

## Brain Injury & Disability Resources

ABIN-PA InfoLine 800.516.8052  
 Abuse Reports—Age 0-18 800-932-0313  
 Abuse Reports—Age 18+ 800.490.8505  
 Aging/Disability Referrals 866.286.3636  
 Area Agency on Aging (blue pages)  
 BIAPA Resource Line 800.444.6443  
 BrainSTEPS (Local Intermediate Unit)  
 CareerLink (blue pages)  
 ChildrensHealthInsurance 800.986.5437  
 Consumer Protection 800.441.2555  
 Crime Victim's Benefits 800.233.2339  
 Defense & Veterans BIC 866.966.1020  
 Disability Rights Network 800.692.7443  
 DomesticViolence Hotline 800.799.7233  
 Elks Nurses (care plans) 814.781.7860  
 Epilepsy Foundation 800.887.7165  
 Head Injury Program 717.772.2762  
 (1 year of rehab, \$100,000 max)  
 Health Insurance [www.healthcare.gov](http://www.healthcare.gov)  
 or 800.318.2596  
 Health Law Project 800.274.3258  
 Independent Living Ctrs 717.364.1732  
 Legal Aid (PA) 800.322.7572  
 Legal Clinic for Disabled 215.587.3350  
 Meals on Wheels [www.mealcall.org](http://www.mealcall.org)  
 Medical Assistance 800.537.8862  
 Medicare Coverage 800.633.4227  
 (Part A & B have in-home services)  
 Medicare Complaints 800.783.7067  
 Office of Vocational Rehab (blue pages)  
 OVR Complaints 888.745.2357  
 Social Security 800.772.1213  
 Special Ed Consult Line 800.879.2301  
 Special Kids Network 800.986.4550  
 Waiver Enrollment 877.550.4227  
 Waiver HelpLine 800.757.5042  
 Women's Law Project 215.928.9801

## ABIN-PA Services

"Empowering Survivors & Families to Rebuild Their Lives."

### InfoLine

Resources. Problem-solving. Support.

### Advocacy

Individual. Government Affairs.  
Nonprofit Coalitions & Collaboratives.

### Education

Conferences. Presentations.  
Staff Training.

### Literature

Free Monthly Newsletter.  
Brochures.  
Booklets.  
PowerPoints.

### Website

Newsletter Archives & Sign-Up.  
Print Literature.  
"Our Stories."  
Print Resource List by Birthdate.  
Rehab Facility Search by Type.  
Videos.

## Brochure Categories

General  
 Children <21  
 Adults 18+  
 Families & Caregivers  
 Rehabilitation  
 Dual Diagnosis  
 Justice System

Brain Injury Advisory:  
General

CLIENTS,  
CUSTOMERS,  
CONGREGANTS  
& PATIENTS



ABIN-PA is dedicated to increasing public awareness about acquired brain injury and to providing support, education, information, advocacy and other services for individuals with acquired brain injury and their families.

ACQUIRED BRAIN INJURY  
 NETWORK OF PENNSYLVANIA  
 InfoLine: 215.699.2139  
 Toll-Free: 1.800.516.8052  
[info@abin-pa.org](mailto:info@abin-pa.org)  
[www.abin-pa.org](http://www.abin-pa.org)

## Have you noticed any signs of brain injury in those you serve?

1. Scars on the head, neck or face.
2. Eyes don't line up together.
3. Seems partially blind.
4. Extreme fatigue under stress.
5. Speech difficult or slurred.
6. Appears deaf or hard of hearing.
7. Walking difficult, stumbling.
8. Arm or leg rigid or weak.
9. Trembling or shaking.
10. Difficulty swallowing.
11. Reacts or thinks slowly.
12. Doesn't follow directions.
13. Problems remembering.
14. Easily upset, confused, impulsive.
15. Can't pay attention or decide.
16. May not recognize you again.
17. Ignores change of topic.
18. Forgets what just happened.
19. Doesn't answer or explain.
20. Unreasonable, anxious, fearful.

## What is a brain injury?

Something interfered with the flow of blood or oxygen to the brain long enough to damage brain cells. These cells stopped signaling properly, causing changes in thinking, behavior and/or physical function. This damage could follow an event such as an accident, fever, stroke, brain tumor, cardiac arrest, bypass surgery, drugs, poisoning, blood loss, infection, fall anesthesia, or near electrocution, starvation, suffocation or drowning.

## What will you notice as you relate to this person?

Those with brain injury may have difficulty asking for information or explaining their needs. They may not see well or fail to understand your explanation or your directions. They may not be able to answer your questions or remember events. They might be startled by unexpected information or confused by rapid speech or conversations around them. They may easily feel upset and then behave in unexpected ways. They will be grateful if you can remain calm as they are re-learning how to act in the world. Someone with a serious brain injury may require five or ten years to re-learn what was lost.

## Tips for remaining calm and helpful

1. Face the person at all times.
2. Avoid talking in a noisy place.
3. Don't get close to the person.
4. Speak directly to the person.
5. Speak slowly & calmly.
6. Ask what help is needed.
7. Give information in small steps.
8. Ask short questions.
9. Repeat directions and questions.
10. Repeat brief explanations often.
11. Wait patiently for a response.
12. Use hand gestures.
13. Go with the person.
14. Show the person what to do.
15. Ask "Do you understand?"
16. Ask "Can you do this?"
17. Minimize standing.
18. Use advance assisted boarding for buses, planes and trains.
19. Check comfort frequently.
20. Call for assistance if needed.