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Brain Injury Resources

- ABIN-PA InfoLine
800-516-8052 www.abin-pa.org
- Area Agency on Aging (phone book)
- BIAA Help Line
800-444-6443 www.biausa.org
- BIAPA Resource Line
866-635-7097 www.biapa.org
- Brain Injury Help Line 866-412-4755
(free literature, books)
- Disability RightsNetwork(SpEd,TBI,SS)
800-692-7443 [ww.drnpa.org](http://www.drnpa.org)
- Elks Nurses (PA) 814-781-7860
(care planning for children)
- Head Injury Program 717-772-2762
(1 year of rehab, \$100,000 max)
- Health Law Project 800-274-3258
(help with public benefits)
- Legal Aid (PA) 800-322-7572
- Meals on Wheels www.mealcall.org
- Medicaid Waivers 800-757-5042
(lifetime CommCare, OBRA, etc.)
- Medical Assistance 866-542-3015
(all disabled children are eligible)
- Medicare Coverage 800-633-4227
(24/7 line, A & B in-home services)
- Medicare Denials 800-322-1914
- Pittsburgh Area B.I. Alliance
412-761-9870 www.pabia.org
- Social Security 800-772-1213
(survivors, disability, low income)
- Special Ed Consult Line 800-879-2301
- Special Needs Unit 800-521-6860
(child federally entitled to rehab)
- Vocational Rehab www.dli.state.pa.us

CUSTOMER SERVICE

215-699-2139
1-800-516-8052
info@abin-pa.org
www.abin-pa.org



**ACQUIRED BRAIN INJURY
NETWORK OF PENNSYLVANIA**

What is An Acquired Brain Injury or ABI?

ABI means impaired brain function due to a decrease in oxygen or blood to the brain from events such as physical trauma (TBI), fever, stroke, brain tumor, cardiac arrest, bypass surgery, drugs, poisoning, blood loss, infection, anesthesia, or nearly being electrocuted, suffocated or drowned. Traumatic brain injury (TBI) includes blast, whiplash, fall, punch or impact.

Could A Customer's ABI Affect Your Work ?

A Customer who had an ABI may have difficulty asking questions or understanding what you are saying. They may have trouble explaining their concerns, following directions, answering questions. They may not remember events. They might not respond calmly to unexpected ideas, rapid speech, or change. They may easily feel upset or confused and behave in unexpected ways.

You May Notice One or More Signs of An ABI

1. Scar or depressions at the base of the throat, on 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 faces.
17. Ignores change of topic.
18. Forgets what just happened.
19. Doesn't answer or explain.
20. Unreasonable, anxious, fearful.

Strategies to Promote Excellence in Service

1. Speak directly to the person.
2. Face the person at all times.
3. Ask what help is needed.
4. Speak slowly & calmly.
5. Avoid talking in a noisy place.
6. Don't get close to the person.
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.