

Carlisle Council on Aging Elder Resource Guide



Carlisle Fights Alzheimer's Team

Carlisle Council on Aging
66 Westford Street
Carlisle, MA 01741

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.

Our original guide was started with materials and support provided by the Bedford and Billerica Council on Aging and Concord Carlisle Youth and Community Services which we gratefully acknowledge and thank. Our current volunteers who researched the information included and whose hard work made this guide possible are Jane Lawson and Giovanna DiNicola. We are so appreciative of their long hours and dedication.

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@carlislema.gov

Fax: (978) 371-0594

Website: <https://www.carlislema.gov/173/SeniorsCouncil-on-Aging>

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

Tuesday, Wednesday, Thursday: 9:00 to 3:00 PM

Friday 9:00 AM to 1:00 PM

Summer hours may differ. See <https://www.carlislema.gov/173/SeniorsCouncil-on-Aging>

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.

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.

DISCLAIMER: The Carlisle COA tries to provide information that will be helpful to our residents. We only recommend sources or vendors that are government supported. Because we include in this Guide sources and vendors that may not be government supported but may be helpful, please check their recommendations, licenses and referrals before using their services.

Carlisle Council on Aging Staff.

Director: Joan Ingersoll, 978-371-6693, jingersoll@carlislema.gov

Outreach Coordinator: Angela Smith 978-371-2895, asmith@carlislema.gov

Transportation Coordinator: Debbie Farrell 978-371-6690 (leave a message),
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Program Assistants:

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Myriam Fleurimond 978-371-2895, mfleurimond@carlislema.gov

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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Kay Woodward celebrates her 100th Birthday



Chair Volleyball

Adult Day Care (Health or Social)

Adult Day - Health

All Care Adult Day Health at North Village

20 Sheila Ave, #6

No. Chelmsford, MA 01863

Phone: 978-251-0367

(Carlisle residents are accepted even though website does not show Carlisle as being in their service area.)

<https://www.allcare.org/adult-day-health/>

<https://www.allcare.org/service-area/>

Blaire House of Tewksbury Adult Day Health Center

10 Erlin Terrace

Tewksbury, MA 01876

Phone: 978-851-3121

<https://www.elderservices.com/>

<https://www.elderservices.com/blairehouseoftewksbury/>

Community Family Alzheimer's & Adult Day Health Programs

[Call to see if they provide transportation for your area of Carlisle, otherwise you can provide your own transportation.]

236 Broadway

Lowell, MA 01854

Phone: 978-458-4844

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

Cooperative Elder Services

[See website for Arlington, Burlington, and Milton]

7 Chamberlin Dr.

Concord, MA 01742

Phone: 978-318-0046

8 West Main Street

Groton, MA 01450

Phone: 978-448-1400

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

D'Youville Senior Care Adult Day Health Center

91 Varnum Avenue

Lowell, MA 01854

Phone: 978-569-1000

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

Home Away From Home Adult Day Health Center

[Carlisle residents must provide their own transportation.]

150 Industrial Avenue East

Lowell, MA 01852

Phone: 978-453-4663

<http://www.homeawayfromhomeadhc.net/>

Adult Day - Social

Andover Social Supportive Day Program

Open to all seniors Monday-Friday 8 AM – 4:00 PM

Mailing Address:

38 Bartlett Street

Andover, MA 01810

Location:

30 Whittier Court,

Andover, MA 01810

Phone: 978-623-8320

<https://andoverma.gov/227/Elder-Services-Center-at-Punchard>

Chelmsford Adult Day Social Program

75 Groton Street

Chelmsford, MA 01863

Phone: 978-788-6178 (Adult Day Care Program)

978-251-0533 (Senior Center main number)

<https://www.townofchelmsford.us/223/Senior-Center-Council-on-Aging>

Littleton Social Club

The LSC meets on Tuesdays, Wednesdays and Thursdays from 9:00 AM to 1:00 PM at the Littleton COA. This is an adult supportive day program designed to benefit seniors who may be isolated at home and would like to participate. Cost includes transportation and lunch.

NOTE: Carlisle residents must provide their own transportation.

33 Shattuck Street

Littleton, MA 01460

Phone: 978-540-2470

<https://www.littletonma.org/elder-and-human-services> (Click on the newsletter for the current month to find out more information)

Pleasantries Adult Day and Consulting Services

Pleasantries Adult Day Program is located in a residential home setting within a lakeside neighborhood in Marlborough, MA. Ten to fourteen guests attend daily to eliminate loneliness, boredom, and depression. Our program specializes in memory impairment disorders such as Alzheimer's or other dementia. Pleasantries is a non-medical program serving higher functioning individuals.

195 Reservoir Street

Marlborough, MA 01752

Phone: 508-481-0809

<https://www.pleasantriesads.com/>

Advocacy

General Services

Alcoholics Anonymous

Phone: 617-426-9444

<https://aaboston.org/>

Answering service available in Lowell

Phone: 978-957-4690

<https://www.aaemassd21.org/>

AARP (American Association of Retired Persons)

Massachusetts Regional Office

One Beacon Street, Suite 2301

Boston, MA 02108

Phone: 866-448-3621 (toll free)

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

<https://local.aarp.org/carlisle-ma/>

American Red Cross, Regional Headquarters

139 Main Street

Cambridge, MA 02142

Phone: 617-274-5200

<https://www.redcross.org/local/massachusetts.html>

Attorney General's Office

One Ashburton Place, Boston, MA 02108

Phone: 617-727-2200

<https://www.mass.gov/orgs/office-of-attorney-general-maura-healey>

Attorney General's Elder Hotline

The hotline is staffed by senior volunteers to help you find answers to your questions, resolve disputes with businesses, and assist with other issues including: abuse and exploitation of elders; debt and debt collection practices; health insurance; home improvement; landlord, tenant, and housing issues; long-term care; identity theft and scams; retail disputes; and telemarketing.

Phone: 888-243-5337 (toll free) (Mon-Fri: 10:00AM – 4:00 PM)
617-727-4765 (TTY)

Better Business Bureau of Eastern Massachusetts

290 Donald Lynch, Boulevard, Suite 102

Marlborough, MA 01752-4705

Phone: 508-652-4800

<https://www.bbb.org/en/us/ma/>

Consumer Credit Counseling

101 Federal Street

Ste. 1900

Boston MA, 02110

Phone: 800-873-2227 (toll free)

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

Consumer Hotline

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

Phone: 617-727-2200 (Attorney General's Office)

617-727-8400 (Public Inquiry and Assistance Center)

<https://www.mass.gov/get-consumer-support>

Consumer Products Safety Commission

Phone: 301-504-7923

800-638-2772 (toll free)

<https://www.cpsc.gov/>

Consumer Rights and Ways to Protect Your Financial Interest

Phone: 617-973-8787

888-283-3757 (toll free in MA)

<https://www.mass.gov/orgs/office-of-consumer-affairs-and-business-regulation>

D.E.A.F., Inc.

215 Brighton Ave.

Allston, MA 02134

Phone: 617-254-4041

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

Diabetes Association

Phone: 800-342-2383 (800-DIABETES) (toll free)

<https://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.

Phone: 800-899-4000 (toll free)

<https://reachma.org/>

Federal Trade Commission

"The FTC protects consumers by stopping unfair, deceptive or fraudulent practices in the marketplace. We conduct investigations, sue companies and people that violate the law, develop rules to ensure a vibrant marketplace, and educate consumers and businesses about their rights and responsibilities. We collect complaints about hundreds of issues from data security and deceptive advertising to identity theft and Do Not Call violations and make them available to law enforcement agencies worldwide for follow-up." 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.

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

Driving Resources/Programs

Registry of Motor Vehicles – Medical Affairs Branch

Mailing Address:

Attn: Medical Affairs Branch
Registry of Motor Vehicles
P.O. Box 55889
Boston, MA 02205

Location:

Haymarket Center
136 Blackstone St, Boston

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.

Phone: 857-368-8020 [This is NOT a toll-free number]

<https://www.mass.gov/disability-plates-and-placards>

Driver Safety Program – AARP

AARP Driver Safety first launched in 1979 to help to keep older drivers independent, safe and confident while on the road.

Phone: 888-687-2277 (toll free)

<https://www.aarp.org/benefits-discounts/all/driver-safety/>

Driver Evaluation Program

New England Rehabilitation Hospital
2 Rehabilitation Way, Woburn, MA 01801

Phone: 781-939-1921

<https://www.encompasshealth.com/newenglandrehab>

Driver Assessment Program

Emerson Hospital (Emerson Health Center)
310 Baker Avenue
Concord MA 01742

If you, a loved one, or a clinician is concerned about your safety while driving, you will need to request a referral (required) from your Primary Care Physician or Specialist for this program. (Cost is \$350 for the clinical assessment and is payable by the patient at the time of scheduling.) Upon completion of the clinical evaluation, you will be scheduled for an on-road assessment, if qualified. (There is an additional fee paid directly to an independent certified driver instructor, estimated cost \$200.)

The occupational therapist who performed your assessment will accompany you on the driving test. If you should require additional occupational therapy training, a rate of \$100/hr will apply. Cost and fees are subject to change

Phone: 978-287-8244. (to schedule an assessment)

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: 800-462-5540 (toll free)

<https://www.mass.gov/how-to/file-a-complaint-regarding-a-nursing-home-or-other-health-care-facility>

Medicare Advocacy Project

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

Phone: 800-323-3205 (toll free)

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

Animals

Animal Control Officer

Please call the Police non-emergency line to be connected to the Animal Control Officer.

Phone: 978-369-1155

<https://www.carlislema.gov/348/Animal-Control>

Animal Rescue League Boston

The Animal Rescue League offers affordable veterinary care and behavioral resources to families of limited economic means.

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

ASPCA Animal Poison Control Center

Call if you think your pet may have ingested a potentially poisonous substance. A \$65 consultation fee may be applied to your credit card.

Phone: 888-426-4435 (toll free)

<https://www.asPCA.org/pet-care/animal-poison-control>

The Hoarding of Animals Research Consortium

The Hoarding of Animals Research Consortium has a variety of information on topics including information on intervention, animal welfare, and public health all surrounding issues of animal hoarding.

<https://vet.tufts.edu/hoarding/>

MSPCA

The MSPCA-Angell participates in national and international animal protection and veterinary medicine organization providing direct hands-on care for thousands of animals each year. Offers low cost spaying/neutering programs for pet owners with limited economic means. Eligibility is considered through an application process. Applicants should hear results within a week of submittal. Information on training and pets is also available.

350 South Huntington Avenue,

Boston, MA 02130

Phone: 617-522-5055

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

Tufts School of Veterinary Medicine

The Cummings School of Veterinary Medicine of Tufts University offers lower cost spaying and neutering for dogs and cats.

200 Westboro Rd.

N. Grafton, MA 01536

Phone: 508-839-5395

<https://vetmed.tufts.edu/lerner-spay-neuter-clinic/about-the-clinic/>

<https://vet.tufts.edu/>

Asian Resources

Boston Chinese Golden Age Center

75 Kneeland Street, Suite 204

Boston, MA 02111

Phone: 617-357-0226

Boston Chinese Golden Age Center offers care management, caregiver support groups, adult day health (ADH) care and other health and education programs. They have an emergency response service and provide information on housing, area agencies on aging, insurance information. These services and ethnic meals are available at their three centers:

Quincy Tower: 5 Oak Street West, Boston, MA 02116; Phone: 617-423-7563

Hong Lok House: 25-31 Essex St, Boston, MA 02111; Phone: 617-542-7458

Brighton House: 677 Cambridge St, Brighton, MA 02135; Phone: 617-789-4289

<https://gbcgac.org/>

Assisted Living Facilities

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

New LifeStyles

New LifeStyles provides a search tool that lets you find senior community or care providers that best fits your needs. From independent living to skilled nursing care, a simple search will show you the options available. Simply enter the name and state of interest (or its zip code) and the search tool will list the various housing/care facilities and products/services in the area. The Carlisle COA has hard copies of the directory available.

<https://www.newlifestyles.com/>

The Seniors Blue Book

The Seniors Blue Book provides seniors, caregivers and senior professionals a comprehensive source of services, senior housing options, resources and information that enrich the lives of the elder population while affording those businesses and individuals serving that population a unique medium to present their products and services. It lists over 70 categories of information, most of which are free resources that support the community. The guide's producers understand that there are many valuable services available, whether they are paying advertisers or not, and producers are proud to support the communities it serves by listing all options available to its readers, not solely based on advertising. The Seniors Blue Book also provides a senior activities calendar where you can find out about local events and activities, many of which are free, all of which are worthwhile.

<https://www.seniorsbluebook.com/>

<https://www.seniorsbluebook.com/local/boston/>

2Sisters – Senior Living Advisors

2Sisters Senior Living Advisors help families find the best supportive living options, making life transitions easier for seniors and their children. With deep industry expertise, 2Sisters know all the options, from home care to assisted living to memory care. And 2Sisters don't just refer you – they get to know you, tour with you, and guide you. Best of all, with a long family history of making a difference in the lives of seniors, 2Sisters bring a unique empathy and compassion that makes a difficult process as stress-free as possible.

Phone: 617-701-7007

<https://2sisters-sla.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

Councils on Aging

Carlisle Council on Aging

Hours

Monday: 9:00AM to 5:00PM

Tuesday, Wed and Thursday: 9:00AM to 3:00PM

Friday: 9:00AM to 1:00PM.

Summer hours may differ. Call 978-371-2895

Carlisle COA Activities/Programs

Educational Programs

The Council on Aging (COA), often along with the Friends of the COA and the Carlisle Library, offers educational series that are free to all Carlisle residents and include such topics as Art, Health, History, Legal Issues and Computer Education.

File of Life

The Carlisle Firefighter's Relief Association and the Friends of the Carlisle Council on Aging has purchased "FILE OF LIFE" kits for Carlisle seniors. The "FILE OF LIFE" contains a mini medical history posted on the outside of one's refrigerator. In an emergency the "FILE OF LIFE" card enables emergency medical technicians (EMTs) to obtain a quick medical history and vital personal information when a patient is unable to offer it. These are being provided free of charge.

The card, which is kept in a red plastic pocket labeled "File of Life," lists the patient's name, emergency contacts, health insurance policy and social security numbers, health conditions, medications including dosages, allergies, recent surgeries, religion, doctor's name and whether or not there is a health care proxy or living will. The entire pocket is held, with a magnet, to the outside of the refrigerator for easy access in an emergency.

The "FILE OF LIFE" cards are available at the Council office at Town Hall. If you are unable to pick one up or have any questions about the "File of Life" program, please call 978-371-2895.

Fitness Programs

We have several low-cost exercise programs designed specifically for seniors. Currently these include [Zumba, Tai Chi, Line Dancing, Fitness, Cardio and SAMA](#) (Senior Approach to Maintaining Agility) as well as [Tap Dancing](#). Call the COA to sign up for these classes. You are welcome to attend a class for free to see if it is something you would like to attend regularly.

Health & Wellness

The COA offers blood pressure clinics several times a month that are free to the seniors and are announced in the monthly newsletter and are visible on the Town website [HERE](#). Other clinics that we provide are for podiatry and vaccinations.

Intergenerational Programs

The COA offers many interesting and fun programs and activities that bring the whole community closer together.

Medical Equipment

We have many pieces of medical equipment available to the community that include but are not limited to: wheelchairs, walkers, crutches, canes, shower chairs, transfer benches, grabbers and commodes. The equipment is lent out free of charge to anyone in Carlisle.

Nutritional Programs

The COA offers several nutritional programs including monthly lunches, breakfasts, and coffees. The COA works with the local schools, senior housing facilities, and churches that provide venues for these events. We also provide Meals on Wheels for those who are home-bound and cannot provide for themselves.

Outreach

The COA has an Outreach and Program Manager and a part time social worker who are available to provide consultation, advice, and referrals. We work with family members to help identify available support resources and provide telephone reassurance and home visits to seniors. See <https://www.carlislema.gov/436/Outreach-Services>

RUOK®

If you live alone, you may want to sign up for the FREE RUOK® Telephone Reassurance System. The system will call you at the predetermined time you request. When you answer, you'll hear a short pre-recorded call message. If you don't respond after several tries, the police will personally try to reach you, and if there is still no reply they will stop by and check on you at home. This system has saved lives. Call the Council on Aging to sign up at 978-371-2895. For more information, [click here \(PDF\)](#).

Senior Tax Worker Program:

If you are a Carlisle property owner and sixty years old or older, you are eligible to apply for our Senior Tax Worker Program. If you live with a Carlisle senior who qualifies, you can work on their behalf. Approved applicants provide work assistance to town departments such as the Council on Aging, School, Police, Library, and Town Clerk's office. Tax workers can earn up to \$1,000 working their hours at the current minimum wage. For more information and an application, [click here \(PDF\)](#).

Transportation

There are two transportation programs available for Carlisle seniors and disabled residents:

First is our existing COA Transportation program. We take clients to medical appointments, grocery shopping, or other errands for personal needs generally within about a 15-mile radius of Carlisle. Rides within Carlisle are free, but for rides within 15 miles we suggest a donation of \$2 and beyond 15 miles, \$5. Service is limited to COA office hours which are Monday through Friday from 9:00 am to 3:00 pm. Call the COA Transportation line at 978-371-6690 to request a ride. Please schedule your trip at least two days in advance. All rides are on a best effort basis, so call as early as possible to arrange transportation.

Carlisle Transportation Services (CTS) is a service that adds range and scheduling flexibility to the existing COA Transportation program. The town has contracted with vendor Flow Transportation for this service. Rates vary based on distance from Carlisle and can be as far away as 30 miles (which permits trips to Logan). If you are a 60+ senior or are disabled, you can reduce the trip costs by using \$3 vouchers that can be purchased at the COA office. Trips should be scheduled with Flow Transportation (call 978-602-5606 in Leominster) at least two days in advance. Requests received with less than 48 hours-notice will be made on a best-efforts basis only. [Click here](#) for more information including distance and prices.

See also the section on [Transportation](#).

Volunteering

The COA is very appreciative to all those who volunteer their time in supporting our many activities and events. It would not be possible to offer all that we do without their support and dedication. We have many opportunities for those interested in donating their time and support. A list of some of the activities available to those interested in participating include: Friendly Visitors, Friendly Drivers, Program/Activities Support, Luncheon Committees, Trip Escorts, Meals on Wheels Drivers, Class Instructors, and [Friends of the COA](#). Please contact the COA office (978-371-2895) if you are interested in participating in any of these wonderful programs or click [here](#) for more information

COA Newsletters

Carlisle Connection, serving Carlisle's 60+ community, is a publication that is published every other month and provides dates and times of COA program and activities. Some programs are free, others request donations, while others are fee-based. If you are a Carlisle resident, are 60 or older and are not currently receiving a copy of *Carlisle Connection* please call 978-371-2895 to be added to the mailing list.

Carlisle Connection may be viewed online at <https://www.carlislema.gov/441/COA-Newsletter>

Bits and Bytes is a weekly publication that is emailed to subscribers on Friday of each week. It lists the events that will be happening in Carlisle in the next week as well as those that will be happening in following weeks that require registration. It also includes information on some events in surrounding towns. It contains last-minute corrections, updates and special notices of things that have changed or are hot off the press. To subscribe to *Bits and Bytes*, please call 978-371-2895.

Bits and Bytes may be viewed online at: <https://www.carlislema.gov/655/Bits-and-Bytes>

Other Councils on Aging

The following COA's generally welcome out-of-town residents to events that they are running (you can always call that COA and check).

Acton Council on Aging

30 Sudbury Road, Rear; Acton MA 01720

Phone: 978-929-6652

<https://www.actoncoa.com/>

Bedford Council on Aging

12 Mudge Way, Bedford MA 01730

Phone: 781-275-6825

<https://www.bedfordma.gov/council-on-aging>

Billerica Council on Aging

25 Concord Road. Billerica MA 01821

Phone: 978-671-0916

<https://www.town.billerica.ma.us/136/Council-on-Aging>

Chelmsford Council on Aging

60 Groton Road, North Chelmsford MA 01824

Phone: (978) 251-0533

<https://www.townofchelmsford.us/223/Senior-Center-Council-on-Aging>

Westford Council on Aging

20 Pleasant Street, Westford MA 01886

Phone: 978-692-5523

<https://westfordma.gov/593/Council-on-Aging>

Massachusetts Council on Aging

These links are provided by the Massachusetts Council on Aging

<https://mcoaonline.com/elder-networks/links-to-elder-agencies/>. Or go to the list below and click to open hyperlink.

[AARP](#) – AARP is a nonprofit, nonpartisan, social welfare organization with a membership of nearly 38 million that helps people turn their goals and dreams into real possibilities, strengthens communities and fights for the issues that matter most to families — such as health care, employment and income security, and protection from financial abuse.

[Alzheimer's Association](#) – Formed in 1980, the Alzheimer's Association advances research to end Alzheimer's and dementia while enhancing care for those living with the disease.

[Bridges Together](#) – Bridges Together's mission is to educate, empower and connect generations in order to transform lives today and tomorrow.

[Carroll Center for the Blind](#) – Established in 1936, The Carroll Center has pioneered many innovative services for the blind and visually impaired.

[Executive Office of Elder Affairs](#) – The Executive Office of Elder Affairs promotes the independence, empowerment, and well-being of older adults, individuals with disabilities, and their caregivers.

[Home Care Aide Council](#) – The Home Care Aide Council (Council) is a non-profit trade association with over 150 members throughout Massachusetts committed

to enhancing quality of care throughout the home care industry by focusing on the advancement of the home care aide workforce.

[Home Care Alliance of Massachusetts](#) – With 40 years of experience, and about 180 agency members from Boston, to Provincetown, to the Berkshires, the Home Care Alliance of Massachusetts has the resources and information you need to answer your home care questions.

[Jewish Family & Children's Services Boston](#) – Guided by Jewish values, JF&CS cares for people at all stages of life who seek support, guidance, and a purposeful, independent life. We focus on serving particularly vulnerable populations including children and adults with disabilities or mental illness, new mothers and their infants, older adults living with chronic conditions, and people experiencing financial crisis, hunger, or domestic abuse.

[Leading Age Massachusetts](#) – LeadingAge Massachusetts is the only organization representing the full continuum of mission-driven, not-for-profit providers of health care, housing, and services for older persons in Massachusetts.

[LGBT Aging Project](#) – The LGBT Aging Project is a non-profit organization dedicated to ensuring that lesbian, gay, bisexual and transgender older adults have equal access to the life-prolonging benefits, protections, services and institutions that their heterosexual neighbors take for granted. They now have a nice variety of offerings from weekly luncheons, monthly brunches, a monthly women's program and two monthly supper programs.

[Massachusetts Advocates for Nursing Home Reform](#) – MANHR's mission is to improve the quality of care and ensure the dignity and quality of life for MA long-term care residents.

[Massachusetts Assisted Living Association](#) – The Massachusetts Assisted Living Association (Mass-ALA, formerly Mass-ALFA) is a non-profit association dedicated to professionally operated assisted living residences in Massachusetts that provide housing and services for individuals with varied needs and income levels

[Massachusetts Association for the Blind and Visually Impaired](#) – MABVI's mission is to work with individuals with vision loss to eliminate barriers and create opportunities.

[MA Coalition for Serious Illness Care](#) -Our mission is to ensure that health care for everyone in Massachusetts is in accordance with their goals, values and preferences at all stages of life and in all steps of their care.

[Massachusetts Commission on the Status of Grandparents Raising Grandchildren](#) – is devoted to fostering education, networking, research, programs and support to grandparents and all relatives raising grandchildren

Massachusetts Government Agencies:

[800AgeInfo](#)

[Centers for Medicare & Medicaid Services](#)

[Massachusetts Attorney General's Office](#)

[Massachusetts Commission for the Blind](#)

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

[Massachusetts Department of Health and Human Services](#)

[Massachusetts Department of Mental Health](#)

[Massachusetts Department of Public Health](#)

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

[Massachusetts Department of Veteran's Services](#)

[Massachusetts Office of Consumer Affairs](#)

[Massachusetts Rehab Commission](#)

[Massachusetts Secretary of State](#)

[Massachusetts Gerontology Association](#) – MGA focuses on promoting dialogue between researchers and practitioners and has a special interest in relating gerontological knowledge to policy making.

[Massachusetts Home Care](#) – To help you live at your highest level of functioning possible, in the least restrictive setting possible, for as long as possible.

[Massachusetts Municipal Association](#) – The Massachusetts Municipal Association is a nonprofit, nonpartisan association that provides advocacy, training, publications, research and other services to Massachusetts cities and towns.

[Massachusetts Municipal Association Human Services Council](#) – The MMA Human Services Council (formerly Local Officials Human Services Council) was

established in 1975 as the human services arm of the Massachusetts Municipal Association, the statewide advocacy group providing legislative lobbying for and technical assistance to cities and towns. The Human Services Council was founded with the understanding that municipal leaders are in a unique position to assess human needs in their communities and to respond effectively.

[MassOptions.org](#) – Connections to services for elders and individuals with disabilities – simplified.

[Mass Senior Action Council](#) – Massachusetts Senior Action Council is a statewide, grassroots, senior-run organization that empowers its members to collectively address key public policy and community issues that affect their health and well-being.

[Massachusetts Senior Care Association](#) – The Massachusetts Senior Care Association represents a diverse set of organizations that deliver a broad spectrum of services to meet the needs of older adults and people with disabilities.

[Massachusetts Service Alliance](#) – The Massachusetts Service Alliance (MSA), established in 1991, is a private, nonprofit organization that serves as the state commission on service and volunteerism.

[Massachusetts Statewide Independent Living Council](#) – The Massachusetts Statewide Independent Living Council (MASILC) is a Governor appointed Council. Members include persons who are knowledgeable about centers for independent living and the services they provide. The Council was established by Executive Order No.373 of William F. Weld, Governor of the Commonwealth of Massachusetts on September 26, 1994. The Council includes representation of individuals with a range of physical and mental disabilities from the various geographic areas within the Commonwealth of Massachusetts.

[Minuteman Senior Services](#) – We help seniors and people with disabilities live in the setting of their choice by engaging community resources and supporting caregivers.

[NCOA](#) – The National Council on Aging (NCOA) is a respected national leader and trusted partner to help people aged 60+ meet the challenges of aging. Our mission is to improve the lives of millions of older adults, especially those who are struggling. Through innovative community programs and services, online help, and advocacy, NCOA is partnering with nonprofit organizations, government, and business to improve the health and economic security of 10 million older adults by 2020.

[The Perkins School for the Blind](#) – Perkins is a progressive, multi-faceted organization committed to improving the lives of people with blindness and deafblindness all around the world.

Dental Care

Boston University Dental School Clinic

100 East Newton Street
Boston, MA 02118

All Types of services are offered.

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

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

They accept Mass. Health; otherwise, they require payment (cash, checks, Visa, MasterCard, American Express, and Discover) at the time of service.

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

They have an urgent care walk-in clinic – 8:00AM – 1:00PM.

Phone: 617-638-4700

<https://www.bu.edu/dental/patients/>

Community Health Connections

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: Monday, Tuesday and Friday: 8:00 AM to 5:00 PM; Wednesday and Thursday 8:00 AM – 5:00 PM

Dental hours: Monday, Tuesday, Wednesday and Friday: 7:30AM – 5:00PM;

Wednesday and Thursday: 8:00 AM – 8:00 PM.

Phone: 978-410-6100

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

<https://www.chcfhc.org/locations/greater-gardner-chc/>

Community Health Connections

14 Manning Avenue, 4TH 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

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

<https://www.chcfhc.org/locations/leominster-chc/>

Community Health Connections

Bullock Building

326 Nichols Road

Fitchburg, MA 01420

All types of services are offered

Mass. Health is accepted.

Hours: Monday - Friday: 7:30AM – 5:00PM (Wednesday until 8:00PM)

Phone: 978-878-8420

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

<https://www.chcfhc.org/locations/fitchburg-chc/>

Mass College of Pharmacy and Health Services -- Forsyth Dental Hygiene Clinic

101 Palace Road

10 Lincoln Square

Boston MA 02115

or Worcester, MA

Phone: 617-278-2700

Phone: 774-243-3410 or 774-243-3415

First must have their comprehensive oral assessment then other services are oral prophylaxis (cleaning), fluoride, dental sealants, athletic mouth guards, non-surgical periodontal therapy, whitening trays, and dental radiographs (including digital and panoramic). Oral prophylaxis (cleaning), fluoride treatment, and necessary radiographs (X-rays) available to seniors for \$15.00

Some major types of insurance are accepted, but insurance is not required to visit the clinic.

<https://www.mcphs.edu/en/patient-clinics/forsyth-dental-hygiene-clinic>

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

<https://hsdm.harvard.edu/harvard-dental-center>

Middlesex Community College

44 Middle Street (Talbot Building)

Lowell, MA 01852

Low cost dental hygiene by supervised students

Phone: 781-280-3250 or 978-656-3250

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

Tufts University Dental School Clinic

One Kneeland Street
Boston, MA 02111

New patients need two initial visits: one for a screening and to take x-rays; the other for a comprehensive oral exam. Treatment itself begins on the third visit. Each appointment takes approximately 3 hours.

[There is an emergency walk-in clinic for patients experiencing pain only. Hours of this clinic are: 9:00AM - 10:30AM and 1:00PM – 2:30PM – first come, first served.]

MassHealth and most dental insurances accepted. (Mass Health has some restrictions; see <https://dental.tufts.edu/patient-care/insurance-and-billing>)

Phone: 617-636-6828

<https://dental.tufts.edu/patient-care>

Universal Dental Plan

20 Park Plaza, 4th Floor
Boston, MA 02116

Universal Dental Plan (UDP) is a member-based fee-for-service Discount Dental Savings Plan. It is not Dental Insurance. Members receive 20%-50% discounts on unlimited dental procedures when they visit a participating network dentist who will charge members according to UDP discounted fee schedule. There are no waiting periods, pre-existing condition exclusions, deductibles, claim forms, annual maximums, or visit limitations.

Phone: 617-859-1777

<http://universaldentalplan.com/>

Disability Services

General Services

Boston Center for Independent Living

60 Temple Place
Boston, MA 02111

The Boston Center for Independent Living is an organization led by people with disabilities that advocates to eliminate discrimination, isolation and segregation by providing advocacy, information and referral, peer support, skills training, and PCA services in order to enhance the independence of people with disabilities.

Phone: 617-338-6665, TTY: 617-338-6662

<https://bostoncil.org/>

Disabled Persons Protection Commission

300 Granite Street, Suite 404
Braintree, MA 02184

The mission of the Disabled Persons Protection Commission (DPPC) is to protect adults with disabilities from the abusive acts or omissions of their caregivers through investigation oversight, public awareness and prevention

Phone: 800-426-9009 (800-822-0350 TTY) (toll free): ages 18-59 (DPPC)
800-922-2275 (toll free): ages 60 and older (Executive Office of Elder Affairs)
800-792-5200 (toll free): ages birth to 17 (Department of Children and Families)
800-462-5540 (toll free): all ages if in a long-term care facility (Dept. of Public Health)

<https://www.mass.gov/orgs/disabled-persons-protection-commission>

Mass Equipment Distribution Program

MassEDP Main Office
151 Campanelli Drive, Suite A
Middleborough, MA 02346

A service that provides residents with a permanent disability access to the telephone network in their homes by offering specialized telephones for free or at a reduced cost, depending on income.

Phone: 800-300-5658 (toll free): Mon - Fri 8:30am to 5:00pm (You will hear a series of beeps before the operator speaks.)

<https://www.mass.gov/massachusetts-equipment-distribution-program-massedp>

Mass Office on Disability

Information, technical assistance and advocacy for people with disabilities
One Ashburton Place #1305
Boston, MA 02108

Phone: 800-322-2020 (toll free) or 617-727-7440

<https://www.mass.gov/orgs/massachusetts-office-on-disability>

Mass Options

MassOptions is a service of the Executive Office of Health and Human Services (EOHHS) in Massachusetts. It is a free referral service for elders, individuals with disabilities, caregivers, and family members looking to get information about and referral to community services and supports in Massachusetts.

Connections to services for elders and individuals with disabilities – simplified.

Offers a website and call center aimed at improving access to community and long-term services and supports for individuals throughout the Commonwealth

Phone: 844-422-6277 (toll free) – Seven days a week, 8 AM – 8:00 PM

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

Mass Rehabilitation Commission (MRC)

The MRC assists individuals with disabilities to live and work independently. It is responsible for Vocational Rehabilitation, Community Living and eligibility determination for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs for Massachusetts citizens with disabilities. MRC serves people with all types of disabilities *except* those who are blind. Individuals with visual disabilities are served through the [Massachusetts Commission for the Blind \(MCB\)](#).

Lowell Vocational Rehabilitation Office

325 Chelmsford Street, #6

Lowell, MA 01851

Phone: 978-458-4544

MRC Administrative Office

600 Washington Street

Boston, MA 02111

Phone: 800-245-6543 (toll free) (MRC Main Information Number)

617-204-3603 (MRC Ombudsperson)

<https://www.mass.gov/service-details/mrc-services>

Universal Access Program

Massachusetts Department of Conservation and Recreation

Universal Access Program

PO Box 484, Amherst, MA 10004

The Mass Dept. of Conservation and Recreation provides outdoor recreation for people of all abilities through specialized equipment and accessible recreation programs.

Email: DCR.UniversalAccess@mass.gov

Phone: 413-545-5760

<https://accessrec.org/>

Hearing Impairment

Assistive Technology Exchange in New England

The Assistive Technology (AT) Exchange in New England & New York is a collaborative effort among the State AT Act Projects in New England and New York. It is operated by MassMATCH under the Massachusetts Rehabilitation Commission. The goal of this site is to put AT equipment that is not currently being used into the hands of someone who can benefit from it. The Exchange is a FREE "classified ad" type resource designed to help people find, buy, sell or give away used AT equipment.

Phone: 877-508-3974 (toll free in state), or 617-204-3851; 617-204-3815 (TTY)

<https://getatstuff.massmatch.org/>

Boston Guild for the Hard of Hearing

Northeastern University Hearing Outreach Program
Behrakis Health Sciences Center
30 Leon Street, 503
Boston, MA 02115

for those with financial need – long wait time and recycled hearing aids.

Contact: Sandra Cleveland, Director, Audiology 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, Deaf/Blind and Late-Deafened individuals from diverse ethnic and cultural populations.

info@deafinonline.org

Phone: 617-254-4041

617-505-4823 VP

617-254-7091 FAX

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

Mass Commission for the Deaf and Hard of Hearing

600 Washington Street
Boston, MA 02111

Phone: 800-882-1155 (toll free voice)

General information:

Phone: 617-326-7546 (video phone)

800-530-7570 TTY (toll free)

A comprehensive resource directory of services can be found at

<https://www.mass.gov/educational-resources-for-parents-and-students-deaf-and-hard-of-hearing>

<https://www.mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing>

MassHealth Medicaid Program

Nearest enrollment center is at:

367 East Street
Tewksbury, MA 01876

Phone: 800-841-2900 (toll free); TTY 800-497-4648 (toll free)

<https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs>

Mass Relay

Mass Relay 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.

703 W. Housatonic Street

Suite 148

Pittsfield, MA 01201

Phone: 800-720-3480 (toll free) TTY and ASCII Users

800-720-3479 (toll free) Voice and Hearing Users

VA Boston Healthcare System

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

Outpatient Clinic

Audiology Department

150 South Huntington Avenue, 8th floor

Jamaica Plains, MA 02130

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

Phone: 857-364-4730 [This is NOT a toll-free number] – for clinic appointments

<https://www.boston.va.gov/>

Memory Concerns

Memory Diagnostic Clinic for Veterans

Geriatric Research Education and Clinical Centers (GRECC)

Evaluations and treatment for eligible veterans with memory concerns

Only veterans enrolled in area VAs are eligible to use this service.

VA Hospital

200 Springs Road

Bedford, MA 01730

Phone: 781-687-2701 - for clinic appointments

https://www.va.gov/GRECC/New_England_GRECC.asp

Visual Impairment

Association for Blind Citizens

PO Box 246

Holbrook, MA 02343

The purpose of the Association of Blind Citizens (ABC) is to advance relevant causes, increase opportunities in education, employment, cultural, recreational and other life activities, as well as enhance the social, political, and economic well-being for all persons who are blind or visually impaired. ABC offers publications, informative meetings, a monthly radio show (In Focus), as well as education, employment, recreational, and cultural opportunities to promote full inclusion in society.

Phone: 781-961-1023

<https://blindcitizens.org/>

Bay State Council of the Blind

Membership organization. Resources, meetings, conference, publications and radio programs, leisure and recreation, legislative advocacy.

57 Grandview Ave.

Watertown MA 02472-1634

Phone: 773-572-6312 or 617-398-7VIS (7847)

<http://acbofma.org/>

Enrichment Audio Resource Services (E.A.R.S)

E.A.R.S. is a nonprofit public charity. We provide, free of charge, audio lessons that teach adaptive daily living skills to the vision impaired and their caregivers. The lessons, modeled after current blind rehabilitation techniques, are a must for anyone coping with loss of eyesight. We are committed to teaching, each of the 1 out of 6 seniors who have developed limited vision, the skills necessary to continue living their lives with confidence and dignity.

Phone: 800-843-6816 (toll free)

<http://earsforeyes.info/>

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.

<https://www.aao.org/eyecare-america>

Lions Clubs

Lions Clubs support sight programs and services, including vision screening and eyeglass recycling. Local Lions Clubs will connect people having financial needs with the applicable services.

Concord Lions Club

P.O. Box 382

Concord MA 01742

Phone: 978-505-1475

labossiere.rj@gmail.com or info@lionsofconcord.org

<http://lionsofconcord.org/>

To locate other local clubs: <https://directory.lionsclubs.org/?language=EN>

<https://lionsclubs.org/en>

Lowell Association for the Blind (LAB)

169 Merrimack Street, 2nd Floor,

Lowell, MA 01852

LAB is a non-profit, community-based organization dedicated to working with the blind and visually impaired. Established in 1923, LAB has been serving the Greater Lowell/Merrimack Valley Community for over 91 years. Their mission is to support, educate and nurture the blind and visually impaired residents of the Greater Merrimack Valley by helping them enrich their lives and gain independence.

Phone: 978-454-5704

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

Mass Association for the Blind and Visually Impaired (MAB)

200 Ivy Street

Brookline, MA 02446

Programs and services for the visually impaired: low vision centers, in-home services, support groups, volunteer help, technology.

Phone: 888-613-2777 or (toll free)

508-854-0733 (FAX)

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

Mass Commission for the Blind

600 Washington Street

Boston MA 02111

Eyewear 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.

Information: Mimi Flannery, 617-626-7546

For Carlisle senior care call Alan White, Director of Metro West (includes Carlisle):

617-626-7486 Alan.White@State.MA.US.

Phone: General numbers:

617-727-5550 or 800-392-6450 (toll free) (Voice)

800-392-6556 (toll free) (TTD)

617-626-7685 (FAX)

<https://www.mass.gov/orgs/massachusetts-commission-for-the-blind>

National Federation of the Blind of Massachusetts

Membership organization. Provides information to members and public about blindness and low vision, resources, legislative advocacy.

Mailing address; 22 Cottage Park Ave, Unit 8, Cambridge MA 02140

Meetings are usually held at the Citywide Senior Center (806 Massachusetts Ave, Cambridge) from 5:30 PM - 7:30 PM on the second Monday of each month but check the web for any changes.

Phone: 617-752-1116

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

Perkins Braille and Talking Book Library

This is a free library service for those who meet one or more of the following: are legally blind; have corrected vision, but cannot read for extended periods; have a physical condition that makes holding a book difficult; have been certified by a medical doctor or doctor of osteopathy as having a reading disability with a physical basis which prevents one from reading standard print.

Services include audio described videos, braille books, talking books, talking newspapers and magazines. A complete list of library services can be found at:

<https://www.perkins.org/library/services>

175 North Beacon Street

Watertown, MA 02472-2790

Phone: 800-852-3133 (toll free), 617-972-7240

617-972-7363 (FAX)

<https://www.perkins.org/library>

Perkins School for the Blind

Variety of services for those eligible

175 North Beacon Street

Watertown, MA 02472-2790

Phone: 617-924-3434

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

Talking Information Center

Radio broadcast of newspapers and magazines. Learn about the various ways to listen at: <https://ticnetwork.org/programs/how-to-listen/>

Phone: 800-696-9505 (toll free)

<https://ticnetwork.org/>

VA Boston Healthcare System

Advanced Low Vision Clinic

VA Boston HCS, 8th Floor, Room 8B-52

150 South Huntington Avenue

Jamaica Plain, MA 02130

Primary care, optometry, and low vision exams. Coordinator assessment and plan may include consults/referrals, training or equipment. Services are for veterans and active duty service members with low vision or legal blindness who are eligible to use VA for health care and have a VA primary care provider

Phone: 617-232-9500

https://www.boston.va.gov/services/Advanced_Low_Vision_Clinic_at_Jamaica_Plain.asp

Visions of Independence

34 Crest Road Way
Sharon, MA 02067

On referral from a doctor, trained occupational therapists teach people with limited vision in their homes with new ways to do everyday tasks and introduce them to some simple adaptive equipment that can make doing things a lot easier. May be covered by Medicare or other insurance companies.

Phone: 781-784-3320

<http://visionsofindependence.info/voi.htm>

Domestic Violence

*** For issues of personal safety, do not view these websites if you suspect your computer is being monitored by a violent partner. Most internet use and phone calls are traceable even after computer history is cleared. Please keep this in mind when choosing devices to research issues of domestic violence! ***

General Services

Address Confidentiality Program (ACP)

Survivors of domestic violence, sexual assault, and stalking often attempt to escape from actual or threatened violence by establishing new addresses. Too often the perpetrator of violence locates the new address. ACP provides a means by which victims may use a confidential address in order to stay safe from actual or threatened violence.

Phone: 617-727-3261 or (toll free) 866-SAFE-ADD

<https://www.sec.state.ma.us/acp/acpidx.htm>

Asian Taskforce against Domestic Violence

Phone: 617-338-2355

<https://www.atask.org/site/>

Boston Area Rape Crisis (24/7 hotline)

Phone: (toll free) 800-841-8371

<https://barcc.org/help>

Department of Transitional Assistance Domestic Violence Unit (Lowell Area)

Phone: 978-446-2414

<https://www.mass.gov/service-details/domestic-violence-services>

Domestic Violence Hotline/Shelter-REACH

Phone: (toll free) 800-899-4000

<https://reachma.org/>

Domestic Violence Services Network, Inc.

Phone: (toll free) 888-399-6111

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

National Safelink 24-hour hotline

Phone: (toll free) 800-799-7233

(toll free) 800-787-3224 (TTY)

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

Safelink for Massachusetts

Phone: (toll free) 877-785-2020

<https://www.casamyrna.org/get-support/safelink/>

Rape Crisis Center (24/7, Greater Lowell Area)

Phone: (toll free) 800-542-5212

<https://chhinc.org/>

Voices against Violence

Phone: 508-626-8686 or (toll free) 800-593-1125

(toll free) 844-807-7089 (TTY)

<https://www.smoc.org/voices-against-violence.php>

OTHER EMERGENCY NUMBERS

Gay, Lesbian & Bisexual Violence, National Hotline

Phone: (toll free) 800-799-7233

(toll free) 800-787-3224 (TTY)

<https://www.thehotline.org/is-this-abuse/lgbt-abuse/>

Samaritans (24/7) Suicide Crisis Hotline

Phone: (toll free) 877-870-4673

<https://samaritanshope.org/our-services/247-crisis-services/>

Legal Assistance

South Middlesex Legal Services

Phone: 508-620-1830 or (toll free) 800-696-1501

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

For Reporting of Actual or Suspected Abuse/Neglect

The following agencies will investigate reports of abuse/neglect:

Child Abuse/Neglect (Dept. of Social Services)

Phone: (toll free) 800-792-5200

<https://www.mass.gov/how-to/report-child-abuse-or-neglect>

Disabled Persons Abuse Hotline

Phone: (toll free) 800-426-9009

<https://www.mass.gov/reporting-abuse-and-neglect>

Domestic Violence Services Network (Concord)

DVSN works with people who call the DVSN helpline or who are referred by local agencies, including the police, the court, Emerson Hospital, among others. As appropriate, DVSN will develop safety plans, explain court procedures, and help with financial planning, career coaching, wellness training, self-defense, expanded legal assistance, and specialized trauma-informed therapy for victims and their children.

Phone: (toll free) 888-399-6111 (Helpline)

978-318-3421 (Office)

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

Hagar's Sisters

Hagar's Sisters uniquely provides domestic violence education and support within the context of a woman's spiritual beliefs. Whether she is a woman of deep faith or a woman who questions if God is real, Hagar's Sisters is a safe place to explore the tough spiritual questions every woman asks in the midst and aftermath of abuse. Hagar's Sisters is a Christian program that is not affiliated with any church.

Phone: 508-320-1292 (Hotline)

978-266-0053 (Office)

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

Jane Doe, Inc.: The Massachusetts Coalition Against Sexual Assault and Domestic Violence

14 Beacon Street, Suite 507

Boston, MA 02108

JDI is a coalition of 60 local member programs working together with their allies to find lasting solutions that promote the safety, liberty, and dignity for victims and survivors of sexual and domestic violence. They work for social change to help create a world free of violence and abuse. JDI provides a search tool to locate the programs that service each community. Just enter "01741" in the zip code box or select "Carlisle" from the provided list and press the "Search" button.

https://www.janedoe.org/find_help/search

Phone: 617-248-0922; 617-263-2200 (TTY)

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

Minuteman Senior Services

Phone: 781-272-7177 or (toll free) 888-222-6171

26 Crosby Drive

Bedford, MA

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

The Second Step

P.O. Box 600213

Newtonville, MA 02460

The Second Step partners with adult and children survivors of domestic violence to enhance a supportive community and identify a pathway to physical and emotional healing, housing and financial security.

Phone: 617-965-3999

<https://thesecondstep.org/>

See also ***Violence Prevention and Intervention Services division of the Massachusetts Health and Human Services Department***

<https://www.mass.gov/orgs/division-of-sexual-and-domestic-violence-prevention-and-services>

Elder Abuse

Elder Abuse Guide

Maryville University has created a guide to provide you with all the information you need about elder abuse. This resource defines the various types of elder abuse, outlines the signs of elder abuse, offers ways you can help, and explains how to properly report it as well.

<https://online.maryville.edu/blog/caregivers-guide-to-understanding-recognizing-and-preventing-elder-abuse/>

Institutional Abuse: Department of Public Health

99 Chauncy St, Boston, MA 02111

Phone: (toll free) 800-462-5531

<https://www.mass.gov/orgs/department-of-public-health>

Mass Elder Abuse Hotline

A service provided by the MA Executive Office of Elder Affairs, the Elder Abuse Hotline is open 24 hours a day, 7 days a week.

Phone: (toll free) 800-922-2275

Minuteman Senior Services

Phone: 781-272-7177 or (toll free) 888-222-6171

Ask for Protective Services.

U.S. Dept. of Justice: Elder Justice Website

A resource for victims of elder abuse and financial exploitation and their families.

Available is information about how to report abuse and exploitation and how to find local resources for assistance.

<https://www.justice.gov/ovw/areas-focus>

<https://www.justice.gov/elderjustice/find-support-elder-abuse>

Elder Hotline

Mass Elder Hotline

The hotline is manned Monday through Friday, 10AM-5PM but you can leave a message at other times and they will call you back. They provide 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: (toll free) 888-243-5337

617-727-4765 (TTY)

<https://www.mass.gov/resources-for-elders-at-the-attorney-generals-office>

Elder Info

For more information, please call the COA at 978-371-2895

800 Age Info

Offered through Minuteman 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: (toll free) 800-ageinfo (800-243-4636)

<https://www.800ageinfo.com/>

<https://providers.800ageinfo.com/search-for-services-1>

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 (toll free) 877-211-MASS (6277).

<https://mass211.org>

Mass Senior Care

Allows you to search for facilities meeting your requirements. Provides comprehensive and up-to-date facility data.

Phone: (toll free) 800-CARE-FOR (800-227-3367)

<https://www.maseniorcare.org/consumers>

New LifeStyles

New LifeStyles provides a search tool that lets you find senior community or care providers that best fits your needs. From independent living to skilled nursing care, a simple search will show you the options available. Simply enter the name and state of interest (or its zip code) and the search tool will list the various housing/care facilities and products/services in the area. The Carlisle COA has hard copies of the directory available.

<https://www.newlifestyles.com/>

The Seniors Blue Book

The Seniors Blue Book provides seniors, caregivers and senior professionals a comprehensive source of services, senior housing options, resources and information that enrich the lives of the elder population while affording those businesses and individuals serving that population a unique medium to present their products and services. It lists over 70 categories of information, most of which are free resources that support the community. The guide's producers understand that there are many valuable services available, whether they are paying advertisers or not, and producers are proud to support the communities it serves by listing all options available to its readers, not solely based on advertising. The Seniors Blue Book also provides a senior activities calendar where you can find out about local events and activities, many of which are free, all of which are worthwhile.

<https://www.seniorsbluebook.com/>

<https://www.seniorsbluebook.com/local/boston/>

2Sisters – Senior Living Advisors

2Sisters Senior Living Advisors help families find the best supportive living options, making life transitions easier for seniors and their children. With deep industry expertise, 2Sisters know all the options, from home care to assisted living to memory care. And 2Sisters don't just refer you – they get to know you, tour with you, and guide you. Best of all, with a long family history of making a difference in the lives of seniors, 2Sisters bring a unique empathy and compassion that makes a difficult process as stress-free as possible.

Phone: 617-701-7007

<https://2sisters-sla.com/>

Stop Medicare Fraud

A Medicare website provides information about Medicare fraud, how to prevent it, and how to report incidences of it.

<https://www.medicare.gov/forms-help-resources/help-fight-medicare-fraud>

Emergency Information

Carlisle Fire Department

911 for emergencies

Phone for general business: 978-369-1442

<https://www.carlislema.gov/168/Fire-Department>

Carlisle Police Department

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

<https://www.carlislema.gov/169/Police-Department>

English as a Second Language and Related Services

Gleason Public Library

Provides a variety of resources

Phone: 978-369-4898

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

Greater Boston Chinese Golden Age Center

5 Oak Street West Quincy Tower, Boston, MA 02116

Phone: 617-357-0226

ESL classes are available at their senior centers:

Quincy Tower: 5 Oak Street West, Boston, MA 02116; Phone: 617-423-7563

Hong Lok House: 25-31 Essex St, Boston, MA 02111; Phone: 617-542-7458

Brighton House: 677 Cambridge St, Brighton, MA 02135; Phone: 617-789-4289

<https://gbcgac.org/>

Employment

CareerOneStop

CareerOneStop is the flagship career, training, and job search website for the U.S. Department of Labor. The website serves job seekers, businesses, students, and career advisors with a variety of free online tools, information and resources.

Phone: (toll free) 877-872-5627

(toll free) 877-889-5627 (TTY)

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

MassHire Career Centers

Provides job training and other employment –related information to individuals seeking employment.

420 Lakeside Ave, Suite 301

Marlborough, MA 01752

Phone: (508) 281-6910

<https://www.masshiremsw.com>

Massachusetts One Stop Career Centers

A network of One-Stop Career Centers throughout the Commonwealth of Massachusetts forms the foundation of the state's delivery system for employment and training services for job seekers, employers, and their workers. Job seekers and workers can access a variety of job assistance services, including working with experienced career counselors, attending workshops and short-term training, accessing up-to-date local, statewide and national job listings, using a PC to hunt for jobs, develop your resume, write cover letters, and more

Career Center of Lowell

107 Merrimack Street, Lowell, MA 01852

Phone: 978-458-2503

<https://masshirelowellcc.com/>

<https://www.mass.gov/masshire-career-centers>

Senior Tax Work Program

If you are a Carlisle property owner and sixty years old or older, you are eligible to apply for our Senior Tax Worker Program. If you live with a Carlisle senior who qualifies, you can work on their behalf. Approved applicants provide work assistance to town departments such as the Council on Aging, School, Police, Library, and Town Clerk's office. Tax workers can earn up to \$1,000 working their hours at the current minimum wage. For more information and an application, [click here \(PDF\)](#)

Family Caregivers Information and Referral

For more information, please call the COA at 978-371-2895

Care.com

Internet service for finding caregivers for every facet of care: childcare, special needs care, senior care, pet care, housekeeping and more. Profiles, free job listings and hiring advice are just a few of the unique services they provide to help families and individuals find and select the best care available. However, each individual is solely responsible for selecting an appropriate care provider or care seeker for themselves or their families and for complying with all applicable laws in connection with any employment relationship they establish.

<https://www.care.com/>

Carlisle Council on Aging

Information and referral to local, statewide and national resources:

Phone: 978-371-2895

<https://www.carlislema.gov/173/SeniorsCouncil-on-Aging>

Eldercare Locator

The Eldercare Locator, a public service of the U.S. Administration on Aging, is a nationwide service that connects older Americans and their caregivers with information on senior services

Phone: (toll free) 800-677-1116

<https://eldercare.acl.gov/Public/Index.aspx>

The Family Caregiver Handbook: Finding Eldercare Resources in Massachusetts

The Handbook assists the families and friends of Massachusetts elders in finding information and accessing services. Each section poses basic questions caregivers need to ask – and answer – as they design elder care plans and make elder care choices. Section 8 of the Handbook is a “gateway” to key elder care organizations across the Commonwealth, providing telephone numbers, locations and website addresses so that caregivers can find the most appropriate resources closest to their own community

<http://web.mit.edu/workplacecenter/hndbk/>

Minuteman Senior Services

Family Caregiver Support Program

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

26 Crosby Drive

Bedford, MA 01730

Phone: 781-272-7177 or (toll free) 888-222-6171

<https://www.minutemansenior.org/our-services/caregiver-support>

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

New LifeStyles

New LifeStyles provides a search tool that lets you find senior community or care providers that best fits your needs. From independent living to skilled nursing care, a simple search will show you the options available. Simply enter the name and state of interest (or its zip code) and the search tool will list the various housing/care facilities and products/services in the area. The Carlisle COA has hard copies of the directory available.

<https://www.newlifestyles.com/>

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<https://www.seniorsbluebook.com/>

<https://www.seniorsbluebook.com/local/boston/>

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Phone: 617-701-7007

<https://2sisters-sla.com/>

Financial Assistance

For help with housing see [Housing](#) section.

General Services

AARP Foundation Tax Aid

AARP Foundation Tax-Aide offers free tax preparation help to anyone if you're 50 or older, and can't afford a tax preparation service. AARP Foundation Tax-Aide has more than 5,000 locations in neighborhood libraries, malls, banks, community centers and senior centers. There's no fee and no sales pitch for other services and AARP membership is not required. During tax season (January/early February to April 15), you can find locations at:

https://www.aarp.org/money/taxes/aarp_taxaide/

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

Benefits Check Up

A free service of the [National Council on Aging](#) (NCOA).

There are over 2,000 federal, state and private benefits programs available to help adults over 55 get tax relief or pay for prescription drugs, health care, utilities, and other basic needs, but many people don't know these programs exist or how they can apply. By answering a series of questions on the BenefitsCheckUp website, you will get a report describing the programs you may get help from.

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

Budget Buddies

BB builds the financial literacy, confidence, and security of low-income women and girls through a unique program that combines instructional workshops and personal, one-to-one coaching. They work with clients referred by local social service agencies and tailor our program to their needs. Workshops cover a variety of financial topics and volunteer coaches serve as personal mentors and customize assistance to each client.

114 Turnpike Road Suite 2D

Chelmsford, MA 01824

Phone: None provided

To request their services, go to their website, select "Contact" and enter your information into their contact form.

<https://budgetbuddies.org/>

Consumer Credit

130 Rumford Ave #202,

Auburndale, MA 02466

A non-profit organization offering financial education and credit counseling. The website offers bankruptcy, credit and housing counseling, as well as help forming debt management programs.

Phone: 800-769-3571 (toll free)

<https://www.consumercredit.com/>

Economic Assistance Resources for Carlisle Residents - Resource Guide

See <https://www.carlislema.gov/DocumentCenter/View/1797/Economic-Resources-Guide-updated-Mar-2019?bidId=>

Financial Fitness Center

Metro Community Development Corp (MCDC) offers financial coaching to individuals who want to make permanent, positive changes in their financial futures. Coaches work with individuals for about 3-5 hours monthly to create budgets, increase financial skills and knowledge, improve credit scores, and pursue higher paying jobs. Call or email for additional information or to request services.

Phone: 508-658-0880

Email: info@strongcommunity.org

<http://strongcommunity.org/financial-fitness/financial-coaching/>

Massachusetts Assistive Technology Loan Program

The Massachusetts Assistive Technology Loan Program, operated by [Easter Seals Massachusetts](#), is an alternative financing project that gives people with disabilities and elders access to low interest cash loans to purchase assistive devices and services such as hearing aids, electric wheelchairs or scooters, adapted vehicles, computers with special programs.

Phone: 800-244-2756 x 431 or x 428 (toll free), TTY: 800-564-9700 (toll free)

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

Massachusetts Health and Human Services

Massachusetts offers services and resources to keep you and your loved ones healthy, safe, and happy. These include housing assistance, health insurance, and food and cash assistance among others.

<https://www.mass.gov/topics/health-social-services>

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 (toll free) or 781-272-7177

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

Money Management International

225 Franklin St., #2672

Boston, MA 02110

MMI is a nonprofit, full-service credit counseling agency delivering professional financial guidance, credit counseling, community-wide educational programs, debt management assistance, bankruptcy counseling and education services, and housing counseling assistance to consumers via phone, Internet and in-person sessions. There is no fee or obligation for clients engaging in a counseling session. Normally, if a client chooses to establish a Debt Management Plan, there will be a one-time set-up charge and a monthly fee to contribute toward the cost of administering a Debt Management Plan.

Phone: 888-845-5669 (toll free) or 866-889-9347 (toll free) (for new clients)

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

National Foundation for Credit Counseling

NFCC provides credit, housing and bankruptcy counseling, as well as other financial education and consumer tools.

Phone: 800-388-2227 (toll free)

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

Weatherization Assistance Program (WAP)

Community Teamwork, Inc. (CTI)

45 Kirk Street, Lowell, MA 01852

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: 978-654-4904

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

<http://www.commteam.org/how-we-help/housing-utilities/liheap/weatherization-assistance-program-wap/>

Taxpayer Help & Resources

VITA Tax Preparation

Volunteer Income Tax Assistance (VITA) is a program of the Internal Revenue Service that trains and equips volunteers in the community to prepare simple tax returns for individuals with incomes less than \$56,000 per year. This service is offered through the Metro Community Development Program (MCDP). Occasionally services are provided for back years taxes and amended returns during the spring and summer months, as needed.

Tax preparation begins in February on Saturday mornings and Thursday afternoons in Marlborough. Call 508-658-0882 to make an appointment. Appointments are required. Call or email for additional information or to request services.

Phone: 508-658-0880

Email: info@strongcommunity.org

<http://strongcommunity.org/financial-fitness/vita-tax-preparation/>

<https://www.irs.gov/help/telephone-assistance>. This IRS website has a list of hot topics. It recommends “Before you call, check out the topics people ask about most. We have high call volumes and encourage you to click on one of these hot topics for faster service.”

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, 800-829-1040

Mon-Fri, F, 7:00 a.m. – 7:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

Telephone Assistance for Businesses:

Toll-Free, 800-829-4933

Mon -Fri, 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, 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 800-829-4059 (TDD)

Mon-Fri, 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 800-908-4490 (Automated and live assistance)

Mon-Fri, 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.

<https://www.mass.gov/guides/who-to-call-at-dor>

Utility Assistance

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

Cell Phones

The Lifeline Program is a government benefit program that provides eligible low-income consumers a monthly discount on telephone service to help them stay connected to the nation's communications networks, find jobs, access healthcare services, and call for help in an emergency. This service includes, where available, a monthly discount on internet service. The state has published a program guide that can be found here: [Lifeline program guide](#). It describes the benefits and eligibility requirements, and provides a list of the service providers along with their contact information (phone numbers and websites).

<https://www.mass.gov/service-details/lifeline-services>

Fuel Assistance (Nov. through April)

Low Income Home Energy Assistance Program (LIHEAP)

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.

Phone: 800-632-8175

<https://www.mass.gov/service-details/learn-about-low-income-home-energy-assistance-program-liheap>

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. Fuel assistance is also available based on income and other criteria. Contact the COA at 978-371-2895 to review eligibility and more information.

Phone: 978-458-3396 (Lowell Salvation Army)

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

<http://www.magoodneighbor.org/assistance.html>

MASSSave

Provides energy conservation services; also home energy analysis to help you save on energy bills. (Eversource and National Grid)

<https://www.masssave.com/>

Comcast:

(toll free) 800-622-2278

<https://my.xfinity.com/>

Eversource:

(toll free) 800-592-2000

<https://www.eversource.com/content/ema-c/residential/my-account/billing-payments/help-pay-my-bill>

National Grid:

(toll free) 800-732-3400

<https://www.nationalgridus.com/MA-Gas-Home/Bill-Help/Payment-Assistance-Programs>

Verizon:

(toll free) 800-837-4966

<https://www.verizon.com/?lid=//global//residential>

Fitness Programs

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

Carlisle Recreation Program - Yoga

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

Phone: 978-369-9815

<http://carlisle.org.assn.la/>

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

<https://www.carlislema.gov/437/Programs-Services>

Mass Senior Games

Athletic competition for all Mass seniors. You will need to “Sign In” to create an account which then lets you register for events of your choosing. Each event has a registration fee. (Some events are free to veterans.) All participants receive Mass Senior Games t-shirts; winners receive gold, silver or bronze medals.

Phone: 413-206-6274

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

Food and Nutrition

See also the “[FOOD ASSISTANCE](#)” chart for a list of Community Food Pantries and Community Suppers.

See also the state’s Department of Transitional Assistance which assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency:

<https://www.mass.gov/orgs/departement-of-transitional-assistance>

General Services

Carlisle Council on Aging

- Meals on Wheels (frozen and hot meals): Contact Minuteman Senior Services (888-222-6171 toll free or 781-272-7177) for daily meals. Deliveries are made by COA volunteers on Tuesdays and Thursdays
- Monthly luncheons: on the third Thursday, 11:45 PM Union Hall. Donation.
- Alternate lunches: September – June, first Wednesday or Thursday. Donation
- Nashoba Tech: October – May, by schedule on Wednesday. Fee
- Monthly Coffee: September – June, first Wednesday or Thursday of the month. Sleeper Room at Village Court, School Street. FREE.
- Men’s Breakfast: September – June, generally the second Thursday of the month. Unless otherwise noted. (Fri in 2020); Sleeper Room at Village Court, School Street. Donation.
- Women’s Breakfast: By appointment, Sleeper Room at Village Court, School Street. Donation.

See weekly [Bits and Bytes](#) and the [COA Newsletter](#) that is produced every other month for details.

Phone: 978-371-2895

Commodity Supplemental Food Program (CSFP)

CSFP in Massachusetts is administered by Greater Boston Food Bank in partnership with the state department of education. This is a once-a-month food distribution for low-income individuals 60 years of age or older. Eligible individuals receive two free already packed bags of food once a month containing healthy shelf stable products. Proof of identity and age are required to apply.

Phone: 617-598-5003 (to get an application and learn of the closest distribution center)
csfp@gbfb.org

2015-2020 Dietary Guidelines for Americans

The 2015–2020 Dietary Guidelines is designed to help Americans eat a healthier diet. Intended for policymakers and health professionals, this edition of the Dietary Guidelines outlines how people can improve their overall eating patterns — the complete combination of foods and drinks in their diet. This edition offers 5 overarching Guidelines and a number of Key Recommendations with specific nutritional targets and dietary limits.

<https://health.gov/dietaryguidelines/2015/>

Family Table Market Place

Jewish Family & Children's Service
1430 Main Street
Waltham, MA 02451

The Family Table is the largest kosher food pantry in New England. Our clients are individuals and families in need, including people with disabilities, seniors living on fixed incomes, Holocaust survivors, survivors of domestic abuse, and people who have experienced job loss or underemployment. Carlisleans are welcome at the pantry but the Family Table is sorry that they cannot make home deliveries to Carlisle at this time. For the Family Table Market Place, please call to apply. Times will be confirmed upon acceptance of your application.

Phone: 781-647-JFCS (5327)

<https://www.jfcsboston.org/Our-Services/Community-Services/Center-for-Basic-Needs-Assistance/Family-Table>

Food Stamps/SNAP (Supplemental Nutrition Assistance Program)

SNAP helps people lower the grocery bill and buy the food needed for good health. A food card is provided to those who are eligible, and benefits are given monthly to use to buy groceries. SNAP is for everyone who meets the eligibility requirements and income limits. SNAP benefits are provided by the federal government. The Department of Transitional Assistance (DTA) administers SNAP in Massachusetts. Contact one of the organizations below for more information or to apply:

Department of Transitional Assistance: 877-382-2363 (toll free),

<https://www.mass.gov/snap-benefits-food-stamps>, or visit a local DTA office

Project Bread's Food Source Hotline: ([See below](#))

SNAP Outreach at The Greater Boston Food Bank: 617-598-5022 or

<https://www.gbfb.org/what-we-do/our-programs/snap/>

Hannaford Dietary Assistance

Hannaford Dietitians are in stores to help you make healthier decisions! Whether you need help understanding food labels or finding foods that support a change in your diet - like gluten free or diabetic options - their experts are available to answer your nutrition questions! Hannaford offers classes, demonstrations, and responds to questions posted by email (dietitian@hannaford.com). To talk to the in-store dietician on their scheduled day (or to leave a message on other days), dial the phone number for the Hannaford store of your choosing, select the option for “department” and then the “customer service checkout” option.

These are two of the closest Hannafords:

Chelmsford (66-2 Drum Hill Shopping Center): 978-459-9304

Lowell (777 Rogers Street): 978-446-7862

For a schedule of when a dietician is at these and other store locations, for their individual emails and their store phone numbers, see:

<https://www.hannaford.com/content.jsp?pageName=HLClasses&leftNavArea=HealthLeftNav> or

https://www.hannaford.com/assets/hf/assets/pdf/cms/healthnutrition/MA_HL_Classes.pdf

For information on other things Hannaford’s offers for dietary assistance, see:

<https://www.hannaford.com/content.jsp?pageName=HealthNutritionLanding&leftNavArea=HealthLeftNav>

LGBT Community Meals for Older Adults

We now have a nice variety of offerings from weekly luncheons, monthly brunches, a monthly women’s program and two monthly supper programs. There is also a nice diversity in the location for each of the ten programs. See “Community Meal Programs for LGBT Older Adult” section on the website for a list of current offerings.

<https://fenwayhealth.org/the-fenway-institute/lgbt-aging-project/programs-support-groups/>

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 Tuesday and Thursday deliveries are made by COA volunteers.

Phone: 888-222-6171 (toll free) or 781-272-7177

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

Neighbor Brigade

Neighbor Brigade establishes community-specific networks of volunteers that can be mobilized to help residents facing sudden medical crisis on a temporary basis, who will manage day-to-day tasks such as meal preparation, rides, and basic household chores. Requests must be submitted on their web site or by calling them. A “chapter leader” will typically respond in less than 24 hours. Services are free of charge.

Phone: 855-241-HELP(4357) (toll free)

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

Nutrition Info Line of the American Dietetic Association

Phone: 800-877-1600 (toll free)

<https://www.diet.com/g/american-dietetic-association>

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

Project Bread

Project Bread's FoodSource Hotline has counselors who will refer callers to food resources in their community as well as provide them with information about elder meals programs and about the Supplemental Nutrition Assistance Program (SNAP), screening them for eligibility and helping them with their application.

Phone: 800-645-8333 (toll free), TTY 800-377-1292 (toll free)

Monday-Friday 8am-7pm & Saturday 10am-2 pm

<http://www.projectbread.org/get-help/foodsource-hotline.html>

Table of Plenty

First Parish Unitarian Universalist Church

2 Westford Street

Chelmsford, MA 01824

A free weekly meal is served every Tuesday from 5:00 - 6:00 PM. All are welcome, no questions asked.

Phone: 978-710-8328

<http://tableofplentyinchelmsford.org/index.htm>

Women, Infants and Children (WIC) Nutrition Program

WIC is a nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services, free of charge, to Massachusetts families who qualify. WIC is for all kinds of families: married and single parents, working or not working. If you're a parent or legal guardian of a child under 5, you can apply for WIC for your child.

Lowell WIC Program Main Clinic

45-47 Kirk St., 1st Floor, Lowell, MA 01852

Phone: 978-454-6397

Bedford WIC Program (Military only)

188 Marrett Street, Building 1540, Hanscom AFB, MA 01731

Phone: 781-862-1420 (1st and 3rd Wednesdays of the month; 8:30AM-3:30PM)

<https://www.mass.gov/service-details/buy-good-food-with-wic>

<https://www.mass.gov/women-infants-children-wic-nutrition-program>

Locations for Ready to Eat Meals

Ferns Country Store

8 Lowell Road, Carlisle, MA 01741

Ready-to-eat meals, pizza (after 4:00 PM), full deli, grocery, coffee, bakery, indoor and outdoor cafes.

Phone: 978-369-0200

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.

During school year: 11:30 AM – 1:00 PM Tuesdays and Thursdays (ala carte) and Friday (buffet); closed Monday and Wednesday

Phone: 781-861-6500 x4631

<https://www.minuteman.org/Page/129>

Nashoba Valley Technical High School

Besides the wonderful meals, The Elegant Chef also has a bakery.

The Elegant Chef Restaurant

100 Littleton Road, Westford, MA 01886

Serving lunch September – June; 11:30 AM – 1:00 PM Tuesday – Thursday (à la carte) and Friday (buffet)

Phone: 978-692-9958 or ask for transfer to “Culinary” after calling 978-692-4711

https://www.nashobatech.net/contacts/the_elegant_chef_and_bistro

Northeast Correctional Center

Fife and Drum

1 Barretts Mill Rd., P.O. Box 1069, West Concord, MA 01742

The Fife and Drum Restaurant is located in the minimum-security prison in Concord.

You drive up and park in the small lot and then walk in and give the guard your driver's license and sign in. The restaurant is located just off the lobby and it's small and normally only open Tues-Fri between 11:30 and 12:30. No cameras or electronic devices are allowed inside. One main course that changes daily or a weekly sandwich, soup and salad, soft drinks, dessert and coffee is included in the \$3.21 price.

Phone: 978-371-4941 x1109 (Ed Jacobs): To see if they will be open to the public on the day you want to go 978-371-4941 x1109 (Ed Jacobs) or x1201 (Sue Britton): To arrange for groups of 10 or more

Shawsheen Valley Technical High School

Ram's Den Restaurant

100 Cook Street, Billerica, MA 01821

The Ram's Den Restaurant offers two seatings (11:30 AM and 12:00 noon). Open every weekday, except holidays and school vacations. Excellent food at low cost. Also offers frozen meals to take home. Call for reservation between 8:30 AM and 10:30 AM. (School has an excellent bakery as well -- open 9:00 AM – 12:00 PM.).

Phone: 978-671-3668 (restaurant)

978-671-3674 (bakery)

978-667-2111 (school's main number)

<https://www.shawsheentech.org/site/Default.aspx?PageID=551>

United Teen Equality Center (UTEC) Lowell

Café UTEC

41 Warren St., Lowell MA 01852

Café UTEC is way more than your average lunchtime eatery. While enjoying a delicious panini, a salad of locally-sourced veggies, or a fresh-baked cookie, you are also showing support of UTEC's important mission to ignite and nurture the ambition of our most disconnected youth to trade violence and poverty for social and economic success. As one of our Workforce Development and Social Enterprise programs, Café UTEC provides youth most in need the opportunity to gain valuable job skills and real earnings to help them pursue positive life choices. Additionally, young leaders are engaged in the building and management of our businesses, further igniting their entrepreneurial spirit. Offers soup, salads, sandwiches, cookies, and non-alcoholic beverages prepared by local at-risk youth from the Lowell, Lawrence and Haverhill areas. Although the Café is open Monday-Friday from 8:00 AM-3:00PM, you should get there between 12:15 and 12:50 to place your order at the counter.

Phone: 978-441-9949

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

<https://utecinc.org/what-we-do/social-enterprises/food-services/>

Food Assistance

Massachusetts FoodSource Hotline

Project Bread's toll-free FoodSource Hotline is a comprehensive statewide information and referral service in Massachusetts for people facing hunger. FoodSource Hotline counselors refer callers to food resources in their community as well as provides them with information about school meals, summer meal sites for kids, elder meals programs, and the Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps.

Phone: 800-645-8333 (toll free)

TTY: 800-377-1292 (toll free)

Hotline Hours:

Monday, Friday from 8:00 am - 7:00 pm

Saturday, 10:00 am - 2:00 pm

<http://www.projectbread.org/get-help/foodsource-hotline.html>

Note: Most agencies will request a picture ID which includes the client's address.

In times of crisis (natural disasters, health-related epidemics), the days and/or hours of operation for food assistance organizations may change frequently. Community lunches or dinners may also be suspended. Call or check the website to obtain the most current information. Alternatively, call the Massachusetts FoodSource Hotline (see above) and press #5 for current information on local food pantries.

<p>Acton Community Supper and Food Pantry 978-635-9295 235 Summer #205, Boxborough MA Food Pantry and Clothing Closet hours:</p> <ul style="list-style-type: none"> • Wednesdays, 10:00 AM – 7:00 PM • Thursdays, 9:30 AM – 11:30 AM • The Pantry is closed one week of every month - the week of the 4th Wednesday of the month. <p>Clothes Closet: free clothing. All are welcome https://www.actonfoodpantry.org/</p>	<p>Lowell Senior Center 978-970-4131 276 Broadway St. Lowell, MA Meals: Monday – Friday</p> <ul style="list-style-type: none"> • Breakfast (\$0.50) 6:00 AM - 9:00 AM • Lunch (\$2.50) 11:15-noon
<p>Central Food Ministry 978-454-7445 370 W. Sixth St. Lowell, MA Food Pantry hours:</p> <ul style="list-style-type: none"> • Tues, Wed, Thu: 10:00 AM-1:00 PM • Thu: 7:00-8:00 PM 	<p>Lowell Transitional Living Center 978-458-9888 189 Middlesex St. Lowell, MA Meals every day Sun-Sat</p> <ul style="list-style-type: none"> • Breakfast: 6:45 AM – 8:00 AM • Lunch: 11:45 AM – 1:00 PM • Dinner: 5:45 – 6:45 PM
<p>Christ Church United 978-459-9631 1 Bartlett St. Lowell, MA Meals: Wed</p> <ul style="list-style-type: none"> • Breakfast 10:00 -11:15 AM • Lunch: 12:00 - 1:15 PM 	<p>Open Table, Inc. 978-369-2275 First Parish Church 20 Lexington Rd, Concord 01742 http://www.opentable.org</p> <ul style="list-style-type: none"> • Free dinner Thursdays starting at 5:30 PM <p>Open to residents of any town</p>
<p>Dwelling House of Hope 866-674-9988 (toll free) 125 Mt. Hope St Lowell, MA</p> <ul style="list-style-type: none"> • Saturday 9:00 AM – 12:00 PM 	<p>Open Table, Inc. 978-369-2275 33 Main St. Maynard, MA 01754 http://www.opentable.org</p> <ul style="list-style-type: none"> • Dinner: Tue. 5:00-7:00pm <p>Pantry (by appointment):</p> <ul style="list-style-type: none"> • Mon. & Thu. 3:00-7:00pm; • Tue. (for seniors) 1:00-3:00pm <p>Open to residents of any town</p>

<p>Food Pantry 978-443-3168 Our Lady of Fatima Church 160 Concord Rd. Sudbury, MA 01776</p> <ul style="list-style-type: none"> • Tuesdays and Thursdays 12:00 to 2:15 PM <p>If this is your first time, you will need a government-issued photo ID and proof of residence (e.g., driver's license and utility bill) and register at 11:45 AM. Closed when Sudbury schools are closed because of weather. http://sudburyfoodpantry.org/</p>	<p>Salvation Army 978-458-3396 150 Appleton St. Lowell, MA</p> <p>Meals</p> <ul style="list-style-type: none"> • For 55 and older (\$2 donation suggested): <ul style="list-style-type: none"> ○ Breakfast Tue & Thu 8:30 AM – 10:00 AM ○ Lunch Tue & Thu starting at 11:30 – noon • For all (no donation) <ul style="list-style-type: none"> ○ Lunch Sat 1:00 – 2:00 PM ○ Dinner Sun starting at 4:30 – 5:00 PM <p>Pantry: Mon, Wed, Fri: 9:00 AM – 11:00 AM</p>
<p>Greater Boston Foodbank Website: https://www.gbfb.org/ Enter your zip code (e.g., 01741) into the search box at https://www.gbfb.org/need-food/ to get a list of places that have food banks or community meals. Click on "More Info" to get their times of operation and phone number. You should call to confirm the times. (The website does not always have current information)</p>	<p>St. Paul's Kitchen 978-430-0653 273 Summer St. Lowell, MA</p> <p>Meals: Dinners Mon – Fri: 5:00 – 6:00 PM</p>
<p>Helping Hand Pantry 617-876-4381 While St. James Episcopal Church (1991 Massachusetts Avenue) is being redeveloped, the food pantry is located at the rear door in the middle of the three towers at the: Fresh Pond Apartments 364 Rindge Ave. Cambridge, MA 02140 Hours of operation (but call before going to confirm):</p> <ul style="list-style-type: none"> • Tues: 12:30 PM - 1:30 PM • Thu: 11:00 AM – 12:30 PM <p>Bring Massachusetts ID or driver's license. You should ½ hour before opening time to pick up a ticket.</p>	<p>Table of Plenty 978-710-8328</p> <p>Meals are normally served at: First Parish Unitarian Universalist Church 2 Westford Street Chelmsford, MA 01824</p> <p>They are temporarily being served at: 75 Groton Road (Rte 40) North Chelmsford, MA 01824</p> <p>See http://tableofplentyinchelmsford.org/ for any changes Every Tuesday from 5:00 - 6:00 PM.</p>

Lex Eat Together

No Phone

Lex Eat Together in Lexington, MA consists of volunteers who desire to share community with those in need. All are welcome without question.

Church of Our Redeemer

6 Meriam St.

Lexington, MA 02420 • Wednesdays at 5:15 to 6:30 PM

<http://www.lexeattogether.org>

Supper will not operate when the Lexington Public Schools close for weather reasons.

Grocery Delivery***Crescent Ridge Dairy***

Weekly home deliveries with a \$4 delivery charge. Minimum order of \$15.

Phone: 781-784-2740

<https://crescentridge.deliverybizpro.com/home.php>

Roche Brothers

Delivery charge is \$9.95 (no minimum order).

Roche Brothers has a call-in service whereby they will take your order, do the shopping for you and deliver your order to your house. They take these orders only on Monday, Tuesday or Wednesday but you can choose any day for the delivery, although they cannot guarantee same-day delivery. There is an additional \$5.00 charge for this service.

Phone: 978-263-0404

978-694-5442 (for the call-in service)

<https://www.rochebros.com/>

Stop & Shop (PeaPod)

Delivered to your home for a cost, with a minimum order. Refer to

<https://www.peapod.com/pages/newconsumerfaq> for costs.

Phone: 800-573-2763 (toll free)

<https://www.peapod.com/>

Government Health Insurance Benefits

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 (toll free)

<https://www.mass.gov/orgs/executive-office-of-health-and-human-services>

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 (toll free)

<https://masmp.org/>

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 (toll free)

<https://www.medicare.gov/>

Medicare Replacement Card

Free personal online Social Security information.

<https://www.ssa.gov/ssnumber/#issnrc>

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: 800-243-4636 (800-age-info) (toll free)

<https://www.mass.gov/prescription-drug-assistance>

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 (toll free)

Appointments with the Carlisle SHINE Counselor can be made by calling the Carlisle COA. Phone: 978-371-2895.

<https://www.masslegalservices.org/content/qmb-slmb-and-qi-programs>

<https://www.medicare.gov/your-medicare-costs/help-paying-costs/medicare-savings-program/medicare-savings-programs.html>

Hairdresser/Cosmetology

Haircuts at Your Place

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

Hair on the Go

Call Suzanne Hickey or Georgia Traintafille
Phone: 978-457-0390 Phone: 978-807-9208

Minuteman Career and Technical High School Salon

758 Marrett Rd.

Lexington, MA 02421

Salon Hours: Tues, Thurs & Fri 9:15 AM – 12:00PM; Wed 9:15-11:30 AM

20% Senior discounts on Tuesdays and Wednesdays.

Hair, nail and skin care.

Appointments

Phone: 781-861-6500 X2732

<https://www.minuteman.org/Page/405>

Nashoba Valley Technical High School Salon

100 Littleton Road, Westford, MA 01886

Salon Hours: Wednesday – Friday 9:00 AM – 1:00 PM

Hair, nail and skin care.

Phone: 978-692-4711 X6142

https://www.nashobatech.net/contacts/cosmo_cuts_salon

Shawsheen Valley Technical High School

100 Cook Street, Billerica, MA 01821

Hair and nail care.

Services given by juniors and seniors on alternate weeks, Monday - Friday.

Junior week hours: 8:30 -10:30

Senior week hours: 8:00-11:00

Phone: 978-671-3677

<https://www.shawsheentech.org/Page/564>

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/Patient-Care/Health-Topics/Health-Care-Proxies-and-End-of-Life-Care/Health-Care-Proxies-and-End-of-Life-Care/#.VmWXb7grLIU>

or at <http://www.massmed.org/>, select "Health Topics" from the "Patient Care" pull down tab and then click "Read More" under "Health Care Proxies and End of Life Care"

or for an instructional package (\$6 charge) or free form:

<https://masshealthdecisions.org/get-health-care-proxy-forms/>

Minuteman Senior Services

Health Care Planning: Minuteman Senior Services is partnering with Honoring Choices Massachusetts to bring you health care planning information and tools to make a personal health care plan. Health care planning is not one document or one conversation, but a life process to get the best possible care that matches your values and choices at every stage of health. It's generally recommended that a basic plan include a Health Care Proxy, a Personal Directive (Living Will), and a Durable Power of Attorney for the best protection of your rights and choices under Massachusetts law. Start by choosing a Health Care Agent, your advocate who can step in to talk with clinicians and make decisions on your behalf if you are not able to make decisions yourself. The link below has forms to get you started.

Phone: 888-222-6171 (toll free) or 781-272-7177

<https://www.minutemansenior.org/resources/health-care-planning>

Health Information - Journals and Internet Access

Affordable Health Care Act

Current information about the Government health care program can be found at:

<https://www.healthcare.gov>

Cancer Caregivers and Family

Find out what to expect if you become a caregiver for a person with cancer and get tips for making sure that you take care of yourself as well.

<https://www.cancer.org/treatment/caregivers.html>

Gleason Public Library

Provides a variety of resources and internet access

Phone: 978-369-4898

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

Healthy Living Center of Excellence

The Healthy Living Center of Excellence is an innovative collaborative between Elder Services of the Merrimack Valley, Inc., a community-based organization, and Hebrew Senior Life, a medical provider with a goal of helping seniors remain independent and in the community as long as possible. By combining our expertise in the aging service and medical networks, the collaborative encourages older adults to become active partners in managing their health. The Center offers free workshops on several topics at various locations in the area.

Phone: 978-946-1211

<https://www.healthyliving4me.org/>

<https://www.healthyliving4me.org/about-us/> (programs; workshop time and place)

Mesothelioma Applied Research Foundation

The Mesothelioma Applied Research Foundation is the nonprofit (501c(3)) collaboration of patients and families, physicians, advocates, and researchers dedicated to eradicating the life-ending and vicious effects of mesothelioma. The Foundation seeks to offer hope and support to patients and families by educating them on the disease, helping them to obtain the most up-to-date information on treatment options and to connect with meso treatment specialists, and providing them assistance, emotional support and community with others. It seeks to fund the highest quality and most promising meso research projects from around the world through rigorous peer-review; and to raise awareness of meso, and to advocate that the public and private sectors partner in the effort to cure it by directing the resources needed to stop this global tragedy.

1615 L Street NW, Suite 430

Washington, DC 20036

Phone: 877.363.6376 (toll free)

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

Understanding and Living with Dementia: A Resource for Families

by Hebrew Senior Life

<https://nselder.org/wp-content/uploads/2013/08/Dementia-resource-Guide-2016.pdf>

Women Health Care through Medicare

Mammograms: <https://www.medicare.gov/coverage/mammograms>

Cervical& vaginal cancer screenings: <https://www.medicare.gov/coverage/cervical-vaginal-cancer-screenings>

Health Resources for Low-Income and Uninsured

Charles River Community Health Center

The Charles River Community Health Center offers both medical and dental care in Allston-Brighton and Waltham. You may be placed on a waiting list for care.

Phone: 617-783-0500

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

Community Health Connections

Community Health Connections of a federally qualified health center serving North Central Massachusetts. They have locations in Fitchburg, Gardner, and Leominster. They provide primary medical, dental, behavioral health, optometry, podiatry, acupuncture, and substance use disorder treatment. They accept Mass Health, Health Safety Net, and most commercial health insurance plans. They also help the uninsured enroll in health insurance and offer a Sliding Fee Discount to those who qualify. They have pharmacies offering low cost prescriptions at their Fitchburg and Gardner locations.

Phone: 978-878-8100

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

Edward M. Kennedy Community Health Center

The Edward M. Kennedy Community Health Center has locations in Worcester, Clinton, Framingham and Milford, offering medical care, dental care, behavior health and a low-cost pharmacy, regardless of an individual's ability to pay. They have staff members who will help individuals find appropriate insurance plans.

Phone: 800-853-2288 (toll free)

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

Health Care For All Helpline

Health Care For All Helpline is the only statewide multilingual phone service that helps Massachusetts residents at all income levels with enrolling into health insurance coverage, answering questions about insurance, and troubleshooting cases. The Helpline is much more than a phone service; counselors form relationships with their clients and hear from them whenever they need help.

Phone: 800-272-4232 (toll free)

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

Lowell Community Health Center

161 Jackson St,

Lowell MA

Lowell Community Health Center provides services to adults and children regardless of their ability to pay.

Phone: 978-937-9700

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

Metrowest Free Medical Clinic (Sudbury, Framingham)

The MetroWest Free Medical Program offers free medical care to those who are uninsured and underinsured in the MetroWest communities.

Phone: 508-656-0740

<http://metrowestfreemedicalprogram.org/>

Hospice

Ascend Hospice

100 Locke Drive
Marlborough, MA 01752
Phone: 508-229-8390
866-821-1212 (toll free)

<http://ascendhospice.com/>

Beacon Hospice

Beacon Hospice has been part of the Amedisys family since 2011.
13 Branch Street, Suite 100, Methuen MA 01844
Phone: 978-837-3333
877-242-8394 (toll free)

<https://www.amedisys.com/beamcon/>

Care Dimensions

75 Sylvan St, Suite B-102
Danvers, MA 01923
Phone: 978-774-7566
888-283-1722 (toll free)
888-287-1255 (toll free referral line for new patients)

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

Compassionate Care Hospice

800 West Cummings Park
Woburn, MA 01801
Phone: 781-935-5550 or toll-free 866-209-4371

<https://locations.amedisys.com/ma/woburn/>

<https://www.amedisys.com/compassionate-care-hospice/>

Hospice and Palliative Care Federation

Referrals to hospice programs.
Phone: 781-255-7077

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

VNA Care

Care can be provided wherever you live: a private home or apartment, or in a nursing home or skilled nursing facility. Hospice care may also be provided in a short-term inpatient setting, such as in one of their three hospice residences located in [Cambridge](#), [Needham](#) or [Worcester](#)

Phone: 800-521-5539 (toll free)

<https://vnacare.org/patients/by-service/hospice-care>

Housing

General Services

Carlisle Housing Board

Look in the "Affordable Housing" link that can be found in the list at the left of the "Departments, Boards and Committees" page:

<https://www.carlislema.gov/544/Departments-Boards-Committees>

Carlisle Elderly Housing Association

Village Court, 146 Church Street, Carlisle

The Carlisle Elderly Housing Association, a non-profit corporation, obtained land from the Town of Carlisle and a private party - and with the aid of funds acquired from the US Department of Housing and Urban Development, USDA Rural Development, and others, it built Carlisle Village Court. Village Court is an active senior community located in the heart of Carlisle close to the library, schools and the lively center of the Town. Village Court residents must meet certain income guidelines and be 62 years of age or older. Handicapped or disabled persons may become residents regardless of age. Residents meeting these requirements may be eligible for rental subsidies. Please contact The Hodges Companies for current residency requirements, available rental subsidy information, apartment availability, or other matters.

Phone: 800-742-4686 (toll free)

603-224-9221

TDD: 800-545-1833 X 614 (toll free)

<https://www.carlisle.org/ceha/>

Benfield Farms

Benfield Farms, 575 South Street, Carlisle

62+ community is located just two miles from the center of Carlisle, Massachusetts and offers one- and two-bedroom apartment homes with amenity rich community features. Benfield Farms was developed and is managed by NOAH (Neighborhood Affordable Housing). Please request an application by email at

propertymanagement@noahcdc.org or call 617-567-5882. Office hours are Monday-

Friday 9:00 AM – 5:00 PM

143 Border St.

East Boston, MA 02128

<https://noahcdc.org/>

Economic Assistance Resources for Carlisle Residents - Resource Guide:

<https://www.carlislema.gov/DocumentCenter/View/1797/Economic-Resources-Guide-updated-Mar-2019?bidId=>

Housing and Urban Development (HUD)

HUD sponsors housing counseling agencies throughout the country that can provide advice on buying a home, renting, defaults, foreclosures, and credit issues. These agencies can be found by clicking on Massachusetts (or any other state of interest) on the map or selecting the state from the provided list at this website:

<https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm>

If you are trying to avoid foreclosure, you can find applicable agencies by clicking on or selecting the state here:

<https://apps.hud.gov/offices/hsg/sfh/hcc/fc/index.cfm>

For help with the Federal Housing Administration (FHA) reverse mortgages, otherwise known as home equity conversion mortgages (HECMs), select the state of interest at:

https://entp.hud.gov/idapp/html/hecm_agency_look.cfm

Massachusetts, Department of Housing and Community Development

The DHCD provides foreclosure, housing, shelter and fuel assistance information and resources.

Phone: 617-573-1100

<https://www.mass.gov/orgs/housing-and-community-development>

Massachusetts Housing Consumer Education Centers

Mass Housing Consumer Education provides information on a broad range of issues, addressing concerns of tenants, landlords, prospective buyers and homeowners.

Examples of the wide range of topics covered includes energy saving, laws and regulations, insurance information and homelessness

Phone: 800-224-5124 (toll free)

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

The MassAccess Housing Registry

Assists people looking for affordable and market rate housing in Massachusetts. A key feature of the Registry is its listing which can highlight homes for people with disabilities who need accessible and barrier-free housing.

<https://www.massaccesshousingregistry.org>

Alternative Housing

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

New LifeStyles

New LifeStyles provides a search tool that lets you find senior community or care providers that best fits your needs. From independent living to skilled nursing care, a simple search will show you the options available. Simply enter the name and state of interest (or its zip code) and the search tool will list the various housing/care facilities and products/services in the area. The Carlisle COA has hard copies of the directory available.

<https://www.newlifestyles.com/>

Saab Residence Supportive Housing

(On the campus of d'Youville Life & Wellness Community)

The Saab Residence is an Assisted Living and Memory Care residence; it is unique in its provision of 30 apartments of affordable supportive housing for low and moderate-income individuals subsidized by D'Youville and 15 market-rate supportive housing apartments. The monthly fee includes an apartment, utilities, full dining services, common gathering areas, scheduled daily activities, a customized wellness plan, medication management, assistance with Activities of Daily Living, 24-hour on-site staff, safe gardens and patios and much more

1085 Varnum Ave, Lowell, MA

Phone: 978-569-1016

<https://www.dyouville.org/the-saab-residence/>

The Seniors Blue Book

The Seniors Blue Book provides seniors, caregivers and senior professionals a comprehensive source of services, senior housing options, resources and information that enrich the lives of the elder population while affording those businesses and individuals serving that population a unique medium to present their products and services. It lists over 70 categories of information, most of which are free resources that support the community. The guide's producers understand that there are many valuable services available, whether they are paying advertisers or not, and producers are proud to support the communities it serves by listing all options available to its readers, not solely based on advertising. The Seniors Blue Book also provides a senior activities calendar where you can find out about local events and activities, many of which are free, all of which are worthwhile.

<https://www.seniorsbluebook.com/>

<https://www.seniorsbluebook.com/local/boston/>

2Sisters – Senior Living Advisors

2Sisters Senior Living Advisors help families find the best supportive living options, making life transitions easier for seniors and their children. With deep industry expertise, 2Sisters know all the options, from home care to assisted living to memory care. And 2Sisters don't just refer you – they get to know you, tour with you, and guide you. Best of all, with a long family history of making a difference in the lives of seniors, 2Sisters bring a unique empathy and compassion that makes a difficult process as stress-free as possible.

Phone: 617-701-7007

<https://2sisters-sla.com/>

Sutton Home for Women

7 Sewall Street, Peabody, MA

The Sutton Home is an elegant and stately ten-bedroom lodging home for women which offers spacious and sunny rooms, sunrooms and porches, $\frac{3}{4}$ acre yard for outdoor enjoyment. A stair lift and basic cable are available. The home provides with three delicious meals served daily and has laundry and housekeeping services. Staffing is on duty 24 hours daily and medication reminders are offered.

Phone: 978-531-0815

<https://suttonhomeforwomen.com/>

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. Two common rooms are available for socializing, watching television, playing games, and general entertainment. Three excellent meals are served daily in the attractive dining room. Additionally, there is 24-hour staff coverage. Housekeeping and laundry services are also provided.

Phone: 978-369-3771

<https://www.timothywheelerhouse.com/>

Mortgage Foreclosure Prevention

Please do not wait until it's too late!

Home Improvement Loan Program and Septic Loan Program

Massachusetts Housing Finance Agency

MassHousing is charged with providing financing for affordable housing in Massachusetts.

One Beacon Street, Boston, MA 02108-3110

Phone 617-854-1000

https://www.masshousing.com/portal/server.pt/community/home_owners/227/home_owners_home

<https://www.masshousing.com/portal/server.pt/community/home/217>

Homeowner's Hope Hotline

Information on mortgages, financial planning, and foreclosure prevention.

Phone: 888-995-HOPE (4673) (toll free)

<https://995hope.org/>

Neighborhood of Affordable Housing, Inc. (NOAH)

NOAH offers a free Making Home Affordable (MHA) program. It is administered by the U.S. Department of the Treasury and the U.S. Department of Housing and Urban Development to help families avoid foreclosure and strengthen the housing market recovery. They seek to help those facing foreclosure to understand their options and determine the best and most affordable solution for their own situation. Their experienced counselors work with clients one-on-one to develop an action plan based on individual needs, create budgets, contact lenders, negotiate mortgage terms, and more. They also conduct weekly foreclosure prevention & loan modification workshops every Monday (except for Monday holidays) at 5:30 PM in both English and Spanish at: 143 Border Street

East Boston, MA 02128

Phone: 617-418-8264 (MHA)

617-567-5882 (NOAH)

<https://noahcdc.org/?q=programs/foreclosure-prevention-services>

Opportunity Center

517 Moody St. 3rd floor, Lowell, MA 01854

Sponsored by Coalition for a Better Acre (C.B.A.), Opportunity Center provides information about foreclosure prevention options. Free of charge for foreclosure mitigation.

info@cbacre.org

Phone: 978-452-7523; 978-856-6620

<http://www.coalitionforabetteracre.org/home-preservation-center/about-hpc> or
<http://www.cbacre.org/>

The South Middlesex Opportunity Council (SMOC)

Home Modification Loan Program

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

7 Bishop Street, Framingham, MA 01702

Phone: 508-872-4853 (select the "SMOC housing" option from the phone menu)

<https://www.smoc.org/hmlp.php> (for the home modification loan program)

<https://www.smoc.org/housing-continuum.php> (for housing needs)

Senior Housing and Real Estate Tax Relief

Benfield Farms

575 South Street

Carlisle, MA 01741

Affordable 1- & 2-Bedroom Apartments

Neighborhood Affordable Housing (NOAH)

143 Border St.

East Boston, MA 02128

<https://noahcdc.org/>

Carlisle Elderly Housing Association Village Court Development

145 Church Street

Carlisle, Massachusetts 01741

Affordable 1 & 2 Bedroom Apartments

Managed by: The Hodges Companies

Phone: 800-742-4686 (toll free)

603-224-9221

TDD: 800-545-1833 X 614 (toll free) Carlisle Village Court Sleeper Room: 978-369-5968 (for use only when there is a function in the room)

<https://www.carlisle.org/ceha/>

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

Certain taxpayers age 65 or older may be eligible to claim a refundable credit on their state income taxes for:

- the real estate taxes paid during the tax year on the residential property they own in Massachusetts that is used as their principal residence; or
- the rent paid during the tax year on the residential property they rent in Massachusetts that is used as their principal residence.

The maximum credit for tax year 2018 is \$1,100. Income guidelines in 2017 stated that an owner or renter could not exceed \$58,000 for a single individual; \$73,000 for a head of household; and \$88,000 for a married couple filing a joint return. The property's assessed valuation could not exceed \$778,000. Other restrictions apply and are described at: <https://www.mass.gov/service-details/senior-circuit-breaker-tax-credit>

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

Provides financial counseling to help low to moderate income seniors remain in their home. May assist homeowner in ways to use home equity through refinancing, reverse mortgages and tax deferrals.

Phone: 978-970-0012
800-583-5337 (toll free)

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

Area Housing Authorities

Acton Housing Authority

68 Windsor Ave., Acton, MA 01720

Phone: 978-263-5339

<https://www.acton-ma.gov/80/Acton-Housing-Authority>

Ayer Housing Authority

18 Pond St # A, Ayer, MA 01432

Phone: 978-772-2771

<https://ayerhousing.org/>

Bedford Housing Authority

Ashby Place, Bedford, MA 01730

Phone: 781-275-2428

<https://www.bedfordma.gov/bedford-housing-authority>

Billerica Housing Authority

16 River Street, Billerica, MA 01821

Phone: 978-667-2175

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

Burlington Housing Authority

15 Birchcrest St., Burlington, MA 01803

Phone: 781-272-7786

<http://www.burlingtonhama.com/Home.aspx>

Chelmsford Housing Authority

10 Wilson St., Chelmsford, MA 01824

Phone: 978-256-7425

<http://www.chelmsfordha.com/>

Concord Housing Authority

34 Everett St., Concord, MA 01742

Phone: 978-369-8435

<https://concordma.gov/629/Affordable-Housing-Information>

Lexington Housing Authority

One Countryside Village, Lexington, MA 02420

Phone: 781-861-0900

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

Littleton Housing Authority

19 Shattuck St, Littleton, MA 01460

Phone: 978-486-8833

<https://www.littletonma.org/housing-authority>

Lowell Housing Authority

350 Moody Street, Lowell, MA 01854

Phone: 978-937-3500

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

Pepperell Housing Authority

4 Foster Street Pepperell, MA 01463

Phone: 978-433-9882

<https://town.pepperell.ma.us/342/Housing-Authority>

Sudbury Housing Authority

55 Hudson Road Sudbury, MA 01776

Phone: 978-443-5112

<https://sudbury.ma.us/housingauthority/>

Tewksbury Housing Authority

Saunders Circle, Tewksbury, MA 01876

Phone: 978-851-7392

<https://www.tewksbury-ma.gov/housing-authority>

Westford Housing Authority

65 Tadmuck Road Westford, MA 01886

Phone: 978-692-6011

<http://westfordhousing.org/>

Other Area Housing Options

Bedford:

Carleton-Willard Village

100 Old Billerica Road, Bedford, MA 01730

Phone: 781-275-8700

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

Heritage at Bedford Springs

100 Thompson Farm, Bedford, MA 01730

Phone: 844-633-5303 (toll free)

<https://www.heritageatbedfordsprings.com/>

Patriot Place

18 Springs Road, Bedford, MA 01730

Phone: 781-492-2743

Concord:

Concord Greene Condominiums

1024 Main Street Concord, MA 01742

Phone: 978-369-7409

<https://www.maloneyrealestate.com/condo-developments/concord-greene>

Lincoln:

The Commons in Lincoln

One Harvest Circle Lincoln, MA 01773

Phone: 781-430-6000; 877-343-3020 (toll free)

<https://www.thecommonsinlincoln.com/>

Lincoln Woods

50 Wells Road, Lincoln, MA 01773

Phone: 781-259-0150

<https://www.lincolnwoodsapt.com/>

Littleton:

Mill Pond Apts, Peabody Properties

50 Mill Rd, Littleton, MA 01460

Phone: 978-486-9719

<http://www.peabodyproperties.com/communities/component/jea/62-mill-pond.html>

Pepperell:

Pepperell Meadows

18 River Rd, Pepperell, MA 01463-1622

Phone: 603-669-8551

Shelter – Emergency Housing Assistance

Community Teamwork Inc., Division of Housing and Homeless Services

155 Merrimack St.

Lowell, MA 01852

Phone: 978-459-0551

<http://www.commteam.org/how-we-help/housing-utilities/>

Milly's Place

360 Pawtucket St

Lowell, MA 01852

Phone: 978-458-8853

Merrimack House

Lowell, MA 01854

Phone: 978-452-5410

Under the Oak Day Shelter

Under the Oak is a day shelter that meets every Wednesday from 10am to 2 pm at Christ Church United, UCC. Under the Oak serves those in need by providing a great lunch, fellowship, help, and fun. Everyone 18 and over is welcome.

180 East Merrimack St.

Lowell, MA 01852

Phone: 978-459-9631

<https://wewelcomeall.org/ministries/justice/underoak/>

Identity Theft

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

NOTE: These websites may ask for your Social Security Number. Before entering it, make sure that the website is secure. You can tell if it is by looking at the address at the top of the website to make sure that its address begins with “https” (not just “http” without the “s”). The “s” at the end of “https” stands for “secure”. It means that all communications between your computer and the website are encrypted. Web browsers have recently changed how they display these addresses and show neither “http” nor “https” at the front of the address. If that is the case, look for a locked padlock image (🔒) – you do not want to see something like these: ⚠️ or 🛑 or the words “Not secure.” [You can also click on the symbol to the left of the address to get more definitive information.] If you do

not see “https” or a locked padlock, contact the website’s organization using the provided phone numbers (and alert them to the problem with their website).

Credit Bureaus

Equifax

Phone: 866-349-5191 (toll free)

<https://www.equifax.com/personal/credit-report-services/> or
<https://www.equifax.com/personal/contact-us>

Experian

Phone: 888-397-3742 (toll free)

<https://www.experian.com/blogs/ask-experian/credit-education/preventing-fraud/victim-assistance/>

TransUnion

Phone: 800-680-7289 (toll free)

<https://www.transunion.com/fraud-victim-resource/important-contacts>

Other Resources

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 (877-438-4338) (toll free); TTY: 866-653-4261 (toll free)

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

Identity Theft Resource Center

The ITRC is a non-profit organization established to support victims of identity theft in resolving their cases at no cost.

Phone: 888-400-5530 (toll free)

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

Privacy Rights Clearinghouse

Privacy Rights Clearinghouse engages, educates and empowers individuals to protect their privacy. It identifies trends and communicates its findings to advocates, policymakers, industry, media and consumers. Its website allows you to register a [complaint](#), read/download numerous [guides](#) about preventing identity theft, and to find out what companies have had reported [data breaches](#) back to 2005.

Phone: 619-298-3396

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

Social Security Administration

To report someone that you suspect of committing fraud, waste or abuse
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 (toll free) from 10:00 a.m. to 4:00 p.m. Eastern Standard Time

TTY: 866-501-2101 (toll free) for the deaf or hard of hearing.

FAX: 410-597-0118

<https://oig.ssa.gov/report>

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.

Insurance Coverage and Benefits, Medicare

See also [Government Health Insurance Benefits](#) in this document

Massachusetts Health Connector

The Health Connector is a state-based health insurance marketplace that makes shopping for affordable health and dental coverage easier for Massachusetts individuals, families, and small businesses.

Phone: 877-MA-ENROLL (877-623-6765) (toll free)

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

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.

<https://www.minutemansenior.org/our-services/shine>

Telehealth

Visit your insurance providers' websites or call for policies and procedures regarding use of phone and video calls for medical and mental health appointments.

Investor Information and Protection

Massachusetts Security Division

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

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

Legal Services

General Services

Boston Bar Lawyer Referral Service

The Boston Bar Association Lawyer Referral Service (BBA LRS) is a public service provided by the Boston Bar Association. It makes referrals to lawyers or other resources that specialize in the area of law related to your specific situation.

16 Beacon Street, Boston MA 02108

Phone: 800-552-7046 (toll free), 617-742-0625

<https://bostonbarlawyer.org/>

Court Service Centers

Court Service Centers help people navigate the court system. Centers are open 8:30 AM – 1:00 PM; 2:00 PM – 4:30 PM Monday – Thursday and 8:30 AM – 1:00 PM Friday. Court Service Center staff can give legal information, but not legal advice. Legal information includes answering questions about how the court works and the different options available to you. The staff can't help decide what you should do or predict what will happen in a case. Court staff may give information to all parties to a case, but can't act as your attorney. Services include:

- Computers with access to online resources that are available on a first-come, first-served basis
- One-on-one help filling out court forms
- Information about court rules, procedures, and practices
- Court documents and written instructions
- Assistance with legal research
- Contact information for community resources, legal assistance programs, and social service agencies

Some forms and self-help materials are available in multiple languages. If you don't speak English well, you have the right to an interpreter at no cost to you. Ask court staff for an interpreter and they'll provide one for you.

Boston:

Edward W. Brooke Courthouse
24 New Chardon St, 2nd Floor, Boston MA 02114
Phone 617-788-8000

Lawrence:

Lawrence District Court in the Fenton Judicial Center
2 Appleton St, 2nd Floor, Law Library, Lawrence MA 01840

Phone: 978-687-7184

Worcester

Worcester District Court in the Trial Court Complex
225 Main St., 1st Floor, Worcester, MA 01608

Phone: 508-757-8350

Dial-A-Lawyer

On the first Wednesday of every month from 5:30-7:30PM Dial-A-Lawyer provides free legal advice by telephone. The mission of this program is to assist anyone and everyone, but particularly those who are not eligible for free legal services or cannot afford to hire a lawyer.

Phone: 617-338-0610

877-686-0711 (toll free)

<https://massbar.org/public/dial-a-lawyer>

Disability Law Center

The DLC is the Protection and Advocacy agency for Massachusetts. DLC is responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. Provides information, referrals, technical assistance and representation regarding legal rights and services for people with disabilities including special education, rights of individuals in facilities, access to health care, voting rights, discrimination as a result of disability, and access to government services.

Phone: 617-723-8455, 800-872-9992 (toll free)

<https://www.dlc-ma.org/>

Harvard Legal Aid Bureau

The Harvard Legal Aid Bureau is a student-run legal aid service with no charge for low-income individuals and with particular focus on: housing law (including evictions from public and private apartments); family law (including divorce, child custody, paternity, visitation, and support issues); government benefits law (including appeals of the denial or termination of welfare, food stamps, unemployment, or social security disability benefits); fair wage law (including nonpayment or underpayment of wages); and Special Immigrant Juvenile Status cases (supporting foreign children in the United States who have been abused, abandoned, or neglected)..

Phone: 617-495-4408

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

Health Law Advocates (HLA)

Health Law Advocates, Inc. HLA provides free legal assistance to income-eligible Massachusetts residents having difficulty accessing health care or health insurance coverage. HLA also provides legal assistance to consumers with unaffordable medical debt. families each year.

Phone: 617-338-5241, 888-211-6168

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

Massachusetts Bar Association Lawyer Referral Service (LRS)

20 West Street, Boston, MA 02111

There is no cost to utilize LRS, but referrals are made to fee-charging attorneys, who may charge you no more than \$25 for the initial half-hour consultation

Phone: 866-627-7577 (toll free)

<https://www.masslawhelp.com/>

Massachusetts Legal Help

Massachusetts legal aid programs put together this website to help you find practical information about your legal rights. MassLegalHelp provides understandable, practical legal information about issues which affect low income people, including unemployment, housing, income and benefits, school, domestic violence, children and families, seniors, CORI, disability, health and mental health, and school. Information is available in many languages, including English, Spanish, Portuguese, Russian and Vietnamese.

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

Massachusetts Legal Resource Finder

Massachusetts Legal Resource finder can help you find free civil legal aid, free self-help materials and legal information, court-based lawyer for the day programs, and lawyer referral services.

<https://www.masslegalservices.org/findlegalaid>

MetroWest Legal Services

MetroWest Legal Services provides free civil legal aid to low-income people who would be denied justice without our help. Our priority practice areas include: Family Law, Housing, Homeless Advocacy, Government Benefits (including Social Security), Education, Elder Law & Immigration.

63 Fountain Street, Suite 304

Framingham, MA 01702

Phone: 800-696-1501 (toll free), 508-620-1830

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

Volunteer Lawyers Project - Elder Helpline

We provide free legal information and referral services to Massachusetts residents who are 60 years old or older. There is no income limit for the Elder Helpline.

Your Helpline advocate will research your legal issue and provide you with information or referrals on most legal topics. We can also text, e-mail, or mail you links or written materials.

The Elder Helpline is open Monday through Friday 9AM-12PM

Phone: 800-342-5297 (toll free)

<https://vlpnet.org/get-help/>

Legal Services – Homeless and Low-Income Individuals

Boston Bar Association

The Boston Bar Association (BBA) recognizes the importance of serving the larger community and providing legal services to those in need. The Lawyer Referral Service (LRS) is the BBA's largest public service program and has a specific commitment to reaching historically underserved populations. The LRS Program connects callers in need of legal assistance with qualified help from private attorneys, legal services agencies, government offices, and community programs.

16 Beacon Street

Boston, MA 02108

Phone: 617-742-0615 - Press 0 for Front Desk

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

Committee for Public Council Services

Handles criminal cases for homeless and low-income clients (clients who have been declared indigent by the courts).

44 Bromfield Street, Boston, MA 02108

Phone: 617- 482-6212

<https://www.publiccounsel.net/>

Greater Boston Legal Services (GBLS)

At Greater Boston Legal Services (GBLS), our team of 69 attorneys and 17 paralegals provide free civil (non-criminal) legal assistance to low income families and individuals in and around Boston, including Carlisle seniors.

197 Friend Street, Boston, MA 02114

Phone: 617-371-1234

800-323-3205 (toll free)

<https://gbls.org/>

The Lawyers Clearinghouse (TLC)

Currently TLC operates eight free legal clinics at shelters in Boston where they provide their services. To qualify, clients must be homeless, using the shelter services or otherwise income eligible for free legal services. TLC does not handle the following legal issues: divorce, custody, child support, or other domestic relations. They do not represent defendants in criminal cases. If possible, clients should sign up in advance by contacting the representative listed on each clinic. Clients who are unable to sign up in advance may still attend a clinic. For questions:

Phone: 617-778-2082 (Mia Friedman)

Clinics start at 9:30 AM.

Locations of the clinics, their representatives and phone numbers:

<https://lawyersclearinghouse.org/for-shelter-guests/massachusetts-legal-clinic-for-the-homeless/>

Massachusetts Legal Assistance Corporation

Legal services programs that offer legal advice and representation to low-income Massachusetts residents with civil legal problems involving issues such as domestic violence, housing, income maintenance, health care, elder issues, and more. With limited exceptions, clients must be elderly or have incomes below 125 percent of the federal poverty level.

18 Tremont Street, Suite 1010

Boston, MA 02108

Phone: 617-367-8544

<https://mlac.org/>

Veterans Legal Services (VLS)

VLS's delivers comprehensive legal services on-site at homeless shelters and service centers allowing it to reach veterans who would otherwise go without the legal help they need. Clients must reside in Massachusetts and must attend one of VLS's legal clinics for an in-person intake. The clinic for Middlesex county is at the Bedford Veterans Affairs Medical Center, 200 Springs Road, Building 80, Bedford, MA 01730 (Phone:781-687-2000). It meets approximately every 6 weeks. Call Paul Cheney at the Bedford VA at 781-687-2575 to schedule or cancel an appointment. Please arrive 15 minutes before the appointment time. For locations of other clinics in Massachusetts and times, consult

<https://veteranslegalservices.org/clinicsservices/>

P.O. Box 8457, Boston, MA 02114

Phone: 857-317-4474

<https://veteranslegalservices.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.

Alert1/Response Link
<https://www.alert-1.com/>

(toll free) 866-340-8820

Be Safer at Home
<http://www.besaferathome.com/>

781-938-7377
or toll free: 866-513-7377

Philips Lifeline
<https://www.lifeline.philips.com/>

(toll free) 855-681-5351

Protection One
<https://www.protection1.com/>

(toll free) 877-776-1911

Massachusetts Council on Aging (MCOA) **413-527-6425**
 (For information about MCOA and helpful information, see <https://mcoaonline.com/>)

Mount Auburn Hospital Lifeline **617-499-5525**
<https://www.mountauburnhospital.org/care-treatment/home-health/medical-alert-services/>

Local Houses of Worship

For more info, contact the Carlisle COA 978-371-2895

<p>Carlisle Congregational Church 147 School St Carlisle, MA 978-369-7830 https://www.carlislecongregational.org/</p>	<p>The Lutheran Church of the Savior 426 Davis Road Bedford, MA 781-275-6013 https://lcsavior.org/</p>
<p>Concord Baha'i Faith (meets in various homes) 978-369-1275 https://www.concordbahais.org/</p>	<p>The New Church of Concord 53 Church Street Concord, MA 978-369-0543 https://newchurchboston.org/</p>
<p>Congregation Kerem Shalom 659 Elm Street Concord, MA 978-369-1223 http://keremshalom.org/</p>	<p>New Life Community Church 221 Baker Avenue Concord, MA Mailing address: PO Box 5, Concord MA 01742 978-369-0061 http://www.newlife.org/</p>

<p>Duvall Chapel at the New England Deaconess Association 80 Deaconess Road Concord, MA 978-369-5155 https://www.newburycourt.org/spiritual.htm</p>	<p>Redeemer Presbyterian Church 191 Sudbury Road (office) Concord, MA Meets at: Harvey Wheeler Community Center 1276 Main Street Concord, MA 978-254-7353 https://www.redeemerma.org/</p>
<p>First Church of Christ, Scientist 7 Lowell Road Concord, MA 01742 978-369-2933 Christian Science Reading Room 20 Main Street, Concord, MA 978-369-4117 https://www.csconcordma.org/</p>	<p>St. Irene Parish (Catholic) 187 East Street Carlisle, MA 01741 978-369-3940 (Rectory) https://stirenes.org/</p>
<p>First Parish (Unitarian) 20 Lexington Road Concord, MA 978-369-9602 https://firstparish.org/wp/</p>	<p>Trinitarian Congregational Church 54 Walden Street Concord, MA 978-369-4837 https://triconchurch.org/</p>
<p>First Religious Society (Unitarian) 27 School St. Carlisle, MA 978-369-5180 https://www.uucarlisle.org/</p>	<p>Trinity Episcopal Church 81 Elm Street Concord, MA 978-369-3715 http://www.trinityconcord.org/</p>
<p>Holy Family Parish (Catholic) 12 Monument Square Concord, MA 978-369-7442- https://www.holyfamilyconcord.org/</p>	<p>West Concord Union Church (United Church of Christ) 1317 Main Street West Concord, MA 978-369-6309 https://www.westconcordunionchurch.org/</p>
<p>Liberty Christian Family Church 520 Lowell Street Carlisle, MA 978-369-1919</p>	

Medical 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. It 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 both by the person and their clinician.

Learn more about the Medical Care Orders form at <https://www.molst-ma.org/molst-overview-patients-families>

The form and its instructions can be obtained at <https://www.mass.gov/files/documents/2016/07/ry/molst-form-and-instructions.pdf>

Medical Equipment & Supplies

If you live in and need to borrow medical equipment, please call Carlisle Council on Aging at 978-371-2895. If they do not have what you need, here are a few other vendors.

Equipment Reuse Options

Craigslist

Community of buyers and sellers of all kinds of items, some of which are free.

<https://boston.craigslist.org/>

Boston Center for Independent Living

Reuse: Picks up unwanted wheeled mobility (and other DME) in the Greater Boston area. Provides minor refurbishment (replaces batteries and tires) and delivers within BCIL's service area.

Repair: Some repairs done as well.

Phone: Tom Perry (617) 338-6665

<https://bostoncil.org/>

The Boston Home

The Boston Home's *outpatient wheelchair/seating assessment* provides a thorough and in-depth evaluation for individuals looking to obtain new Complex Rehabilitation Equipment or seating assessment. For more information on insurance qualification and scope of services please contact Faith Saftler-Savage at 617-326-4283.

<https://www.thebostonhome.org/programs-and-services/rehabilitation-program.html>

The Boston Home's *Wheelchair Enhancement Center* provides wheelchair modifications and adjustments that are not typically covered by insurance (provided on a fee-for-services basis) such as attaching consumer electronics, fine tuning power chair electronics and custom seating components. Please call Faith Saftler-Savage at 617-326-4283. <https://www.thebostonhome.org/programs-and-services/>

The Boston Home: <https://www.thebostonhome.org/who-we-are/mission.html>

Freecycle Groups

Freecycle members donate all kinds of items for free. Enter a location (city/town and state) to find freecycle groups in the area at <https://www.freecycle.org/>

Get AT Stuff Program: Assistive Technology Exchange of New England & New York (operated by MassMATCH under the Massachusetts Rehabilitation Commission)

The Assistive Technology (AT) Exchange in New England & New York is a collaborative effort among the State AT Act Projects in New England & New York. The goal of this site is to put AT equipment that is not currently being used into the hands of someone who can benefit from it. The Exchange is a FREE "classified ad" type resource designed to help people find, buy, sell or give away used AT equipment. The individual must arrange the pickup of the device with the seller/donor.

Phone: 877-508-3974 (toll free in state) or 617-204-3851

Mail to: ATinMA@getatstuff.com

<https://getatstuff.massmatch.org/>

International Wheelchair Donations

There are several organizations whose mission is to provide wheelchairs to children and adults in less-resourced countries worldwide. Please see this web page below to find organizations that donate equipment internationally as well as in the US.

<https://www.mobility-advisor.com/wheelchair-donations.html>

MassMATCH

MassMATCH is the Commonwealth's initiative to Maximize Assistive Technology (AT) in Consumer's Hands. It is one of 56 state-level [AT Act programs](#) in the United States. The MassMATCH mission is to promote the use of assistive technology and assistive technology services to enhance the independence of people with disabilities, enabling equal participation in all of life's activities. The MassMATCH Short-Term Device Loan Program allows you to borrow equipment, free of charge, from the inventory of the Assistive Technology Regional Centers (ATRCs). You can [search the inventory online](#) to see what is available. Since this inventory involves equipment and products from three Assistive Technology Regional Centers in different parts of Massachusetts, some equipment that you choose may not be available at your local ATRC. Your local ATRC staff will contact you to discuss options.

89 South Street, Boston, MA 02111

Phone: 617-226-2640 or 800-244-2756 (toll free)

Email: ATRCBoston@eastersealsma.org

To donate equipment, call 800-261-9841 (toll free)

<https://www.massmatch.org/inventory/>

REquipment Program (operated by MRC/MassMATCH)

Provides refurbished, gently used wheeled mobility, lifts and other durable medical equipment (DME) free to people of all ages. Delivery available anywhere within Massachusetts. Donations of DME of that is gently used and under 5-6 years old accepted.

Phone: REquipment 508-713-9690 or 800-261-9841 (toll free)

Mail to: info@dmereuse.org

<https://dmerequipment.org/>

SMD Hospital Equipment Loan Program (HELP)

Reuse: Durable medical equipment is available to borrow free of charge for home use only. They cannot pick up or deliver it. Although sponsored by the Masons, you do not have to be a Freemason to borrow equipment. Items include canes, commodes, tub seats, walkers, wheelchairs, transfer benches, hospital beds, and Hoyer lifts. If they do not have what you want, they say you should "go have a cup of coffee and then come back" because it is likely they will have it later (they will put your request on hold for 20 minutes). They caution that lines may be long. You can checkout, return or donate equipment from 9AM to noon on Saturdays at:

500 West Cumming Park (rear), Suite 1150, Washington St. Woburn MA 01801.

Phone: 781-322-1052

<https://smd-help.org/>

Equipment Purchase Options

Bouvier Pharmacy & Home Medical Solutions

515 Lincoln Street, Marlborough

Phone: 508-485-0432

<https://www.bouvierpharmacy.com/medical-equipment>

Natale Company & SafetyCare LLC

West Dexter Ave

Woburn, MA 01801

Phone: 781-933-7205

<https://www.safety-care.com/>

Mental Health Services

Advocates, Inc.

Advocates provides a wide range of [services](#) at several [locations](#). Their emergency service providers are 24-hour, community-based, mobile mental health and chemical dependency teams which provide a comprehensive range of acute care services designed to address the unique needs of its customers. Services are offered regardless of insurance or ability to pay.

675 Main Street

Waltham, MA 03563

Phone: 781-893-2003

800-540-5806 (toll free) for 24-hour crisis support:

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

Alzheimer's Association MA Chapter

Massachusetts & New Hampshire Chapter

309 Waverley Oaks Road, Waltham, MA 02452

<https://www.alz.org/manh/>

Phone: 800-272-3900 (toll free) (offers 24 x 7 hotline)

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

Anxiety and Depression Association of America

ADAA has information on Generalized Anxiety Disorder, Obsessive Compulsive Disorder, Panic Disorder and Agoraphobia, Posttraumatic Stress Disorder, Social Anxiety Disorder, specific phobias, depression, stress, suicide and related illnesses, as well as ways to find help to live a comfortable life.

8701 Georgia Avenue, Suite #412, Silver Spring, MD 20910

Phone: 240-485-1001

<https://adaa.org/>

Boston Medical Center

Alzheimer's 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.

One Medical Center Place, Boston, MA 02118

Phone: 617-638-8000

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

Call2Talk

Call2Talk is a confidential mental health and emotional support call line that assists individuals and families through stressful times in their lives, helping the despondent and those who may be suicidal. When calling Call2Talk, those who are struggling with mental health concerns have a safe place to call and will be encouraged to discuss their current experience.

Phone: 508-532-2255 (local)
800-273-8255 (national) (toll free) or
text C2T to 741741

<https://www.uwotc.org/call2talk>

Crisis Text Line

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support via a medium people already use and trust: text. A live, trained Crisis Counselor receives the text and responds, all from secure online platform. Being in a crisis state doesn't mean one is thinking about suicide. It can be any painful emotion or anytime emotional support is needed.

Text: 741741

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

Department of Mental Health

Outpatient Community Mental Health.

365 East St, Tewksbury, MA 01876

Phone: 978-863-5000

<https://www.mass.gov/orgs/massachusetts-department-of-mental-health>

Depression Bipolar Support Alliance of Boston

DBSA-Boston offers support groups, events and trainings related to affective disorders, such as bipolar disorder (manic-depressive illness) and clinical depression. The services are provided for people with these affective disorders as well as their families and friends. The groups meet at the McLean Hospital cafeteria (115 Mill St., Belmont) and at the Mass General Hospital (Yawkey Center for Outpatient Care on the fourth floor, Suite 4A, in the Schiff Conference Room). See the website for details.

Phone: 617-855-2795 (toll free)

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

Edinburg Center

Provides an array of innovative services which promote personal growth and independence, foster hope and enhance the quality of life of people with mental health conditions, co-occurring substance use conditions and/or developmental disabilities.

Develops skills that build on a person's existing strengths. Includes services that provide alternatives to hospitalization

205 Burlington Road, Bedford, MA 01730

Phone: 781-862-3600

<http://www.edinburgcenter.org>

Eliot Community Human Services

86 Baker Ave Extension, Suite 100
Concord, MA, 01742

Eliot offers individualized treatment and support for each person or family. Its multi-disciplinary team of psychiatrists, psychologists, social workers, mental health counselors and other professionals administer a full range of clinical and support services, resulting in a comprehensive collaborative approach to treatment. Services may include individual, couples, family, and group therapy, medication assessment and management, psychological and cognitive testing. Treatment is goal-oriented and often short term, but flexible to meet each person's needs. Eliot accepts MassHealth and most private insurance plans. A sliding fee scale is available for those who do not have insurance. Same day appointments are often available.

Phone: 800-988-1111 (toll free) for emergencies
978-369-1113 Concord Clinic

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

Emerson Hospital

Emerson Hospital provides comprehensive mental health and chemical dependency treatment. They have inpatient services for patients 18 years of age or older who have psychiatric and/or substance abuse diagnoses that can be safely treated with a brief stay on a secure unit in a general hospital setting. They also have outpatient programs that offer comprehensive individual and group treatment for substance abuse. Emerson also offers community health and wellness programs and classes designed to support patients with a wide range of health issues including substance abuse. (Addiction Recovery, Alcoholics Anonymous, Al-Anon, Narcotics Anonymous, and Smart Recovery programs are all held at Emerson.) Emerson Hospital provides comprehensive mental health and chemical dependency treatment and serves as a regional treatment facility for several managed health care plans.

133 Old Road Nine Acre Corner (ORNAC), Concord, MA 01742
Phone: 877-936-3776 (toll free) (available 24 hours a day)

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

Lahey Hospital

The Department of Psychiatry and Behavioral Medicine (PBM) at Lahey Clinic is a multi-disciplinary practice, which offers a broad variety of quality services. These include: outpatient psychiatric consultation and evaluation, individual psychopharmacological and/or psychotherapy evaluation and treatment, cognitive/behavioral group psychotherapy, and inpatient psychiatric consultation. Lahey provides 24-hour emergency coverage for outpatients and for medical beds "in house".

41 Mall Road, Burlington, MA 01805
Phone: 781-744-5100

<https://www.lahey.org/lhmc/department/psychiatry-and-behavioral-medicine/>

Lawrence Memorial Hospital of Medford

Provides a full continuum of treatment and services, helps reintegrate patients into community life, and provides education for patients, families, and the community. Includes Inpatient Care, Outpatient Services, Intensive Outpatient Program (for individuals who require less than 24-hour care, but who need more comprehensive psychiatric evaluation and treatment than can reasonably be provided in a traditional outpatient setting), Geriatric Psychiatry and Electroconvulsive therapy (ECT).

170 Governors Ave, Medford, MA 02155

Phone: 781-306-6000

<https://www.melrosewakefield.org/locations/lawrence-memorial-hospital-medford/>

Massachusetts Coalition for Suicide Prevention

MCSP works with government agencies, such as the Department of Public Health and Department of Mental Health, as well as in partnership with community-based agencies and individuals to reduce the incidence of suicide and self-harm. They host meetings and trainings and have other related resources.

Metrowest Regional Coalition for Suicide Prevention

46 Park Street

Framingham, MA 01706

Phone: 508-370-4857

<https://www.masspreventssuicide.org/regional-coalitions/metrowest-regional-coalition/>

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

MA Substance Abuse Information and Education Helpline

The Helpline is the only statewide, public resource for finding substance use treatment and recovery services. Helpline services are free and confidential. Our caring, trained Specialists will help you understand the treatment system and your options.

Phone: 800-327-5050 (toll free)

<https://helplinema.org/>

McLean Hospital

McLean provides inpatient, residential, partial hospital and outpatient clinical services in the following areas: alcohol and drug abuse; child and adolescent; depression and anxiety; eating disorders, geriatric psychiatry; psychotic disorders; and women's mental health. A referral from a psychiatrist, therapist or crisis team is required for inpatient services. Services are offered at a number of locations, including at the hospital's main campus in Belmont.

115 Mill Street, Belmont, MA 02478

Phone: 800-333-0338 (toll free)

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

Metro Boston Recovery Learning Community

Our Peer Support Line is a compassionate community telephone service, staffed by Operators who have lived experience with mental health issues. We provide a supportive ear to callers who want to share their thoughts and feelings about life and its challenges with a person who also has lived experience.

Phone: 877-733-7563 (toll free) -- Open daily 4pm-8pm

<http://metrobostonrlc.org/>

Nashoba Valley Medical Center

Garvin Center for Geriatric Psychology, located at the Nashoba Valley Medical Center, provides inpatient psychiatric hospitalization, diagnostic assessment, psychopharmacological consultation, behavior management consultation, dementia evaluation, depression screening, neuropsychological testing, and innovative therapies such as art, touch, music, aroma, reminiscence, light and hydrotherapies along with occupational, physical and speech therapies.

200 Groton Road

Ayer, MA 01432

Phone: 978-784-9435

<https://www.nashobamed.org/service-directory/behavioral-health/geriatric-psychiatry>

National Alliance on Mental Illness (NAMI) of Central Middlesex County

NAMI of Central Middlesex is a non-profit organization of individuals with mental illnesses, their families, and their friends who offer support groups and educational courses at no cost for individuals in recovery and also for families and friends of individuals living with mental illness.

P.O. Box 6243, Lincoln, MA 01773

Phone: 781-982-3318 (Helpline)

<http://namicentralmiddlesex.org/>

National Suicide Prevention Lifeline

Provides 24/7 free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals

Phone: 800-273-TALK (8255) (toll free)

<https://suicidepreventionlifeline.org/>

SAMHSA's Mental Health and Substance Use Referral and Information Helpline

Substance Abuse and Mental Health Services Administration (SAMHSA), also known as the Treatment Referral Routing Service is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations.

Callers can also order free publications and other information.

Phone: 800-662-4357 (toll free)

TTY: 800-487-4889 (toll free)

<https://www.samhsa.gov/find-help/national-helpline>

SAMHSA's Disaster Distress Helpline

Substance Abuse and Mental Health Services Administration (SAMHSA) is a 24/7, 365-day-a-year national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

Phone: 800-985-5990 (toll free) or text **TalkWithUs** to 66746 to connect with a trained crisis counselor

Therapy Dogs International – Home Visit Program

TDI Therapy Dogs International is a volunteer organization dedicated to regulating, testing and registration of therapy dogs and their volunteer handlers for the purpose of visiting nursing homes, hospitals and other institutions. They also offer have a Home Visit Program that provides services to people who may have a variety of medical and non-medical issues.

Call or email for additional information or to request services.

Phone: 973-252-9800

Email: tdi@gti.net

<https://www.tdi-dog.org/OurPrograms.aspx?Page=Home+Visits>

William James Interface Referral Service

In addition to the resources on their web site, the William James Interface Referral Service maintains a mental health and wellness referral helpline that is a free, confidential referral service. Callers are matched with licensed mental health providers who meet the location, insurance, and specialty needs of the caller.

One Wells Avenue, Newton, MA 02459

Phone: 617-332-3666 x1 or

888-244-6843 x1 (toll free)

Monday-Friday, 9am-5pm

<https://interface.williamjames.edu/>

Nursing Homes

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

New LifeStyles

New LifeStyles provides a search tool that lets you find senior community or care providers that best fits your needs. From independent living to skilled nursing care, a simple search will show you the options available. Simply enter the name and state of interest (or its zip code) and the search tool will list the various housing/care facilities and products/services in the area. The Carlisle COA has hard copies of the directory available.

<https://www.newlifestyles.com/>

The Seniors Blue Book

The Seniors Blue Book provides seniors, caregivers and senior professionals a comprehensive source of services, senior housing options, resources and information that enrich the lives of the elder population while affording those businesses and individuals serving that population a unique medium to present their products and services. It lists over 70 categories of information, most of which are free resources that support the community. The guide's producers understand that there are many valuable services available, whether they are paying advertisers or not, and producers are proud to support the communities it serves by listing all options available to its readers, not solely based on advertising. The Seniors Blue Book also provides a senior activities calendar where you can find out about local events and activities, many of which are free, all of which are worthwhile.

<https://www.seniorsbluebook.com/>

<https://www.seniorsbluebook.com/local/boston/>

2Sisters – Senior Living Advisors

2Sisters Senior Living Advisors help families find the best supportive living options, making life transitions easier for seniors and their children. With deep industry expertise, 2Sisters know all the options, from home care to assisted living to memory care. And 2Sisters don't just refer you – they get to know you, tour with you, and guide you. Best of all, with a long family history of making a difference in the lives of seniors, 2Sisters bring a unique empathy and compassion that makes a difficult process as stress-free as possible.

Phone: 617-701-7007

<https://2sisters-sla.com/>

Pet Resources

Veterinary Clinics and Pet Health Care

Merwin Clinic

They provide free office visits and outpatient veterinary services. These can include routine physical exams and recommendations for how people can best care for their animals. Medicines to cure sick animals, (e.g. antibiotics) and preventative medicines, (e.g. heartworm pills and vaccines) are available at reduced rates. Walk-ins only: no appointments

542 Cambridge St.

Allston, MA 02134

Phone: 617-782-5420

<https://merwinclinic.org/>

Pet Care Assistance-MSPCA Angell

They offer medical care for sick or injured animals who have owners with limited financial resources. Must apply for funding. They offer pet food for emergency circumstances. They also offer \$15 microchips during their adoption centers. Call 617-541-5028 or email angelladmittingoffice@mspca.org for an application https://www.mspca.org/pet_resources/15-walk-in-microchips-at-mspca-adoption-centers/

SPAY MASS

Offers a comprehensive list of low-cost spay/neuter services in the state of Massachusetts. Be sure to include the town you live in, and what type of animal you are looking for help with so employees can refer you to a specific location.

Phone: 978-465-1940

Email: info@massanimalcoalition.org

<http://massanimalcoalition.org/resources/spay-neuter/spay-neuter-map/>

Tufts at Tech Community Veterinary Clinic

Tufts at Tech provides the Greater Worcester community with low-cost, preventative and primary care for companion animals, including:

- Routine wellness care
- Vaccinations and parasite screening and prevention
- Stable urgent care for: ear infections, vomiting, diarrhea, urinary and upper respiratory infections
- Diagnostic services including blood testing and digital radiology
- Basic surgeries such as: spay/neuter, small mass removal and wound repair
- Dentistry

Phone: 508-751-7670

<https://vetmed.tufts.edu/tufts-at-tech/>

Pet Food

Metrowest Pet Pantry

The mission is to keep pets and their families together through times of economic difficulties. They will temporarily provide low/no cost food and supplies to pet owners in need, and encourage them to volunteer their time or skills to the pantry in order to help other owners in need.

Phone: 800-546-7128 (toll free)

Email: help@metrowestpetpantry.org

Second Chances

Works with a number of local Food Pantries to retrieve pet food. Locations include:

- Catholic Charities of Worcester (which also serves Southbridge)
- CHIP-IN of Charlton
- St. Peter's, Worcester
- South Worcester Neighborhood Center
- Worcester Food Pantry
- Phone: 774-243-1234

<https://www.secondchanceanimals.org/programs/#pantry>

Southborough Food Pantry

Dog food, cat food and cat litter are the items typically available. Call for more information:

Phone: 508-485-4847

<http://www.southboroughfoodpantry.org/petfood.html>

Pet Surrender Locations

MSPCA Angell

"If you are no longer able to care for your animal, you can bring him/her to the MSPCA. Our Adoption Centers take in owned animals as well as stray cats and small mammals. If you find a stray dog, please contact the animal control officer in the town in which the dog was found."

Phone: 617-541-5028

<https://www.mspca.org/programs-resources/surrender-an-animal/>

Worcester Animal Rescue League

To surrender an owned dog: Download and complete our Dog Surrender Form; Mail it to the shelter, fax it to **508-852-1868** or email it to sara@worcesterarl.org. Please submit a photo of the dog you wish to surrender. You'll be contacted when we have space. Surrenders are made by appointment only. The surrender fee for an altered dog is \$100; unaltered is \$150.

To surrender a cat, call the shelter and ask if there is room available for a surrendered cat(s). If room is available, we can accept your cat that day and ask that you fill out the [Cat Surrender Application and Contract](#). Mail it to the shelter, fax it to **508-852-1868** or email it to Melanie@worcesterarl.org. If there are no open cages, we cannot accept the cat at this time and request you call every day until we have the room. Surrenders are made by appointment only. The surrender fee for an altered cat is \$50; unaltered is \$100.

39 Holden St.

Worcester, MA 01606

Phone: (508) 853-0030

<https://worcesterarl.org/>

Pet Safety and Emergency Planning

The Second Step

Provides individual pet safety conversations at their domestic violence hotline.

485 Washington Street

Wellesley, MA 02482

Phone: 781-235-8460

<https://thesecondstep.org/>

Emergency Planning with Pets

Includes a [PDF sheet](#) to plan for emergencies with your animals and a [fill-in form](#) to plan for emergencies for your family

<https://www.ready.gov/make-a-plan>

Financial Assistance

The Magic Bullet Fund

Organization helps families whose dog has cancer and they cannot afford treatment.

<https://themagicbulletfund.org/apply/>

The Mosby Foundation

Dedicated to helping families or individual owners of neutered dogs with cancer.

<https://www.themosbyfoundation.org/apply-for-assistance/>

RedRover Relief

Provide financial assistance, resources and emotional support to pet guardians struggling with economic hardship when pets are in life-threatening situation.

Response is expected in 1-2 business days

Typical grant is around \$200 and is intended to fill a small gap in funding that is keeping an animal from care.

<https://redrover.org/relief/urgent-care-grants/>

For Pet Owners with Housing Restrictions/Limitations

This is a list of Pet Resources for individuals who are homeless/ or who cannot have their pets in their home for other reasons:

Pet Foster Care and Low-Cost Pet Services:

Please note that these programs cover a large geographic area as people often need to move out of their current geographic area to find available housing or, in the case of domestic violence, to gain safe distance from an abusive situation.

Do you have a friend or family member who can house your pets? If not, have you contacted area human societies and pet shelters about fostering options?

- The Second Step in Newton: Can provide individual pet safety conversations on their domestic violence hotline: 781-235-8460
- Safe People Safe Pets: Must be working with an advocate and be leaving a domestic violence situation. If a foster home is available, they can typically house pets for 30-60 days. 617-999-3055; SafePeopleSafePets@yahoo.com
- Safety Plan for Animals (SPAN): Program through Dakin Human Society Springfield, MA, provides temporary foster care for the pets of people who are: elderly or disabled and need a temporary stay in a hospital or nursing facility; seeking emergency shelter from domestic violence; or seeking alternative housing due to a fire. 413-781-4000; <https://www.dakinhumane.org/animal-safety-plan.html>
- Elizabeth Freeman Center Safe Pet Program: Program affiliated with the Berkshire Human Society that temporarily fosters pets for people who are experiencing domestic violence or elder abuse. 866-401-2425; <http://www.havennetwork.org/SafePet-Program.pdf>
- Phinney's Friends: Volunteer organization that helps pet owners keep and care for their pets. At times, they can also offer temporary foster services. 617-979-8705; <http://phinneys.org/get-help/>

Lastly, some local food pantries carry pet food and some local pet stores have limited donations that they can supply, so it never hurts to ask.

Pharmacies

MCPHS Pharmacy Outreach

MCPHS Pharmacy Outreach is a free, confidential service offered by the Massachusetts College of Pharmacy and Health Sciences. It is 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 their 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: 866-633-1617 (toll free), Monday-Friday, 8:30AM – 5 PM

<https://www.mcphs.edu/patient-clinics/pharmacy-outreach-program>

Pharmacies that Deliver

Acton Pharmacy

978-263-3901

CVS

CVS began a delivery service at various locations in 2018. Check with your pharmacy (some locations require that you carry a CareMark insurance plan).

Acton

344 Great Road Acton

978-264-9130

400 Massachusetts Ave

978-263-3385

Bedford

199 Great Road Bedford

978-275-3607

Concord

199 Sudbury Road Concord

978-371-0688

Westford

Westford Marketplace, 174 Littleton Road

978-692-2111

For other locations: <https://www.cvs.com/store-locator/cvs-pharmacy-locations>

(If you get a message that you have an unsupported browser, you may still be able reach this website by copying the address into your browser's address field)

Walgreen's

(on line only)

<https://www.walgreens.com/>

West Concord Pharmacy

978-369-3100

<https://dinnohhealth.com/westconcordpharmacy/>

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

<https://www.carlislema.gov/437/Programs-Services>

Print and AudioVisual Media

Gleason Public Library

22 Bedford Road

Carlisle, MA 01741

Phone: 978-369-4898

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

Religious Services and Grief Counseling

Carlisle churches and a synagogue in Concord are listed below. An additional listing of nearby religious organizations can be found [here](#). Contact the COA (978-371-2895) for specific support groups and more churches in neighboring towns.

Carlisle Congregational Church

147 School Street or P.O. Box 141

Carlisle, MA 01741

Phone: 978-369-7830

info@carlislecongregational.org

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

Congregation Kerem Shalom (Vine of Peace)

659 Elm Street or P.O. Box 1646

Concord, MA

Phone: 978-369-1223

<http://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

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

St. Irene's Roman Catholic Church

187 East Street
Carlisle, MA 01741
Phone: 978-369-3940 (rectory)
<https://stirenes.org/>

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 (toll free) or 781-272-7177
<https://www.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-4PM
Wednesday: 9AM-12PM
Phone: 877-746-9850 (toll free) or TTY 978-458-5702 (Lowell Office)
800-772-1213 (toll free), TTY 800-325-0778 (toll free) (General Contact Numbers)
<https://www.ssa.gov/>

Supplemental Security Income

Supplement to Social Security for Social Security recipients who meet income requirements
Social Security Administration
Phone: 877-746-9850 (toll free) or TTY 978-458-5702 (Lowell Office)
800-772-1213 (toll free), TTY 800-325-0778 (toll free) (General Contact Numbers)
<https://www.ssa.gov/ssi/>

Substance Abuse Services

Veterans Center for Addiction Treatment (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)
<https://www.bedford.va.gov/Mentalhealth/vcat.asp>

Support for Specific Health Issues

AIDS	617-437-6200	https://aac.org/
Alzheimer's	800-272-3900 (toll free)	https://www.alz.org/manh
Arthritis	800-283-7800 (toll free) 800-766-9449 (toll free)	https://www.arthritis.org/
Cerebral Palsy	800-872-5827 (toll free) 617-926-5480	https://www.ucp.org/
Cystic Fibrosis	800-966-0444 (toll free) 508-655-6000	https://www.cff.org/
Diabetes	800-342-2383 (toll free) 617-482-4580	https://www.diabetes.org/
Epilepsy	216-579-1330	http://www.epilepsyinfo.org/
Head Injury	631-543-2245	http://headinjuryassoc.org/
Heart	800-242-8721 (toll free) 781-373-4500	https://www.heart.org/
Kidney	800-542-4001 (toll free) 508.907.6030	https://www.kidney.org/
Lung	800-548-8252 (toll free) 781-890-4262	https://www.lung.org/
Lupus	800.558.0121 (toll free) 202-349-1155	https://www.lupus.org/
Multiple Sclerosis	800-344-4867 (toll free) 781-890-4990	https://www.nationalmssociety.org/
Parkinson's	800-473-4636 (toll free)	https://www.parkinson.org/
Stroke	888-478-7653 (toll free) 781-373-4500	https://www.stroke.org/
Social Security		See Social Security section

Support Groups

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

Adult Diabetes Support Groups

Lowell General Hospital

Saints Campus

2 Hospital Drive

Lowell, MA 01854

Phone: 978-446-2740

<https://www.lowellgeneral.org/health-and-wellness/health-and-wellness-programs/support-groups>

Alzheimer's & Related Dementias - Caregiver support groups

Chelmsford Senior Center

Meets 2nd & 4th Monday of each month from 1:00PM - 2:30PM.

Phone: 978-788-6178

<https://www.townofchelmsford.us/>

The Inn at Robbins Brook

10 Devon Drive (Route 27)

Acton, MA

Meets the 4th Wednesday of each month, 4:00-5:30PM, with light supper served.

Registration is required. Call Aaron Jeffers

Phone: 978-264-4666

<https://www.benchmarkseniorliving.com/senior-living/ma/acton/benchmark-senior-living-at-robbins-brook>

Bereavement Support Groups

Care Dimensions

Offers a wide variety of grief support groups and workshops. A calendar of their current events (including those held at Emerson Hospital) is available from their website. [Click on the "Download Now" notice at the right of the website for a calendar of bereavement-specific events.]

Phone: 855-774-5100 (toll free)

<https://www.caredimensions.org/grief-support/>

Nashoba Nursing Service & Hospice

Support includes phone calls, informational mailings, support groups, bereavement visits, Evenings of Remembrance, and informational presentations. Bereavement support groups are a free service to the community. Those with concerns or questions can call:

Phone: 978-425-6675

<http://www.nashoba.org/hospice/bereavement-support>

One of the support groups meets at the Reuben Hoar Library, 41 Shattuck St., Littleton, on the third Thursdays of the month from 1:00-2:30PM. No registration is required. For information call Karen Campbell at 800-698-3307 x 320 (toll free).

For times and locations of this and other support group meetings, check the calendar at <http://www.nashoba.org/calendar> (in the "Agenda" pulldown, select only the "Support Groups" box)

VNA Hospice Care

100 Trade Center, Suite G-500

Woburn, MA 01801

Phone: 781-569-2888 or 866-279-7103 (toll free)

<https://hospicecare.com/home/>

Caregiver support groups

Parkinson's Support Group

Meets the first and second Mondays of each month 2:00 PM – 3:30 PM.

Newbury Court, 100 Deaconess Rd, Concord, MA 01742

Phone: 978-402-8225 (Christine Hobbs chobbs@newburycourt.org)

<https://www.emersonhospital.org/clinical-services/neurology-neurosurgery/parkinson-s-support-group>

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/events/>

Various Support Groups

Emerson Hospital

Go to the website listed below for a list of support groups and their phone numbers.

<https://www.emersonhospital.org/community-programs/support-groups>

Lahey Medical Center

Go to the website listed below for a list of support groups and their phone numbers.

<https://www.lahey.org/lhmc/our-services/support-services/support-groups/>

Transportation

Carlisle COA Transportation Line

For transportation to local doctor appointments or errands, please contact our COA Transportation Line (978-371-6690) 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, groceries, etc.). Please give a minimum of two days' notice. All rides are on a best effort-basis

Carlisle Transportation Services (CTS)

To meet your alternative transportation needs, consider Flow Transportation Services. Flow can be reached at 978-602-5606 (in Leominster). Please call a minimum of 48 hours before your trip. Discount voucher-tickets for Carlisle seniors or those with disabilities may be purchased at the COA office. One-time registration for the voucher discount program is required. More info on the service & pricing is available at <http://carlislematransportation.com/cts-transportation/> or call the COA at (978) 371-6990.

Although the program is meant to help those with mobility challenges, the agreement with Flow Transportation offers favorable ride rates to all Carlisle residents. This is a livery service, not a taxi firm, so please make reservations two or more days in advance. All ride requests are on a best effort basis. Any questions regarding this service, please contact the COA at 978-371-6690.

ABC Taxi

11 Central Square
Acton, MA 01720
Phone: 978-264-9041

American Cancer Society & Road to Recovery Van

Free to cancer patients of all ages who need transportation to and from their cancer treatments. This service is run by volunteers and is dependent on their availability. Not wheelchair accessible: If the patient is non-ambulatory, they must have a caregiver and be able to get in and out of wheelchair for seating in vehicle. A 3-business-day advance notice is required, not including the date transportation is needed
Phone: 800-227-2345 (toll free) (select option "1" and then option "2" to talk to someone)

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

<https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>

Bruce Blake Taxi

Bedford, MA

Advance notice: 1 day is good; also try last minute. First hour ride is \$30.

Additional hours, \$30 each or more, depending on the destination. For example, a one-way trip to Boston is currently \$60.

Phone: 781-492-2743

FISH (Friends in Service Helping)

Transportation for Medical related trips (PT, doctors, etc.) only services the Carlisle and Concord area. Prefer a minimum of 48 business hour advance notice. 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, after reaching the volunteers, will call you back to confirm whether or not they can provide you with transportation.

Phone: 978-369-2244

Gentle Arms Daily – medical rides only

Wheelchair vans, group vans, and sedans. Travels to Boston. No senior discounts
Regular Hours: 9:30 am to 2:00 pm Monday-Friday.

By appointment.

Phone: 978-244-0199

Mass Health Transportation

You must be a Minuteman Health or Minuteman Service client to use this transportation. Your medical appointment should be scheduled for no later than 1:00PM. To arrange transportation, contact the Blair House of Tewksbury and ask for the transportation coordinator (Cindy). Allow as much time as possible for her to schedule the ride. Blair House provides the transportation and will bill Mass Health and Minuteman. You do NOT pay.

Monday-Friday 8 am – 5 pm

Phone: 978-851-3121 x3298

Massachusetts Registry of Motor Vehicles

Handicapped Placard and Plates

Medical Affairs Branch

P.O. Box 199100, Boston, MA 02119

Phone: 800-858-3926 (toll free)

<https://www.mass.gov/disability-plates-placards>

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, or credit or debit cards, at in-station fare vending machines or at retail sales terminals, T ticket offices and, online. For more information, call or visit website.

Phone: 617-222-3200, (TTY) 617-222-5854

<https://www.mbta.com/fares/charliecard>

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 at the Downtown Crossing Station in the underground concourse between the Red and Orange lines. The CharlieCard Store is open Monday through Friday, 8:30 a.m. to 5:00 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. If a customer wants to have a lost/damaged/expired Senior CharlieCard replaced, they can call 617-222-3200 or can also come into the CharlieCard Store and request a replacement in person. They must present a valid state ID/Passport. Also, whenever a new or replacement Senior CharlieCard is issued, the customer's current card will be blocked.

Phone: 617-222-3200, (TTY) 617-222-5854

<https://www.mbta.com/fares/reduced/senior-charliecard>

<https://www.mbta.com/fares/reduced>

Neighborhood Brigade

Volunteers who will help with such tasks as meal preparation and delivery, rides to medical appointments, light household chores/errands, dog walks, and friendly visits. Requests are submitted on their web site. (You can call them if you do not have access to the internet.) A “chapter leader” will respond in less than 24 hours. Services are free of charge.

Phone: 855-241-4357 (toll free)

<https://www.neighborbrigade.org/request-help/?chapter=ConcordCarlisleMA%23help-request-form>

Our Pleasure 2 Help, LLC

1661 Mass Ave, Suite 154, Lexington, MA 02420

Transportation for medical appointments and/or procedures, daily errands, etc. throughout Lexington and the surrounding communities, as well as to Boston & Logan. Call 48 or 72 hours ahead if possible. No wheel chair lift; wheel chair client must be able to transfer self in and out from chair.

Phone: 781-862-4300

<https://ourpleasure2help.com/>

Palms Pride Inc. Transportation

Wheelchair accessible vehicles – Medical and non-medical rides

By appointment. Call for pricing or email paul@palmsprideinc.com

Phone: 781-373-3460 or 978-667-6203

Plaza Limousine

Will go to Boston & Lahey (Burlington) – call for reservations and pricing

Phone: 978-453-0000

PrideSTAR EMS

229 Stedman St.

Lowell, MA 01851

We are a full-service company providing Chair Car Services, Basic and Advanced Life Support Ambulances, Specialty Care Transport, as well as special event EMS details. 24 x 7 – need 24-hour notice.

No senior discounts

Non-emergencies only, but can call and will assist if possible.

Phone: 978-441-0911

<http://www.pridestarems.com/>

Right At Home – In Home Care & Assistance

60 Great Road, Bedford, MA 01730

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 locally, including Boston. Client will be billed after the transportation trip

Phone: 781-275-1400

<https://www.rightathome.net/boston-northwest>

Veterans and Military Retirees Benefits Assistance

Edith Norse Veterans Administration Hospital

200 Springs Road

Bedford, MA 01730

Job Placement, Alzheimer's Services, Geriatric Specialists, 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. The VA has very helpful [brochure](#) describing these and other services.

Only veterans enrolled in area VAs are eligible to use these services.

Phone: 781-687-2275 or 781-687-2597

<https://www.bedford.va.gov/>

Department of Veterans Services

600 Washington Street, 7th floor, Boston, MA 02111

Leading advocate for veterans, their families and survivors.

Phone: 617-210-5480

<https://www.mass.gov/orgs/massachusetts-department-of-veterans-services>

Guide to 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 [here](#) or ask for a physical copy by calling 617-727-7030 or 800-392-6090 (toll-free in MA only).

<https://www.mass.gov/service-details/guide-to-veterans-laws-and-benefits>

Lowell Community Based Outpatient Clinic, VA

130 Marshall Road, Lowell, MA 01852

Only veterans enrolled in area VAs are eligible to use this clinic.

Phone: 800-865-3384 (toll free)

https://www.boston.va.gov/locations/Lowell_CBOC.asp

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) (toll free)

<https://mass211.org/>

US Department of Veteran Affairs

Medications by mail, covered if enrolled in uniform benefits package. Co-payment may be required. Only veterans enrolled in area VAs are eligible to use this service.

Phone: 800-827-1000 (toll free)

All benefits: <https://www.ebenefits.va.gov/ebenefits/homepage>

or for a more user-friendly version: <https://www.va.gov/>

Health benefits: <https://www.myhealth.va.gov/mhv-portal-web/home>

Prescriptions: <https://www.myhealth.va.gov/mhv-portal-web/web/myhealthvet/managing-your-prescription-refills>

VA Boston Health Care System

Only veterans enrolled in area VAs are eligible to use this service.

150 South Huntington Avenue, Jamaica Plain, MA 02130

Phone: 617-232-9500 or 800-865-3384 (toll free)

<https://www.boston.va.gov/>

Veterans Agent

365 Boston Road, Office #201, Billerica, MA 01821

Kenneth Buffum (covering Carlisle and Billerica)

The Veteran Services Officer's primary duty is to furnish information, advice, and assistance to veterans and their dependents as may be necessary to enable them to procure the benefits to which they are or may be entitled relative to employment, vocational, or other educational opportunities, hospitalization, medical care, pensions, and other veteran benefits.

Phone: 978-671-0968

<https://www.town.billerica.ma.us/>



Trip to the JFK Museum



Lunch with the New New Orleans Jazz Band (with Santo Pullara on clarinet)



Jane Blair entertains us with Impressionism lecture

Appendices

An A to Z Directory of Helpful Phone Numbers

AT&T	800-222-0400 (toll free)
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 Council on Aging	978-371-2895 and 978-371-6693
Carlisle Council on Aging Van Line	978-371-6690
Carlisle Housing Authority	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
Churches in the area	See Local Houses of Worship section
Comcast Cable	800-Comcast (800-266-2278) (toll free)
Department of Transitional Assistance	978-446-2400; Lowell office, Monday – Friday 7AM-5PM

DigSafe	888-344-7233 (toll free)
Dog Officer	978-369-1155
Elder Abuse Hotline	800-922-2275 (toll free) (9-5 M-F)
Eliot Community Human Services	800-988-1111 (toll free) Emergencies 978-369-1113 Concord Clinic 781-861-0890 Ombudsman
Emergency	911 (Medical, Fire, or Police)
Emerson Hospital	978-369-1400 TTY: 800-439-0183 (toll free) ER: 978-287-3690
Fire Department - non-emergency and Open Burning	978-369-1442
Food Source Hotline	800-645-8333 (toll free) TTY: 800-377-1292 (toll free) http://www.projectbread.org/
Food Stamps (help with)	800-645-8333 (toll free)
Fuel Assistance (Community Teamwork)	978-459-6161
Gleason Public Library	978-369-4898
Governor Charlie Baker Massachusetts State House Office of the Governor, Room 280 Boston, MA 02133	617-725-4005, 888-870-7770 (toll free) Fax: 617-727-9725 TTY: 617-727-3666 https://www.mass.gov/orgs/office-of-the-governor
Hospice and Palliative Care	800-962-2973 (toll free)
Lahey Hospital	781-744-5100
Lawyer Referral Service	866-627-7577 (toll free)
Lifeline Mount Auburn Hospital	617-499-5525
Lowell General Hospital	978-937-6000
MCI	800-950-5555 (toll free)
MBTA	617-222-3200 or 800-392-6100 (toll free)

Mass Health	800-841-2900 (toll free) TTY 800-497-4648 (toll free)
Mass Health Connector	877-623-6765 (toll free)
MSPCA Animal Poison Control (\$65 fee)	888-426-4435 (toll free)
Medicaid	800-841-2900 (toll free)
Medicare	800-633-4227 (toll free) TTY 877-486-2048 (toll free)
Minuteman Senior Services	888-222-6171 (toll free) 781-272-7177 TTY 800-439-2370 (toll free)
National Grid	800-233-5325 (toll free)
Poison Control Center	800-222-1222 (toll free)
Police Department - non-emergency and animal problems	978-369-1155
President Donald Trump 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) https://www.whitehouse.gov/get-involved/write-or-call/#write
Registry of Motor Vehicles	857-368-8000 (if calling from 339, 617, 781, 857 area codes) [This is NOT a toll-free number] 800-858-3926 (toll free) (for all other area codes)
Representative in the Massachusetts General Court (Fourteenth Middlesex District) State Representative Tami Gouveia https://www.tamigouveia.com/ <u>Boston Office</u> (617-722-2425) Massachusetts State House 24 Beacon St., Room B1 Boston, MA 02133 <u>District Office</u> (none given)	Just to check: https://malegislature.gov/Search/FindMyLegislator (Enter your street address, "Carlisle" and "01741" to locate Carlisle's current representative. Click on their name to bring up more information.)
Saints Medical Center (part of Lowell General Hospital)	978-458-1411

<p>Senator in Massachusetts General Court (Third Middlesex District)</p> <p>State Senator Michael J. Barrett https://senatormikebarrett.com/</p> <p><u>Boston Office</u> (617-722-1572) State House 24 Beacon St., Room 416 Boston, MA 02133</p> <p><u>District Office</u> (none given)</p>	<p>Just to check: https://malegislature.gov/Search/FindMyLegislator (Enter your street address, “Carlisle” and “01741” to locate Carlisle’s current representative. Click on their name to bring up more information.)</p>
<p>Social Security, Lowell Office</p>	<p>877-746-9850 (toll free)</p>
<p>Sprint</p>	<p>888-211-4727 (toll free) (Customer Service) 866-866-7509 (toll free) (Sales)</p>
<p>T-Mobile</p>	<p>800-T-MOBILE/800-866-2453 (toll free)</p>
<p>U.S. Cellular</p>	<p>888-944-9400 (toll free)</p>
<p>U.S. Post Office</p>	<p>800-275-8777 (toll free) Carlisle: 978-369-6820</p>
<p>U.S. Representative (Third District)</p> <p>U.S. Representative Lori Trahan https://trahan.house.gov/</p> <p><u>Lowell Office</u> (978-459-0101) 126 John Street, Suite 12 Lowell, MA 01852 Mon-Fri: 8:30 – 5:30 PM</p> <p><u>Acton Office</u> 472 Main Street Acton, MA 01720 2nd & 4th Wednesdays of the month; 9:00 AM – 12:00 PM</p> <p><u>Washington Office</u> (202-225-3411) 1616 Longworth HOB Washington, DC 20515</p>	<p>Just to check: https://www.house.gov/representatives (Select “M” from the alphabet index and then scroll to “Massachusetts” and find the “3rd” district. Clicking on the representative’s name brings up their webpage with local “Contact” information)</p>

<p>U.S. Senator Elizabeth Warren https://www.warren.senate.gov/</p> <p><u>Boston Office</u> (617-565-3170) 2400 JFK Federal Building 15 New Sudbury Street Boston, MA 02203</p> <p><u>Washington Office</u> (202-224-4543) 317 Hart Senate Office Bldg. Washington, DC 20510</p>	<p>Just to check: https://www.senate.gov/general/contact_information/senators_cfm.cfm?OrderBy=state (Select "Massachusetts" in the "Choose a State" box to get contact information for both Massachusetts U.S. senators)</p>
<p>U.S. Senator Edward Markey https://www.markey.senate.gov/</p> <p><u>Boston Office</u> (617-565-8519) 975 JFK Federal Building 15 New Sudbury Street Boston, MA 02203</p> <p><u>Washington Office</u> (202-224-2742) 255 Dirksen Senate Office Building Washington, DC 20510</p>	<p>Just to check: https://www.senate.gov/general/contact_information/senators_cfm.cfm?OrderBy=state (Select "Massachusetts" in the "Choose a State" box to get contact information for both Massachusetts U.S. senators)</p>
Verizon	800- VERIZON (800-837-4966) (toll free)
Veterans Administration in Bedford	781-687-2000
Veterans Services in Billerica	978-671-0968
Wells & Pumps Inspection	978-369-0283 (Board of Health)
Winchester Hospital	781-729-9000

Hospital Phone Directories

Emerson Hospital

Phone: 978-369-1400, TTY: 800-439-0183 (toll free)

Other Emerson phone numbers (e.g., for the various departments) can be found at:

<https://www.emersonhospital.org/contact-us>

Lahey Hospital and Medical Center

Burlington location: 781-744-5100

Lexington location: 781-372-7000

Peabody location: 978-538-4000

Phone numbers for other locations:

https://www.lahey.org/Footer/Main_Phone_Numbers_by_Lahey_Location.aspx

Other Key Phone Numbers:

https://www.lahey.org/Footer/Other_Key_Phone_Numbers.aspx

Departments:

<https://www.lahey.org/Departments/> (Click on the name of the department to bring up its web page)

Caregivers' Online Resources

Caregiver Action Network	https://www.caregiveraction.org/
Family Caregiver Alliance	https://www.caregiver.org
Massachusetts Eldercare Options	https://eldercare.acl.gov/Public/Index.aspx
National Family Caregiver Support Program Resource Room	https://www.acl.gov/programs/support-caregivers/national-family-caregiver-support-program
Online Elder Care Resource for New England	http://www.maseniors.org/
Online service to find elder care.	https://www.care.com/
Today's Caregiver Magazine	https://caregiver.com/
Well Spouse Association	https://wellspouse.org/

Also helpful:

AARP <https://www.aarp.org/caregiving/>

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

Medicare Interactive Website <https://www.medicareinteractive.org/>

National Academy of Elder Law Attorneys (NAELA) <https://www.naela.org/>



COA Lunch with Stephen Collins reliving Herman Melville for us



COA Lunch with Brian Kane singing from the Great American Songbook

Other Useful Links

Acton Congregational Church Thrift Store

Acton Congregation runs a thrift store, offering affordably priced, lightly used clothing, small housewares, toys, CDs and books.

12 Concord Road

Acton, MA 01720

Phone: 978-263-2728

https://www.actonc.org/cornerstone_thrift_shop

Alcoholics Anonymous

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

<https://www.aaemassd21.org/>

Bedford COA Fix-It-Shop

Repair of clocks, watches, lamps, and a variety of items for the cost of parts and, sometimes, a minimal charge for labor. Donations welcome. Tues/Weds. 9 a.m. - noon. Closed in the summer.

12 Mudge Way,

Bedford, MA

Phone: 781-275-6825

<https://www.bedfordma.gov/council-on-aging/pages/repairs-and-odd-jobs>

Carlisle Garden Club

P.O. Box 231, Carlisle MA 01741

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

Carlisle Trails Committee

"Trails in Carlisle" map book

<https://www.carlislema.gov/189/Trails-Committee>

<https://www.carlislema.gov/556/Trails-in-Carlisle-Trial-Book>

<https://www.carlislema.gov/562/Trail-Maps>

Community Programs at Middlesex Community College

Non-credit programs designed for individuals in all stages of life and career; offered online and in classrooms at Bedford and Lowell campuses. Programs include professional development and personal enrichment courses, College for Kids youth programs, and the Middlesex Institute for Lifelong Education for Seniors (MILES).

Phone: 781-280-3663

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

Concord-Carlisle Adult & Community Education

Financial assistance available upon request

Phone: 978-318-1432

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

Concord Carlisle Community Chest

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

Concord Community Social Services Resource Guide

<https://concordma.gov/895/Social-Services-Resource-Guide-for-Resid>

Drumlin Farm/Mass Audubon Society

Sponsors programs, classes, events, tours.

Phone: 781-259-2200 or 800-AUDUBON (800-283-8266) (toll free)

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

<https://www.massaudubon.org/get-outdoors/wildlife-sanctuaries/drumlin-farm>

Friends of the Carlisle Council on Aging

P.O. Box 38, Carlisle, MA 01741

https://www.carlisle.org/foccoa/Home_Page.html

Household Goods Recycling Ministry

Household Goods Recycling Ministry (HGRM) provides a full range of donated furniture and household items, free of charge, to help people in need make a home. Household Goods also accepts donations of gently used furniture and household items in a condition that you yourself would feel comfortable giving to a friend or neighbor.

530 Main Street

Acton, MA 01720

Phone: 978-635-1710

<https://householdgoods.org/>

Learning in Retirement (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. Classes are taught by LIRA members as well as UMass Lowell professors. See

<https://www.uml.edu/Community/LIRA/Course-Schedules/> for a list of currently available courses, their times and locations.

Phone: 978-934-3135

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

LGBT-Focused Group for Older Adults to Share Tea and Conversation

All are invited to enjoy tea and conversation at a new LGBT-focused group to be held the third Friday of each month at 10 AM. Come share your thoughts, ideas, and life experiences! Older adults from other towns most welcome.

Bemis Hall

15 Bedford Rd

Lincoln, MA 01773

<https://www.lincolntown.org/132/Council-on-Aging>

Mass Save®

Home Energy Assessments

Take advantage of a program that will improve your home's energy performance, reduce your energy bills, make your home more comfortable, and help you qualify for additional rebates and incentives. Schedule a no-cost Home Energy Assessment with a Mass Save® Energy Specialist by calling:

Phone: 866-527-SAVE (7283) (toll free)

<https://www.masssave.com/>

<https://www.masssave.com/en/saving/energy-assessments/>

Road Scholar (formerly Elder Hostel)

Sponsors senior citizen travel and educational programs in the US and abroad. You can select trips by category (e.g., Exclusive Voyages, National Parks) or by level of activity (Easy Going, On Your Feet, Keep the Pace or Let's Go) date and/or price range, the site will suggest trips within those selections.

Phone: 800-454-5768 (toll free)

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

Seniorliving.Org

FREE resource directory for people looking for 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.

Phone: 877-285-5360 (toll free)

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

Tower Hill Botanic Gardens

Year-round botanical gardens and café

11 French Drive (PO Box 598)

Boylston, MA 01505-0598

Phone: 508-869-6111

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



COA Lunch with Dale Joachim's jazz band trio and Santo Pullara



COA Lunch