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FOR IMMEDIATE RELEASE
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NMG earns CARF accreditation seal for residential brain injury program

AROOSTOOK COUNTY, Maine (March 6, 2024) – CARF International has again granted its prestigious three-year accreditation to Northern Maine General for its residential brain injury program, using the following standards:

- Home & Community Supports: Brain Injury Specialty Program (Adults); and
- Residential Rehabilitation Programs: Brain Injury Specialty Program (Adults).

CARF inspected the programs on Nov. 6 and 7, 2023. The accreditation process is an intense review of standards, with inspections, consultations, observations, interviews, document reviews, etc. CARF also assessed business practice standards related to the delivery of these services.

“It’s a rigorous accreditation process, and an ongoing reporting process,” said NMG CEO Michelle Raymond. “Compliments and congratulations to Lauri Raymond and others on the programs’ management teams and also to the hardworking frontline staff delivering these specialized services. You are respectful of our clients and their rights and unique needs; you work well as a team; and you take joy in seeing our clients thrive.”

The accreditation process identified key strengths, including:

- Families of persons served report high satisfaction with staff and services,

Our mission is to provide individuals with the highest standard of care and help all of the people we serve enjoy life to the fullest potential.

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- Leaders and staff place high importance on person-centered approaches and supporting the individual's preferences,
- Community partners describe NMG as a "beacon in the community," providing services not otherwise available,
- Residence is fully accessible, well maintained and homelike. Clients plan and prepare meals, and make decisions about house activities and outings,
- Bright, clean and secure office building with many photos demonstrating agency's history,
- Large and well-equipped wellness center is located on site and houses an accessible pool (with wheelchair lift) that is also available to staff,
- NMG leadership demonstrates longevity and commitment to agency; leadership is involved in programs and staff members feel well supported,
- Program leadership is active in local and state brain injury associations and other educational and advocacy efforts,
- Agency has a competent IT department that is flexible and creative in meeting client needs and staff needs,
- Agency benefits from the active physician serving as medical director for the brain injury specialty program,
- Agency uses various mechanisms to gather feedback from clients, and
- Staff have opportunities for professional growth through in-house trainings.

According to its website, CARF was founded in 1966 as the Commission on Accreditation of Rehabilitative Facilities. Its mission is to "promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served." Now known as CARF International, the accreditor specializes in Aging Services, Continuing Care Retirement Communities, Behavioral Health, Child and Youth Services, Employment and Community Services, Vision Rehabilitation Services, Medical Rehabilitation, and Opioid Treatment Programs.

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Northern Maine General is a nonprofit social services organization serving Aroostook County, with business offices in Eagle Lake and Caribou. Founded in 1907, NMG provides long-term care, rehabilitation, home and community supports, behavioral health services, case management, and consultation services and resources. Contracted services include subsidized apartments.