

# Carlisle Council on Aging Elder Resource Guide



**Carlisle Council on Aging  
66 Westford Street  
Carlisle, MA 01741**

July 26, 2013

# Welcome to the Carlisle Council on Aging

The Carlisle COA is a department of the Town of Carlisle serving Carlisle residents, 60 and older, their families, and our multi-generational community.

The Carlisle Council on Aging gratefully acknowledges the materials and support provided by the Bedford and Billerica Council on Aging and Concord Community Service Coordinator in developing this document along with the support of volunteers Launa Zimmaro, Amanda Li, Joan Rolfe, and Jane Anderson.

## Contact information

Carlisle Council on Aging  
66 Westford Street  
Carlisle, MA 01741

Office: (978) 371-2895 or (978) 371-6693

Transportation services: (978) 371-6690, coaride@carlisle.mec.edu

Fax: (978) 371-0594

Website: [carlislema.gov/Pages/CarlisleMA\\_COA/index](http://carlislema.gov/Pages/CarlisleMA_COA/index)

Hours: Monday 9:00 AM to 5:00 PM

Tuesday - Thursday 9:00 to 3:00 PM

Friday 9:00 AM to 1:00 PM

## Services and program offerings include:

- Transportation to medical appointments. Please provide 2 **business** days notice;
- Information and referral for seniors and their family members to help identify available support resources;
- Health services including blood pressure checks, flu clinics and podiatry;
- Fitness classes including fitness, cardio, zumba and more;
- Informational programs on health, legal, financial and other issues;
- Humanities lectures, trips and many other educational, social, cultural and recreational events;
- Monthly lunches, coffees and breakfasts;
- Medical equipment loan program.

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*Carlisle residents 60 and older are eligible for all services and activities. All Carlisle residents are eligible for fuel and food assistance. Programs and services are generally offered free. Fees generally apply for classes and trips while donations are requested for lunches and some other services such as transportation. Note: The Carlisle COA cannot recommend any contractor, but lists a number of vendors who offer transportation services. Please check licenses, referrals and insurance as needed.*



## **Carlisle Council on Aging Staff**

**Director:** David Klein, 978-371-6693

**Outreach Coordinator:** Angela Smith 978-371-2895

**Transportation Coordinator:** Debbie Farrell 978-371-6690 (leave a message)

**Administrative Assistant:** Marna Sorenson 978-371-2895

**Social Worker:** Peter Cullinane 978-371-2895

If you are in need of services for a parent or spouse who lives in another town or state, the Carlisle Council on Aging will try to support you with general information. Local services may be available by contacting the local or regional Council on Aging, Senior Center or Department of Elder Affairs.





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## **Adult Day Care (Health or Social)**

### **Adult Day - Health**

#### ***All Care Adult Day Health at North Village***

20 Sheila Ave.

No. Chelmsford, MA 01863

**Phone: 978-251-0367**

#### ***Blaire House of Tewksbury Adult Day Health Center***

10 Erlin Terrace

Tewksbury, MA 01876

**Phone: 978-851-3121**

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

#### ***Castle Hill Adult Day Health***

225 Stedman Street

Lowell, MA 01851

**Phone: 978-323-7811**

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

#### ***Community Family Alzheimer's & Adult Day Health Programs***

236 Broadway

Lowell, MA 01823

**Phone: 978-458-4844**

[www.communityfamily.org](http://www.communityfamily.org)

#### ***Cooperative Elder Services***

7 Chamberlin Dr.

Concord, MA 01742

**Phone: 978-318-0046**

8 West Main Street, Suite 2

Groton, MA 01450

**Phone: 978-448-1400**

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

#### ***D'Youville Senior Care Adult Day Health Center***

91 Varnum Avenue

Lowell, MA 01854

**Phone: 978-569-1000**

#### ***Home Away From Home Adult Day Health Center***

150 Industrial Avenue

Lowell, MA 01852

**Phone: 978-935-8219**

### **Adult Day -Social**

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February 4, 2014

***Andover Social Supportive Day Program***

Senior Connections  
38 Bartlett Street  
Andover, MA 01810  
**Phone: 978-623-8321**

***Chelmsford Adult Day Social Program***

75 Groton Street  
Chelmsford, MA 01863  
**Phone: 978-251-8880**  
[www.townofchelmsford.us](http://www.townofchelmsford.us)

***Cooperative Elder Services Adult Day Care***

On-site daytime care at a variety of area sites  
**Phone: 978-318-0046**  
[elderdayservices.com/](http://elderdayservices.com/)

**Advocacy**

***Alcoholics Anonymous***

**Phone: 617-426-9444**  
[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)

***AARP (American Association of Retired Persons)***

Massachusetts Regional Office  
One Beacon Street, Suite 2301, Boston, MA 02108  
**Phone: 866-448-3621**  
[www.aarp.org](http://www.aarp.org)

***American Red Cross, Merrimack Valley Chapter***

77 Ward Hill Avenue, Haverhill MA, 01835  
**Phone: 978-372-6871**  
[www.arcmv.org](http://www.arcmv.org)

***Attorney General's Office***

Elder Consumer Hotline  
One Ashburton Place, Boston, MA 02108  
**Phone: 888-243-5337**  
[www.mass.gov/ag](http://www.mass.gov/ag)

***Better Business Bureau of Eastern Massachusetts***

235 West Central Street, Suite 1, Natick, MA 01760  
**Phone: 888-243-5337**  
[www.bostonbbb.org](http://www.bostonbbb.org)

***Cell Phones***

Cell Phone or Landline discount for low-income people.

If you receive public benefits you may be eligible for discounted telephone service through federal Lifeline and Link-up programs. In Mass., available through Safelink Wireless for cell phones; through Verizon for landlines.

**Cell Phone: 800-977-3768**

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

**Landline: 800-870-9999**

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

### ***Consumer Credit Counseling***

**800-873-2227**

[www.cccsintl.org](http://www.cccsintl.org)

### ***Consumer Hotline***

To report unfair or deceptive practices, call the Consumer Hotline, or visit their website.

**617-727-8400**

[www.ago.state.ma.us](http://www.ago.state.ma.us)

### ***Consumer Products Safety Commission***

**800-638-2772**

[www.cpsc.gov](http://www.cpsc.gov)

### ***Consumer Rights and Ways to Protect Your Financial Interest***

**Phone: 866-283-3757**

[www.mass.gov/consumer](http://www.mass.gov/consumer)

### ***D.E.A.F., Inc.***

215 Brighton Ave., #1, Allston, MA 02134

**617-254-4041**

[www.deafinonline.org](http://www.deafinonline.org)

### ***Diabetes Association***

**800-232-3472**

[www.diabetes.org](http://www.diabetes.org)

### ***Domestic Violence***

**REACH Beyond Domestic Violence - REACH**, an acronym for: **Refuge, Education, Advocacy and CHange**. Programs include 24-hour hotline services, emergency shelter and safe home, support groups, legal advocacy, specialized children's services, community-based victim advocacy programs, outreach, education and training.

**800-899-4000**

[www.reachma.org](http://www.reachma.org)

### **Driving Resources/Programs**

#### ***Registry of Motor Vehicles – Medical Affairs Branch***

P.O. Box 55889, Boston, MA 02205

This branch of the Registry sets policies and procedures regarding the minimum physical qualifications to operate a motor vehicle. Issues disabled plates and placards. Placard applications are also available at the Senior Center.

617-351-9222, TTY 877-768-8833

[www.mass.gov/rmv](http://www.mass.gov/rmv)

***Driver Safety Program – AARP***

888-687-2277

[www.aarp.org](http://www.aarp.org)

***Driver Evaluation Program***

New England Rehabilitation Hospital

2 Rehabilitation Way, Woburn, MA 01801

781-935-5050

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

**Medical Coverage Complaints**

***Department of Public Health***

Division of Health Care Quality

Resolves complaints about inadequate care and abuse in hospitals and nursing homes

**Phone: 866-627-7968**

[www.mass.gov/dph](http://www.mass.gov/dph)

***MassPRO***

Resolves complaints about inadequate hospital care, including early discharges for all Medicare beneficiaries. Call MassPRO immediately when you have a concern about a discharge or other Medicare coverage-related situation.

**Phone: 800-252-5533**

[www.masspro.org/](http://www.masspro.org/)

***Medicare Advocacy Project***

Advice and free legal representation to Massachusetts Medicare beneficiaries who have problems with Medicare coverage

**Phone: 800-323-3205**

[www.gbls.org/](http://www.gbls.org/)

**Asian Resources**

***Boston Chinese Golden Age Center***

5 Oak Street West Quincy Tower, Boston, MA 02116

Care Management, caregiver support group, adult day health, day care – other, health and education programs, Emergency response service, information and referral – housing, area agencies on aging, insurance information and referrals, ethnic meals.

**Phone: 671-423-7560; [www.qbcgac.org](http://www.qbcgac.org)**

## **Assisted Living Facilities**

**There are many options available. For information on assisted living facilities in the area, call the COA: 978-371-2895**

### ***A Place for Mom***

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005** 8 a.m.-9 p.m

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

## **Contractors**

**If you need to hire a contractor when appropriate, ensure that the person is licensed and insured. Although the COA cannot recommend any contractor, we have captured names and numbers of contractors that other folks in town have used. Call the COA for this information: 978-371-2895**

## **Council on Aging**

### ***COA Activites/Programs***

The COA Newsletter, *The Senior Connection*, will provide dates and times of all programs and activities mentioned in this guide. Some programs are free, others are donations requested while others are fee-based. If you are 60 or older and not currently receiving a copy of "The Senior Connection" please call to be added to our mailing list.

**Phone: 978-371-2895**

"The Senior Connection" may be viewed online at

[http://www.carlislema.gov/Pages/CarlisleMA\\_COA/index](http://www.carlislema.gov/Pages/CarlisleMA_COA/index)

You can also subscribe though [www.seekandfind.com](http://www.seekandfind.com)

### ***Volunteering***

Volunteering is a personal choice of individuals to offer a part of themselves, whether it is through work at one particular task or helping in a variety of positions with no direct

financial compensation expected. An individual's satisfaction is in knowing that they helped to improve the quality of life for someone in their community. We rely on volunteers in order to offer great programs and activities and provide support for our seniors.

We are very grateful to all the volunteers who give of their time and talents. If you are interested in volunteering, we would be happy to meet with you. All volunteers must be CORled (Criminal Offender Record Information). If you are interested in volunteering please call the Carlisle COA.

**Phone: 978-371-2895**

## **Dental Care**

### ***Boston University Dental School Clinic***

100 East Newton Street,  
Boston, MA 02215

All Types of services are offered.

If a student treats you (under supervision), the rate is much lower.

They accept Mass. Health.

An instructor or regular dentist treats the more complex cases and that cost will be similar to regular dental fees.

You need two or three weeks lead time to get the first appointment – exam, X-rays.

On Thursdays and Fridays, they have a walk-in clinic – 8:00AM – 11:00AM.

**Phone: 617-638-4700**

### ***Community Health Connections Family Health Center***

175 Connors Street  
Gardner, MA 01440

All services are available except crowns and posts – these are referred to the Fitchburg Clinic. Mass. Health is accepted.

The first appointment generally consists of X-rays and an exam.

Medical hours: Fridays, 8:00AM – 5:00PM. Monday – Thursday, 8:00AM – 8:00PM.

Dental hours: Monday, Tuesday and Friday: 8:00AM – 5:00PM: Wednesday and Thursday: 8:00AM – 8:00PM.

**Phone: 978-410-6100**

### ***Community Health Connections Family Health Center***

14 Manning Avenue, 4<sup>TH</sup> floor.  
Leominster, MA 01453

All types of services are offered except root canals or crowns.\*

Mass. Health is accepted.

Otherwise, costs are about 25% less than regular dental fees. Ask if other help may be available. They need 4-5 weeks of lead-time; an appointment is necessary.

Hours: 8:30AM – 4:00PM - Tuesday until 7:00PM.

\*These are done at the Fitchburg Clinic.

**Phone: 978-847-0110**

### ***Community Health Connections Family Health Center***

Bullock Building

275 Nichols Roads

Fitchburg, MA 01420

Mass. Health is accepted.

Hours: 8:00AM – 5:00PM, Monday – Friday

**Phone: 978-878-8100**

### ***Harvard University Dental School Clinic***

188 Longwood Avenue

Boston, MA 02115

All types of services are offered.

Charges are 30-50% less than a regular dentist when treated by students under supervision. Appointments are necessary – need 3-4 weeks advance notice.

**Phone: 617-432-1000**

### ***Middlesex Community College***

Low cost dental hygiene by supervised students

**Phone: 781-280-3250**

<http://www.middlesex.mass.edu/>

### ***Tufts University Dental School Clinic***

1 Kneeland Street

Boston, MA 02111

This emergency clinic is a walk-in clinic for patients experiencing pain only.

Sign-in opens at 7:00AM. They can only see a limited number of patients, so early sign-in is recommended.

Hours of this clinic are: 9:00AM - 10:30AM and 11:00PM – 2:30PM – first come, first served.

Fee is \$82, due at the time of service; extractions cost more.

All other patients must make an appointment to become a new patient at the dental school. First visit with a student and faculty member involves general exam and X-rays and costs \$73 due at the time of service. Second visit is more comprehensive and costs \$63. Treatment itself begins on the third visit. Each appointment takes approximately 3 hours.

**Phone: 617-636-6828**

## **Disability Services**

### ***Disabled Persons Protection Commission***

50 Ross Way, Quincy, MA 02169

Services for persons 18-59 years old.

**Phone: 800-426-9009 V/TTY**

[www.mass.gov/dppc](http://www.mass.gov/dppc)

***Mass Office on Disability***

Information, technical assistance and advocacy for people with disabilities

**Phone: 800-322-2020 or 671-727-7440**

<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>

***Mass Rehabilitation Commission MRC***

600 Washington Street

Boston, MA 02111

Vocational rehabilitation, independent living, employment services, van and home modifications, home care assistance

**Phone: 800-245-6543**

MRC Ombudsperson

**Phone: 617-204-3603**

Disabled Persons Protection Hotline

**Phone: 800-426-9009**

**Hearing Impairment**

***Boston Guild for the Hard of Hearing***

***Northeastern University Hearing Outreach Program & NUused Pilot Program***

Behrakis Health Sciences Center

30 Leon Street, 503

Boston, MA 02115

Low cost hearing aids – long wait time and recycled hearing aids.

Contact: Sandra Cleveland, Director, Audiology

[Sa.cleveland@neu.edu](mailto:Sa.cleveland@neu.edu)

**Phone: 617-373-2492 voice**

***D.E.A.F., Inc.***

215 Brighton Avenue Allston, MA 02134

D.E.A.F. offers a comprehensive package of programs and services in a supportive community environment that is linguistically and culturally accessible for Deaf, Hard of Hearing, DeafBlind and Late-Deafened individuals from diverse ethnic and cultural populations.

[info@deafinonline.org](mailto:info@deafinonline.org)

**Phone: 617-254-4041 TTY/V**

**617-254-7091 FAX**

***Mass Commission for the Deaf and Hard of Hearing***

600 Washington Street

Boston, MA 02125

**Phone: 800-882-1155**

[www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

Information Specialist: **Phone: 617-740-1668**

800-530-7570 TTY

617 740 1850 FAX

For comprehensive resource guide [www.mass.gov/mcdhh](http://www.mass.gov/mcdhh) on right side see publications, resource guide

***Mass Commission for the Deaf and Hard of Hearing Assistive Technology Fund***

Call to check on availability of funding.

600 Washington Street

**Phone: 617-740-1600**

Contact: Mary Macone - **Phone: 617-740-1653**

**617-740-1700 TTY**

**617-740-1850 FAX**

***Mass Relay***

703 W. Housatonic Street

Suite 148

Pittsfield, MA 01201

MassRelay is a free, confidential 24/7 service enabling hearing people or people who do not use a text telephone (TTY) to communicate over regular telephone lines with people who are deaf, hard-of-hearing, late deafened, or speech disabled. A Relay Operator (OPR) will complete your call, dialing the person you wish to contact and then stay on the line to relay messages electronically via a TTY or verbally to people who can hear. OPRs provide exact transcriptions of what they hear and speak what is typed to them, unless the caller directs them to do otherwise.

**TTY and ASCII Users: 800-720-3480**

**Voice and Hearing Users: 800-720-3479**

***Travelers Protective Association of America***

3755 Lindell Boulevard

St. Louis, MO 63108

Scholarship Trust for the Deaf and Near Deaf, provides financial aid to children and adults who qualify. Assistance for mechanical devices, medical or specialized treatment or education. Grants enable purchase of listening devices and help with cost of cochlear implants.

**Phone: 314-371-0533 voice**

**314-371-0537 FAX**

e-Mail: [support@tpahq.org](mailto:support@tpahq.org)

[www.travelersprotectiveasn.com](http://www.travelersprotectiveasn.com) (links to various guides regarding hearing loss including one covering financial assistance.)

***US Veterans Administration***

***VA Outpatient Clinic***

Audiology Department

150 South Huntington Avenue

Jamaica Plains, MA

Only veterans enrolled in area VA can get free hearing aids.

Contact: Dr. Anne Hogan, Chief of Audiology and Speech Pathology

**Phone: 617-232-9500 voice**

**VA Clinic for appointments: X44730**

**617-264-6703 FAX**

## **Memory Concerns**

### ***Memory Diagnostic Clinic for Veterans***

Evaluations and treatment for eligible veterans with memory concerns

VA Hospital

**Phone: 781-687-2000**

<http://www.bedford.va.gov/about/>

## **Visual Impairment**

### ***Mass Association for the Blind and Visually Impaired (MAB)***

Programs and services for the visually impaired.

**Phone: 800-852-3029, 617-926-4232**

### ***Mass Commission for the Blind***

Eyeware not supplied. Commission supplies magnifiers and low-vision aids at cost or no cost. Must be referred by doctor for being legally blind. Veterans can go through VA services and doctors.

**Phone: 617-727-5550** general number.

Information: Mimi Flannery, 617-626-7546

For Carlisle senior care call:

Alan White, Director of Metro West (includes Carlisle).

600 Washington Street

Boston MA 02111

**Phone: 617-626-7486**

<http://www.mass.gov/eohhs/gov/departments/mcb/>

### ***Perkins Braille and Talking Book Library***

No fee.

**Phone: 800-852-3133, 617-972-7240**

**TTY: 617-972-7690**

[www.library@perkins.org](http://www.library@perkins.org)

### ***Perkins School for the Blind***

Variety of services for those eligible

**Phone: 617-924-3434**

[perkins.org/](http://perkins.org/)

## **Domestic Violence**

**Emerson Hospital**

**978-369-1400**

**Battered Women's Hotline**

**800-992-2600**

**Boston Area Rape Crisis (24/7)**

**617-492-7273**

**Department of Transitional Assistance**

**617-629-1400**

**Domestic Violence Hotline/Shelter-REACH**

**800-899-4000**

**Domestic Violence Victim Assistance Program**

**978-318-3421**

**Network for Women's Lives Referral Service**

**978-287-4089**

Rape Crisis Center (24/7, Greater Lowell Area) 800-542-5212  
Victim Witness Unit of the District Attorney 978-369-0225  
Voices Against Violence 508-626-8686

**Other Emergency Numbers**

Gay, Lesbian & Bisexual Violence (M-F 9-5) 617-267-9001  
Samaritans (24/7) Suicide Prevention Hotline 866-912-4673

**Legal Assistance**

South Middlesex Legal Services 508-620-1830

**Counseling for Men Who Are Abusive to Women**  
Common Purpose 617-739-3831

**For Reporting of Actual or Suspected Abuse/Neglect**

The following agencies will investigate reports of abuse/neglect:

Child Abuse/Neglect (Dept. of Social Services) 800-792-5200  
Disabled Persons Abuse 800-426-9009  
Elder Abuse/Neglect (Dept. of Elder Affairs) 800-922-2275

See also <http://www.mass.gov/eohhs/consumer/family-services/domestic-violence/>

## **Elder Abuse**

**Minute Man Senior Services**

Phone: 888-222-6171 or 781-272-7177

Ask for **Protective Services**.

**Institutional Abuse: Department of Public Health**

10 West Street, Boston, MA 02111

Phone: 800-462-5531

[www.mass.gov/dph](http://www.mass.gov/dph)

**Mass Elder Abuse Hotline**

Open 24x7.

Phone: 800-922-2275

## **Elder Hotline**

**Mass Elder Hotline**

Monday through Friday, 10AM-5PM Provides statewide information on elder related issues and programs, including but not limited to: debt and debt collection practices,

health insurance, home improvement, landlord/tenant issues, long-term care insurance, scam awareness, telemarketing.

**Phone: 888-243-5337, TTY 617-727-4765**

## **Elder Info**

### **800 Age Info**

Offered through Minute Man Senior Services and designed to provide families, caregivers and health care professionals with over 40,000 connections to providers of elder services across the state. This resource was developed in a joint partnership with the MA Executive Office of Elder Affairs and Mass Home Care Association. Open Monday through Friday 9-5.

**Phone: 800-ageinfo (800-243-4636)**

### **Mass 211**

[Mass 211](#) is a helpline connecting callers to information about critical health and human services available in their community, 24 hours a day, 7 days a week.

**Phone: 2-1-1 or 877-211-MASS (6277).**

<http://www.mass211.org/>

### **Mass Home Care**

26 Crosby Drive, Bedford, MA 01730

Source of eldercare information and services.

**Phone: 978-502-3794**

<http://masshomecare.org/>

### **massresources.org**

What type of assistance do you need? Find out what programs are available, who is eligible, which benefits you can get, and how to apply in Massachusetts.

<http://www.massresources.org/>

### **Mass Senior Care**

Access complete consumer information, along with comprehensive and up-to-date facility data 24 x 7.

**Phone: 800-CARE-FOR (800-227-3367)**

[www.maseniorcare.org/consumers](http://www.maseniorcare.org/consumers) [www.maseniorcare.org/facilitysearch](http://www.maseniorcare.org/facilitysearch)

### **A Place for Mom**

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and

compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005** 8 a.m.-9 p.m

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

### ***Stop Medicare Fraud***

A website of the U.S. Department of Health & Human Services and U.S. Department of Justice providing information about Medicare fraud, how to prevent it, and how to report incidences of it.

<http://www.stopmedicarefraud.gov/index.html>

## **Emergency Information**

### ***Carlisle Fire Department***

911 for emergencies

**Phone for general business: 978-369-1442**

[www.carlislema.gov/pages/carlislema-fire/index](http://www.carlislema.gov/pages/carlislema-fire/index)

### ***Carlisle Police Department***

**Phone: 978-369-1818 or 978-369-1155**

[www.carlislema.gov/Pages/CarlisleMA\\_Police/index](http://www.carlislema.gov/Pages/CarlisleMA_Police/index)

## **English as a Second Language and Related Services**

### ***Gleason Public Library***

Provides a variety of resources

**Phone: 978-369-4898**

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

### ***Greater Boston Chinese Golden Age Center***

A variety of services provided. Call for eligibility.

**Phone: 617-357-0226**

Fax: 617-357-5323

<http://www.gbcgac.org/>

## **Employment**

### ***Senior Tax Work Program***

Property owners aged sixty and over are eligible to apply for this program. Sixteen applicants are matched to town department requests and work up to 87.5 hours annually to acquire a tax credit of up to \$700. Most placements are made in early July, but applications are accepted year round. Application forms are available through and should be submitted to the Carlisle Council on Aging.

**Phone: 978-371-2895**

### ***The Career Place***

Job placement assistance

**Phone: 781-932-5500; TTY (781) 932-5552**

[careerplacejobs.com/](http://careerplacejobs.com/)

## **Family Caregivers Information and Referral**

### ***Carlisle Council on Aging***

Information and referral to local, statewide and national resources:

**Phone: 978-371-2895**

[carlislema.gov/Pages/CarlisleMA\\_COA/index](http://carlislema.gov/Pages/CarlisleMA_COA/index)

### ***Minuteman Senior Services***

*Metrowest Caregiver Support Project*

Information and referral to resources, care advisement, assistance planning, caregiver training

**Phone: 888-222-6171 or 781-272-7177**

[www.minutemansenior.org](http://www.minutemansenior.org)

### ***Eldercare Locator***

Referral to service agencies, nationwide, for elders and those with disabilities

**Phone: 800-677-1116**

[eldercareservices.com/](http://eldercareservices.com/)

### ***A Place for Mom***

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005 8 a.m.-9 p.m**

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

## **Financial Assistance**

For help with housing see Housing section.

***Economic Assistance Resources for Carlisle Residents - Resource Guide:*** see:  
[http://www.carlislema.gov/Pages/CarlisleMA\\_Housing/Economic%26MortgageResources/20120504EAR.pdf](http://www.carlislema.gov/Pages/CarlisleMA_Housing/Economic%26MortgageResources/20120504EAR.pdf)

***Minuteman Senior Services***

Money Management Program: Assistance in paying bills and managing money, organizing bills, writing checks for client signature and balancing checking account for those who meet income and age requirements

**Phone: 888-222-6171 or 781-272-7177**

[minutemansenior.org/](http://minutemansenior.org/)

***Consumer Credit Counseling Service***

Counseling and other assistance to help reduce debt and learn money management

**Phone: 888-656-2227 Or 800-966-3328**

<http://www.cccsstl.org/>

***EyecareAmerica***

EyeCare America, the public service program of the Foundation of the American Academy of Ophthalmology, provides eye care through volunteer ophthalmologist at no cost to those who qualify.

**Phone: 800-222-EYES (3937)**

[www.eyecareamerica.org](http://www.eyecareamerica.org)

***Massachusetts Health and Human Services Gateway Screening Service***

[The Virtual Gateway Screening Service](http://www.thevirtualgateway.org/) is a quick and easy way for people who live in Massachusetts to find out if they might be able to get help getting health care or health insurance, help paying for child care, help getting food, and help with many other needs.  
[https://service.hhs.state.ma.us/screening/ScreeningWelcome\\_input](https://service.hhs.state.ma.us/screening/ScreeningWelcome_input)

***Money Management International***

*MMI is a nonprofit, community service organization dedicated to delivering professional consumer credit education, confidential financial counseling, and debt repayment programs to financially distressed families. When you visit with a trained counselor at MMI there is no obligation, and the initial appointment is free.*

**Phone: 866-515-2227**

[www.MoneyManagement.org](http://www.MoneyManagement.org)

***Weatherization Assistance Program (WAP)***

***Community Teamwork, Inc. (CTI)***

517 Moody Street, Lowell, MA 01854

Provide energy conservation measures to homes that will help families to stay warmer and conserve fuel. This program is available to both homeowners and renters with landlord permission. **Phone: 978-459-6161**

[www.comteam.org](http://www.comteam.org)

## **Utility Assistance**

**Local utility companies sometimes offer a variety of budget and payment plans to help customers maintain their service.**

### ***Fuel Assistance (Nov. through April)***

Community Teamwork, MA

(LIHEAP – Low Income Home Energy Assistance Program)

An annual cash benefit to help pay for heating fuel for those who meet income and other requirements. Apply by making an appointment at Carlisle Council on Aging at **978-371-2895**. The COA has access to other fuel assistance based on meeting eligibility criteria.

**CTI Phone: 978-459-6161**

### ***Good Neighbor Fund (Salvation Army)***

December Emergencies, January – April

An annual cash benefit to help pay for heating fuel for those who are slightly over income for LIHEAP support.

Full assistance is also available based on income and other criteria.

Contact the COA to review eligibility and more information.

**Phone: 978-371-2895**

### ***MASSave***

Provides energy conservation services; also home energy analysis to help you save on energy bills. (NStar)

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

Comcast: 800-622-2278 [www.comcast.com](http://www.comcast.com)

National Grid: [www.nationalgridus.com/masselectric/home/rates/4\\_lowincome.asp](http://www.nationalgridus.com/masselectric/home/rates/4_lowincome.asp)

NStar: [www.nstar.com/residential/customer\\_information/financial\\_assistance](http://www.nstar.com/residential/customer_information/financial_assistance)

Verizon: 800-837-4966 [www.verizon.com](http://www.verizon.com)

See also Social Security section.

## **Fitness Programs**

### ***Council on Aging***

Fitness, cardio, ballroom dancing, tap and other classes (fee based). Call for current programs and more information.

**Phone: 978-371-2895 or 978-371-6693**

[carlislema.gov/Pages/CarlisleMA\\_COA/index](http://carlislema.gov/Pages/CarlisleMA_COA/index)

### ***Yoga***

Carlisle Recreation Program. Carlisle seniors receive special rates through the generosity of the Friends of the COA.

**Phone: 978-369-9815**

[www.carlisle.org/rec](http://www.carlisle.org/rec)

**Note: Many COAs will let seniors from other towns participate in exercise classes.**

### ***Mass Senior Games***

Athletic competition for all Mass seniors

**Phone: 413-748-3812**

<http://www.maseniorgames.org/>

## **Food and Nutrition**

### ***Carlisle Council on Aging***

- Meals on Wheels (frozen and hot meals)
- Monthly luncheons: on the third Thursday, 11:45 PM Union Hall. Donation.
- Alternate lunches: September – June, first Wednesday or Thursday
- Minuteman Tech or Nashoba Tech: October – May, second Tuesday of the month
- Monthly Coffee: September – June, first Wednesday or Thursday of the month. Sleeper Room at Village Court, School Street. Fee.
- Men's Breakfast: September – June, second Thursday of the month. Sleeper Room at Village Court, School Street. Fee.
- Women's Breakfast: Quarterly, Sleeper Room at Village Court, School Street. Fee.

**Phone: 978-369-2895**

### ***Concord-Carlisle Angels***

A volunteer-based organization that can help both families and individuals experiencing short-term disability or long-term illness by:

- Preparing and delivering meals
- Running errands
- Providing rides to and from medical appointments
- and more!

For assistance, email [angels@concordcarlisleangels.org](mailto:angels@concordcarlisleangels.org).

For information about the CC Angels go to <http://www.concordcarlisleangels.org/>

### ***Minuteman Senior Services, Meals on Wheels***

Nutritious lunches and dinners delivered on Tuesdays and Thursdays. Frozen dinners for other days can be arranged. Donation requested. All homebound Carlisle residents 60+ are eligible. Please let the Carlisle COA know about registration on Meals on Wheels since deliveries are made Tuesday and Thursday by COA volunteers.

**Phone: 888-222-6171 or 781-272-7177**

[minutemansenior.org/](http://minutemansenior.org/)

### ***Food Stamps/SNAP (Supplemental Nutrition Assistance Program)***

Department of Transitional Assistance  
Provides discount food cards to those who meet eligibility requirements and income limits.

**Phone: 1-866-950-3663**

<http://www.mass.gov/eohhs/gov/departments/dta/>

***Nutrition Info Line of the American Dietetic Assn.***

**Phone: 800-3661655**

[www.eatright.org](http://www.eatright.org)

**Locations for Ready to Eat Meals**

***Ferns Country Store***

8 Lowell Road, Carlisle, MA 01741

Ready-to-eat meals, pizza, full deli, grocery, wine and beer, coffee, bakery, indoor and outdoor cafes.

Free delivery offered from 4pm-9pm (\$10.00 minimum, note: driver's gratuity not included).

**Phone: 978-369-0200**

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

***Minuteman Regional High School***

***Fife and Drum Grill***

758 Marrett Road, Lexington, MA 02420

Head back to school for gourmet fare at fast-food prices. Culinary students prepare and serve entrees and sandwiches at the surprisingly posh school restaurant.

**Phone: 781-861-6500**

***Nashoba Valley Technical High School***

***The Elegant Chef Restaurant***

100 Littleton Road, Westford, MA 01886

Serving lunch September - June

**Phone: 978-692-9958**

***Shawsheen Valley Technical High School,***

***Rams Den Restaurant***

100 Cook Street, Billerica, MA 01821

The Rams Den Restaurant offers two seatings. Open every weekday, except holidays and school vacations. Excellent food at low cost. Also offers frozen meals to take home. (School has excellent bakery as well.) Call for reservation.

**Phone: 978-667-2111**

**Grocery Delivery**

- Crescent Ridge Dairy: **Phone: 781-784-2740**
- Groceries Delivered (Home Care): **Phone: 978-532-4544**
- H P Hood: **Phone: 800-946-6311**
- Horizon Foods: **Phone: 781-938-6383**
- Roche Brothers: **Phone: 978-263-0404**

- Stop & Shop (PeaPod) - delivered to your home for a cost, with a minimum order.  
**Phone: 800-573-2763, [www.peapod.com](http://www.peapod.com)**

See also the Appendix for a list of Community Food Pantries and Community Suppers.

## **Government Health Insurance Benefits**

### ***Medicare***

Call the Carlisle COA office (978-371-2895) to schedule an appointment with the SHINE (Serving Health Information Needs of Elders) Counselor if you have questions about Medicare. For information about health coverage for in-patient and out-patient care for those who are 65 and meet eligibility requirements, call:

**Phone: 800-633-4227**

[www.medicare.gov/](http://www.medicare.gov/)

### ***MassHealth/Medicaid***

#### ***Mass Office of Health and Human Services***

Health coverage, for costs not paid by Medicare, for those who meet income and other eligibility or call for a SHINE appointment for assistance with application

**Phone: 800-841-2900**

<http://www.mass.gov/eohhs/>

### ***Massachusetts Senior Medicare Patrol***

For more information on how to protect, detect and report health care errors, fraud and abuse, or to schedule a free education session, please contact the MA SMP program.

**Phone: 800-892-0890**

[www.esmg.org](http://www.esmg.org), [www.masmp.org](http://www.masmp.org), [www.Medicareoutreach.org](http://www.Medicareoutreach.org)

### ***Prescription Advantage***

Prescription Advantage is a prescription drug insurance plan available to all Massachusetts residents age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines.

**Phone: 1-800-243-4632 or 1-800-age-info**

[www.mass.gov](http://www.mass.gov)

### ***Qualified Medicare Beneficiary/Special Low Income Beneficiary (QMB/SLMB)***

Mass Office of Health and Human Services

QMB and SLMB programs pay Medicare premiums, co-pays and deductibles for those who meet eligibility guidelines. Call Masshealth for an application or make an appointment with SHINE (Serving Health Information Needs of Elders) for assistance in filling out application.

**Phone: 800-841-2900**

Appointments with the Carlisle SHINE Counselor can be made by calling the Carlisle COA.

**Phone: 978-371-2895.**

<http://www.massresources.org/masshealth-medicare-buyin.html>

## **HAIRDRESSER/COSMETOLOGY**

***At Home Hairdresser*** (Call Diana)

**Phone: 978-328-2316**

***Haircuts at Your Place***

**Phone: 978-250-9528, 978-761-7114**

***Hairdresser Home Services*** (Call George Fichera)

**Phone: 978-804-2608**

***Minuteman Career and Technical High School Salon***

758 Marrett Rd., Lexington, MA 02421

Salon Hours: Tuesday – Friday 8:30AM – 12:00PM

Senior discounts.

Hair, nail and skin care.

Appointments

**Phone: 781-861-6500 X250**

***Nashoba Valley Technical High School Salon***

100 Littleton Road, Westford, MA 01886

Salon Hours: Wednesday – Friday 9:00AM – 12:00PM

Hair, nail and skin care.

**Phone: 978-692-4711 X6142**

***Shawsheen Valley Technical High School***

100 Cook Street, Billerica, MA 01821

Hair and nail care.

**Phone: 978-667-2111** Ask for Cosmetology.

## **Health Care Proxy**

The Health Care Proxy is a simple legal document that allows you to name someone you know and trust to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions. It is an important document, however, because it concerns not only the choices you make about your health care, but also the relationships you have with your physician, family, and others who may be involved with your care.

For more information and a form:

<http://www.massmed.org/AM/Template.cfm?Section=Search&CONTENTID=2570&TEMPLATE=/CM/ContentDisplay.cfm>

## **Health information - journals and internet access**

### ***Gleason Public Library***

Provides a variety of resources and internet access

**Phone: 978-369-4898**

[www.gleasonlibrary.org](http://www.gleasonlibrary.org)

### ***Affordable Health Care Act***

Key features of the new Affordable Health Care Act.

<https://www.healthcare.gov/how-does-the-health-care-law-protect-me/>

### ***Federal Trade Commission***

Government agency whose mission is “To prevent business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.” As part of these efforts the FTC website contains a wealth of free information to help citizens avoid fraud and deception and to understand the competitive process.

<http://www.ftc.gov/>

***Massachusetts Department of Public Health*** Information on a variety of public health programs and services including healthy aging and disability: also licensure and inspection of a variety of health care facilities and assistance with quality care complaints. **Phone: 617-624-6000; TTY/TTD 617-624-6001** [www.mass.gov/dph](http://www.mass.gov/dph)

## **Home and Personal Safety**

### ***Carlisle Police Department***

Information about home alarm systems

**978-369-1818 or 978-369-1155**

## **Hospice**

### ***Affinity Hospice of Life***

Bedford

**Phone: 888-239-0401**

[affinityhospice.com](http://affinityhospice.com)

***Beacon Hospice***

Boston

**Phone: 781-996-5479, 877-889-6516 or 800-840-0668**

[beaconhospice.com/](http://beaconhospice.com/)

***Care Alternative of MA***

Marlboro, MA

**Phone: 508-229-8390**

[hospicefed.org/hospice\\_pages/hospices/carealt.html](http://hospicefed.org/hospice_pages/hospices/carealt.html)

***Emerson Hospital Hospice Care***

Concord, MA

**Phone: 781-894-1100**

<http://www.emersonhospital.org/SupportServicesAndGroups/SupportServices/HospiceCare.aspx>

***Evercare Hospice***

Waltham

**Phone: 781-472-8640**

[evercarehospice.com](http://evercarehospice.com)

***Hospice and Palliative Care Federation***

Referrals to hospice programs.

**Phone: 800-962-2973**

[hospicefed.org/](http://hospicefed.org/)

***Hospice Care, Inc.***

Hospice care for those who meet medical criteria.

Woburn, MA

**Phone: 781-569-2888**

[hospicecarema.org/](http://hospicecarema.org/)

***Parmenter Community Health Care***

Wayland, MA

**Phone: 508-358-3000**

***Partner's Hospice***

Waltham, MA

**Phone: 781-290-4000**

[partnershomecare.org/hospice.html](http://partnershomecare.org/hospice.html)

***VNA Care Hospice***

Worcester, MA

**Phone: 800-728-1862**

[vnacarenetwork.org/services/rose.html](http://vnacarenetwork.org/services/rose.html)

## **Housing**

### ***Carlisle Housing Authority***

The mission of the Carlisle Housing Authority is to develop and support affordable housing opportunities for Carlisle. The Housing Authority also works with other Town departments and boards to provide housing referrals and housing education to Carlisle residents.

In addition to housing referrals and education, the Housing Authority provides information on resources on state-funded programs for home modification for accessibility for disabled residents and frail seniors. The Housing Authority also provides information on government-funded resources for households facing mortgage foreclosure.

### ***Town of Carlisle Housing Coordinator:***

*Elizabeth DeMille Barnett*, Carlisle Town Hall, Second Floor

**Phone: 978-371-6694**

**Email: [ebarnett@carlisle.mec.edu](mailto:ebarnett@carlisle.mec.edu)**

### ***Economic Assistance Resources for Carlisle Residents - Resource Guide:*** see:

[http://www.carlislema.gov/Pages/CarlisleMA\\_Housing/Economic%26MortgageResources/20120504EAR.pdf](http://www.carlislema.gov/Pages/CarlisleMA_Housing/Economic%26MortgageResources/20120504EAR.pdf)

### ***The MassAccess Housing Registry***

Assists people looking for affordable and market rate housing in Massachusetts. A key feature of the Registry is its listing of accessible and barrier-free housing.

[www.massmassaccesshousingregistry.org](http://www.massmassaccesshousingregistry.org)

## **Alternative Housing**

### ***Horn Home for the Aged –Level IV Residential Rest Home***

98 Smith Street

Lowell, MA 01851

Home has up to 14 residents, eleven private rooms for either men or women, personal care assistance, and housekeeping/ laundry services.

24-hour staff supervision, medication management, home-cooked meals, and activities. RN consultant monthly. Dietitian quarterly. EAEDC financial aid.

**Phone: 978-459-2170**

### ***A Place for Mom***

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005** 8 a.m.-9 p.m

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

***Sutton Home for Women***

7 Sewall Street, Peabody, MA

Home has 10 elegant bedrooms and other common areas – formal living room, dining room, social room, sunrooms and a welcoming front porch. The home also features home-cooked meals. Staffing is on duty 24 hours daily and medication reminders are offered. A new chair lift has been installed. For interested parties wanting more information about the Sutton Home, tours and private consultations are now underway.

**Phone: 978-531-0815**

***Timothy Wheeler House of Concord*** - Independent Living for Senior Citizens

110 Walden Street

Concord, MA 01742

There are seven spacious bedrooms, each with a private bath. Three excellent meals are served daily in the attractive dining room. Two parlors, a screened porch, as well as a lovely garden. Additionally, there is 24-hour staff coverage. Housekeeping and laundry services are also provided. For further information or to arrange a tour of the house, please call the Residence Manager.

**Phone: 978-369-3771**

[TWH110@comcast.net](mailto:TWH110@comcast.net)

[www.TimothyWheelerHouse.org](http://www.TimothyWheelerHouse.org)

**For more information on Assisted Living or Nursing Care, please call the COA at 978-371-2895**

**Mortgage Foreclosure Prevention** - Please do not wait until it's too late!

***The Home Preservation Center (HPC)***

450 Merrimack Street, Lowell, MA 01854

Sponsored by Coalition for a Better Acre (C.B.A.) in collaboration with Community Teamwork Inc. (CTI) HPC provides information about foreclosure prevention options. They conduct Foreclosure Prevention Workshops and are trained to help you set up a customized action plan to resolve your situation. Free of Charge. Call or email Wen Farina.

**Phone: 978-970-0600, Ext. 1**

[www.wayne.farina@cbacre.org](mailto:www.wayne.farina@cbacre.org)

**Home Improvement Loan Program and Septic Loan Program**

***Massachusetts Housing Finance Agency***

One Beacon Street, Boston, MA 02108

**Phone 617-854-1000**

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

***The Southern Middlesex Opportunity Council (SMOC) Home Modification Loan Program***

Providing low- and no-interest loans to modify the homes of elders and individuals with disabilities

Christina Cutting, Coordinator

**Phone: 617-204-3739**

<http://www.mass.gov/mrc/hmlp>

**Senior Housing and Real Estate Tax Relief**

***Benfield Farms***

575 South Street

Carlisle, MA 01741

Affordable 1 & 2 Bedroom Apartments

**Managed by:** Peabody Properties, Inc.

536 Granite Street

Braintree, MA 02184

**Phone: 978-369-2400**

<http://benfieldfarmsapts.com/>

***Carlisle Elderly Housing Association Village Court Development***

145 Church Street

Carlisle, Massachusetts 01741

Affordable 1 & 2 Bedroom Apartments

**Managed by:** The Hodges Companies

**Phone: 603-224-9221**

**Carlisle Village Court Sleeper Room: 978-369-5968**

<http://www.carlisle.org/~ceha/index.html>

***Commonwealth of Massachusetts Department of Revenue – Senior Circuit Breaker Tax Credit***

<http://www.mass.gov/dor/individuals/filing-and-payment-information/guide-to-personal-income-tax/credits/real-estate-tax-credit.html#General>

The Senior Circuit Breaker Tax Credit is a highly effective, targeted tax credit for any owner or renter 65 years or older who meets the income and property value guidelines. The maximum credit for 2012 was \$1000.

To qualify, an owner or renter's total income cannot exceed \$53,000 for a single individual; \$67,000 for a head of household; and \$80,000 for a married couple filing a joint return. The property's assessed valuation cannot exceed \$705,000.

The program is retroactive for three years, so taxpayers who find themselves eligible in tax year 2010 may also be in line for credits for previous tax years. This credit last year delivered nearly \$60 million in tax credits to more than 77 thousand eligible taxpayers.

The credit also works for renters. It is equal to the amount by which 25 percent of the rent actually paid during the taxable year exceeds 10 percent of the taxpayer's total income, with the credit capped at \$1000.

***Homeowner Options for MA Elders (H.O.M.E.)***

150 Grossman Drive, Suite 401, Braintree, MA 02184

Provides information about ways to use home equity through refinancing, reverse mortgages, and tax deferrals to help low to moderate income seniors remain in their home.

**Phone: 781-848-5200**

[www.elderhomeowners.org](http://www.elderhomeowners.org)

**Area Housing Authorities**

***Acton Housing Authority***

68 Windsor Ave., PO Box 681, Acton, MA 01720

**Phone:978-263-5339**

***Ayer Housing Authority***

18 Pond St # A Ayer, MA 01432-1656

**Phone:978-772-2771**

***Bedford Housing Authority***

Ashby Place Bedford, MA 01730

**Phone:781-275-2428**

***Billerica Housing Authority***

16 River Street, Billerica, MA 01821

**Phone:978-667-1275**

***Burlington Housing Authority***

15 Birchcrest St., Burlington, MA 01803

**Phone:781-272-7786**

***Chelmsford Housing Authority***

10 Wilson St., Chelmsford, MA 01824

**Phone: 978-256-7425**

***Concord Housing Authority***

34 Everett St., Concord, MA 01742

**Phone: 978-369-8435**

***Lexington Housing Authority***

One Countryside Village, Lexington, MA 02420

**Phone: 781-861-0900**

***Littleton Housing Authority***

19 Shattuck St # 1 Littleton, MA 01460-1295

**Phone: 978-486-8833**

***Pepperell Housing Authority***

8 Foster Street Pepperell, MA 01463-1643

**Phone: 978-433-9882**

***Sudbury Housing Authority***

55 Hudson Road

Sudbury, MA 01776

**Phone: 978-443-5112**

***Tewksbury Housing Authority***

Saunders Circle, Tewksbury, MA 01876

**Phone: 978-851-7392**

***Westford Housing Authority***

67 Tadmuck Road Westford, MA 01886-3161

**Phone: 978-692-6011**

**Other Area Housing Options**

**Bedford:**

***Carleton-Willard Village***

100 Old Billerica Road Bedford, MA 01730-1283

**Phone: 781-275-8700**

***Heritage Farm at Bedford Springs***

100 Thompson Farm, Bedford, MA 01730

**Phone: 781-276-1600**

***Patriot Place***

18 Springs Road, Bedford, MA 01730

**Phone: 781-275-1038**

**Concord:**

***Concord Green Condominiums***

1024 Main Street Concord, MA 01742-3134

**Phone: 978-369-7409**

**Lincoln:**

***The Groves***

One Harvest Circle Lincoln, MA 01773

**Phone: 781-430-6000**

***Lincoln Woods***

50 Wells Road, Lincoln, MA 01773

**Phone: 781-259-0150**

<http://www.lincolnwoods.org>

**Littleton:**

***Lyttleton Green***

423 King St, Littleton, MA 01460-1247

**Phone: 978-774-8098**

***Mill Pond Apts, Peabody Properties***

50 Mill Rd, Littleton, MA 01460-1523

**Phone: 978-486-0719**

**Pepperell:**

***Pepperell Meadows***

18 River Rd, Pepperell, MA 01463-1622

**Phone: 603-669-8551**

## **Identity Theft**

To report suspected credit fraud and to place fraud alerts on your credit report, contact the following agencies.

***Equifax***

**Phone: 800-525-6285**

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

***Experian***

**Phone: 888-397-3742**

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

***TransUnion***

**Phone: 800-680-7289**

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

***Federal Trade Commission (FTC)***

Information and support relating to protecting yourself against identity theft and what to do if you become a victim.

**Phone: 877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261**

<http://www.consumer.ftc.gov/features/feature-0014-identity-theft>

***Identity Theft Resource Center***

This is the best all-round source of general information, specific contacts, and victim assistance.

**Phone: 858-693-7935**

[www.idtheftcenter.org](http://www.idtheftcenter.org)

***Privacy Rights Clearinghouse***

**Phone: 619-298-3396**

[www.privacyrights.org](http://www.privacyrights.org)

### ***Social Security Administration***

Office of the Inspector General/Fraud Hotline

#### **U.S. Mail:**

Social Security OIG Hotline

P.O. Box 17785

Baltimore, Maryland 21235-7785

**Phone: 800-269-0271** from 10:00 a.m. to 4:00 p.m. Eastern Standard Time

**TTY: 866-501-2101** for the deaf or hard of hearing.

**FAX: 410-597-0118**

[http://www.socialsecurity.gov/kc/id\\_resources.htm](http://www.socialsecurity.gov/kc/id_resources.htm)

## **Indigent Drug Programs Offered by Drug Companies**

**Many drug companies provide various benefits, including free or low-cost drugs for those who meet drug manufacturer's guidelines. Contact your physician for info.**

## **In-Home Care**

**Contact the COA for information on agencies and individuals who provide in-home support: 978-371-2895.**

### ***Home and Community-Based Services Waivers (HCBS)***

The Home and Community-Based Services Waiver (HCBS) is a program for low-income Massachusetts residents who qualify for nursing facility or other institutional care but want to live at home. The Waiver allows MassHealth members to get needed health care and support services at home rather than in an institution. MassHealth does not cover these home-based services without a waiver.

<http://www.massresources.org/masshealth-waiver.html>

### ***A Place for Mom***

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005** 8 a.m.-9 pm

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

## **Insurance Coverage and Benefits, Medicare**

***SHINE (Serving Health Information Needs of Elders) Program of Minuteman Senior Services*** available through the COA

Counseling on health care coverage and related benefits

**Phone: 978-371-2895 for an appointment.**

[www.minutemansenior.org/benefits.html](http://www.minutemansenior.org/benefits.html)

See also Government Health Insurance Benefits in this document

## **Investor Information and Protection**

***Massachusetts Security Division***

**Phone: 800-269-5428 (in MA), 617-727-3548**

<http://www.sec.state.ma.us>

## **Legal Services**

***Boston Bar Lawyer Referral Service***

16 Beacon Street, Boston MA 02108

**Phone: 800-552-7046, 617-742-0625**

[www.bostonbarlawyer.org](http://www.bostonbarlawyer.org)

***Greater Boston Legal Services***

Elderly Unit

197 Friend Street,

Boston, MA 02114

**Phone: 617-603-1576**

<http://www.gbls.org/service.htm>

***Legal Advocacy and Resource Center (LARC)***

Legal Advocacy and Resource Center (LARC) operates a free legal hotline to help low-income Massachusetts residents with legal problems by providing quality legal information and advice, and by making referrals to legal and social service agencies.

**Phone (for brief advice & referrals): 800-342-LAWS (800-342-5297), 617-603-1700**

<http://www.larcma.org/>

***Massachusetts Bar Association Lawyer Referral Service***

20 West Street, Boston, MA 02111

Fee-based legal services for range of legal issues

**Phone: 866-627-7577 or TTY for hearing impaired clients 617-338-0585**

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

### ***Massachusetts Legal Help***

Massachusetts legal aid programs put together this website to help you find practical information about your legal rights. For example, information about issues regarding health and mental health, Special Education services, immigration and many more areas.

<http://www.masslegalhelp.org/>

### ***Massachusetts Senior Legal Help Line***

The Helpline provides FREE legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law, including: SS/SSI, Veterans Benefits, Mass Health, Medicare, Consumer Issues, Public Benefits, Unemployment, Foreclosures, Guardianship, Powers of Attorney, Bankruptcy, Eviction, Landlord/Tenant, Utilities, Family Law, Nursing Home

**Phone: 866-778-0939 – if you get their voicemail, please leave your name, telephone number and town where you reside and they will return your call within two business days.**

[http://www.legalhotlines.org/hotline\\_profile.php?id=131](http://www.legalhotlines.org/hotline_profile.php?id=131)

### ***MetroWest Legal Services***

63 Fountain Street, Suite 304

Framingham, MA 01702

**Phone: 800-696-1501, 508-620-1830**

<http://www.mwlegal.org>

<http://www.mwlegal.org/getlegalhelp/links>

### ***National Lawyers Guild***

14 Beacon Street, Suite 407, Boston, MA 02108

\$15 fee for initial half-hour consultation. Fees based on sliding scale.

**Phone: 617-227-7335**

[www.nlgmass.org](http://www.nlgmass.org)

## **Lifeline**

**Notify contractors that you were referred by the Carlisle COA and you should be able to have the installation charge waived, or contact the COA at 978-371-2895 for discount coupons. If you are income eligible, you may receive benefits under Minuteman Senior Services. Call 781-272-7177 to ask for information and referral.**

Be Safer at Home	<b>978-658-6992</b>
Caregiver Plus	<b>781-937-0310</b>
Lifeline	<b>800-543-3546</b>
Mount Auburn Hospital Lifeline	<b>617-499-5525</b>

Philips

800-242-1306 x4752

Response Link

888-873-6337

Massachusetts Council on Aging (MCOA). 413-527-6425

(For information about MCOA and helpful information: [www.mcoaonline.org](http://www.mcoaonline.org))

## **Medical Care Orders for Life Sustaining Treatment (MOLST)**

MOLST is a written medical order that describes certain types of medical treatments that a patient wants or does not want to be given to try to keep them alive near the end of life.

A MOLST form can be used by a person of any age who has a serious medical condition, illness or injury from which they may not recover. Using a MOLST form is voluntary.

MOLST is a medical order with clear instructions about medical treatment for a person who is very sick. It is based on the person's own preferences and is honored by all health care providers. It goes into use when it is signed.

Learn more about the Medical Care Orders form at [www.molst-ma.org](http://www.molst-ma.org)

## **Medical Equipment Loan**

**Call the Carlisle Council on Aging to borrow available medical equipment such as walkers, canes, commodes, raised toilet seats, shower chairs, wheelchairs and more: 978-371-2895**

## **Mental Health Services**

### ***Eliot Community Human Services***

111 ORNAC

Concord, MA

Hotlines, Crisis Intervention, Outpatient Geriatric Assessment, Information & Referral-Mental Health, In-Home Mental Health Psychiatric Services, Outpatient Mental Health Psychiatric Services, Health and/or Disease Education Program.

**Phone: 800-988-1111 for emergencies**

**(978) 369-1113 Concord Clinic**

**Pam Bachrach, Elizabeth Casey, Ombudsman: 781-861-0890**

[www.eliotchs.org](http://www.eliotchs.org)

### ***Emerson Hospital***

**133 ORNAC**

**Concord, MA 01742**

Medical Support Group, Support Group-other, Widowed Support Services, Physician Referral Services, Dialysis, Hospice Care – At Home, Hospital- General Medical, Sub-Acute Care Unit, Inpatient Mental Health/Psychiatric Services, Volunteer Opportunities, Additions Services/Support, Inpatient Substance Abuse Treatment, Outpatient Substance Abuse Treatment, Fitness and Wellness Programs, Driver's Evaluation Program.

**Phone: 978-287-3458**

[www.emersonhospital.org](http://www.emersonhospital.org)

**AAD Counseling Center**

Mental health counseling.

**Phone: 781-275-2122**

[aadcounselingcenter.com/](http://aadcounselingcenter.com/)

**Advocates, Inc.**

**354 Waverly Street, Suite 305**

**Framingham, MA 01702**

Care Management, Adult Foster Care, Congregate Housing, Legal Information & Referral Services, Outpatient Mental Health/psychiatric Services, Psychiatric Emergency Services, Additions Services/Support, Information & Referrals on Substance Abuse, Outpatient Substance Abuse Treatment.

**Phone: 508-661-2020**

[www.advocatesinc.org](http://www.advocatesinc.org)

**Alzheimer's Association MA Chapter**

311 Arsenal Street, Watertown, MA 02472

Offers 24 x 7 helpline.

**Phone: 800-272-3900**

[www.alz.org](http://www.alz.org)

Merrimack Valley Regional Office, Lowell, MA

**Phone: 978-937-5576**

**Bedford Youth and Family Services**

**Town Center, 12 Mudge Way**

**Bedford, MA 01730**

Counseling Service, Community Education Programs, Outpatient Mental Health/Psychiatric Services.

**Phone: 781-275-7727**

[www.town.bedford.ma.us/youth](http://www.town.bedford.ma.us/youth)

**Boston Medical Center**

**One Medical Center Place**

**Boston, MA 02118**

Alzheimers Diagnostic Centers, Physician Referral Services, Podiatrist, Private Bilingual Physician, Hospital-General Medical, Outpatient Occupational Therapy, Outpatient Physical Therapy, Outpatient Speech Therapy, Nutritional Counseling, Outpatient

Mental Health/Psychiatric Services, Fitness and Wellness Programs, Smoking Cessation Program.

**Phone: 617-638-8000**

[www.bmc.org](http://www.bmc.org)

***Department of Mental Retardation***

***20 Academy Street, Room 302***

***Arlington, MA 02476***

Outpatient Mental Health/Psychiatric Services.

**Phone: 781-646-5500**

[www.mass.gov/dmr](http://www.mass.gov/dmr)

***Dr. Charles Wasserman***

***Youville Health Associates***

***1575 Cambridge Street***

***Cambridge, MA 02138***

Specializing in geriatric psychiatric care.

**Phone: 617-349-5804**

***Driving Under the Influence of Liquor Program***

***P.O. Box 149***

***Tewksbury, MA 01876***

Outpatient Mental Health/Psychiatric Services, Addictions Services/Support, Outpatient Substance Abuse Treatment.

**Phone: 978-863-0048**

***Edinburg Center***

***1040 Waltham Street***

***Lexington, MA 02421***

Counseling Service, Support Group-Other, Information & Referral-Mental Health, In-Home mental Health/Psychiatric Services, Outpatient Mental Health/Psychiatric Services, and Psychiatric Emergency Services.

**Phone: 781-862-3600**

***Lawrence Memorial Hospital***

***170 Governors Ave***

***Medford, MA 02155***

Counseling Services, Medical Support Group, Physician Referral Services, Geriatric Specialists, Hospital-General Medical, Inpatient -Geriatric Assessment, Inpatient I.V. Therapy, Inpatient Occupational Therapy, Inpatient Physical Therapy, Inpatient Speech Therapy, Sub-Acute Care Unit, Inpatient Mental Health/Psychiatric Services, Outpatient Mental Health/Psychiatric Services, Smoking Cessation Program.

**Phone: 781-396-9250**

***McLean Hospital***

***115 Mill Street***

***Belmont, MA 02478***

Alzheimers Diagnostic Centers, Support Group-other, Day Care-other, Psychiatric Day Care, Geriatric Physician, Alzheimer's Services, Geriatric Specialists, Hospital-Psychiatric, Inpatient Geriatric Assessment, Outpatient Geriatric Assessment, Inpatient Mental Health/Psychiatric Services, Outpatient Mental Health/Psychiatric Services, Additions Services/Support, Inpatient Substance Abuse Treatment, Outpatient Substance Abuse Treatment.

**Phone: 617-855-2000**

[www.mcleanhospital.org](http://www.mcleanhospital.org)

***National Alliance on Mental Illness (NAMI)in Central Middlesex County***

Information, referral, educational programs, and library

**Phone: 781-982-3318 Lincoln, MA**

## **Nursing Homes**

**There are many options available. For a listing of Nursing Homes in the area, contact the COA: 978-371-2895.**

### ***A Place for Mom***

A Place for Mom helps seniors (men and women) and their families find senior care and housing based on their unique needs and budget. They are the nation's largest senior living referral service with more than 300 highly trained, experienced and compassionate Senior Living Advisors located in cities across the country. These Advisors provide personal help and information to those seeking senior living and eldercare. A Place for Mom is paid by the senior living communities and care providers in their network so their service is provided to consumers at no charge.

**Phone: (866) 344-8005 8 a.m.-9 p.m**

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

## **Prescriptions**

***MCPHS Pharmacy Outreach*** is a free, confidential service available to all Massachusetts residents who are seeking information regarding their medications. Whether you are having difficulties affording your medications or want to know what the side effects are to your prescriptions, MCPHS Pharmacy Outreach can help. By calling a toll-free help line, you can speak to pharmacists and case managers one-on-one to receive personal assistance with answering your pharmacy related questions or finding programs to help with the cost of your medications.

**Phone: 1-866-633-1617**

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

## **Pharmacies that deliver**

**Acton Pharmacy**  
Phone: 978-263-3901

CVS (on line only)  
<http://www.cvs.com>

**Walgreen's**(on line only)  
www.walgreens.com

**West Concord Pharmacy**  
Phone: 978-369-3100

## **Podiatry Services**

### ***Carlisle Council on Aging***

Podiatry clinics offered for basic foot care, screenings. Call for information or to register for next clinic.

Phone: 978-371-2895  
[www.carlislema.gov/pages/carlislema\\_coa/index](http://www.carlislema.gov/pages/carlislema_coa/index)

## **Print and AV Media**

**Gleason Public Library**  
22 Bedford Road  
Carlisle, MA 01741  
Phone: 978-369-4898  
[www.gleasonlibrary.com](http://www.gleasonlibrary.com)

## **Religious Services and Grief Counseling**

Churches in Carlisle and a synagogue in Concord are listed below. An additional listing of religious organizations in neighboring communities can be found in the appendix of this document. Contact the COA at 978-371-2895 for specific support groups and more info on churches in neighboring towns.

**Carlisle Congregational Church**  
147 School Street or P.O. Box 141  
Carlisle, MA 01741  
Phone: 978-369-7830

***Congregation Kerem Shalom (Vine of Peace)***

659 Elm Street

Concord, MA

**Phone: 978-369-1223**

[www.keremshalom.org](http://www.keremshalom.org)

***First Religious Society, Unitarian - Universalist***

27 School Street or P.O. Box 817

Carlisle, MA 01741

**Phone: 978-369-5180**

[frs@uucarlisle.org](mailto:frs@uucarlisle.org)

***St. Irene Roman Catholic Church***

181 East Street

Carlisle, MA 01741

**Phone: 978-369-9863 (church) 978-369-3940 (rectory)**

**Respite Care**

**Contact the COA for a list of respite services: (978) 371-2895.**

***Minuteman Senior Services***

In-home care; Call for eligibility and costs.

**Phone: 888-222-6171 or 781-272-7177**

[minutemansenior.org/](http://minutemansenior.org/)

**Social Security**

***Social Security Administration***

Cash benefit to retirees who meet age and working qualifications.

STE 300, 151 Warren Street , Lowell MA 01852

Monday, Tuesday, Thursday, Friday: 9AM-3PM

Wednesday: 9AM-12PM

**Phone: 877-746-9850 or TTY 978-458-5702 (Lowell Office)**

**800-772-1213, TTY 800-325-0778 (General Contact Numbers)**

<http://www.socialsecurity.gov/>

***Supplemental Security Income***

Supplement to Social Security for Social Security recipients who meet income requirements

*Social Security Administration*

**Phone: 877-746-9850 or TTY 978-458-5702 (Lowell Office)**

800-772-1213, TTY 800-325-0778 (General Contact Numbers)

[www.socialsecurity.gov/ssi/](http://www.socialsecurity.gov/ssi/)

## **Specific Health Issues Support**

AIDS	617-437-6200	<a href="http://aac.org/">aac.org/</a>
Alzheimer's	800-272-3900, 617-868-6718	<a href="http://alz.org/MANH/">alz.org/MANH/</a>
Arthritis	800-283-7800	<a href="http://arthritis.org/">arthritis.org/</a>
Cerebral Palsy	617-926-5480	<a href="http://ucp.org/">ucp.org/</a>
Cystic Fibrosis	800-966-0444	<a href="http://cff.org/">cff.org/</a>
Diabetes	800-342-2383	<a href="http://diabetes.org/">diabetes.org/</a>
Epilepsy	216-579-1330	<a href="http://epilepsyinfo.org/">epilepsyinfo.org/</a>
Head Injury	631-543-2245	<a href="http://lihia.org/">lihia.org/</a>
Heart	508-630-1700, 800-242-872	<a href="http://heart.org">heart.org</a>
Kidney	781-278-0222	<a href="http://kidney.org/">kidney.org/</a>
Lung	781-890-4262, 202-785-3355	<a href="http://lung.org/">lung.org/</a>
Lupus	202-349-1155	<a href="http://lupus.org">lupus.org</a>
Multiple Sclerosis	781-890-4990	<a href="http://nationalmssociety.org">nationalmssociety.org</a>
Parkinsons	800-473-4636	<a href="http://parkinson.org/">parkinson.org/</a>
Stroke	800-553-6321	<a href="http://heart.org">heart.org</a>
Social Security	<u>See</u> Social Security section	

## **Substance Abuse Services**

### ***VCAT Substance Abuse Program***

Substance abuse counseling, support groups, and aftercare programs for veterans with substance abuse

**Phone: 781-687-2275 (eligibility) or 781) 687-2580 (after care)**

<http://www.bedford.va.gov/Mentalhealth/vcat.asp>

## **Support Groups**

Contact the COA for additional information about support groups: 978-371-2895.

### **Adult Diabetes Support Groups**

#### **Concord Health Care Center:**

57 Old Road to Nine Acre Corner

Concord, MA 01742

First Thursday of each month, 1:30PM – 2:30PM, first floor conference room.

Call Mary Bannon.

**Phone: 978-371-3400**

**Saints Memorial Medical Center**  
Lowell, MA  
**Phone: 978-934-8559**

**Alzheimer's & Related dementias - Caregiver support groups**

**Chelmsford Senior Center:**  
Meets 2<sup>nd</sup> & 4<sup>th</sup> Monday of each month from 1:00PM - 2:30PM.  
**Phone: 978-251-8880**

**The Inn at Robbins Brook**

Route 27  
Acton, MA  
Meets the 4<sup>th</sup> Wednesday of each month, 4:00-5:30PM, with light supper served.  
Registration is required. Call Maura Capriccio.  
**Phone: 978-264-4666**

**Bereavement Support Groups**

**Affinity Hospice of Life**  
12 Crosby Drive, Suite 103  
Bedford, MA 01730  
Contact Louis BaBella  
**Phone: 781-275-1184**

**Hospice Care, Inc.**  
**Phone: 781-569-2888 or 866-279-7103**  
<http://www.hospicecarema.org/>

**VNA Hospice Care, Inc.**  
100 Sylvan Road, G500  
Woburn, MA 01801  
**Phone: 781-569-2888**

**YANA** (You Are Not Alone) meets at the Westford JV Fletcher Library on the second and fourth Thursdays of the month at 7:00PM.  
For information, call Cathy.  
**Phone: 978-552-4904**

**Caregiver support groups**

**Cooperative Elder Services, Concord Office**  
**Phone: 888-489-8779 or 916-783-8779**  
[eldercareservices.com/](http://eldercareservices.com/)

**Parkinson's Support Group**

Meets the first Wednesday of each month **except July and August**

from 2:00PM – 4:00PM at the John Cummings Building, Donaldson Room at Emerson Hospital, Concord. Contact Jerry.

**Phone: 978-443-5472 (or)**

[joconnell@bentley.edu](mailto:joconnell@bentley.edu).

### **RiverCourt Residences**

Caregiver support group. First Wednesdays of every month, 6-8pm.

8 West Main Street, Groton, MA 01450

**Phone: 978-448-4122**

<http://www.rivercourtresidences.com/contact-rivercourt-residence-groton-ma/>

### **Various Support Groups**

#### **Emerson Hospital**

Phone: 978-369-1400

[emersonhospital.org/](http://emersonhospital.org/)

#### **Lahey Medical Center**

Social Work Department

**Phone: 781-744-3496**

[lahey.org/index.asp?bhcp=1](http://lahey.org/index.asp?bhcp=1)

## **Transportation**

### ***Carlisle COA Transportation Line***

For transportation to local doctor appointments or errands, please contact our COA Transportation Line and leave a message with your name and number, day, time, location, expected length of appointment/errand, and reason for appointment/errand (i.e. doctor appointment, lab test, errand, grocery, shopping, etc.). Please give two days notice.

### ***Acton/Concord/Maynard Taxi***

P.O. Box 274

Concord, MA 01742

Wheel chair accessible by van (if not busy).

No senior discounts

**Phone: 978-263-1333**

### ***American Cancer Society***

Cancer patients all ages

Cancer treatments

Not wheelchair accessible

Service: 24-7

Free transportation help for cancer patients. This service is run by volunteers and is for ambulatory patients only.

**Phone: 800-227-2345**

[www.cancer.org](http://www.cancer.org)

***Armstrong Ambulance***

Ambulance only no chair cars

Service: 24-7

**Phone: 781-648-0612**

***Bruce Blake Taxi***

Bedford, MA

Advance notice: 1 day is good; also try last minute.

First hour ride is \$25. Additional hours, \$25 each.

**Phone: 781-492-2743**

***Concord-Carlisle Angels***

A volunteer-based organization that can help both families and individuals experiencing short-term disability or long-term illness by:

- Preparing and delivering meals
- Running errands
- Providing rides to and from medical appointments
- and more!

For assistance, email [angels@concordcarlisleangels.org](mailto:angels@concordcarlisleangels.org).

For information about the CC Angels go to <http://www.concordcarlisleangels.org/>

***FISH (Friends in Service Helping)***

Transportation for Medical related trips (PT, doctors, etc.) only in the Carlisle and Concord area. Must call a minimum of 48 business hours in advance. FISH is a FREE service whose entire staff is made up of volunteers.

When you call, an operator will record your request. They will then contact the volunteer drivers and call you back to confirm whether or not they can provide you with transportation.

**Phone: 978-369-2244**

***Gentle Arms Daily***

Wheelchair vans, group vans, and sedans

No senior discounts

Regular Hours: 7:30 am to 5:00 pm Monday-Friday.

Available 24/7 by appointment.

**Phone: 978-809-0033**

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

***Harrison Global Cab***

Service: 24-7, 10% senior discount

Provide as much notice as possible

224 Calvary Street, Waltham, MA 02453

**Phone: 781-863-2626**

**Mass Health Transportation**

Monday-Friday 8 am – 5 pm

**Phone: 800-841-2900**

**Massachusetts Registry of Motor Vehicles****Handicapped Placard**

Medical Affairs Branch

P.O. Box 199100, Boston, MA 02119

**Phone: 800-858-3926**

[www.mass.gov](http://www.mass.gov)

**MBTA CharlieCard**

Reusable and Rechargeable—the easiest and most affordable way to ride. The CharlieCard is a 'smart card' that stores value for single or multiple-rides and/or a T-pass. You load the card with value or a T-Pass using cash, credit or debit cards, or even T-Tokens at in-station fare vending machines or at retail sales terminals, T ticket offices and eventually, online. For more information call or visit website.

**Phone: 617-222-5438 , (TTY) 617-222-5854**

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

**MBTA Senior Pass**

Senior CharlieCard allows for reduced fare on MBTA buses and subway for people 65 and older. First time buyers must go to the CharlieCard Store located in Downtown Crossing Station (Underground Concourse) Boston. Adjacent to the Red and Orange Lines at Downtown Crossing Station, the CharlieCard Store is open Monday through Friday, 8:00 a.m. to 5:30 p.m.

Many Senior CharlieCard holders looking to renew a lost, damaged, or expired Senior CharlieCard can do so by calling the CharlieCard Store to request a new card be mailed. Note: When receiving a card by mail, it may be necessary for the Reduced-Fare Office to deactivate your existing Senior CharlieCard.

**Phone: 617-222-3200, TTY 617-222-5854**

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

**Our Pleasure 2 Help, LLC**

2 Springdale Road, Lexington, MA 02421

Transportation for Medical appointments, Daily errands, etc. Throughout Lexington and the surrounding communities, as well as into Boston & Logan. Call 24 or 48 hours ahead if possible. No Wheelchair lift, person must be able to transfer self in and out from chair.

**Phone: 781-862-4300**

[www.ourpleasure2help.com](http://www.ourpleasure2help.com)

**PrideSTAR EMS**

9 West Adams Street, #3, Lowell, MA 01851

Ambulance 24 x 7 – need 24-hour notice.

No senior discounts

Do non-emergencies only.

**Phone: 978-441-0911**

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

***Right At Home – In Home Care & Assistance***

Call Client Services to arrange appointments. Drivers are Home Health Aides and go to residents' homes and assisted living facilities, using their own cars for transportation. There are no wheelchair vehicles. Aides work 24/7 – weekends & holidays.

Please call 48 hours or more in advance to arrange transportation. Note that you must have a minimum of 3 hours of work for the aides (e.g. groceries, errands, doctor appointments, library, social events). They will drive anywhere, including Boston.

Client will be invoiced after transportation trip

**Phone: 781-275-1400**

***Sunshine Taxi***

69 Commonwealth Ave.

Concord, MA

Provide ½ hour to 1 hour advance notice or more if possible.

\$1 senior discount

**Phone: 978-567-9149**

**Veterans and Military Retirees Benefits Assistance**

***Veterans Agent***

Kenneth Buffum (covering Carlisle and Billerica)

Assistance with veterans' benefits and other issues

**Phone: 978-671-0969**

***Edith Norse Veterans Administration Hospital***

200 Springs Road

Bedford, MA 01730

Job Placement, Alzheimer's Services, Geriatric Specialists, Hospital-Veterans, In-patient Geriatric Assessment, Inpatient Physical Therapy, Osteoporosis Program/Care, Outpatient Veterans Health Services, Nutritional Counseling, Outpatient Mental Health/Psychiatric Services, Inpatient Substance Abuse Treatment, Veterans Services, Smoking Cessation Program.

**Phone: 781-275-7500**

***Billerica Town Hall***

Veterans Office, 365 Boston Road, Billerica, MA 01821

Assistance with veteran issues.

**Phone: 978-667-0968**

[www.town.billerica.ma.us](http://www.town.billerica.ma.us)

***Department of Veterans Services***

600 Washington Street, Suite 1100, Boston, MA 02111

Leading advocate for veterans, their families and survivors.

**Phone: 617-210-5480**

[www.nasdva.com/massachusetts.html](http://www.nasdva.com/massachusetts.html)

**Veterans Administration**

Medications by mail, covered if enrolled in uniform benefits package. Co-payment may be required.

**Phone: 877-222-8387**

**VA Boston Health Care System**

150 South Huntington Avenue, Jamaica Plain, MA 02130

**Phone: 617-232-9500**

[www.visn1.med.va.gov/boston/jplain.htm](http://www.visn1.med.va.gov/boston/jplain.htm)

**Veterans' Laws and Benefits.**

The Secretary of State's Citizen Information Service and the Department of Veterans' Services collaborated to produce a guide called Veterans' Laws and Benefits.

You can download a [PDF formatted version](#) of the guide or [view the guide in your browser](#) an html document.

The Veterans' Laws and Benefits guides are available from the Citizen Information Service by calling 617-727-7030/800-392-6090 (toll-free in MA only).  
<http://www.mass.gov/veterans/about-veterans-services/publications/guide-to-veterans-laws-and-benefits.html>

**Veterans Outpatient Clinic**

130 Marshall Road, Lowell, MA 01852

**Phone: 978-671-9000**

**Mass 211**

[Mass 211](#) is a helpline connecting callers to information about critical health and human services available in their community, 24 hours a day, 7 days a week.

**Phone: 2-1-1 or 877-211-MASS (6277).**

<http://www.mass211.org/>

## **Appendices**

### **An A to Z Directory of Helpful Phone Numbers**

AT&T	800-222-0400
Carlisle Assessor's Office	978-369-5557
Carlisle Building Dept. (including electrical, gas, & plumbing permits/inspections)	978-369-6689
Carlisle Board of Health (including septic issues)	978-369-0283
Carlisle Congregational Church	978-369-7830
Carlisle Council on Aging	978-371-2895 and 978-371-6693
Carlisle Council on Aging Van Line	978-371-6690
Carlisle Housing Authority Coordinator	978-371-6694
Carlisle Public Works	978-369-6156
Carlisle Recreation Department	978-369-9815
Carlisle Town Administrator	978-371-6688
Carlisle Town Clerk	978-369-6155
Carlisle Treasurer/Tax Collector	978-369-5557
Carlisle Village Court	978-369-5968
Carlisle Schools	978-369-6550
Comcast Cable	800-Comcast (800-266-2278)
Concord Congregational Church	978-369-7830

Department of Public Works	978-369-6156
Department of Transitional Assistance	978-446-2400; Lowell office, Monday – Friday 7AM-5PM
DigSafe	888-344-7233
Dog Officer	978-369-1155
Elder Abuse Hotline	800-922-2275 (9-5 M-F) 781-272-7177 (after regular hours/weekends)
Eliot Community Human Services	800-988-1111 Emergencies 978-369-1113 Concord Clinic 781-861-0890 Ombudsman
Emergency	911 (Medical, Fire, or Police)
Emerson Hospital	978-369-1400, TTY: 1-800-439-0183
Fire Department - non-emergency and Open Burning	978-369-1442
First Religious Society	978-369-5180
Food Source Hotline	800-645-8333
Food Stamps	800-645-8333
Fuel Assistance (Community Teamwork)	978-459-6161
Gleason Public Library	978-369-4898
Governor Deval Patrick Massachusetts State House Office of the Governor, Room 360 Boston, MA 02133	617-725-4405 888-870-7770 <a href="http://www.mass.gov">www.mass.gov</a>
Hospice and Palliative Care	800-962-2973
Lahey Hospital	781-744-5100

Lawyer Referral Service	866-627-7577
Lifeline Mount Auburn Hospital	617-492-3500
Lowell General Hospital	978-937-6000
MCI	800-950-5555
Mass Health	800-841-2900, TTY 800-497-4648
Medicaid	800-841-2900
Medicare	800-633-4227, TTY 877-486-2048
Minuteman Senior Services	888-222-6171, 781-272-7177, TTY 781-275-1285
National Grid	800-233-5325 Gas Emergencies 800-732-3400 Customer Service 800-233-5325, ext 711 Hearing & Speech Impaired
NStar - Outages, Emergencies, & General Customer Service	800-592-2000, TTY 800-322-8242
Poison Control Center	800-682-9211 (MA only), 800-222-1222 (American Association of Poison Control Centers)
Police Department - non-emergency and animal problems	978-369-1155
President Barack Obama The White House 1600 Pennsylvania Avenue, NW Washington, DC 20500	202-456-1111, TTY 202-456-6213 (Comments) 202-456-1414 (Switchboard) 202-456-2121 (Visitor's Office) <a href="http://www.whitehouse.gov/contact/write-or-call#write">http://www.whitehouse.gov/contact/write-or-call#write</a>
Registry of Motor Vehicles	617-973-7777
Saint Irene Catholic Church	978-369-9863
Saints Medical Center	978-458-1411

Social Security, Lowell Office	877-746-9850 or TTY 978-458-5702
Sprint	800-877-7746
State Representative Niki Tsongas 492 Main Street Acton, MA 01720	978-263-1951
U.S. Post Office	800-275-8777 Carlisle: 978-369-6820 TTY: 877-889-2457
U.S. Senator Elizabeth Warren <u>Boston Office</u> 2400 JFK Federal Building 15 New Sudbury Street Boston, MA 02203	617-565-3170
<u>Washington Office:</u> 317 Hart Senate Office Bldg. Washington, DC 20510	202-224-4543  <a href="http://www.warren.senate.gov">http://www.warren.senate.gov</a>
U.S. Senator Edward Markey <u>Boston Office:</u> 10 Causeway St., Suite 559 Boston, MA 02222	617-565-8519
<u>Washington Office:</u> 218 Russell Senate Office Building Washington, DC 20510	202-224-2742  <a href="http://www.markey.senate.gov">http://www.markey.senate.gov</a>
Verizon	800- VERIZON (800-837-4966)
Veterans Administration in Bedford	781-275-7500
Veterans Services in Billerica	978-671-0968
Wells & Pumps Inspection	978-369-8153
Winchester Hospital	781-729-9000

## **Emerson Hospital Phone Directory**

**Main Campus:** 978-369-1400, TTY: 1-800-439-0183

**Physician Referral Service:** 1-877-936-3776

**Addiction Services:** 978-287-3520

**Admitting/Registration:** 978-287-3060/3062

**Birthing Center:** 978-369-1400

**Blood Bank:** 978-287-3390

**Bone and Joint Center:** 1-877-936-3776

**Breast Health Center:** 978-287-8100

**Mass General Cancer Care at Emerson – Bethke:** 978-287-3346

**Cancer Services:** 978-287-3349

**Cardiac Rehabilitation:** 978-287-3732

**Cardiology:** 978-287-3730

**Chaplain:** 978-287-3015

**Community Health Education:** 978-287-3777

**Coumadin Clinic:** 978-287-3286

**Critical Care Unit:** 978-287-3150/3155

**CT Scan:** 978-287-3701

**Development:** 978-287-3080

**Diabetes Center (Agarwal Diabetes Center):** 978-287-8590

**Dietitians:** 978-287-3785

**Emergency Department (Polo Emergency Center):** 978-287-3690

**Emerson Hospital Information:** 978-369-1400

**Emerson Medical at Sudbury:** 978-579-6000

**Endoscopy:** 978-287-3300

**Groton Health Center:** 978-449-6300

**Healthy Living Program:** 978-287-3777

**Home Care:** 978-287-8300

**Hospice:** 978-774-7566  
**Human Resources:** 978-287-3070  
**Infusion Center (Naka Infusion Center):** 978-287-3412  
**Labor & Delivery:** 978-287-3310  
**Laboratory (Emerson Blood Draw & Specimen Collection):** 978-287-3576  
**Library:** 978-287-3090  
**Mammography Center:** 978-287-8100  
**Maternity:** 978-287-3320  
**Medical Records/Health Information Management:** 978-287-3870  
**MRI (Magnetic Resonance Imaging):** 978-287-3591  
**Neurology:** 978-287-3735  
**Nursery:** 978-287-3315  
**Nutritional Counseling:** 978-287-3785  
**Patient Accounts:** 978-287-3020  
**Patient Care Assessment:** 978-287-3095  
**Patient Information:** 978-369-1400  
**Patient Registration/Outpatient:** 978-287-3062  
**Pediatric Intervention Team (PIT):** 978-287-3422  
**Pediatrics:** 978-287-3420  
**Perinatal Education:** 978-287-3268  
**Physical Therapy:** 978-287-8200  
**Physician Referral Service:** 1-877-936-3776  
**Physician Relations/Marketing/Recruitment:** 978-287-3002  
**Psychiatric Services:** 1-877-936-3776  
**Public Relations:** 978-287-3458  
**Pulmonary Rehabilitation:** 978-287-3715  
**Radiation Oncology:** 978-287-3290  
**Radiology (Yeatts Radiology Center):** 978-287-3700  
**Rehabilitation Services (Center for Sports Rehabilitation and Specialty Services):**  
978-287-8200  
**Respiratory Care:** 978-287-3740  
**Short-term Rehabilitation Care (Transitional Care Unit):** 978-287-3620

**Sleep Disorders Center:** 1-800-432-8808  
**Social Work/Care Coordination:** 978-287-3170  
**Speech Therapy:** 978-287-8200  
**Surgical Center (Clough Surgical Center):** 978-287-3165  
**Surgical Center (Pre-Surgical Testing):** 978-287-3166  
**Surgical Day Care:** 978-287-3165  
**Surgical Weight Loss Center:** 978-287-3532  
**Tender Beginnings:** 978-287-3268  
**Ultrasound:** 978-287-3702  
**Westford Health Center:** 978-589-6999  
**Wound Care and Hyperbaric Medicine:** 978-287-8550

## Caregivers' Online Resources

Caregiver Action Network	<a href="http://caregiveraction.org/">http://caregiveraction.org/</a>
Children of Aging Parents	<a href="http://www.caps4caregivers.org">http://www.caps4caregivers.org</a>
Eldercare Locator	<a href="http://www.eldercare.gov">http://www.eldercare.gov</a>
Family Caregiver Alliance	<a href="http://www.caregiver.org">http://www.caregiver.org</a>
National Alliance for Caregiving	<a href="http://www.caregiving.org">http://www.caregiving.org</a>
National Family Caregiver Support Program Resource Room	<a href="http://www.aoa.gov/aoa_programs/hcltc/caregiver/index.aspx">http://www.aoa.gov/aoa_programs/hcltc/caregiver/index.aspx</a>
National Family Caregivers Association	<a href="http://www.nfeacares.org">http://www.nfeacares.org</a>
Online Elder Care Resource for New England	<a href="http://www.maseniors.org">www.maseniors.org</a>
Today's Caregiver Magazine	<a href="http://www.caregiver.com">http://www.caregiver.com</a>
Well Spouse Association	<a href="http://www.wellspouse.org">http://www.wellspouse.org</a>

### Also helpful:

AARP <http://www.aarp.org/home-family/caregiving/>

Job Accommodation Network <http://askjan.org/>

Medicare Interactive Website [www.medicareinteractive.org](http://www.medicareinteractive.org)

National Academy of Elder Law Attorneys (NAELA) [www.naela.org](http://www.naela.org)

## FOOD ASSISTANCE

**Note:** Most agencies will request an ID for client and those who live at residence along with proof of address

<p><b>Community Supper, Inc. 978-635-9295</b>            Acton Congregational Church            12 Concord, Road, Acton MA Free dinner every Wednesday night from 5:15pm-6:15pm</p> <ul style="list-style-type: none"> <li>• Clothes Closet/Free clothing</li> <li>• <b>Food Pantry:</b> Boxborough Business Park 235 Summer Road Boxborough, MA. <b>TAKE NOTE: Closed the 4<sup>th</sup> week of every month</b></li> <li>• Open 10-7 on all other Wednesdays.</li> <li>• <b>All are welcome</b></li> </ul>	<p><b>Open Table, Inc. 978-369-2275</b>            First Parish Church            20 Lexington Rd, Concord  <a href="http://www.opentableinc.org">http://www.opentableinc.org</a></p> <ul style="list-style-type: none"> <li>• Free dinner Thursdays 5:00-6:30pm</li> <li>• Food Pantry Thursdays 5:00-6:30pm</li> <li>• Transportation provided for both individuals and families when necessary</li> <li>• <b>Open to residents of any town</b></li> </ul>
<p><b>Sudbury Community 978-443-3168</b>  <b>Food Pantry</b>            Our Lady of Fatima Church            160 Concord Rd.            Sudbury, MA</p> <ul style="list-style-type: none"> <li>• Tuesdays and Thursdays 12:00-2:30pm</li> <li>• Residents can use pantry 2x per month</li> <li>• <b>Non-residents 1x per month</b></li> </ul>	<p><b>Open Table, Inc. 978-823-0082</b>            Clock Tower Place Cafeteria, Building 8            Maynard, MA 01754  <a href="http://www.opentableinc.org">http://www.opentableinc.org</a></p> <ul style="list-style-type: none"> <li>• Dinner: Mon. 6:00-7:00pm</li> <li>• Pantry: Mon. 4:30-7:00pm</li> <li>• <b>Open to residents of any town</b></li> </ul>
<p><b>Helping Hand Pantry 617-547-4070</b>            St. James Episcopal Church            1991 Massachusetts Avenue,            Cambridge, MA 02140            Tuesday 6:00pm-8:00pm            Thursday 11:00am-1:00pm            Saturday 10:am-12:00pm</p> <ul style="list-style-type: none"> <li>• <b>Bring Photo ID</b></li> <li>• <b>Open to residents of any town</b></li> </ul>	<p><b>Neighborhood Supper 978-486-3044</b>            Congregational Church            330 King St.            Littleton, MA</p> <ul style="list-style-type: none"> <li>• Free dinner Tuesdays 5:30-6:45pm</li> <li>• Open to any resident of any town</li> </ul> <p><b>Please call ahead of time, for weekly change in location</b></p>
<p><b>Chelmsford Community 978-250-3818</b>  <b>Exchange</b>            1 North Rd. (old Town Hall)            Chelmsford, MA  <a href="http://www.chelmsfordfoodpantry.org">http://www.chelmsfordfoodpantry.org</a></p> <ul style="list-style-type: none"> <li>• Has handicapped entrance</li> <li>• Food Pantry Wed 6:30-8 pm</li> <li>• Thursday, 2-4 pm</li> <li>• Friday 6:30 to 8 pm</li> <li>• <b>Open to residents of any town</b></li> </ul>	<p><b>Westford Community 978-692-5523</b>  <b>Food Pantry</b>            20 Pleasant Street            Westford, MA 01886</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> week of month:              • Monday, 1-3:30 pm</li> <li>• Wed., Thurs., &amp; Fri., 8:30-11:30 am</li> <li>• 3<sup>rd</sup> week of month:              • Monday, 1-3:30              • Wednesday, 8:30-11:30 am              • Thurs., 8:30-11:30 am, 6:00-8:00 pm              • Friday, 8:30-11:30 am</li> <li>• For those needing food on non-food pantry days, two bags of prepackaged food are available. Go to main desk to ask.</li> </ul>
<p><b>Great er Boston Foodbank Website:</b>  <a href="http://www.gbfb.org">www.gbfb.org</a></p>	

## **LOCAL HOUSES OF WORSHIP**

**FOR MORE INFO CONTACT THE CARLISLE COA 978-371-2895**

**Acton-Concord Friend Meeting** (Quaker) Minuteman  
ARC, 130 Baker Ave Ext. Concord, MA  
978-263-8660

**Christian Science Reading Room**  
20 Main Street, Concord  
978-369-4117

**Concord Baha'i Faith**  
978 369-1275

**Congregational Church**  
147 School St  
Carlisle, MA  
978-369-7830

**Congregation Kerem Shalom**  
659 Elm Street  
Concord, MA  
978 369-1223

**Duval Chapel at the New England Deaconess Association**  
80 Deaconess Road  
978-369-5151

**First Church Of Christ, Scientist**  
Monument Square  
978 369-2933

**First Parish**  
20 Lexington Road  
Concord, MA  
978 369-9602

**First Religious Society, Unitarian**  
27 School St.  
Carlisle, MA  
**978-369-5180**

**Holy Family Parish**  
55 Church Street  
Monument Square  
Concord, MA  
978 369-7442 or 2810

**Liberty Christian Family Church**  
Concord Scout House

**The Lutheran Church of the Savior**  
426 Davis Road  
Bedford, MA  
781-275-6013

**The New Church of Concord**  
53 Church Street  
978-369-0543

**New Life Community Church**  
Emerson Umbrella Center for the Arts  
40 Stow Street, Concord, MA  
PO Box 5

**Redeemer Presbyterian Church**  
191 Sudbury Road (office)  
Meets at Harvey Wheeler Community Center  
978 369-4512

**St. Irene Parish**  
181 East Street  
Carlisle, MA 01741  
978-369-3940

**Trinitarian Congregational Church**  
54 Walden Street  
Concord, MA  
978-369-4837

**Trinity Episcopal Church**  
81 Elm Street  
Concord, MA  
**978 369-3715**

**United Church of Christ**  
1317 Main Street  
West Concord, MA  
978-369-6309

**Zaltho Foundation**  
Zen Sitting Meditation  
978-369-4342

74 Walden Street 978-369-1919	
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## **MASSACHUSETTS ELDER CARE AGENCIES, ADVOCATES, & PROGRAMS**

These links are provided by the Massachusetts Council on Aging <http://mcoonline.com/content/links/index.php>. Or go to the list below and click to open hyperlink.

[1-800-AGE-INFO](#)

[AARP MA](#)

[Alzheimer's Association Massachusetts Chapter](#)

[Assisted Living Facilities / Senior Living Map](#)

[Bridges Together — Growing Older, Growing Together](#)

[The Carroll Center for the Blind](#)

[Disability Policy Consortium](#)

[Health Care for All](#)

[Healy Living Center of Excellence](#)

[Home Care Alliance of Massachusetts](#)

[LGBT Aging Project](#)

[Massachusetts Advocates for Nursing Home Reform](#)

[Mass Aging Service Association](#)

[Mass ALFA](#)

[Massachusetts Association of Older Americans \(MAOA\)](#)

[Mass Council for Home Care Aide Services](#)

[Massachusetts Department of Revenue: Information for Senior Citizens and Retirees](#)

[Massachusetts Office of Consumer Affairs](#)

[Massachusetts Department of Public Health — Healthy Aging](#)

[Massachusetts Eye & Ear Infirmary](#)

[Massachusetts Gerontology Association](#)

[Mass Home Care](#)

[Mass Home Care — Think Home Care](#)

[Massachusetts Independent Living Council \(statewide listings of agencies\)](#)

Mass Medline - <http://www.massresources.org/massmedline.html>

Mass Senior Action - <http://www.masssenioraction.org/>

Mass Senior Care Association - <http://www.maseniorcare.org/>

[Mass Service Alliance](#)

[National Association of Social Workers-Massachusetts Chapter \(NASW-MA\)](#)

[National Braille Press](#)

[The Perkins School for the Blind](#)

[Project Bread](#)

[SAGE Western MA \(LGBT Elders\)](#)

[Senior \\$ents \(Mass DOR/Elder Affairs\)](#)

### ***Medicare***

[Medicare Main Page](#)

[Centers for Medicare & Medicaid Services \(CMS\)](#)

**MMA — Massachusetts Municipal Association**

[Mass Municipal Association \(MMA\)](#)

[LOHSC — MMA Local Officials Human Service Council](#)

**Massachusetts Government**

[Massachusetts Government \(main page\)](#)

Massachusetts Governor's Web Page: <http://www.mass.gov/governor/>

[Massachusetts- List of State Agencies](#)

**Massachusetts Health & Human Services (HHS)**

[Massachusetts Executive Office of Health and Human Services](#)

Massachusetts Executive Office of Elder Affairs: <http://www.mass.gov/elders/>

Massachusetts Department of Public Health:

<http://www.mass.gov/eohhs/gov/departments/dph/>

Massachusetts Executive Office of Veterans Services: <http://www.mass.gov/veterans/>

[Massachusetts Department of Mental Health](#)

Massachusetts Commission for the Blind:

<http://www.mass.gov/eohhs/gov/departments/mcb/>

[Massachusetts Commission for the Deaf and Hard of Hearing](#)

Massachusetts Rehab Commission: <http://www.mass.gov/eohhs/gov/departments/mrc/>

**Massachusetts Constitutional Offices**

[Massachusetts Secretary of State](#)

[Massachusetts Secretary of State/ Citizens Information Services](#)

Massachusetts Attorney General's Office: <http://www.mass.gov/ago/>

**Massachusetts Legislature**

[Massachusetts Legislature](#)

[Massachusetts Senator \(contact info\)](#)

[Massachusetts Representative \(contact info\)](#)

**Other Government Agencies that Connect with MCOA**

[MBTA News/Events](#)

[MBTA Public Meetings](#)

[Massachusetts RMV](#)

[Massachusetts Cultural Council](#)

[Massachusetts Office of Consumer Affairs](#)

Massachusetts Department of Fire Services: <http://www.mass.gov/eopss/agencies/dfs/>

[Massachusetts Department of Revenue: Information for Senior Citizens and Retirees](#)

Massachusetts Mental Health Counselors Association: <http://www.mamhca.org/>

[Massachusetts Executive Office of Transportation](#)

[Massachusetts Office of Tourism](#)

Massachusetts Office of Refugees and Immigrants:

<http://www.mass.gov/eohhs/gov/departments/ori/>

Massachusetts Department of Transitional Assistance:

<http://www.mass.gov/eohhs/gov/departments/dta/>

Massachusetts Department of Workforce Development: <http://www.mass.gov/lwd/>

[Massachusetts Commission Against Discrimination](#)

[Massachusetts Office of Campaign and Political Finance \(rules for public employees\)](#)

[and public buildings\)](#)

Massachusetts Regional Planning Agency Directory:

<http://www.mass.gov/portal/government-taxes/local/counties-regions/planning/>

Massachusetts State Ethics Commission: <http://www.mass.gov/ethics/>

[Massachusetts Commission on the End of Life Care \(Resource Guide\)](#)

### **Non Profit Resources — Massachusetts & elsewhere**

[ADA-One.com - New ADA Guidelines for Nonprofits](#)

[Hoarding Resources at Masshousing.org](#)

### **Other States**

[MySeniorCare — Out of State Resources](#) (NIH Reviewed/Approved)

a community on the topic of senior care providing information

on [home health care](#), [assisted living](#), [hospice](#) and more.

[Connecticut Department of Social Services, Bureau of Aging](#)

Connecticut Association of Senior Center Personnel: <http://www.cascp.org/>

[New Hampshire Association of Senior Centers](#)

New Hampshire Bureau of Elderly & Adult Services:

<http://www.dhhs.state.nh.us/dcbcs/beas/index.htm>

[Rhode Island Department of Elderly Affairs](#)

### **National Links**

[AARP National](#)

[Alzheimers.gov](#)

[Alzheimer's Association National](#)

[American Foundation for the Blind \(AFB\)](#)

American Society on Aging (ASA): <http://www.asaging.org/>

[Disability.gov](#)

[EPA Factsheets](#)

[Families USA](#)

[FEMA](#)

[Ready America — Winter Storms](#)

[Medicare — U.S. Government](#)

[National Council on Aging \(NCOA\)](#)

[National Registry of Evidence-based Programs and Practices](#)

NCOA's National Institute of Senior Centers: <http://www.ncoa.org/national-institute-of-senior-centers/>

NCOA's Benefit for Seniors: <http://www.ncoa.org/enhance-economic-security/benefits-access/>

NCOA's Healthy Aging: <http://www.ncoa.org/improve-health/center-for-healthy-aging/>

[Social Security — U.S. Government](#)

[U.S. Administration on Aging](#)

### **International Links**

[World Health Organization \(WHO\)](#)

### **Legal**

[Commission on Legal Problems of the Elderly](#)

[Greater Boston Legal Services \(GBLS\)](#)

GBLS Medicare Advocacy Project: <http://www.gbls.org/impact-advocacy/elder-health-disability>  
[Mass Law Reform Institute](#)  
[Massachusetts Legal Assistance Corporation](#)  
[National Consumer Law Center](#)  
[The National Academy of Elder Law Attorneys](#)  
[The National Senior Citizens Law Center](#)  
[Information concerning Elder law](#)  
[Mass Resources: Provides useful information about a wide range of assistance programs for people in need living in Massachusetts](#)

### ***Medical***

**Find numerous updates and articles at these sites.**

[CDC — Centers for Disease Control](#)

[CDC Healthy Aging](#)

[CDC Learning Connection](#)

[HHS — US Department of Health & Human Services](#)

[Healthy People 2020](#)

News Links for HHS Agencies: <http://www.hhs.gov/news/>

[NIH — National Institutes of Health](#)

[NIH Senior Health](#)

[NIH National Library of Medicine — Medline Plus](#)

[NIMH — National Institute of Mental Health](#)

[U.S. National Library of Medicine](#)

[U.S. National Library of Science \(NIH\)](#)

[PMC — US National Library of Science, Archive of Journal literature](#)

[Harvard Health Publications](#) (Harvard Medical School)

[JAMA Journal of the American Medical Association](#) (Articles 9 months old generally do not require signing in)

[New England Journal of Medicine](#)

[Nature \(journal\)](#)

[Science \(journal\)](#)

[Disabilities Understood](#)

[Mesothelioma](#)

[Mesothelioma Symptoms](#)

[Tardive Dyskinesia \(TD\) Syndrome](#)

## **TAXPAYER HELP & RESOURCES**

**IRS Telephone Assistance** <http://www.irs.gov/uac/Telephone-Assistance>

### **Live Telephone Assistance**

When calling, you may ask questions to help you prepare your tax return, or ask about a

notice you have received. Please be aware that when you conclude your discussion, our system will not permit you to return to your original responder.

**Telephone Assistance for Individuals:**

**Toll-Free, 1-800-829-1040**

Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

**Telephone Assistance for Businesses:**

**Toll-Free, 1-800-829-4933**

Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

**Telephone Assistance for Exempt Organizations, Retirement Plan Administrators, and Government Entities:**

**Toll-Free, 1-877-829-5500**

Hours of Operation: Monday – Friday, 8:00 a.m. to 5:00 p.m. **Local Time.**

**Telephone Assistance for people with hearing impairments:**

**Toll-Free 1-800-829-4059 (TDD)**

Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

For further information, see [Tax Topic 102](#).

**Telephone Assistance for Individuals who believe they may be a victim of Identity Theft: No Tax Administration Impact - Did not receive a notice from the IRS. Toll-Free 1-800-908-4490**(Automated and live assistance)

Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. your local time (Alaska & Hawaii follow Pacific Time). For additional information, refer to our [Identity Theft and Your Tax Records](#) page.

**Telephone Assistance for people who live outside the United States**

Hours of availability vary by location. Please see our [International Services](#) page.

**Face-to-Face Assistance**

In certain areas, IRS also has [local offices](#) you may visit to receive assistance.

**MASSACHUSETTS**

<http://www.mass.gov/dor/individuals/taxpayer-help-and-resources/>

## **OTHER USEFUL LINKS**

### **Alcoholics Anonymous**

**Phone: 978-957-4690 (24-hour hotline, Methuen)**

### **Middlesex Community College**

No fee or minimal fee for Seniors, if space is available.

**Phone: 781-280-3200**

### **Community Programs at Middlesex Community College**

Sponsors classes, tours, trips, luncheons, and information.

**Phone: 781-280-3663**

<https://www.middlesex.mass.edu/careertraining/>

### **Concord-Carlisle Adult Education**

50% discount for 60+

**Phone: 978-318-1432**

### **Drumlin Farm/Mass Audubon Society**

Sponsors programs, classes, events, tours.

**Phone: 781-259-2200**

<https://www.massaudubon.org/>

### **Elder Hostel Program**

Now also known as Road Scholar. Sponsors senior citizen travel and educational programs in the US and abroad.

**Phone: 800-454-5768**

<http://www.roadscholar.org>

### **Seniorliving.Org**

A FREE resource directory for people looking for all types of senior care options: independent living, assisted living, nursing homes, Hospice, home care, respite care, Alzheimer's care, and hospitals. We do not ask for any personal information and do not charge facilities to list.

<http://seniorliving.org/>

### **UMass Lowell**

The Learning in Retirement Association (LIRA) is a multi-faceted educational program for the retired and semi-retired. College level learning experiences are provided at a modest cost regardless of previous educational background or age.

**Phone: 978-934-4000**

<http://www.uml.edu/Community/LIRA/>