently within the community. Services consist of assistance and training provided to maintain and improve skills in daily living, community integration, and to enhance social and personal development;
- Family Supports Services – including respite and environmental modifications, to assist families in caring for a family member at home; and
- Crisis Services, Assistive Technology Services, and Specialty Services.

### NEW HAMPSHIRE MEDICAID

NH Medicaid is a federal and state funded health care program that serves a wide range of needy individuals and families who meet certain eligibility requirements. The program works to ensure that eligible adults and children have access to needed health care services by enrolling and paying providers to deliver covered services to eligible recipients.

# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

## COVERED MEDICAL SERVICES

Medicaid provides payment for health care services ranging from routine preventive medical care for children to institutional care for the elderly and disabled. The program also covers services for developmentally disabled individuals and persons with acquired brain disorders, as well as services at community mental health centers.

## GENERAL REQUIREMENTS

**Citizenship Status/Immigration & Identity:** You must be either a US citizen or be a qualified alien and you must be who you say you are. There are some emergency medical services available for certain non-qualified aliens. Contact a DHHS District Office for more information.

**Residency:** You must live in New Hampshire, intend to remain in New Hampshire and not be getting medical assistance from another state. A student entering NH for educational purposes is not considered a resident of NH.

**Age:** You must be a certain age for some programs. If a program has an age limit, you must meet the age limit.

**Social Security Number (SSN):** Each individual requesting assistance must furnish an SSN or proof of an application for an SSN.

**Financial Eligibility:** Financial requirements are broken into two parts: income and resources. You must meet the program's resource requirements as well as the income requirements to be eligible for the program.

**Household Income:** Most kinds of income for all members of your household are counted when we determine your eligibility for medical assistance. Some examples of counted income are:

- Wages
- Self-employment income
- Rental income
- Social Security Benefits
- Veterans Benefits

We do not count all of your income because we subtract certain expenses from your total income. If, after subtracting your expenses, your total net income equals or falls below the monthly net income limits for the number of people in your household, you are considered income-eligible

**Potential Income:** You must explore and apply for all potential sources of income. For example, you must apply for the following benefits if you are potentially eligible for them:

- Social Security Benefits
- Retirement Benefits or Pensions
- Unemployment or Worker's Compensation
- Third-Part Medical Coverage
- VA Benefits (including Aid and Attendance)
- Disability Benefits or Pensions
- Contributions from any Liable Third Party

**Household Resources:** Resources owned by all household members are considered to determine eligibility. Examples of resources are cash, bank accounts, stocks, bonds, some vehicles, permanently unoccupied real estate, and some trusts. We do not count certain resources such as the home you live in, your furniture, and some vehicles.



# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

## **ELIGIBILITY – CHILDREN’S MEDICAL ASSISTANCE**

It is the goal of DHHS and the Division of Family Assistance to ensure that each child in NH has access to quality health care. We do this by working in partnership with the medical and dental insurers, hospitals, community health centers, healthcare providers, schools, and social service agencies across the state.

**Children’s Medicaid (CM):** provides free health and dental coverage for children up to age 20 with net income no higher than 196% of the federal poverty levels (FPL).

**Expanded Children’s Medicaid (Expanded CM):** provides free health and dental coverage for children up to age 19 with net income higher than 196% of the FPL but no higher than 318% of the FPL.

**Children with Severe Disabilities (CSD):** special coverage for disabled children up to age 20 with income no higher than 196% of the FPL. The disabled child does not have to be living with a parent or relative to receive this coverage.

**Home Care for Children with Severe Disabilities (HCCSD):** for severely disabled children up to age 19 whose medical disability is so severe that they qualify for institutional care but who are being cared for at home. Only the income and resources of the disabled child are counted towards eligibility for this program; commonly known as the “Katie Beckett” option.

**Financial Eligibility:** Eligibility for medical assistance is based on household size and income. Income includes any income earned from working or self-employment, and unearned income such as child support (for HC-CSD only), alimony, unemployment, Veteran’s benefits (for HC-CSD only), or Worker’s Compensation benefits, or any income received on a regular basis.

### **Non-financial Eligibility**

- Age: Your child must be under the age of 19 or 20, depending upon the program.
- Residency: Your child must be a NH resident.
- Citizenship: Your child must be a US citizen or an eligible qualified noncitizen.
- Social Security Number: Your child’s SSN must be provided.

## **ACQUIRED BRAIN DISORDER SERVICES WAIVER**

### **SERVICES PROVIDED**

The Acquired Brain Disorder (ABD) Waiver serves those individuals who qualify under RSA 137-K and He-M 522, are Medicaid eligible, and require the level of care provided in a Skilled Nursing Facility. The waiver provides supports and services for the health, safety, and welfare of eligible individuals.

### **Personal Care Services/Residential Services:**

Only those individuals with the significant needs receive Personal Care/Residential Services within the Developmental Services System. Personal Care Services typically involves 24-hour supports, supervision, and assistance with eating, bathing, dressing, personal hygiene, activities of daily living, or other activities essential to their health and welfare. Individuals who receive Personal Care Services often also receive Day Services as an integral part of their overall supports and supervision. This level of service is provided to individuals with medical, behavioral, and/or psychiatric needs and without such supports the individual’s safety would be at risk.

# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

## Day Services:

Service, typically provided in the community, provide direct assistance and instruction to learn, improve, or maintain safety skills, basic living skills, personal decision-making, and social skills. Day Services are frequently essential to allowing the individual's care-giving family to maintain employment.

## Other Services:

The Acquired Brain Disorders waiver offers a number of support services such as community Support Services for those individuals who are building independent living skills, as well as Environmental or Vehicle Modifications, which allow individuals to remain in their home and community, as well as Service Coordination and Respite.

## **DEVELOPMENTAL DISABILITIES/INTELLECTUAL DISABILITIES WAIVER (DD/ID)**

The NH developmental services system offers adult individuals living with a brain injury, prior to the age of twenty-two (22), with developmental disabilities/intellectual disabilities (HCBC-DD/ID) that they receive a wide range of supports and services within their own communities.

## SERVICES PROVIDED

All direct services and supports to individuals and families are provided through 10 non-profit designated Area Agencies located throughout New Hampshire.

The range of services available include:

- Service Coordination including advocacy, facilitation and monitoring;
- Day Services focusing on assistance and training provided to individuals to maintain and improve their skills in personal care, vocational activities and community integration to enhance their social and personal development;
- Employment Services focusing on assistance and training provided to individuals to maintain and improve their skills in vocational activities and enhance their social, personal development, and well-being within the context of vocational goals. These services develop paid employment opportunities in integrated settings which offer meaningful occasions for workers to interact with coworkers and customers;
- Personal Care Services offering assistance and training to individuals to maintain and improve their skills in basic daily living and community integration and to enhance their social and personal development;
- Community Support Services that are intended for individuals who have developed or are trying to develop skills to live independently within the community. Services consist of assistance and training provided to maintain and improve skills in daily living and community integration and to enhance social and personal development;
- Family Support Services including respite and environmental modifications, to assist families in caring for a family member at home; and
- Crisis Services, Assistive Technology Services and Specialty Services.

Any NH resident eligible for services who has a developmental disability and meets the following criteria:

- a disability that is attributable to developmental disability/intellectual disability, cerebral palsy, epilepsy, autism or a specific learning disability, or any other condition of an individual found to be closely related to developmental disability/intellectual disability as it refers to general intellectual functioning or impairment in adaptive behavior or requires treatment similar to that required for developmental disability/intellectual disability individuals; and



# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- a disability that originates before such individual attains age 22, has continued or can be expected to continue indefinitely, and constitutes a severe disability to such individual's ability to function normally in society.

## IN HOME SUPPORTS (IHS) FOR CHILDREN WITH SEVERE DISABILITIES

### SERVICES PROVIDED

The IHS waiver provides personal care and other services to children through age 20 who have very significant medical and behavioral challenges and live at home with their families. These children require long-term supports and services and qualify by virtue of eligibility under RSA 171:A, He-M 503, He-M 524, NH Medicaid, and are deemed eligible for institutional level of care (ICF/ID). Waiver services and supports allow the child to remain at home with his/her care-giving family. Participating families must be interested in and able to play an active role in managing and directing waiver supports utilizing the Participant Directed and Managed Services model (PDMS). The overarching goal of the IHS waiver is to enable the individual to remain in the family residence or in his/her own home while utilizing lower cost, non-nursing supports.

### SERVICE DELIVERY SYSTEM

The IHS Waiver is implemented through the Area Agency system as outlined in RSA 171-A. BDS contracts with ten private, non-profit Area Agencies that provide a comprehensive array of services of the diagnosis, evaluation, habilitation, and rehabilitation.

## CHOICES FOR INDEPENDENCE (CFI) WAIVER

The Choices For Independence Program (HCBC-CFI) is available for adults and seniors with chronic illnesses, including living with a brain injury, who are financially eligible for Medicaid and medically qualify for the level of care provided in nursing facilities.

Administered by the Bureau of Elderly and Adult Services, the program provides a wide range of service choices that help seniors and adults with chronic illnesses to continue living independently in their own homes and communities.

The Choices for Independence brochure provides introductory information about the program. People who wish to apply for the program may contact NH ServiceLink at (866) 634-9412.

**Monthly Income Limit for Title XX Services:** Effective January 1, 2018 the monthly income limit for people receiving Title XX (Social Service Block Grant) services is \$1242 per person. This change was an increase from the former monthly income limit of \$1214.

The income limit is used for both initial determinations and redeterminations of Title XX service eligibility. Title XX services help people to continue living independently, and include, but are not limited to, adult day care, homemaker and home-delivered meals. For more information on these services, please contact NH ServiceLink at (866) 634-9412.

### **Services may include:**

- Home Delivered Meals
- Homemaker Services
- In-Home Care

# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- Transportation Services
- Day Services
- Congregate Meals

Please contact NH ServiceLink at (866) 634-9412 to apply.

## FAMILY SUPPORT SERVICES

### SERVICES PROVIDED

Family Support is provision of low cost, low frequency services, such as non-Medicaid respite or environmental (home or vehicle) modifications, family services coordination, individual and family centered assistance, information and referral, educational materials, emergency, and outreach services. Family Support is cost effective in enabling disabled children and adults to continue to live with their families and reducing, postponing, or eliminating the need for more costly, long-term services. These services are those that are not covered by Medicaid and are effective in assisting parents and other family members to remain the primary caregivers for an individual living with an acquired brain disorder or developmental disability.

### SERVICE DELIVERY SYSTEM

Family Supports Services are organized and implemented through the Area Agency system. Each of the ten Area Agencies is required to have Family Support Council to advise the Area Agency; there is also State Family Support Council, with members from the regional councils, which advises the Bureau of Developmental Services.

## PARTNERS IN HEALTH

### SERVICES PROVIDED

Partners in Health (PIH) serves families with children with chronic health conditions. PIH services incorporate assessment of family needs and referral to appropriate public and private services available in their communities. Family Support Coordinators organize, facilitate, and document service planning and negotiate and monitor the provision of services. Respite, which is the provision of short-term care for an individual intended to provide temporary relief and support to the family, is also available. There are also contracted services for offering respite services to families of individuals with acquired brain disorders.

### SERVICE DELIVERY SYSTEM

PIH is administered through twelve contracted agencies, some of which are Area Agencies and others are community service organizations.

## SPECIAL MEDICAL SERVICES

### SERVICES PROVIDED

Special Medical Services (SMS) provides statewide leadership to build and promote a community-based system of services that is comprehensive, coordinated, family centered and culturally competent for Children and Youth with Special Health Care needs (CYSHCN) by providing NH families with health information and support services. SMS also assists families to obtain specialty health care services for their eligible children with physical disabilities, chronic illness, and/or other special health care needs through:

# STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- Multidisciplinary Child Development Assessments and Neuromotor Clinics
- Health Care Coordination by Registered Nurses/Social Workers
- Home and Community Based Nutrition and Feeding & Swallowing consultation
- Psychology information and referral for any child, Psychology/Psychiatry for CYSHCN
- Funds health care costs to eligible low-income families with CYSHCN
- Support for parents as caregivers via Family-to-Family Health Information (NH Family Voices)
- Infrastructure development promoting Medical Homes in NH

## SERVICE DELIVERY SYSTEM

Services are provided with both state staff and contracted services. SMS state staff includes Nurse Coordinators who have direct client caseloads. Contracted services are for assurance of specialty clinics/services and infrastructure development of the system of care. Sixteen contracted specialty care clinicians/entities meet the service needs. SMS services include specialty clinics for assessment and ongoing consultation; information and referral; outreach; specialty consultation; care coordination; family support and education, and financial assistance for eligible individuals.

## **FAMILY CENTERED EARLY SUPPORTS AND SERVICES (ESS)**

### SERVICES PROVIDED

Services include identification, assessment, evaluation, special instruction, therapeutic services, and on-going treatment, typically speech, occupational, physical therapy, as well as developmental education to maximize the family's ability to understand and care for the child's developmental, functional, and behavioral needs. Part C Grant Funds are also used to fund specific service arrays for children with autism.

### SPECIAL DELIVERY SYSTEM

Early Supports and Services are organized and implemented through the Area Agency system. ESS must be provided in natural environments as part of a comprehensive array of supports and services for eligible children.

## **MEDICAID TO SCHOOLS**

### SERVICES PROVIDED

Medically related services outlined in a Medicaid eligible student's IEP are covered. Such services include: Occupational Therapy, Physical Therapy, Speech, Language and Hearing Services, Nursing Services, Psychiatric and Psychological Services, Mental Health Services, Vision Services, Specialized Transportation to Obtain Covered Services, Medical Exams and Evaluations, Pre-school Services, Rehabilitative Assistance, Supplies and Equipment related to vision, speech, language and hearing services, occupational and physical therapy services.

### SERVICE DELIVERY SYSTEM

School districts are enrolled as Medicaid Providers. The school obtains the Medicaid identification numbers of eligible students and bills NH Medicaid for eligible services. Qualified staff, as outlined in He-M1301, must provide all services; certain services require referrals or orders from physicians or other health care related professionals.

# BUREAU OF DEVELOPMENTAL SERVICES – AREA AGENCIES

## **Region I – Northern Human Services, Inc./New Horizons**

87 Washington Street  
Conway, NH 03818  
(603) 447-3347

## **Region II – PathWays of the River Valley**

654 Main Street  
Claremont, NH 03743  
(603) 542-8706

## **Region III – Lakes Region Community Services**

719 North Main Street  
PO Box 509  
Laconia, NH 03247  
(603) 524-8811

## **Region IV – Community Bridges, Inc.**

70 Pembroke Road, Suite 5  
Concord, NH 03301  
(603) 225-4153

## **Region V – Monadnock Developmental Services, Inc.**

121 Railroad Street  
Keene, NH 03431  
(603) 352-1304

## **Region VI – Gateways Community Services**

144 Canal Street  
Nashua, NH 03064  
(603) 882-6333

## **Region VII – Moore Center Services, Inc.**

195 McGregor St., Suite 400  
Manchester, NH 03102  
(603) 206-2700

## **Region VIII – One Sky Community Services**

755 Banfield Road, Suite 3  
Portsmouth, NH 03801  
(603) 436-6111

## **Region IX – Community Partners: Behavioral Health Services of Strafford County, Inc.**

113 Crosby Road, Suite 1  
Dover, NH 03820-4375  
(603) 749-4015

## **Region X – Community Crossroads**

8 Commerce Drive, Unit 801  
Atkinson, NH 03811  
(603) 893-1299

# RESOURCES



# RESOURCES

## ADA ASSISTANCE and ADVOCACY

### Disability Rights Center – New Hampshire

64 North Main Street, Suite 2  
Concord, NH 03301-4913  
(800) 834-1721 or (603) 228-0432  
DRC-NH provides information, referral, advice, legal representation, and advocacy to individuals with disabilities, including those with Traumatic Brain Injuries, on a wide range of disability-related issues including special education, access and accommodation, employment and housing discrimination, home and community-based services, voting, and Medicaid. Call DRC-NH to schedule a free consultation on a disability discrimination issue with an experienced attorney.

### Equal Employment Opportunity Commission (EEOC)

John F. Kennedy Federal Building  
15 New Sudberry Street, #475  
Boston, MA 02203  
(800) 669-4000

### Governor's Commission on Disability

121 South Fruit Street, Suite 101  
Concord, NH 03301  
(800) 852-3405 or (603) 271-2773

### Granite State Independent Living

21 Chenell Drive  
Concord, NH 03301  
(800) 826-3700 (voice/TTY)  
GSIL is a statewide, non-profit, service and advocacy organization that provides tools for people with disabilities so they can navigate their own lives and participate fully in their communities.

### Human Rights Commission - NH

2 Industrial Park Drive, Building 1  
Concord, NH 03301-8501  
(603) 271-2767

### Institute on Disability

10 West Edge Drive, Suite 101  
Durham, NH 03824-3522  
(603) 862-4320

### Office of the Ombudsman

New Hampshire Bureau of Health Care Facilities  
Department of Health & Human Services  
105 Pleasant Street  
Concord, NH 03301  
(603) 271-6941

### Mailing Address

129 Pleasant Street  
Concord, NH 03301

### New Hampshire Council on Developmental Disabilities

2 ½ Beacon Street, #10  
Concord, NH 03301  
(603) 271-3236

### New Hampshire Special Education Advocacy Center

548 Donald St., Unit 2  
Bedford, NH 03110  
(603) 625-2600

### ServiceLink Network

Primary sites located in Atkinson, Berlin, Claremont, Concord, Keene, Laconia, Lebanon, Littleton, Manchester, Nashua, Rochester, Stratham, and Tamworth  
(866) 634-9412

### US Dept. of Justice/Civil Rights Division, Disability Rights Section

950 Pennsylvania Avenue, NW  
Washington, DC 20530-0001  
(800) 877-8339

## ADULT DAY PROGRAMS

### Easter Seals of NH

555 Auburn Street  
Manchester, NH 03103  
(603) 623-8863

### Other Location

1 Mammoth Street  
Manchester, NH 03103  
(603) 621-3599

### Easter Seals – Senior Services

215 Rochester Hill Road  
Rochester, NH 03867  
(603) 335-1770

### Gateways Community Services

144 Canal Street  
Nashua, NH 03064-2886  
(603) 882-6333

### Harmony Home at Hickory Pond

1 Stagecoach Road  
Durham, NH 03824  
(603) 292-6087

### Lake Sunapee Region VNA & Hospice

PO Box 2209  
107 Newport Road  
New London, NH 03257  
(603) 526-4077



# RESOURCES

## **Monadnock Adult Day Care Center**

22 North Street  
Jaffrey, NH 03452  
(603) 532-2427

## **Monadnock Adult Care Center**

456 Old Street Road  
Peterborough, NH 03458  
(603) 924-8620

## **Senior Class Adult Day & Home Health**

201 New Hampshire Route 111  
Hampstead, NH 03841  
(603) 329-4401

## **Silverthorne Adult Day Center**

23 Geremonty Drive  
Salem, NH 03079  
(603) 893-4799

## **Vintage Grace Adult Day Care**

12 Peabody Road  
Derry, NH 03038  
(603) 425-6339

## **VNA @ Home Health Care Hospice & Community Services – Keene**

PO Box 564  
312 Marlborough Street  
Keene, NH 03431  
(603) 352-2253

## **ALCOHOL and SUBSTANCE ABUSE**

### **Al-Anon & Alateen**

PO Box 220  
Concord, NH 03302  
(603) 369-6930

### **Alcoholics Anonymous**

1330 Hooksett Road  
Hooksett, NH 03106  
(800) 593-3330 or (603) 622-6967

### **Bureau of Drug and Alcohol Services**

Department of Health & Human Services  
State Office Park South  
105 Pleasant Street  
Concord, NH 03301  
(800) 804-0909 or (603) 271-6738

### **Farnum Center**

140 Queen City Avenue  
Manchester, NH 03103  
(603) 263-6200

## **Farnum Center - Outpatient Services**

700 Lake Avenue, Entrance A  
Manchester, NH 03103  
(603) 622-3020

## **Farnum Center - Webster Place**

27 Holy Cross Road  
Franklin, NH 03235  
(603) 622-3020

## **Farnum Center - Ray House**

14 Holy Cross Road  
Franklin, NH 03235  
(603) 622-3020

## **New Futures**

10 Ferry Street, Suite 307  
Concord, NH 03301  
(603) 225-9540

## **SE NH Alcohol and Drug Abuse Services**

272 County Farm Road  
Dover, NH 03820  
(603) 516-8160

## **DEPARTMENT OF HEALTH and HUMAN SERVICES BUREAU of DEVELOPMENTAL SERVICES AREA AGENCIES**

Ten regional Area Agencies determine eligibility for state waiver services. Individuals living with a brain injury or developmental disability may be found eligible for case management, family support, early supports and services, respite, residential or day services.

### **Region I – Northern Human Services, Inc./New Horizons**

87 Washington Street  
Conway, NH 03818  
(603) 447-3347

Includes: Albany, Bartlett, Bath, Benton, Berlin, Bethlehem, Brookfield, Carroll, Chatham, Clarksville, Colebrook, Columbia, Conway, Dalton, Dixville, Dummer, Easton, Eaton, Effingham, Errol, Franconia, Freedom, Gorham, Hart's Location, Haverhill, Jackson, Jefferson, Lancaster, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Madison, Milan, Monroe, Moultonboro, Northumberland, Ossipee, Piermont, Pittsburg, Randolph, Sandwich, Shelbourne, Stark, Stewartstown, Stratford, Sugar Hill, Tamworth, Tuftonboro, Wakefield, Warren, Waterville, Wentworth Location, Whitefield, Wolfeboro, Woodstock.

# RESOURCES

## **Region II – PathWays of the River Valley**

654 Main Street  
Claremont, NH 03743  
(603) 542-8706

Includes: Acworth, Canaan, Charlestown, Claremont, Cornish, Croydon, Dorchester, Enfield, Goshen, Grafton, Grantham, Hanover, Langdon, Lebanon, Lempster, Lyme, Newport, Orange, Orford, Plainfield, Springfield, Sunapee, Unity, Washington.

## **Region III – Lakes Region Community Services**

PO Box 509  
719 North Main Street  
Laconia, NH 03247  
(603) 524-8811

Includes: Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Thornton, Tilton, Wentworth.

## **Region IV – Community Bridges, Inc.**

70 Pembroke Road, Suite 5  
Concord, NH 03301  
(603) 225-4153

Includes: Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Deering, Dunbarton, Epsom, Franklin, Henniker, Hill, Hillsboro, Hopkinton, Loudon, Newbury, New London, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Weare, Webster, Wilmot, Windsor.

## **Region V – Monadnock Developmental Services, Inc.**

121 Railroad Street  
Keene, NH 03431  
(603) 352-1304

Includes: Alstead, Antrim, Bennington, Chesterfield, Dublin, Fitzwilliam, Francestown, Gilsum, Greenfield, Greenville, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester.

## **Region VI – Gateways Community Services**

144 Canal Street  
Nashua, NH 03064  
(603) 882-6333

Includes: Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford, Mt. Vernon, Nashua, Wilton.

## **Region VII – Moore Center Services, Inc.**

195 McGregor St., Suite 400  
Manchester, NH 03102  
(603) 206-2700

Includes: Auburn, Bedford, Candia, Goffstown, Hooksett, Londonderry, Manchester, New Boston.

## **Region VIII – One Sky Community Services**

755 Banfield Road, Suite 3  
Portsmouth, NH 03801  
(603) 436-6111 or (800) 660-4103 (TDD)

Includes: Brentwood, Deerfield, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, North Hampton, Northwood, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, Stratham.

## **Region IX – Community Partners: Behavioral Health Services of Strafford County, Inc.**

113 Crosby Road, Suite 1  
Dover, NH 03820  
(603) 749-4015

Includes: Barrington, Dover, Durham, Farmington, Lee, Madbury, Middleton, Milton, New Durham, Rochester, Rollinsford, Somersworth, Strafford.

## **Region X – Community Crossroads**

8 Commerce Drive, Unit 801  
Atkinson, NH 03811  
(603) 893-1299

Includes: Atkinson, Chester, Danville, Derry, Hampstead, Newton, Pelham, Plaistow, Salem, Sandown, Windham.

## **ASSISTIVE TECHNOLOGY/ HOME ACCESSIBILITY**

### **Affordable Mobility**

346 Chester Road  
Auburn, NH 03032  
(603) 483-5922

### **All-Ways Accessible, Inc.**

128 Hall Street, Suite F  
Concord, NH 03301  
(603) 224-9226 or (800) 684-0270

### **Assistive Technology in NH (AT in NH)**

Institute on Disability  
10 West Edge Drive, Suite 101  
Durham, NH 03824  
(603) 862-4320

### **Community House Calls**

497 Hooksett Road, #232  
Manchester, NH 03104  
(603) 606-8905

### **Granite State Independent Living**

21 Chenell Drive  
Concord, NH 03301  
(800) 826-3700



# RESOURCES

## **In-Step Mobility Products Corporation**

8048 Monticello Avenue  
Skokie, IL 60076  
(800) 558-7837

## **Keene Medical**

### Main Office

5 Landing Road  
Enfield, NH 03748  
(603) 448-5290

### Concord

66 Airport Road  
Concord, NH 03301  
(603) 224-0135

### Keene

275 Washington Street  
Keene, NH 03431  
(603) 357-3222

### Lebanon

240 Meriden Road  
Lebanon, NH 03766  
(603) 448-5225

### Nashua

101 Elm Street  
Nashua, NH 03060  
(603) 595-2097

### Portsmouth

875 Greenland Road, Unit B12  
Portsmouth, NH 03801  
(603) 431-6006

## **Martel's Self-Care Products, Inc.**

68 School Street  
Allentown, NH 03275  
(603) 485-3490

## **Mobility Works**

54 Wentworth Avenue  
Londonderry, NH 03053  
(603) 437-4444 or (603) 210-4480

## **Northeast Deaf and Hard of Hearing Services**

56 Old Suncook Road #6  
Concord, NH 03301  
(603) 224-1850

## **Refurbished Equipment Marketplace**

57 Regional Drive, Suite 7A  
Concord, NH 03301  
(603) 226-2903

## **Services for Blind and Visually Impaired**

21 South Fruit Street, Suite 20  
Concord, NH 03301  
(603) 271-3537 or (800) 581-6881

## **BRAIN INJURY PROGRAMS**

### **Brewer Center for Health & Rehabilitation**

74 Parkway South  
Brewer, ME 04412  
(207) 989-7300

### **Brookhaven Hospital**

Division of Brookhaven NeuroRehabilitation Network  
201 South Garnett Road  
Tulsa, OK 74128-1805  
(918) 438-4257

### **Care-One Neurorehabilitation - Lowell**

19 Varum Street  
Lowell, MA 01850  
(413) 575-5321  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Care-One Neurorehabilitation - Holyoke**

260 Easthampton Road  
Holyoke, MA 01040  
(413) 538-9733  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)



**CareOne  
Neurorehabilitation  
Programs of MA**

**Treating Individuals with traumatic and acquired brain injuries, neurodegenerative conditions, and neuropsychiatric disorders in a post-acute care setting.**

- Specializing in behavioral & cognitive challenges
- Community re-entry and life skills development
- Cognitive rehabilitation
- Sensory enrichment program
- Pre-vocational opportunities
- AA/substance abuse counseling and prevention
- Physical, Occupational, Speech therapies

**For more information**  
**Nicole Spencer-Neuro Liaison**  
**413.575.5321**  
**nspencer@care-one.com**

Accepting Medicare, Managed care plans, and Medicaid (New Hampshire, Maine, Vermont, New York, Connecticut).

**Proud supporter of BIANH**

**CAREONE**  
Neurobehavioral Rehabilitation

**www.care-one.com**



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## RESOURCES

### **Catholic Medical Center**

100 McGregor Street  
Manchester, NH 03102  
(603) 668-3545 or (800) 437-9666

### **Community Integrated Services**

373 South Willow Street, Suite D2-3  
Manchester, NH 03103  
(603) 836-4400

### **Community Integrated Services**

755 Banfield Street  
Portsmouth, NH 03801  
(603) 932-6443

### **Community Resources for Crime & Justice Institute**

355 Boylston Street  
Boston, MA 02116  
(617) 482-2520

### **Community Strategies for New Hampshire – Keene**

32 Washington Street  
Keene, NH 03431  
(603) 357-4929

### **Community Strategies for New Hampshire – Manchester**

1490 – 1492 Elm Street, #1  
Manchester, NH 03101  
(603) 621-7072

### **Dartmouth-Hitchcock Medical Center**

One Medical Center Drive  
Lebanon, NH 03756  
(603) 650-5000

### **Eagle Eye Farm Rehabilitation Center**

3014 Abbott Hill Road  
West Burke, VT 05871  
(802) 723-9800

### **Easter Seals Society of New Hampshire**

555 Auburn Street  
Manchester, NH 03103  
(603) 623-8863

### **Encompass Health Rehabilitation Hospital of Concord**

254 Pleasant Street  
Concord, NH 03301  
(603) 226-9804  
Website: [www.encompasshealth.com/concordrehab](http://www.encompasshealth.com/concordrehab)

### **Fairlawn Rehabilitation Hospital**

189 May Street  
Worcester, MA 01602  
(508) 791-6351



Our care  
sets us apart



**Encompass  
Health**

Rehabilitation Hospital  
of Concord

254 Pleasant Street  
Concord, NH 03301  
603.226.9800

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# RESOURCES

## **Farnum Rehabilitation Center**

Cheshire Medical Center  
580 Court Street  
Keene, NH 03431  
(603) 354-5400

## **Franciscan Children's Hospital/Rehabilitation**

30 Warren Street  
Brighton, MA 02135  
(617) 254-3800

## **Goodwill Northern New England - Main Office**

34 Hutcherson Drive, Unit 1  
Gorham, Maine 04038  
(207) 774-6323

## **Goodwill NeuroRehab Services - Lewiston**

618 Main Street  
Lewiston, ME 04240  
(207) 795-6110 or (800) 352-9547

## **Goodwill NeuroRehab Services - Scarborough**

8 Science Park Road  
Scarborough, ME 04074  
(207) 761-8402 or (800) 341-4516

## **Independence Care**

10 Ferry Street, Suite 404  
Concord, NH 03301  
(603) 283-7778  
Website: [www.independence-care.com](http://www.independence-care.com)

## **Independent Services Network, Inc.**

309 Pine Street  
PO Box 1111  
Manchester, NH 03105  
(603) 644-3544

## **Krempels Center**

100 Campus Drive, #24  
Portsmouth, NH 03801  
(603) 570-2026

Krempels Center is a nonprofit organization dedicated to improving the lives of people living with brain injury. In partnership with universities and community volunteers, we offer programs that engage our members in meaningful and productive experiences and provide ongoing support and resources to survivors and their families. Krempels Center offers virtual and in-person programming.

## **Living Innovations**

273 Locust Street, 2C  
Dover, NH 03820  
(603) 422-7308

## Other Locations

210 North State Street  
Concord, NH 03301  
(603) 319-6510

16 Route 111  
Building 2, Suites 1-3  
Derry, NH 03038  
(603) 893-7286

62A Whittier Street  
Dover, NH 03820  
(603) 319-6550

1 Hampton Road  
Building A, Suite 105  
Exeter, NH 03833  
(603) 430-5430

## **Mt. Ascutney Hospital & Health Center**

289 County Road  
Windsor, VT 05089  
(802) 674-7390



**Call us today!**  
**603-283-7778**

<u>PERSONAL CARE</u>	<u>COMPANION CARE</u>
Bathing	Shopping
Dressing	Laundry
Grooming	Social Interaction
Bathroom & Hygiene	Appointment Escort
Transferring & Positioning	Medication Reminder
... and much more!	

**At Independence Care, we take a specialized approach to providing care to our clients. Taking the time to listen and understand each client's unique situation is an important step to ensure we are making the right caregiver match.**



**intake@independecare.pro · [www.independecare.pro](http://www.independecare.pro)**  
**10 Ferry Street, Suite 404, Concord, NH 03301**

## RESOURCES



### To make a referral:

☎ 800-743-6802  
✉ [neuroinfo@neurorestorative.com](mailto:neuroinfo@neurorestorative.com)  
🌐 [neurorestorative.com](http://neurorestorative.com)



**NeuroRestorative** is a leading provider of subacute and post-acute rehabilitation services for people of all ages with brain, spinal cord and medically complex injuries, illnesses, neurodevelopmental disorders and other challenges.

Our programs are located across New Hampshire and provide a full spectrum of services including specialized neurobehavioral residential treatment and support, individualized neurorehabilitation programs and long-term supported living options.

Please call us to make inquiry about how we can best help!



### **NeuroRestorative New Hampshire**

To make a referral, please call 800-743-6802

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

#### Freedom House

269 Village Road  
Freedom, NH 03836

#### Thompson House

266 Eaton Road  
Freedom, NH 03836

#### Wentworth House

70 Moultonville Rd  
Center Ossipee, NH 03814

#### King House

6 King Road  
Chichester, NH 03258

#### Nottingham

98 Nottingham Road  
Deerfield NH 03037

#### Hemlock

45 Hemlock Hill Road  
Loudon NH 03307

#### Salisbury

863 Old Turnpike Road  
Salisbury NH 03268

### **NeuroBehavioral Services (Including NH ITS services).**

#### Stagecoach

52 Loop Road  
Concord NH 03301

#### Equestrian

50 Manchester Drive  
Webster NH 03303

#### Deer Ridge

87 Horne Road  
Belmont NH 03220

### **Next Step Healthcare – Braintree Manor**

Neurorehabilitation Program  
1102 Washington Street  
Braintree, MA 02184  
(781) 794-5300



# RESOURCES

## North Country Independent Living

2541 White Mountain Hwy., Building #3, North Conway, NH 03860  
Website: [ncilnh.com](http://ncilnh.com)

**Programs and Specialty Services**

- Supported Apartment Living
- Supported Residential Care/Long Term Care
- Community Residence Program
- Day Support Program
- Behavioral Consultation
- Employment Services

**Program Description**

North Country Independent Living (NCIL), family owned and operated since 1994 understands the various needs for specialized services and programs. NCIL designs programs for each individual based upon their strengths, abilities, goals and where they may be in the rehabilitative process.

We pride ourselves in creating compassionate, meaningful living situations that provide individuals the opportunity to regain a sense of self-esteem and the potential to become as independent as possible in the least restrictive environment, while enjoying all aspects of community inclusion. Our homes and individuals have been embraced by the local communities who view NCIL as a community partner offering volunteering, employment and recreational opportunities for the people we serve. We are extremely proud of our reputation and the individuals that we are entrusted with.

**Contacts:**  
Freddi Gale, CBIS, Executive Director  
603-356-0282  
[fgale@ncilnh.com](mailto:fgale@ncilnh.com)




### North Country Independent Living, Inc.

2541 White Mountain Highway, Bldg #3  
PO Box 518  
North Conway, NH 03860  
(603) 356-0282 or (888) 400-6245  
Website: [www.ncilnh.com](http://www.ncilnh.com)

### Northeast Rehabilitation Hospital

70 Butler Street  
Salem, NH 03079  
(603) 893-2900  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

### Northeast Rehabilitation at The Elliot - Manchester

1 Elliot Way, 7th Floor  
Manchester, NH 03103  
(603) 663-7700  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

### Northeast Rehabilitation Hospital at Pease

105 Corporate Drive  
Pease International Tradeport  
Portsmouth, NH 03801  
(603) 501-5500  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

## Northeast Rehabilitation Hospital Network

### CHOOSE NORTHEAST REHABILITATION HOSPITAL

*You Make the Decision; Together, We'll Make a Difference*

*For more than 35 years, we have been helping people overcome their physical and cognitive challenges and rebuild their lives.*

#### Acute Rehabilitation Hospital Locations in Salem, Nashua, Portsmouth and Manchester, NH

- Physical, cognitive and behavioral rehabilitation.
- Daily access to our multidisciplinary clinical care team: dedicated hospitalists and psychiatrists, RNs, therapists and specialty physicians.
- Minimum of three hours of therapy five days per week.
- Accepting patients 18 and older. With the approval of the CMO, we may take younger patients. Our outpatient services provide care for patients of all ages.

#### Specialized Care:

- Advanced technology
- Comprehensive education for patients and their care partners
- On-site pharmacy, X-ray and lab services
- Diagnostic testing on-site
- Comprehensive case management including a coordinator for follow-up appointments

#### Community Connections:

- **Mobility Park:** Practice mobility over different types of ground surfaces
- **Partnership in Northeast Passage:** Recreational resource training and adaptive recreational equipment helps individuals transition to home and the community
- **Follow-Up Phone Calls Post Discharge**
- **Support Groups**
- **Driver Evaluations**
- ...and more

*"After my stroke I couldn't do anything for myself. Here I am...reading, writing, walking and eating. I am thankful for every last person at Northeast Rehab."*

Tom T.

**95%** OF OUR PATIENTS WOULD LIKELY RECOMMEND US TO FAMILY AND FRIENDS

\* Press Ganey 2019



Northeast Rehabilitation Hospital Network is certified by The Joint Commission. Our four hospitals have also earned Disease-Specific Care Certification in Brain Injury and Stroke Rehabilitation.

*Our Comprehensive Continuum of Care Helps You throughout Your Rehabilitation and Recovery Journey:*

Inpatient   Outpatient   Home Care   Pediatrics

*"All of the therapy and medical staff are incredibly helpful. They make you want to get better to go home to a normal life."*

- Paul R.



**For Information, Call: 603-893-2900**  
Rebuilding lives with hope, compassion and dedication to excellence.  
<http://www.northeastrehab.com>

## RESOURCES

**Northeast Rehabilitation Hospital at Southern  
New Hampshire Medical Center (SNHMC) - West Campus**  
29 Northeast Boulevard  
Nashua, NH 03063  
(603) 689-2400  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

**Portsmouth Regional Hospital Rehab & Wellness Center**  
333 Borthwick Avenue  
Portsmouth, NH 03801  
(603) 436-5110

**Residential Resources, Inc.**  
136 Harvey Road, Suite A103  
Londonderry, NH 03053  
(844) 281-0421

**Residential Resources, Inc.**  
180 Emerald Street, Suite 217  
Keene, NH 03431  
(844) 281-0424

**Revere Healthcare Center - Mass General**  
300 Ocean Avenue  
Revere, MA 02151  
(781) 485-6000

**RiverRidge Center**  
3 Brazier Lane  
Kennebunk, ME 04043  
(207) 985-3030

**Robin Hill Farm**  
PO Box 1067  
Hillsboro, NH 03244  
(603) 464-3841  
Website: [www.robinhillfarm.com](http://www.robinhillfarm.com)

**Rose Meadow Acres**  
PO Box 1450  
New Boston, NH 03070  
(603) 487-1568  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

**Rose Meadow Farm**  
PO Box 1450  
New Boston, NH 03070  
(603) 487-3600  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

**Rose Meadow Garden**  
PO Box 1450  
New Boston, NH 03070  
(603) 487-3590  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)



P.O. Box 1067  
Hillsborough, NH 03244  
(603) 464-3841

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

**Fax:** (603) 464-3851  
[info@robinhillfarm.com](mailto:info@robinhillfarm.com)

### **Programs and Specialty Services:**

Residential Treatment & Rehabilitation  
Community Residence Programs

**Program Description:** Owned and operated by the Donovan Family, Robin Hill Farm has provided quality residential & rehabilitative services for adults with brain injuries since 1983. Our six licensed programs offer varied levels of support and supervision with a focus on rebuilding cognitive skills in a community inclusive, socially based environment. Robin Hill Farm programs are located in Hillsboro, Deering, and Peterborough. Our living environments promote social interaction and focus on community inclusion, while minimizing social isolation. Robin Hill Farm is a Veterans Administration contractor and has proudly served our Veterans for over 30 years.

**Admission Criteria:** Medically stable adults, (minimum 21 years old) with acquired brain injuries who are not a danger to self or others.

**Funding Options:** NH ABD Waiver, Veterans Administration, Worker's Compensation, and Private Insurance.

### **Contacts**

Tim Donovan, CBIS, Vice President  
(603) 464-3841  
[Tim.donovan@robinhillfarm.com](mailto:Tim.donovan@robinhillfarm.com)

Greg Woodsum, PT, CBIS, MHA  
Chief Operating Officer  
(603) 464-1327  
[greg.woodsum@robinhillfarm.com](mailto:greg.woodsum@robinhillfarm.com)

## RESOURCES



### *Rose Meadow Farm    Rose Meadow Acres Rose Meadow Garden*

Rose Meadow are three unique residential assisted living programs in New Boston, NH for adults that have experienced life altering events through work related injuries, personal accidents or neurological trauma which make complex specialized daily care necessary. Rose Meadow is considered one of the finest, cost effective alternatives to chronic care facilities for adults ages 18 to 60.

#### **Our per diem rate includes the following services:**

- \* Single occupancy room
- \* Nursing support services
- \* 24 hour supervision while in the care of Rose Meadow
- \* Community integration and socialization
- \* On-site recreational activities
- \* Transportation to medical appointments
- \* Medical needs management

#### **Funding generally accepted by Rose Meadow includes:**

- \* Workers' Compensation Insurance
- \* Private Funds
- \* Structured Settlements
- \* Litigation Liens
- \* Private Health Insurance
- \* NH Medicaid Developmental Disability (DD) Waiver Program
- \* NH Medicaid Acquired Brain Disorder (ABD) Waiver Program

For admission information please contact:  
Andrea Gagnon 603.487.3590 x32  
[agagnon@roosemeadowgroup.com](mailto:agagnon@roosemeadowgroup.com)  
[www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

#### **Spaulding Rehabilitation Hospital**

300 1<sup>st</sup> Avenue  
Charlestown, MA 02129  
(617) 952-5000

#### **St. Joseph Hospital Rehab Unit**

172 Kinsley Street  
Nashua, NH 03060  
(603) 882-3000

#### **The PLUS Company, Inc.**

19 Chestnut Street  
Nashua, NH 03060  
(603) 889-0652

#### **Whittier Rehabilitation Hospital**

145 Ward Hill Avenue  
Bradford, MA 01835  
(978) 372-8000

### **CHILDREN/YOUTH SERVICES**

#### **Child Care Resource & Referral**

21 McKinley Street  
Rochester, NH 03867  
(603) 330-0962 or (603) 330 0961

#### **Children's Rehabilitation Center of Portsmouth Hospital**

155 Borthwick Avenue  
West Bldg., 3<sup>rd</sup> Floor  
Portsmouth, NH 03801  
(603) 433-4015

#### **Exeter Hospital Pediatric Rehabilitation**

212 Calef Highway  
Epping, NH 03042  
(603) 777-1885

#### **Head Start – Southern NH Services**

40 Pine Street  
Manchester, NH 03108  
(603) 668-8010

#### **NeuroDevelopmental Institute of NH**

171 Londonderry Turnpike  
Hooksett, NH 03106  
(603) 621-9870

#### **Office of Special Medical Services**

97 Pleasant Street  
Concord, NH 03301  
(603) 271-4488



# RESOURCES

## **Shaken Baby Alliance**

1100 Hemphill Road Suite 105  
Fort Worth, TX 76104  
(817) 882-8686

## **Stop It Now! Campaign to Prevent Child Sexual Abuse**

351 Pleasant Street, Suite B319  
Northampton, MA 01060  
(413) 587-3500

## **The Youth Council**

112 West Pearl Street, #2  
Nashua, NH 03060  
(603) 889-1090

## **COUNSELING SERVICES**

### **Bureau of Health and Human Services**

#### **Division of Behavioral Health**

Bureau of Behavioral Health  
Division of Community Based Care Services  
NH Department of Health and Human Services  
105 Pleasant Street  
Concord, NH 03301  
(603) 271-5000

The Bureau of Mental Health Services provides statewide leadership of a high-quality mental health system that provides trauma-informed and evidence based practices for individuals and families affected by mental illness. The Bureau of Mental Health Services (BMHS) contracts with ten regional Community Mental Health Centers and Peer Support Agencies to provide comprehensive community-based mental health prevention, treatment, and recovery services. The BMHS also contracts with several Community Mental Health Providers for the provision of housing support services, NAMI NH for suicide prevention and peer and family support services, and four designated receiving facilities. This comprehensive system of care seeks to promote respect, recovery, and full community inclusion for adults, including older adults, who experience a mental illness and children with an emotional disturbance. New Hampshire's community mental health system is defined in NH laws and rules and valued by all New Hampshire citizens.

### **Charles Bussison**

#### **Clear Brook Counseling**

75 Gilcrest Road, #200  
Londonderry, NH 03053  
(603) 434-8040

### **Center for Life Management**

10 Tsienneto Road  
Derry, NH 03038  
(603) 434-1577

### **Center for Life Management**

103 Stiles Road  
Salem, NH 03079  
(603) 434-1577

### **Community Health Center**

145 Hollis Street  
Manchester, NH 03101  
(603) 626-9500

### **Community Partners: Behavioral Health & Developmental Services of Strafford County, Inc.**

113 Crosby Rd., Suite 1  
Dover, NH 03820  
(603) 516-9300

#### Dover

50 Chestnut Street  
Dover, NH 03820  
(603) 516-9300

#### Rochester

25 Old Dover Road  
Rochester, NH 03867  
(603) 516-9300

### **Cornerstone Family Resources**

6 South State Street  
Concord, NH 03301  
(603) 228-3862

### **Donna Moore & Associates**

8 Union Street  
Concord, NH 03301  
(603) 229-0300

### **Greater Nashua Mental Health Center**

7 Prospect Street  
Nashua, NH 03060  
(603) 889-6147

15 Prospect Street  
Nashua, NH 03060  
(603) 889-6147

100 West Pearl Street  
Nashua, NH 03060  
(603) 889-6147

440 Amherst Street  
Nashua, NH 03064  
(603) 889-6147



# RESOURCES

## **Lakes Region Mental Health Center**

40 Beacon Street, East  
Laconia, NH 03246  
(603) 524-1100

### Laconia

85 Spring Street  
Laconia, NH 03246  
(603) 524-1100

### Plymouth

599 Tenney Mountain Hwy  
Plymouth, NH 03264  
(603) 536-1118

## **LifeStance Health**

1 Main Street  
Nashua, NH 03064  
(603) 883-0005

## **Monadnock Family Services**

### **Administrative Office**

64 Main Street, Suite 201  
Keene, NH 03431  
(603) 357-4400

### Keene

17 93<sup>rd</sup> Street  
Keene, NH 03431  
(603) 357-4400

### Children's Services

64 Main Street, Suite 301  
Keene, NH 03431  
(603) 357-4400

### Eastern Region Office

9 Vose Farm Road, Suite 120  
Peterborough, NH 03458  
(603) 924-7236

### Monadnock Adult Care Center

22 North Street  
Jaffrey, NH 03452  
(603) 532-2427

### Winchester Office

83 Parker Street  
Winchester, NH 03470  
(603) 239-4376

## **NAMI (National Alliance for the Mentally Ill) NH**

85 North State Street  
Concord, NH 03301  
(800) 242-6264 or (603) 225-5359

## **Northeast Counseling/Coaching**

3 North Boulevard, Suite B4  
Amherst, NH 03031  
(603) 554-8193

## **NORTHERN HUMAN SERVICES**

### **Main Office**

87 Washington Street  
Conway, NH 03818  
(603) 447-3347

### Colebrook Developmental Disabilities

Vershire Center  
24 Depot Street  
Colebrook, NH 03576  
(603) 237-5721

### Common Ground

24 Lancaster Road  
Whitefield, NH 03598  
(603) 837-9547

### Common Ground

250 Swiftwater Road  
Woodsville, NH 03785  
(603) 747-2681

### Community Services Center

69 Willard Street  
Berlin, NH 03570  
(603) 752-1005

### Family Centered Early Services & Support

71 Hobbs Street, Suite 102  
Conway, NH 03818  
(603) 447-4356

### New Horizons

626 Eastman Road  
Center Conway, NH 03813  
(603) 356-6921

### New Horizons

680 White Mountain Hwy, Unit 8  
Tamworth, NH 03886  
(603) 323-2354

# RESOURCES

## The Mental Health Center

3 Twelfth Street  
Berlin, NH 03570  
(603) 752-7404

## The Mental Health Center

55 Colby Street  
Colebrook, NH 03576  
(603) 237-4955

## The Mental Health Center

25 West Main Street  
Conway, NH 03818  
(603) 447-2111

## The Mental Health Center

69 Brooklyn Street  
Groveton, NH 03582  
(603) 636-2555

## The Mental Health Center

70 Bay Street  
Wolfeboro, NH 03894  
(603) 569-1884

## White Mountain Mental Health

29 Maple Street  
Littleton, NH 03561  
(603) 444-5358

## White Mountain Mental Health

250 Swiftwater Road  
Woodsville, NH 03785  
(603) 747-3658

## **Pastoral Counseling Services, Inc.**

2013 Elm Street, Suite 2  
The Manning House  
Manchester, NH 03104  
(603) 627-2702

## **Riverbend Community Mental Health Center**

278 Pleasant Street  
Concord, NH 03301  
(603) 228-1600

## **Seacoast Mental Health Center, Inc.**

1145 Sagamore Avenue  
Portsmouth, NH 03801  
(603) 431-6703

## Exeter

30 Prospect Avenue  
Exeter, NH 03833  
(603) 772-2710

## **The Mental Health Center of Greater Manchester**

401 Cypress Street  
Manchester, NH 03103  
(603) 668-4111

## **The Youth Council**

112 West Pearl Street, #2  
Nashua, NH 03060  
(603) 889-1090

## **Warren Street Family Counseling**

33 Warren Street, #35  
Concord, NH 03301  
(603) 226-1999

## **Waypoint**

Home Care Program  
464 Chestnut Street  
PO Box 448  
Manchester, NH 03105  
(603) 518-4000

## Concord

103 North State Street  
Concord, NH 03301  
(603) 224-7479

## Dover

279 Locust Street, Suite B  
Dover, NH 03820  
(603) 742-5662

## Exeter

9 Hampton Road  
Exeter, NH 03833  
(603) 772-3786

## Keene

20 Central Square, #210  
Keene, NH 03431  
(603) 518-4005

## Lakes Region

67 Water Street, Suite 207  
Laconia, NH 03246  
(603) 524-5835

## Lancaster

25 Main Street  
Lancaster, NH 03584  
(603) 788-4172

# RESOURCES

## Littleton

28 Lafayette Ave  
Littleton, NH 03561  
(603) 444-0418

## Nashua

113 West Pearl Street  
Nashua, NH 03060  
(603) 889-7189

## Upper Valley

63 Hanover Street  
Lebanon, NH 03766  
(603) 298-8237

## **White Stone Counseling**

184 Mammoth Road, Unit 4  
Londonderry, NH 03053-1052  
(603) 657-4370

## **Women's Crisis Center - YWCA**

72 Concord Street  
Manchester, NH 03101  
(603) 625-5785  
24-Hour Crisis Hotline: (603) 668-2299

## **EDUCATIONAL RESOURCES**

### **Bureau of Adult Education**

21 South Fruit St, #20  
Concord, NH 03301  
(603) 271-6698

### **Crotched Mountain School**

1 Verney Drive  
Greenfield, NH 03047  
(603) 547-3311

### **Lash & Associates Publishing/Training**

100 Boardwalk Drive, Suite 150  
Youngsville, NC 27596  
(919) 556-0300

### **New Hampshire State Department of Education Division of Educational Improvement - Bureau of Student Support**

101 Pleasant Street  
Concord, NH 03301  
(603) 271-3494  
Special Education provides and promotes leadership, technical assistance and collaboration statewide to ensure that all children and youth with disabilities receive a free, appropriate, public education.

The Bureau carries out its mission by:

- Guiding the continuous improvement and monitoring of special education and related services;
- Supporting effective strategies and specialized support(s) for preschool age children with disabilities to participate and progress in appropriate preschool activities;
- Supporting effective instruction, specialized services, and supports for students with disabilities to participate and progress in the general curriculum;
- Creating partnerships with agencies, organizations, and individuals providing services and supports for students with disabilities;
- Providing and supporting high quality professional development opportunities for teachers, specialties, parents, and other interested parties;
- Supporting Institutions of Higher Education in the professional development and preparation of qualified teachers and specialists to assure appropriate support for students with disabilities;
- Improving and utilizing effective data collection systems that support the provision of quality educational services;
- Disseminating information on special education rules, regulations, professional development activities, and promising practices.

### **NH Higher Education Assistance Foundation**

4 Barrell Court  
Concord, NH 03301  
(888) 747-2382

## **EMERGENCY RESPONSE**

### **Medline Systems**

2 Mary E. Clark Dr.  
PO Box 103  
Hampstead, NH 03841  
(888) 887-9228

### **NEERS (New England Emergency Response)**

15 Constitution Drive  
Bedford, NH 03110  
(800) 888-0338

# RESOURCES

## FAMILY SUPPORT

### CHaD Family Center

Dartmouth-Hitchcock Medical Center  
One Medical Center Drive  
Lebanon, NH 03756  
(603) 653-9899

### Family Support Program

Department of Health & Human Services,  
Bureau of Developmental Services  
105 Pleasant Street, Main Building  
Concord, NH 03301  
(800) 852-3345 Ext. 5034 or (603) 271-5034

### Lash & Associates Publishing/Training

100 Boardwalk Drive, Suite 150  
Youngsville, NC 27596  
(919) 556-0300

### NH Family Voices

129 Pleasant Street, Thayer Bldg.  
Concord, NH 03301  
(603) 271-4525 or (800) 852-3345 ext 4525

### Parent Information Center

54 Old Suncook Road  
Concord, NH 03301  
(800) 947-7005 or (603) 224-7005

### Special Needs Support Center

129 South Main Street, #103  
White River Junction, VT 05060  
(603) 448-6311

### The Children's Place and Parent Education Center

27 Burns Ave  
PO Box 576  
Concord, NH 03302-0576  
(603) 224-9920

## FINANCIAL ASSISTANCE & BENEFITS PLANNING

### Brain Injury Community Support Program (BICSP)

52 Pleasant Street  
Concord, NH 03301  
(603) 225-8400  
Website: [www.bianh.org](http://www.bianh.org)

### Children's Medicaid

NH Department of Health & Human Services  
129 Pleasant Street  
Concord, NH 03301  
(877) 464-2447 or (603) 271-9729

### DDS – Social Security Disability Determination Service

21 South Fruit Street, Suite 30  
Concord, NH 03301  
(603) 271-3341

### Granite State Independent Living

– Benefits Planning Assistance, Outreach,  
and Funding Grants  
21 Chenell Drive  
Concord, NH 03301  
(800) 826-3700 or (603) 228-9680

### Greenpath Debt Solutions

250 Commercial St, #3016  
Manchester, NH 03101  
(603) 626-4530

### Harry Gregg Foundation

1 Verney Drive  
Greenfield, NH 03047  
(603) 547-1490  
The Harry Gregg Foundation provides small grants to low income NH residents with disabilities. See website for more information about our grants, eligibility and the application process.

### NH Victim's Compensation Commission

Department of Justice – Attorney General  
33 Capitol Street  
Concord, NH 03301  
(800) 300-4500 (NH only) or (603) 271-1284

## COMMUNITY ACTION PROGRAMS

Outreach services for shelter emergencies, housing, elderly & family programs and utility assistance.

### Belknap – Merrimack Counties Community Action

2 Industrial Drive, Bldg. 1  
Concord, NH 03301  
(603) 225-3295  
(603) 225-6880 (fuel assistance)

### Community Action Partnership of Strafford County

577 Central Avenue, Suite 10  
Dover, NH 03820  
(603) 435-2500

### Hillsborough County Community Action Centers (Southern New Hampshire Services)

Greenville  
56 Main Street  
Greenville, NH 03048  
(603) 878-3364

# RESOURCES

## Hillsborough

21 School Street  
Hillsborough, NH 03244  
(603) 464-3136

## Manchester - Southern NH Services HEADSTART

40 Pine Street  
Manchester, NH 03103  
(603) 668-8010

## Manchester - Southern NH Services/EARLY HEADSTART

160 Silver Street  
Manchester, NH 03103  
(603) 647-4470

## Milford - Southern NH Services

1 Columbus Avenue  
Milford, NH 03055  
(603) 924-2243

## Nashua

134 Allds Street  
Nashua, NH 03060  
(603) 889-3440

## Peterborough - Southern NH Services

9 Vose Farm Road  
Peterborough, NH 03458  
(603) 924-2243

## **Rockingham County Community Action Centers (Southern New Hampshire Services)**

### Derry

9 Crystal Avenue  
Derry, NH 03038  
(603) 965-3029

### Portsmouth

4 Cutts Street  
Portsmouth, NH 03801  
(603) 431-2911

### Raymond

Jedediah Brown Homestead  
55 Prescott Road  
Raymond, NH 03077  
(603) 895-2303

### Salem

85 Stiles Road, Suite 103  
Salem, NH 03079  
(603) 893-9172

## Seabrook

146 Lafayette Road  
Seabrook, NH 03874  
(603) 474-3507

## **Sullivan County Community Action Southwestern Community Services**

### Claremont

96 – 102 Main Street  
Claremont, NH 03743  
(603) 542-9528

### Keene

63 Community Way  
Keene, NH 03431  
(603) 352-7512

## **Tri-County Community Action Center (Coos, Grafton & Carroll Counties)**

30 Exchange Street  
Berlin, NH 03570  
(603) 752-7001

**DEPARTMENT OF HEALTH & HUMAN SERVICES – District Offices.** Administers assistance programs including food stamps, TANF/FAP, APTD, OAA(Old Age Assistance), Aid to the Needy Blind, Medicaid and Child Care Assistance. For additional information on the Bureau of Health and Human services and its programs, call toll-free (800) 852-3345

## **Berlin District Office**

650 Main St, Suite 200  
Berlin, NH 03570  
(603) 752-7800

## **Claremont District Office**

17 Water Street, Suite 301  
Claremont, NH 03743-0870  
(603) 542-9544 or (800) 982-1001

## **Concord District Office**

40 Terrill Park Drive  
Concord, NH 03301-7325  
(603) 271-6200 or (800) 322-9191

## **Conway District Office**

71 Hobbs Street  
Conway, NH 03818-2210  
(603) 447-3841 or (800) 552-4628

## **Keene District Office**

111 Key Road  
Keene, NH 03431  
(603) 357-3510 or (800) 624-9700



# RESOURCES

**Laconia District Office**

65 Beacon Street West  
Laconia, NH 03246  
(603) 524-4485 or (800) 322-2121

**Littleton District Office**

80 North Littleton Road  
Littleton, NH 03561  
(603) 444-6786 or (800) 552-8959

**Manchester District Office**

1050 Perimeter Road, Suite 501  
Manchester, NH 03103  
(603) 668-2330 or (800) 852-7493

**Rochester District Office**

150 Wakefield Street, Suite 22  
Rochester, NH 03867  
(603) 332-9120 or (800) 862-5300

**Seacoast District Office**

19 Rye Street  
Portsmouth, NH 03801-3737  
(603) 433-8300 or (800) 821-0326

**Southern District Office**

26 Whipple Street  
Nashua, NH 03060  
(603) 883-7726 or (800) 852-0632

**SOCIAL SECURITY ADMIN. ASSISTANCE PROGRAMS:**

Information regarding retirement benefits, disability benefits, supplemental security, Medicare, and survivors benefits. To contact the national office, call (800) 772-1213. See local office locations below:

**Concord Social Security Office**

70 Commercial Street, Suite 100  
Concord, NH 03301  
(603) 225-8475 or (888) 397-9798

**Keene Social Security Office**

9 Elm Street  
Keene, NH 03431  
(603) 357-2034 or (877) 405-3651

**Littleton Social Security Office**

177 Main Street  
Littleton, NH 03561  
(603) 444-4028 or (877) 405-7658

**Manchester Social Security Office**

1100 Elm Street, Suite 201  
Manchester, NH 03101  
(866) 814-5408

**Nashua Social Security Office**

175 Amherst Street, Suite 2  
Nashua, NH 03064  
(877) 444-0134

**Portsmouth Social Security Office**

215 Commerce Way, #200  
Portsmouth, NH 03801  
(888) 397-9796

**LOCAL TOWN & CITY WELFARE DEPARTMENTS:** Each New Hampshire town or city can provide direct relief in the form of vouchers to assist consumers within their jurisdiction obtain such needs as food, heat, rent and utilities that have no other means of support. Contact the Board of Selectmen or Town Office in towns not listed below:

**Berlin Welfare Department**

168 Main Street  
Berlin, NH 03570  
(603) 752-2120

**Claremont Welfare Department**

58 Opera House Square  
Claremont, NH 03743  
(603) 542-7007

**Concord Welfare Department**

28 Commercial Street  
Concord, NH 03301  
(603) 225-8575

**Conway Welfare Department**

1634 East Main Street  
Center Conway, NH 03813  
(603) 447-3811

**Dover Welfare Department**

61 Locust Street  
Dover, NH 03820  
(603) 516-6500

**City of Keene – Human Services**

3 Washington Street  
Keene, NH 03431  
(603) 357-9809

**Laconia Welfare Department**

City Hall  
45 Beacon Street, East  
Laconia, NH 03246  
(603) 527-1267

# RESOURCES

## **Littleton Welfare Department**

125 Main Street; Suite 200  
Littleton, NH 03561  
(603) 444-3996, Ext. 15

## **Manchester Welfare Department**

1528 Elm Street  
Manchester, NH 03101  
(603) 624-6484

## **Nashua Welfare Department**

18 Mulberry Street  
Nashua, NH 03060  
(603) 589-4555

## **Portsmouth Welfare Department**

1 Junkins Avenue  
Portsmouth, NH 03801  
(603) 610-7267

## **Rochester City Welfare**

31 Wakefield Street, #3  
Rochester, NH 03867  
(603) 332-3505

## **Salem Town Welfare Department**

33 Geremonty Drive  
Salem, NH 03079  
(603) 890-2130

## **GUARDIANSHIP & LIFE CARE PLANNING**

### **Butenhof & Bomster, PC**

149 Hanover Street, Suite 300  
Manchester, NH 03101  
(603) 296-0428

### **Enhanced Life Options Group**

3 Executive Park Dr., #269  
Bedford, NH 03110  
(603) 472-2543

55 Church Street  
Laconia, NH 03246  
(603) 524-4189

### **Office of Public Guardian**

2 Pillsbury Street, Suite 400  
Concord, NH 03301  
(603) 224-8041

### **Rehabilitation Services Associates**

217 Hall Avenue  
Henniker, NH 03242  
(603) 428-7383

## **Tri-County CAP, Guardianship Services – Concord**

18 Low Avenue, Unit 14  
Concord, NH 03301  
(603) 224-0805

## **Tri-County CAP, Guardianship Services - Whitefield**

34 Jefferson Road, Unit 1  
Whitefield, NH 03598  
(603) 837-9561

## **PROBATE COURTS**

Distributes the forms necessary for an individual to petition the court to establish guardianship. See local office locations below:  
Main Telephone: 1(855) 212-1234

### BELKNAP COUNTY

#### **4<sup>th</sup> Circuit Probate Court - Laconia**

26 Academy St.  
Laconia, NH 03246  
(855) 212-1234  
Contact: Registrar

### CARROLL COUNTY

#### **3<sup>rd</sup> Circuit Probate Court – Ossipee**

96 Water Village Road, Box 1  
Ossipee, NH 03864  
(855) 212-1234  
Contact: Registrar

### CHESHIRE COUNTY

#### **8<sup>th</sup> Circuit Probate Court - Keene**

33 Winter St., Suite 1  
Keene, NH 03431  
(855) 212-1234  
Contact: Registrar

### COOS COUNTY

#### **1<sup>st</sup> Circuit Probate Court – Lancaster**

55 School Street, Suite 104  
Lancaster, NH 03584  
(855) 212-1234  
Contact: Registrar

### GRAFTON COUNTY

#### **2<sup>nd</sup> Circuit Probate Court – Haverhill**

3785 Dartmouth College Highway, Box 3  
North Haverhill, NH 03774  
(855) 212-1234  
Contact: Registrar

### HILLSBOROUGH COUNTY

#### **9<sup>th</sup> Circuit Probate Court - Nashua**

30 Spring Street, Suite 103  
Nashua, NH 03060  
(855) 212-1234  
Contact: Registrar

# RESOURCES

## MERRIMACK COUNTY

### **6<sup>th</sup> Circuit Probate Court - Concord**

2 Charles Doe Drive  
Concord, NH 03301  
(855) 212-1234  
Contact: Registrar

## ROCKINGHAM COUNTY

### **10<sup>th</sup> Circuit Probate Court - Brentwood**

10 Route 125  
Brentwood, NH 03833  
(855) 212-1234  
Contact: Registrar

## STRAFFORD COUNTY

### **7<sup>th</sup> Circuit Probate Court - Dover**

259 County Farm Road, Suite 203  
Dover, NH 03820  
(855) 212-1234  
Contact: Registrar

## SULLIVAN COUNTY

### **5<sup>th</sup> Circuit Probate Court - Newport**

14 Main Street, Suite 5  
Newport, NH 03733  
(855) 212-1234  
Contact: Registrar

## HOME HEALTH SERVICES

### **Ascentria Care Alliance - In-Home Care**

261 Sheep Davis Road, Suite A-1  
Concord, NH 03301  
(603) 224-3010

### **Comfort Keepers**

10 North Main Street  
Concord, NH 03301  
(603) 628-6363

### Laconia

227 Ledges Drive  
Laconia, NH 03246  
(603) 628-6363

### Manchester

50 Bridge Street, Suite 306  
Manchester, NH 03101  
(603) 628-6363

### **Community Integrated Services**

373 South Willow Street, Suite D2-3  
Manchester, NH 03103  
(603) 836-4400

### **Community Integrated Services**

755 Banfield Road, Suite 3  
Portsmouth, NH 03801  
(603) 932-6443

### **Cornerstone VNA – Rochester**

178 Farmington Road  
Rochester, NH 03867  
(603) 332-1133

### **Easter Seals - Homemakers Health Services**

215 Rochester Hill Road  
Rochester, NH 03867  
(603) 335-1770

### **Granite State Independent Living**

21 Chenell Drive  
Concord, NH 03301  
(800) 826-3700

GSIL is a statewide, non-profit, service and advocacy organization that provides tools for people with disabilities so they can navigate their own lives and participate fully in their communities.

### **Healthy At Home, Inc.**

77 Northeastern Blvd.  
Nashua, NH 03062  
(603) 595-4243

### **Home Care Assistance**

265 South River Road, Suite A  
Bedford, NH 03110  
(603) 471-3004

### **Home Care Hospice & Palliative Care Alliance of NH**

8 Green Street, Suite 2  
Concord, NH 03301  
(800) 639-1949 or (603) 225-5597

### **Home Health & Hospice Care**

7 Executive Park Drive  
Merrimack, NH 03054  
(800) 887-5973 or (603) 882-2941

### **Home Helpers Homecare**

3 Sanborn Road, Unit 3  
Londonderry, NH 03053  
(603) 845-3333

### **Homemakers and Health Services**

555 Auburn Street  
Manchester, NH 03103  
(603) 621-3497 or (866) 553-3939

# RESOURCES

## **Independence Care**

10 Ferry Street, Suite 404  
Concord, NH 03301  
(603) 283-7778  
Website: [www.independence-care.com](http://www.independence-care.com)

## **Interim HealthCare**

608 Chestnut Street  
PO Box 1780  
Manchester, NH 03105  
(603) 668-6956

## Keene

403 Winchester Street  
Keene, NH 03431  
(603) 352-7290

## Laconia

366 Union Avenue, Unit 3  
Laconia, NH 03247  
(603) 524-7212

## Nashua

76 Northeastern Blvd., Suite 33A  
Nashua, NH 03062  
(603) 880-4412

## Portsmouth

875 Greenland Road  
Orchard Park, Suite B-8  
Portsmouth, NH 03801  
(603) 436-4155

## West Lebanon

1 Glen Road, #222  
PO Box 34  
West Lebanon, NH 03784  
(603) 298-7411

## **Lake Sunapee Region VNA & Hospice**

PO Box 2209  
107 Newport Road  
New London, NH 03257  
(603) 526-4077

## **Live Free Home Health Care, LLC**

438 NH Route 104  
PO Box 218  
New Hampton, NH 03256  
(603) 217-0149

## **Living Innovations**

69 Tide Mill Road  
PO Bo 607  
Greenland, NH 03840  
(603) 319-6600

## Concord

210 North State Street  
Concord, NH 03301  
(603) 319-6510

## Derry

16 Route 111  
Building 2, Suites 1-3  
Derry, NH 03038  
(603) 893-7286

## Dover

62A Whittier Street  
Dover, NH 03820  
(603) 430-5430

273 Locust Street, 2C  
Dover, NH 03820  
(603) 422-7308

## Exeter

1 Hampton Road  
Building A, Suite 105  
Exeter, NH 03833  
(603) 430-5430

## **MAS Home Care of NH**

500 Harvey Road  
Manchester, NH 03103  
(603) 296-0960

## **Regency Home Health, LLC**

213 Rockingham Road  
Londonderry, NH 03053  
(603) 665-9800

## **Visiting Angels**

14 Hooksett Road  
PO Box 715  
Auburn, NH 03032  
(603) 483-8999

## Gilford

401 Gilford Avenue, #208  
Gilford, NH 03249  
(603) 366-1993

## Nashua

39 Simon Street, #4  
Nashua, NH 03062  
(603) 821-0277

# RESOURCES

## Stratham

118 Portsmouth Ave, Ste. B2C  
Stratham, NH 03885  
(603) 583-4890

## HOUSING ASSISTANCE

### **Community Integrated Services**

373 South Willow Street, Suite D2-3  
Manchester, NH 03103  
(603) 836-4400

## Portsmouth

755 Banfield Road, Suite 3  
Portsmouth, NH 03801  
(603) 932-6443

### **Hillsborough County Community Action Centers Southern New Hampshire Services Management Corp**

## Hillsborough

21 School Street  
Hillsborough, NH 03244  
(603) 464-3136

## Manchester

40 Pine Street  
Manchester, NH 03103  
(603) 668-8010

## Manchester

160 Silver Street  
Manchester, NH 03103  
(603) 647-4470

## Milford

1 Columbus Avenue  
Milford, NH 03055  
(603) 924-2243

## Nashua

134 Allds Street  
Nashua, NH 03060  
(603) 889-3440

## Peterborough

9 Vose Farm Road  
Peterborough, NH 03458  
(603) 924-2243

### **New Hampshire Housing Finance Authority**

32 Constitution Drive  
Bedford, NH 03110  
(603) 472-8623

## **PUBLIC HOUSING & SECTION 8 PROGRAMS:**

### **Berlin Housing Authority**

10 Serenity Circle  
Berlin, NH 03570  
(603) 752-4240

### **Claremont Housing Authority**

243 Broad Street  
Claremont, NH 03743  
(603) 542-6411

### **Concord Housing Authority**

23 Green Street  
Concord, NH 03301  
(603) 224-4059

### **Derry Housing & Redevelopment Authority**

24 Tsienneto Road  
Derry, NH 03038  
(603) 434-8717

### **Dover Housing Authority**

62 Whittier Street  
Dover, NH 03820  
(603) 742-5804

### **Exeter Housing Authority**

10 Front Street  
Exeter, NH 03833  
(603) 773-6112

### **Keene Housing Authority**

831 Court Street  
Keene, NH 03431  
(603) 352-6161

### **Laconia Housing Authority**

32 Canal Street  
Laconia, NH 03246  
(603) 524-2112

### **Lebanon Housing Authority**

31 Romano Circle  
West Lebanon, NH 03784  
(603) 298-5753

### **Manchester Housing Authority**

198 Hanover Street  
Manchester, NH 03104  
(603) 624-2100

### **Nashua Housing Authority**

40 E Pearl Street  
Nashua, NH 03060  
(603) 883-5661



# RESOURCES

**Newmarket Housing Authority**

34 Gordon Avenue  
Newmarket, NH 03857  
(603) 659-5444

**Portsmouth Housing Authority**

245 Middle Street  
Portsmouth, NH 03801  
(603) 436-4310

**RA Philbrick Elderly Housing @ Greenville  
(Southern New Hampshire Services)**

Greenville  
5456 Main Street  
Greenville, NH 03048  
(603) 878-3364

**Rochester Housing Authority**

77 Olde Farm Lane  
Rochester, NH 03867  
(603) 332-4126

**Salem Housing Authority**

70 Telfer Circle  
Salem, NH 03079  
(603) 893-6417

**Somersworth Housing Authority &  
Community Development Program**

25A Bartlett Avenue, PO Box 31  
Somersworth, NH 03878  
(603) 692-2864

**REFERRAL AGENCIES FOR THE HOMELESS:****Berlin****Tri-County Community Action Program**

30 Exchange Street  
Berlin, NH 03570  
(603) 752-7001

**Berlin**

961 Main Street  
Berlina, NH 03570  
(603) 444-0184

**Concord****The Salvation Army**

58 Clinton Street  
Concord, NH 03301  
(603) 225-5586

**The Salvation Army – McKenna House**

100 South Fruit Street  
Concord, NH 03301  
(603) 228-3505

**Manchester****Waypoint**

464 Chestnut Street  
Manchester, NH 03101  
(603) 518-4000

**Families in Transition**

122 Market Street  
Manchester, NH 03101  
(603) 641-9441

**New Horizons**

199 Manchester Street  
Manchester, NH 03103  
(603) 668-1877

**The Way Home**

214 Spruce Street  
Manchester, NH 03103  
(603) 627-3491

**Nashua****Greater Nashua Council on Alcoholism**

Keystone Hall  
615 Amherst Street  
Nashua, NH 03063  
(603) 881-4848

**The Front Door Agency**

7 Concord Street  
Nashua, NH 03064  
(603) 886-2866

**Portsmouth****AIDS Response - Seacoast**

7 Junkins Avenue  
Portsmouth, NH 03801  
(603) 433-5377

**Rockingham County Community Action Centers****Derry**

9 Crystal Avenue  
Derry, NH 03038  
(603) 965-3029

**Portsmouth**

4 Cutts Street  
Portsmouth, NH 03801  
(603) 431-2911

# RESOURCES

## Raymond

Jedediah Brown Homestead  
55 Prescott Road  
Raymond, NH 03077  
(603) 895-2303

## Salem

85 Stiles Road, Suite 103  
Salem, NH 03079  
(603) 893-9172

## Seabrook

146 Lafayette Road  
Seabrook, NH 03874  
(603) 474-3507

## **Other Housing Assistance Resources:**

### CARROLL COUNTY

#### **Carroll County Homeless Intervention & Prevention**

448 White Mountain Highway  
Tamworth, NH 03886  
(603) 323-7400 – Ext. 110

### COOS COUNTY

#### **Homeless County Intervention & Prevention**

56 Prospect Street  
Lancaster, NH 03584  
(603) 788-2683

### GRAFTON COUNTY (Lower)

#### **Headrest Crisis**

14 Church Street  
Lebanon, NH 03766  
(603) 448-4872  
(603) 448-4400 (Hotline)  
(800) 639-6095 (Teen Hotline)

#### **Upper Valley Homeless Intervention & Prevention**

20 West Park Street  
4<sup>th</sup> Floor, Suite 400  
Lebanon, NH 03766

### GRAFTON COUNTY (Northern)

#### **Homeless Intervention & Prevention**

260 Cottage Street, Suite E  
Littleton, NH 03561  
(603) 444-0184

## **LEGAL SERVICES**

### **Civil Practice Clinic – UNH Law School**

2 White Street  
Concord, NH 03301  
(603) 228-1541

### **Cohen & Winters**

64 North State Street  
Concord, NH 03301  
(603) 224-6999 or (603) 932-6682

### **Disability Rights Center – New Hampshire**

64 North Main Street, Suite 2  
Concord, NH 03301-4913  
(800) 834-1721 or (603) 228-0432  
DRC-NH provides information, referral, advice, legal representation, and advocacy to individuals with disabilities, including those with Traumatic Brain Injuries, on a wide range of disability-related issues including special education, access and accommodation, employment and housing discrimination, home and community-based services, voting, and Medicaid. Call DRC-NH to schedule a free consultation on a disability discrimination issue with an experienced attorney.

### **Legal Advice and Referral Center**

15 Green Street  
Concord, NH 03301  
(603) 224-3333 or (800) 639-5290

### **NH Pro Bono Program**

2 Pillsbury Street, Suite 300  
Concord, NH 03301  
(603) 224-6942

### **NH Bar Association Lawyer Referral Service**

(603) 229-0002

### **New Hampshire Association for Justice**

10 Ferry Street, Suite 311  
Concord, NH 03301  
(603) 224-7077

### **New Hampshire Public Records**

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

### **Public Utilities Commission**

21 South Fruit Street, Suite 10  
Concord, NH 03301  
(800) 852-3793 or (603) 271-2431

### **Senior Citizens Law Project**

1850 Elm Street, Suite 7  
Manchester, NH 03104  
(603) 668-2900

# RESOURCES

## NEW HAMPSHIRE LEGAL ASSISTANCE BRANCH OFFICES:

### Berlin Legal Assistance

1131 Main Street  
Berlin, NH 03570  
(800) 698-8969 or (603) 752-1102

### Claremont Legal Assistance

408 Moody Building  
Claremont, NH 03743  
(800) 562-3994 or (603) 542-8795

### Concord Legal Assistance

117 North State Street  
Concord, NH 03301  
(800) 921-1115 or (603) 223-9750

### Manchester Legal Assistance

1850 Elm Street, Suite 7  
Manchester, NH 03104  
(603) 668-2900 or (800) 562-3174

### Portsmouth Legal Assistance

154 High Street  
Portsmouth, NH 03801  
(800) 334-3135 or (603) 431-7411

## LIBRARY & INFORMATION SERVICES

### Brain Injury Association of America (National Office)

3057 Nutley Street, #805  
Fairfax, VA 22031-1931  
(703) 761-0750  
Brain Injury Information only (800) 444-6443

### Brain Injury Association of New Hampshire

52 Pleasant Street  
Concord, NH 03301  
(800) 773-8400 or (603) 225-8400  
Information & Resources (only) (800) 444-6443  
Website: [www.bianh.org](http://www.bianh.org)

### Lash & Associates Publishing/Training

100 Boardwalk Drive, Suite 150  
Youngsville, NC 27596  
(919) 556-0300

### National Institute of Neurological Disorders

National Institutes of Health  
PO Box 5801  
Bethesda, MD 20824  
(800) 352-9424

### National Library of Medicine

8600 Rockville Pike  
Reference Desk, Building 38  
Bethesda, MD 20894-0001  
(888) 346-3656

### NH Family Voices

129 Pleasant Street, Thayer Building  
Concord, NH 03301  
(603) 271-4525 or (800) 852-3345 ext 4525

### “Talking Books” –

NH Statewide Library, Talking Books Services Section  
20 Park Street  
Concord, NH 03301  
(603) 271-3429 or (800) 298-4321 (NH Only)

## LONG-TERM CARE

### Belknap County Nursing Home

30 County Drive  
Laconia, NH 03246  
(603) 527-5410

### Care-One Neurorehabilitation - Lowell

19 Varum Street  
Lowell, MA 01850  
(413) 575-5321  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### Care-One Neurorehabilitation - Holyoke

260 Easthampton Road  
Holyoke, MA 01040  
(413) 538-9733  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### Cheshire County Home - Maplewood

201 River Road  
Westmoreland, NH 03467  
(603) 399-4912

### Coos County Nursing Home

364 Cates Hill Road  
PO Box 416  
Berlin, NH 03570  
(603) 752-2343

### Dover Center for HealthCare & Rehab

307 Plaza Drive  
Dover, NH 03820  
(603) 742-2676

# RESOURCES

**Forestview Manor, TRS, LLC**

153 Parade Road  
Meredith, NH 03253  
(603) 279-3121

**Grafton County Nursing Home**

3855 Dartmouth College Highway  
North Haverhill, NH 03774  
(603) 787-6971

**Hackett Hill HealthCare Center**

191 Hackett Hill Road  
Manchester, NH 03102  
(603) 668-8161

**Hillsborough County Nursing Home – Enhanced Living Unit**

400 Mast Road  
Goffstown, NH 03045  
(603) 627-5540

**Independence Care**

10 Ferry Street, Suite 404  
Concord, NH 03301  
(603) 283-7778  
Website: [www.independence-care.com](http://www.independence-care.com)

**Merrimack County Nursing Home**

325 Daniel Webster Highway  
Boscawen, NH 03303  
(603) 796-2165

**New Hampshire Bureau of Health Care Facilities**

Department of Health & Human Services, Ombudsman Office  
129 Pleasant Street  
Concord, NH 03301  
(603) 271-4375

**Next Step Healthcare – Braintree Manor**

Neurorehabilitation Program  
1102 Washington Street  
Braintree, MA 02184  
(781) 794-5300

**Pleasant Valley Nursing Center**

8 Peabody Road  
Derry, NH 03038  
(603) 434-1566

**Rockingham County Nursing & Rehab**

117 North Road  
Brentwood, NH 03833  
(603) 679-5335

**Rose Meadow Acres**

PO Box 1450  
New Boston, NH 03070  
(603) 487-1568  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

**Rose Meadow Farm**

PO Box 1450  
New Boston, NH 03070  
(603) 487-3600  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

**Rose Meadow Garden**

PO Box 1450  
New Boston, NH 03070  
(603) 487-3590  
Website: [www.rosemeadowgroup.com](http://www.rosemeadowgroup.com)

**Sullivan County Health Care**

5 Nursing Home Drive  
Unity, NH 03743  
(603) 542-9511

**SERVICELINK RESOURCE CENTERS**

ServiceLinks are community-based Resource Centers with the purpose of providing information and supportive referrals about resources for older adults, adults with disabilities, chronic illness, and their families and caregivers.  
Call, toll free - (866) 634-9412.

**Belknap County, ServiceLink Resource Center**

67 Water Street  
Laconia, NH 03246  
(603) 528-6945

**Carroll County ServiceLink**

448 White Mountain Highway  
Tamworth, NH 03886  
(603) 323-2043

**Cheshire County Monadnock Region, ServiceLink Resource Center**

105 Castle Street  
Keene, NH 03431  
(603) 357-1922

**Coos County, ServiceLink Resource Center**

610 Sullivan Street, Suite 6  
Berlin, NH 03570  
(603) 752-6407

# RESOURCES

## **Grafton County (Lebanon) ServiceLink Resource Center**

10 Campbell Street  
PO Box 433  
Lebanon, NH 03766  
(603) 448-1558

## **Grafton County (Littleton) ServiceLink Resource Center**

262 Cottage Street, Suite G-25  
Mt. Eustis Commons  
Littleton, NH 03561  
(603) 444-4498

## **Grafton County – Plymouth Senior Center**

8 Depot Street  
PO Box 478  
Plymouth, NH 03264  
(603) 536-1204

## **Hillsborough County Manchester, ServiceLink Resource Center**

555 Auburn Street  
Manchester, NH 03103  
(603) 644-2240

## **Hillsborough County Nashua ServiceLink Resource Center**

70 Temple Street  
Nashua, NH 03060  
(603) 598-4709

## **Merrimack County, ServiceLink Resource Center**

PO Box 1016  
2 Industrial Park Drive  
Concord, NH 03302-1016  
(603) 228-6625

## **Rockingham County, ServiceLink Resource Center (Seacoast)**

72 Portsmouth Avenue, Suite 113  
Stratham, NH 03385  
(603) 334-6594

## **Rockingham County, ServiceLink Resource Center (Greater Salem)**

8 Commerce Dr., Unit 802  
Atkinson, NH 03811  
(603) 893-9769

## **Strafford County, ServiceLink Resource Center**

25 Old Dover Road, Suite 7  
Rochester, NH 03867  
(603) 332-7398

## **Sullivan County, ServiceLink Resource Center**

224 Elm Street  
Claremont, NH 03743  
(603) 542-5177

## **MEDICAID MANAGED CARE COMPANIES**

### **AmeriHealth Caritas New Hampshire**

25 Sundial Ave, 130W, First Floor  
Manchester, NH 03103  
(833) 704-1177

### **NH Healthy Families Health Plan**

2 Executive Park Drive  
Bedford, NH 03110  
(866) 769-3085

### **Well Sense Health Plan**

1155 Elm Street, Suite 600  
Manchester, NH 03101  
(603) 263-3025

## **MEDICAL & DENTAL CARE**

### **Ammonoosuc Community Health Services**

25 Mt. Eustis Road  
Littleton, NH 03561  
(603) 444-2464

### **BenefitsCheckup Rx**

Provides assistance to persons 55 and older who are paying for prescriptions  
Website: [www.benefitscheckup.org](http://www.benefitscheckup.org)

### **Child Health Services**

1245 Elm Street  
Manchester, NH 03101  
(603) 668-6629

### **Coos County Family Health Services**

133 Pleasant Street  
Berlin, NH 03570  
(603) 752-2040

54 Willow Street  
Berlin, NH 03570  
(603) 752-3669

59 Page Hill Road  
Berlin, NH 03570  
(603) 752-2900

73 Main Street  
Berlin, NH 03570  
(603) 752-2424



# RESOURCES

## Gorham

2 Broadway Street  
Gorham, NH 03581  
(603) 466-2741

## **Core Pediatric Dentistry**

5 Hampton Road  
Exeter, NH 03833  
(603) 773-4900  
Ages 1 – 17 years old (only)

## **Foundation for Healthy Communities**

125 Airport Road  
Concord, NH 03301  
(603) 225-0900

## **HealthLink - Laconia**

Lakes Region General Hospital  
80 Highland St.  
Laconia, NH 03246  
(603) 524-3211

## **HealthLink - Franklin**

Franklin Regional Hospital  
15 Aiken Avenue  
Franklin, NH 03235  
(603) 934-2060

## **Hearing Enhancement Center**

36 Country Club Road  
Gilford, NH 03249  
(603) 524-6460

## Concord

230 North Main Street  
Concord, NH 03301  
(603) 230-2482

## Rochester

5 Museum Way  
Rochester, NH 03867  
(603) 749-5555

## **InFocus Eyecare**

320 Daniel Webster Hwy  
Belmont, NH 03220  
(603) 527-2035

## **Lamprey Health Care**

22 Prospect Street  
Nashua, NH 03060  
(603) 883-1626

## Newmarket

207 S. Main Street  
Newmarket, NH 03857  
(603) 659-3106

## Raymond

128 Route 27  
Raymond, NH 03077  
(603) 895-3351

**Needy Meds** - provides information about assistance programs

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

## **NH Dental Society**

23 South State Street  
Concord, NH 03301  
(603) 225-5961

## **NH Technical Institute – Dental Hygiene Program**

31 College Drive; MacRury Hall  
Concord, NH 03301  
(603) 230-4023

## **Seacoast Area Physiatry**

875 Greenland Road, Unit C4  
Portsmouth, NH 03801  
(603) 431-5529

## Somersworth

7 Marsh Brook Drive, Suite 200  
Somersworth, NH 03878  
(603) 742-4222

## **Vachon Dental**

57 Webster Street, Suite 112  
Manchester, NH 03104  
(603) 627-2092

## **Willow Eye Care**

345 South Willow Street  
Manchester, NH 03101  
(603) 625-1774

## NEUROLOGISTS

These listings have been prepared as a public service resource by the Brain Injury Association of New Hampshire and contain the names and addresses of physicians/service providers who offer services of particular interest to brain injury survivors. BIANH does not endorse nor recommend any of the individuals described in this listing.

# RESOURCES

## Seacoast New Hampshire:

### **Coastal Neurology Services**

10 Members Way, Suite 300  
Dover, NH 03820  
(603) 749-0913

### **Goodwin Community Health**

311 Route 108  
Somersworth, NH 03878  
(603) 749-2346

## Southern New Hampshire:

### **Elliot Neurology Associates**

185 Queen City Avenue, 3<sup>rd</sup> Floor  
Manchester, NH 03101  
(603) 663-4800

### **Foundation Neurology**

17 Prospect Street, Suite N202  
Nashua, NH 03060  
(603) 577-5300

### **Keith McAvoy, M.D.**

Dartmouth-Hitchcock Medical Center  
Notre Dame Pavilion at Catholic Medical Center  
87 McGregor Street, Suite 2200  
Manchester, NH 03102  
(603) 695-2940

## Northern & Western New Hampshire:

### **James J. Filiano M.D.**

Dartmouth-Hitchcock Medical Center  
*Pediatric Critical Care*  
One Medical Center Drive  
Lebanon, NH 03756  
(603) 653-9669

### **Timothy G. Lukovits, M.D.**

Dartmouth-Hitchcock Medical Center  
1 Medical Center Drive  
Lebanon, NH 03756  
(603) 650-5104

### **Vijay M. Thadani, M.D., Ph.D.**

Dartmouth-Hitchcock Medical Center  
*Neurology*  
One Medical Center Drive  
Lebanon, NH 03756  
(603) 650-5104

## **NEUROPSYCHOLOGISTS**

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## Southern New Hampshire:

### **John Crampton, Psy.D., LCMHC**

Neurobehavioral Counseling, LLC  
314 South Main Street  
Concord, NH 03301  
(603) 717-1788

### **William Jamieson, Ph.D.**

61 North Street  
Manchester, NH 03104  
(603) 669-4130

### **LifeStages Family Neuro-Health - Bedford Place**

40 South River Road, Unit 33  
Bedford, NH 03110  
(603) 614-6017

### **Neuropsychology & Education Services For Children & Adolescents**

75 Gilcreast Road, Suite 305  
Londonderry, NH 03053  
(603) 818-8526

### **James Nichols, Ph.D.**

66 Bow Bog Road  
Bow, NH 03304  
(603) 225-7770

### **Jessica Rhee, Psy.D**

Elliot Memory & Mobility Center  
40 Buttrick Road  
Londonderry, NH 03053  
(603) 552-1670

### **Joan Scanlon, Ph.D.**

402 Amherst Street, Suite 202  
Nashua, NH 03063  
(603) 881-7753

## Northern New Hampshire:

### **Elizabeth Hess, Ph.D.**

856 Western Avenue  
Berlin, NH 03570  
(603) 752-4475

# RESOURCES

## Seacoast New Hampshire:

### **Margaret Dawson, Ed.D.**

Seacoast Mental Health  
Center for Learning & Attention Disorders  
1145 Sagamore Avenue  
Portsmouth, NH 03801  
(603) 431-6703

### **Stefanie Griffin, Ph.D.**

Northeast Evaluation Specialists  
1 Washington St., Suite 443  
Dover, NH 03820  
(603) 740-6371

### **Dick Guare, Ph.D.**

Seacoast Mental Health  
Center for Learning & Attention Disorders  
1145 Sagamore Avenue  
Portsmouth, NH 03801  
(603) 431-6703

### **Jerrold Pollak, Ph.D.**

Seacoast Mental Health  
Center for Learning & Attention Disorders  
1145 Sagamore Avenue  
Portsmouth, NH 03801  
(603) 431-6703

### **Anita Remig, Ph.D.**

278 Lafayette Road, Bldg. E  
Portsmouth, NH 03801  
(603) 781-3892

### **Laura Rubin, Ph.D.**

Portsmouth Neuropsychology Center - Pediatrics  
501 Islington Street  
Suite 1F  
Portsmouth, NH 03801  
(603) 433-0800

### **Craig Stenslie, Ph.D.**

Cocheco Valley Mental Health  
90 Washington Street, #304  
Dover, NH 03820  
(603) 749-0992

### **Tina M. Trudel, Ph.D.**

Northeast Evaluation Specialists  
1 Washington St., Suite 443  
Dover, NH 03820  
(603) 740-6371

## Western New Hampshire:

### **John Randolph, Ph.D., ABPP**

Randolph Neuropsychology Assoc., PLLC  
20 West Park Street, Suite 215  
Lebanon, NH 03766  
(603) 653-0330

### **Robert Roth, Ph.D.**

Dartmouth-Hitchcock Medical Center  
One Medical Center Drive  
Lebanon, NH 03756  
(603) 650-5824

## Massachusetts:

### **Barbara Bruno-Golden, Ed.D.**

Pediatrics  
151 Sargent Street  
Newton, MA 02458  
(617) 965-4451

### **Ann Helmus, Ph.D.**

NESCA, P.C.  
55 Chapel Street, 2<sup>nd</sup> Floor  
Newton, MA 02458  
(617) 658-9821

## **OUTREACH PROGRAMS**

### **Community Caregivers of Greater Derry**

(Chester, Danville, Derry, Hampstead, Londonderry Sandown, Windsor)

6 West Broadway, Unit 6  
Derry, NH 03038  
(603) 432-0877

Visiting, transportation, errands, free durable medical equipment, and simple repairs for the frail, elderly, and disabled of all ages

### **Greater Salem Caregivers**

(Atkinson, Salem, Pelham, Plaistow)

44 Millville Street  
Salem, NH 03079  
(603) 898-2850

Visiting, transportation/medical appointments for the frail, elderly, and disabled of all ages

### **Hospitality Homes**

PO Box 15265  
Boston, MA 02215  
(888) 595-4678

# RESOURCES

## **Listen Center Community Services**

60 Hanover St.  
Lebanon, NH 03766  
(603) 448-4553  
Providing assistance for: heating, housing, food pantry, clothing, and furniture

## **Rockingham Community Action Program**

4 Cutts Street  
Portsmouth, NH 03801  
(603) 431-2911

## **PREVENTION & SAFETY PROGRAMS**

### **AAA Foundation for Traffic Safety**

607 14<sup>th</sup> Street, NW, Suite 201  
Washington, DC 20005  
(202) 638-5944

### **American Red Cross, NH Chapter Headquarters**

2 Maitland Street  
Concord, NH 03301  
(603) 225-6697

### **Brain Injury Association of New Hampshire**

52 Pleasant Street  
Concord, NH 03301  
(800) 773-8400 or (603) 225-8400  
Website: [www.bianh.org](http://www.bianh.org)  
Provides safety literature, awareness presentations, and promotes the “ThinkFirst” program in NH schools.

### **Center for Disease Control & Prevention**

1600 Clifton Road  
Atlanta, GA 30329  
(800) 232-4636

### **Encompass Health Rehabilitation Hospital of Concord Comprehensive Driving Skills Evaluation Program**

254 Pleasant Street  
Concord, NH 03301  
(603) 226-9864  
Website: [www.encompasshealth.com/concordrehab](http://www.encompasshealth.com/concordrehab)

### **Injury Prevention Center**

Dartmouth-Hitchcock Medical Center  
35 Centerra Parkway, Suite 100  
Lebanon, NH 03766  
(877) 783-0432

### **Injury Prevention Program – Maternal & Child Health Services Bureau of Population Health & Community Services**

Department of Health & Human Services  
29 Hazen Drive  
Concord, NH 03301  
(603) 271-4517

### **National SAFEKIDS Campaign**

1301 Pennsylvania Ave  
NW Suite 1000  
Washington, DC 20004  
(202) 662-0600

### **NH Children’s Trust, Inc.**

10 Ferry Street, #315  
Concord, NH 03301  
(603) 224-1279

### **NH Fire Standards & Emergency Medical Services,**

Department of Public Safety  
98 Smokey Bear Blvd.  
Concord, NH 03301  
(603) 223-4200

### **Northern New England Poison Center**

Maine Medical Center  
(800) 222-1222

### **Office of Highway Safety**

33 Hazen Drive, Room 109A  
Concord, NH 03301  
(603) 271-2131

### **Safety and Health Council of NH**

2 Whitney Road, Suite 11  
Concord, NH 03301  
(603) 228-1401

### **Shaken Baby Alliance**

1100 Hemphill Road  
Suite 105  
Fort Worth, TX 76104  
(817) 882-8686

### **The Youth Council**

112 W. Pearl Street, #2  
Nashua, NH 03060  
(603) 889-1090

### **Northeast Rehabilitation Hospital Network ThinkFirst Chapter**

Chapter Director: Zoe McLean, MSOTR/L  
Sponsoring Physician: Dr. Roderick Sembrano, MD  
Contact: [zmclean@northeastrehab.com](mailto:zmclean@northeastrehab.com)

# RESOURCES

## **ThinkFirst Foundation**

1801 N. Mill Street, Suite F  
Naperville, IL 60563  
(800) 844-6556

## **WISE–Program Centers**

38 Bank Street  
Lebanon, NH 03766  
(603) 448-2799

## **PSYCHOLOGISTS & PSYCHIATRISTS**

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## **The American Board of Professional Psychology**

Lists board certified psychologists according to specialty  
Website: [www.ABPP.org](http://www.ABPP.org)

## **Northern New Hampshire:**

### **Roger Eugene Poire, Psy.D.**

25 Country Club Road  
Gilford, NH 03249  
(603) 528-4405

## **Seacoast New Hampshire**

### **Nicole L. Sawyer, PsyD, PLLC**

14 Hampton Road  
Exeter, NH 03833  
(603) 793-6914

### **Richard Warren, Ph.D.**

#### **Exeter Counseling Center**

163 Water Street  
Exeter, NH 03833  
(603) 778-7433, Ext 14

## **Southern New Hampshire:**

### **Center for Integrative Psychological Services, Inc.**

15 Pleasant Street, #3  
Concord, NH 03301  
(603) 223-0980

## **Neurobehavioral Counseling, LLC**

John Crampton, Psy.D., LCMHC  
314 South Main Street  
Concord, NH 03301  
(603) 717-1788

## **NE Neurological Associates**

168 Kingsley Street, Suite 1  
Nashua, NH 03060  
(978) 687-2321

## **Western New Hampshire**

### **Karen Lee Gillock, Ph.D.**

#### **Cognitive Behavioral Therapy**

115 Etna Rd, Bldg. 1, Suite 2  
Lebanon, NH 03766  
(603) 448-3588

## **RECREATION**

### **Crotched Mountain Accessible Recreation & Sports (CMARS)**

1 Verney Drive  
Greenfield, NH 03047  
(603) 547-3311, Ext 1664

### **Easter Seals of NH**

555 Auburn Street  
Manchester, NH 03103  
(603) 623-8863

### **Field of Dreams, RPT**

55 Ferrin Road  
Chichester, NH 03258

### **NE Disabled Sports**

39 Loon Brook Road  
PO Box 26  
Lincoln, NH 03251  
(603) 745-6281, Ext. 5663 or 745-9333

### **New England Healing Sportsman's Association**

PO Box 2135  
Newbury, NH 03255  
(603) 763-9158

### **New Hampshire Special Olympics**

PO Box 3598  
Concord, NH 03302  
(603) 624-1250

# RESOURCES

## **Northeast Passage**

121 Technology Drive, Suite 161  
Durham, NH 03824  
(603) 862-0070

## **Touchstone Farm, Inc.**

233 Old Temple Road  
Lyndeborough, NH 03082  
(603) 654-6308

## **UpReach Therapeutic Equestrian Center**

153 Paige Hill Road  
PO Box 355  
Goffstown, NH 03045  
(603) 497-2343

## **RESOURCES FOR HEALTH ISSUES**

### **Alzheimer's Disease**

**Alzheimer's Association:** Greater NH Chapter  
166 South River Road, Suite 210  
Bedford, NH 03110  
(603) 606-6590

### **Aneurysm**

#### **Brain Aneurysm Foundation**

269 Hanover Street, Bldg 3  
Hanover, MA 02339  
(888) 272-4602

### **Anoxia**

#### **Lightning Strike & Electric Shock Survivors, Inc.**

PO Box 1156  
Jacksonville, NC 28541-1156  
(910) 346-4708

### **Aphasia**

#### **Cohen Speech Pathology**

Irene E. S. Cohen, MS, CCC-SLP  
23 Stiles Road, Suite 212  
Salem, NH 03079  
(603) 560-0548

#### **National Aphasia Association**

PO Box 87  
Scarsdale, NY 10583

### **Brain Tumors**

#### **American Brain Tumor Association**

8550 W. Bryn Mawr Ave., Suite 550  
Chicago, IL 60631  
(800) 886-2282 or (773) 577-8750

#### **Childhood Brain Tumor Foundation**

20312 Watkins Meadow Dr.  
Germantown, MD 20876  
(301) 515-2900

#### **Children's Brain Tumor Foundation**

1460 Broadway  
New York, NY 10036  
(212) 448-9494

#### **National Brain Tumor Society**

55 Chapel St., Suite 200  
Newton, MA 02458  
(617) 924-9997

#### **NIH Neurological Institute**

PO Box 5801  
Bethesda, MD 20824  
(301) 496-5751

### **Epilepsy**

#### **American Epilepsy Society**

Website: [info@epilepsynewengland.org](mailto:info@epilepsynewengland.org)

### **Headaches**

#### **American Headache Society**

19 Mantua Road  
Mt. Royal, NJ 08061  
(856) 423-0043

#### **National Headache Foundation**

820 North Orleans, Suite 201  
Chicago, IL 60610  
(312) 274-2650

### **Huntington's Disease**

#### **Huntington's Disease Society of America**

505 Eighth Avenue, Suite 902  
New York, NY 10018  
(212) 928-2121 or (800) 345-4372



# RESOURCES

## Multiple Sclerosis

### **Multiple Sclerosis Association of America**

375 Kings Highway North  
Cherry Hill, NJ 08034  
(800) 532-7667

### **Multiple Sclerosis Society**

101A First Avenue  
Waltham, MA 02451  
(800) 344-4867

## Neurotoxicity

### **Birth Defect Research for Children**

976 Lake Baldwin Lane, Suite 104  
Orlando, FL 32814  
(407) 895-0802

### **National Institute of Environmental Health Sciences**

111 T.W. Alexander Dr.  
Research Triangle Park, NC 27709  
(919) 541-3345

### **National Institute for Occupational Safety & Health**

(800) 232-4636

### **National Organization for Rare Disorders**

55 Kenosia Avenue  
Danbury, CT 06810  
(203) 744-0100

## Parkinson's Disease

### **Parkinson's Disease Foundation, Inc.**

1359 Broadway, Suite 1509  
New York, NY 10018  
(800) 473-4636

### **Spina Bifida Association of Greater New England**

219 East Main Street, Suite 100B  
Milford, MA 01757  
(888) 479-1900

## Spinal Cord Injury

### **Kelly Brush Foundation**

Three Main Street, Suite 217  
Burlington, VT 05401  
(802) 846-5298  
For recreational equipment

### **Christopher Reeve Paralysis Foundation**

636 Morris Turnpike, Suite 3A  
Short Hills, NJ 07078  
(800) 539-7309

### **Travis Roy Foundation**

101 Huntington Avenue, Suite 520  
Boston, MA 02199

## Stroke

### **American Heart Association**

2 Wall Street, Suite 104  
Manchester, NH 03101  
(603) 263-8318

### **American Stroke Association**

7272 Greenville Avenue  
Dallas, TX 75231-4596  
(888) 478-7653

### **Brain Injury Association of New Hampshire**

52 Pleasant Street  
Concord, NH 03301  
(603) 225-8400 or (800) 773-8400  
Website: [www.bianh.org](http://www.bianh.org)

### **National Institute of Neurological Disorders & Stroke**

NIH Neurological Institute  
PO Box 5801  
Bethesda, MD 20824  
(800) 352-9424

### **Pediatric Stroke Network**

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

## Trauma:

### **Brain Injury Association of America (National Office)**

3057 Nutley Street, #805  
Fairfax, VA 22031-1931  
(703) 761-0750

### **Brain Injury Association of New Hampshire**

52 Pleasant Street  
Concord, NH 03301  
(800) 773-8400 or (603) 225-8400  
Information & Resource (only) (800) 444-6443  
Website: [www.bianh.org](http://www.bianh.org)

# RESOURCES

## RESPIRE CARE

### **Brock Children's Home**

33 Fairview Road  
Pittsfield, NH 03263  
(603) 435-8032

### **Care-One Neurorehabilitation - Lowell**

19 Varnum Street  
Lowell, MA 01850  
(413) 575-5321  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Care-One Neurorehabilitation - Holyoke**

260 Easthampton Road  
Holyoke, MA 01040  
(413) 538-9733  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Easter Seals - Senior Services**

215 Rochester Hill Road  
Rochester, NH 03867  
(603) 335-1770

### **Easter Seals of New Hampshire**

555 Auburn Street  
Manchester, NH 03103  
(603) 623-8863

### **Forestview Manor, TRS, LLC**

153 Parade Road  
Meredith, NH 03253  
(603) 279-3121  
(Up to 90 days short-term care)

### **Granite United Way**

Central Region  
193 Court Street  
Laconia, NH 03246  
(603) 524-6864

### Merrimack County

125 Airport Road, Suite 3  
Concord, NH 03301  
(603) 224-2595

### North Country Region

PO Box 311  
41 Main Street  
Littleton, NH 03561-0311  
(603) 930-9443

### Northern Region

961 Main Street  
Berlin, NH 03570  
(603) 752-3343

### Southern Region

22 Concord Street, 2nd Floor  
Manchester, NH 03101  
(603) 625-6939

### Upper Valley

1 Court Street, Suite 370  
Lebanon, NH 03756  
(603) 298-8499

### Whole Village Family Resource Center

258 Highland Street  
Plymouth, NH 03264  
(603) 536-3720

### **Next Step Healthcare – Braintree Manor**

Neurorehabilitation Program  
1102 Washington Street  
Braintree, MA 02184  
(781) 794-5300

### **Northern Human Services – Mental Health Center**

3 Twelfth Street  
Berlin, NH 03570  
(603) 752-7404

### **Regency Nursing Care, LLC**

213 Rockingham Road  
Londonderry, NH 03053  
(603) 665-9800

### **Right at Home of Southern NH**

150 Nashua Road, Unit C  
Londonderry, NH 03053  
(603) 216-9296

### **Visiting Angels**

14 Hooksett Road  
PO Box 715  
Auburn, NH 03032  
(603) 483-8999

### Gilford

401 Gilford Avenue, #208  
Gilford, NH 03249

### Nashua

39 Simon Street, #4  
Nashua, NH 03062  
(603) 821-0277

# RESOURCES

## Stratham

118 Portsmouth Ave, Ste. B2C  
Stratham, NH 03885  
(603) 583-4890

## **Visiting Nurse Home Care & Hospice Assoc.**

1529 White Mtn Highway  
PO Box 432  
North Conway, NH 03860  
(603) 356-7006

## **Waypoint**

Home Care Program  
464 Chestnut Street, PO Box 448  
Manchester, NH 03105  
(603) 518-4000

## **SPEECH/LANGUAGE**

### **Care-One Neurorehabilitation - Lowell**

19 Varum Street  
Lowell, MA 01850  
(413) 575-5321  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Care-One Neurorehabilitation - Holyoke**

260 Easthampton Road  
Holyoke, MA 01040  
(413) 538-9733  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Cohen Speech Pathology**

Irene E. S. Cohen, MS, CCC-SLP  
23 Stiles Road, Suite 212  
Salem, NH 03079  
(603) 560-0548

### **Mindful Speech**

8 High Street  
Stratham NH 03885  
(603) 988-5368

## **TRANSPORTATION**

### **Adaptive Driving Associates - Vermont**

220 Holiday Drive, Suite 24  
White River Junction, VT 05001  
(802) 296-2004

### **Association for Driver Rehabilitation**

Website: [www.driver-ed.org](http://www.driver-ed.org).

### **Care-One Neurorehabilitation - Lowell**

19 Varum Street  
Lowell, MA 01850  
(413) 575-5321  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **Care-One Neurorehabilitation - Holyoke**

260 Easthampton Road  
Holyoke, MA 01040  
(413) 538-9733  
Website: [www.ma.care-one.com/services/neurobehavioral-rehabilitation](http://www.ma.care-one.com/services/neurobehavioral-rehabilitation)

### **DriveAbility @ Exeter Hospital**

4 Alumni Drive  
Exeter, NH 03833  
(603) 580-7927

### **Granite State Independent Living Foundation**

Cost: Grant billed/Fee for service. Hours: Demand Response  
Service: Wheelchair accessible for clients of GSIL.  
(800) 826-3700

### **Independence Care**

10 Ferry Street, Suite 404  
Concord, NH 03301  
(603) 283-7778  
Website: [www.independence-care.com](http://www.independence-care.com)  
Provide transport.

### **Medicaid Transportation**

(800) 852-3345, Ext. 3770  
Provide transport.

### **Northeast Rehabilitation Hospital Network**

70 Butler Street  
Salem, NH 03079  
(603) 893-2900  
Website: [www.northeastrehab.com](http://www.northeastrehab.com)

## **OTHER TRANSPORTATION RELATED RESOURCES**

### **American Red Cross**

2 Maitland Street  
Concord, NH 03301  
(603) 225-6697  
Hours: M – F, 8:30 a.m. – 4:30 p.m.

# RESOURCES

## **Belknap-Merrimack County Community Action Program**

2 Industrial Park Drive  
PO 1016  
Concord, NH 03302  
(603) 225-3295

## **Carroll County**

### **Gibson Center for Senior Services**

14 Grove Street  
Conway, NH 03860  
(603) 356-3231  
Serving adults 60 yrs and older.  
Wheelchair accessible; need 24 hour notice for all appointments.

### **Home Instead Senior Care**

16 Depot Street  
Wolfeboro, NH 03894  
(603) 569-7733

### **Ossipee Concerned Citizens**

3 Dore Street  
Center Ossipee, NH 03814  
(603) 539-6851  
Wheelchair accessible; Meals on Wheels; Donations accepted

### **Tamworth Caregivers**

77 Main Street  
P.O. Box 223  
Tamworth, NH 03886  
(603) 323-7697  
Provides transportation services for Tamworth residents (only)  
Please give 48-hour notice.

### **Wolfeboro Caregivers of Southern Carroll County**

(Alton, Ossipee, Tuftonboro & Wolfeboro)  
209 North Main Street  
Wolfeboro, NH 03894  
(603) 569-6780  
Provides transportation for medical appointments.  
No wheelchair accessible.

## **Cheshire County**

### **City Express – Public Transit**

312 Marlboro Street  
Keene, NH 03431  
(603) 352-8494  
Hours: 7:30 a.m. – 5 p.m. (Keene only)  
Service: Wheelchair accessible for any use/need.

### **HCS-Friendly Bus**

(603) 352-2253  
Hours: 8:00 a.m. – 4:00 p.m. (Keene only)  
60 yrs. and over  
(Serving Charlestown, Keene and Peterborough)  
Service: Wheelchair accessible for any use/need; donations accepted

## **Coos County**

### **Tri-County Community Action Program**

30 Exchange Street  
Berlin, NH 03570  
(603) 752-7001

### **Tri-Country Transit**

31 Pleasant Street  
Berlin, NH 03570  
(603) 752-1741 or (888) 997-2020

## **Grafton County**

### **Grafton County Senior Citizen Council**

#### **Upper Valley Senior Center**

10 Campbell Street  
Lebanon, NH 03766  
(603) 448-4897  
Cost: Donation. Hours: varies upon location  
Service: Wheelchair accessible.

### **Mascoma Senior Center**

(Serving Canaan, Dorchester, Enfield, Grafton and Orange)  
1166 US-R  
Canaan, NH 03741  
(603) 523-4333  
Please give 24-hour notice.

## **Hillsborough County**

### **CareGivers-Greater Manchester**

1 Perimeter Road, Unite 900  
Manchester, NH 03103  
(603) 622-4948  
Services: transportation, grocery delivery, visits; medical appointments

### **CareGivers-Greater Nashua**

491 Amherst Street  
Nashua, NH 03064  
(603) 595-4502 Ext. 25  
Services: transportation, grocery delivery, visits; medical appointments

# RESOURCES

## **Community Volunteer Transportation Co.**

375 Jaffrey Rd Suite 3  
Peterborough, NH 03458  
(877) 428-2882

## **Manchester Transit Authority**

110 Elm Street  
Manchester, NH 03101  
(603) 623-8801  
Service: Wheelchair accessible for any use/need.

## **Nashua Transit System**

11 Riverside Street  
Nashua, NH 03062  
(603) 880-0100

## **Merrimack County**

### **Century Wheelchair Division**

Cost: NH Medicaid,  
Hours: Monday – Saturday, 5:30 a.m. – 7:00 p.m.  
Services: Wheelchair accessible for all medical appointments.  
(603) 369-3034

### **Concord Area Transit**

2 Industrial Park Drive  
Concord, NH 03302  
(603) 225-1989  
Providing three different transportation services in Concord and the surrounding area. Bus service to and from downtown Concord, senior transit service and service for people with disabilities.

- Fares
- Schedules

### **Dial-a-Ride**

41 Houston Drive  
Contoocook, NH 03229  
(603) 746-8265

### **Granite State Independent Living Foundation**

Hours: Demand Response  
Service: Wheelchair accessible for clients of GSIL.  
(800) 826-3700

### **Kearsarge Council on Aging**

37 Pleasant Street  
New London, NH 03257  
(603) 526-6368  
Wheelchair accessibility for transportation

## **Rockingham County**

### **Community Caregivers of Greater Derry**

(Chester, Danville, Derry, Hampstead, Londonderry Sandown, Windsor)  
6 West Broadway, Unit 6  
Derry, NH 03038  
(603) 432-0877  
Visiting, transportation, errands, free durable medical equipment, and simple repairs for the frail, elderly, and disabled of all ages

### **Lamprey Health Care**

22 Prospect Street  
Nashua, NH 03060  
(603) 883-1626

## **Newmarket**

207 S. Main Street  
Newmarket, NH 03857  
(603) 659-3106

## **Raymond**

128 Route 27  
Raymond, NH 03077  
(603) 895-3351

### **Liberty Livery & Elderly Transportation**

18 Daniel Street, Downeast Station  
Exeter, NH 03033  
(603) 772-9256  
(Serving Seacoast and Southern NH)

### **Rockingham Nutrition and Meals**

(serving all 37 towns in county)  
106 North Road  
Brentwood, NH 03833  
(603) 679-2201  
Service: Wheelchair accessible for any use/need.

## **Strafford County**

### **COAST ADA Para transit**

42 Sumner Drive  
Dover, NH 03063  
(603) 743-5777  
Cost: Varies. Hours: 6:00 a.m. – 11:00 p.m. depending on route  
Service: Must have disability. Need to complete application.

### **Great Bay Services**

23 Cataract Avenue  
Dover, NH 03820  
(603) 842-5344  
Service: Wheelchair accessible for transportation of clients.

# RESOURCES

**Wildcat Transit**  
**UNH Transportation Services**  
**Parking & Transit Center**  
20 Sage Way  
Durham, NH 03824  
(603) 862-2328

## Sullivan County

**Granite State Independent Living Foundation**  
Hours: Demand Response  
Service: Wheelchair accessible for clients of GSIL.  
(800) 826-3700

**PathWays of the River Valley – Region II**  
654 Main Street  
Claremont, NH 03743  
(603) 542-8706  
Hours: M – F, 8:00 a.m. – 5:00 p.m.  
Service: Wheelchair accessible; serving PathWays patients only.

## Other Transportation Related Resources

**Advance Transit**  
PO Box 1027  
120 Billings Farm Road  
Wilder, VT 05088  
(802) 295-1824  
Provides service in the Upper Valley area including Canaan, Enfield, Lebanon, West Lebanon and Hanover, Hartford Village, Harland Wilder, Norwich and White River Junction, Vermont.  
All buses are accessible for people with disabilities and are equipped with bicycle racks. Free ride matching service available.  
■ Fares  
■ Maps & schedules

**DriveAbility @ Exeter Hospital**  
4 Alumni Drive  
Exeter, NH 03833  
(603) 580-7927

**Good News Garage**  
325 Merrill St.  
Manchester, NH 03103  
(603) 669-6937  
Service: Donated, reconditioned autos to qualified recipients for cost of repairs.

**New Hampshire Transit**  
Dept. of Transportation – Bureau of Rail & Transit  
(603) 271-4043

## **VETERAN'S BRAIN INJURY PROGRAM**

**VA Veterans Crisis Line**  
(800) 273-TALK (8255)  
Website: [www.veteranscrisisline.net](http://www.veteranscrisisline.net)

**Manchester VA Medical Center**  
718 Smyth Road  
Manchester, NH 03104  
(603) 624-4366 or (800) 892-8384

**Caregiver Support Program**  
Contact: Caregiver Program Coordinator  
(603) 624-4366, Ext. 6895  
Website: [www.caregiver.va.gov](http://www.caregiver.va.gov)

**OEF/OIF/OND Transitional Case Management Program**  
(603) 624-4366, Ext. 6932, 6483 or 6074

**Mental Health Clinic**  
(603) 624-4366

**Polytrauma/Traumatic Brain Injury Clinic**  
(603) 624-4366 Ext. 1904

**VA Medical Center - VT**  
215 North Main Street  
White River Junction, VT 05009  
(802) 295-9363 or (866) 687-8387

**Caregiver Support Program**  
(802) 295-9363, Ext. 5364  
Website: [www.caregiver.va.gov](http://www.caregiver.va.gov)

**Mental Health Clinic**  
Building 39, Green Mountain Firm  
White River Junction, VT 05009  
(802) 295-9363, Ext. 6180

**OEF/OIF/OND**  
(802) 295-9363, Ext. 4709

**Polytrauma Unit/Traumatic Brain Injury**  
(802) 295-9363, Ext. 6132

**American Red Cross**  
Website: [www.redcross.org/about-us/our-work/military-families](http://www.redcross.org/about-us/our-work/military-families)

**Blinded Veterans Association**  
1101 King Street, Suite 300  
Alexandria, VA 22314  
(800) 669-7079  
Website: [www.bva.org](http://www.bva.org)



# RESOURCES

**Brain Injury Association of New Hampshire**

52 Pleasant Street  
Concord, NH 03301  
(603) 225-8400  
Website: [www.nh-veteran.com](http://www.nh-veteran.com)

**Defense and Veteran's Brain Injury Program**

DVBIC National Headquarters  
7700 Arlington Blvd., Suite 5101  
Box 22  
Falls Church, VA 22041  
(800) 870-9244  
Website: [www.health.mil](http://www.health.mil)

**Department of Veterans Affairs**

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

**Home Base (Red Sox Foundation & Massachusetts General Hospital)**

(617) 724-5202  
Website: [www.homebase.org](http://www.homebase.org)

**Hero Pups**

20 Portsmouth Avenue, #127  
Stratham, NH 03885  
(603) 397-7444  
Website: [www.heropups.com](http://www.heropups.com)

**Military OneSource**

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

**New Hampshire Air National Guard  
Director of Psychological Support**

(603) 430-3373

**NH State Office of Veterans Services**

275 Chestnut Street, Room 517  
Manchester, NH 03101-2411  
(603) 624-9230  
Website: [www.nh.gov/nhveterans](http://www.nh.gov/nhveterans)

**Pease Air National Guard Base**

Airman and Family Readiness Program  
302 Newmarket Street  
Pease ANGB, Portsmouth, NH  
(603) 430-3545

**Portsmouth Naval Shipyard**

**Naval Health Clinic, New England**  
Website: [www.newengland.tricare.mil/clinics/navy](http://www.newengland.tricare.mil/clinics/navy)

**Real Warriors/Defense Centers of Excellence Outreach Hotline**

(866) 966-1020  
Website: [www.realwarriors.net](http://www.realwarriors.net)

**VA National Center for PTSD**

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

**Vet Centers – New Hampshire****NH Vet Center – Berlin**

515 Main Street  
Gorham, NH 03581  
(603) 752-2571  
Website: [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

**NH Vet Center – Keene**

640 Marlboro Rd., Route 101  
Keene, NH 03431  
(603) 358-4950

**NH Vet Center – Manchester**

1461 Hooksett Road, Suite B7  
Hooksett, NH 03106  
(603) 668-7060

**Vet Centers - Maine**

Vet Center - Bangor  
615 Oldin Road, Suite 3  
Bangor, ME 04401  
(207) 947-3391  
Website: [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

**Vet Center - Lewiston**

35 Westminster Street  
Lewiston, ME 04240  
(207) 783-0068

**Vet Center - Northern Maine**

45 York Street  
Caribou, ME 04736  
(207) 496-3900

**Vet Center – Portland**

475 Stevens Avenue  
Portland, ME 04103  
(207) 780-3584

**Vet Center – Sanford**

628 Main Street  
Springvale, ME 04083  
(207) 490-1513

**Vet Centers – Massachusetts****Vet Center – Lowell**

10 George Street  
Lowell, MA 01852  
(978) 453-1151  
Website: [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

# RESOURCES

## **Vet Centers – Vermont**

### **VT – Vet Center – White River Junction**

118 Prospect Street, Suite 100  
White River Junction, VT 05001  
(802) 295-2908

### **Veterans Affairs Compensation & Pension Service**

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

### **Wounded Warriors @ 45 North**

P.O. Box 132  
Pittsburg, NH 03592-0132  
(603) 538-9994  
Website: [www.warriors45north.com](http://www.warriors45north.com)

## **VOCATIONAL REHABILITATION & EMPLOYMENT SERVICES**

### **Community Integrated Services**

373 South Willow Street, Suite D2-3  
Manchester, NH 03103  
(603) 836-4400

### **Community Integrated Services**

755 Banfield Street  
Portsmouth, NH 03801  
(603) 932-6443

### **Granite State Independent Living**

21 Chenell Drive  
Concord, NH 03301  
(800) 826-3700 voice/TTY or (603) 228-9680

### **New England Job Corp**

943 Dunbarton Road  
Manchester, NH 03102  
(603) 621-0443  
Educational and Vocational training for youth 16-24yrs with no history of court involvement.

### **Services for the Blind & Visually Impaired**

21 South Fruit Street, Suite 20  
Concord, NH 03301  
(603) 271-3537

### **The PLUS Company, Inc.**

19 Chestnut Street  
Nashua, NH 03060  
(603) 889-0652

## **NEW HAMPSHIRE BUREAU OF VOCATIONAL REHABILITATION (VR)**

### **Administration Offices**

Bureau of Rehabilitation Services  
21 South Fruit Street, Suite 20  
Concord, NH 03301  
(603) 271-3471 or (800) 299-1647

### **Berlin Regional Office**

650 Main Street, Suite 110  
Berlin, NH 03570  
(603) 752-2271 or (888) 300-9550

### **Concord Regional Office**

21 South Fruit Street  
Concord, NH 03301  
(603) 271-2327

### **Keene Regional Office**

149 Emerald Street, Suite T  
Keene, NH 03431  
(603) 357-0266 or (800) 620-7688

### **Manchester Regional Office**

One Sundial Avenue, Suite 201N  
Manchester, NH 03103  
(603) 669-8733 or (800) 627-9304

### **Nashua Regional Office**

5 Pine Street Extension  
Nashua, NH 03060  
(603) 889-6844

### **Portsmouth Regional Office**

215 Commerce Way, Suite 3  
Portsmouth, NH 03801  
(800) 882-2744 or (603) 436-8884

## **WEBSITES FOR OTHER HELPFUL INFORMATION**

**Brain Injury Association of America:** [www.biausa.org](http://www.biausa.org)

**Brain Injury Association of New Hampshire:** [www.bianh.org](http://www.bianh.org)

**Center for Disease Control and Prevention:**

[www.cdc.gov/ncipc/tbi](http://www.cdc.gov/ncipc/tbi)

**Disabled Dealer Magazine:** [www.disableddealer.com](http://www.disableddealer.com)

**Education By Design:** [www.edbydesign.com](http://www.edbydesign.com)

**Family Fun:** [www.specialneedsfamilyfun.com](http://www.specialneedsfamilyfun.com)

**Krempels Center:** [www.krempelscenter.org](http://www.krempelscenter.org)

**Lash & Associates Publishing/Training:** [www.lapublishing.com](http://www.lapublishing.com)

**National Institute of Neurological Disorders and Stroke:**

[www.ninds.nih.gov](http://www.ninds.nih.gov)

**Neuropsychology Central:** [www.neuropsychologycentral.com](http://www.neuropsychologycentral.com)

**Social Security:** [www.socialsecurity.gov](http://www.socialsecurity.gov)

**Stroke Information:** [www.stroke.org](http://www.stroke.org)

**The Neurotrauma Law Nexus:** [www.neurolaw.com](http://www.neurolaw.com)

**Traumatic Brain Injury Survival Guide:** [www.tbiguide.com](http://www.tbiguide.com)

**Waiting While Someone is in Coma:** [www.waiting.com](http://www.waiting.com)

# RESOURCES

# GLOSSARY

# GLOSSARY

## A

**ABSTRACT CONCEPT** – A concept or idea not related to any specific instance or object and which potentially can be applied to many different situations or objects. Persons with cognitive deficits often have difficulty understanding abstract concepts.

**ABSTRACT THINKING** – Ability to reason and to solve problems.

**ACQUIRED BRAIN INJURY** – The implication of this term is that the individual experienced normal growth and development from conception through birth, until sustaining an insult to the brain at some later time which resulted in impairment of brain function.

**ACUTE CARE** – The phase of managing health problems which is conducted in a hospital on patients needing medical attention.

**ACUTE REHABILITATION** – Based in a medical facility, accepts patient as soon as medically stable, focuses on intensive physical and cognitive restorative services in early months after injury; typical length of stay one week to several months (short term); identifiable team and program with specialized unit.

**ADL** – Activities of daily living such as eating, grooming, toileting, and dressing.

**AGITATION** – Behavior pattern of restlessness and increased activity intermingled with anxiety, fear and/or tension.

**AMBULATION** – Walking

**AMNESIA** – Memory loss

**Retrograde** – inability to remember information prior to the injury

**Anterograde** – inability to consistently remember events since the injury; associated with inability to remember and learn new material.

**ANEURYSM** – A bubble-like deformity in a blood vessel wall which is prone to bleeding.

**ANOXIA** – State of almost no oxygen supply, resulting in low energy production and possible death of the cell, may be due to poor blood flow to the brain or low oxygen in the blood.

**ANTICOAGULANT AGENTS** – Drugs used in stroke prevention therapy to prevent blood clots from forming or growing. They interfere with the production of certain blood components necessary for clot formation.

**ANTICONVULSANT** – Medication used to control or decrease the possibility of seizure.

**ANTIDEPRESSANTS** – Drugs which help treat depression.

**ANTITHROMBOTICS** – Type of anticoagulation therapy that prevents the formations of blood clots by inhibiting the coagulating actions of the blood protean thrombin.

**APHASIA** – Loss of the ability to express oneself and/or to understand language, caused by damage to the brain cells rather than deficits in speech or hearing organs.

**APRAXIA** – Inability to carry out a complex or skilled movement; not due to paralysis, sensory changes or deficiencies in understanding.

**ARTERIOVENOUS MALFORMATION (AVM)** – A “tangle” of blood vessels present from birth which may be prone to bleeding.

**ASPIRATION** – When food or liquid goes into the windpipe (trachea) and lungs instead of the esophagus and then the stomach. This can cause lung infection or pneumonia.

**ASSISTANCE** –

**Dependent/Maximum** – Person is unable to perform the task

**Moderate** – Person can participate somewhat, but still requires a good deal of help.

**Minimum** – Person does most of tasks himself/herself, but requires some help

**Contact/Guard (FBI – finger in belt)** – Person requires no real help. A hand is placed on him/her for safety precautions (balance or lack of attention).

## GLOSSARY

**ATAXIA** – A problem of muscle coordination not due to apraxia, weakness, rigidity, spasticity or sensory loss, caused by a lesion of the cerebellum or basal ganglia. Can interfere with a person's ability to walk, talk, eat, and to perform other self care tasks.

**ATROPHY** – Deterioration or loss of tissue caused by lack of nourishment, inactivity or loss of nerve supply.

**AUDIOLOGIST** – One who evaluates hearing defects and who aids in the rehabilitation of those who have such defects.

### B

**BILATERAL** – Pertaining to both left and right sides.

**BLOOD LEVELS** – Amount of medications or other substances in the blood. Blood tests must be done regularly when a person is on certain medicines to ensure that proper levels are maintained.

**BRAIN PLASTICITY** – The ability of intact brain cells to take over functions of damaged cells; plasticity diminishes with maturation.

**BRAIN SCAN** – An imaging technique in which a radioactive dye (radionuclide) is injected into the blood stream and then pictures of the brain are taken to detect tumors, hemorrhages, blood clots, abscesses or abnormal anatomy.

**BRAIN STEM** – The lower extension of the brain connected to the spinal cord. Neurological functions located in the brain stem include those necessary for survival – being awake or alert.

### C

**CAT SCAN** – Series of cross-sectional x-rays of the head and brain that reveals the internal structure of the brain in precise detail.

**CEREBELLUM** – The portion of the brain (located at the back) which helps coordinate movement. Damage may result in ataxia.

**CEREBRAL INFARCT** – When the blood supply is reduced below a critical level and the brain tissue in that region dies.

**CEREBRAL-SPINAL FLUID** – Liquid which fills the ventricles in the brain and surrounds the brain and spinal cord.

**CLOSED HEAD INJURY** – Trauma to the head which does not penetrate the skull but which damages the brain. Occurs when the head accelerates and then rapidly decelerates or collides with another object and brain tissue is damaged by violent smashing, stretching or twisting of brain tissue (example: hitting the windshield of a car).

**COGNITION** – “Thinking” skills such as being able to organize, solve problems, follow directions, etc.

**COGNITIVE DEFICIT** – A reduction in one or more “thinking” skills which include: attention, concentration, memory, sequential thought organization, judgment, reasoning, and problem-solving.

**COGNITIVE REHABILITATION** – Therapy programs which aid people in the management of specific problems in thinking and perception. New strategies and skills are taught to help people improve function and/or compensate for remaining deficits.

**COMA** – A state of unconsciousness from which the patient cannot be awakened or aroused, even by powerful stimulation.

**CONCRETE THINKING** – Thinking limited to what is seen or to one specific example.

**CONCUSSION** – The common result of a blow to the head or sudden deceleration usually causing an altered mental state, either temporary or prolonged.

**CONFABULATION** – Making up facts or events. It differs from lying in that the individual is not attempting to deceive.

**CONTINENT** – The ability to control urination and bowel movements.



## GLOSSARY

**CONTRACTURE** – Loss of full movement of a joint.

**CONTRECOUP** – Bruising/injuries of brain tissue on the side opposite the point of impact.

**CSF** – Liquid which fills the ventricles of the brain and surrounds the brain and spinal cord.

**CVA** – Cerebrovascular accident. A term traditionally used for stroke. Stroke is no longer viewed as an accident.

### D

**DEPRESSION** – A feeling of sadness brought about by loss; usually a natural process in brain injury recovery. On occasion, professional treatment may be necessary.

**DIFFUSE** – Brain damage which involves many areas of the brain rather than one specific location.

**DYSARTHRIA** – “Slurred” speech due to paralysis or weakness of tongue, lips, and other facial muscles. A language disorder characterized by difficulty with speaking or forming words.

**DYSPHAGIA** – Problem with or absence of the ability to chew and/or swallow.

### E

**EDEMA** – Swelling.

**ELECTROENCEPHALOGRAM (EEG)** – A medical test which studies “brain waves” or electrical activity of the brain. Useful for diagnosing seizure disorders (epilepsy), coma and brain death.

**EMBOLIC STROKE** – Stroke resulting from the blockage of an artery by a blood clot (embolus).

**EPILEPSY** – Seizure disorder.

**EPISODIC MEMORY** – Memory for ongoing events in a person’s life. More easily impaired than semantic memory or perhaps because rehearsal or repetition tends to be minimal.

**EQUILIBRIUM** – Normal balance reactions and postures.

### F

**FOCAL** – Restricted to one region (as opposed to diffuse).

**FRONTAL LOBE** – Front part of the brain; involved in planning organizing, problem-solving, selective attention, personality and a variety of higher cognitive functions.

### H

**HEMOTOMA** – blood clot

**Regarding the brain:**

**Epidural** – outside the brain and its fibrous covering but under the skull.

**Subdural** – between the brain and its fibrous covering.

**Intracerebral** – in the brain tissue.

**HEMIANOPSIA** – Visual field cut. Blindness for one half of the field of vision; this is not the right or the left half.

**HEMISPHERE** – One of the two halves of the brain.

**Right** – Controls left side of the body and is involved with visuospatial abilities.

**Left** – Controls the right side of the body and is involved with language.

**HEMORRHAGE** – Bleeding that occurs following trauma.

**HYDROCEPHALUS** – Enlargement of fluid filled cavities in the brain.

**HYPOXIA** – Lack of oxygen reaching the tissues of the body.

### I

**ICP** – Intracranial Pressure: Cerebrospinal fluid (CSF) pressure measured from a needle or bolt introduced into the CSF space surrounding the brain; reflects the pressure inside the skull.

## GLOSSARY

**INCONTINENT** – Inability to control bowel or bladder functions.

**INFARCT** – The immediate area of a brain-cell death caused by the stroke. When the brain cells in the infarct die, they release chemicals that set off a chain reaction that endangers brain cells in a larger surrounding area.

**ISCHEMIA** – An interruption or blockage of blood flow.

### L

**LABILITY** – State of having notable shifts in emotional state (e.g., uncontrolled laughing or crying).

**LATENCY OF RESPONSE/RESPONSE DELAY** – The amount of time it takes a person to respond after the stimulus has been presented.

**LEFT HEMISPHERE** – The half of the brain that controls the actions of the right side of the body, as well as analytic abilities such as calculating, speaking, and writing.

**LONG TERM MEMORY** – In neuropsychological testing, this refers to recall 30 minutes or longer after presentation. Requires storage and retrieval of information which exceeds the limit of short term memory.

### M

**MILD BRAIN INJURY** – A patient with a mild traumatic brain injury is a person who has had a traumatically-induced physiological disruption of brain function, as manifested by at least one of the following: 1) any period of loss of consciousness; 2) any loss of memory for events immediately before or after the accident; 3) any alteration in mental state at the time of the accident (e.g., feeling dazed, disoriented or confused) 4) focal neurological deficit(s) which may or may not be transient; but where the severity of the injury does not exceed the following: a) loss of consciousness of approximately 30 minutes or less; b) after 30 minutes, an initial Glasgow Coma Scale score of 1-15; c) Post Traumatic Amnesia not greater than 24 hours.

**MRI** – Magnetic Resonance Imaging: A type of diagnostic radiography using electromagnetic energy to create an image of soft tissue, central nervous system and musculoskeletal systems.

### N

**NEUROPSYCHOLOGIST** – A psychologist who specializes in evaluating (by tests) brain/behavior relationships, planning training programs to help the survivor of brain injury return to normal functioning and recommending alternative cognitive and behavioral strategies to minimize the effects of brain injury. Often works closely with schools and employers as well as with family members of the injured person.

**NON-AMBULATORY** – Unable to walk.

### O

**OCCIPITAL LOBE** – Region in the back of the brain which processes visual information. Damage to this lobe can cause visual deficits.

**OCCUPATIONAL THERAPIST** – Therapist who focuses on helping stroke survivors rebuild skills in daily living activities, such as bathing, toileting, and dressing.

### P

**PARIETAL LOBE** – One of the two parietal lobes of the brain located behind the frontal lobe at the top of the brain.

**Right** – damage can cause visuospatial deficits (having difficulty moving around new or familiar places).

**Left** – damage to this area may disrupt ability to understand spoken or written language.

**PHYSIATRIST** – Medical doctor who specializes in rehabilitation.

**PHYSICAL THERAPIST** – Healthcare professional who specializes in maximizing a stroke survivor's mobility and independence in order to improve major motor and sensory impairments in walking, balance, and coordination.

## GLOSSARY

**POST TRAUMATIC AMNESIA (PTA)** – A period of hours, weeks, days or months after the injury when the patient exhibits a loss of day-to-day memory. The patient is unable to store new information and therefore has a decreased ability to learn.

**POSTACUTE REHABILITATION** – Are programs designed to provide intensive, 24-hour rehabilitation to improve cognitive, physical, emotional, and psychosocial abilities, to facilitate better independent living skills. Facilities typically provide a full spectrum of clinical therapies, as well as life-skills training in a residential setting.

**PROSODY** – Rhythm and timing of speech.

**PSYCHIATRIST/PSYCHOLOGIST** – Specialist who helps stroke survivors adjust to the emotional challenges and new circumstances of their lives.

**PVS** – Persistent Vegetative State: A long-standing condition in which the patient utters no words and does not follow commands or make any response that is meaningful.

### R

**RECREATIONAL THERAPIST** – Therapist who helps to modify activities that the stroke survivor enjoyed before the stroke or introduces new ones.

**REHABILITATION** – Comprehensive program to reduce/overcome deficits following injury or illness and to assist the individual to attain the optimal level of mental and physical ability.

**RETROGRADE AMNESIA** – Inability to recall events that occurred prior to the accident; may be a specific span of time or type of information.

### S

**SEIZURE** – An uncontrolled discharge of nerve cells which may spread to other cells nearby or throughout the entire brain. It usually lasts only a few minutes. It may be associated with loss of consciousness, loss of bowel and bladder control and tremors; may also cause aggression or other behavioral change.

**SHORT TERM MEMORY** – Primary or “working” memory; its contents are in conscious awareness. A limited capacity system that holds up to seven chunks of information over periods of 30 seconds to several minutes, depending upon the person’s attention to the task.

**SHUNT** – A procedure to draw off excessive fluid in the brain. A surgically-placed tube running from the ventricles which deposits fluid into either the abdominal cavity, heart, or large veins of the neck.

**SKULL FRACTURE** – Term used to describe the breaking of the bones surrounding the brain. A depressed skull fracture is one in which the broken bone(s) exert pressure on the brain.

**SLP** – Speech – Language Pathologist: a professional educated in the development and disorders of human communication.

**SOCIAL WORKER** – Counselor of psychological needs.

**SPASTICITY** – An involuntary increase in muscle tone (tension) that occurs following injury to the brain or spinal cord, causing the muscles to resist being moved. Characteristics may include increase in deep tendon reflexes, resistance to passive stretch, clasp knife phenomenon, and clonus.

**SPEECH-LANGUAGE PATHOLOGY SERVICES** – A continuum of services including prevention, identification, diagnosis, consultation, and treatment of patients regarding speech, language, oral and pharyngeal sensorimotor function.

**STATUS EPILEPTICUS** – Continuous seizures; may produce permanent brain damage.

**STROKE** – Sudden interruption of blood flow to a part of the brain that kills cells within the area. Body functions controlled by the affected area may be impaired or lost.

### T

**TBI** – Traumatic Brain Injury: Damage to living brain tissue caused by an external, mechanical force. It is usually characterized by a period of altered consciousness (am-

## GLOSSARY

nesia or coma) that can be very brief (minutes) or very long (months, indefinitely). The specific disabling condition(s) may be orthopedic, visual, aural, neurologic, perceptive/cognitive, or mental/emotional in nature. The term does not include brain injuries that are caused by insufficient blood supply, toxic substances, malignancy, disease-producing organisms, congenital disorders, birth trauma, or degenerative processes.

**TEMPORAL LOBES** – Two lobes, one on each side of the brain located at about the level of the ears. They allow a person to tell one smell from the other and one sound from the another. They also help in sorting new information and are believed to be responsible for short-term memory.

**Right Lobe** – mainly involved in visual memory  
(i.e., pictures/faces)

**Left Lobe** – mainly involved in verbal memory  
(words/names)

**THROMBOEMBOLISM** – Embolus that breaks away from a clot in one vessel to become lodged in another vessel.

**THROMBOSIS** – Clotting of blood within a vessel.

### V

**VENTRICLES** – Fluid filled cavities inside the brain.

**VERBAL APRAXIA** – Impaired control of proper sequencing of muscles used in speech (tongue, lips, jaw muscles, vocal cords). These muscles are not weak but their control is defective. Speech is labored and characterized by sound reversals, additions, and word approximations.

**VOCATIONAL THERAPIST** – A specialist who evaluates work-related abilities of people with disabilities.

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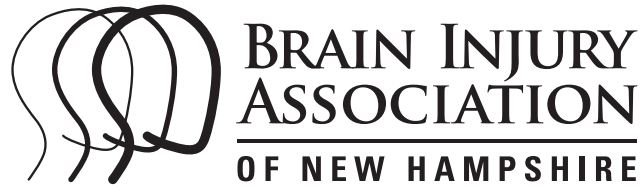
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## ***Community-Based Programs***

### **Independent Case Management/Service Coordination**

BIANH offers this Conflict Free service for all disability populations

### **Choices For Independence Program**

Under the Home and Community Based Waiver, this program provides options to eligible individuals who choose to remain in community settings

### **Neuro-Resource Facilitation Program**

Assists families, veterans, and individuals in accessing available community resources

### **Brain Injury Support Groups**

Located state-wide, these groups are designed to assist individuals and family members through the recovery process

### **Family Help-Line**

Provides survivors, families, professionals and the general public with free information and resources

### **ThinkFirst**

A free school-based prevention program

### **Transition Program**

Assists individuals who have experienced a brain injury or stroke, and are able to transition from a facility back into the community

### **Veterans Program**

Assists veterans and their families in accessing available community resources and veteran services

*For more details on these programs, please call the Brain Injury Association of New Hampshire office at (603) 225-8400 or (800) 773-8400 (NH only)*