

The Green Book

*A resource guide to programs and services
for older adults and adults with disabilities*

Elder Services of the Merrimack Valley, Inc.

Choices for a life-long journey



the northeast
**independent
living**
program, inc.

More benefits. \$0 cost.

If you are 65 or older and qualify for MassHealth Standard, our plan could get you more benefits than Original Medicare. With **UnitedHealthcare® Senior Care Options (HMO SNP)**, your doctor, hospital and prescription drug coverage are all under one convenient card.

Plus, you'll get extra benefits — at no cost to you. These extra benefits include:



\$0 copay for dental cleanings, fillings, dentures and more.



\$0 copay for all covered medications.



\$0 copay for eyewear.



\$0 copay for rides to doctor appointments.



Call **1-781-472-8650**, TTY: **711**, and one of our local, licensed agents can help you find out if you could get more benefits at no cost to you.



UnitedHealthcare SCO is a Coordinated Care plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan's contract renewal with Medicare. This plan is a voluntary program that is available to anyone 65 and older who qualifies for MassHealth Standard and Original Medicare. If you have MassHealth Standard, but you do not qualify for Original Medicare, you may still be eligible to enroll in our MassHealth Senior Care Option plan and receive all of your MassHealth benefits through our SCO program. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or copays/co-insurance may change on January 1 of each year. Premiums, copays, co-insurance and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details. Enrollees have no out of pocket costs.

H2226_140429_123027 Accepted
MASCO_140429_123027

CST5142A_240966

The Green Book
The 40th Anniversary 2015 Edition

We are very pleased to bring you the 40th anniversary edition of the Green Book, an extensive and easy to use resource directory for elders and adults with disabilities. Since the Green Book's inception, tens of thousands of copies have been distributed at no cost to ensure consumers and families have access to the information they need. Published in both English and Spanish, we are proud of the book's reputation as a *wealth of knowledge*, and work hard to ensure each edition is thoroughly vetted for accurate and timely information. We are also working on an online edition for 2015-2016 to allow digital access to information for consumers and family members.

In 2004, the Green Book became a collaborative project between the Northeast Independent Living Program and Elder Services of the Merrimack Valley. This joint effort reflected our commitment to work together as partners in an Aging and Disability Resource Consortium (ADRC). The Green Book was expanded to include information about both aging and disability services and to serve the larger catchment area reflective of both agencies' expertise and growth.

We worked hard to assure the most current and topical information is included, and are pleased to provide this resource guide at no cost. Thank you to our sponsors who helped make this possible.

We hope you find this guide helpful! We would like to thank all those who made this book possible.

Sincerely,



Rosanne DiStefano
Executive Director
***Elder Services Merrimack
Valley, Inc.***



June C. Sauvageau
Executive Director
***Northeast Independent
Living Program, Inc.***

Merrimack Valley Aging and Disability Resource Consortium

Elder Services of the Merrimack Valley, Inc

Elder Services of the Merrimack Valley, Inc. (ESMV) is a private non-profit agency that provides services, programs, education and assistance to older adults, adults with disabilities, families and caregivers. ESMV's mission is to help people make informed decisions and access the services and programs they need to meet both present and future needs. Successful for 40 years, ESMV is federally designated as an Area Agency on Aging (AAA), and a state designated Aging Service Access Point (ASAP) and Elder Protective Service agency. Elder Services is also a proud founding partner along with Hebrew SeniorLife of the Healthy Living Center of Excellence, and with Northeast Independent Living Program as a partner in the ADRC.

AAAs are federally designated organizations responsible for a wide range of functions related to services and programs for elders. Those include advocacy, planning, coordination of services, information, outreach and program development. There are approximately 840 AAAs throughout the nation, with ESMV as the designated AAA for this region. Elder Services programs and services serve both individual and community needs. Each department in the agency manages activities that offer education, services, support and assistance to the public.

Elder Services of the Merrimack Valley, Inc. covers the following cities and towns:

Amesbury	Merrimac
Andover	Methuen
Billerica	Newbury
Boxford	Newburyport
Chelmsford	North Andover
Dracut	Rowley
Dunstable	Salisbury
Georgetown	Tewksbury
Groveland	Tyngsborough
Haverhill	Westford
Lawrence	West Newbury
Lowell	

For particular programs and services we offer, our service area extends to other parts of Massachusetts and Southern New Hampshire.

Northeast Independent Living Program, Inc.

The Northeast Independent Living Program, Inc. (NILP) is a consumer controlled Independent Living Center providing advocacy and services to people with all disabilities in the Merrimack Valley area who wish to live independently in the community. Our programs and services that help people with all disabilities include:

- Transition to Adulthood
- Deaf and Hard of Hearing Independent Living Services
- Independent Living/Vocational Rehabilitation Services
- The Northeast Recovery Learning Community
- Personal Care Attendant Services
- Community Supports
- Long Term Options Counseling
- Long Term Services & Supports
- Money Follows the Person
- Nursing Home Transition Services

Additionally, we have the Training and Learning Collaborative (TLC), an education division of NILP geared toward educating organizations, businesses and individuals with disability sensitivity awareness training. As well as the NILP Community Development Consulting program geared to the business community providing Americans with Disabilities Act (ADA) training and compliance assistance.

Northeast Independent Living Program, Inc. covers the following cities and towns:

Amesbury	Dunstable	Lowell	Salisbury
Andover	Georgetown	Merrimac	Tewksbury
Billerica	Groton	Methuen	Tyngsborough
Boxborough	Groveland	Newbury	W. Newbury
Boxford	Haverhill	Newburyport	Westford
Chelmsford	Lawrence	N. Andover	Wilmington
Dracut	Littleton	Pepperell	

For particular programs and services we offer the service area may be expanded or reduced. Please inquire about coverage per program and service.

Table of Content

Please note: *This edition has a limited number of websites listed, as these sites change frequently. We recommend using the phone numbers as the initial contact.*

Abuse and Neglect	1
Crisis Intervention Unit	1
Disabled Persons Protection Commission (DPPC)	1
ADA – Americans with Disabilities Act - Resources	2
Adult Day Program (HEALTH & SOCIAL).....	3
Adult Day Health.....	3
Social Day.....	5
Advocacy	6
AIDS/HIV	8
ALS (Lou Gehrig’s Disease) - Resources	8
Alzheimer’s Disease - Resources	8
Arthritis - Resources	9
Assisted Living	9
Assistive Technology.....	11
Benefits Counseling/Return to Work.....	12
Blindness/Visual Impairment - Resources.....	13
Brain Injury - Resources	14
Cancer - Resources	15
Cerebral Palsy - Resources	15
Chore Services	16
Clothing	17
Community Care Transitions Program	18
Companionship	18
Consumer Directed Program	20
Consumer Protection	20
Councils on Aging and Senior Centers.....	21
Crohn’s Disease - Resources	23
Cystic Fibrosis - Resources	23
Deaf/Hard of Hearing - Resources and Services	24
Dental Care	25
Diabetes	26
Dialysis Services.....	26
Disaster - Preparedness & Response	27
Driving Resources	28

Table of Content

Registry of Motor Vehicles – Medical Affairs Branch.....	28
Adaptive Driving	28
Driving Evaluation Program.....	29
Educational Opportunities	29
Education and Travel	30
Elder Care Management	31
Elder Services of the Merrimack Valley, Inc.....	31
Age Information Department (Information and Referral)	32
Community Programs	32
Community Services.....	32
Home Care Department	33
Healthcare Initiatives and Programs	33
Emergency Assistancess - Resources.....	33
Emergency Response Systems.....	34
Employment Services	35
Epilepsy - Resources.....	36
Family Caregiver Support Program	36
Financial Services	37
Flu and Pneumonia Vaccines.....	38
Food Resources.....	38
Elder Brown Bag Program.....	38
Nutrition Programs.....	38
Congregate Meals	38
Home Delivered Meals	38
Wadleigh Elder Food Security Initiative	39
Food Stamps/Supplemental Nutritional Assistance Program	40
Meal Sites.....	40
Food Pantries/ Statewide Other Resources	42
Fuel Assistance	45
Gambling.....	46
Grandparenting Programs	47
Group Adult Foster Care.....	47
Habilitation Therapy	48
Hair Care at Home	48
Health Care Proxy - Resources	48
Health Centers – Community.....	49
Health Insurance	49
Healthy Living Center of Excellence.....	50

Table of Content

Heart Disease - Resources	50
Home Care Assistance Program Persons with Disabilities	51
Home Care Program – Massachusetts Elders	51
Home Health Care	51
Home Modifications/Repairs	55
Homeowner – Counseling Resources	56
Hospice	57
Hospitals	57
Housing.....	58
Accessible Housing	58
Adult Family Care/Foster Care Program	59
Congregate Housing	59
Continuing Care Retirement Communities (CCRCs).....	60
Group Adult Foster Care	60
Housing Authorities.....	60
Private Housing	62
Senior Living Communities.....	66
Supportive Housing	67
Huntington’s Disease - Resources	68
Immigrant and Refugee - Resources.....	68
Independent Living Centers.....	69
Information and Referral	70
Legal Assistance	71
Lesbian Gay Bisexual Transgendered (LGBT) Support/ Services	72
Live-In Companions	73
Long-Term Care Insurance.....	74
Long Term Care Ombudsman Program	74
LIVANTA BFCC-QIO (Beneficiary and Family Centered Care Quality Improvement Organization).....	74
Lupus - Resources.....	75
MA Senior Medicare Patrol (SMP) Program	75
MassHealth (Medicaid)	76
Medical Equipment – Loan/ Donation	77
Medical Equipment – Purchase	77
Medicare	78
Medicare Advantage Plans	79
Medicare Fraud and Abuse.....	79
Medicare Savings Programs	80

Table of Content

Medicare Supplemental Insurance (Medigap)	80
Mental Health Inpatient Facilities	80
Mental Health OutPatient Services	81
Mental Developmental Disability	84
Money Follows The Person	85
Money Management Service (Financial Resource Program)	86
MultiCultural Resources	86
Multiple Sclerosis - Resources.....	87
Muscular Dystrophy - Resources.....	87
New Hampshire Services	88
Northeast Independent Living Program.....	88
Nursing Home Pre-Admissions Screening	89
Nursing Home Quality Indicators	89
Nursing Homes	90
One Care Plan Program	93
Options Counseling program	93
Orthotics and Prosthetics	94
PACE Program.....	94
Parkinson’s Disease - Resources	94
Personal Care Attendant Program.....	95
Physician Referral Services	95
Polio - Resources	96
Prescription Drug Assistance	97
Recreation	98
Rehabilitation Services	98
Respite Services	99
Rest Homes	100
Senior Care Options (SCO)	101
Service Dogs	102
Shelters.....	102
SHINE Program	104
Social Security	105
Social Security Disability Insurance (SSDI).....	105
Spina Bifida - Resources.....	105
Spinal Cord Injury - Resources.....	106
Stroke - Resources	106
Substance Abuse – Alcohol and Drugs.....	106
Suicide Prevention	108

Table of Content

Supplemental Security Income (SSI) - Resources.....	109
Support Groups - Resources	109
Taxes – Resources for Assistance.....	109
Telephone Reassurance	110
Transitional Assistance (Welfare)	110
Transitional Inpatient Care	111
Transportation - Resources	111
Utility Assistance.....	113
Vehicle Modification	113
Veterans Independence Plus Program (VIP)	113
Veterans - Resources	114
Volunteer Opportunities	115
Weatherization Assistance Program	117
Youth with Disabilities	118

ABUSE AND NEGLECT

Massachusetts General Law Chapter 19A requires that all mandated professionals report suspected cases of elder abuse, neglect, exploitation and self-neglect to the designated Protective Services agency. Family, friends and other community members are encouraged to report suspected cases of abuse. “Abuse” includes physical, emotional, sexual or financial exploitation. It may also involve issues of neglect by a caretaker or self-neglect.

Crisis Intervention Unit

Elder Services of the Merrimack Valley, Inc.

Elder Services of the Merrimack Valley is the local designated protective services agency that provides specialized care management for “at risk” elders, age 60 years and older. The Crisis Intervention Unit – provides elder abuse and neglect intervention and assistance. Also offers specialized services including: homeless outreach, money management services, rep payee services and suicide prevention services. **For more information call our Age Information Department at 800-892-0890.**

Elder Abuse Hotline

For more information of for assistance after 5:00 pm and on weekends and holidays, call 800-922-2275.

Disabled Persons Protection Commission (DPPC)

Suspected abuse of adults with disabilities, 18-59 years, should be reported to the Disabled Persons Protection Commission. Concerns of abuse or neglect in an institutional setting should be reported to the Department of Public Health. Any person who has reasonable cause to believe an individual is being abused should report this to the appropriate agency. **For more information contact DPPC at 800-426-9009, 617-727-6465, 888-822-0350 TTY, 300 Granite Street, Ste 404, Braintree, MA 02184.**

**Department of
Developmental Services**

After hours hotline
800-367-4435

**Department of Mental
Health**

After hours hotline
800-221-0053

**Elder Services of the
Merrimack Valley, Inc.
Long Term Care
Ombudsman**

See Page 74

**Institutional Abuse
Dept. of Public Health**

Division of Health Care
Quality
99 Chauncy Street
Boston, MA 02111
800-462-5540 (MA)
617-753-8150

**New Hampshire Reporting
Abuse or Neglect
Bureau of Elderly and Adult
Services (BEAS)**

Mon - Fri 8:00 am - 4:30 pm
603-271-7014
800-949-0470 (within NH
only)

**ADA – AMERICANS WITH DISABILITIES ACT -
RESOURCES**

The Americans with Disabilities Act is a federal civil rights law designed to prevent discrimination and enable individuals with disabilities to participate fully in all aspects of society.

**Massachusetts Architectural
Access Board**

One Ashburton Place
Room 1310
Boston, MA 02108
617-727-0660
www.mass.gov/dps

**Massachusetts Office on
Disability (MOD)**

One Ashburton Place
Room 1305
Boston, MA 02108
617-727-7440
www.mass.gov/mod

New England ADA Center

200 Portland Street
Boston, MA 02114
800-949-4232 V/TTY
www.newenglandada.org

**Northeast Independent
Living Program (NILP)**

20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
800-845-6457 V/TTY
978-237-5699 VP
www.nilp.org

ADULT DAY PROGRAM (HEALTH & SOCIAL)

Adult day programs offer supervised settings for elders and adults with disabilities experiencing health and/or cognitive problems. There are two types of programs: adult day health and social day. Some are exclusively for those with Alzheimer's disease or related memory impairment.

Adult Day Health

Adult Day Health provides medical supervision, treatment, meals and activities. MassHealth (Medicaid) reimbursement may be available or individuals may pay privately. Elder Services of the Merrimack Valley can assess the need and may authorize funding based on eligibility.

**Active Life Adult Day Health
Center**

664 Lakeview Avenue
Lowell, MA 01850
978-322-0092

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

10 Erlin Terrace
Tewksbury, MA 01876
978-851-3121

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

20 Sheila Avenue
N. Chelmsford, MA 01863
978-251-0367

**Buttonwoods Place
Adult Day Health Center**

75 High Street
Haverhill, MA 01832
978-373-1584

Castle Hill Adult Day Health

225 Stedman Street, #31

Lowell, MA 01851

978-323-7811

The Community Family, Inc.

236 Broadway Street

Lowell, MA 01854

978-458-4844

**Cooperative Elder Services,
Inc. Adult Day Health**

Burlington

37 B Street

Burlington, MA 01803

781-270-5751

Groton

8 W. Main Street

Groton, MA 01450

978-448-1400

**D'Youville Adult Day Health
Center**

981 Varnum Avenue

Lowell, MA 01854

978-569-1000

**Harborside Adult Day
Health Center**

166 High Street

PO Box 117

Newburyport, MA 01950

978-465-1980

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

150 Industrial Avenue, East

Lowell, MA 01852

978-453-4663

**Mary Immaculate:
La Casa de Maria
Inmaculada Adult Day
Health Center**

200 Essex Street

Lawrence, MA 01841

978-685-2727

(Spanish Speaking)

La Casita Adult Day Health

193 Maple Street

Lawrence, MA 01841

978-620-1493

(Spanish Speaking)

Lowell Elder Care

345 Chelmsford Street

Lowell, MA 01851

978-596-1111

**Mary Immaculate
Adult Day Health**

189 Maple Street

Lawrence, MA 01841

978-620-1495

**Nevins PACE and
Adult Day Health**

12 Ingalls Court

Methuen, MA 01844

877-803-564

www.elementcare.org

**New England Community
Care Adult Day Health**

81 Bridge Street, Suite A
Lowell, MA 01852
978-441-0000

Oasis Adult Day Health

120 Broadway
Lawrence, MA 01840
978-989-9897

**Sarah's Place Adult Day
Health**

180 Water Street
Haverhill, MA 01830
978-374-2175

**Silverthorne Adult Day
Center**

23 Geremonty Drive
Salem, NH 03079
603-893-4799

**Spectrum Adult Day Health
North Andover**

1820 Turnpike Street, Suite 106
North Andover, MA 01845
978-688-3248

Beverly (Administrative Office)

600 Cummings Center
Suite 176X
Beverly, MA 01915
978-921-5020

Social Day

Social Day provides individualized programs of social activity for adults requiring daytime supervision. Hot meals and snacks are provided. Trained staff is available to assist with walking, grooming and eating. Private pay accepted.

**Chelmsford Adult Social Day
Program**

Chelmsford Senior Center
75 Groton Road
N. Chelmsford, MA 01863
978-251-8880

**Cooperative Elder Services,
Inc. Adult Day Health**

8 W. Main Street
Groton, MA 01450
978-448-1400

**Cooperative Elder Services,
Inc. Adult Day Health**

37 B Street
Burlington, MA 01803
781-270-5751

**Greenleaf Supportive Day
Program**

Amesbury Council on Aging
68 Elm Street
Amesbury, MA 01913
978-388-8138

**Senior Connections
Andover Council on Aging**
30 Whittier Court
(Mail to: 36 Bartlet Street)
Andover, MA 01810
978-623-8321

ADVOCACY

Advocacy is a process of supporting those issues that represent elder and people with disabilities. Activities may include public education and policies of interest. The listing included here covers a wide spectrum of issues related to health, aging, legal protection and disabilities.

AARP Massachusetts
One Beacon Street
Suite 2301
Boston, MA 02108
866-448-3621
www.aarp.org/states/ma

**Attorney General's Office
Elder Hotline**
One Ashburton Place
Boston, MA 02108
888-243-5337
www.mass.gov/ag

**Better Business Bureau of
Eastern MA, ME, RI & VT**
290 Donald Lynch Boulevard
Suite 102
Marlborough, MA 01752
508-652-4800
www.bbb.org/boston

**Elder Services of the
Merrimack Valley, Inc.
Age Information Department**
800-892-0890
800-924-4222 TTY
www.esmv.org

**Executive Office of Elder
Affairs**
One Ashburton Place, 5th Fl.
Boston, MA 02108
800-882-2003 (MA only)
617-727-7750
800-872-0166 TTY

Health Care for All
One Federal Street
Boston, MA 02110
800-272-4232
www.hcfama.org

INDEX

Eunice Kennedy Shriver
Center
University of Mass Medical
School
55 Lake Avenue North
S3-301

Worcester, MA 01655
800-642-0249
800-764-0200 TTY
www.disabilityinfo.org

Mass Home Care

26 Crosby Drive
Bedford, MA 01730
978-502-3794
www.masshomecare.org

Massachusetts Developmental Disabilities Council (MDDC)

100 Hancock Street
2nd Floor, Suite 201
Quincy, MA 02171
617-770-7676
617-770-9499 TTY
www.mass.gov/mddc

**Massachusetts Office for
Victim Assistance (MOVA)**
One Ashburton Place, Suite 1101
Boston, MA 02108
617-586-1340
www.mass.gov/mova

**Massachusetts Office on
Disability (MOD)**
One Ashburton Place, #1305
Boston, MA 02108
800-322-2020 V/TTY
www.mass.gov/mod

**Northeast Independent
Living Program (NILP)**
20 Ballard Road
Lawrence, MA 01843
800-845-6457 V/TTY
978-687-4288 V/TTY
www.nilp.org

**Pension Action Center
UMASS Boston**
100 Morrissey Boulevard
Boston, MA 02125
888-425-6067

Disability Advocacy Resource

The Massachusetts Office on Disability is the state's advocacy agency that serves people with disabilities of all ages. Its primary mission is to ensure access. This includes equal access to facilities, services and programs. To locate the Disability Office in your town, call the **Northeast Independent Living Program, 978-687-4288 (V/TTY); 800-845-6457 (V/TTY)** or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890, 978-683-7747 or 800-924-4222(TDD/TTY).**

Massachusetts Office on Disability (MOD)

One Ashburton Place, Room 1305

Boston, MA 02108

617-727-7440

www.mass.gov/mod

AIDS/HIV

For a list of agencies that provide AIDS/HIV testing, treatment or counseling, call the **Northeast Independent Living Program, 978-687-4288 (V/TTY); 800-845-6457 (V/TTY)** or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890, 978-683-7747 or 800-924-4222 (TDD/TTY).**

ALS (LOU GEHRIG'S DISEASE) - RESOURCES

ALS Association Mass. Chapter

315 Norwood Park South

Norwood, MA 02062

781-255-8884

www.als-ma.org

ALZHEIMER'S DISEASE - RESOURCES

**Elder Services of the
Merrimack Valley, Inc.
Age Information Department**

800-892-0890

800-924-4222 TTY

www.esmv.org

**Alzheimer's Association
Mass Chapter (Main Office)**

480 Pleasant Street
Watertown, MA 02472

617-868-6718

800-272-3900

www.alz.org/manh

**Alzheimer's Disease
Education & Referral Center
(ADEAR)**

P.O. Box 8250
Silver Spring, MD 20907
800-438-4380
www.nia.nih.gov/alzheimers

Alzheimer's Store
800-752-3238
www.alzstore.com

ARTHRITIS - RESOURCES

Arthritis Foundation – Massachusetts Chapter

29 Crafts Street, Suite 450
Newton, MA 02458
800-766-9449
www.arthritis.org

ASSISTED LIVING

This housing option offers personalized supportive services and health care designed to respond to the individual needs of those who need help with activities of daily living but do not require skilled medical care. Some facilities include additional specialized services such as respite, subsidized rent programs or assisted living for those with memory impairment.

Support Resources

**Assisted Living
Ombudsman Program**
Executive Office of Elder
Affairs
One Ashburton Place, 5th Fl.
Boston, MA 02108
617-727-7750
800-243-4636 (press 5)

**Assisted Living Facilities
Association - Massachusetts**
135 Beaver Street, Suite 202
Waltham, MA 02452
781-622-5999
www.massalfa.org

Assisted Living Facilities

Ashland Farm at North Andover
700 Chickering Road
North Andover, MA 01845
978-683-1300

Assisted Living Center, Inc.
19 Beach Road
Salisbury, MA 01952
978-463-9809

Atria Marland Place
15 Stevens Street
Andover, MA 01810
978-475-4225

Atria Merrimack Place
85 Storey Avenue
Newburyport, MA 01950
978-462-7324

Avita of Newburyport
4 Wallace Bashaw Junior Way
Newburyport, MA 01950
978-225-7000

Bayberry at Emerald Court
2000 Emerald Court
Tewksbury, MA 01876
978-640-0194

Billerica Crossings
20 Charnstaffe Lane
Billerica, MA 01821
978-667-0898

Blaire House of Tewksbury Assisted Living
10 Erlin Terrace
Tewksbury, MA 01876
978-851-3121

Bridges by Epoch Westford
108 Littleton Road
Westford, MA 01886
978-692-9541

Brightview Concord River
199 Concord Road
Billerica, MA 01821
978-262-1410

Brightview North Andover
1275 Turnpike Street
North Andover, MA 01845
978-686-2582

Chelmsford Crossings
199 Chelmsford Street
Chelmsford, MA 01824
978-250-8855

Elizabeth Calsey House
15 Elizabeth Street
Amesbury, MA 01913
978-388-0293

Elizabeth Calsey House at Lion's Mouth Road
286 Lion's Mouth Road
Amesbury, MA 01913
978-388-3752

Grace Morgan House

Assisted Living

489 Prospect Street
Methuen, MA 01844
978-682-4324

Greystone Farm at Salem

242 Main Street
Salem, NH 03079
603-898-5393

Haverhill Crossings

254 Amesbury Road
Haverhill, MA 01830
978-556-1600

The Inn at Robbins Brook

10 Devon Drive
Acton, MA 01720
978-264-4666

Marguerite's House

Assisted Living

189 Maple Street
Lawrence, MA 01841
978-682-7575

Emeritus at Meadow Lodge

4 Technology Drive
N. Chelmsford, MA 01863
978-458-0099

Merrivista

100 Water Street
Haverhill, MA 01830
978-374-2168

**Methuen Village
at Riverwalk Park**

4 Gleason Street
Methuen, MA 01844
978-685-2220

RiverCourt Residences

8 West Main Street
West Groton, MA 01450
978-448-4122

The Atrium at Drum Hill

2 Technology Drive
N. Chelmsford, MA 01863
978-934-0000

**The Atrium at Veronica
Drive**

1 Veronica Drive
Danvers, MA 01923
978-762-7625

Emeritus at Tewksbury

2580 Main Street
Tewksbury, MA 01876
978-657-0800

ASSISTIVE TECHNOLOGY

Assistive Technology includes devices or methods to compensate for the functional limitations of individuals and to increase their mobility,

communication and overall independence. The following agencies offer individualized assessment and customized equipment, devices and training.

CAST, Inc.
**Center for Applied
Special Technology**
40 Harvard Mills Square
Suite 3
Wakefield, MA 01880
781-245-2212
781-245-9320 TTY
www.cast.org

CLASS, Inc.
One Parker Street
Lawrence, MA 01843
978-975-8587
www.classinc.org

Easter Seals Massachusetts
484 Main Street
Worcester, MA 01608
508-757-2756
www.eastersealsma.org

MassMATCH
Massachusetts Rehabilitation
Commission
600 Washington Street, 2nd
Floor
Boston, MA 02111
877-508-3974
617-204-3851
617-204-3600
617-204-3815 TTY
www.massmatch.org

BENEFITS COUNSELING/RETURN TO WORK

The following agencies will provide benefits planning, assistance and outreach to persons with disabilities who are interested in returning to work.

**Massachusetts
Rehabilitation Commission
Statewide Employment
Services Department**
Administrative Offices
600 Washington Street
Boston, MA 02111
800-734-7475
617-204-3854

BenePLAN
UMass Medical School
333 South Street
Shrewsbury, MA 01545
877-937-9675
508-856-2659

BLINDNESS/VISUAL IMPAIRMENT - RESOURCES

American Printing

House for the Blind

1839 Frankfort Avenue

Louisville, KY 40206

502-895-2405

800-223-1839

www.aph.org

Bay State Council of the Blind

57 Grandview Avenue

Watertown, MA 02472

617-923-4519

www.acb.org/baystate

Deaf-Blind

Contact Center, Inc.

215 Brighton Avenue

Allston, MA 02134

617-254-4925 TTY/VCO/VP

EyeCare America

The Foundation of the

American Academy of

Ophthalmology

Seniors Eye Care

800-222-3937

www.eyecareamerica.org

Lowell Association for the

Blind

169 Merrimack Street, 2nd floor

Lowell, MA 01852

978-454-5704

www.lowellassociationfortheblind.org

Massachusetts Association for the Blind and Visually Impaired

200 Ivy Street

Brookline, MA 02446

888-613-2777

800-852-3029

www.mabvi.org

Massachusetts Commission for the Blind (MCB)

600 Washington Street

Boston, MA 02111

617-727-5550

800-392-6450

800-392-6556 TTY

www.mass.gov/mcb

National Braille Press

88 St. Stephen Street

Boston, MA 02115

617-266-6160

888-965-8965

www.nbp.org

Perkins Braille and Talking Book Library

175 North Beacon Street

Watertown, MA 02472

617-972-7240

800-852-3133

www.perkinslibrary.org

Perkins Products Store and Demo Center

175 North Beacon Street
Watertown, MA 02472
617-972-7308
www.perkins.org

Talking Information Center

130 Enterprise Drive
Marshfield, MA 02050
781-834-4400
800-696-9505
www.ticnetwork.com

The Carroll Center for the Blind

770 Centre Street
Newton, MA 02458
617-969-6200
800-852-3131
www.carroll.org

The Foundation Fighting Blindness

7168 Columbia Gateway Drive
Suite 100
Columbia, MD 21046
410-423-0600
www.blindness.org

BRAIN INJURY - RESOURCES

Brain Injury Association of Massachusetts

30 Lyman Street, Suite 10
Westborough, MA 01581
508-475-0032
800-242-0030
www.biama.org

Brain Injury and Statewide Specialized Community Services (BISSCS) (Formerly SHIP)

600 Washington Street
Boston, MA 02111
800-223-2559
617-204-3817 TTY
www.mass.gov/mrc/ship

CLASS, Inc.

One Parker Street
Lawrence, MA 01843
978-975-8587
www.CLASSinc.org

Epilepsy Foundation of New England

540 Gallivan Boulevard
2nd Floor
Boston, MA 02124
888-576-9996
617-506-6041
www.efmarinhme.org

CANCER - RESOURCES

For information, transportation to treatment, wig banks and support groups, contact:

American Cancer Society

800-227-2345

www.cancer.org

Holy Family Hospital

The William L. Lane Cancer Management Center at Holy Family Hospital gives patients access to medical and radiation as well as oncologists, radiologists, surgeons, pathologists, nurses, therapists, dietitians, social workers and other professional support staff dedicated to treating cancer patients. The center includes: medical oncology and hematology services, radiation oncology services in collaboration with UMass Memorial Health Care, lung cancer clinic, surgical gynecological oncology and breast care center.

70 East Street

Methuen, MA 01844

Phone: 978-687-0156, ext. 2021

Lowell General Hospital

Lowell General Hospital collaborates with the Massachusetts General Hospital Cancer Center. We provide state of the art cancer services in Hematology, Medical Oncology, Radiation Oncology, and Gynecological Oncology.

295 Varnum Avenue, Lowell, MA 01854

978-937-6800

7:00am-5:00pm, Monday-Friday

CEREBRAL PALSY - RESOURCES

CLASS, Inc.

One Parker Street

Lawrence, MA 01843

978-975-8587

www.classinc.org

March of Dimes

112 Turnpike Road, Suite 102

Westborough, MA 01581

508-366-9066

www.marchofdimes.com

United Cerebral Palsy (UCP)

National Office
1825 Kst., NW, Suite 600
Washington, DC 20006
800-872-5827
www.ucp.org

UCP of Metro Boston

71 Arsenal Street
Watertown, MA 02472
866-475-2827
617-926-5480
www.ucpboston.org

CHORE SERVICES

Chore services are designed to help with heavier household tasks, such as washing floors, cleaning ovens, washing windows and defrosting refrigerators.

ABC Home Healthcare

233 Albion Street
Wakefield, MA 01880
781- 245-1880

Multicultural Home Care

354 Merrimack Street, Suite 307
Lawrence, MA 01843
978-689-8666

Bring Care Home

10 South Main Street, Suite 208
Topsfield, MA 01983
978-887-4171

Patient First, LLC

2001 Beacon Street, Suite 200
Brighton, MA 02135
617-938-3630

Intercity Home Care

100 Merrimack Street, Suite 201
Lowell, MA 01852
978-937-0170
800-779-6302 (MA)

Sparkle Cleaning

Lazarus House Ministries
412 Hampshire Street
Lawrence, MA 01841
978-682-1222

Medical Resources

320 Nevada Street, Suite 201
Newton, MA 02460
617-969-7517

Professional Profiles, Inc.

85 Constitution Lane, 2nd Floor
Danvers, MA 01923
978-774-0022

CLOTHING

The following organizations offer new and/or used clothing at reduced or no cost. Some Councils on Aging have Thrift Shops onsite and some church groups distribute donated clothing.

All Saints Parish Thrift Shop

120 Bellevue Avenue
Haverhill, MA 01832
978-372-7721

Drop-In Center

Community Action Inc.

16 Ashland Street
Haverhill, MA 01830
978-521-4350

Groveland Congregational Church Thrift Shop

4 King Street
Groveland, MA 01834
978-372-3463

Lazarus House

Good Shepherd Thrift Store

412 Hampshire Street
Lawrence, MA 01841
978-686-0441

Lazarus House

Saint Martin Thrift Store

121 Essex Street
Lawrence, MA 01840
978-687-1184

Lazarus House Saint Frances & Saint Clare Thrift Store

229 South Union Street
Lawrence, MA 01843
978-557-5449

North Andover Thrift Shop

172 Sutton Street
North Andover, MA 01845
978-689-9520

Ruth's House, Inc.

111 Lafayette Square
Haverhill, MA 01832
978-521-5575

Salvation Army Thrift Store Haverhill

132 Merrimack Street
Haverhill, MA 01830
978-374-7355

Salem

74 Cluff Road
Salem, NH 03079
603-898-8571

COMMUNITY CARE TRANSITIONS PROGRAM

Elder Services of the Merrimack Valley was one of the first agencies in the nation to work with our local community hospitals to develop a Community Care Transitions Program (CCTP). This program helps people when discharged from a hospital, rehab, or nursing home. A transitional coach with specialized training, expertise in community resources and nursing oversight, connects with patients before they are discharged and then follows up with the person when they are home. Through visits, phone calls and medical technology, the coach helps people to better understand their health care challenges and the risk factors they face in managing their chronic disease(s). The coach helps a person establish a medical journal to assist with the communication with their medical team; helps them to understand their medication and treatment plan and helps develop a service plan to address unmet needs for an individual. For more information about CCTP contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

COMPANIONSHIP

Companionship programs provide visits to homebound individuals who need socialization and offer respite to primary caregivers.

All Care Resources

200 Sutton Street
North Andover, MA 01845
781-598-7066

Alliance Home Health Care

6 Mary E. Clark Drive
Hampstead, NH 03841
603-329-8288

Billerica Council on Aging

Respite Companion Care
Program
25 Concord Road
Billerica, MA 01821
978-671-0916

Bring Care Home

10 South Main Street, Suite 208
Topsfield, MA 01983
978-887-4171

Companion-Respite Care Program

Chelmsford Senior Center
75 Groton Road
N. Chelmsford, MA 01863
978-251-0533
(Chelmsford and Westford residents)

Elder Services of the Merrimack Valley, Inc.

Friends-in-Deed

(For ESMV Clients)
800-892-0890
www.esmv.org

Home Care, Inc.

360 Merrimack Street
Building 9
Lawrence, MA 01843
800-933-5593

Home Instead Senior Care

231 Sutton Street, Suite 2H
North Andover, MA 01845
978-725-5995

Intercity Home Care

100 Merrimack Street
Suite 201
Lowell, MA 01852
978-937-0170
800-779-6302 (MA)

Multicultural Home Care

354 Merrimack Street
Suite 307
Lawrence, MA 01843
978-689-8666

Patient First, LLC

2001 Beacon Street, Suite 200
Brighton, MA 02135
617-938-3630

Professional Profiles, Inc.

85 Constitution Lane, 2nd Floor
Danvers, MA 01923
978-774-0022

Right at Home Merrimack Valley

350 Main Street
Haverhill, MA 01830
978-373-8010

Right at Home

60 Great Road
Bedford, MA 01730
781-275-1400
978-448-6988 (Groton Office)

Visiting Angels

182 State Street
Newburyport, MA 01950
978-462-6162

CONSUMER DIRECTED PROGRAM

This program allows elders who are eligible for the ESMV Home Care Program the option of personal choice in recruiting, hiring scheduling or discharging their own care providers. The amount of service is determined by the needs of the elder within the guidelines of the Home Care Program. The Care Manager conducts an assessment of need and a service plan is developed with the consumer. In cases where the consumer is unable to perform the function of Employee of Record, a surrogate can assume the responsibility for the consumer. The surrogate cannot serve as the paid Home Care Worker. For more information contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

CONSUMER PROTECTION

Consumer protection agencies provide information on a variety of consumer-related topics. They may also investigate and help resolve consumer complaints.

Attorney General's Office

One Ashburton Place
Boston, MA 02108
617-727-2200
www.mass.gov/ago

Better Business Bureau of Eastern MA, ME, RI & VT

290 Donald Lynch Boulevard
Suite 102
Marlborough, MA 01752
508-652-4800
www.bbb.org/boston

Greater Haverhill

Community Action, Inc.
Consumer Protection Program
145 Essex Street
Haverhill, MA 01832
978-373-1971
www.communityactioninc.org

Greater Lawrence

Community Action Council
Consumer Protection Program
305 Essex Street
Lawrence, MA 01840
978-681-4990
www.glcac.org

Middlesex Community College Law Center

Consumer Protection Program

88 Middle Street

Lowell, MA 01852

978-656-3342

www.middlesex.mass.edu/lawcenter

COUNCILS ON AGING AND SENIOR CENTERS

Councils on Aging are town or city organizations responsible for developing and managing a range of activities like a gathering place for congregate meals and offering information and referral to residents over age 60. Other services might include health clinics, recreational and educational activities, volunteer opportunities and exercise programs.

Amesbury Council on Aging

68 Elm Street

Amesbury, MA 01913

978-388-8138

Andover Council on Aging

30 Whittier Court

Mail: 36 Bartlet Street

Andover, MA 01810

978-623-8321

Billerica Council on Aging

25 Concord Road

Billerica, MA 01821

978-671-0916

Boxford Council on Aging

Community Center

4 Middleton Road

Boxford, MA 01921

978-887-3591

Chelmsford Council on Aging

75 Groton Road

N. Chelmsford, MA 01863

978-251-0533

Dracut Council on Aging

951 Mammoth Road

Dracut, MA 01826

978-957-2611

Dunstable Council on Aging

511 Main Street

Dunstable, MA 01827

978-649-4514 x 223

Georgetown Council on Aging

1 Library Street

Georgetown, MA 01833

978-352-5726

Groveland Council on Aging

183 Main Street
Groveland, MA 01834
978-372-1101

Haverhill Council on Aging

Citizens Center
10 Welcome Street
Haverhill, MA 01830
978-374-2390

Lawrence Council on Aging

155 Haverhill Street
Lawrence, MA 01840
978-620-3540

Lowell Council on Aging

Senior Center
276 Broadway Street
Lowell, MA 01854
978-674-1172

Merrimac Council on Aging

100 East Main Street
Merrimac, MA 01860
978-346-9549

Methuen Council on Aging

77 Lowell Street
Methuen, MA 01844
978-983-8825

Newbury Council on Aging

63 Hanover Street
Newbury, MA 01951
978-462-8114

Newburyport Council on Aging

40 Water Street, P.O. Box 550
Newburyport, MA 01950
978-462-8650

North Andover Council on Aging

Senior Center
120R Main Street
North Andover, MA 01845
978-688-9560

Rowley Senior Center and Community Services

39 Central Street
P.O. Box 523
Rowley, MA 01969
978-948-7637

Salisbury Council on Aging

Hilton Senior Center
43 Lafayette Road
Salisbury, MA 01952
978-462-2412

Tewksbury Council on Aging

175 Chandler Street
Tewksbury, MA 01876
978-640-4480

Tyngsborough Council on Aging

180 Lakeview Avenue
P.O. Box 94
Tyngsborough, MA 01879
978-649-9211

**West Newbury Council on
Aging**

Senior Center
381 Main Street
West Newbury, MA 01985
978-363-1104

Westford Council on Aging

Cameron Senior Center
20 Pleasant Street
(Mail to: P.O. Box 2223)
Westford, MA 01886
978-692-5523

CROHN'S DISEASE - RESOURCES

Crohn's & Colitis Foundation of America

New England Chapter
72 River Park Street, Suite 202
Needham Heights, MA 02494
781-449-0324
800-314-3549
www.ccfa.org

CYSTIC FIBROSIS - RESOURCES

Cystic Fibrosis Foundation - Massachusetts Chapter

220 North Main Street, Suite 104
Natick, MA 01760
508-655-6000
800-966-0444
www.cff.org

DEAF/HARD OF HEARING - RESOURCES AND SERVICES

Association of Late-Deafened Adults, Inc. (ALDA Boston)

P.O. Box 600622
Newtonville, MA 02460
815-332-1515 V/TTY
866-402-2532
www.aldaboston.org
www.alda.org

D.E.A.F., Inc.

215 Brighton Avenue
Allston, MA 02134
617-254-4041 V/TTY
www.deafinonline.org

Deaf Blind Community Access Network (DBCAN)

215 Brighton Avenue
Allston, MA 02134
617-254-4041 V/TTY
www.deafinonline.org

Deaf-Blind Contact Center, Inc.

215 Brighton Avenue
Allston, MA 02134
617-254-4041 V/TTY
617-254-4925 TTY/VCO/VP

Hartling Communications

85 Wilmington Road, Suite 16
Burlington, MA 01803
781-272-7634
781-270-6710 TTY
www.hartling.com

Hearing Loss Association of America

7910 Woodmont Avenue
Suite 1200
Bethesda, MD 20814
301-657-2248 V/TTY
www.hearingloss.org

Mass Relay

703 West Housatonic Street
Suite 148
Pittsfield, MA 01201
711 Universal Access
866-887-6619
800-439-2370 TTY
www.massrelay.com

Massachusetts Commission for the Deaf & Hard of Hearing (MCDHH)

600 Washington Street
Boston, MA 02111
617-740-1600
617-326-7546 VP
www.mass.gov/mcdhh

Massachusetts State Association of the Deaf (MSAD)

P.O. Box 52097
Boston, MA 02205
781-517-7595
978-536-9112
www.msad.org

**New England Home
for the Deaf (NEHD)**

145 Water Street
Danvers, MA 01923
978-774-0445
978-739-4010 TTY
<http://nehd.org/contact.html>

Verizon

Center for Customers with
Disabilities
900 Chelmsford Street, 4th
Floor
Lowell, MA 01852
800-974-6006 V/TTY

**Northeast Independent
Living Program (NILP)**

20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
800-845-6457 V/TTY
978-237-5699 VP
www.nilp.org

DENTAL CARE

MassHealth provides some dental services to beneficiaries. Dental schools may offer some services, such as teeth cleaning, to the public at reduced cost. These services are generally provided by dental students under the supervision of licensed professionals.

**Boston University School of
Dental Medicine**

Patient Care Center
100 E. Newton Street
Boston, MA 02118
617-638-4700

**MassHealth Dental
Customer Service**

800-207-5019
<https://masshealth-dental.net>

Harvard Dental Center

Teaching Practice
188 Longwood Avenue
Boston, MA 02115
617-432-1434

**Lynn Community Health
Center**

Dental Services
269 Union Street
Lynn, MA 01901
781-581-9832

**Middlesex Community
College**

Dental Hygiene Clinic
44 Middle Street
Lowell, MA 01852
978-656-3250

**Tufts University School of
Dental Medicine**

Pre-Doctoral Clinics
One Kneeland Street
Boston, MA 02111
617-636-6828

DIABETES

Most local hospitals offer support groups and educational programs for those with diabetes. The following organizations can also be contacted for information on diabetes and available resources.

**American Diabetes
Association New England**

10 Speen Street, 2nd Floor
Framingham, MA 01701
800-342-2383
617-482-4580
www.diabetes.org

Joslin Diabetes Center

One Joslin Place
Boston, MA 02215
617-732-2400
www.joslin.org

**Healthy Living Center of
Excellence - Diabetes Self-
Management Program**

978-946-1211
www.healthyliving4me.org

DIALYSIS SERVICES

**DaVita Amesbury Renal
Center**

24 Morrill Place
Amesbury, MA 01913
978-388-7100

DCI Walden Pond

58B Winthrop Street
Concord, MA 01742
978-369-1683

Fresenius Medical Care

Lowell Site
847 Rogers Street
Lowell, MA 01852
978-441-5100

Methuen Site
421 Merrimack Street
Methuen, MA 01844
978-975-3117

Merrimack Valley Site
100 Milk Street
Methuen, MA 01844
978-686-9900

FMC Newburyport Dialysis

260 Merrimac Street
Newburyport, MA 01950
978-465-7030

North Andover Renal Center

201 Sutton Street
North Andover, MA 01845
978-975-1119

DISASTER - PREPAREDNESS & RESPONSE

All communities in the state have developed their own individual comprehensive emergency management plan in conjunction with the Massachusetts Emergency Management Agency (MEMA). Contact your city or town hall to find information about your local office or go to www.mass.gov/eopps/agencies to find a list of the Emergency Management Directors in each city or town.

American Red Cross of MA

139 Main Street
Cambridge, MA 02142
617-274-5200
www.redcross.org

**American Red Cross of
Northeast Massachusetts**

85 Lowell Street
Peabody, MA 01960
978-922-2224
www.redcross.org

DisasterAssistance.gov

800-621-FEMA (3362)
www.disasterassistance.gov

Disaster Distress Helpline

Disaster Crisis Counseling
800-985-5990

**Federal Emergency
Management Agency
US Department of Homeland
Security**
500 C Street SW
Washington, DC 20472
202-646-2500
www.fema.gov

**Massachusetts Emergency
Management Agency**
400 Worcester Road
Framingham, MA 01702
508-820-2000
www.mass.gov/eopps/agencies

DRIVING RESOURCES

Registry of Motor Vehicles – Medical Affairs Branch

This branch of the Registry sets policies and procedures regarding the minimum physical qualifications to operate motor vehicles. It also issues disabled plates and placards.

**Medical Affairs Bureau
Registry of Motor Vehicles**
P.O. Box 55889
Boston, MA 02205
857-368-8020
www.massrmv.com

Adaptive Driving

Driving Rehabilitation Specialists are certified professionals who are specially trained to work with older drivers and people with special needs. They are able to provide driving assessments, training and re-training.

**The Association for Driver
Rehabilitation Specialists**
200 First Avenue NW #505
Hickory, NC 28601
866-672-9466 (Toll Free)
www.aded.net

**Adaptive Driving
Program, Inc.**
250 Milton Street, #LL002
Dedham, MA 02026
781-329-6656
www.adaptivedrivingprogram.com

Driving Evaluation Program

Driving Resource Center - AARP

www.aarp.org/home-family/getting-around/driving-resource-center/driving-welcome/

New England Rehabilitation Hospital

Driver Evaluation Program
2 Rehabilitation Way
Woburn, MA 01801
781-939-1900

Northeast Rehabilitation Hospital

Driving Assessment Program
70 Butler Street
Salem, NH 03079
603-681-3212

Spaulding Rehabilitation Hospital

Driving Assessment Program
300 First Avenue
Charlestown, MA 02129
617-952-6200

VA New England Healthcare System

Driver Training Program
940 Belmont Street
Brockton, MA 02310
508-583-4500

EDUCATIONAL OPPORTUNITIES

Some local colleges offer reduced cost continuing education courses to older adults or special programs designed for those 50+ with nominal enrollment fees.

Explorers Lifelong Learning Institute of Salem State University

10 Federal Street
Salem, MA 01970
978-744-0804
www.explorerslli.org

Merrimack College Continuing Education

315 Turnpike Street
North Andover, MA 01845
978-837-5000
www.merrimack.edu

**Middlesex Community
College - Bedford Campus
Middlesex Institute for
Lifelong Education for
Seniors (MILES Program)**
591 Springs Road
Bedford, MA 01730
781-280-3570
www.middlesex.mass.edu

**University of Massachusetts
Lowell Campus
Learning in Retirement
Association (LIRA)**
One University Avenue
Lowell, MA 01854
978-934-3135
www.uml.edu

**Northern Essex Community
College**
100 Elliott Street
Haverhill, MA 01830
www.necc.mass.edu

Lifelong Learning Center
978-659-1225

College of Older Learners
978-556-3110

EDUCATION AND TRAVEL

Elderhostel

Elderhostel is an educational travel organization for adults 50 years and older. It offers various learning experiences across the United States and worldwide. Older adults enroll in courses taught by college faculty and stay in comfortable accommodations throughout the course of the program. Elderhostel also offers day programs. For information, contact:

11 Avenue de Lafayette
Boston, MA 02111
800-454-5768
www.roadscholar.org

ELDER CARE MANAGEMENT

Elder Care Management is a combination of services and programs designed to meet the needs of older adults. Care Managers act as guides through a system of community-based services and are available to provide home visits.

Massachusetts Home Care Program provides follow-up care/case management and a wide range of services to elders who meet income and need guidelines. There is a sliding fee scale.

For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Private Care Management

Private Care Management is available to families who want and need professional help without the “legwork” in managing care for an older relative. There is a fee for this service.

GCM New England

Geriatric Care Managers New England

P.O. Box 67075

Chestnut Hill, MA 02467

617-227-4669

www.gcmnewengland.org

ELDER SERVICES OF THE MERRIMACK VALLEY, INC.

Elder Services of the Merrimack Valley, Inc. (ESMV) is a private non-profit agency that provides services, programs, education and assistance to older adults, adults with disabilities, families and caregivers. ESMV’s mission is to help people make informed decisions and access the services and programs they need to meet both present and future needs. Successful for 40 years, ESMV is federally designated as an Area Agency on Aging (AAA), and a state designated Aging Service Access Point (ASAP) and Elder Protective Service agency. Elder Services is proud to be a founding partner of the Merrimack Valley Aging and Disability Resource Consortium, the

first of its kind in Massachusetts and the founder and partner with Hebrew SeniorLife for the Healthy Living Center of Excellence.

AAAs are federally designated organizations responsible for a wide range of functions related to services and programs for elders. Those include advocacy, planning, coordination of services, information sharing, outreach and program development. ESMV the designated AAA for the Merrimack Valley area.

Elder Services programs and services serve both individual and community needs. Each department in the agency manages activities that offer education, services, support and assistance to the public. Our programs and services are:

Age Information Department (Information and Referral)

Trained specialists provide free information and referral to callers about a wide range of local, state and national resources and programs. Serves as the central intake department for ESMV as well as a Help Desk for Home Care consumers and their families. A full time staff manage over 3,000 calls a month for assistance.

Community Programs

Family Caregiver Support Program
Long Term Care Ombudsman Program
Serving the Health Insurance Needs of Everyone (SHINE) Program
MA Senior Medicare Patrol (SMP) Program
Volunteer Programs

Community Services

Basic Necessities
Elder Brown Bag Program
EnhanceWellness Program
Legal Assistance
LGBT Outreach
Minority Outreach
Nutrition Program (Home Delivered and Congregate Meals)
Supportive Housing
Wadleigh Greater Haverhill Elder Food Collaborative

Home Care Department

Care Management
Crisis Intervention Unit
In-Home Services
Personal Care Attendant Program
Nursing Home Pre-Admission Screening
Senior Care Options
Supportive Living Programs

Healthcare Initiatives and Programs

Community Care Transitions Program
Options Counseling Program
The Healthy Living Center of Excellence

For information on these programs see pages listed or call our Age Information Department at 800-892-0890, TTY: 1-800-924-4222 or visit our website at www.esmv.org.

EMERGENCY ASSISTANCES - RESOURCES

Ruth's House, Inc.

A charitable thrift store in Haverhill, providing low cost options for clothing. Work with various organizations, including ESMV, to help with emergency response for family, children and elders.

111 Lafayette Square
Haverhill, MA 01831
978-521-5575
www.ruthshouse.org

The Wish Project

An agency helping other social service agencies with donations for those in need living in the Merrimack Valley. They accept referrals from social service agencies who participate through the annual administrative fee. They offer several items ranging from furniture to clothing and support special projects like backpacks or Christmas

gifts. For more information on the referral process or becoming an affiliated organization, call 978-441-9474.

The Wish Project also offers an Emergency Support Program for fire victims, homeless and other disaster victims. Emergency requests can be made at the warehouse, 978-441-9497 during open hours, and at the Hotline 978-727-7449 Monday, Thursday, weekends, and holidays 9am-7pm.

1 Foundry Industrial Park
Lowell, MA 01852
978-441-9474
www.thewishproject.org

The Pettengill House, Inc.

An organization supporting families and children living in Amesbury, Byfield, Groveland, Merrimac, Newbury, Newburyport, Rowley, Salisbury and West Newbury through case management and coordinating supports to help with individual and family stabilization. Over a dozen programs helping with basic needs, education and special projects.

P.O Box 5551
13 Lafayette Road
Salisbury, MA 01952
978-463-8801
www.pettengillhouse.org

EMERGENCY RESPONSE SYSTEMS

Personal emergency response systems provide 24-hour access to emergency help for older adults and individuals with disabilities.

AGB Lifesaver Medical Alarms
19 Marlboro Street
Newburyport, MA 01950
877-718-7377

Alert Response Lifeline
7 Bond Street
Reading, MA 01867
781-944-8778 (Office)
781-248-5502 (Cell)

Be Safer at Home

800 West Cummings Park
Suite 6950
Woburn, MA 01801
781-938-7377
866-513-7377 (outside MA)

Colonial Medical

Assisted Devices

14 Celina Avenue
Nashua, NH 03063
800-323-6794

Holy Family Hospital

Valley Medical Response

70 East Street
Methuen, MA 01844
978-687-0151 ext. 2400

Lifeline

111 Lawrence Street
Framingham, MA 01702
800-635-6156 (private pay)
800-368-2925 (Government
Services - Medicaid, 3rd Party
Payer)

**New England Emergency
Response Systems**

7 Church Street
Dover, NH 03820
800-888-033

EMPLOYMENT SERVICES

The following agencies help adults with disabilities locate training and employment. Some programs are limited to low-income people.

American Training

6 Campanelli Drive
Andover, MA 01810
978-685-2151
www.americantraininginc.com

CLASS, Inc.

One Parker Street
Lawrence, MA 01843
978-975-8587
www.CLASSinc.org

Career Center of Lowell

DEI Project
107 Merrimack Street
Lowell, MA 01852
978-805-4734
www.cclowell.org

**Greater Newburyport
Opportunities**

10 Opportunity Way
Newburyport, MA 01950
978-462-6144
978-462-7747 TTY
www.opportunityworks.net

**Massachusetts Rehabilitation
Commission – Boston**

600 Washington Street, 2nd Floor
Boston, MA 02111
617-204-3600
www.mass.gov/mrc

**Massachusetts Rehabilitation
Commission**

Lawrence
280 Merrimack Street
Lawrence, MA 01843
978-685-1731 V/TTY

Lowell

325 Chelmsford Street
Lowell, MA 01851
978-458-4544
978-685-1731 V/TTY

Valley Works

Haverhill

Northern Essex Community
College
100 Elliot Street
Haverhill, MA 01830
978-722-7000
978-469-7859 TTY

Lawrence

Heritage Place
439 South Union Street
Building 2
Lawrence, MA 01843
978-722-7000
978-722-7088 TTY
www.valleyworksgcc.org

EPILEPSY - RESOURCES

Epilepsy Foundation of New England

540 Gallivan Boulevard, 2nd Floor
Boston, MA 02124
617-506-6041
888-576-9996
www.epilepsynewengland.org

FAMILY CAREGIVER SUPPORT PROGRAM

This program provides caregivers with support through the challenges of caring for their loved one. They offer assessment, short-term advice, and assistance in navigating resources and programs at no

cost. To participate in the Family Caregiver Support Program caregivers may be of any age caring for someone age 60 or older or diagnosed with Alzheimer's disease (any age), as well as caregivers who are age 55 or older and caring for a disabled adult age 18-59. The program also assists grandparents and other adult family members age 55 and older caring for a child under the age of 18.

The Family Caregiver Support Program offers additional financial support for respite care (see page 99), habilitation therapy (see page 48), and campership for grandparent raising grandchildren (see page 47). For more information, contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

FINANCIAL SERVICES

Budget Buddies

14 High Street
Chelmsford, MA 01824
978-703-0820
www.budgetbuddies.org

Money Management International

Regional Headquarters
31 Milk Street, Suite 515
Boston, MA 02109
886-889-9347
www.creditcounseling.org

Elder Services of the Merrimack Valley, Inc.

Financial Resource Program

Money management can become difficult for some older adults. Paying routine bills, balancing checkbooks and developing a budget can be overwhelming. Elder Services of the Merrimack Valley offers a program using trained volunteers to help with money management. This is provided at no cost to income eligible elders. For more information contact **Elder Services of the Merrimack Valley, Inc., Age Information Department 800-892-0890.**

FLU AND PNEUMONIA VACCINES

The flu and pneumonia can be serious illnesses for those in a high-risk group. For information on the location of clinics, call your doctor, Board of Health, Council on Aging, or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

To find your local flu clinics visit www.mylocalclinic.com.

FOOD RESOURCES

Elder Services of the Merrimack Valley, Inc.

Elder Brown Bag Program

Low-income elders, 60 years of age and older, will receive a bag of groceries once per month, distributed at a local community site. There are sites in Lawrence, Haverhill and Lowell for pickup. For additional information or to apply, call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Nutrition Programs

Nutrition Programs, funded by state and federal dollars are designed to help provide for the nutritional needs of older adults. Nutritious hot meals are offered at noon time in different venues.

Congregate Meals are offered at Councils on Aging and other established sites to provide a noon day meal in the company of others. Socialization and special programs are often combined with the noon day meal so that participants enjoy an afternoon together.

Home Delivered Meals (Meals on Wheels) support the nutritional needs of elders age 60 and over who may not be able to cook for themselves or attend congregate meal sites to eat a noon day meal with others. Meals are delivered hot to an individual's home by a volunteer driver who works an established route.

Storm packs, frozen meals, and special dietary meals are also available.

For Andover and Chelmsford residents meals are provided by the local Councils on Aging:

Andover

Council on Aging

30 Whittier Court

Mail: 36 Bartlet Street

Andover, MA 01810

978-623-8321

Chelmsford

Council on Aging

75 Groton Road

N. Chelmsford, MA 01863

978-251-0533

For Lawrence and Lowell residents with acute life threatening illness only:

Community Servings

18 Marbury Terrace

Jamaica Plain, MA 02130

617-522-7777

For more information about the Meals on Wheels or Congregate meal programs in a particular city or town, please contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890** or the local **Council on Aging**.

Wadleigh Elder Food Security Initiative

The Wadleigh Elder Food Security Initiative aims to help increase fresh food to elders living in Haverhill, Groveland, West Newbury and Merrimac. Programs and activities included are: hosting the Greater Haverhill Elder Food Collaborative, Brown Bag site, community markets and educational events. This project is fully funded by the George C. Wadleigh foundation. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890**.

Food Stamps/Supplemental Nutritional Assistance Program

Supplemental Nutrition Assistance Program (SNAP) benefits-also known as Food Stamps-are available to low-income persons, regardless of age. Eligibility is based on household size and income. You may be eligible for more food stamps if you have high medical or housing expenses. Contact or visit your local Department of Transitional Assistance or apply online at www.mass.gov/snap.

Department of Transitional Assistance

Greater Lawrence, Haverhill,
Newburyport
280 Merrimack Street, Ste 200
Lawrence, MA 01843
978-725-7100

Department of Transitional Assistance

Greater Lowell
131 Davidson Street
Lowell, MA 01852
978-446-2400

Meal Sites

The following meal sites are listed according to the town in which they are located. However, many of these programs will serve residents from other surrounding communities. Council on Aging/Senior Center Sites, see pages 21-23.

Amesbury

His Provision Too

All Saints Anglican Church
69 Friend Street
Amesbury, MA 01913
978-388-0009

Byfield

Community Meal

Community United Methodist Church
11 Central Street
Byfield, MA 01922
978-465-5946

Our Neighbors' Table

145 Main Street
Amesbury, MA 01913
978-388-1907

Chelmsford

Table of Plenty

First Parish Church
2 Westford Street
Chelmsford, MA 01824
978-710-8328

Haverhill

Calvary Baptist Church

13 Ashland Street
Haverhill, MA 01830
978-373-6466

Haverhill Citizen Center

Community Meal

10 Welcome Street
Haverhill, MA 01830
978-374-2388

Drop-In Center

Community Action Inc.

16 Ashland Street
Haverhill, MA 01830
978-521-4350

**Holy Apostles Greek
Orthodox Church**

154-156 Winter Street
Haverhill, MA 01830
978-373-3311

Joyful Ladle

26 White Street
Haverhill, MA 01830
978-372-4244

Open Hearts Ministries, Inc.

217 Main Street
Haverhill, MA 01830
978-478-7263

The Salvation Army

395 Main Street
Haverhill, MA 01830
978-374-7571

**Universalist Unitarian
Church Of Haverhill**

16 Ashland Street
Haverhill, MA 01830
978-372-5173

Lawrence

Bread & Roses

58 Newbury Street
Lawrence, MA 01840
978-681-8768

Cor Unum Meal Center

191 Salem Street
Lawrence, MA 01843
978-688-8900

Lazarus House

Good Shepherd Center

412 Hampshire Street
Lawrence, MA 01842
978-689-8575

Lowell

St. Paul's Kitchen

Eliot Presbyterian Church
273 Summer Street
Lowell, MA 01852
978-452-3383

The Salvation Army

Sage Senior Center

150 Appleton Street
Lowell, MA 01852
978-458-3396

Newburyport

Among Friends

St. Paul's Church

166 High Street

Newburyport, MA 01950

978-465-5351

**Immaculate Conception
Parish**

42 Green Street

Newburyport, MA 01950

978-462-2724

The Salvation Army

40 Water Street

Newburyport, MA 01950

978-465-0883

**St. Basil's Ministries of
Annunciation Greek
Orthodox Church**

7 Harris Street

Newburyport, MA 01950

978-465-5757

Food Pantries/ Statewide Other Resources

Some Councils on Aging/Senior Centers have food items available for those in need. Please see pages 21-23 for their contact information.

Statewide

Essex County Hunger Relief

www.essexcountyhungerrelief.org

Project Bread

Food Source Hotline

800-645-8333

www.projectbread.org

**Women, Infants and
Children Nutrition Program
(WIC)**

800-942-1007

Merrimack Valley

Elder Services of the

Merrimack Valley, Inc.

Elder Brown Bag Program

800-892-0890

**Amesbury & Merrimac
Residents**

**Amesbury Food Pantry at
Community Action, Inc.**

44 Friend Street

Amesbury, MA 01913

978-388-2570

Our Neighbors' Table

145 Main Street

Amesbury, MA 01913

978-388-1907

Billerica

Billerica Food Pantry

**Veterans' Services Town
Hall**

365 Boston Road

Billerica, MA 01821

978-671-0968

Byfield/Newbury
Community United
Methodist Church
11 Central Street
Byfield, MA 01922
978-238-9505

Chelmsford
Chelmsford Community
Exchange
50 Rear Billerica Road
Chelmsford, MA 01824
978-250-3818

Dracut
Dracut Community Food
Pantry
1934 Lakeview Avenue
Dracut, MA 01826
978-957-8600

Haverhill
All Saints Food Pantry
120 Bellevue Avenue
Haverhill, MA 01832
978-372-7721

Calvary Baptist Church
Food Pantry
13 Ashland Street
Haverhill, MA 01830
978-373-6466

Sacred Hearts Food Pantry
48 South Chestnut Street
Bradford, MA 01835
978-371-1281

The Salvation Army
395 Main Street
Haverhill, MA 01830
978-374-7571

Somebody Cares New
England Food Pantry
358 Washington Street
Haverhill, MA 01830
978-912-7626

Open Hand Pantry
16 Ashland Street
Haverhill, MA 01830
978-372-2828

Veterans Food Pantry
10 Reed Street
Haverhill, MA 01832
978-372-3626 (Vets only)

Lawrence
Bread & Roses
58 Newbury Street
Lawrence, MA 01840
978-681-8768

Cor Unum Meal Center
191 Salem Street
Lawrence, MA 01843
978-688-8900

Food for the World, Inc.
468 North Canal Street
Suite B5
Lawrence, MA 01840
978-683-9949

**Lazarus House
St. Martha's Food Pantry
Distribution**
242 Hampshire Street
Lawrence, MA 01841
978-332-5013

Neighbors in Need
276 Essex Street
Lawrence, MA 01841
978-685-8321

**New England Veterans
Liberty House**
599 Canal Street, 6 East
Suite 17
Lawrence, MA 01841
978-258-2331
(Veterans & their Families
Only)

The Salvation Army
250 Haverhill Street
Lawrence, MA 01840
978-682-8038

**Lowell
Central Food Ministry**
370 West 6th Street
Lowell, MA 01850
978-454-7445

**Merrimack Valley Catholic
Charities**
70 Lawrence Street
Lowell, MA 01852
978-452-1421

**Merrimack Valley
Food Bank, Inc.**
Mobile Pantry Program
735 Broadway Street
Lowell, MA 01854
978-454-7174

**The Open Pantry of Greater
Lowell**
13 Hurd Street
Lowell, MA 01852
978-453-6693

The Salvation Army
150 Appleton Street
Lowell, MA 01852
978-458-3396

**Newburyport
Community Service of
Newburyport, Inc.**
31 Green Street
P.O. Box 843
Newburyport, MA 01950
978-465-7562

The Salvation Army
40 Water Street
Newburyport, MA 01950
978-465-0883

**North Andover
People's Pantry**
190 Academy Road
North Andover, MA 01845
978-687-7948

Rowley

**Rowley Food Pantry
First Baptist Church**
153 Main Street
Rowley, MA 01969
978-948-2583

Tewksbury

**Tewksbury Community
Food Pantry**
999 Whipple Road
Tewksbury, MA 01876
978-858-2273

Salisbury

The Pettengill House, Inc.
13 Lafayette Road
P.O. Box 5551
Salisbury, MA 01952
978-463-8801

FUEL ASSISTANCE

Fuel assistance provides income eligible homeowners and renters with help in paying part of their winter heating bills and is offered November through March.

Citizens Energy Corporation

Oil Heat Program
88 Black Falcon Avenue
Center Lobby, Suite 342
Boston, MA 02210
877-563-4645
www.citizensenergy.com

Community Action, Inc.

Fuel Assistance Program
3 Washington Square
Haverhill, MA 01830
978-373-1971
www.communityactioninc.org

Citizens Energy Distrigas

**(natural gas)
Heat Assistance Program**
866-427-9918

Community Teamwork, Inc.

Fuel Assistance Program
45 Kirk Street, 2nd Floor
Lowell, MA 01852
978-459-6161
www.comteam.org

**Greater Lawrence
Community Action Council
Fuel Assistance Program**
305 Essex Street
Lawrence, MA 01840
978-681-4950
www.glcac.org

**The Salvation Army
Good Neighbor Energy
Program**
Haverhill
395 Main Street
Haverhill, MA 01830
978-374-7571
www.salvationarmyma.org/haverhill

Lawrence
250 Haverhill Street
Lawrence, MA 01840
978-682-8038
www.salvationarmyma.org/lawrence

Lowell
150 Appleton Street
Lowell, MA 01852
978-458-3396
www.salvationarmyma.org/lowell

Newburyport
40 Water Street
Newburyport, MA 01950
978-465-0883
www.salvationarmyma.org/newburyport

GAMBLING

Massachusetts Council on Compulsive Gambling
190 High Street, Suite 5
Boston, MA 02110
800-426-1234
www.masscompulsivegambling.org

GRANDPARENTING PROGRAMS

Grandparents and other older adults care for many children in the U.S. This trend has created unique concerns for grandparents who may face financial, legal, emotional, or bureaucratic issues. For support group listings, call:

Generations Incorporated

25 Kingston Street, 4th Floor
Boston, MA 02111
617-423-6633

Grandparents as Parents (GAP)

**Merrimack Valley
Catholic Charities**
70 Lawrence Street
Lowell, MA 01852
978-452-1421

Elder Services of the Merrimack Valley, Inc. Family Caregiver Support Program

280 Merrimack Street
Suite 400
Lawrence, MA 01843
978-683-7747

GROUP ADULT FOSTER CARE

Elder Services of the Merrimack Valley's Group Adult Foster Care Program provides support in the form of personal care services and care management for qualified MassHealth recipients aged 22 and over residing in privately managed or public housing. Eligible consumers receive daily assistance with tasks such as sponge bathing or showering; dressing and undressing; toileting/incontinence care; foot care shampooing/hair care; skin care and ambulation. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HABILITATION THERAPY

By taking advantage of an individual's potential habilitation therapy may help to improve functional independence and reduce the need for psychoactive medications. It also addresses the depression, anxiety, agitation, wandering and other problematic or reactive behaviors associated with Alzheimer's disease or related dementias. It is a non-medical interpersonal approach to care partnering that strengthens the individual's current abilities. Its goal is to simplify tasks and help the loved one participate more fully and safely in his/her own care and to be an active participant in life. For more information, call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HAIR CARE AT HOME

For a list of hairdressers who will make home visits, call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HEALTH CARE PROXY - RESOURCES

A Health Care Proxy is a simple legal document in which an individual appoints another person to make health care decisions for the individual, in the event he or she is unable to make or communicate specific wishes. To obtain a copy of this form, call an attorney or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HEALTH CENTERS – COMMUNITY

Community Health Centers are walk-in health care facilities delivering quality medical care and community-based programs. Primary health services for children and adults are available. Services vary. Most centers have bi-lingual capacity.

Greater Lawrence Family Health Center

34 Haverhill Street
Lawrence, MA 01841
978-686-0090
www.glfhc.org

Lowell Community Health Center

161 Jackson Street
Lowell, MA 01852
978-937-9700
www.lchealth.org

HEALTH INSURANCE

For information on various health insurance programs and related resources, see:

MA SMP Program – Page 75

MassHealth (Medicaid) – Page 76

MassPro – Page 76

Medicare – Page 78

Medicare Advantage Plans (HMOs) – Page 79

Medicare Fraud and Abuse – Page 79

Medicare Savings Programs – Page 80

Medigap Plans – Page 80

Senior Care Options (SCO) – Page 101

SHINE Program – Page 104

HEALTHY LIVING CENTER OF EXCELLENCE

The Healthy Living Center of Excellence provides evidence- based programs designed to enhance individual well-being and self-confidence. The variety of programs encompasses many aspects of healthy living, all designed to help you become a more active partner in your own health care. The programs available are:

- My Life My Health: Chronic Disease Self- Management
- Tomando Control de su Salud (Chronic Disease Self- Management in Spanish)
- Better Choices, Better Health (Online Workshop)
- Diabetes Self- Management
- Living La Vida Dulce (Diabetes Self- Management in Spanish)
- Chronic Pain Self- Management
- Cancer: Thriving and Surviving
- A Matter of Balance – Managing Concerns About Falls
- Healthy Eating for Successful Living
- Powerful Tools for Caregivers
- Enhance Wellness
- Healthy IDEAS
- Community Care Transitions Program
- Fit for Your Life
- The Arthritis Foundation Exercise Program

For more information or to register for one of our workshops call **The Healthy Living Center of Excellence** at **978-946-1211** or visit our website at **www.healthyliving4me.org**.

HEART DISEASE - RESOURCES

American Heart Association

800-242-8721

www.heart.org

HOME CARE ASSISTANCE PROGRAM PERSONS WITH DISABILITIES

The Home Care Assistance Program (HCAP) is part of the Massachusetts Rehabilitation Commission's Community Services Program. This program provides homemaker services to eligible individuals with disabilities, 18-59 years of age, to help them maintain their independence in the community. For more information, call:

Massachusetts Rehabilitation Commission

Home Care Assistance Program
800-223-2559

HOME CARE PROGRAM – MASSACHUSETTS ELDERS

The Massachusetts Home Care Program provides services for elders to help them remain independently in their homes. Eligibility is based on age (60 years or older), income, and ability to perform daily tasks such as bathing, dressing and meal preparation. The Home Care Program is administered by the Executive Office of Elder Affairs in coordination with Elder Services of the Merrimack Valley and other ASAP's throughout the state. For details call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HOME HEALTH CARE

Home Health Aides

Home Health Aides provide care under the supervision of a registered nurse or, if appropriate, a physical, occupational or speech therapist. Their services may include, but are not limited to, assisting with activities of daily living, helping with prescribed exercises, and providing medication reminders.

Homemaker and Skilled Services

Homemakers offer assistance with activities such as light housekeeping, shopping, meal preparation and laundry.

Personal Care Homemakers assist with personal care activities, such as showering, sponge bathing, shampooing and dressing.

ABC Home Healthcare

233 Albion Street
Wakefield, MA 01880
781-245-1880

All Care Resources

200 Sutton Street
North Andover, MA 01845
781-598-7066

Alliance Home Health Care

6 Mary E. Clark Drive
Hampstead, NH 03841
603-329-8288

Bring Care Home

10 South Main Street, Suite 208
Topsfield, MA 01983
978-887-4171

Commonwealth Nursing Services

847 Rogers Street
Lowell, MA 01852
978-459-7771

Griswold Home Care

9 Bartlet Street, Suite 143
Andover, MA 01810
978-475-0820

Home Care, Inc.

360 Merrimack Street,
Building 9
Lawrence, MA 01843
800-933-5593
978-552-4000

Home Instead Senior Care

231 Sutton Street, Suite 2H
North Andover, MA 01845
978-725-5995

International Health Solutions

599 Canal Street
Lawrence, MA 01840
978-689-1907

Multicultural Home Care

354 Merrimack Street, Suite 307
Lawrence, MA 01843
978-689-8666

Patient First, LLC

2001 Beacon Street, Suite 200
Brighton, MA 02135
617-938-3630

Personal Touch Home Aides

15 Tyngsboro Road, Unit 4B
N. Chelmsford, MA 01863
978-251-0170

Professional Profiles, Inc.

85 Constitution Lane, 2nd Floor
Danvers, MA 01923
978-774-0022

Right at Home Merrimack Valley

350 Main Street
Haverhill, MA 01830
978-373-8010

Senior Helpers

3 Littleton Road, Suite 3
Westford, MA 01886
978-467-4300

Visiting Angels

182 State Street
Newburyport, MA 01950
978-462-6162

Right at Home

60 Great Road
Bedford, MA 01730
781-275-1400
978-448-6988 (Groton Office)

Homemaker Services

Intercity Home Care

100 Merrimack Street, Suite 201
Lowell, MA 01852
978-937-0170
800-779-6302 (MA)

Supportive Care, Inc.

15 Union Street, Suite 410
Lawrence, MA 01840
978-686-1300

Skilled Services and Visiting Nurses Associations

Skilled Home Health Care includes a range of services offered in the home setting, such as nursing, rehabilitation therapies (physical, occupational, speech) and home health aide services.

All Care VNA

200 Sutton Street
North Andover, MA 01845
800-287-2454

Amedisys Home Health Care

One Parker Street, Suite 2A
Lawrence, MA 01843
978-685-2818

Alternative Home Health Care, LLC

2314 Main Street
Tewksbury, MA 01876
978-657-7444

Caretenders

401 Andover Street, Suite 102
North Andover, MA 01845
978-686-0004

**Circle Home, Inc. (formerly
VNA of Greater Lowell)**

336 Central Street
Lowell, MA 01852
978-459-9343
800-349-8585

Comfort Home Care

147 Pelham Street
Methuen, MA 01844
978-685-4700

Excella Home Care

110 Haverhill Road, Suite 402
Amesbury, MA 01913
978-388-4500

Medical Resources

320 Nevada Street, Suite 201
Newton, MA 02460
617-969-7517

Home Health VNA

360 Merrimack Street
Building 9
Lawrence, MA 01843
800-933-5593
978-552-4000

**Nashoba Nursing Services &
Hospice**

2 Shaker Road, Suite D225
Shirley, MA 01464
800-698-3307

Nizhoni Health Systems

5 Middlesex Avenue, Suite 404
Somerville, MA 02145
800-915-3211

Northeast Rehab Home Care

70 Butler Street
Salem, NH 03079
603-681-3500

Partners HealthCare at Home

152 Conant Street, 3rd Floor
Beverly, MA 01915
978-236-1300

Holy Family Hospital

421 Merrimack Street
Methuen, MA 01844
978-691-8800

VNA Care Network & Hospice

199 Rosewood Drive, Suite 180
Danvers, MA 01923
800-521-5539

**VNA of Middlesex-East
Home Health and Hospice**

607 North Avenue, Suite 17
Wakefield, MA 01880
800-607-4299
781-224-3399

**Whittier Home Health
Care Agency**

145 Ward Hill Avenue
Bradford, MA 01835
978-374-6300

HOME MODIFICATIONS/REPAIRS

Home modifications are major or minor changes to an individual's home environment to make it safer and easier to perform everyday activities such as cooking, bathing and climbing stairs. Modifications can be as simple as installing grab bars or more complex, such as widening doorways or installing ramps.

Contact your local town hall to see if there is a program offered to help with home modifications or structural home repairs.

Ramps and Lifts

For resources on ramps and lifts, contact the **Northeast Independent Living Program, 978-687-4288 V/TTY; 800-845-6457 V/TTY**, or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890**. The following programs can be helpful for any home modifications or repairs:

Community Teamwork, Inc.
Mass Rehab Commission
Home Modification Loan
Program
17 Kirk Street
Lowell, MA 01852
978-654-5741

Greater Lawrence
Community Action Council
Project Senior
305 Essex Street
Lawrence, MA 01840
978-620-4792

**Natale Company &
SafetyCare**
5 West Dexter Avenue
Woburn, MA 01801
781-933-7205

**Rebuilding Together Greater
Haverhill, Inc.**
10 Phoenix Row
Haverhill, MA 01832
978-469-0800

Rebuilding Together Lowell
P.O. Box 13
Lowell, MA 01853
978-458-7816

HOMEOWNER – COUNSELING RESOURCES

Education

Citizens' Housing and Planning Association (CHAPA)

18 Tremont Street, Suite 401
Boston, MA 02108
617-742-0820
www.chapa.org

Community Teamwork, Inc. Housing Consumer Education Center

17 Kirk Street
Lowell, MA 01852
978-459-0551
www.comteam.org

Department of Housing and Urban Development (HUD) New England Regional Office

Thomas P. O'Neill, Jr.
Federal Building
10 Causeway Street, 3rd Floor
Boston, MA 02222
617-994-8200
www.hud.gov

MassHousing

One Beacon Street
Boston, MA 02108
800-882-1154
www.masshousing.com

Reverse Mortgage Counseling

Executive Office of Elder Affairs

The Executive Office of Elder Affairs provides an approved list of reverse mortgage counseling programs. Please check website for list of organizations across Massachusetts.

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

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

87 Hale Street
Lowell, MA 01851
978-970-0012
800-583-5337
www.elderhomeowners.org

National Council on Aging Reverse Mortgage Counseling

855-899-3778
www.ncoa.org

HOSPICE

Hospice is a caregiving and support program. It provides medical, psychological, pastoral and social services to terminally ill patients and their families. While most hospice care is provided at home, it can also be provided in hospice residences, hospitals, assisted living facilities and nursing homes. Medicare and private payments are accepted. Hospice programs also offer bereavement counseling to family members.

Beacon Hospice, Inc.

13 Branch Street
Methuen, MA 01844
978-837-3333

Care Dimensions (formerly Hospice of North Shore)

75 Sylvan Street, Suite B-102
Danvers, MA 01923
888-283-1722

Circle Home, Inc.

(formerly VNA of Greter
Lowell)
336 Central Street
Lowell, MA 01852
800-349-8585
978-459-9343

Merrimack Valley Hospice

360 North Avenue
Haverhill, MA 01830
978-377-9100

Hospice & Palliative Care Federation of Massachusetts

1420 Providence Highway
Suite 277
Norwood, MA 02062
781-255-7077

HOSPITALS

Massachusetts Health Care Facilities with acute care departments (emergency rooms) are required to offer interpreter services. Consumers need to notify staff of their need for interpreters.

Anna Jaques Hospital
25 Highland Avenue
Newburyport, MA 01950
978-463-1000
www.ajh.org

Holy Family Hospital
70 East Street
Methuen, MA 01844
978-687-0151
www.holyfamily-hospital.org

**Holy Family Hospital at
Merrimack Valley**
140 Lincoln Avenue
Haverhill, MA 01830
978-374-2000
www.merrimackvalleyhospital.org

**Lahey Clinic
Medical Center**
41 Mall Road
Burlington, MA 01805
781-744-5100
www.lahey.org

Lawrence General Hospital
One General Street
Lawrence, MA 01841
978-683-4000
www.lawrencegeneral.org

Lowell General Hospital
295 Varnum Avenue
Lowell, MA 01854
978-937-6000
www.lowellgeneral.org

**Lowell General Hospital -
Saints Campus**
One Hospital Drive
Lowell, MA 01852
978-458-1411
www.lowellgeneral.org

HOUSING

For any information or support call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Accessible Housing

MassAccess Housing Registry helps people find affordable housing in Massachusetts. The Registry highlights homes for people with disabilities who need accessible or barrier-free housing. Call the

Northeast Independent Living Program at 978-687-4288, or visit www.massaccesshousingregistry.org

Adult Family Care/Foster Care Program

Adult Family Care Program offers a closely supervised living environment to older adults and individuals with disabilities who prefer a family-like setting. Services are tailored to meet the participant's needs and are provided by the host family and monitored by a team of professionals. For more information about Adult Family Care/Foster Care Programs in Massachusetts call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890**.

Congregate Housing

Congregate Housing is a living arrangement for seniors and adults with disabilities who do not want to live alone but do not require 24-hour supervision. It combines privacy and companionship by offering each resident a private bedroom or apartment, shared living space and support services. These may include meals, housekeeping, transportation, and social activities.

Elder Services of the Merrimack Valley, Inc. manages the admission and support services for the following sites. Call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890**.

Brinley Terrace

198 Middlesex Road
Tyngsboro, MA 01879

Corliss Congregate

101 Broadway
Methuen, MA 01844

Delaney Terrace

8 Sheila Avenue
N. Chelmsford, MA 01863

Dracut Congregate Housing

901 Mammoth Road
Dracut, MA 01826

McFarlin Manor

10 Wilson Street
Chelmsford, MA 01824

O'Connor Heights

41 Rear Second Street
North Andover, MA 01845

The following congregate programs should be contacted directly:

Bethany Homes Inc.
Phoenix Row
22 Phoenix Row
Haverhill, MA 01832
978-374-2164

MI Residential Community
189 Maple Street
Lawrence, MA 01841
978-682-7575

Bishop Markham Village
174 South Street
Lowell, MA 01852
978-523-9704

Continuing Care Retirement Communities (CCRCs)

Sometimes referred to as life care communities, are usually comprised of independent living, assisted living and skilled nursing care on one campus. They offer residents a continuum of care appropriate to their changing needs.

Brooksby Village
100 Brooksby Village Drive
Peabody, MA 01960
800-523-9704

**Edgewood Retirement
Community**
575 Osgood Street
North Andover, MA 01845
978-725-3300

Carleton - Willard Village
100 Old Billerica Road
Bedford, MA 01730
781-275-8700

Group Adult Foster Care

See Page 47

Housing Authorities

Local housing authorities manage public housing units and rental subsidies to meet the needs of elders and individuals with disabilities

with limited income. Financial eligibility is required and rent is based on income. Inquire about supportive services offered at various sites to help residents remain independent as long as possible.

Amesbury Housing Authority Office

180 Main Street
Amesbury, MA 01913
978-388-2022

Andover Housing Authority

100 Morton Street
Andover, MA 01810
978-475-2365

Billerica Housing Authority

16 River Street
Billerica, MA 01821
978-667-2175

Chelmsford Housing Authority

10 Wilson Street
Chelmsford, MA 01824
978-256-7425

Dracut Housing Authority

971 Mammoth Road
Dracut, MA 01826
978-957-3515

Dunstable – None

Georgetown Housing Authority

23 Trestle Way
Georgetown, MA 01833
978-352-6331

Groveland Housing Authority

10 River Pines Drive
Groveland, MA 01834
978-374-0370

Haverhill Housing Authority

25-C Washington Square
Haverhill, MA 01830
978-372-6761

Lawrence Housing Authority

353 Elm Street
Lawrence, MA 01841
978-683-2751

Lowell Housing Authority

350 Moody Street
Lowell, MA 01853
978-937-3500

Merrimac Housing Authority

180 Main Street
Amesbury, MA 01913
978-388-2022

Methuen Housing Authority

24 Mystic Street
Methuen, MA 01844
978-682-8607

Newbury - None

Newburyport Housing Authority

25 Temple Street
Newburyport, MA 01950
978-465-7216

Tewksbury Housing Authority

Saunders Circle
Tewksbury, MA 01876
978-851-7392

North Andover Housing Authority

One Morkeski Meadows
North Andover, MA 01845
978-682-3932

Tyngsborough Housing Authority

198 Middlesex Road
Tyngsborough, MA 01879
978-649-9941

Rowley Housing Authority

One Plantation Drive
Rowley, MA 01969
978-948-2371

Westford Housing Authority

65 Tadmuck Road
Westford, MA 01886
978-692-6011

Salisbury Housing Authority

23 Beach Road
Salisbury, MA 01952
978-462-8600

West Newbury Housing Authority

379 Main Street
West Newbury, MA 01985
978-363-2723

Private Housing

Private Housing is also offered through private management, rather than public management. Many offer affordable housing to low-income individuals. Inquire about supportive services that may be available at various sites to help residents remain independent as long as possible.

Andover

Andover Commons

30 Railroad Street
Andover, MA 01810
978-470-2611

Billerica

Rose Hill Manor

476 Boston Road
Billerica, MA 01821
978-362-2626

Boxford

Four Mile Village

50 Four Mile Village
Boxford, MA 01921
978-887-8941

Byfield

Oak Ridge

84 Main Street
Byfield, MA 01922
978-465-3422

Quaker Hill

84 Main Street
Byfield, MA 01922
978-462-3422

Chelmsford

**Summer Place Independent
Retirement Community**

20 Summer Street
Chelmsford, MA 01824
978-256-9977

Groveland

Nichols Village

One Nichols Way
Groveland, MA 01834
978-372-3930

Haverhill

AHEPA 39 Apartments

40 Buttonwoods Avenue
Haverhill, MA 01830
978-469-0276

Hadley West Apartments

515 Hadley West Drive
Haverhill, MA 01832
978-373-9571

Judson House Apartments

40 Welcome Street
Haverhill, MA 01830
978-373-9739

Merrivista

100 Water Street
Haverhill, MA 01830
978-374-2168

Mission Towers

180 Water Street
Haverhill, MA 01830
978-374-2173

Phoenix

22 Phoenix Row
Haverhill, MA 01832
978-374-2164

River's Edge Apartments

1 Water Street
Haverhill, MA 01830
978-373-4800

**The Cordovan at Haverhill
Station**

45 Locust Street
Haverhill, MA 01830
978-374-3744

Lawrence

Amesbury Gardens

206 Amesbury Street
Lawrence, MA 01841
978-685-1491

Arlington Park, Inc.

355 Park Street
Lawrence, MA 01841
978-688-2870

Diamond Spring Gardens

One Beacon Avenue
Lawrence, MA 01843
978-686-2558

Essex Towers

18 Franklin Street
Lawrence, MA 01840
978-686-0440

MI Residential Community

189 Maple Street
Lawrence, MA 01841
978-682-7575

Rita Hall Apartments

490 Hampshire Street
Lawrence, MA 01841
978-687-3838

Sacred Heart Apartments

23 Hawley Street
Lawrence, MA 01843
978-682-0072

St. Alfio's Villa

35 Common Street
Lawrence, MA 01841
978-689-0252

Union Crossing

50 Island Street
Lawrence, MA 01840
978-683-3089

Valebrook Apartments

11 Summer Street
Lawrence, MA 01840
978-681-9185

Lowell

Bruyere Gardens

975 Varnum Avenue
Lowell, MA 01854
978-569-1023

**Centennial Island
Apartments**

576 Lawrence Street
Lowell, MA 01852
978-454-5581

Father John's Apartments

73 Market Street
Lowell, MA 01852
978-454-0229

Jaycee Place Apartments

22 Bowers Street
Lowell, MA 01854
978-458-6306

Majestic Apartments

445 Merrimack Street
Lowell, MA 01854
978-458-6303

Market Mill Apartments

246 Market Street
Lowell, MA 01852
978-454-8030

**Massachusetts Mills
Apartments**

150 Massmills Drive
Lowell, MA 01852
978-970-2200

Mazur Park

227 Fayette Street
Lowell, MA 01852
978-453-5380

Raymond J. Lord Manor

321 Pawtucket Street
Lowell, MA 01854
978-452-5575

River Place Towers

One River Place
Lowell, MA 01852
978-459-4433

Rogers Hall

196 Rogers Street
Lowell, MA 01852
978-937-3915

Southwick Block Apartments

c/o Wingate Management Co.
16 Middle Street
Lowell, MA 01852
978-459-3631

Sun Building Apartments

8 Merrimack Street
Lowell, MA 01852
978-454-0229

Townhouse of Lowell

c/o Wingate Management Co.
16 Middle Street
Lowell, MA 01852
978-459-3631

The Wentworth

One Shattuck Street
Lowell, MA 01852
978-454-4830

Westminster Village

1307 Pawtucket Boulevard
Lowell, MA 01854
978-459-6500

Merrimac

Carriage Square Apartments

38 West Main Street
Merrimac, MA 01860
800-338-8538

Methuen

Cedar Homes I & II

222 Pelham Street
Methuen, MA 01844
978-681-8845

Merrimack Valley Apartments

20 Calumet Road
Methuen, MA 01844
978-686-9334

Nevins Manor

110 Broadway
Methuen, MA 01844
978-686-1050

Park Gardens

10 Burnham Road
Methuen, MA 01844
978-681-0952

Newbury

Newbury Village

30 Rolfe's Lane
Newbury, MA 01951
978-462-3300

Newburyport

Heritage House

32 Low Street
Newburyport, MA 01950
978-462-4039

James Steam Mill

One Charles Street
Newburyport, MA 01950
978-465-5166

North Andover

WoodRidge Homes

10 Wood Ridge Drive
North Andover, MA 01845
978-682-7093

Salisbury

Bayberry Point

(SK Management)
10 Sacks Way
Salisbury, MA 01952
603-878-2400

Senior Living Communities

If you are looking to purchase a house or condominium in a community designed exclusively for older adults (usually age 55 years and older), contact a local realtor for information and ask about senior properties or check the real estate section of local newspapers. Homeowners in these communities sometimes rent to adults who meet the age requirement.

Supportive Housing

Supportive Housing is a housing model designed to enable elders and adults with disabilities to age-in-place with as much independence as possible in an environment that provides access to support, connection and community.

Supportive Housing services are available for all residents, with individual in-home services made available based on the resident's need, eligibility and choice.

Activities and programming for all residents are coordinated by an Elder Services' Resident Service Coordinator at the following sites:

Amesbury

Heritage Vale & Heritage Towers
180 Main Street
Amesbury, MA 01913

Billerica

Supportive Housing Site 1
13 River Street
Billerica, MA 01821

Supportive Housing Site 2
16 River Street
Billerica, MA 01821

Chelmsford

Delaney Terrace
8 Sheila Avenue
N. Chelmsford, MA 01863

North Village

20 Sheila Avenue
N. Chelmsford, MA 01863

Tewksbury

The Villa at Meadowview
100 Corinne Way
Tewksbury, MA 01876

Methuen

Supportive Housing Site 1
22 Mystic Street
Methuen, MA 01844

Supportive Housing Site 2
24 Mystic Street
Methuen, MA 01844

Supportive Housing Site 3
75 Edgewood Avenue
Methuen, MA 01844

Westford

Village at Mystery Spring
67 Tadmuck Road
Westford, MA 01866

Applications must be submitted to the Housing Authority in each city/town – waiting lists are likely to be in place for each site. For more information contact your local Housing Authority or call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

HUNTINGTON'S DISEASE - RESOURCES

**New England's Regional Office
Huntington's Disease Society of America**
888-554-8102
www.hdsa.org

IMMIGRANT AND REFUGEE - RESOURCES

**International Institute of
Greater Lawrence**
125 Amesbury Street
Lawrence, MA 01840
978-687-0981

**International Institute of
New England Lowell**
155 Merrimack Street, 5th Floor
Lowell, MA 01852
978-459-9031

**Massachusetts Immigrant
and Refugee Advocacy
Coalition (MIRA)**
105 Chauncy Street, Suite 901
Boston, MA 02111
617-350-5480
www.miracoalition.org

**Massachusetts Office for
Refugees and Immigrants
Program to Enhance
Elder Refugee Services
(PEERS)**
600 Washington Street
4th Floor
Boston, MA 02111
617-727-7888

INDEPENDENT LIVING CENTERS

Independent Living Centers (ILCs) were created in the 1970s as a way to enable people with disabilities to live and work in the community. All Centers provide information & referral, advocacy, peer counseling, skills training and transition services and must employ a minimum of 51% people with disabilities.

Ad-Lib, Inc.

215 North Street
Pittsfield, MA 01201
413-442-7047
413-442-7158 TTY

Boston Center of Independent Living (BCIL)

60 Temple Place, 5th Floor
Boston, MA 02111
617-338-6665
866-338-8085
617-338-6662 TTY
www.bostoncil.org

Cape Organization for Rights of the Disabled (CORD)

1066 Bassett Lane
Hyannis, MA 02601
800-541-0282 V/TTY
508-775-8300 V/TTY
www.cilcapecod.org

Center for Living and Working, Inc.

484 Main Street, Suite 345
Worcester, MA 01608
508-798-0350
800-570-4020
508-755-1003 TTY
www.centerlw.org

ILC of the North Shore & Cape Ann

27 Congress Street, Suite 107
Salem, MA 01970
978-741-0077
888-751-0077
978-745-1735 TTY
www.ilensca.org

Independence Associates, Inc.

141 Main Street, 1st Floor
Brockton, MA 02301
800-649-5568
508-583-2166 V/TTY
www.iacil.org

Metrowest Center for Independent Living

280 Irving Street
Framingham, MA 01702
508-875-7853 V/TTY
www.mwcil.org

Multi-Cultural Independent Living Center of Boston

329 Centre Street
Jamaica Plain, MA 02130
617-942-8060
www.milcb.org

**Northeast Independent
Living Program (NILP)**

20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
800-845-6457 V/TTY
978-237-5699 VP
www.nilp.org

Stavros CIL

210 Old Farm Road
Amherst, MA 01002
413-256-0473 V/TTY
800-804-1899 V/TTY
www.stavros.org

Southeast CIL

Merrill Building
66 Troy Street
Fall River, MA 02720
508-679-9210 V/TTY
www.secil.org

INFORMATION AND REFERRAL

Elders, families, long distance caregivers and others seeking information about services and programs for elders in the Merrimack Valley, Mass. or the U.S. may call (toll free):

Eldercare Locator (National)
800-677-1116

800 Age Info (State)
800-243-4636

**Elder Services of the Merrimack Valley, Inc.
Age Information Department**

The Age Information Department receives over 3,000 phone calls each month from people seeking information about services, benefits and programs that support an elder's or a family's desire for safe, comfortable and independent living at home. Our number one priority is meeting the needs of each caller to make the process easy and informative. Whether you are trying to locate a specific program, or just need someone to talk to about an eldercare issue, we have a team

of age information specialists ready to help you. Our experienced staff has access to an extensive database of local, state and national resources. We are available by phone, Monday through Friday from 8:00 am to 5:00 pm Eastern Time. To request assistance or information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

LEGAL ASSISTANCE

There are legal agencies that will help individuals locate a lawyer to meet their particular needs. Some agencies and/or lawyers may provide services to low-income people at a reduced rate or at no cost. Call **Elder Services of the Merrimack Valley, Inc., Age Information Department 800-892-0890**, for a list of attorneys who specialize in elder law.

Disability Law Center

11 Beacon Street, Suite 925
Boston, MA 02108
800-872-9992
617-723-8455
800-381-0577 TTY
617-227-9464 TTY
www.dlc-ma.org

Essex County Bar Association

Lawyer Referral Service
45 Congress Street, Suite 4100
Salem, MA 01970
978-741-7888
www.essexcountybar.org

Massachusetts Senior Legal Helpline

866-778-0939

Massachusetts Bar Association

Lawyer Referral Service
20 West Street
Boston, MA 02111
866-627-7577
617-338-0585 TTY
www.masslawhelp.com

Mental Health Legal Advisors Committee

24 School Street, 8th Floor
Boston, MA 02108
800-342-9092
617-338-2345
www.mhlac.org

Middlesex County Bar Association
Lawyer Referral Service
200 Trade Center, 3rd Floor
Woburn, MA 01801
781-939-2797

National Academy of Elder Law Attorneys
1577 Spring Hill Road, Suite 310
Vienna, VA 22182
703-942-5711 (out of state call)
www.naela.org

Northeast Legal Aid
1-800-336-2262 (MA only)
www.northeastlegalaid.org

Lawrence
50 Island Street, Suite 203A
Lawrence, MA 01840
978-686-6900

Lowell
35 John Street, Suite 302
Lowell, MA 01852
978-458-1465

LESBIAN GAY BISEXUAL TRANSGENDERED (LGBT) SUPPORT/ SERVICES

We at Elder Services of the Merrimack Valley, Inc. are committed to creating a welcoming environment for both our LGBT elders and staff. We are currently in the initial stages of developing community supports through social means. If you would like more information regarding how we can help you or an elder in our community, or would like to be a part of our efforts, please contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Bay Windows
28 Damrell Street, Suite 204
Boston, MA 02127
617-464-7280
www.baywindows.com

Boston Prime Timers, Inc.
566 Columbus Avenue
Boston, MA 02118
617-447-2344
www.bostonprimetimers.org

Fenway Health Seniors Group

1340 Boylston Street
Boston, MA 02215
617-927-6202
www.fenwayhealth.org

Gay & Lesbian Advocates and Defenders (GLAD)

30 Winter Street, Suite 800
Boston, MA 02108
800-455-4523 (legal Info Line)
617-426-1350
www.glad.org

LGBT Aging Project

1340 Boylston Street
Boston, MA 02215
857-313-6590
www.lgbtagingproject.org

**National Headquarters
National Resource Center on
LGBT Aging**

c/o Services & Advocacy for
LGBT Elders (SAGE)
305 Seventh Avenue, 6th Floor
New York, NY 10001
212-741-2247
www.lgbtagingcenter.org

LGBT Senior Social Connection

In collaboration with the Merrimac Council on Aging, Elder Services of the Merrimack Valley, Inc. hosts a monthly gathering that provides a positive atmosphere where the experiences of aging LGBT people is celebrated by a sharing of meals, activities and the development of new friendships and supports. The monthly meetings are every third Thursday, 6:30 - 8:00 pm **at the Merrimac Council on Aging, 100 East Main Street, Merrimac, MA 01860. For more information, call Laura Dillingham-Mailman, Merrimac COA, 978-346-954 or Ron Bourque, ESMV 978-946-1476 .**

LIVE-IN COMPANIONS

No formal service exists to match companions with elders in exchange for room and board. Companions can be hired privately. Organizations that provide companions for individuals during the day may also offer live-in companions. See the Companionship listing on page 18 for a list of some agencies providing companion services.

LONG-TERM CARE INSURANCE

Many long-term care (LTC) insurance policies are available for purchase in Massachusetts with a wide variety of coverage and costs. Massachusetts has established standards for these policies. For a listing of plans and a consumer guide, contact:

Division of Insurance
1000 Washington Street
Boston, MA 02118
877-563-4467
617-521-7794
www.state.ma.us/doi

**Long-Term Care
Information**
www.longtermcare.gov

LONG TERM CARE OMBUDSMAN PROGRAM

Long Term Care Ombudsmen are volunteer advocates who help residents resolve complaints about patient care, rights, or issues affecting the quality of life in a long-term care facility. Ombudsmen talk with residents privately, advocate on their behalf and work with staff to resolve concerns. This program is managed by Elder Services of the Merrimack Valley.

For more information or for assistance from Long Term Care Ombudman Program, call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

LIVANTA BFCC-QIO (BENEFICIARY AND FAMILY CENTERED CARE QUALITY IMPROVEMENT ORGANIZATION)

Quality Improvement Organizations (QIOs) review medical records to determine whether services delivered to people on Medicare, also known as beneficiaries, meet specific standards of care, are medically

necessary, and are delivered in the most appropriate setting. Additionally, QIOs review written complaints from beneficiaries about the quality of Medicare services they have received in an effort to encourage improvement in their health or level of satisfaction.

Livanta BFCC-QIO Program

9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
866-815-5440
TTY: 866-868-2289
www.BFCCQIOAREA1.com

LUPUS - RESOURCES

Lupus Foundation of America

2000 L Street, NW, Suite 410
Washington, DC 20036
800-558-0121
www.lupus.org

MA SENIOR MEDICARE PATROL (SMP) PROGRAM

The MA SMP Program reaches and educates Medicare and Medicaid beneficiaries, family members, caregivers and professionals about the importance of becoming engaged healthcare consumers to protect, detect and report healthcare errors, fraud and abuse.

The MA SMP Program works in partnership with community-based organizations, government and non-governmental entities to provide time-sensitive, culturally and linguistically appropriate health benefits eligibility information. Service and education efforts are geared to hard-to-reach, limited English proficient and other culturally isolated elder populations who live throughout Massachusetts.

SMP volunteers are instrumental in providing one-on-one counseling and direct assistance in navigating the healthcare system to consumers across the state.

The MA SMP Program also provides trainings with Continuing Education Units (CEUs) for professionals. **For more information about the MA SMP Program, call 800-892-0890 or visit www.masmp.org.**

MASSHEALTH (MEDICAID)

MassHealth is a public health insurance program that pays for all or part of health care costs for eligible low and medium-income residents of Massachusetts. Eligibility is generally based on family income. For information and an application call Customer Service at the number listed below or visit the MassHealth website www.mass.gov.

MassHealth Customer Service

800-841-2900

800-497-4648 TTY

MassHealth Enrollment Center

888-665-9993

888-665-9997 TTY

MassHealth Dental Customer Service

800-207-5019

<https://masshealth-dental.net>

MassPro

245 Winter Street

Waltham, MA 02451

781-890-0011

www.masspro.org

MEDICAL EQUIPMENT – LOAN/ DONATION

Some organizations are willing to accept donations of used equipment and to loan these items to those in need. Contact your local Council on Aging/Senior Center first to see if they have an equipment loan closet.

H.E.L.P. (Hospital Equipment Loan Program)

500 West Cummings Park
Suite 1150
Woburn, MA 01801
781-322-1052

Lazarus House Ministries

P.O. Box 408
Lawrence, MA 01842
978-686-0441
(will accept certain items)

MassMATCH

877-508-3974
617-204-3851
www.massmatch.org

MEDICAL EQUIPMENT – PURCHASE

Durable medical equipments are health care devices that help people with their activities of daily living and health needs. It includes items such as walkers, wheelchairs, hospital beds, oxygen tanks, and a variety of other products.

Alternative Care Providers, Inc.

Retail Store

12 Wood Street
Lowell, MA 01851
978-458-6551

Apria Healthcare

815 Woburn Street, Suite A
Wilmington, MA 01887
978-657-8446 (oxygen)
www.apria.com

Warehouse/Office

275 Billerica Road
Chelmsford, MA 01824
978-251-7077 (oxygen)
800-258-0907
www.acpcares.com

Charm Medical Supply

33 Riverside Drive, Suite
200
Pembroke, MA 02359
877-942-4276
www.charmmedical.com

Conlin's Pharmacy

30 Lawrence Street
Methuen, MA 01844
978-552-1700 (oxygen)
www.conlinspharmacy.com

Mobility & More, LLC

65 Parker Street, Unit 4
Newburyport, MA 01950
978-463-3640
www.mobilityandmore.com

Home Care Specialists

113 Neck Road
Bradford, MA 01835
800-698-8113 (oxygen)

Natale Company & SafetyCare

5 West Dexter Ave
Woburn, MA 01801
781-933-7205
www.safety-care.com

Hutchinson Medical

333 Highland Avenue
Salem, MA 01970
978-741-1770
www.hutchinsonmedical.com

Neighborhood Diabetes

11 Oak Park Drive
Bedford, MA 01730
866-784-5647
www.sugartest.com

Letourneau's Pharmacy

349 North Main Street
Andover, MA 01810
978-475-7779
www.letourneaus.net

MEDICARE

Medicare is a federal health insurance program that provides health care coverage for individuals age 65 and older and certain persons with disabilities under age 65. It also covers people with end-stage renal disease.

Part A helps pay for hospital care, skilled nursing care, home health care, hospice care and other services.

Part B helps pay for outpatient medical service, such as doctors' services, x-rays and tests, physical, occupational therapy, speech therapy, outpatient hospital care, ambulance service, medical supplies, medical equipment and other medical services.

Most people do not have to pay a premium for Part A coverage. A monthly premium is charged for Part B. **Contact the Social Security Administration to find out if you are eligible for Medicare.**

See page 105 for a list of local Social Security offices. For questions on Part A or Part B coverage, call **800-633-4227** or visit www.medicare.gov.

Medicare Part D Prescription coverage is provided for people with Medicare through private companies who have contracted with the federal government. Most beneficiaries will pay a monthly premium, an annual deductible, and a share of the cost of prescriptions (co-payment). **Contact the Social Security Administration to find out if you are eligible for Medicare.** See page 105 for a list of local Social Security offices.

For assistance you may also contact the SHINE Program, see page 104.

MEDICARE ADVANTAGE PLANS

Medicare Health Maintenance Organizations (HMOs)

A Medicare HMO is a type of health plan offered by a private insurance company that has contracted with Medicare. It offers all of the Medicare-covered services in addition to other benefits.

Medicare HMO services are provided through a network of medical providers, and members must follow all plan rules for obtaining referrals and prior authorization when necessary. The consumer must continue to pay the Part B premium to Medicare and any plan premiums and co-payments.

MEDICARE FRAUD AND ABUSE

To file a complaint, call the **Inspector General's Hotline US Department of Health and Human Services**, 800-447-8477 or the **MA SMP Program**, see page 75.

MEDICARE SAVINGS PROGRAMS

Buy-In Program - pays the Medicare premiums and may pay deductibles and co-payments for certain low-income eligible people.

Qualified Medicare Beneficiary Program (QMB) – pays the Medicare premiums, deductibles and co-payments for certain Medicare recipients whose assets are limited and whose income falls at or below the federal poverty level.

Specified Low Income Medicare Beneficiary Program (SLMB) – Pays the Medicare Part B premiums of certain Medicare recipients whose assets are limited and whose income falls between 100% and 120% of the federal poverty level.

For applications and information on these programs, call **MassHealth Customer Service, 800-841-2900**.

MEDICARE SUPPLEMENTAL INSURANCE (MEDIGAP)

Medicare Supplemental Insurance, also known as Medigap Insurance, provides extra protection beyond Medicare by filling some of the gaps in Medicare coverage. It is sold by private insurance companies and is available to people who have Medicare Part A and B. The consumer pays the plan's monthly premium.

MENTAL HEALTH INPATIENT FACILITIES

Anna Jaques Hospital
25 Highland Avenue
Newburyport, MA 01950
978-463-1066

Baldpate Hospital
83 Baldpate Road
Georgetown, MA 01833
978-352-2131

Holy Family Hospital

70 East Street
Methuen, MA 01844
978-687-0156

**Edith Nourse Rogers
Memorial Veterans Hospital**

200 Springs Road
Bedford, MA 01730
781-687-2000

Elliot Hospital

1 Elliot Way
Manchester, NH 03103
603-669-5300

Hampstead Hospital

218 East Road
Hampstead, NH 03841
603-329-5311

Heywood Hospital

242 Green Street
Gardner, MA 01440
978-632-3420

Lawrence Memorial Hospital

170 Governors Avenue
Medford, MA 02155
781-306-6155

McLean Hospital

115 Mill Street
Belmont, MA 02478
800-333-0338

**Holy Family Hospital at
Merrimack Valley**

140 Lincoln Avenue
Haverhill, MA 01830
978-521-8360

Tewksbury Hospital

365 East Street
Tewksbury, MA 01876
978-851-7321

The Whittier Pavilion

76 Summer Street
Haverhill, MA 01830
800-215-8003

MENTAL HEALTH OUTPATIENT SERVICES

**Amesbury Psychological
Center**

24 Morrill Place
Amesbury, MA 01913
978-388-5700

Arbour Counseling Services

www.arbourhealth.com

Haverhill

116 Summer Street
Haverhill, MA 01830
978-373-7010
978-521-2955 (partial
hospitalization)

Lawrence

599 Canal Street, Suite 1 East
Lawrence, MA 01840
978-686-8202

Lowell

10 Bridge Street, 3rd Floor
Lowell, MA 01852
978-453-5736

**Bridgewell Counseling
Services & Adult Day
Treatment**

35 Market Street
Lowell, MA 01852
978-459-0389

**Department of
Mental Health
Essex North Site Office**

280 Merrimack Street, 3rd Fl.
Lawrence, MA 01843
978-738-4500
www.mass.gov/dmh

**Family Associates of
Merrimack Valley**

201 Chelmsford Street
Chelmsford, MA 01824
978-256-1467

Family Continuity Program

360 Merrimack Street, Bldg. 9
Lawrence, MA 01843
978-687-1617

**Family Services of the
Merrimack Valley**

430 North Canal Street
Lawrence, MA 01840
978-327-6600

**Greater Lowell Psychiatric
Associates**

73 Princeton St., Suite 203
No. Chelmsford, MA 01863
978-256-6579
www.greaterlowellpsychassoc.com

Haverhill Club House

100 Locust Street
Haverhill, MA 01830
978-521-6957
www.haverhillclubhouse.org

**Lahey Behavioral Health
Services**

Lawrence Clinic
12 Methuen Street
Lawrence, MA 01840
978-683-3128

Haverhill Clinic

60 Merrimack Street
Haverhill, MA 01830
978-373-1126

Lowell Clinic

391 Varnum Avenue
Lowell, MA 01854
(978) 322-5120

**Lowell Community Health
Center - Outpatient
Behavioral Health Services**

161 Jackson Street
Lowell, MA 01852
978-937-9700
www.lchealth.org

**Mental Health Association of
Greater Lowell**

99 Church Street
Lowell, MA 01852
978-458-6282

**Mental Health
Resources Plus, Inc.**

430 North Canal Street
Lawrence, MA 01840
978-685-6609

**Merrimack Valley Catholic
Charities**

70 Lawrence Street
Lowell, MA 01852
978-452-1421

**National Alliance
On Mental Illness**

The Schrafft's Center
529 Main Street, Ste. 1M17
Boston, MA 02129
617-580-8541
www.namimass.org

**Northeast Behavioral Health
Emergency Psychiatric
Services**

Haverhill
978-521-7777
800-281-3223

Lawrence
978-620-1250
877-255-1261

Lowell
978-322-5120
800-830-5177

**Northeast Behavioral Health
Clinic**

Lawrence
12 Methuen Street
Lawrence, MA 01840
978-683-3128

Haverhill
60 Merrimack Street
Haverhill, MA 01830
978-373-1126

Northeast Independent Living Program, Inc.
Northeast Recovery Learning Community
20 Ballard Road
Lawrence, MA 01843
800-845-6457 V/TTY
978-687-4288 V/TTY
www.nilp.org

Point After Club
15 Union Street, Suite 455
Lawrence, MA 01840
978-681-7753

Renaissance Club
176 Walker Street
Lowell, MA 01854
978-454-7944
www.renclublowell.org

Riverside Counseling Associates
200 Merrimack Street, Suite 303
Haverhill, MA 01830
978-373-8090

Seven Hills Behavioral Health Counseling
7 Summer Street, Suite 19
Chelmsford, MA 01824
978-256-1444

South Bay Mental Health Center
Lawrence Center
360 Merrimack Street
Building 9, Door H
Lawrence, MA 01843
978-688-5222

Lowell Center
77 E Merrimack Street, Unit 1
Lowell, MA 01852
978-453-6800

The Psychological Center
11 Union Street
Lawrence, MA 01840
978-685-1337

MENTAL DEVELOPMENTAL DISABILITY

CLASS, Inc.
1 Parker Street
Lawrence, MA 01843-1540
978-975-8587
www.classinc.org

Best Buddies
45 Bromfield Street, 7th Floor
Boston, MA 02108
866-332-8339
www.bestbuddies.org

**Department of
Developmental Services
Merrimack Valley Area**
280 Merrimack Street
Lawrence, MA 01843
978-521-9432
978-521-4391 TTY
www.mass.gov/dds

**Massachusetts
Down Syndrome Congress**
20 Burlington Mall Road
Suite 261
Burlington, MA 01803
781-221-0024
www.mdsc.org

LifeLinks
285 Mill Road
Chelmsford, MA 01824
978-349-3000
www.lifelinksinc.net

MONEY FOLLOWS THE PERSON

Money Follows the Person (MFP) is a federal demonstration project that assists elders and people with disabilities who want to move from facility-based care (i.e.: from nursing facilities and other long-stay hospital settings) to the community. MFP provides services such as: case management, assistive technology, orientation and mobility and transitional-assistance services designed to help individuals transition from nursing facilities and other long-stay hospital settings to the community. For more information or to see if you qualify for services through the MFP Program, call **Northeast Independent Living Program, 978-687-4288 (V/TTY), 800-845-6457 (V/TTY)** or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890/800-924-4222(TDD/TTY).**

MONEY MANAGEMENT SERVICE (FINANCIAL RESOURCE PROGRAM)

Money management can become difficult for some older adults. Paying routine bills, balancing checkbooks and developing a budget can be overwhelming. Elder Services of the Merrimack Valley offers a program using trained volunteers to help with money management. This is provided at no cost to income eligible elders. For more information contact **Elder Services of the Merrimack Valley, Inc., Age Information Department 800-892-0890.**

MULTICULTURAL RESOURCES

The following agencies will assist individuals whose primary language is not English. Services provided may include education programs, citizenship assistance, job counseling and housing assistance. Other services may also be offered.

Cambodian Mutual Assistance Association

465 School Street
Lowell, MA 01851
978-454-6200
(Khmer speakers)

GLCAC, Inc.

Community Service Center
978-681-4905
(Spanish speakers)

International Institute of Greater Lawrence

125 Amesbury Street
Lawrence, MA 01840
978-687-0981
(Spanish speakers)

International Institute of New England - Lowell

155 Merrimack Street, 5th Floor
Lowell, MA 01852
978-459-9031
(Khmer, Spanish, Arabic, Burmese speakers)

Massachusetts Alliance of Portuguese Speakers (MAPS)

11 Mill Street
Lowell, MA 01852
978-970-1250
(Portuguese speakers)

**Merrimack Valley Immigrant
and Education Center**

20 Ballard Road
Lawrence, MA 01843
978-683-7316
(Chinese, Khmer speakers)

Lawrence Council on Aging

Minority Outreach Program
155 Haverhill Street
Lawrence, MA 01840
978-620-3540
(Spanish speakers)

Haverhill Council on Aging

Minority Outreach Program
10 Welcome Street
Haverhill, MA 01830
978-374-2390
(Spanish speakers)

Lowell Council on Aging

Minority Outreach Program
276 Broadway Street
Lowell, MA 01854
978-674-1171
(Spanish, Portuguese, Khmer
speakers)

MULTIPLE SCLEROSIS - RESOURCES

**National Multiple Sclerosis Society
Greater New England Chapter**

101A First Avenue, Suite 6
Waltham, MA 02451
800-344-4867
www.msnewengland.org

MUSCULAR DYSTROPHY - RESOURCES

Muscular Dystrophy Association

33 Lyman Street
Westborough, MA 01581
508-898-3375
www.mdausa.org

NEW HAMPSHIRE SERVICES

To locate services for people of all ages, income levels, and disabilities, call:

ServiceLink Resource Center

866-634-9412

www.nh.gov/servicelink

NORTHEAST INDEPENDENT LIVING PROGRAM

The Northeast Independent Living Program, Inc. (NILP) is a consumer controlled, cross disability Independent Living Center (ILC) providing advocacy and services to people with all disabilities who wish to live and work as independently as possible within the Northeastern area of the state. NILP services include: Information & Referral, Individual and Systems Advocacy, Peer Support and Peer Counseling, Nursing Home Transition and Skills Training services all free of charge to consumers and their families.

Specific Programs for our diverse community are: ***Personal Care Assistance (PCA) Program*** funded by MassHealth; ***Transition to Adulthood (TAP) Program for youth ages 14-22*** who are still in high school on an IEP or 504 plan; ***Deaf & Hard of Hearing (DHILS) Program*** assists people who are Deaf or hard of hearing; and ***Recovery Peer Services through our Recovery Learning Community*** funded by the Dept. of Mental Health.

Transition Services for people in nursing homes, hospitals and rehabilitation settings is a core service of our Independent Living Center. Through our individual and systems advocacy; we have supported individuals living with a disability with a full range of community supports to enable and empower them to remain in or return to their homes. The mission and passion for ensuring that people living with a disability exercise the same rights to self determination and quality of life that all of us are entitled to with our civil rights drives each and every program and service.

Northeast Independent Living Program is an equal partner with Elder Services of the Merrimack Valley, Inc. (ESMV) in an Aging and Disability Resource Consortium (ADRC). Through our Consortium, NILP and ESMV provide *Options Counseling Program*. This program is an interactive, short-term decision-support process that involves providing individuals with information about the full range of public and private resources, services and settings available in the community. The Options Counselor works closely with each consumer to identify needs, values, outside supports and resources while ensuring that the consumer's personal goals and preferences are respected.

For more information, **call the Northeast Independent Living Program at 978-687-4288 (V/TTY) or 800-845-6457 (V/TTY), or visit the website, www.nilp.org.**

NURSING HOME PRE-ADMISSIONS SCREENING

Nursing home screenings are medical assessments provided by registered nurses for those being considered for nursing home placement. The pre-admission screening process is required for MassHealth applicants to evaluate an individual's needs and determine if nursing home care is necessary. For more information, call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

NURSING HOME QUALITY INDICATORS

The following website provides detailed information on the performance of nursing homes in your area.

Medicare

www.medicare.gov/nursinghomecompare/

NURSING HOMES

Nursing homes are facilities used for a short stay following surgery or for long-term care. They provide 24-hour skilled nursing care, rehabilitative services, assistance with activities of daily living, meals and social activities. A facility may offer other specialized services.

Amesbury

Genesis at Maplewood Center

6 Morrill Place
Amesbury, MA 01913
978-388-3500

Merrimack Valley Health Center

22 Maple Street
Amesbury, MA 01913
978-388-4682

Andover

Academy Manor

89 Morton Street
Andover, MA 01810
978-475-0944

Wingate at Andover

80 Andover Street
Andover, MA 01810
978-470-3434

Billerica

Life Care Center of Merrimack Valley

80 Boston Road
North Billerica, MA 01862
978-667-2166

Chelmsford

Palm Manor

40 Parkhurst Road
Chelmsford, MA 01824
978-256-3151

Sunny Acres

254 Billerica Road
Chelmsford, MA 01824
978-256-0231

Haverhill

Baker-Katz Skilled Nursing and Rehabilitation Center

194 Boardman Street
Haverhill, MA 01830
978-373-5697

Hannah Duston

Healthcare Center

126 Monument Street
Haverhill, MA 01832
978-373-1747

Lakeview House Skilled Nursing and Residential Care Facility

87 Shattuck Street
Haverhill, MA 01830
978-372-1081

**Penacook Place Skilled
Nursing and Rehabilitation**

150 Water Street
Haverhill, MA 01830
978-374-0707

The Oxford

689 Main Street
Haverhill, MA 01830
978-373-1131

Wingate at Haverhill

190 North Avenue
Haverhill, MA 01830
978-372-7700

Lawrence

**Berkeley Retirement Home
& Nursing Center**

150 Berkeley Street
Lawrence, MA 01841
978-682-1614

**Genesis HealthCare Center
Wood Mill**

800 Essex Street
Lawrence, MA 01841
978-686-2994

MI Nursing/Restorative Ctr.

172 Lawrence Street
Lawrence, MA 01841
978-685-6321

Lowell

D'Youville Senior Care

981 Varnum Avenue
Lowell, MA 01854
978-569-1000

Fairhaven Healthcare Center

476 Varnum Avenue
Lowell, MA 01854
978-458-3388

**Heritage Nursing Care
Center**

841 Merrimack Street
Lowell, MA 01854
978-459-0546

Lowell Health Care Center

19 Varnum Street
Lowell, MA 01850
978-454-5644

**Northwood Rehabilitation
and Health Care Center**

1010 Varnum Avenue
Lowell, MA 01854
978-458-8773

**Town & Country
Health Care Center**

259 Baldwin Street
Lowell, MA 01851
978-454-5438

Willow Manor

30 Princeton Boulevard
Lowell, MA 01851
978-454-8086

Wingate at Belvidere
500 Wentworth Avenue
Lowell, MA 01852
978-458-1271

Methuen
**Methuen Health &
Rehabilitation Center**
480 Jackson Street
Methuen, MA 01844
978-686-3906

**Nevins Nursing &
Rehabilitation Centre**
10 Ingalls Court
Methuen, MA 01844
978-682-7611

Newburyport
**Brigham Health and
Rehabilitation Center**
77 High Street
Newburyport, MA 01950
978-462-4221

**Country Center for Health
and Rehabilitation**
180 Low Street
Newburyport, MA 01950
978-465-5361

Port Healthcare Center
113 Low Street
Newburyport, MA 01950
978-462-7373

North Andover
**The Meadows Health Center
at Edgewood**
575 Osgood Street
North Andover, MA 01845
978-725-3300

Prescott House
140 Prescott Street
North Andover, MA 01845
978-685-8086

Sutton Hill Center
1801 Turnpike Street
North Andover, MA 01845
978-688-1212

Rowley
Sea View Retreat
50 Mansion Drive
Rowley, MA 01969
978-948-2552

Tewksbury
Blaire House of Tewksbury
10 Erlin Terrace
Tewksbury, MA 01876
978-851-3121

Westford
Westford House
3 Park Drive
Westford, MA 01886
978-392-1144

ONE CARE PLAN PROGRAM

MassHealth and Medicare have joined together to create the One Care plan. The plan provides individuals who are 21-64 years of age, who have both Masshealth Standard and Medicare, a better way to get the care and social services they need. A Primary Care Team of Health Professionals along with a LTSS, Long Term Care Support Services Coordinator will develop an individualized care plan for members that will support their “health, safety, independence and recovery”.

Members of the One Care Plan will be connected to resources and community services. Individuals interested in enrolling in the One Care Plan can contact MassHealth Customer Service: 1-800-841-2900 or contact Commonwealth Care Alliance who is currently the only One Care Plan provider in the Merrimack Valley Area.

Commonwealth Care Alliance

30 Winter Street, 11th Floor
Boston, MA, 02108
866-610-2273

OPTIONS COUNSELING PROGRAM

The goal of this program is to assist individuals in need of long-term care services to make informed choices of setting and services, resources to help pay for supports and services, referrals to experts in the individual’s particular disability as needed, and assistance in connecting with appropriate resources. Counseling sessions can take place in the hospital, rehabilitation facility, nursing facility, assisted living residence, rest home or community setting. For information and referral call **Elder Services of the Merrimack Valley Inc., Age Information Department at 800-892-0890** or **Northeast Independent Living Program at 978-687-4288 (V/TTY) or 800-845-6457.**

ORTHOTICS AND PROSTHETICS

For a list of companies that offer orthotics and prosthetics, call **Northeast Independent Living Program 978-687-4288 V/TTY** or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

PACE PROGRAM

PACE, Programs of All-inclusive Care for the Elderly, is for older adults over age 55 living with disabilities living within a PACE service area able to live safely in the community. This program provides community-based care and services to people who otherwise need nursing home level of care. PACE was created as a way to provide the consumer, family, caregivers and professional health care provider's flexibility to meet the healthcare needs of the consumer and help them continue to live in the community. PACE programs are covered by Medicare and Medicaid for eligible individuals as well as available on a private pay basis. **For more information, please contact Element Care, 17 Friend Street, Lynn, MA 01992, 877-803-5564.**

PARKINSON'S DISEASE - RESOURCES

**American Parkinson Disease Association
Information and Referral Ctr.**
72 E. Concord Street, C3
Boston, MA 02118
617-638-8466
800-651-8466
www.apdama.org

**National Parkinson Foundation
Cape Cod Chapter**
P.O. Box 1211
Dennis, MA 02638
508-385-2333
www.parkinson.org

Parkinson's Disease Foundation

1359 Broadway, Suite 1509
New York, NY 10018
800-457-6676 (National HelpLine)
www.pdf.org

PERSONAL CARE ATTENDANT PROGRAM

This program offers MassHealth recipients aged 18 years and over who meet the program eligibility criteria the ability to recruit, hire, train, schedule and if needed, discharge their own worker who assists them with personal care. The participant must be on standard MassHealth; have a chronic/ permanent disability or illness which results in the need for physical assistance with at least two Activities of Daily Living; reside in the community; and have PCA services prescribed by his/her primary care physician. The participant can hire anyone except a spouse, parent, legal guardian or surrogate to provide their care. Those consumers who are unable to manage the program independently will be advised to select a surrogate to assist with managing the program. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890** or **Northeast Independent Living Program, at 978-687-4288**.

PHYSICIAN REFERRAL SERVICES

If you need to choose a primary care physician or medical specialist and have private health insurance, you should call that health plan's Member Services Department. Depending on your health care coverage, the following may also be able to assist you by telephone or online.

Anna Jaques Hospital

Newburyport
978-463-1090
www.ajh.org

Holy Family Hospital

Methuen
800-488-5959
www.holyfamily-hospital.org

Lawrence General Hospital

Lawrence
978-683-4000
www.lawrencegeneral.org

**Lowell General Hospital
Lowell General Hospital -
Saints Campus**

Lowell
800-544-2424
www.lowellgeneral.org

**MassHealth
Customer Service**

800-841-2900
800-497-4648 TTY
www.mass.gov

Medicare

800-633-4227
www.medicare.gov

**Holy Family Hospital at
Merrimack Valley**

Haverhill
800-488-5959
www.merrimackvalley-hospital.org

**Physician Profiles
Massachusetts Board of
Registration in Medicine**

781-876-8230
www.profiles.ehs.state.ma.us/profiles/pages/findaphysician.aspx

POLIO - RESOURCES

Greater Boston Post Polio Association

One Grove Street, P.O. Box 812726
Wellesley, MA 02482
781-596-8245
www.gbppa.org

PRESCRIPTION DRUG ASSISTANCE

For questions about prescription drug coverage, call your local Council on Aging (see pages 21-23) or ESMV and ask to speak with a SHINE Counselor. The following may also be helpful:

Massachusetts College of Pharmacy and Health Sciences (MCPHS) Pharmacy Outreach Program (formerly MassMedline)

This free service offers trained pharmacy professionals to help Massachusetts residents determine which prescription assistance programs they may be eligible for and assist with the application process.

25 Foster Street

Worcester, MA 01608

866-633-1617

www.massmedline.com

NeedyMeds

This is a source of information about patient assistance programs offered by drug companies which provide free or low-cost prescription medications to eligible individuals.

800-503-6897

www.needy meds.com

Partnership for Prescription Assistance (PPA)

This national organization assists eligible individuals to receive the medicines they need at low or no cost. It offers a single point of access to many public and private patient assistance programs, including those offered by pharmaceutical companies. Individuals complete the online application and PPA will match them with assistance program for which they may be eligible.

www.pparx.org

Prescription Advantage

This is a prescription drug insurance plan available to all Massachusetts residents age 65 years and older and to younger individuals with disabilities who meet income and employment guidelines. For people with Medicare prescription drug coverage, it

provides supplemental assistance and is a secondary payer. For people who do not qualify for Medicare, it offers primary prescription drug coverage.

P.O. Box 15153

Worcester, MA 01615-0153

800-AGE-INFO

800-243-4636, **press 2**

877-610-0241 TTY

www.800ageinfo.com

www.prescriptionadvantagemma.org

RECREATION

The Councils on Aging (see pages 21-23) offer an array of social opportunities for older adults. Contact them for their current schedule of events. There are also a number of organizations that have designed their sports and recreational activities to accommodate the needs of people with various disabilities. Call the **Northeast Independent Living Program 978-687-4288 V/TTY** or **800-845-6457 V/TTY** or **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890**, for a list of these programs. You can also request a list of accessible museums, theaters, art galleries and cinemas in the local area.

REHABILITATION SERVICES

The following resources have both inpatient and outpatient services for elders and people with disabilities. Other services are available such as physical therapy, occupational therapy and more. Please call the locations below for more information.

**New England
Rehabilitation Hospital**
2 Rehabilitation Way
Woburn, MA 01801
781-935-5050 (inpatient)
781-939-1900 (outpatient)

**Northeast Rehabilitation
Hospital**
70 Butler Street
Salem, NH 03079
603-893-2900

**Spaulding
Rehabilitation Hospital**
300 First Avenue
Charlestown, MA 02129
617-952-5000

**Whittier
Rehabilitation Hospital**
145 Ward Hill Ave.
Haverhill, MA 01835
800-442-1717 (Admissions)
978-372-8000

RESPITE SERVICES

Respite care services provide home and/or community-based assistance to provide relief to primary caregivers of elders or individuals with disabilities. Services are available either through the State Home Care program for those that qualify or on a private pay basis through a variety of community organizations. Eligible applicants may qualify to receive financial assistance through the Family Caregiver Support Program (FCSP). See pages 36-37 for more details. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

REST HOMES

Rest homes provide room and board for those who do not require 24 hour, skilled nursing care. They offer supervision, minimal medical services and social activities.

Amesbury

Hillside Rest Home

29 Hillside Avenue
Amesbury, MA 01913
978-388-1010

Haverhill

Lakeview House Skilled Nursing and Residential Care Facility

87 Shattuck Street
Haverhill, MA 01830
978-372-1081

Stevens-Bennett Home

337 Main Street
Haverhill, MA 01830
978-374-8861

Lawrence

Berkeley Retirement Home & Nursing Center

150 Berkeley Street
Lawrence, MA 01841
978-682-1614

The German Home

374 Howard Street
Lawrence, MA 01841
978-682-5593

Lowell

Horn Home for the Aged

98 Smith Street
Lowell, MA 01851
978-452-9571

Merrimack River Valley House

520 Fletcher Street
Lowell, MA 01854
978-452-1181

Methuen

Halcyon House Retirement Home

175 Berkeley Street
Methuen, MA 01844
978-685-5505

Newburyport

Griffin Home for Aged Men

361 High Street
Newburyport, MA 01950
978-465-7091

SENIOR CARE OPTIONS (SCO)

Senior Care Options (SCO) is a partnership between MassHealth and Medicare that provides a complete package of health care and social services to low-income eligible seniors. A team of health professionals develops an individualized care plan for each member and services are provided by a network of medical and other professionals. Enrollment in Senior Care Options is voluntary. The SCO programs offers seniors the option of enrolling in one of the following SCO health plans.

Commonwealth Care Alliance

30 Winter Street
11th Floor
Boston, MA 02108
866-610-2273
www.commonwealthcare.org

Fallon Community Health Plan - NaviCare

10 Chestnut Street
Worcester, MA 01608
800-333-2535
www.navicare.org

United Healthcare Community Plan

950 Winter Street, Suite 3800
Waltham, MA 02451
888-867-5511
www.uhccommunityplan.com

Senior Whole Health

58 Charles Street
Cambridge, MA 02141
888-794-7268
www.seniorwholehealth.com

Tufts Health Plan

Senior Care Options Plan
705 Mount Auburn Street
Suite 3
Watertown, MA 02472
855-670-5934
www.thpmp.org/sco

SERVICE DOGS

Canine Companions for Independence

The Miller Family Campus
286 Middle Island Road
Medford, NY 11763
631-561-0200 V/TTY
800-572-2275
www.cci.org

Delta Society

875 124th Avenue NE #101
Bellevue, WA 98005
425-679-5500
www.deltasociety.org

Dogs for the Deaf

10175 Wheeler Road
Central Point, OR 97502
541-826-9220 V/TTY
(out of state)
www.dogsforthe deaf.org

Guide Dogs for the Blind

P.O. Box 151200
San Rafael, CA 94915-1200
800-295-4050
www.guidedogs.com

NEADS

P.O. Box 1100
Princeton, MA 01541
978-422-9064
www.neads.org

Paws with a Cause

4646 South Division Street
Wayland, MI 49348
800-253-PAWS V/TTY
(800-253-7297) V/TTY
www.pawswithacause.org

SHELTERS

Emergency shelters provide housing to those who are homeless and do not have other options. Some shelters serve particular populations such as individuals or families and may be classified as “wet” (allowing those with active substance use to stay there) or “dry” (does not allow those with active substance use to stay there). Many of the shelters are wheelchair accessible. These are indicated by  . There are also agencies listed below that provide shelters at confidential locations for women and their children who are experiencing domestic violence.

Alternative House (Domestic Violence Shelter) 

P.O. Box 2100
Lowell, MA 01851 (mailing address only)
978-937-5777
888-291-6228
978-454-1436 (Hotline)

Bridge House Lynn Shelter Association

24 Baker Street
Lynn, MA 01902
781-593-3898

Center Board

16 City Hall Square
Lynn, MA 01901
781-598-9417

Daybreak Shelter 
The Psychological Center

19 Winter Street
Lawrence, MA 01841
978-975-4547

Emmaus Inc. 

P.O. Box 568
Haverhill, MA 01831
978-241-3400
www.emmausinc.org

HAWC – Help for Abused Women (Domestic Violence Shelter)

27 Congress Street, Suite 204
Salem, MA 01970
978-744-8552
978-744-6841 Hotline (mailing address only)
www.HAWCDV.org

House of Hope 

812 Merrimack Street
Lowell, MA 01854
978-458-2870

Inn Between 

25 Holten Street
Peabody, MA 01960
978-532-2372

Lazarus House

48 Holly Street
Lawrence, MA 01841
978-689-8575

Lowell Transitional Living Center

205 Middlesex Street
Lowell, MA 01852
978-458-9888

Massachusetts Coalition for the Homeless

15 Bubier Street
Lynn, MA 01901
781-595-7570
www.mahomeless.org

**Merrimack House
Community Teamwork, Inc.**
757 Merrimack Street
Lowell, MA 01852
978-452-4241

**Serving People in Need
(SPIN)**
270 Union Street
Lynn, MA 01901
781-598-9417

**Milly's Place
Community Teamwork, Inc.**
360 Pawtucket Street
Lowell, MA 01854
978-458-8853

Jeanne Geiger Crisis Center
2 Harris Street
Newburyport, MA 01950
978-465-0999
978-388-1888 Hotline
(mailing address only)

Mitch's Place 
P.O. Box 568
Haverhill, MA 01831
978-241-3430

SHINE PROGRAM

The SHINE Program (Serving Health Insurance Needs of Everyone) provides free, unbiased one-on-one health care information, counseling and assistance to Medicare beneficiaries.

SHINE Counselors are volunteers who are trained and certified by the Massachusetts Executive Office of Elder Affairs. They meet with Medicare beneficiaries and caregivers to help evaluate, compare and enroll in a health plan that best meets their personal needs. SHINE Counselors also provide resources for health care cost assistance and Medicare rights and protections.

SHINE is administered by the Massachusetts Executive Office of Elder Affairs in partnership with ESMV and other elder service agencies, councils on aging or community-based organizations. To locate a SHINE Counselor located in your area, call your local Council on Aging (see pages 21-23) or call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

SOCIAL SECURITY

Contact your local social security office to apply for retirement benefits, survivors' benefits, Medicare, disability benefits and Supplemental Security Income (SSI). You can also go online at www.socialsecurity.gov for information on these programs or to apply.

Haverhill / Newburyport

Social Security Administration

367 Main Street
Haverhill, MA 01830
866-964-4324

Lowell

Social Security Administration

151 Warren Street, Suite 300
Lowell, MA 01852
877-746-9850

Lawrence

Social Security Administration

439 South Union Street
Lawrence, MA 01843
877-669-3127

SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

SSDI provides benefits to disabled or blind individuals who are “insured” by workers’ contributions to the Social Security Trust Fund. (Excerpted from the SSA “Red Book”) For more information call your local Social Security office above.

SPINA BIFIDA - RESOURCES

Massachusetts Spina Bifida Association

733 Turnpike Street, # 282
North Andover, MA 01845
888-479-1900
www.sbamass.org

SPINAL CORD INJURY - RESOURCES

National Spinal Cord Injury Association

Greater Boston Chapter

2 Rehabilitation Way

Woburn, MA 01801

781-933-8666

www.sciboston.org

STROKE - RESOURCES

American Stroke Association

- National Center

7272 Greenville Avenue

Dallas, TX 75231

888-478-7653

www.strokeassociation.org

American Stroke Association

20 Speen Street

Framingham, MA 01701

508-620-1700

SUBSTANCE ABUSE – ALCOHOL AND DRUGS

The following resources include in-patient programs, outpatient services, self-help groups and referral helplines.

Adcare Hospital

107 Lincoln Street

Worcester, MA 01605

800-252-6465

www.adcare.com

AA Lowell District 21

978-957-4690

Al-Anon/Alateen Family Groups

57 East Main St., Suite 109

Westboro, MA 01581

508-366-0556

www.ma-al-anon-alateen.org

Alcoholics Anonymous (AA)

12 Channel Street

Boston, MA 02210

617-426-9444

Baldpate Hospital

83 Baldpate Road
Georgetown, MA 01833
978-352-2131

Danvers Treatment Center

111 Middleton Road
Danvers, MA 01923
978-777-2121

**Family Services of the
Merrimack Valley**

430 North Canal Street
Lawrence, MA 01840
978-327-6600

Link House

37 Washington Street
Newburyport, MA 01950
978-462-7341

**Lahey Behavioral Health
Services**

365 East Street
Tewksbury, MA 01876
978-851-8776

**Lahey Behavioral Health
Services - Outpatient Clinic**

Haverhill
60 Merrimack Street
Haverhill, MA 01830
978-373-1126

Lawrence

12 Methuen Street
Lawrence, MA 01841
978-683-3128

**Lowell House Recovery
Home**

102 Appleton Street
Lowell, MA 01852
978-459-3371

**Massachusetts Substance
Abuse Helpline**

800-327-5050
www.helpline-online.com

**Narcotics Anonymous –
New England Regional
Services Committee**

P.O. Box 437
Quincy, MA 02169
866-624-3578
www.newenglandna.org

PEOPLE! Recovery Center

11 Union Street
Lawrence, MA 01840
978-688-5767

Sheehan Women's Program

P.O. Box 838
Tewksbury, MA 01876
978-640-0840

Team Coordinating Agency

76 Winter Street
Haverhill, MA 01830
978-373-1181

The Psychological Center

11 Union Street
Lawrence, MA 01840
978-685-1337

**Women's View
Residential Program**
582-584 Haverhill Street
Lawrence, MA 01841
978-687-1658

SUICIDE PREVENTION

Intervention

ESMV has programs designed to educate all Care Managers and RNs about the risk factors for suicide, how to address suicidal thoughts and statements made by clients and immediately involve the clinical team to assess and determine next steps. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Samaritans

The Samaritans are trained volunteers who offer free, confidential, emotional support to individuals who are suicidal, depressed, or in despair. The primary focus is care for those in immediate danger of taking their own lives. Support is available 24 hours a day, 7 days a week.

Family Services of the Merrimack Valley

Samaritans of Merrimack Valley Program
430 North Canal Street
Lawrence, MA 01840
978-327-6671 (Business Line)

Crisis Help Line

978-327-6607
866-912-4673
877-870-4673
www.stop-suicide.org

SUPPLEMENTAL SECURITY INCOME (SSI) - RESOURCES

Supplemental Security Income (SSI) is a monthly supplement paid to persons with low income who are 65 years and older and to persons of any age who have low income and are blind or have a disability. If you think you may be eligible, contact your local Social Security Office (See page 105 for list of local Social Security offices).

SUPPORT GROUPS - RESOURCES

A support group is a meeting of people who share similar problems or concerns. Group members meet regularly to problem-solve, learn from each other, and to lend support. Guest speakers may be scheduled to facilitate discussion or to present topical information. Most local chapters of organizations serving people with a specific condition or diagnosis maintain a list of support groups. You can contact your Council on Aging, Senior Center, local hospital, the **Elder Services of the Merrimack Valley, Inc., Age Information 800-892-0890**, or the **Northeast Independent Living Program, 978-687-4288 V/TTY or 800-845-6457 V/TTY**.

TAXES – RESOURCES FOR ASSISTANCE

Property Tax Exemptions and Deferrals

Call your local assessor's office to inquire if you qualify for a property tax exemption or deferral. Some cities and towns also offer tax relief for community services. Contact your local Council on Aging for more information (see page 21-23).

Income Tax Form Preparation

Trained volunteers are available at many senior centers from February 1 to April 15 each year to help elders complete simple income tax forms. Contact your Council on Aging for more information.

AARP Tax-Aide Program (Seasonal Program)

Trained volunteers offer free tax consulting and preparation to low and middle income persons with special emphasis on those 60 years and older. Call **Elder Services of the Merrimack Valley, Inc., Age Information at 800-892-0890**, for the location of a Tax-Aide site near you.

Massachusetts Department of Revenue

P.O. Box 7010

Boston, MA 02204

800-392-6089

www.mass.gov/dor

TELEPHONE REASSURANCE

Telephone Reassurance Programs provide isolated or older individuals with a sense of security through regular, scheduled telephone calls to check on their well-being. The telephone call could be either automated or a personal contact. The local Councils on Aging sometimes offer this service in conjunction with local law enforcement agencies. Contact your local Council on Aging.

TRANSITIONAL ASSISTANCE (WELFARE)

The Department of Transitional Assistance (public welfare) helps individuals in transition with emergency financial assistance, food, and shelter. It also provides information and referral to other public benefits programs and local resources.

**Department of
Transitional Assistance
Greater Lawrence,
Haverhill, Newburyport**
280 Merrimack Street
Suite 200
Lawrence, MA 01843
978-725-7100
www.mass.gov/dta

**Department of Transitional
Assistance
Greater Lowell**
131 Davidson Street
Lowell, MA 01852
978-446-2400
www.mass.gov/dta

TRANSITIONAL INPATIENT CARE

Inpatient program for people who have been discharged from an acute hospital setting but still require short-term rehabilitation and other special care to make a smooth transition from hospital to home.

D'Youville Center for Advanced Therapy
1071 Varnum Avenue
Lowell, MA 01854
978-569-1071

TRANSPORTATION - RESOURCES

American Cancer Society
800-227-2345
www.cancer.org

**Assist Medical
Transportation, Inc.**
455 Market Street
Lawrence, MA 01843
978-685-8767

Boston/Peabody Medi-Ride
Merrimack Valley Regional
Transit Authority
Office of Special Services
978-469-6878, option 3

**Central Wheelchair
& Van Transportation**
142 Essex Street
Haverhill, MA 01832
978-374-9480

Councils on Aging

See pages 21-23

EZ Trans

Merrimack Valley Regional
Transit Authority
Office of Special Services
978-469-6878, option 3

Gentle Arms Daily

P.O. Box 384
Chelmsford, MA 01824
978-809-0033

**Lowell Regional Transit
Authority (LRTA)**

145 Thorndike Street
Lowell, MA 01852
978-459-0164
www.lрта.com

MassTran

150 A Andover Street
Danvers, MA 01923
800-768-1110

**Merrimack Valley Regional
Transit Authority (MVRTA)**

85 Railroad Avenue
Haverhill, MA 01835
978-469-6878
www.mvrta.com

**Northern Essex Elder
Transport (NEET)**

100 Main Street
Amesbury, MA 01913
978-388-7474

Patriot Ambulance

248 Mill Rd., Bldg. 2, Unit 2
Chelmsford, MA 01824
978-367-5000

PrideSTAR EMS

229 Stedman Street
Lowell, MA 01851
978-441-0911

Ring and Ride

Merrimack Valley Regional
Transit Authority
Office of Special Services
978-469-6878, option 3

Road Runner

Lowell Regional Transit
Authority
113 Thorndike Street
Lowell, MA 01852
978-459-0152

Trinity E.M.S., Inc.

1221 Westford Street
Lowell, MA 01851
978-441-9999

UTILITY ASSISTANCE

Local utility companies sometimes offer a variety of budget and payment plans to help customers maintain their service. If you are having difficulty paying your bill, contact the utility company and ask to speak with someone about negotiating a workable payment plan.

Columbia Gas of Massachusetts

800-688-6160

www.columbiagasma.com

National Grid (Electric)

800-322-3223

[www.nationalgridus.com/mass
electric](http://www.nationalgridus.com/mass
electric)

National Grid (Gas)

800-233-5325

www.nationalgridus.com

Verizon

800-837-4966

www.verizon.com

VEHICLE MODIFICATION

Adaptive Mobility Equipment

1551 Fall River Avenue

Seekonk, MA 02771

800-311-2849

Ride-Away Corporation

54 Wentworth Avenue

Londonderry, NH 03053

603-210-4480

www.ride-away.com

VETERANS INDEPENDENCE PLUS PROGRAM (VIP)

This program serves veterans of any age that are at risk of nursing home admission which is defined as the inability to adequately self-care by requiring full assistance on at least 3 Activities of Daily Living. This program will allow a veteran to receive a comprehensive assessment to identify his or her needs and preferences, develop an individual budget and service plan, and purchase goods and services (including the hiring, training and termination of employees) that will best meet his/her needs. The spending plan must be approved by the local Aging Services Access Point (ASAP) and centrally at the

appropriate VA Medical Center. For more information call **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

VETERANS - RESOURCES

Benefits are available to veterans and their dependents. The Veterans Administration (VA) pays compensation to veterans disabled by injury, disease incurred or aggravated by active service in the line of duty. Benefits and services offered may include disability benefits, education, training benefits, vocational rehabilitation, employment, home loans, burial benefits, dependents' and survivors' benefits, life insurance and healthcare. Contact the VA representative at your local town hall.

Dept. of Veterans Affairs

Regional Office

JFK Federal Building
15 New Sudbury Street
Boston, MA 02203
800-827-1000
www.va.gov

Edith Nourse Rogers

Memorial Veterans Hospital

200 Springs Road
Bedford, MA 01730
781-687-2000
www.bedford.va.gov

Haverhill Outpatient Clinic

108 Merrimack Street
Haverhill, MA 01830
978-372-5207

Lowell Outpatient Clinic

130 Marshall Road
Lowell, MA 01852
978-671-9000

New England Paralyzed Veterans

1600 Providence Highway
Suite 143
Walpole, MA 02081
800-660-1181
www.nepva.org

Veterans Northeast Outreach Center, Inc.

10 Reed Street
Haverhill, MA 01830
978-372-3626
www.northeastveterans.org

**VA Boston
Healthcare System**
150 South Huntington Ave.
Jamaica Plain, MA 02130
617-232-9500

**New England Veterans
Liberty House**
599 Canal Street
6 East Suite 17
Lawrence, MA 01841
978-258-2331

**VA Boston
Healthcare System**
1400 VFW Parkway
West Roxbury, MA 02132
617-323-7700

VOLUNTEER OPPORTUNITIES

Many organizations, such as hospitals, schools, day care centers and senior centers in need of volunteers to work in a variety of positions.

Elder Services of the Merrimack Valley, Inc.

Volunteer Programs

ESMV has a number of volunteer opportunities that provide critical support and services to older adults. We offer a variety of opportunities for people to get involved and give back to their communities. For more information contact **Elder Services of the Merrimack Valley, Inc., Age Information Department at 800-892-0890.**

Our volunteer options are:

1. **Elder Brown Bag Program:** Assist with the assembly, and distribution of “brown bags” that are filled with free groceries for low-income elders.
2. **Friend In Deed Program:** Provide companionship and assistance to isolated older adults by engaging in routine activities, which can include running errands and participating in a social programming.

3. **Healthy Living Center of Excellence:** Provide administrative support to the program through community outreach, data entry and event support.
4. **Medical Advocacy Program:** Transport and accompany elders and adults with disabilities to medical appointment, act as their advocate by coaching, supporting and empowering them to take charge of their health care.
5. **Money Management Service:** Work with older adults to develop basic money management skills, and to access tools and resources that are related to economic security.
6. **Long Term Care Ombudsman Program:** Become an Ombudsman and assist residents living in nursing homes and rest homes advocating for their rights by talking and listening to residents; along with mediating problematic situations that can arise between residents and staff members at the facility.
7. **Serving the Health Insurance Needs of Everyone (SHINE) Program:** Become a SHINE Counselor, and provide unbiased and confidential information to Medicare beneficiaries that will help them to understand their Medicare insurance benefits, and/or other public, and private health insurance options.
8. **MA Senior Medicare Patrol (SMP) Program:** Provide outreach, and education to Medicare, and Medicaid beneficiaries, family members, and caregivers on how to protect, detect, and report healthcare errors, fraud, and abuse.
9. **Nutrition Program Volunteer Driver:** Become a Meals on Wheels volunteer driver and help to deliver home-delivered meals to elders daily.

Volunteer Driver

The following program is supported by Volunteer Drivers daily to facilitate medical transportation to elders in the Merrimack Valley. If you are interested in volunteering as a driver, Elder Services of the Merrimack Valley, Inc. collaborates with the following program:

Northern Essex Elder Transport (NEET)

100 Main Street
Amesbury, MA 01913
978-388-7474

WEATHERIZATION ASSISTANCE PROGRAM

The Weatherization Assistance Program helps eligible low-income homeowners and renters reduce their heating bills by making their homes more energy efficient. This program is operational year round.

Action, Inc.

47 Washington Street
Gloucester, MA 01930
978-283-2131
www.actioninc.org

Greater Lawrence

Community Action Council
305 Essex Street
Lawrence, MA 01840
978-681-4956
www.glcac.org

Community Teamwork, Inc.

Energy Programs

45 Kirk Street
Lowell, MA 01852
978-654-4904
www.comteam.org

YOUTH WITH DISABILITIES

The following organizations provide a wide range of services to youth with various disabilities:

CLASS, Inc.

The Arc of Greater Lawrence

One Parker Street
Lawrence, MA 01843
978-975-8587
www.classinc.org

Northeast ARC

Business Office and
Residential Services
64 Holten Street
Danvers, MA 01923
978-762-4878
www.ne-arc.org

Federation for Children with Special Needs

529 Main Street, Suite 1M3
Charlestown, MA 02129
800-331-0688 V/TTY
www.fcsn.org

PCA Program and Family Support Services

6 Southside Road
Danvers, MA 01923
978-762-8352

Massachusetts Rehab Commission (MRC) Turning 22 Program

27 Wormwood Street, Suite 500
Boston, MA 02210
617-204-3618
617-204-3815 TTY

Day and Work Supports

16 Electronics Avenue
Danvers, MA 01923
978-750-1436

Northeast Independent Living Program (NILP)

20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
800-845-6457 V/TTY
978-237-5699 VP
www.nilp.org

Partners for Youth with Disabilities

95 Berkeley Street
Suite 109
Boston, MA 02116
617-556-4075
www.pyd.org

8

800 Age Info, 70

A

AA Lowell District 21, 106
 AARP Massachusetts, 6
 ABC Home Healthcare, 16, 52
 Academy Manor, 90
 Action, Inc., 117
 Active Life Adult Day Health Center, 3
 Adaptive Driving Program, Inc., 28
 Adaptive Mobility Equipment, 113
 Adcare Hospital, 106
 Ad-Lib, Inc., 69
 AGB Lifesaver Medical Alarms, 34
 Age Information Department, 70
 AHEPA 39 Apartments, 63
 Al-Anon/Alateen Family Groups, 106
 Alcoholics Anonymous (AA), 106
 Alert Response Lifeline, 34
 All Care Adult Day Health at North Village, 3
 All Care Resources, 18, 52
 All Care VNA, 53
 All Saints Food Pantry, 43
 All Saints Parish Thrift Shop, 17
 Alliance Home Health Care, 18, 52
 ALS Association Mass. Chapter, 8
 Alternative Care Providers, Inc., 77
 Alternative Home Health Care, LLC, 53
 Alternative House (Domestic Violence Shelter), 103
 Alzheimer's Association, 8
 Alzheimer's Disease Education & Referral Center (ADEAR), 9
 Alzheimer's Store, 9
 Amedisys Home Health Care, 53
 American Cancer Society, 15, 111
 American Diabetes Association of New England, 26
 American Heart Association, 50
 American Parkinson Disease Association, 94
 American Printing House for the Blind, 13
 American Red Cross of Massachusetts, 27

American Red Cross of Northeast Massachusetts, 27
 American Stroke Association, 106
 American Stroke Association - National Center, 106
 American Training, 35
 Amesbury Council on Aging, 5, 21
 Amesbury Food Pantry at Community Action Inc., 42
 Amesbury Gardens, 64
 Amesbury Housing Authority, 61
 Amesbury Psychological Center, 81
 Among Friends - St. Paul's Church, 42
 Andover Commons, 62
 Andover Council on Aging, 6, 21, 39
 Andover Housing Authority, 61
 Anna Jaques Hospital, 58, 80, 95
 Apria Healthcare, 77
 Arbour Counseling Services, 82
 Arlington Park, Inc., 64
 Arthritis Foundation - Massachusetts Chapter, 9
 Ashland Farm at North Andover, 10
 Assist Medical Transportation, Inc., 111
 Assisted Living Center, Inc., 10
 Assisted Living Facilities Association - Massachusetts, 9
 Assisted Living Ombudsman Program, 9
 Association of Late-Deafened Adults, Inc. (ALDA), 24
 Atria Marland Place, 10
 Atria Merrimack Place, 10
 Attorney General's Office, 20
 Attorney General's Office Elder Hotline, 6
 Avita of Newburyport, 10

B

Baker-Katz Skilled Nursing and Rehab Center, 90
 Baldpate Hospital, 80, 107
 Bay State Council of the Blind, 13
 Bay Windows, 72
 Bayberry at Emerald Court, 10
 Bayberry Point, 66
 Be Safer at Home, 35
 Beacon Hospice, Inc., 57
 BenePLAN, 12

- Berkeley Retirement Home & Nursing Center, *91, 100*
- Best Buddies, *84*
- Bethany Homes, Inc., *60*
- Better Business Bureau of Eastern MA, ME, RI & VT, *6, 20*
- Billerica Council on Aging, *18, 21*
- Billerica Crossings, *10*
- Billerica Food Pantry, *42*
- Billerica Housing Authority, *61*
- Bishop Markham Village, *60*
- Blaire House Assisted Living, *10*
- Blaire House of Tewksbury, *92*
- Blaire House of Tewksbury Adult Day Health Center, *3*
- Boston Center of Independent Living BCIL, *69*
- Boston Prime Timers, Inc., *72*
- Boston University School of Dental Medicine, *25*
- Boston/Peabody Medi-Ride, *111*
- Boxford Council on Aging, *21*
- Brain Injury and Statewide Specialized Community Services (BISSCS), *14*
- Brain Injury Association of Massachusetts, *14*
- Bread & Roses, *41, 43*
- Bridge House Lynn Shelter Association, *103*
- Bridges by Epoch Westford, *10*
- Bridgewell Counseling Services & Adult Day Treatment, *82*
- Brigham Health and Rehabilitation Center, *92*
- BrightView Concord River, *10*
- BrightView North Andover, *10*
- Bring Care Home, *16, 18, 52*
- Brinley Terrace, *59*
- Brooksby Village, *60*
- Bryure Gardens, *64*
- Budget Buddies, *37*
- Bureau of Elderly and Adult Services (BEAS) - NH, *2*
- Buttonwoods Place Adult Day Health Center, *3*
- Cambodian Mutual Assistance Association, *86*
- Canine Companions for Independence, *102*
- Cape Organization for Rights of the Disabled (CORD), *69*
- Care Dimensions, *57*
- Career Center of Lowell, *35*
- Caretenders, *53*
- Carleton - Willard Village, *60*
- Carriage Square Apartments, *65*
- CAST, Inc.- Center for Applied Special Technology, *12*
- Castle Hill Adult Day Health, *4*
- Cedar Homes I & II, *65*
- Centennial Island Apartments, *64*
- Center Board, *103*
- Center for Living and Working, Inc., *69*
- Central Food Ministry, *44*
- Central Wheelchair & Van Transportation, *111*
- Charm Medical Supply, *77*
- Chelmsford Adult Social Day Program, *5*
- Chelmsford Community Exchange, *43*
- Chelmsford Council on Aging, *21, 39*
- Chelmsford Crossings, *10*
- Chelmsford Housing Authority, *61*
- Chelmsford Senior Center, *5, 19*
- Circle Home, Inc., *54, 57*
- Citizens Energy Corporation Oil Heat Program, *45*
- Citizens Energy Distrigas (natural gas) Heat Assistance Program, *45*
- Citizens' Housing and Planning Association (CHAPA), *56*
- CLASS, Inc., *12, 14, 15, 35, 84, 118*
- Colonial Medical Assisted Devices, *35*
- Columbia Gas of Massachusetts, *113*
- Comfort Home Care, *54*
- Commonwealth Care Alliance, *93, 101*
- Commonwealth Nursing Services, *52*
- Community Action, Inc., *20*
- Community Action, Inc. Fuel Assistance Program, *45*
- Community Meal, *40*
- Community Service of Newburyport, Inc., *44*
- Community Servings, *39*
- Community Teamwork, Inc. Energy Programs, *117*

C

- Calvary Baptist Church, *41*
- Calvary Baptist Church Food Pantry, *43*

Community Teamwork, Inc. Fuel Assistance Program, *45*
 Community Teamwork, Inc. Home Modification Loan Program, *55*
 Community Teamwork, Inc. Housing Consumer Education Center, *56*
 Community United Methodist Church, *40, 43*
 Conlin's Pharmacy, *78*
 Cooperative Elder Services, *4, 5*
 Cooperative Elder Services, Inc., *4, 5*
 Cor Unum Meal Center, *41, 43*
 Corliss Congregate, *59*
 Country Center for Health and Rehab, *92*
 Crohn's & Colitis Foundation of America, *23*
 Cystic Fibrosis Foundation - MA Chapter, *23*

D

D.E.A.F., Inc., *24*
 D'Youville Adult Day Health Center, *4*
 D'Youville Center for Advanced Therapy, *111*
 D'Youville Senior Care, *91*
 Danvers Treatment Center, *107*
 DaVita Amesbury Renal Center, *26*
 Day and Work Supports, *118*
 DCI Walden Pond, *26*
 Deaf Blind Community Access Network (DBCAN), *24*
 Deaf-Blind Contact Center, Inc., *13, 24*
 Delaney Terrace, *59, 67*
 Delta Society, *102*
 Department of Development Services Merrimack Valley Area, *85*
 Department of Developmental Services, *2*
 Department of Housing and Urban Development (HUD) NE Regional Office, *56*
 Department of Mental Health, *2*
 Department of Mental Health Essex North Site Office, *82*
 Department of Transitional Assistance - Greater Lawrence, Haverhill, Newburyport, *40, 111*
 Department of Transitional Assistance - Greater Lowell, *40, 111*

Department of Veterans Affairs Regional Office, *114*
 Diamond Springs Gardens, *64*
 Disability Law Center, *71*
 Disaster Distress Helpline, *27*
 DisasterAssistance.gov, *27*
 Division of Insurance, *74*
 Dogs for the Deaf, *102*
 Dracut Community Food Pantry, *43*
 Dracut Congregate Housing, *59*
 Dracut Council on Aging, *21*
 Dracut Housing Authority, *61*
 Driver Safety Program- AARP, *29*
 Drop-In Center, Community Action Inc., *17, 41*
 Dunstable Council on Aging, *21*

E

Easter Seals Massachusetts, *12*
 Edgewood Retirement Community, *60*
 Edith Nourse Rogers Memorial Veterans Hospital, *81, 114*
 Elder Abuse Hotline, *1*
 Elder Services of the Merrimack Valley, Inc., *1, 2, 6, 8, 19, 37, 38, 42, 47, 70, 115*
 Eldercare Locator, *70*
 Elderhostel, *30*
 Elizabeth Calsey House, *10*
 Elizabeth Calsey House at Lion's Mouth Road, *10*
 Elliot Hospital, *81*
 Emeritus at Meadow Lodge, *11*
 Emeritus at Tewksbury, *11*
 Emmaus Inc., *103*
 Epilepsy Foundation of New England, *14, 36*
 Essex County Bar Association Lawyer Referral Service, *71*
 Essex County Hunger Relief, *42*
 Essex Towers, *64*
 Excella Home Care, *54*
 Executive Office of Elder Affairs, *6, 56*
 Explorers Lifelong Learning Institute of Salem State University, *29*
 EyeCare America, *13*
 EZ Trans, *112*

F

Fairhaven Health Care Center, *91*
 Family Associates of Merrimack Valley,
82
 Family Continuity Program, *82*
 Family Service of the Merrimack Valley,
82, 107
 Family Services of the Merrimack
 Valley, *108*
 Father John's Apartments, *64*
 Federal Emergency Management
 Agency, *28*
 Federation for Children with Special
 Needs, *118*
 Fenway Health Seniors Group, *73*
 FMC of Newburyport, *27*
 Food for the World, Inc., *43*
 Four Mile Village, *63*
 Fresenius Medical Care, *27*

G

Gay & Lesbian Advocates and Defenders
 (GLAD), *73*
 GCM New England, *31*
 Generations Incorporated, *47*
 Genesis at Maplewood Center, *90*
 Gentle Arms Daily, *112*
 Georgetown Council on Aging, *21*
 Georgetown Housing Authority, *61*
 GLCAC, Inc. Community Service
 Center, *86*
 Grace Morgan House, *11*
 Grandparents as Parents (GAP), *47*
 Greater Boston Post Polio Association,
96
 Greater Lawrence Community Action
 Council, *20, 55, 117*
 Greater Lawrence Community Action
 Council Fuel Assistance, *46*
 Greater Lawrence Family Health Center-
 Main Site, *49*
 Greater Lowell Psychiatric Associates,
82
 Greater Newburyport Opportunities, *35*
 Greenleaf Supportive Day Program, *5*
 Greystone Farm at Salem, *11*
 Griffin Home for Aged Men, *100*
 Griswold Home Care, *52*

Groveland Congregational Church Thrift
 Shop, *17*
 Groveland Council on Aging, *22*
 Groveland Housing Authority, *61*
 Guide Dogs for the Blind, *102*

H

H.E.L.P. (Hospital Equipment Loan
 Program), *77*
 Hadley West Apartments, *63*
 Hair Care at Home, *48*
 Halcyon House Retirement Program, *100*
 Hampstead Hospital, *81*
 Hannah Duston Healthcare Center, *90*
 Harborside Adult Day Health Center, *4*
 Hartling Communications, *24*
 Harvard Dental Center, *25*
 Haverhill Citizen Center Community
 Meal, *41*
 Haverhill Club House, *82*
 Haverhill Council on Aging, *22, 87*
 Haverhill Crossings, *11*
 Haverhill Housing Authority, *61*
 Haverhill Outpatient Clinic, *114*
 HAWC –Help for Abused Women
 (Domestic Violence Shelter), *103*
 Health Care for All, *6*
 Health Care Proxy, *48*
 Health Insurance, *49*
 Healthy Living Center of Excellence, *26,*
50
 Hearing Loss Association of America, *24*
 Heritage House, *66*
 Heritage Nursing Care Center, *91*
 Heritage Vale & Heritage Towers, *67*
 Heywood Hospital, *81*
 Hillside Rest Home, *100*
 His Provision Too, *40*
 Holy Apostles Greek Orthodox Church,
41
 Holy Family Hospital, *15, 54, 58, 81, 95*
 Holy Family Hospital at Merrimack
 Valley, *58, 81, 96*
 Holy Family Hospital Valley Medical
 Response, *35*
 Home Away From Home Adult Day
 Health Center, *4*
 Home Care Specialists, *78*
 Home Care, Inc., *19, 52*

Home Health VNA, *54*
 Home Instead Senior Care, *19, 52*
 Homeowner Options for Massachusetts
 Elders (HOME), *56*
 Horn Home for the Aged, *100*
 Hospice & Palliative Care Federation of
 Massachusetts, *57*
 House of Hope, *103*
 Huntington's Disease Society of
 America, *68*
 Hutchinson Medical, *78*

I

ILC of the North Shore, *69*
 Immaculate Conception Parish, *42*
 Independence Associates, Inc., *69*
 INDEX, *7*
 Inn Between, *103*
 Institutional Abuse, Department of Public
 Health, *2*
 Intercity Home Care, *16, 19, 53*
 International Health Solutions, *52*
 International Institute of Greater
 Lawrence, *68, 86*
 International Institute of NE - Lowell, *68,*
86

J

James Steam Mill, *66*
 Jaycee Place Apartments, *64*
 Jeanne Geiger Crisis Center, *104*
 Joslin Diabetes Center, *26*
 Joyful Ladle, *41*
 Judson House Apartments, *63*

L

La Casita Adult Day Health, *4*
 Lahey Behavioral Health Services, *82,*
107
 Lahey Behavioral Health Services -
 Outpatient Clinic, *107*
 Lahey Clinic Medical Center, *58*
 Lakeview House Skilled Nursing and
 Residential Care Facility, *90, 100*
 Lawrence Council on Aging, *22, 87*
 Lawrence General Hospital, *58, 96*
 Lawrence Housing Authority, *61*

Lawrence Memorial Hospital, *81*
 Lazarus House, *44, 103*
 Lazarus House Good Shepherd Center,
41
 Lazarus House Good Shepherd Thrift
 Store, *17*
 Lazarus House Ministries, *77*
 Lazarus House Saint Frances & Saint
 Clare Thrift Store, *17*
 Lazarus House Saint Martin's Thrift
 Store, *17*
 Letourneau's Pharmacy, *78*
 LGBT Aging Project, *73*
 Life Care Center of Merrimack Valley,
90
 Lifeline, *35*
 LifeLinks, *85*
 Link House, *107*
 Livanta BFCC-QIO Program, *75*
 Long Term Care Information, *74*
 Lowell Association for the Blind, *13*
 Lowell Community Health Center, *49*
 Lowell Community Health Center -
 Outpatient Behavioral Health
 Services, *83*
 Lowell Council on Aging, *22, 87*
 Lowell Elder Care, *4*
 Lowell General Hospital, *15, 58, 96*
 Lowell General Hospital - Saints
 Campus, *58, 96*
 Lowell Health Care Center, *91*
 Lowell House Recovery Home, *107*
 Lowell Housing Authority, *61*
 Lowell Outpatient Clinic, *114*
 Lowell Regional Transit Authority
 (LRTA), *112*
 Lowell Transitional Living Center, *103*
 Lupus Foundation of America, *75*
 Lynn Community Health Center, *25*

M

Majestic Apartments, *65*
 March of Dimes, *15*
 Marguerite's House Assisted Living, *11*
 Market Mill Apartments, *65*
 Mary Immaculate Adult Day Health
 Center, *4*

- Mary Immaculate: La Casa de Maria
Inmaculada Adult Day Health Center,
4
- Mass Home Care, 7
- Mass Relay, 24
- Massachusetts Alliance of Portuguese
Speakers (MAPS), 86
- Massachusetts Architectural Access
Board, 2
- Massachusetts Association for the Blind
and Visually Impaired, 13
- Massachusetts Bar Association Lawyer
Referral Service, 71
- Massachusetts Coalition for the
Homeless, 103
- Massachusetts Commission for the Blind,
13
- Massachusetts Commission for the Deaf
& Hard of Hearing, 24
- Massachusetts Council on Compulsive
Gambling, 46
- Massachusetts Department of Revenue,
110
- Massachusetts Developmental
Disabilities Council (MDDC), 7
- Massachusetts Down Syndrome
Congress, 85
- Massachusetts Emergency Management
Agency, 28
- Massachusetts Immigrant and Refugee
Advocacy Coalition (MIRA), 68
- Massachusetts Mills Apartments, 65
- Massachusetts Office for Refugees and
Immigrants Program to Enhance Elder
Refugees Services (PEERS), 68
- Massachusetts Office for Victim
Assistance (MOVA), 7
- Massachusetts Office on Disability
(MOD), 2, 7, 8
- Massachusetts Rehab Commission
(MRC) Turning 22 Program, 118
- Massachusetts Rehabilitation
Commission, 36, 51
- Massachusetts Rehabilitation
Commission – Boston, 36
- Massachusetts Rehabilitation
Commission Statewide Employment
Services Department, 12
- Massachusetts Senior Legal Helpline, 71
- Massachusetts Spina Bifida Association,
105
- Massachusetts State Association of the
Deaf (MSAD), 24
- Massachusetts Substance Abuse
Helpline, 107
- MassHealth Customer Service, 76, 96
- MassHealth Dental Customer Service,
25, 76
- MassHealth Enrollment Center, 76
- MassHousing, 56
- MassMATCH, 12, 77
- MassPro, 76
- MassTran, 112
- Mazur Park, 65
- McFarlin Manor, 59
- McLean Hospital, 81
- MCPHS Pharmacy Outreach Program, 97
- Medical Affairs Bureau Registry of
Motor Vehicles, 28
- Medical Resources, 16, 54
- Medicare, 78, 89, 96
- Medicare Health Maintenance
Organizations (HMOs), 79
- Mental Health Association of Greater
Lowell, 83
- Mental Health Legal Advisors
Committee, 71
- Mental Health Resources Plus, Inc., 83
- Merrimac Council on Aging, 22, 73
- Merrimac Housing Authority, 61
- Merrimack College Continuing
Education, 29
- Merrimack House Community
Teamwork, Inc., 104
- Merrimack River Valley House, 100
- Merrimack Valley Apartments, 66
- Merrimack Valley Catholic Charities, 47,
83
- Merrimack Valley Catholic Charities
Food Pantry, 44
- Merrimack Valley Food Bank, 44
- Merrimack Valley Health Center, 90
- Merrimack Valley Hospice, 57
- Merrimack Valley Immigrant and
Education Center, 87
- Merrimack Valley Regional Transit
Authority (MVRTA), 112
- Merrivista, 11, 63
- Methuen Council on Aging, 22
- Methuen Health & Rehabilitation Center,
92
- Methuen Housing Authority, 61

Methuen Village at Riverwalk Park, *11*
 Metrowest Center for Independent Living, *69*
 MI Nursing & Restorative Center, *91*
 MI Residential Community, *60, 64*
 Middlesex Community College Bedford Campus Institute for Lifelong Learning, *30*
 Middlesex Community College Dental Hygiene Clinic, *26*
 Middlesex Community College Law Center, *21*
 Middlesex County Bar Association Lawyer Referral Service, *72*
 Milly's Place Community Teamwork, Inc., *104*
 Mission Towers, *63*
 Mitch's Place, *104*
 Mobility & More, *78*
 Money Management International, *37*
 Multicultural Home Care, *16, 19, 52*
 Multicultural Independent Living Center of Boston, *69*
 Muscular Dystrophy Association, *87*

N

Narcotics Anonymous- New England Regional Services Committee, *107*
 Nashoba Nursing Services & Hospice, *54*
 Natale Company & SafetyCare, *55, 78*
 National Academy of Elder Law Attorneys, *72*
 National Alliance on Mental Illness, *83*
 National Braille Press, *13*
 National Council on Aging, *56*
 National Grid (Electric), *113*
 National Grid (Gas), *113*
 National Multiple Sclerosis Society, Greater NE Chapter, *87*
 National Parkinson Foundation, Cape Cod Chapter, *94*
 National Resource Center on LGBT Aging, *73*
 National Spinal Cord Injury Association, Greater Boston Chapter, *106*
 NaviCare, *101*
 NEADS, *102*
 NeedyMeds, *97*
 Neighborhood Diabetes, *78*

Neighbors in Need, *44*
 Nevins Manor, *66*
 Nevins Nursing & Rehabilitation Centre, *92*
 Nevins PACE and Adult Day Health, *4*
 New England ADA Center, *3*
 New England Community Care Adult Day Health, *5*
 New England Emergency Response Systems, Inc., *35*
 New England Homes for the Deaf, *25*
 New England Paralyzed Veterans, *114*
 New England Rehabilitation Hospital, *29, 99*
 New England Veterans Liberty House, *44, 115*
 Newbury Council on Aging, *22*
 Newbury Village, *66*
 Newburyport Council on Aging, *22*
 Newburyport Housing Authority, *62*
 Nichols Village, *63*
 Nizhoni Health Systems, *54*
 North Andover Council on Aging, *22*
 North Andover Housing Authority, *62*
 North Andover People's Pantry, *44*
 North Andover Renal Center, *27*
 North Andover Thrift Shop, *17*
 North Village, *67*
 Northeast ARC, *118*
 Northeast Behavioral Health Clinic, *83*
 Northeast Behavioral Health Emergency Psychiatric Services, *83*
 Northeast Independent Living Program, *3, 7, 25, 70, 84, 118*
 Northeast Legal Aid, *72*
 Northeast Recovery Learning Community, *84*
 Northeast Rehab Homecare, *54*
 Northeast Rehabilitation Hospital, *29, 99*
 Northern Essex Community College, *30*
 Northern Essex Elder Transport (NEET), *112, 117*
 Northwood Rehabilitation and Health Care Center, *91*

O

O'Connor Heights, *59*
 Oak Ridge, *63*
 Oasis Adult Day Health, *5*

Open Hand Food Pantry, *43*
 Open Hearts Ministries, Inc., *41*
 Open Pantry of Greater Lowell, *44*
 Our Neighbors' Table, *40, 42*

P

Palm Manor, *90*
 Park Gardens, *66*
 Parkinson's Disease Foundation, *95*
 Partners for Youth with Disabilities, *118*
 Partners HealthCare at Home, *54*
 Partnership for Prescription Assistance,
97
 Patient First, LLC, *16, 19, 52*
 Patriot Ambulance, *112*
 Paws with a Cause, *102*
 PCA Program and Family Support
 Services, *118*
 Penacook Place Skilled Nursing and
 Rehabilitation, *91*
 Pension Action Center, *7*
 PEOPLE! Recovery Center, *107*
 Perkins Braille & Talking Book Library,
13
 Perkins Products Store and Demo Center,
14
 Personal Touch Home Care/Home Aides,
52
 Phoenix, *63*
 Physician Profiles, Massachusetts Board
 of Registration in Medicine, *96*
 Point After Club, *84*
 Port Healthcare Center, *92*
 Prescott House, *92*
 Prescription Advantage, *97*
 PrideSTAR EMS, *112*
 Professional Profiles, Inc., *16, 19, 53*
 Project Bread Food Source Hotline, *42*
 Project Senior, *55*

Q

Quaker Hill, *63*

R

Raymond Lord Manor, *65*
 Rebuilding Together Greater Haverhill,
55

Rebuilding Together Lowell, *55*
 Renaissance Club, *84*
 Respite-Companion Care, *19*
 Ride-Away Corporation, *113*
 Right at Home, *19, 53*
 Right at Home - Bedford, Groton, *19, 53*
 Ring and Ride, *112*
 Rita Hall Apartments, *64*
 River Place Towers, *65*
 River's Edge Apartments, *63*
 RiverCourt Residences, *11*
 Riverside Counseling Associates, *84*
 Road Runner, *112*
 Rogers Hall, *65*
 Rose Hill Manor, *62*
 Rowley Food Pantry First Baptist
 Church, *45*
 Rowley Housing Authority, *62*
 Rowley Senior Center and Community
 Services, *22*
 Ruth's House, Inc., *17, 33*

S

Sacred Heart Apartments, *64*
 Sacred Hearts Food Pantry, *43*
 Salisbury Council on Aging, *22*
 Salisbury Housing Authority, *62*
 Salvation Army Thrift Store, *17*
 Sarah's Place Adult Day Health, *5*
 Sea View Retreat, *92*
 Senior Connections, *6*
 Senior Helpers, *53*
 Senior Whole Health, *101*
 ServiceLink Resource Center, *88*
 Serving People in Need, *104*
 Seven Hills Behavioral Health
 Counseling, *84*
 Sheehan Women's Program, *107*
 Silverthorne Adult Day Center, *5*
 Social Security Administration -
 Haverhill/Newburyport, *105*
 Social Security Administration - Lowell,
105
 Social Security Administration
 Lawrence, *105*
 Somebody Cares New England Food
 Pantry, *43*
 South Bay Mental Health Center, *84*
 Southeast CIL, *70*

Southwick Block Apartments, 65
 Sparkle Cleaning Lazarus House
 Ministries, 16
 Spaulding Rehabilitation Hospital, 29, 99
 Spectrum Adult Day Health, 5
 St. Alfio's Villa, 64
 St. Basil's Ministries of Annunciation
 Greek Orthodox Church, 42
 St. Martha's Food Pantry Distribution, 44
 St. Paul's Kitchen, 41
 Stavros CIL, 70
 Stevens-Bennett Home, 100
 Summer Place Independent Retirement
 Community, 63
 Sun Building Apartments, 65
 Sunny Acres, 90
 Supportive Care, Inc., 53
 Supportive Housing - Billerica, 67
 Supportive Housing - Methuen, 67
 Sutton Hill Center, 92

T

Table of Plenty, 40
 Talking Information Center, 14
 Team Coordinating Agency, 107
 Tewksbury Community Food Pantry, 45
 Tewksbury Council on Aging, 22
 Tewksbury Hospital, 81
 Tewksbury Housing Authority, 62
 The Association for Driver Rehabilitation
 Specialists, 28
 The Atrium at Drum Hill, 11
 The Atrium at Veronica Drive, 11
 The Carroll Center for the Blind, 14
 The Community Family, Inc., 4
 The Cordovan at Haverhill Station, 63
 The Foundation Fighting Blindness, 14
 The German Home, 100
 The Inn at Robbins Brook, 11
 The Meadows Health Center at
 Edgewood, 92
 The Oxford, 91
 The Pettengill House, Inc., 34, 45
 The Psychological Center, 84, 107
 The Psychological Center Daybreak
 Shelter, 103
 The Salvation Army, 41, 42, 43, 44
 The Salvation Army Good Neighbor
 Energy Program, 46

The Villa at Meadowview, 67
 The Wentworth, 65
 The Whittier Pavilion, 81
 The Wish Project, 33
 Town & Country Health Care Center, 91
 Townhouse of Lowell, 65
 Trinity E.M.S., Inc., 112
 Tufts Health Plan, 101
 Tufts University School of Dental
 Medicine, 26
 Tyngsborough Council on Aging, 22
 Tyngsborough Housing Authority, 82

U

UCP of Metro Boston, 16
 Union Crossing, 64
 United Cerebral Palsy, 16
 United Healthcare Community Plan, 101
 Universalist Unitarian Church Meal Site,
 41
 University of Massachusetts Lowell
 Campus Learning in Retirement
 Association, 30

V

VA Boston Healthcare System, 115
 VA New England Healthcare System, 29
 Valebrook Apartments, 64
 Valley Works, 36
 Verizon, 25, 113
 Veterans Food Pantry, 43
 Veterans Northeast Outreach Center, Inc.,
 114
 Village at Mystery Spring, 67
 Visiting Angels, 19, 53
 VNA Care Network & Hospice, 54
 VNA of Middlesex-East and Visiting
 Nurse Hospice, 54

W

West Newbury Council on Aging, 23
 West Newbury Housing Authority, 82
 Westford Council on Aging, 23
 Westford House, 92
 Westford Housing Authority, 62
 Westminster Village, 65
 Whittier Home Health Care Agency, 54

Whittier Rehabilitation Hospital, 99
Willow Manor, 91
Wingate at Andover, 90
Wingate at Belvidere, 92
Wingate at Haverhill, 91

Women, Infants and Children Nutrition
Program (WIC), 42
Women's View Residential Program, 108
Wood Mill Care & Rehabilitation Center,
91
Wood Ridge Homes, 66



Element Care

Improving Health. Enriching Lives.

elementcare.org

1.877.803.5564

**Our recipe for happier families:
Medical care that helps
people stay in their homes.**

Are you Interested in Being in the Green Book?

The Green Book will provide resources for older adults, their caregivers, and people with disabilities that include entities/programs that offer services in at least one of the following categories: advocacy, basic needs, financial support, health care, health insurance, home care, housing, legal services, long-term care, mental health, multi-cultural services, and volunteer opportunities.

For more information about organizations eligible for inclusion, please contact Elder Services of the Merrimack Valley at 800-892-0890.

Please note the inclusion of a service provider in the Green Book publication does not imply endorsement of the organization's purpose, method, or quality of service. Exclusion of a service provider does not signify disapproval. Consumers and their caregivers should evaluate and choose appropriate resources.

To receive a copy of the Green Book or an electronic copy, please contact Development@esmv.org

Elder Services of the Merrimack Valley, Inc.
280 Merrimack Street, Suite 400, Lawrence, MA 01843
800-892-0890 ~ 978-683-7747
FAX 978-687-1067 ~ 800-924-4222 TDD/TTY
www.esmv.org

Northeast Independent Living Program, Inc.
20 Ballard Road, Lawrence, MA 01843
978-687-4288 ~ 800-845-6457 V/TTY
www.nilp.org