



THE RESOURCE GUIDE FOR BRAIN INJURY

A PRACTICAL DIRECTORY OF SERVICES IN WNY

2017-2018 EDITION

Headway of WNY, Inc.
2635 Delaware Ave. Buffalo, NY 14216
716.408.3100 • headwayofwny.org

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YOU ARE NOT ALONE • MOVE FORWARD WITH HEADWAY

12/04/17

Dedication

This Resource Guide is dedicated

To survivors of brain injury who struggle
courageously to move forward with
their lives following their injury
To those loved ones who provide dedicated
care and encouragement to improve
the lives of the survivors and
To the many professionals in the field who
through their hard work support
people with brain injuries.

In Loving Memory of

Marilyn Hutchings, one of the founding members of Headway
and a tireless advocate for persons with brain injury
*****1926-1996*****

MISSION STATEMENT

The mission of Headway of WNY is to ensure that individuals in Western New York with brain injuries, other disabilities, and seniors have access to advocacy, resources, and support systems to enable them to live as independently as possible, assisting them in delaying or eliminating the need for nursing home care. We seek to educate the broader community about the causes, consequences and means of prevention of brain injury.

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How to Use this Resource Guide

This guide is divided into sections listed in the table of contents. We provide the names, addresses, phone numbers of services and organizations.

We made every effort to produce a directory that is as accurate and comprehensive as possible; however, we may have unintentionally omitted an available agency or service. If you know of a service or agency not included which should be a part of a revised edition, please let us know by calling 716.408.3100 or writing:

Headway of Western New York, Inc.
2635 Delaware Avenue
Buffalo, New York 14216
Headway@headwayofwny.org

If you do not find the information you seek here, call Headway and we will attempt to assist you.

**The Best Cure Is Prevention,
The Best Prevention Is Awareness**

Need to enter or update your agency listing in the directory?
Please contact us at headway@headwayofwny.org or call 716.408.3103. All updates will be posted on our website and will then be included in the next printed edition of the directory.

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Aftercare Nursing Services Inc.

1680 Walden Ave.
Cheektowaga, NY 14225

716-894-7777

500 Pine St. suite 15
Jamestown, NY 14701

716-487-CARE
(2273)

9701 Niagara Falls Blvd. Suite 1F
Niagara Falls, NY 14304

716-298-1777

www.aftercare1.com

Home Health Care Services

We understand the anxiety people face when having to make decisions regarding a loved one needing medical care.

Aftercare Nursing Services provides a wide array of health and supportive services delivered at home for people of all ages.

Our clients include anyone who has a stroke, chronic illness, rehabilitating from a recent surgery or disabled children.

We provide a highly skilled staff of nurses, aides and companions to help that loved one in need of care.



Traumatic Brain Injury

Do you know someone who has suffered a traumatic brain injury or TBI?

A traumatic brain injury can be a life changing experience for an individual and their family. Aftercare can assist you through the waiver services.

**Licensed Home Care Services Agency
for over 25 Years!**

About Headway of WNY

In 1985, faced with the consequences of life altering brain injuries, a small group of survivors of brain injury and their families in Western New York banded together to form Headway for Brain Injured, Inc., a support and advocacy agency. These people knew too well the enormous confusion and isolation that can follow a brain injury. They had learned the hard way that there were, at that time, few places to turn for information, assistance, therapy, and support. There were no local rehab long term services or facilities for people with severe brain injuries. Unfortunately, many survivors were being placed in nursing homes and other institutions, both in New York State (NYS) and in out-of-state facilities, and these places were not appropriate for the care they needed. Not falling into a “typical” medical category, some survivors were left to flounder on their own with no assistance. The founders of Headway wanted to ensure that others finding themselves in similar situations would have somewhere local to turn for help.

Headway provides resources to survivors, caregivers, and professionals alike. Headway is primarily staffed by volunteers and offers a variety of services, including:

- Referrals linking individuals to professional help, facilities and programs
- Recreational programs for survivors and family members
- Various support groups, which include groups for survivors of brain injury, veterans with brain injury, young persons with brain injury, and those with brain injury and mental health issues
- Training and educational programs, including on-site presentations to students, the medical community, and others on topics such as the causes, consequences and means of prevention of brain injury
- Maintenance of a resource library of educational materials on brain injury
- Website and regular publication of a newsletter with information on brain injury and related local and national news and events
- Speakers on topics of interest to survivors and their families
- Volunteers at Headway serve as advocates and assist with the application process for Social Services, Medicaid, Social Security, etc.
- Also occasionally attend appointments with families and survivors seeking benefits
- Creation and maintenance of this directory

About (Continued)

Early in our history, Headway petitioned the NYS Legislature and the NYS Department of Health for more appropriate local services. Prior to this, survivors of brain injury were often placed in institutions, many of them out-of-state and far from their families. As a result, we were one of the agencies instrumental in beginning a special Medicaid program for individuals with brain injury. Through our efforts, and those of other concerned citizens and groups across the state, the NYS Department of Health Traumatic Brain Injury Medicaid Waiver Program (the TBI Waiver Program) was created to provide more services to individuals with brain injuries between the ages of 18 to 64. This waiver provides a range of community support services for survivors, enabling them to live in their community and avoid placement in an institution. Headway has functioned as the local Regional Resource Development Center, helping to coordinate these services in the WNY area since this program's inception in 1995.

Headway's success with the TBI Medicaid Waiver Program led to an expansion of services. Building on their successful experience with the TBI Medicaid Waiver, the NYS Department of Health created the Nursing Home Transition and Diversion Waiver (the NHTD Waiver) to provide assistance in a similar way for people of all types of disabilities who wish to live more independently in the community. Headway now helps coordinate these services also. As a result of these exciting changes and challenges, we are now called **Headway of Western New York**, an affiliate of People Inc.

Facts about Brain Injury

Each year, two million people in the U.S. acquire a brain injury from an external blow to the head or an internal event such as a heart attack, stroke or tumor. An injury can temporarily or permanently disrupt brain function, changing who we are and how we think, act and feel.

Possible Causes of Brain Injury

- Motor Vehicle Accidents
- Lack of Oxygen (can be caused by heart attack, near drowning, and other injuries)
- Dehydration
- Tumor
- Aneurysm
- Falls
- Physical Violence
- Sporting and Recreational Activities
- Industrial Accidents
- Toxic Ingestion

Brain Injury Prevention

- Helmets, when used for bicycle, motorcycle, skiing, equestrian and other sports, decrease injuries by 88%
- Seat belts, lap/shoulder belts, air bags decrease injuries by 68%

N.Y.S. Department of Health Traumatic Brain Injury Medicaid Waiver Program

If you or someone you know is the survivor of a brain injury, the first step in getting assistance is to call Headway of WNY at 716.408.3100.

One of the programs that may help you is the NYS Department of Health Traumatic Brain Injury Medicaid Waiver Program (often referred to as the TBI Waiver), administered in Niagara, Erie, Wyoming, Chautauqua, Cattaraugus and Orleans counties by Headway of WNY. When you call, Headway staff will assist you with the referral process. Some of the criteria for the program include Medicaid eligibility, age, where you are living, and proof of brain injury.

This program provides services above and beyond what traditional Medicaid covers, including service coordination, independent living skills training, structured day program, positive behavioral interventions and support, community integration counseling, home and community support services, environmental modification, respite care, special medical equipment and supplies, and social transportation services.

Survivors of brain injury who have gone through the screening process with Headway's Regional Resource Development Center and are found eligible to participate in the waiver program may then have services from some of the following waiver services agencies and individuals:

Waiver Providers

Aftercare Nursing	Matthew Guarino
All Metro Health Care	Maxim Health Care
Aspire Tech Today	New Frontiers in TBI
Belvedere of WNY	New Visions Services
Betty Luber	Phoenix Frontier
Chautauqua Home Rehabilitation	PRALID, Inc.
Companion Care of Rochester	The Rehabilitation Center
Complete Home Care	Resource Center
Health Force	Schofield
Health System Services	Sibley Nursing
Homemakers of WNY (Care Givers)	SUNY Fredonia
IKECO, INC.	Venture Forthe
Kathleen Wojtowicz	

Traumatic Brain Injury Waiver for Persons under age 22

The OPWDD Home and Community-Based (HCBS) Medicaid Waiver is operated by the Office for People with Developmental Disabilities (OPWDD). It is a program of supports and services that enables adults and children with developmental disabilities to live in the community, as an alternative to Intermediate Care Facilities (ICFs), commonly known as group homes.

The OPWDD waiver program supports individuals in the community by providing a variety of services and supports that are individualized to meet each person's needs. These services can include habilitation services, respite care, service coordination, and adaptive technologies.

To be eligible for opportunities in the OPWDD HCBS Waiver, an individual must:

- Have a diagnosis of a developmental disability. This means that the individual must have had a documented brain injury before the age of 22 (can be any age at time of application)
- Be eligible for the Intermediate Care Facility (commonly known as a group home) level of care
- Be eligible for Medicaid
- Choose to use home and community based waiver services rather than institutional care

Note that there is some overlap in age requirements between this waiver program and the Department of Health Medicaid Waiver Program previously described. A person might be eligible for more than one waiver program. This person could inquire about both waiver programs and pick the one they feel is best suited to their needs.

If you are eligible for this program and live in the WNY area, there are several ways you could find out more about this program. As mentioned previously in this resource book, the NYS Brain Injury Association has a free program call the Family Advocacy, Counseling, Training and Services Program (FACTS). In addition to other services, the FACTS coordinator can help you access and find out more about the OPWDD Medicaid Waiver Program. The FACTS coordinator for WNY is Vicky Myers, 585.968.1850, vmyers@bianys.org. You can also contact the Western New York OPWDD office at 1200 East and West Road, West Seneca, NY 14224, 716.517.2000. You can also contact one of the provider agencies that serve the county in which you live.

Advocacy/Resource/Mediation

Specializing in Brain Injury

- Brain Injury Association of America**.....1.800.444.6443
1608 Spring Hill Rd., Suite 110 biusa.org
Vienna, VA 22182
- Brain Injury Association New York**.....518.459.7911
4 Pine West Plaza, Suite 402 Fax 518-482.5285
Albany, NY 12205 Family Help Line 800.228.8201
bianys.org
info@bianys.org
- Headway of Western New York, Inc.**.....716.408.3100
2635 Delaware Ave. Fax 716.882.1289
Buffalo, NY 14216 headwayofwny.org
headway@headwayofwny.org

Additional Advocacy and Resources

- Centers for Disease Control (CDC)**.....cdc.gov/NCIPC
Information and statistics on brain injuries
- Chautauqua County Office for Aging**.....716.753.4471
HRC-7N Erie Street co.chautauqua.ny.us
Mayville, NY 14757-1027 Fax 716.753.4477
- Crime Victims Assistance**.....716.893.7222
Matt Urban Center urbanctr.org
1081 Broadway
Buffalo, NY 14212
- Central Referral**.....211 or 716.851.5555
To Find a Needed Service 211wny.org
- Directions in Independent Living Inc.**.....716.373.4602
512 West State Street info@oleanilc.org
Olean, NY 14760 nysilc.org

The Dale Association.....716.433.1886
33 Ontario Street daleassociation.com
Lockport, NY 14094

Erie County Office for the Disabled.....716.858.6215
95 Franklin Street erie.gov/ecod
Room 625
Buffalo, NY 14202

Independent Living Center.....716.836.0822
3108 Main Street wnyil.org
Buffalo, NY 14214

Independent Living of Niagara County.....716.284.4131
746 Portage Road Fax 716.284.3230
Niagara Falls, NY 14301 wnyil.org

Lighthouse Guild.....**Number/Web?**
4520 Military Road
Niagara Falls, NY 14305

National Chronic Pain Outreach Association, Inc......540.862.9437
P.O. Box 274 chronicpain.org
Milboro, VA 24460

Southwestern Independent Living Center, Inc......716.661.3010
843 North Main Street info@ilc-jamestown-ny.org
Jamestown, NY 14701 ilc-jamestown-ny.org

Mediation

RP Dispute Solutions.....716.912.2075
20 Old Schoolhouse Road
Lancaster, NY 14086

Services Provided: Mediation regarding concerns over health care decisions for TBI survivors.

Did You Know?

*No two brain injuries are exactly alike, and the effect on each person
physically, cognitively, emotionally.... will be different.*

Counseling

Etaria Rehabilitation Center.....716.871.7092
 406 Vulcan Street
 Buffalo, NY 14207

Services Provided: This is a specialized day program and/or residence for MICA clients. Does not service brain-injured population in general, although may if other eligibility applies. Serves people with mental health issues and serious substance abuse problems.

Additional Services Provided: Day Treatment, Drug/Alcohol Treatment, Psych Services/Counseling, and Recreation

Fees: Mostly Medicaid

Ages Served: 18 years and older

Lisa Keenan, PhD Clinical Health Psychologist.....716.898.3216
 Erie County Medical Center (ECMC) Fax 716.898.6170
 462 Grider Street lkeenan@ecmc.edu
 Buffalo, NY 14215

Services Provided: Individual psychotherapy to assist with adjustment to disability, help stabilize mood, provide education, assist with cognitive remediation/compensation.

Fees: Accepts all funding services. Billing done by hospital. Referral for financial counseling services available.

Ages Served: 16 years and older

Jewish Family Services.....716.883.1914 ext. 340
 70 Barker Street Fax 716.883.7637
 Buffalo, NY 14209-2013 generalinfo@jfsbuffalo.org
jfsbuffalo.org

Services Provided: Counseling

Fees: Medicare, Medicaid, Private Health Insurance, Private Pay

Ages Served: 18 years and older

Betty Luber.....716.725.2958
 8544 Bunker Hill Rd.
 Gasport, NY 14067

Services Provided: Community Integration Counseling

Fees: Medicaid (TBI Waiver Participants)

Elisabeth Mann, LCSW-R.....716.898.3793
 Erie County Medical Center Fax 716.898.6170
 462 Grider St. emann@ecmc.edu
 Buffalo, NY 14215

Services Provided: Individual psychotherapy to assist with adjustment to disability, help stabilize mood, provide education, assist with cognitive remediation/compensation.

Fees: Accepts all funding services. Billing done by hospital. Referral for financial counseling services are available.

Ages Served: 18 years and older

Schofield TBI Waiver Program.....716.874.2600
 2757 Elmwood Ave Fax 716-873-2265
 Kenmore NY 14217 administration@schofield.org
schofieldcare.org

Services Provided: Community Integration Counseling

Fees: Medicaid (TBI Waiver Participants)

Stutzman Addiction.....716.882.4900
 360 Forest Avenue
 Buffalo, NY 14213

Services Provided: Drug/Alcohol Inpatient Rehabilitation Services

Ages Served: 16 years and over

Venture Forthe Inc......716.285.8070
 3900 Packard Rd. Fax 716.285.8070
 Niagara Falls, NY 14303 ventureforthe.us

Services Provided: Community Integration Counseling

Fees: Medicaid (TBI Waiver Participants), Private Pay, Workers Comp, Other Insurances

Ages Served: 18 years and older

Kathleen R. Wojtowicz.....716.648.7260
 135 Kenton Place Fax 716.648.7260
 Hamburg, NY 14075

Services Provided: Community Integration Counseling

Fees: Medicaid (TBI Waiver Participants) and Private Pay

Ages Served: 18 to 65

Day Programs

Day Programs at Weinberg Campus.....716.639.3311
 2700 North Forest Road Fax 716-639-3309
 Getzville, NY 14068 weinbergcampus.org

Services Provided:

Adult Day Health Program:

Provides adult-day health care services, which include nursing, case management, clinical management, medical diagnostics, social rehabilitation, recreational, and personal care services.

GuildCare Adult Day Health Care
(for the visually impaired).....716.885.8041
 1170 Main Street
 Buffalo, NY 14209

Services Provided: Nursing supervision, medication assistance, Social Work Counseling and Referral, Physical, Occupational and Speech Therapies, Vision Rehabilitation, Nutritional Counseling, Activities.
Fees: Medicaid or Private Pay
Ages: 18 years and older

PRALID.....585.442.6420
 2 Townline Circle Fax 585-442-6964
 Rochester, NY 14623 info@pralid.org
pralid.org

Services Provided: Social Day Program
Fees: Medicaid, Grants, Private Pay
Ages Served: 18 years and older

Schofield Adult Day Health Program.....716.849.8720
 Fulton St. schofieldcare.org
 Buffalo, NY 14204

Services Provided: Provides nursing care, personal care services, occupational therapy, physical therapy, speech therapy, audiology, nutritional guidance, therapeutic recreation, and social work.
Fees: Medicaid, Private Pay
Ages Served: 18 years and older

Venture Forthe Inc......716.285.8070
 3900 Packard Rd. Fax 716.285.8070
 Niagara Falls, NY 14303 ventureforthe.us

Services Provided: Social Day Program
Fees: Medicaid, Private Pay, Workers Comp, Other Insurances
Ages Served: All

Did You Know?

When working with a survivor of brain injury, it sometimes helps to maintain a consistent daily routine. Frequent changes make memory and coping more difficult.

Developmental Disabilities (For Persons Injured Under Age 22)

The Arc of Orleans County.....585.589.5516
P.O. Box 439 122 Caroline Street arcoforleans.org
Albion, NY 14411

Services Provided: Day Habilitation, Respite Care, Job Placement, Recreation, and Residential Services.

Fees: Check with agency

Ages Served: All

Aspire of WNY.....716.505.5500
2356 North Forest Rd. Fax 716.894.8257
Getzville, NY 14068 aspirewny.org

Services Provided: Day and Residential Services, Medicaid Service Coordination, Respite, Clinic Services, Physical Therapy, Occupational Therapy, Speech Pathology and Counseling, Service Coordination and Recreation.

Fees: Medicaid

Ages Served: 3 years and older

**Brain Injury Association of
 New York State FACTS Program**.....Family Hotline: 800.228.8201
**(Family Advocacy, Counseling
 and Training Services)** bianys.org
10 Colvin Ave
Albany, NY 12206

Monroe, Orleans **585.571.4313**

Allegany, Cattaraugus, Chautauqua,
 Erie, Genesee, Niagara, Wyoming **585.968.1850**

The FACTS program is a statewide support program for families and individuals impacted by brain injury.

Services Provided: Provide information about rehabilitation services and NYS Medicaid Waiver programs. Brain injury and brain injury prevention training for families, service providers, and educators. Assistance with school reentry and ongoing educational needs.

Fees: None

Ages Served: Persons injured when under 22 years.

Community Services for the Developmentally Disabled.....716.883.8888
452 Delaware Avenue csdd.info
Buffalo, NY 14202

Services Provided: Service Coordination, Parenting Program, In-Home Residential Habilitation Supportive Employment, Day Habilitation, Residential Alternatives, Respite, and Senior Services

Fees: Medicaid

Ages Served: 18 years and older

Heritage Centers.....716.856.4201
101 Oak Street Fax 716.856.3312
Buffalo, NY 14203 heritagecenters.org

Services Provided: Vocational, Day Habilitation, Pre-Vocational, Residential, Service Coordination, Respite, Residential Habilitation and Educational Services. Services are provided in an altruistic manner to foster independence and community integration.

Fees: Medicaid

Ages Served: All

Heritage Christian Services.....716.743.2020
3790 Commerce Court heritagechristianservices.org
North Tonawanda, NY 14120

Services Provided: Residential Homes, Service Coordination, Respite, and 20 Day Habilitation Programs

Fees: Medicaid

Ages Served: All ages

Did You Know?

*Fun is a powerful cure for some problems. Look for things that
 you and your family members or friends can enjoy doing together.
 Make a list. Make fun a goal!*

Opportunities Unlimited of Niagara.....716.504.2625
2393 Niagara Falls Blvd. Fax 716.504.2632
P.O. Box 360 opportunitiesunlimited.org
Niagara Falls, NY 14303

Services Provided: Service Coordination, Day Treatment, Vocational Rehabilitation.

Fees: Check with agency

Ages Served: 21 years and older

People Inc......716.880.3700
1219 North Forest Road Fax 716.634.3889
P.O. Box 9033 people-inc.org
Williamsville, NY 14231

Services Provided: Day Programs, Family Support Services, Health Clinic, Infant-Child Education Services, Public Education, Preventative Programs, Recreational Services, Residential Services, Respite, Service Coordination, Transportation, Vocational Employment.

Fees: Medicaid

Ages Served: All

The Rehabilitation Center.....716.375.4740
3799 South Nine Mile Rd. Fax 716.375.4837
Allegany, NY 14706 rehabcenter.org

Services Provided: Day Treatment, Rehabilitation, Service Coordination. Rehabilitation includes a full range of life skills, social recreation. Employment and training opportunities for adults with disabilities.

Fees: Medicaid and Private Pay

Ages Served: All

The Resource Center.....716.483.2344
880 East Second Street Fax 716.661.1419
Jamestown, NY 14701 resourcecenteronline.org

Services Provided: A wide array of clinical and rehabilitative services to any person with a diagnosis of brain injury including: Service Coordination, Neuropsychology, Day Treatment, Vocational Rehabilitation (over 18), Advocacy, Recreation, Counseling, Medical Primary Care, Therapies, Respite Care, Structured Day Program.

Fees: Medicaid/Medicare, Other Insurance, Private Pay

Ages Served: All, except over 18 for Vocational Rehabilitation and Structured Day Program.

Suburban Adult Services, Inc......716.805.1555
West Maple Court Fax 716.496.5117
Elma, NY 14059 sasinc.org

Services Provided: Sheltered/Supportive Employment, Service Coordination, Day Treatment, Vocational Rehabilitation, Advocacy, Recreation Counseling, Therapies, Residential Services, and Respite Care.

Fees: Medicaid

Ages Served: 5 years and older

Environmental Modifications

Access Solutions (Prism Medical).....1.800.987.6219
525 Aero Drive Fax 603.898.5538
Cheektowaga, NY 14225 accessolutionsinc.org

Services Provided: Door openers, vertical lifts, ceiling lifts, stair glides, ramps, floor lifts, home modifications, slings, slip sheets, disposable slings, and maintenance contracts.

Fees: Medicaid and Private Pay

Ages Served: All

Chautauqua Home Rehabilitation and Improvement Corp.....716.753.4650
2 Academy Street Fax 716.753.4508
Mayville, NY 14757 chric.org

Services Provided: In-home adaptations and modification for ease of living and safety.

Fees: Upon Request

Ages Served: All

Did You Know?

Nationally, almost half a million emergency room visits annually for children birth–14 years old are traumatic brain injury related.

Empire Access Solutions, Inc......585.345.1854
DBA American Ramp Systems Fax 585.345.1037
 9352 Wortendyke Road americanramp.com
 Batavia, NY 14020

Services Provided: Environmental modifications to residences and exterior wheelchair ramps.
Fees: Upon Request
Ages Served: All

Prentice Contracting.....716.499.0042
 236 Valleyview Avenue
 Jamestown, NY 14701

Services Provided: Home remodeling. Call for complete listing.
Fees: Upon Request
Ages Served: All

Hospice

Hospice Buffalo, Inc......716.686.8000
 225 Como Park Blvd. Fax 716.686.8181
 Cheektowaga, NY 14227 hospicebuffalo.com

Services Provided: Medical care, emotional and spiritual support to individuals with terminal illness and support to their families. Hospice care provides an interdisciplinary team of professionals including consultant physician, registered nurses, medical social worker, physical therapy, occupational therapy, speech therapist, pastoral chaplain, trained volunteers, support groups, and bereavement counselor. All are experienced in end-of-life issues to improve quality of life at home or in a home-like setting.
Fees: Medicare, Medicaid, and other insurances; self pay with sliding scale.
Ages Served: All

Did You Know?

Each year about 20,000 New Yorkers suffer temporary or permanent disabilities from brain injury.

In-Home Care

All Metro Health Care.....716.856.2702
 170 Franklin Street, Suite 400 Fax 716.856.8034
 Buffalo, NY 14202 all-metro.com

Services Provided: Licensed Practical Nurse, Registered Nurse, Home Health Aide, Personal Care Assistant, Home Care Service Staffing, TBI Waiver Services.
Fees: Medicaid, Private Pay, Insurance, Third-Party Billing
Ages Served: Ages 2 and older

Health Force.....716.855.2273
 3409 Genesee Street Fax 716.855.3920
 Cheektowaga, NY 14225 healthforcewny.com

Service Provided: Home Health Care Aides, Personal Care Assistants, Registered and Practical nursing services, Respite Care, and TBI Waiver Services.
Fees: Medicaid, Private Pay, Other Insurance
Ages Served: All

Independent Nursing Care, LLC.....716.655.8776
 1038 Davis Road, PO Box 489 Fax 716.655.7877
 West Falls, NY 14170 independentnursingcare.com

Services Provided: Home Health Care Services, Companion, Home Health Aide, Licensed Practical Nurse, Registered Nurse (private duty), Respite Care, Home Health Aide.
Fees: Call for Information
Ages Served: All

Maxim HealthCare Services.....716.881.2800
 500 Seneca Street, Suite 610 Fax 716.881.2900
 Buffalo, NY 14202 maximhealth.com

Service Provided: Respite Care, Skilled Nursing, TBI Waiver Services.
Fees: Medicaid, Sliding Scale, and other Insurances
Ages Served: All

People Inc. Certified Home Health Care.....716.874.5600
2128 Elmwood Avenue Fax 716.874.0388
Buffalo, NY 14207 people-inc.org

Services Provided: WNY's only special needs certified home health care.
Services include: Skilled Nursing, Physical Therapy, Aide Service, Nutritional Evaluation and Counseling, Occupational Therapy, Social Work, Social Day Care, Waiver Services.
Fees: Most Insurances, Medicaid and Medicare
Ages Served: All ages

PSA Healthcare.....716.276.2123
2250 Wehrle Drive, Suite 1 Fax 716.276.2129
Williamsville, NY 14221 psahealthcare.com

Services Provided:
PSA provides nursing services to adult and pediatric clients throughout the nine counties of Western New York. Also provides Personal Care Assistant and Home Health Aide, private duty nurse and skilled nursing.
Fees: Medicaid and Other Insurances
Ages Served: All

Sisters Long Term Home Health Care Program.....716.685.4870
144 Genesee Street Fax 716.651.0666
Buffalo, NY 14203 chsbuffalo.org

Services Provided: Skilled Nursing, Physical Therapy, Aide Service, Nutritional Evaluation and Counseling, Occupational Therapy, Social Work, Social Day Care, Waiver Services.
Fees: Medicaid and Medicare
Ages Served: 18 years and older

Schofield Home Health.....716.873.7800 (ext 402)
2757 Elmwood Ave. Fax 716.873.2265
Kenmore, NY 14217 schofieldcare.org

Services Provided: In-Home Care, Home & Community Support Services, Home Health Aide and Personal Care Aide, TBI Waiver Services.
Fees: Private Pay and Other Insurance
Ages Served: 18 years and older

Venture Forthe Inc.....716.285.8070
3900 Packard Rd. Fax 716.285.8070
Niagara Falls, NY 14303 ventureforthe.us

Services Provided: In-Home Care, TBI Waiver Services
Fees: Medicaid, Private Pay, Workers Comp, Other Insurances
Ages Served: 18 years and older

Visiting Nursing Association of WNY.....716.630.8000
2100 Wehrle Drive Fax 716.630.8660
Williamsville, NY 14221 vna-wny.com

Services Provided: Skilled Nursing, Physical and Occupational Therapies, Speech Pathology, Nutrition Counseling, Social Work, Home Health Aides, Personal Emergency Response, Home Infusion, Home Oxygen, C-PAP and BI-PAP, Home Ventilators, Adult Day Care, Service Coordination.
Fees: Most Insurances
Ages Served: All

Willcare Home Care.....716.856.7500
346 Delaware Avenue Fax 716.856.7502
Buffalo, NY 14202 willcare.com

Services Provided: Certified Home Health Care Agency: Skilled Nursing, Speech, Occupational and Physical Therapies, Infusion Therapy, Tele Health (home monitor communication with your doctor), Behavioral Health, Social Work (MSW), Home Health Aides. In most cases, patients must be homebound. Licensed Agency- nursing, aide services, respite services, hospital sitters, lend a friend program (companion services).
Fees: Medicare, Medicaid, Private Pay, other Insurances
Ages Served: 18 years and older

Did You Know?

There are more incidents of traumatic brain injury annually than of cerebral palsy, spinal cord injury, multiple sclerosis and muscular dystrophy combined.

Legal

Alliance Asso. LTD......716.856.2626, ext 105

Dan Salatka
298 Main St. Suite 200
Buffalo NY 14202

Services Provided: Medicaid Specialist helping you to qualify.

Fees: Check with firm

Age: all

Bancroft & Associates......585.658.4330

Lea M. Bancroft, MSFS, CLU, ChFC
Gail L. Cochrane, CLU, ChSNC
Special Care Planner
81 Main Street
Mt. Morris, NY 14510

Brown & Tarantino, LLC......716.849.6500

1500 Rand Building Fax 716.849.6503
14 Lafayette Square brownandtarantino.com
Buffalo, NY 14203

Services Provided: We are a law firm that provides legal services and counseling in special education and school law. Brown and Tarantino, LLC works with parents and children, along with the child's physicians, therapists, health care professionals and the school district in determining and obtaining the services the child requires.

Fees: Private Pay

Ages Served: All

The Buffalo Agency......716.648.2412 ext 213

Michale Jones LUTCF
300 Corporate Parkway Suite 261N
Amherst NY 14226

Services Provided: Special Care Planning Team.

Fee: none

Age: all

Dolce Panepinto, Attorneys at Law......716.852.1888

1260 Delaware Avenue Fax 716.852.3588
Buffalo, NY 14020 cldplaw.com

83 Main Street, Suite 220

Batavia, NY 14020

Services Provided: The law firm represents plaintiffs with serious personal injury actions. They have represented both severe and mild brain injuries under a variety of circumstances.

Fees: Check with firm

Ages Served: All

Center for Elder Law and Justice......716.853.3087

237 Main Street, Suite 1015 lсед.org
Buffalo, NY 14203

Services Provided: LSED is a not-for-profit human service agency that provides free specialized civil legal service to elderly people in Western New York. Legal services provided include appeals regarding Medicare and Medicaid. LSED provides defense council to individuals who are subjects of Article 81 proceedings. They remove illegal liens on Social Security accounts, handle utility shut-offs and represent clients in appealing adverse decisions in the areas of Social Security retirement and Veterans' benefits.

Fees: Free

Ages Served: Seniors

Cellino & Barnes......716.854.2020

2500 Main Place Tower Fax 716.854.6291
350 Main Street thebarnesfirm.com
Buffalo, NY 14202

Services Provided: We represent survivors of traumatic brain injuries due to auto accidents, slip-fall accidents, medical mistakes, and various other ways someone may suffer a brain injury due to the negligence of another. This also includes brain/birth injuries.

Fees: Check with firm

Ages Served: All

Connors LLP......716.852.5533

1000 Liberty Building Fax 716.852.5649
424 Main Street connors-vilardo.com
Buffalo, NY 14202

Services Provided: For more than twenty years, our law firm has assisted individuals who have suffered traumatic brain injuries or other catastrophic injuries. Primarily, we advocate on behalf of these clients to make certain that they recover full and fair compensation to allow them to improve their lives. Additionally, we work very closely with physicians, therapists, and other rehabilitation experts to maximize medical recovery and to take advantage of cutting-edge supportive services for these clients.

Fees: Contingent fees, which means that clients do not pay any fee unless we recover on their behalf.

Ages Served: All

Feroleto Law.....716.854.0700
438 Main St., Suite 910 Fax 716.854.0265
Buffalo, NY 14202 yourbuffalolawyer.com
John P. Feroleto

Services Provided: Legal representation for individuals who sustain traumatic brain injuries at work, in motor vehicle collisions, and other circumstances for recovery of monetary awards in lump sums or permanent periodic payments for past and future lost wages, expenses, pain, suffering and disability.

Fees: Fees are contingent, a percentage of the recovery. There is no legal fee if there is no recovery.

Ages: All

Friedman & Ranzenhofer, PC.....716.543.3107
74 Main Street, PO Box 31 Fax 716.542.4090
Akron, NY 14001 legalsurvival.com

Services Provided:

Legal advice and services regarding estate planning, Medicaid and SSI planning, trust, wills, guardianships, health care proxies, divorce and personal injury litigation.

Fees: Check with firm

Ages Served: All

Hogan Willig, PLLC.....716.636.7600
2410 North Forest Road Suite 301 Fax 716.636.7606
Getzville, NY 14068 hoganwillig.com

Services Provided: Our law firm is particularly unique and well-suited to serve clients with brain injuries in that we have tried several personal injury cases involving individuals with traumatic brain injuries. Our staff includes an attorney-physician and a registered nurse who assist with review of medical

records, as well as case management issues. Our firm is also experienced with Article 81 guardianship proceedings, as are often required for brain injured individuals, and areas of estate and Medicaid planning for the long-term care needs of such clients.

Fees: Check with firm

Ages Served: All Ages

Howard B. Cohen, Esq.
Gross, Shuman, Brizdle and Gilillan, PC.....716.854.4300 ext. 214
465 Main Street, Suite 600 Fax 716.854.2787
Buffalo, NY 14203

Services Provided: Legal

Fees: Check with firm

Ages Served: All

Lipsitz Green Scime Cambria LLP.....716.849.1333
42 Delaware Avenue, #120 Fax 716.855.1580
Buffalo, NY 14202 lipsitzgreen.com

Services Provided: Legal

Fees: Contingency

Ages Served: All

Neighborhood Legal Services, Inc......716.847.0650
237 Main Street, 4th Floor Fax 716.847.0227
Buffalo, NY 14203 nls.org

Services Provided: Legal services provided include Public Benefits, Disability Law (Social Security/SSI Denials, Special Education, Funding of Medical Equipment, Vocational Rehabilitation, Institutional Rights, Residential/Treatment Issues, and Discrimination), Housing and Family Law.

Fees: Free to financially eligible persons who reside in Erie County

Ages Served: All

O'Brien Boyd PC.....716.839.7777
40 North Forest Road Fax 716.839.9959
Williamsville, NY 14221 mail@steveboyd.com
8397777.com

Services Provided: Legal Services/Personal Injury.

Fees: Check with firm

Ages Served: All

Grego & Trapp, LLP.....716.856.5800
14 Lafayette Sq., Suite 1700 Fax 716.856.4839
Buffalo, NY 14203

Services Provided: Legal Services include Disability (Social Security, Supplemental Security Income); Personal Injury Litigation (Auto Accident, Slip and Fall, etc.).
Fees: Check with firm
Ages Served: All

Pfalzgraf Beinhauer & Menzies.....716.204.1055
455 Cayuga Road, Suite 600 Fax 716.204.1080
Buffalo, NY 14225 pmenzies@pbmlawyers.com
pbmlawyers.com

Services Provided: Legal Assistance, Medicaid Applications, Special Needs Trusts, Power of Attorney, Health Care Proxies, and referrals for Case Management.
Fees: Check with firm
Ages Served: All

Rosenthal, Siegel, Muenkel & Meyers, LLP.....716.854.1300
300 Main Street Fax 716.842.6354
Buffalo, NY 14202 Rosenthal@trialadvocates.com
trialadvocates.com

Services Provided: Legal services
Fees: Contingency
Ages Served: All

Smith Murphy & Schoepperle, LLP.....716.852.1544
295 Main Street, Suite 786 Fax 716.852.3559
Buffalo, NY 14203 mescall@smithmurphy.com
smithmurphy.com

Services Provided: Personal injury claims for individuals with brain injuries.
Fees: Contingency
Ages Served: All

Medical Equipment

Blackburn's Dove Medical.....716.688.8911
3242 Union Rd. 800.472.0192
Cheektowaga, NY 14227 Fax 716.688.9193
blackburnsmed.com

Services Provided: Home/Durable Medical Equipment.
Fees: Medicare, Medicaid, Local Insurance, Private Pay
Ages Served: All

Buffalo Wheelchair.....716.675.6500
1900 Ridge Road, Suite 13 Fax 716.675.6646
West Seneca, NY 14224 buffalowheelchair.com

Services Provided: Durable Medical Equipment including mobility equipment, bath safety equipment, assistive equipment for daily living activities, hospital beds and support surfaces for wound care, adaptive recreational equipment, and medical rehabilitation equipment.
Fees: In most cases equipment is covered by insurance
Ages Served: All

Complete Homecare.....716.694.2253
60 Broad St. Fax 716.694.2554
Tonawanda, NY 14150 completehomecare.com

Services Provided: Adaptive Equipment
Fees: Medicare, Medicaid, Blue Cross Blue Shield, IHA, Univera, All Major Insurances and Private Pay.
Ages Served: All

Health System Services.....716.283.2339
6867 Williams Rd. healthsys.net
Niagara Falls, NY 14304

Services Provided: Durable and Adaptive Equipment.
Fees: Medicare, Medicaid, Other Insurances
Ages Served: All

Neurology

Dent Neurologic Institute.....716.250.2000
3980 Sheridan Drive Fax 716.250.2040
Amherst, NY 14226 dentinstitute.com
200 Sterling Drive
Orchard Park, NY 14127

Services Provided: Neuropsychology, Neurology, Psychiatry, Drug and Alcohol Treatment.

Fees: Contact Dent Institute

Ages Served: 16 years and older

ECMC Department of Neurology.....716.898.3000
462 Grider Street
Buffalo, NY 14215

Services Provided: Neuropsychology and Neurology.

Fees: Contact Department of Neurology

Ages Served: 13 years and older

Neuro/Vision Specialists

Aurora Optometric Group.....716.652.0870
Dr. Richard O’Conner Jr. Fax 716.652.2071
980 West Maple Ct. optometrists.org/eyecare
Elma, NY 14059

Services Provided: Neuro-optometric evaluations and rehab for “post trauma vision” syndrome.

Additional Services: Medical/Vocational Rehabilitation

Fees: Most Insurances

Age Served: All

Ross Eye Institute (Neuro-ophthamologists).....716.881.7900
1176 Main St.
Buffalo, NY 14209

Services Provided: Diagnostic and treatment services of all medical and surgical conditions of the eye and visual system.

Fees: Most insurances

Ages: All

Neuropsychological Testing

Kerry Donnelly, PhD.....716.834.9200
VA WNY Healthcare System Fax 716.862.7329
3495 Bailey Avenue kerry.donnelly@va.gov
Buffalo, NY 14215

Services Provided: Neuropsychology, Neurology, Medical Rehabilitation, Vocational Rehabilitation, Counseling Psych Services, Therapies, Respite Care, Drug and Alcohol Treatment.

Fees: Veterans only, contact VA for details

Ages Served: 18 years and older

Lisa A. Jackson, PhD.....716.833.0292
4955 Bailey Ave. Fax 716.833.0215
Buffalo, NY 14226

Services Provided: Pediatric Neuropsychological Evaluation.

Fees: Most Insurances Accepted

Ages Served: 6-18 years

Michael P. Santa Maria, PhD.....716.690.2560
DeGraff Hospital Fax 716.690.2585
445 Tremont St., Suite 331 buffaloneuropsychology.com
North Tonawanda, NY 14120

Services Provided: Neuropsychological Testing.

Fees: Most insurances accepted including managed (HMO-linked); Medicaid; private pay

Ages Served: Adults and Children 3 years and older

Did You Know?

The national cost of brain injury care and rehabilitation is over \$60 billion annually.

Recreation

Headway of WNY.....716.408.3100
2635 Delaware Ave. Fax 716.882.1289
Buffalo, NY 14216 headwayofwny.org

Services Provided: Offers a variety of social and recreational opportunities throughout the year for survivors of TBI, their family members and other caregivers. Call the Headway office for a schedule of events.

Fees: Nominal

Ages Served: Depends on the event; call for information

Excalibur Leisure Skills Center.....716.831.3188
90 North Dr.
Buffalo, NY 14216

Services Provided: Adaptive boating and fishing opportunities for developmentally challenged and disadvantaged persons.

Fees: Contact above

Ages Served: Check with provider

Lothlorien Therapeutic Riding Center.....716.655.1335
15 Reiter Road Fax 716.655.2972
East Aurora, NY 14052 lothlorientrc.org

Services Provided: Recreational horseback riding and horsemanship skills are taught using volunteers as leaders and side walkers. Adapted equipment and certified teachers available. Lessons are offered to individuals with disabilities from three years old and up.

Fees: Private pay but some tuition assistance is available.

Ages Served: Three years and older

Did You Know?

Thirty years ago, about 90% of people with serious brain injuries would have died as an immediate result of the injury. Now over 50% survive due to improved trauma care.

WNY Adaptive Water Sports.....716.553.7670
C/O Great Lakes Water Sport Institute wnyadaptivewatersports.org
3621 Stony Pt. Rd.
Grand Island, NY 14072

Services Provided: Facilitate and provide disabled veterans and individuals with physical disabilities the means, facilities and access to participate in water sports and other recreational activities to improve their quality of life.

Rehabilitation Medicine

Elmwood Health Center.....716.874.4500
Dr. Thomas Polisoto elmwoodhealthcenter.org
2128 Elmwood Avenue
Buffalo, NY 14207

Services Provided: A health care facility that provides a wide range of out patient medical, rehabilitative, and counseling services.

Fees: Most insurance plans and private pay accepted

Ages Served: All ages

Erie County Medical Center (Out Patient).....716.898.3217
Rehabilitation Center ecmc.edu
462 Grider Street
Buffalo, NY 14215

Services Provided: Medical Evaluation, Appropriate Referrals, Physical Therapy, Occupational Therapy, Speech Therapy, Psychiatrists, Counseling, Driving Evaluation, Pain Management.

Fees: Medicare, Medicaid, Sliding Scale, and Other Insurances

Ages Served: 14 years and older

Erie County Medical Center (In Patient).....716.898.6167
Brain Injury Rehabilitation Program Fax 716.898.4619
462 Grider Street
Buffalo, NY 14215

Services Provided: A team of physicians, nurses, psychologists, social workers, speech-language pathologists, and occupational and physical therapists. This multidisciplinary environment enables us to provide inpatient therapies for a broad range of injuries and illnesses.

Fees: Contact the above

Ages Served: 14 years and older

Residential Services

Alterra Clare Bridge of Williamsville.....716.632.7123
 6076 Main Street Fax 716.632.7512
 Williamsville, NY 14221 assistedseniorliving.net

Services Provided: NY State Licensed Adult Residence specifically designed for individuals with memory impairments. Specialized programming enables residents to participate in activities that maintain life skills, enhance self-esteem and maximize quality of life. Residents must be able to ambulate or self-transfer from wheelchair. Residents must be able to feed themselves. Support services include Service Coordination, Neuropsychology, Therapies, Respite Care, and Recreation.
Fees: Private Pay
Ages Served: Call for information

Baker Victory Services.....716.828.9500
 790 Ridge Road Fax 716.828.9526
 Lackawanna, NY 14218 bakervictoryservices.org

Services Provided: Residential Services, Service Coordination, and Respite Care.
Fees: Medicaid
Ages Served: Call for information

The Bristol Home.....716.241.0265
 1500 Main Street Fax 716.884.0850
 Buffalo, NY 14222 bristolhome.org

Services Provided: Assisted living exclusively for women providing service coordination, advocacy, recreation, therapies in home through agency staff, and respite care.
Fees: Private Pay and SSI
Ages Served: 55 years and older

“ *Life is not about waiting for the storm to pass...
 it is about learning to dance in the rain.* ”

Vivanne Green

The Courtyards LLC.....716.649.3215
 5285 South Park Avenue Fax 716.649.3553
 Hamburg, NY 14075

Services Provided: An adult care facility that provides medication management, meals, housekeeping, and laundry. Activities and social events for residents are provided. Every applicant is screened for appropriateness before offering a bed.
Fees: Private Pay
Ages Served: 55 years and older

The McGuire Group.....716.826.2010 ext. 1112
 560 Delaware Avenue Fax 716.819.0278
 Buffalo, NY 14209 mcquiregroup.com

Services Provided: Therapies, Respite Care, Nursing Facility, Outpatient Physical Therapy.
Fees: Medicare, Medicaid, HMO, Private Pay
Ages Served: 21 years and older

Niagara Lutheran Home and Rehab Center.....716.886.4377
 64 Hager Street Fax 716.886.0036
 Buffalo, NY 14208 niagaralutheran.org

Services Provided: Service Coordination, Therapies, Respite Care, Nursing Facility.
Fees: Contact Center
Ages Served: Adult

Terrace View.....716.551.7217
 462 Grider St.
 Buffalo, NY 14215

Services Provided: 24-hour skilled nursing care on a special unit for residents with brain injury, who are at various functional and cognitive levels. Staff receives regular training on TBI. Also offered are service coordination, recreation, counseling, therapies, and alcohol treatment.
Fees: Medicare, Medicaid, Private Pay
Ages Served: 18 years and older

Special Education

Note: All local school districts are required to provide appropriate educational services to their students with TBI up to age of 22. Contact your local school district for more information.

Erie Boces.....716.821.7000
355 Harlem Rd e1b.org
West Seneca, NY 14224

Services Provided: Special classes, educational placements.
Ages Served: Pre-K-12th grade

Note: For information about a BOCES program in your area, contact your local school district.

Genesee Valley BOCES.....585.344.7552
80 Munson Street Fax 585.344.7539
Leroy, NY 14482 gvbores.org

Services Provided: Special classes, educational placements.
Ages Served: Pre K-12th grade

Note: For information about a BOCES program in your area, contact your local school district.

NYS School for the Blind.....585.343.5384
2A Richmond Avenue Fax 585.344.7026
Batavia, NY 14020 p12.nysed.gov/specialed/nyssb

Services Provided: Day school or 5-day residential program. Art, Music, Speech and Language Therapies; Occupational Therapy, Physical Therapy, Braille, Technology, Pre-Vocational, Behavior Specialists, School Psychologist, Social Work.

Fees: District pays all costs, no cost to family

Ages Served: 5-21 for students who are legally blind and have another disability, such as a TBI.

Did You Know?

Adults age 75 and older have the highest rates of traumatic brain injury related hospitalizations and death.

Support Groups

Headway of Western New York.....716.408.3100
2635 Delaware Avenue headwayofwny.org
Buffalo, NY 14216 Headway@headwayofwny.org

All groups meet at Headway unless otherwise noted.

Peer Support Group (Buffalo Area)

For individuals who have sustained a mild to moderate brain injury, and are having difficulty accepting the losses accompanied by such a life-changing event. This group provides a place to find mutual support and encouragement for survivors. By sharing similar experiences, group members overcome isolation and exchange information and resources. The peer support group provides an environment to share the many different emotions resulting from brain injury. It is confidential, supportive, and nonjudgmental. The group promotes acceptance and healing, and helps survivors get on with their lives.

Peer Support Group also meets at DeGraff Hospital in North Tonawanda. Call Headway for more information.

Caregivers Support Group

For individuals and families who provide support and care to someone who has a brain injury. Members will participate in shared discussion about the demands of care-giving and exchange information on practical resources that will help them cope. This group will provide healthy problem-solving techniques, ideas for living with the challenges of being a caregiver. The many emotions and feelings that arise from such challenges will be explored within the group.

Women's TBI Survivors Support Group

This group will focus on the special needs of women who are survivors of TBI. Participants will share similar experiences, information and resources.

Complex Regional Pain Syndrome.....716.896.0771
Reflect Sympathetic Dystrophy peaceinpain.com

Support Group for Buffalo and WNY

St. Paul's Lutheran Church
4007 Main St.
Eggertsville, NY 14226
Fees: None

Therapies

Aurora Audiology & Speech Asso. Inc......716.652.6464
 97 Hamburg St. Fax 716.652.6499
 East Aurora, NY 14052 auroraaudiology.com

Services Provided: Is structured to evaluate and treat adults who experience difficulty with communication, cognitive and swallowing, skills. These difficulties may come from stroke, brain injury or vocal cord nodules and other conditions.

Fees: Most insurances

Ages: Adults

Buffalo Hearing and Speech Center.....716.885.8318
 50 East North Street Fax 716.882.4229
 Buffalo, NY 14203 askbhsc.org

Services Provided: Outpatient speech therapy includes evaluations and therapy, speech, language, fluency, cognitive-linguistic deficits, apraxia, dysarthria, aphasia, swallowing disorders, audiology. Full range of early intervention and preschool services for children from birth to 5 years of age. Evaluations and therapies for school age children and adults, including language and cognitive rehabilitation therapies provided by speech-language pathologists.

Fees: Most insurances, including Medicare and Medicaid

Ages Served: All

Erie County Medical Center.....716.898.3225
Rehabilitation Medicine ecmc.edu
 462 Grider St.
 Buffalo, NY 14215

Services Provided: Inpatient rehabilitation following a traumatic brain injury. Outpatient services include physical, occupational and speech therapies, counseling, and follow-up by rehabilitation medicine physicians.

Fees: Most insurances (financial counseling assistance available)

Ages: Adults and some children depending on circumstances

Optimal Therapy Associates Services.....716.836.5929
 2495 Main Street, Suite 234 Fax 716.836.6057
 Buffalo, NY 14214 otascontact@aol.com

Services Provided: Occupational and Physical Therapy services, sensory integration therapy.

Fees: All major insurances, including Medicare and Medicaid

Ages Served: All

University at Buffalo.....716.204.2300
Concussion Clinic
 160 Farber Hall (South Campus)
 3435 Main St.
 Buffalo, NY 14214

Services Provided: Treatment for individuals suffering from post concussion syndrome.

Fees: Most insurances

Ages: 18 years and older

University at Buffalo
Speech-Language and Hearing Clinic.....716.829.3980
 52 Biomedical Educational Bldg.
 Buffalo, NY 14214

Services Provided: Audiology/hearing evaluations, speech-language evaluations and therapy, Specialty groups.

Fees: Major insurance carriers

Ages: Children and Adults

Did You Know?

After being hospitalized for a traumatic brain injury, you should always obtain your doctor's clearance before driving, playing sports, drinking alcohol or returning to work or school.

Brain Injury Glossary

This is only a sampling of a wide variety of terms you may encounter. Always ask for a definition if a health care professional uses an unfamiliar term.

ADLs: Activities of Daily Living. Usually refers to routine activities such as bathing, dressing, and feeding. See also Instrumental Activities of Daily Living.

Adult Day Health Care Program: Sometimes referred to as medical day. This is a program where individuals attend that helps them remain in the community. The program provides services aimed at maintaining or improving the participants' everyday functioning such as PT, OT, speech, nursing, social work, and social and recreational activities.

Alzheimer's Disease: This is the most common cause of dementia. Alzheimer's is a progressive deteriorating brain disease that results in a gradual decline in a person's thinking, physical and behavioral functioning, and social abilities, to the extent that there is severe interference in daily functioning. Alzheimer's is not a part of normal aging.

Americans with Disability Act (ADA): ADA of 1990 requires in part, among other provisions:

- That certain buildings and facilities be designed or altered so that they are accessible to people with physical disabilities.
- Nondiscrimination in public and private transportation: This includes access to public bus, train and paratransit, as well as privately operated bus and shuttle services.
- The elimination of unfair and unnecessary discrimination. Equal opportunity for qualified people with physical disabilities in the areas of: accessibility, benefits, services and aids, and programs and activities that are otherwise free from discrimination based on disability.
- For further information, go to www.ada.gov.

Amnesia: The inability to recall events following a traumatic event (anterograde amnesia) or prior to the event (retrograde amnesia).

Anoxia: Insufficient oxygen reaches the brain, which causes brain damage. For example, anoxia may result from a heart attack, near drowning or choking.

Apraxia: Disorder caused by damage to specific areas of the brain, characterized by loss of the ability to execute or carry out learned purposeful

movements, despite having the desire and the physical ability to perform the movements.

Aphasia: Language impairment due to brain damage. Expressive aphasia is the inability to produce language; receptive aphasia is inability to understand language.

Articulation: Movement of the teeth, tongue, lips to form speech.

Ataxia: Loss of ability to control voluntary muscle movement. Most frequently the result of injury to the brain or spinal cord.

Behavioral Program: A program to assist the survivor and/or the family and/or those working with the survivor of brain injury to more effectively manage problem behaviors.

Brain Stem: Is located at the base of the brain and it is connected to the spinal cord. Controls breathing, heart rate, wakefulness, muscular tone and reflexes. Injury to the brain stem can be brief, prolonged, or permanent, and so the effects on each individual will vary.

Cerebellum: The part of the brain that coordinates movement and balance.

Cerebrum: The part of the brain that controls thought processes. It is the largest part, divided into two hemispheres, joined by a band of nerve fibers (corpus callosum). Each hemisphere has four lobes, each of which has specific functions. (See frontal lobe, occipital lobe, parietal lobe, and temporal lobe).

Cognition: A person's ability to think and make sense of the world. The types of cognitive problems in a brain injury depend on the area and the amount of damage to the brain. Problems with cognition may include: attention span, short and long term memory, word finding, carryover of new learning, starting tasks (initiation), problem solving, abstract thinking, safety awareness and more. Cognitive problems can range from mild to severe. Improvement may be seen over time. Some changes may be permanent. It is usually harder to recover from cognitive impairments than physical impairments. Persons with brain injury may not be aware of the extent of some of their cognitive impairments. Cognitive problems may call for close supervision of the person with a brain injury.

Coma: A period of prolonged unconsciousness and unresponsiveness to the environment.

Compensatory strategies: Learned strategies developed to make up for cognitive deficits. For instance, someone with memory problems may always carry a date book; someone with difficulty with directions may use a GPS.

Concussion: Literally “to be shaken violently,” caused by a blow to the head from an external force. A concussion may cause a temporary loss of consciousness, but **there does not have to be any loss of consciousness in a concussion.** It may result in an alteration in mental state, such as being confused or dazed. It may result in a mild or a moderate brain injury. See also page 43 for more about concussions.

Confabulation: Verbalizations by the person with an injury with no basis in fact. These are not “lies” but an attempt to “fill in” gaps in memory with plausible facts.

Cognitive therapy: Therapy to improve a person’s ability to think and make sense of the world, often performed by a speech or occupational therapist.

Cognitive Behavioral Therapy (CBT): A psychological approach to help people with their thoughts, feelings and behaviors, especially as related to adjustment after brain injury.

Contusions: Injuries that bruise a portion of the brain. Can also refer to bodily bruises.

Coup/contre-coup: Describes injury to the brain both at the site of impact (coup) and on the opposite side of the brain (contre-coup), occurring when the impact moves the brain and causes it to slam into the opposite side of the skull causing additional injury.

Diffuse Brain Damage: Injury to cells in many areas of the brain. This happens when the brain is shaken and brain tissue is stretched, torn, and bruised.

Developmental Disability: An injury sustained before the age of 22.

Emotional Lability: Showing rapid and drastic changes in emotions, such as laughing, crying, and anger, without apparent reason. Can be result of injury to the frontal lobe.

Frontal Lobe: The portion of the brain that governs movement, judgment, reasoning ability, personality, motivation, initiation, and inhibition (the ability to restrain emotions or behavior).

Frustration Tolerance: The ability to complete a task despite difficulty. Poor frustration tolerance may result in refusing to complete or attempt difficult tasks, and in yelling or angry behavior.

Glasgow Coma Scale: A standardized system for assessing the degree of impairment in consciousness and for identifying the seriousness of injury and relationship to outcome. See page 42.

Hydrocephalus: Enlargement of the fluid-filled cavities of the brain. One possible result of brain injury, it can cause further damage to the brain.

Instrumental ADLs (or executive ADLs or higher level ADLs): Tasks (or Activities of Daily Living) needed for functioning in the community, such as balancing checkbook, taking the bus, keeping track of appointments, housekeeping skills, etc.

Medical Day Program: (See Adult Day Health Care Program)

Minimally Responsive: A term sometimes used to define someone not in a full coma, but with limited responses.

Neurologist: Medical doctor who specializes in treating the nervous system, including the brain.

Neuropsychologist: Specialist who evaluates the cognitive, or thinking, functions of the individual. They are usually involved in the later stages of treatment after brain injury.

Neurosurgeon: A surgical specialist concerned with the diagnosis and treatment of disorders affecting the nervous system, including the brain.

Occipital Lobe: The portion of the brain that processes visual information.

Occupational Therapist (OT): Works on movement of the arms, fine motor skills, eye-hand coordination, perceptual skills, and cognitive functioning as they relate to ADLs such as washing, dressing, bathing, etc.

Oriented: An awareness of the environment. Orientation “times three” refers to knowing time (day, month, year), place (where he or she is) and person (who he or she is).

Parietal Lobe: The portion of the brain that governs sensations and awareness of spatial relationships, such as judging distance.

Physiatrist: Another term for a doctor specializing in physical and rehabilitation medicine.

Physical Therapist (PT): Will work on movement of the large muscles of the body, on walking, balance, coordination and other related activities.

Post-concussion syndrome: After a concussion, a person may be left with difficulties in areas such as memory, attention, concentration, fatigue, sleep disturbance, irritability, depression, headaches, etc. Most problems usually dissipate over time.

Residential Services: There are many types of residential services, including group homes, adult homes, assisted living facilities and nursing homes.

Seizure: An uncontrollable discharge of nerve cells in the brain. Effects can be dramatic as wild thrashing movements or as mild as a brief loss of awareness.

Shunt: The implantation of a surgically placed tube to draw off excessive fluid (hydrocephalus) in the brain and so relieve pressure in the brain.

Speech and Language Therapist: Addresses problems with speech (articulation), thinking and language skills, and swallowing.

Social Worker: Serves as a liaison between the professional team and other parties concerned with the patient, including: the family, funding sources, friends and representatives. Works to improve the quality of life and the development of the individual by a variety of services, including case management, counseling, advocacy, and education regarding community resources.

Social Day Program: Participants attend a program with planned group recreational activities.

Structural Day Program: Service designed to maintain or improve the participant's daily living skills and ability to live as independently as possible in community. Services include evaluation, training in self care, interpersonal skills, socialization skills, problem-solving skills, cognitive retraining, and eliminating unwanted behaviors. Also provides planned recreational activities, which may result in community outings.

Support Group: Offers the opportunity for group members such as brain injury survivors and their families to listen to and/or exchange ideas and receive

support in a confidential atmosphere, where positive and negative views can be expressed without being judged.

Temporal Lobe: The portion of the brain on the side of the head, which controls hearing, language and memory.

Traumatic Brain Injury: An insult to the brain caused by external forces that may produce a diminished or altered state of consciousness. It can result in the impairment of cognitive or physical functioning and/or in the disturbance of behavioral and emotional functioning.

TBI Act, New York State - 1994: In 1994, New York State Legislature enacted a law that created a program for traumatic brain injury in NYS and created the Traumatic Brain Injury Coordinating Council (TBISCC). It named the Department of Health as the lead agency for coordinating policies and programs with respect to TBI, including what has become the Home and Community Based Services Medicaid Waiver for Individuals with Traumatic Brain Injury.

TBI Act, Federal - 1996: Senators Edward M. Kennedy and Orrin G. Hatch were principal authors of the original Traumatic Brain Injury Act, which was signed into law by President Clinton in 1996.

The Act gives the Health Resources and Services Administration (HRSA) authority to establish a grant program for States to assist in addressing the needs of individuals with TBI and their families.

The Act provides for the continuation of research, not only for the treatment of TBI, but also for prevention and awareness programs that will help decrease the occurrence of TBI. The Traumatic Brain Injury Act is the only federal legislation that specifically addresses the issues of over 5.3 million Americans who live with a long-term disability as the result of a TBI.

Tremor, Intentional: Rhythmical purposeless shaking of the muscles that begins with purposeful or voluntary movements. This type of tremor does not affect muscles that are resting.

Tremor, Resting: A tremor that occurs in a relaxed or supported limb or body part that may decrease when the person moves that part of their body.

Verbal Fluency: The accuracy and speed at which someone can produce words. Sometimes this can decline with traumatic brain injury. This is not a reflection of intelligence, as someone may be intelligent but not necessarily verbally fluent.

Visual Perception: The ability of the brain to recognize and interpret what the eyes see, which is sometimes affected by a brain injury. For example, a person may have problems with facial recognition.

Vocational Rehabilitation: Provides services such as: vocational evaluation and training, work adjustment, job placement, job coaching, sheltered and/or supported employment to help individuals achieve their vocational potential. In NYS, these services can be provided through Vocational and Educational Services for Individuals with Disabilities (VESID).

COMA SCALES: There are several scales used to describe the level of response in patients with brain injury.

When first hospitalized, the **Glasgow Coma Scale** is sometimes used. This rates eye opening, motor movement, and verbal response.

Eye Opening

- 4 - Spontaneously
- 3 - To voice
- 2 - To pain
- 1 - No response

Best Motor Response

- 6 - Follows commands
- 5 - Localizes to pain
- 4 - Withdrawal from pain
- 3 - Decorticate
- 2 - Decerebrate
- 1 - No response

Best Verbal Response

- 5 - Oriented and converses
- 4 - Disoriented and converses
- 3 - Inappropriate words
- 2 - Incomprehensible sounds
- 1 - No response

Rehabilitation Centers may use a scale called the **Rancho Los Amigos Cognitive Scale**, which measures levels of cognitive or mental functioning.

- I. No response to stimulation
- II. Generalized response
- III. Localized response
- IV. Confused, agitated behavior
- V. Confused, inappropriate, non agitated behavior

- VI. Confused, appropriate behavior
- VII. Automatic, appropriate behavior
- VIII. Purposeful, appropriate behavior

WHAT YOU NEED TO KNOW ABOUT CONCUSSION

What is a concussion?

- It is an alteration in awareness or consciousness as a result of a blow to the head.
- It may or may not cause loss of consciousness for a short time.
- It involves changes to brain chemistry. These changes will last longer than the symptoms, and an individual may feel better before he or she actually is.
- These changes in the brain can cause a series of physiological and cognitive symptoms.
- Concussions can vary in severity.

Concussion symptoms: Symptoms of a concussion may be immediate or may not develop for hours or days after the blow to the head. Symptoms can last for hours or for days, sometimes longer. Symptoms may include:

- Mild to moderate headache
- Dizziness or loss of balance
- Nausea or vomiting
- Change in mood
- Difficulty thinking, remembering or concentrating
- Ringing in the ears
- Drowsiness or loss of energy
- Change in sleeping patterns

Pay particular attention to:

- Difficulty waking up
- Symptoms getting worse over days
- Development of new or worsening headaches
- Concussion symptoms that last longer than six weeks after injury
- Repeated or forceful vomiting
- Blood or clear fluid coming out of your ears or nose
- Blurry vision
- Slurred or confused speech
- Arm or leg weakness, loss of feeling or decrease in coordination
- Seizure or fainting

**IF YOU SUSPECT A CONCUSSION,
SEEK MEDICAL ATTENTION IMMEDIATELY!**

Benefits

Medicaid

The federal and state governments provide coverage for individuals with disabilities who meet state resource and income guidelines.

How to Apply for Medicaid

You can apply for Medicaid by writing, telephoning or going into your local Department of Social Services.

Medicare

Federal and state health insurance program for individuals with disabilities who have been on Social Security Disability for two years; and for those who are over 65 and on Social Security.

Social Security

A social insurance program funded through Federal Insurance Contribution Act (FICA), which provides several social welfare and social insurance programs. A few of the benefits provided are benefits for retirement, disability, survivorship, and death.

Social Security Disability Insurance (SSDI)

Provides benefits to individuals who are disabled or blind that are insured by contributions made to FICA based on earnings. Medicare provides health insurance coverage.

Supplemental Security Income (SSI)

Makes cash assistance payments to aged, blind, and disabled individuals who have limited income and resources. Medicaid provides health insurance coverage.

How to Reach Social Security.....800.772.1213

Social Security Administration ssa.gov

Housing

Belmont Housing Resources of WNY.....716.884.7791

1195 Main Street
Buffalo, NY 14209

Buffalo Municipal Housing Authority.....716.855.6774

245 Elmwood Ave.
Buffalo, NY 14222

Rental Assistance Corporation.....716.882.0063

470 Franklin Street
Buffalo, NY 14201

WNY Veteran's Housing Coalition.....716.882.5935

25 W. Utica St.
Buffalo, NY 14209

Social Services

Cattaraugus County Department of Social Services.....716.938.6913

Little Valley Office

200 Erie St.
Little Valley, NY 14755

Olean Office.....716.373.8065

1 Leo Moss Dr., Suite 600
Olean, NY 14760

Chautauqua County Department of Social Services.....716.753.4221

Hall R. Clouthier Building
Mayville, NY 14757

Erie County Department of Social Services.....716.858.8000

Medicaid, Homecare Service (CASA) erie.gov/depts/socialservices
HEAP, Food Stamps, Temporary Assistance
158 Pearl Street
Buffalo, NY 14202

Niagara County Department of Social Services.....716.439.7749

Lockport Office
20 East Ave.
Lockport, NY 14094

Niagara Falls Office716.278.8600
301 10th St.
Niagara Falls, NY 14303

Orleans County Department of Social Services.....585.589.7000
14016 Route 31 West
Albion, NY 14411

Erie County Department of Senior Services.....716.858.8526
95 Franklin St. erie.gov/depts/seniorservices
Buffalo, NY 14202 seniorinfo@erie.gov

Other

Access-VR.....716.848.8001
508 Main Street acces.nysed.gov/VR
Buffalo, NY 14202

Disabled Parking Permits (City of Buffalo Residents Only)
All others contact your local town office.....716.851.4204
Room 8B-City Hall
65 Niagara Square
Buffalo, NY 14202

National Grid.....716.831.7312
Customer Support

National Fuel.....800.365.3234
Customer Support, including such programs as Low Income Customer
Affordability Assistance Program (LICAPP) and Low Income Usage Reduction
Program (LIURP)

**Western New York Developmental
Disabilities Services Office**.....716.517.2000
1200 East and West Road
West Seneca, NY 14224
Provides service coordination, residential habilitation, environmental
modification, equipment purchase, and occasionally funds extraordinary family
need.

Questions and Answers

Question:

What is a brain injury?

Answer:

A brain injury is damage to the brain resulting from events such as an external hit to the head, lack of oxygen, repeated seizures, excessive alcohol use over time, chemical poisoning, infection, bleeding in the brain or stroke. Brain injury usually refers to an “*acquired*” brain injury, which is an event that happens after birth and does not include developmental or intellectual disabilities such as Down syndrome or cerebral palsy. Brain injury usually does not refer to medical conditions such as Alzheimer’s dementia.

In the military, causes of brain injury may include exposure to blasts from improvised explosive devices (IED), grenades, rocket propelled grenades (RPG), landmines, bullet or shrapnel injuries, or proximity to an explosion. Blast injuries are injuries that result from the complex pressure waves generated by an explosion that cause the brain to bounce back and forth inside the skull.

Question:

What are the long-term symptoms of a brain injury?

Answer:

The following are some of the physical changes or problems that may occur after brain injury:

- Bladder and bowel problems
- Dizziness/vertigo
- Fatigue
- Headaches
- Weakness on one side of the body (arm, leg, or facial weakness)
- Difficulty sleeping
- Nausea/vomiting
- Seizures
- Spasticity/clumsiness or poor coordination
- Difficulty swallowing
- Change in sight, such as double vision
- Change in sense of smell or taste
- Change in speaking ability – slowness, difficulty with word finding and expression

Question:

What are some of the emotional and behavioral changes or problems that may occur after brain injury?

Answer:

- Aggression, irritability (short-tempered or easily frustrated)
- Egocentricity
- Restlessness
- Sexual disinhibition or lack of sexual desire
- Impulsive behavior
- Anxiety
- Depression
- Difficulty controlling emotions
- Loss of social networking, feelings of isolation
- Decreased ability to cope with unexpected events
- Rigid thinking and behavior

The following are some of the cognitive changes or difficulties that may occur after a brain injury:

- Decreased concentration or attention span
- Difficulty initiating and following through with tasks
- Problem-solving difficulties
- Impaired judgment
- Short and long term memory challenges
- Difficulty following multiple-step directions
- Decreased processing of visual or verbal information
- Difficulty with abstract thinking
- Decreased reading comprehension and/or computation skills

Question:

What is a Mild Brain Injury?

Answer:

The terms mild brain injury and concussion are used interchangeably (see page 43). A mild brain injury results from a blow or jolt to the head that disrupts the brain’s function. A person can have a mild brain injury with no apparent evidence of the injury on a CT scan or MRI.

Question:

What are possible signs and symptoms of a mild brain injury or concussion?

Physical	Cognitive	Emotional	Sleep
<ul style="list-style-type: none"> • Headache • Nausea • Vomiting • Balance problems • Dizziness • Visual problems • Fatigue • Sensitivity to light • Sensitivity to noise • Numbness/tingling • Appearing dazed or stunned 	<ul style="list-style-type: none"> • Feeling mentally “foggy” • Difficulty concentrating • Difficulty remembering • Forgetful of recent information or conversations • Confused about recent events • Answering questions slowly • Repeating questions 	<ul style="list-style-type: none"> • Irritability • Sadness • Highly emotional • Nervousness 	<ul style="list-style-type: none"> • Drowsiness • Sleeping less than usual • Sleeping more than usual • Trouble falling asleep

Question:

How can you help your child prevent a mild brain injury or concussion?

Answer:

Every sport and activity is different, but there are steps your children can take to protect themselves from a mild brain injury or concussion.

- Ensure that they follow their coach’s rules for safety and the rules of the sport or activity.
- Encourage them to practice good sportsmanship at all times.
- Make sure they wear the right protective equipment for their activity (such as helmets, padding, and eye and mouth guards). Protective equipment should fit properly and be well maintained. Wear equipment consistently and correctly.
- Learn the signs and symptoms of a concussion.

Question:

What should you do if you think your child has mild brain injury or concussion?

Answer:

1. Seek medical attention right away. A health care professional will be able to decide how serious the concussion is and when it is safe for your child to return to sports.
2. Keep your child out of play. Mild brain injury or concussions take time to heal. Do not let your child return to play until a health care professional says it is OK. Children who return to play too soon – while the brain is still healing – risk a greater chance of having a second concussion. Second or later concussions can be very serious, potentially causing permanent brain damage, affecting your child for a lifetime.
3. Tell your child's coach about any recent brain injury or concussion, no matter how mild. Coaches should know if your child had a recent concussion in ANY sport.

Question:

What risk factors complicate a person's recovery from a brain injury?

Answer:

1. A History of Mild Brain Injury or Concussion: The effects of multiple injuries may be cumulative, especially if there is a short time between injuries.
2. Headache History: Headaches (migraines in particular) can negatively affect recovery from brain injury.
3. Developmental History: Recovery may take longer in patients with history of learning disabilities, Attention-Deficit/Hyperactivity Disorder or other developmental disorders.
4. Psychiatric History: History of depression/mood disorder, anxiety, and/or sleep disorder may interfere with recovery.
5. Alcohol or Other Substance Abuse: History of abuse may have already caused some degree of impaired brain functioning which may complicate recovery. Ongoing abuse may also interfere with recovery.

Question:

Will all these problems ever go away?

Answer:

Once the brain is injured, it will always be different. However, the human brain has the capacity to compensate for some of its losses. A severe injury may have long-term effects but some improvement is possible. Every injury and every person's outcomes will be different depending on how severe the injury is and where the injury is located in the brain. No two injuries are exactly the same.

Question:

Going forward, how does the survivor of a brain injury and his or her family cope?

Answer:

Individuals cope with brain injuries in many different ways. Some of these may include individual/family counseling, support groups, contacting advocacy groups, spiritual support, learning as much as possible about the specific injury, keeping logs of doctors' appointments, medications, therapies, progress and regressions. It is important to keep a positive attitude and find the coping strategies that work best for your individual situation.

Legislation Pertaining to Traumatic Brain Injury

New York State TBI Act- 1994

In 1994, New York State enacted a law that created a program for persons who have survived traumatic brain injury.

The law named the New York State Department of Health as coordinator for NYS policies and adopted a broad definition of “traumatic brain injury.”

Under this law, the Department of Health is to develop statewide programs such as outreach services and educational programs.

Federal TBI Act- 1996

In 1996, the federal government passed the TBI Act of 1996, which launched an effort to conduct expanded studies and establish innovative programs for traumatic brain injury.

The Act gives the Health Resources and Services Administration (HRSA) authority to establish a grant program for States to assist in addressing the needs of individuals with TBI and their families.

The Act provides for the continuation of research, not only for the treatment of TBI, but also for prevention and awareness programs to help decrease the occurrence of TBI.

Americans with Disability Act

- The Architectural Barriers Act of 1968, as amended, requires that certain buildings and facilities be designed or altered so that they are accessible to physically disabled people.
- Nondiscrimination in public and private transportation. This includes access to public bus, train and paratransit, as well as privately operated bus and shuttle services.
- The elimination of unfair and unnecessary discrimination. Equal opportunity for qualified disabled people in the areas of: accessibility, benefits, services and aids, and programs and activities that are otherwise free from discrimination based on disability.

Did You Know?

Some people become easily over stimulated after a brain injury. It may be harder for them to deal with bright lights, loud noises, more than one person talking at once, or trying to organize a series of tasks. It may help to simplify the environment.