

# The Green Book

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



## DISCLAIMER NOTE

**The Green Book** is intended as a general guide to available resources for a number of topics or programs. Staff at both organizations worked hard to ensure all the information contained in this edition was updated and fully vetted for accuracy. Please know that inclusion of a resource in this publication does not imply endorsement of the organization's purpose, method or quality of service; nor does exclusion of a service provider signify disapproval.

If you wish to receive a printed copy of **The Green Book**, contact Elder Services of the Merrimack Valley and North Shore, Inc. at [development@esmv.org](mailto:development@esmv.org) or 800-892-0890 or Northeast Independent Living Program, Inc. at 978-687-4288. We ask that if you find information that needs to be updated, you email the change(s) to [development@esmv.org](mailto:development@esmv.org) and both agencies will receive the update.

# **The Green Book**

## *2019 Online Edition*

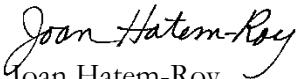
**The Green Book** is a product that supports a shared goal between Elder Services of the Merrimack Valley and North Shore, Inc. and the Northeast Independent Living Program – also known as the *Aging and Disability Resource Consortium*. As partners we promote self-determination, honor individual choice, and help the people we serve enjoy a better quality of life.

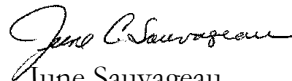
**The Green Book** is an easy-to-use resource directory for elders and older adults with disabilities, caregivers, veterans and professionals in the Merrimack Valley. The 2019 edition is an extensive collection of programs, services and other resources for consumers, offered at no cost, and available in both English and Spanish.

It is intended to be used as a guide to provide older consumers or professionals with the widest array of in-home services, community programs or other resources that support an individual's choice to remain independent at home and in the community. Topics include, but are not limited to advocacy, basic needs, health insurance, food, housing, legal services, long-term care, mental health or volunteer opportunities.

We also offer a real-time searchable pdf version of **The Green Book**, available on our websites at [www.esmv.org](http://www.esmv.org) and [www.nilp.org](http://www.nilp.org).

Sincerely,

  
Joan Hatem-Roy  
Chief Executive Officer  
***Elder Services of the  
Merrimack Valley  
and North Shore, Inc.***

  
June Sauvageau  
Chief Executive Officer  
***Northeast Independent  
Living Program, Inc.***

# Elder Services of the Merrimack Valley and North Shore, Inc.

Elder Services of the Merrimack Valley and North Shore, Inc. (ESMV) is a private non-profit agency established in 1974 to provide 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. ESMV is the federally designated Area Agency on Aging (AAA), a state designated Aging Service Access Point (ASAP) and an Elder Protective Service agency. Elder Services also operates the nationally-recognized Healthy Living Center of Excellence. The Northeast Independent Living Program is a partner in the Merrimack Valley Aging & Disability Resource Consortium (ADRC), that promotes a *no wrong door* approach to accessing services and support.

AAAs are responsible for various functions related to services and programs for elders: advocacy, planning, coordination of services, information, outreach and program development. The programs and services managed by ESMV support both individual and community needs. Each department in the agency manages activities that offer education, services, support and assistance to the public.

Service areas for Elder Services of the Merrimack Valley and North Shore, Inc.

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

For particular programs and services we offer, our service area extends to other parts of Massachusetts and Southern New Hampshire. For more information call 1-800-892-0890.

# 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. Northeast Independent Living Program partners with Elder Services of the Merrimack Valley in the Merrimack Valley Aging & Disability Resource Consortium (ADRC) to promote a *no wrong door* approach to accessing services and supports. NILP's programs and services that help people with all disabilities include:

- Transition to Adulthood
- Independent Living/Vocational Rehabilitation Services
- The Northeast Recovery Learning Community
- Personal Care Assistance (PCA) Program
- Community Supports
- Long Term Options Counseling
- Long Term Services and Supports
- Moving Forward Program
- Nursing Home Transition Services
- Youth Services

The Training & Learning Collaborative provides disability education, training and technical assistance that may be customized in response to your workplace needs.

American with Disabilities Act (ADA) Community Access Consulting Services works with municipalities and organizations to identify accessibility needs and develop transition plans to bring them into ADA compliance.

Services areas for Northeast Independent Living Program, Inc.

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	

Some programs and services are offered in additional cities and towns than listed above. For more information, please call 978-687-4288.

## Table of Content

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**NOTE:** The book is organized alphabetically by topic in the **Table of Contents** and listed by organization in the **Index** which begins on page 119. We also offer a – real time – searchable pdf version of **The Green Book** that is available online at [www.esmv.org](http://www.esmv.org) and [www.nilp.org](http://www.nilp.org).

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## **ABUSE AND NEGLECT**

Massachusetts General Law Chapter 19A requires all mandated professionals to report suspected cases of **elder abuse, neglect, exploitation and self-neglect** to Protective Services. 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.

### **Protective Services**

#### **Elder Services of the Merrimack Valley and North Shore, Inc. - Protective Services**

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. It also offers specialized services including: homeless outreach, money management services, rep payee services and suicide prevention services.

### **Elder Abuse Hotline**

For more information, assistance, or to report suspected abuse or neglect, call the statewide Elder Abuse Hotline: 800-922-2275 or mandatory reporters may file a report online at [www.mass.gov/report-elder-abuse](http://www.mass.gov/report-elder-abuse).

### **Disabled Persons Protection Commission (DPPC)**

Massachusetts General Law Chapter 19C established the Disabled Persons Protection Commission (DPPC) to investigate suspected abuse of adults with disabilities, 18-59 years. Any person who has reasonable cause to believe an individual is being abused should report this to the appropriate agency. **For more information contact the DPPC 24-hour Hotline at 800-426-9009, or call 617-727-6465, 888-822-0350 TTY.**

**Department of  
Developmental Services**  
617-727-5608

**Department of Mental  
Health**  
800-221-0053

**Community Teamwork, Inc.  
New Horizons**  
14 Kirk Street  
Lowell, MA 01852  
978-459-0551

**Elder Services of the  
Merrimack Valley and North  
Shore, Inc. Long Term Care  
Ombudsman**  
See Page 79

**Jeanne Geiger Crisis Center**  
2 Harris Street  
Newburyport, MA 01950  
(mailing address only)  
978-465-0999  
Hotline – 978-388-1888  
(mailing address only)

**Long-Term Care Facility  
Abuse or Neglect  
Dept. of Public Health**  
Division of Health Care Quality  
99 Chauncy Street  
Boston, MA 02111  
800-462-5540  
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, Rm 1310  
Boston, MA 02108  
617-727-0660  
[www.mass.gov/orgs/architectural-access-board](http://www.mass.gov/orgs/architectural-access-board)

**Massachusetts Office on  
Disability (MOD)**  
One Ashburton Place, Rm 1305  
Boston, MA 02108  
617-727-7440  
Toll free: 800-322-2020  
[www.mass.gov/mod](http://www.mass.gov/mod)

**New England ADA Center**

200 Portland Street  
Boston, MA 02114  
800-949-4232 V/TTY  
617-695-0085  
[www.newenglandada.org](http://www.newenglandada.org)

**Northeast Independent  
Living Program (NILP)**

20 Ballard Road  
Lawrence, MA 01843  
978-687-4288 V/TTY  
978-237-5699 VP  
[www.nilp.org](http://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 – Medical Model**

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 service based on eligibility.

**Active Day of Lowell**

345 Chelmsford Street  
Lowell, MA 01851  
978-596-1111  
(Spanish and Khmer Speaking)

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

20 Sheila Avenue  
N. Chelmsford, MA 01863  
978-251-0367  
[allcare.org/adult-all-day-health](http://allcare.org/adult-all-day-health)

**Active Life Adult Day Health  
Center**

17 Darrin Road  
Dracut, MA 01826  
978-322-0092  
[activelifecadc.com](http://activelifecadc.com)  
(Gujarati and Hindi Speaking)

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

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

**Buttonwoods Place  
Adult Day Health Center**

75 High Street  
Haverhill, MA 01832  
978-373-1584  
[buttonwoodspace.com](http://buttonwoodspace.com)

**Castle Hill Adult Day Health**

225 Stedman Street, #31  
Lowell, MA 01851  
978-323-7811  
[castlehilladhc.com](http://castlehilladhc.com)

**Cooperative Elder Services**

9 Meriam Street, Suite 28  
Lexington, MA 02420  
781-270-5751  
[www.agingcare.com](http://www.agingcare.com)

**Element Care PACE Lowell**

236 Broadway Street  
Lowell, MA 01854  
978-513-7300  
877-803-5564

**Harborside Adult Day  
Health Center**

141 Bridge Road  
Salisbury, MA 01952  
978-465-1980  
[harborsideadhc.com](http://harborsideadhc.com)

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

150 Industrial Avenue, East  
Lowell, MA 01852  
978-453-4663  
[homeawayfromhomeadhc.org](http://homeawayfromhomeadhc.org)

**La Casita Adult Day Health**

193 Maple Street  
Lawrence, MA 01841  
978-620-1493  
(Spanish Speaking)

**Mary Immaculate  
Adult Day Health**

189 Maple Street  
Lawrence, MA 01841  
978-620-1495  
(Spanish Speaking)

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

200 Essex Street  
Lawrence, MA 01841  
978-685-2727  
[mihcs.org](http://mihcs.org)  
(Spanish Speaking)

**Mi Casa Adult Day Health**

333 Broadway Street  
Lawrence, MA 01841  
978-631-7739

**Oasis Adult Day Health**

120 Broadway  
Lawrence, MA 01840  
978-989-9897  
(Spanish Speaking)

**Sarah's Place Adult Day Health**

180 Water Street  
Haverhill, MA 01830  
978-374-2175  
[sarahsplace.org](http://sarahsplace.org)

**Spectrum Adult Day Health**

1820 Turnpike Street, Suite 106  
North Andover, MA 01845  
978-688-3248  
[spectrumdayprogram.org](http://spectrumdayprogram.org)

**The Community Family, Inc.**

236 Broadway Street  
Lowell, MA 01854  
978-458-4844  
[communityfamily.org](http://communityfamily.org)

**Summit Elder Care PACE**

**Lowell**

1081 Varnum Avenue  
Lowell, MA 01854  
978-427-6810

**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 Senior Center  
Chelmsford Adult Social Day  
Program**

75 Groton Road  
N. Chelmsford, MA 01863  
978-788-6178

**Andover Council on Aging  
Senior Connections**

30 Whittier Court  
Andover, MA 01810  
(Mail to: 36 Bartlet Street)  
978-623-8321

**Amesbury Council on Aging  
Greenleaf Supportive Day  
Program**

68 Elm Street  
Amesbury, MA 01913  
978-388-8138

## ADVOCACY

Advocacy is a process of supporting those issues that represent elders 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](http://www.aarp.org/states/ma)

### **Attorney General's Office Elder Hotline**

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

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

290 Donald Lynch Boulevard  
Marlborough, MA 01752  
508-652-4800  
[www.bbb.org/boston](http://www.bbb.org/boston)

### **Elder Services of the Merrimack Valley and North Shore, Inc.**

**Age Information Department**  
800-892-0890  
800-924-4222 TTY  
[www.esmv.org](http://www.esmv.org)

### **Eunice Kennedy Shriver Center**

UMass Medical School  
55 Lake Avenue North, S3-301  
Worcester, MA 01655  
800-642-0249  
800-764-0200 TTY  
[www.disabilityinfo.org](http://www.disabilityinfo.org)

### **Executive Office of Elder Affairs**

One Ashburton Place, 517  
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  
617-350-7279  
[www.hcfama.org](http://www.hcfama.org)

### **Mass Home Care**

26 Crosby Drive  
Bedford, MA 01730  
978-502-3794  
[www.masshomecare.org](http://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](http://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](http://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](http://www.mass.gov/mod)

**New England Pension  
Assistance Project**

Gerontology Institute, UMASS  
Boston  
100 Morrissey Boulevard  
Boston, MA 02125  
617-287-7307  
[umb.edu/pensionaction](http://umb.edu/pensionaction)

**Northeast Independent  
Living Program (NILP)**

20 Ballard Road  
Lawrence, MA 01843  
800-845-6457 V/TTY  
978-687-4288 V/TTY  
[www.nilp.org](http://www.nilp.org)

## **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 and North Shore, Inc., Age Information Department at 800-892-0890, 978-683-7747 or 800-924-4222 (TDD/TTY).**

### **CARIÑO HIV Services**

This program offers comprehensive HIV services including counseling, testing, treatment, social support and advocacy for those living with or affected by HIV/AIDS.

### **Lowell Community Health Center**

161 Jackson Street  
Lowell, MA 01852  
978-937-9700

## **ALS (LOU GEHRIG'S DISEASE) – RESOURCES**

### **ALS Association Mass. Chapter**

685 Canton Street, Suite 103  
Norwood, MA 02062  
781-255-8884  
800-CURE-ALS  
[www.als-ma.org](http://www.als-ma.org)

## **ALTERNATIVE THERAPIES**

### **Body & Brain Riverwalk**

290 Merrimack Street  
Lawrence, MA 01843  
978-688-5200

### **Metta Health Center**

135 Jackson Street  
Lowell, MA 01852  
978-937-9700

### **Body & Mind Therapeutic Massage**

116 Chelmsford Street #4  
Chelmsford, MA 01824  
978-710-5915

### **New England Community Acupuncture**

733 Turnpike Street (Rte 114)  
North Andover, MA 01845  
978-258-0427

## **ALZHEIMER'S DISEASE – RESOURCES**

**Elder Services of the  
Merrimack Valley and North  
Shore, Inc.**

**Age Information Department**  
800-892-0890  
800-924-4222 TTY  
[www.esmv.org](http://www.esmv.org)

**Alzheimer's Association  
Mass Chapter (Main Office)**  
309 Waverly Oaks Road  
Waltham, MA 02452  
617-868-6718  
[www.alz.org/manh](http://www.alz.org/manh)

**Alzheimer's and Related  
Dementias Education &  
Referral Center (ADEAR)**  
**National Institute on Aging**  
PO Box 8250  
Silver Spring, MD 20907  
800-438-4380  
[www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)

**Alzheimer's Store**  
800-752-3238  
[www.alzstore.com](http://www.alzstore.com)

## **ARTHRITIS – RESOURCES**

**Arthritis Foundation –  
Massachusetts Chapter**  
29 Crafts Street, Suite 450  
Newton, MA 02458  
800-766-9449  
617-244-1800  
[www.arthritis.org/massachusetts](http://www.arthritis.org/massachusetts)

## **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 Resource**

### **Assisted Living Facilities Association - Massachusetts**

465 Waverly Oak Road  
Suite 300  
Waltham MA, 02452  
781-622-5999

### **Assisted Living Locators**

11 River Street  
Amesbury, MA 01913  
508-878-8878  
[assistedlivinglocatorsmanh.com](http://assistedlivinglocatorsmanh.com)

## **Assisted Living Facilities**

### **Ashland Farm at North Andover**

700 Chickering Road  
North Andover, MA 01845  
978-683-1300  
[benchmarkseniorliving.com](http://benchmarkseniorliving.com)

### **Assisted Living Center, Inc.**

19 Beach Road  
Salisbury, MA 01952  
978-463-9809  
[assistedlivingcenter.org](http://assistedlivingcenter.org)

### **Atria Marland Place**

15 Stevens Street  
Andover, MA 01810  
978-357-8628  
[atriaseniorliving.com](http://atriaseniorliving.com)

### **Assisted Living Ombudsman Program**

Executive Office of Elder Affairs  
One Ashburton Place, 5th Fl.  
Boston, MA 02108  
617-222-7492

### **Atria Merrimack Place**

85 Storey Avenue  
Newburyport, MA 01950  
978-378-3276  
[atriaseniorliving.org](http://atriaseniorliving.org)

### **Avita of Newburyport**

4 Wallace Bashaw Junior Way  
Newburyport, MA 01950  
978-225-7000  
[northbridgecos.com](http://northbridgecos.com)

### **Bayberry at Emerald Court**

2000 Emerald Court  
Tewksbury, MA 01876  
978-640-0194  
[northbridgecos.com](http://northbridgecos.com)

**Bethany Community at  
Merrivista**

100 Water Street  
Haverhill, MA 01830  
978-374-2168  
978-569-1016

**Bethany Community  
Services, Inc**

10 Phoenix Row  
Haverhill, MA 01832  
978-374-2168

**Billerica Crossings**

20 Charnstaffe Lane  
Billerica, MA 01821  
978-667-0898  
[benchmarkseniotliving.com](http://benchmarkseniotliving.com)

**Blaire House of Tewksbury  
Assisted Living**

10 Erlin Terrace  
Tewksbury, MA 01876  
978-851-3121  
[elderservices.com](http://elderservices.com)

**Bridges by Epoch  
[bridgesbyepoch.com](http://bridgesbyepoch.com)**

Andover  
254 Lowell Street  
Andover, MA 01810  
978-775-1070

Westford  
108 Littleton Road  
Westford, MA 01886  
978-692-9541

**Brightview Concord River**

199 Concord Road  
Billerica, MA 01821  
978-262-1410  
[brightviewseniorliving.com](http://brightviewseniorliving.com)

**Brightview North Andover**

1275 Turnpike Street  
North Andover, MA 01845  
978-686-2582  
[brightviewseniorliving.com](http://brightviewseniorliving.com)

**Brookdale North Chelmsford**

4 Technology Drive  
N. Chelmsford, MA 01863  
978-458-0099  
877-311-3236  
[seniorsforliving.com](http://seniorsforliving.com)

**Chelmsford Crossings**

199 Chelmsford Street  
Chelmsford, MA 01824  
978-250-8855  
[benchmarkseniorliving.com](http://benchmarkseniorliving.com)

**Elizabeth Calsey House**

15 Elizabeth Street  
Amesbury, MA 01913  
978-388-0293  
[elizabethcalseyhouse.com](http://elizabethcalseyhouse.com)

**Elizabeth Calsey House  
at Lion's Mouth Road**

286 Lion's Mouth Road  
Amesbury, MA 01913  
978-388-3752  
[elizabethcalseyhouse.com](http://elizabethcalseyhouse.com)

**Grace Morgan House  
Assisted Living**

489 Prospect Street  
Methuen, MA 01844  
978-682-4324  
[gracemorganhouse.com](http://gracemorganhouse.com)

**Greystone Farm at Salem**

242 Main Street  
Salem, NH 03079  
603-898-5393  
[benchmarkseniorliving.com](http://benchmarkseniorliving.com)

**Haverhill Crossings**

254 Amesbury Road  
Haverhill, MA 01830  
978-556-1600  
[benchmarkseniorliving.com](http://benchmarkseniorliving.com)

**Marguerite's House  
Assisted Living**

189 Maple Street  
Lawrence, MA 01841  
978-682-7575  
[mihcs.org](http://mihcs.org)

**Methuen Village  
at Riverwalk Park**

4 Gleason Street  
Methuen, MA 01844  
978-685-2220  
[seniorlivingresidences.com](http://seniorlivingresidences.com)

**Peregrine's Landing**

2580 Main Street  
Tewksbury, MA 01876  
978-657-0800  
[seniorsforliving.com](http://seniorsforliving.com)

**Stone Hill at Andover**

141 Elm Street  
Andover, MA 01810  
978-664-2600  
[northbridgecos.com/assisted-living-memory-care-andover](http://northbridgecos.com/assisted-living-memory-care-andover)

**The Arbors at Dracut**

21 Broadway Road  
Dracut, MA 01826  
978-455-9182  
[arborsassistedliving.com](http://arborsassistedliving.com)

**The Atrium at Drum Hill**

2 Technology Drive  
N. Chelmsford, MA 01863  
978-674-5295  
[benchmarkseniorliving.com](http://benchmarkseniorliving.com)

**The Saab Residence**

1085 Varnum Avenue  
Lowell, MA 01854  
978-569-1016  
[www.dyouville.org/the-saab-residence](http://www.dyouville.org/the-saab-residence)

**The Woodlands Inn at  
Edgewood**

575 Osgood Street  
North Andover, MA 01845  
978-725-4126  
[www.EdgewoodRC.com](http://www.EdgewoodRC.com)

## 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](http://www.cast.org)

**CLASS, Inc.**  
One Parker Street  
Lawrence, MA 01843  
978-975-8587  
[www.classinc.org](http://www.classinc.org)

**Easter Seals Massachusetts**  
484 Main Street  
Worcester, MA 01608  
508-757-2756  
800-244-2756  
[www.eastersealsma.org](http://www.eastersealsma.org)

**MassMATCH**  
Massachusetts Rehabilitation  
Commission  
600 Washington Street, 2<sup>nd</sup> Floor  
Boston, MA 02111  
877-508-3974  
617-204-3851  
617-204-3815 TTY  
[www.massmatch.org](http://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.

**BenePLAN**  
UMass Medical School  
333 South Street  
Shrewsbury, MA 01545  
800-842-9375  
508-856-6222  
[beneplan.org](http://beneplan.org)

**Massachusetts  
Rehabilitation Commission  
Statewide Employment  
Services Department**  
600 Washington Street  
Boston, MA 02111  
800-245-6543  
617-204-3600

## **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.

### **KEPRO BFCC-QIO Program**

5201 West Kennedy Boulevard, Suite 900

Tampa, FL 33609

844-455-8708,

TTY: 855-843-4776

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

## **BLINDNESS/VISUAL IMPAIRMENT – RESOURCES**

### **Bay State Council of the Blind**

57 Grandview Avenue

Watertown, MA 02472

773-572-6312

[www.acb.org/affiliate-bay-state](http://www.acb.org/affiliate-bay-state)

### **Deaf-Blind**

#### **Contact Center, Inc.**

215 Brighton Avenue, #1

Allston, MA 02134

617-254-4925 TTY/VCO/VP

### **EyeCare America**

The Foundation of the

American Academy of

Ophthalmology

Seniors Eye Care

877-887-6327

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

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

### **Lowell Association for the Blind**

169 Merrimack Street, 2<sup>nd</sup> floor

Lowell, MA 01852

978-454-5704

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



**Massachusetts Association  
for the Blind and Visually  
Impaired**

200 Ivy Street  
Brookline, MA 02446  
888-613-2777  
[www.mabvi.org](http://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](http://www.mass.gov/mcb)

**National Braille Press**

88 St. Stephen Street  
Boston, MA 02115  
888-965-8965  
[www.nbp.org](http://www.nbp.org)

**Perkins Braille and Talking  
Book Library**

Mail: 175 North Beacon Street  
Watertown, MA 02472  
617-972-7240  
800-852-3133  
617-972-7690 TTY  
[www.perkinslibrary.org](http://www.perkinslibrary.org)

**Perkins Products Store and  
Demo Center**

175 North Beacon Street  
Watertown, MA 02472  
617-972-7308  
855-206-8353  
[www.perkins.org](http://www.perkins.org)

**Talking Information Center**

130 Enterprise Drive  
Marshfield, MA 02050  
781-834-4400  
800-696-9505  
[www.ticnetwork.org](http://www.ticnetwork.org)

**The Carroll Center  
for the Blind**

770 Centre Street  
Newton, MA 02458  
617-969-6200  
800-852-3131  
[www.carroll.org](http://www.carroll.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](http://www.biama.org)

### **Brain Injury and Statewide Specialized Community Services (BISSCS)**

600 Washington Street  
Boston, MA 02111  
800-223-2559  
617-204-3817 TTY  
[www.mass.gov/mrc/ship](http://www.mass.gov/mrc/ship)

### **CLASS, Inc.**

One Parker Street  
Lawrence, MA 01843  
978-975-8587  
[www.CLASSinc.org](http://www.CLASSinc.org)

### **Epilepsy Foundation of New England**

335 Main Street, Unit 8  
Wilmington, MA 01887  
888-576-9996  
617-506-6041  
[www.epilepsynewengland.org](http://www.epilepsynewengland.org)

## **CANCER – RESOURCES**

Cancer Treatment Centers give patients access to oncologists, radiologists, surgeons, pathologists, nurses, therapists, dietitians, social workers and professional support staff for the medical and radiation treatment of cancer patients. Centers include access to medical oncology and hematology services, radiation oncology, lung cancer clinics, surgical gynecological oncology and breast care. They may host cancer support groups. Local hospitals may also collaborate with larger institutions.

### **American Cancer Society**

800-227-2345  
[www.cancer.org](http://www.cancer.org)

### **Anna Jaques Hospital**

(Beth Israel Deaconess Medical Center)  
25 Highland Ave  
Newburyport, MA 01950  
978-463-1000  
[www.ajh.org](http://www.ajh.org)

**Holy Family Hospital**  
(UMass Memorial Health Care)  
70 East Street  
Methuen, MA 01844  
978-687-0156, ext. 2089  
[www.holyfamilyhospital.org](http://www.holyfamilyhospital.org)

**Lowell General Hospital**  
(Mass General Hospital Cancer Center)  
295 Varnum Avenue  
Lowell, MA 01854  
978-937-6800  
[www.lowellgeneral.org](http://www.lowellgeneral.org)

## **CEREBRAL PALSY – RESOURCES**

**CLASS, Inc.**  
One Parker Street  
Lawrence, MA 01843  
978-975-8587  
[www.classinc.org](http://www.classinc.org)

**UCP of Metro Boston**  
71 Arsenal Street  
Watertown, MA 02472  
866-475-2827  
617-926-5480  
[www.ucpboston.org](http://www.ucpboston.org)

**March of Dimes**  
112 Turnpike Road, Suite 300  
Westborough, MA 01581  
508-366-9066  
[www.marchofdimes.org](http://www.marchofdimes.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  
[abchhp.com](http://abchhp.com)

**All at Home Healthcare**  
20 Linden Street  
Allston, MA 02134  
617-782-9900  
[www.allathomehealth.com](http://www.allathomehealth.com)

**Associated Home Care**

1011 Osgood Street  
North Andover, MA 01845  
978-682-0745

**Greater Boston Patient Care**

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

**Guardian HealthCare**

25 Marston Street  
Lawrence, MA 01841  
978-975-2000  
[www.guardianhealthcare.com](http://www.guardianhealthcare.com)

**Medical Resources**

320 Nevada Street, Suite 201  
Newton, MA 02460  
617-969-7517  
[mrhhc.com](http://mrhhc.com)

**Multicultural Home Care**

354 Merrimack Street, Suite 207  
Lawrence, MA 01843  
978-689-8666  
[multiculturalhomecare.com](http://multiculturalhomecare.com)

**Pest-End, Inc.**

15 Pelham Street  
Methuen, MA 01844  
978-794-4321  
[www.pestendinc.com](http://www.pestendinc.com)

**Sparkle Cleaning  
Lazarus House Ministries**

412 Hampshire Street  
Lawrence, MA 01841  
978-682-1222  
978-689-8575  
[lazarushouse.org](http://lazarushouse.org)

**Supportive Care, Inc.**

15 Union Street, Suite 410  
Lawrence, MA 01841  
978-686-1300  
[www.supportivecaredv.org](http://www.supportivecaredv.org)

## 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  
978-891-2934

**Community Action Inc.**

16 Ashland Street  
Haverhill, MA 01830  
978-241-9621

**Goodwill**

23 S Broadway  
Salem, NH 03079  
603-898-3800  
[goodwillnne.org](http://goodwillnne.org)

**Groveland Congregational  
Church Thrift Shop**

4 King Street  
Groveland, MA 01834  
978-372-6617  
[grovelanducc.com](http://grovelanducc.com)

**Lazarus House**

Good Shepherd Thrift Store  
412 Hampshire Street  
Lawrence, MA 01841  
978-686-0441

Saint Martin Thrift Store

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

Saint Frances & Saint Clare  
Thrift Store

229 South Union Street  
Lawrence, MA 01843  
978-557-5449  
[lazarushouse.org](http://lazarushouse.org)

**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  
[ruthshouse.org](http://ruthshouse.org)

**Salvation Army Thrift Store**

Haverhill

132 Merrimack Street  
Haverhill, MA 01830  
978-374-7355  
800-728-7825

Salem, NH

78 Cluff Road  
Salem, NH 03079  
603-898-8571  
800-728-7825

**COMMUNITY SUPPORTS (CS)**

Northeast Independent Living Program's Community Supports (CS) services help people with disabilities navigate the process of obtaining benefits and services on their path to living independently in the

community. By providing Information & Referral, Peer Counseling, Skills Training, and Advocacy, individuals are able to apply and search for affordable and accessible housing, apply for benefits such as MassHealth and Social Security or acquire assistive technology. For more information, **call the Northeast Independent Living Program at 978-687-4288 (V/TTY) or visit the website, [www.nilp.org](http://www.nilp.org).**

## **COMPANION SERVICES**

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

### **ABC Home Healthcare**

233 Albion Street  
Wakefield, MA 01880  
781- 245-1880  
[abchhp.com](http://abchhp.com)

### **All at Home Healthcare**

20 Linden Street  
Allston, MA 02134  
617-782-9900  
[www.allathomehealth.com](http://www.allathomehealth.com)

### **All Care Resources**

200 Sutton Street  
North Andover, MA 01845  
781-598-7066  
800-948-0064  
[allcare.org](http://allcare.org)

### **Alliance Home Health Care**

6 Mary E. Clark Drive  
Hampstead, NH 03841  
603-329-8288  
[alliance-homehealth.com](http://alliance-homehealth.com)

### **Associated Home Care**

85 Constitution Lane  
Suite 300A  
Danvers, MA 01923  
800-779-6302 (MA)  
[www.amedisys.com/services/  
personal-care/](http://www.amedisys.com/services/personal-care/)

### **Billerica Council on Aging**

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

### **Best Home Care ‘N More**

11 Chestnut Street, Suite 6A  
Andover, MA 01810  
978-806-2002  
[bestmakesithappen.com](http://bestmakesithappen.com)

**Companion-Respite Care Program**

Chelmsford Senior Center  
75 Groton Road  
N. Chelmsford, MA 01863  
978-788-6174  
(Chelmsford and Westford residents)

**Elder Services of the Merrimack Valley and North Shore, Inc. Friends-in-Deed**

(For Elder Services' Consumers)  
800-892-0890  
[www.esmv.org](http://www.esmv.org)

**Greater Boston Patient Care**

2001 Beacon Street, Suite 200  
Brighton, MA 02135  
617-938-3860

**Guardian HealthCare**

25 Marston Street  
Lawrence, MA 01841  
978-975-2000

**Home Care, Inc.**

360 Merrimack Street  
Building 9, 4<sup>th</sup> Floor  
Lawrence, MA 01843  
800-933-5593  
[www.homehealthfoundation.org](http://www.homehealthfoundation.org)

**Home Instead Senior Care**

231 Sutton Street, Suite 2H  
North Andover, MA 01845  
978-725-5995  
[homeinstead.com](http://homeinstead.com)

**International Health Solutions**

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

**Medical Resources**

320 Nevada Street, Suite 201  
Newton, MA 02460  
617-969-7517  
[mrhhc.com](http://mrhhc.com)

**Multicultural Home Care**

354 Merrimack Street, Suite 207  
Lawrence, MA 01843  
978-689-8666  
[multiculturalhomecare.com](http://multiculturalhomecare.com)

**Right at Home**

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

Haverhill

350 Main Street  
Haverhill, MA 01830  
877-500-2273  
[rightathome.net](http://rightathome.net)

**Supportive Care, Inc.**

15 Union Street, Suite 410  
Lawrence, MA 01841  
978-686-1300  
[www.supportivecaredv.org](http://www.supportivecaredv.org)

## **Visiting Angels**

182 State Street

Newburyport, MA 01950

978-462-6162

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

## **CONSUMER DIRECTED PROGRAM**

This program allows elders who are eligible for the state 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 information contact **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

## **CONSUMER PROTECTION**

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

### **Attorney General's Office**

One Ashburton Place

Boston, MA 02108

617-727-2200

[www.mass.gov/ago](http://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](http://www.bbb.org/boston)



**Community Teamwork, Inc.**

45 Kirk Street, 2<sup>nd</sup> Floor  
Lowell, MA 01852  
978-459-6161  
[www.comteam.org](http://www.comteam.org)

**Community Action, Inc.**

Consumer Protection Program  
3 Washington Square  
Haverhill, MA 01830  
978-373-1971  
[www.communityactioninc.org](http://www.communityactioninc.org)

**Greater Lawrence**

**Community Action Council**  
Consumer Protection Program  
305 Essex Street  
Lawrence, MA 01840  
978-681-4990  
[www.glcac.org](http://www.glcac.org)

**Middlesex Community  
College Law Center**

Consumer Protection Program  
33 Kearney Square  
Lowell, MA 01852  
978-656-3342  
[www.middlesex.mass.edu/lawcenter](http://www.middlesex.mass.edu/lawcenter)

## **COUNCILS ON AGING AND SENIOR CENTERS**

Councils on Aging and Senior Centers provide support services to elder, families and caregivers in the community. Services may include congregate meals, health clinics, recreational and educational activities, volunteer opportunities and exercise programs.

**Amesbury Council on Aging**

68 Elm Street  
Amesbury, MA 01913  
978-388-8138

**Boxford Council on Aging**

4 Middleton Road  
Boxford, MA 01921  
978-887-3591

**Billerica Council on Aging**

25 Concord Road  
Billerica, MA 01821  
978-671-0916

**Center at Punchard**

30 Whittier Court  
(Mail to: 36 Bartlet Street)  
Andover, MA 01810  
978-623-8320

**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**

51 North 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  
978-970-4131

**Merrimac Council on Aging**

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

**Methuen Council on Aging**

77 Lowell Street  
Methuen, MA 01844  
978-794-3296

**Newbury Council on Aging**

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

**Newburyport Council on Aging**

331 High Street  
Newburyport, MA 01950  
978-462-0430

**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  
PO Box 523  
Rowley, MA 01969  
978-948-7637

**Salisbury Council on Aging  
Hilton Senior Center**

43 Lafayette Road  
Salisbury, MA 01952  
978-462-2412

**West Newbury Council on  
Aging - Senior Center**

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

**Tewksbury Council on Aging**

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

**Westford Council on Aging  
Cameron Senior Center**

20 Pleasant Street  
(Mail to: PO Box 2223)  
Westford, MA 01886  
978-692-5523

**Tyngsborough Council on  
Aging**

169 Westford Road  
(Mail to: 25 Bryant Lane)  
Tyngsborough, MA 01879  
978-649-9211

## **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](http://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/mass-ri/](http://www.cff.org/mass-ri/)

## **DEAF/HARD OF HEARING - RESOURCES AND SERVICES**

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

PO Box 600622  
Newtonville, MA 02460  
815-332-1515 V/TTY  
866-402-2532  
[www.aldaboston.org](http://www.aldaboston.org)  
[www.alda.org](http://www.alda.org)

### **DEAF, Inc.**

370 Merrimack Street  
Riverwalk Building 5, Suite 205  
Lawrence, MA 01843  
617-505-4823 VP/V  
617-254-4041 TTY/V  
[www.deafinonline.org](http://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  
[www.deafinonline.org](http://www.deafinonline.org)

### **Hear It Better**

1 Colleen Circle  
Burlington, MA 01803  
781-789-9203  
781-270-6710 TTY  
[www.hearitbetter.com](http://www.hearitbetter.com)

### **Hearing Loss Association of America**

7910 Woodmont Avenue  
Suite 1200  
Bethesda, MD 20814  
301-657-2248 V/TTY  
[www.hearingloss.org](http://www.hearingloss.org)

### **Mass Relay**

703 West Housatonic Street  
Suite 148  
Pittsfield, MA 01201  
711 Universal Access  
800-720-3479  
800-439-2370 TTY  
800-720-3480 TTY  
[www.massrelay.com](http://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](http://www.mass.gov/mcdhh)

### **Massachusetts State Association of the Deaf (MSAD)**

PO Box 52097  
Boston, MA 02205  
781-517-7595  
978-536-9112  
[www.msad.org](http://www.msad.org)

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

154 Water Street  
Danvers, MA 01923  
978-774-0445  
978-739-4010 TTY  
[nehd.org/contact.html](http://nehd.org/contact.html)

**Northeast Independent  
Living Program (NILP)**

20 Ballard Road  
Lawrence, MA 01843  
978-687-4288 V/TTY  
978-237-5699 VP  
[www.nilp.org](http://www.nilp.org)

**Our Deaf Survivors Center,  
Inc.**

PO Box 2276  
Worcester, MA 01613-2276  
855-812-1001  
[www.odscunity.org](http://www.odscunity.org)

**Verizon - Center for  
Customers with Disabilities**

900 Chelmsford Street, 4<sup>th</sup> Floor  
Lowell, MA 01852  
800-974-6006 V/TTY

## DENTAL CARE

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

**Boston University School of  
Dental Medicine**

Patient Care Center  
100 E. Newton Street  
Boston, MA 02118  
617-358-8300

**Harvard Dental Center**

Teaching Practice  
188 Longwood Avenue  
Boston, MA 02115  
617-432-1434 option #1

**Lowell Community Health  
Center**

161 Jackson Street  
Lowell, MA 01854  
978-937-9700  
[www.lchealth.org/patients/connect-services/dental-care-services](http://www.lchealth.org/patients/connect-services/dental-care-services)

**MassHealth Dental  
Customer Service**

800-841-2900  
[masshealth-dental.net](http://masshealth-dental.net)

**Middlesex Community  
College**

Dental Hygiene Clinic

44 Middle Street

Lowell, MA 01852

978-656-3250

781-280-3250

[middlesex.mass.edu/dhclinic](http://middlesex.mass.edu/dhclinic)

**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. Call your local public health department for safe needle disposal.

**American Diabetes  
Association New England**

260 Cochituate Road, #200

Framingham, MA 01701

800-342-2383

617-482-4580

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

**Joslin Diabetes Center**

One Joslin Place

Boston, MA 02215

617-309-2400

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

**Elder Services of the  
Merrimack Valley and North  
Shore, Inc.**

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

280 Merrimack Street, Suite 400

Lawrence, MA 01843

978-946-1211

[www.healthyliving4me.org](http://www.healthyliving4me.org)

## DIALYSIS SERVICES

### **DaVita Renal Center**

#### Amesbury

201 Sutton Street  
North Andover, MA 01845  
866-544-6741 ext. 6827

#### North Andover

201 Sutton Street  
North Andover, MA 01845  
978-975-1119  
800-424-6589

### **DCI Walden Pond**

56B Winthrop Street  
Concord, MA 01742  
978-369-1683  
[dciinc.org](http://dciinc.org)

### **FMC Newburyport Dialysis**

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

### **Fresenius Medical Care**

#### Lowell

847 Rogers Street, Suite 101  
Lowell, MA 01852  
978-441-5100

#### Methuen

421 Merrimack Street  
Methuen, MA 01844  
800-881-5101

#### Merrimack Valley

100 Milk Street  
Methuen, MA 01844  
978-686-9900

## 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](http://www.mass.gov/eopps/agencies) to find a list of the Emergency Management Directors in each city or town.

**American Red Cross of MA**  
101 Station Landing, Suite 510  
Medford, MA 02155  
781-410-3670  
[www.redcross.org](http://www.redcross.org)

**American Red Cross of  
Northeast Massachusetts**  
85 Lowell Street  
Peabody, MA 01960  
978-922-2224  
[www.redcross.org](http://www.redcross.org)

**DisasterAssistance.gov**  
800-621-FEMA (3362)  
[www.disasterassistance.gov](http://www.disasterassistance.gov)

**Disaster Distress Helpline**  
Disaster Crisis Counseling  
800-985-5990  
Substance Abuse and Mental  
Health Services

**Federal Emergency  
Management Agency  
US Department of Homeland  
Security**  
500 C Street SW  
Washington, DC 20024  
202-646-2500  
[www.fema.gov](http://www.fema.gov)

**Massachusetts Emergency  
Management Agency**  
400 Worcester Road  
Framingham, MA 01702  
508-820-2000  
[www.mass.gov/orgs/](http://www.mass.gov/orgs/)

## **DRIVING RESOURCES**

### **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.

### **Adaptive Driving Program, Inc.**

250 Milton Street, #LL002  
Dedham, MA 02026  
781-329-6656  
[www.adaptivedrivingprogram.com](http://www.adaptivedrivingprogram.com)



**Driving Evaluation Program**

**Driving Resource Center -  
AARP**

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

**Northeast Rehabilitation  
Hospital**

Driving Assessment Program

70 Butler Street

Salem, NH 03079

603-893-2900

[www.northeastrehab.com/services/driving-assessment](http://www.northeastrehab.com/services/driving-assessment)

**Spaulding Rehabilitation  
Hospital**

101 Main Street, Suite 101

Medford, MA 02155

781-391-7518

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

**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. Check with your local DMV office. You can fill out the online form and present it with your physician's signature to apply for either a temporary or permanent handicap placard.

**Medical Affairs Bureau  
Registry of Motor Vehicles**

13b Blackstone Street

Boston, MA 02109

857-368-8020

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

## 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](http://www.explorerslli.org)

**Merrimack College  
Continuing Education**

315 Turnpike Street  
North Andover, MA 01845  
978-837-5000  
[www.merrimack.edu](http://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/careertraining/miles.aspx](http://www.middlesex.mass.edu/careertraining/miles.aspx)

**No. Essex Community  
College**

**College of Older Learners  
(COOL)**

**Life Long Learning Center**  
100 Elliott Street  
Haverhill, MA 01830  
978-556-3110

[www.necc.mass.edu/engage/community-educational-programs/](http://www.necc.mass.edu/engage/community-educational-programs/)

**University of Massachusetts  
Lowell Campus  
Learning in Retirement  
Association (LIRA)**

One University Avenue  
Lowell, MA 01854  
978-934-3135  
[www.uml.edu](http://www.uml.edu)

## **EDUCATION AND TRAVEL**

### **Road Scholar**

Road Scholar 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. Road Scholar also offers day programs. For information, contact:

11 Avenue de Lafayette  
Boston, MA 02111  
800-454-5768  
[www.roadscholar.org](http://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 and North Shore, 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” of managing care for an older relative. There is a fee for this service.

### **Aging Life Care Association**

New England Chapter  
PO Box 67075  
Chestnut Hill, MA 02467  
781-591-3231  
[www.aginglifecarene.org](http://www.aginglifecarene.org)

## **ELDER SERVICES OF THE MERRIMACK VALLEY AND NORTH SHORE, INC.**

Elder Services of the Merrimack Valley and North Shore, Inc. is a non-profit agency providing older adults, adults with disabilities, families, veterans and caregivers with information, education and assistance to help navigate a complex health and social service support system. A professional staff of social workers, registered nurses and clinical specialists assist consumers with access to in-home services and community-based programs that support every individual's choice to live independently at home while supporting the demand to meet the diverse needs and changing lifestyles of all older adults.

Elder Services is the Area Agency on Aging (AAA), the state designated Aging Service Access Point and an Elder Protective Service agency for the Merrimack Valley. We partner with the Northeast Independent Living Program to form the Merrimack Valley Aging and Disability Resource Consortium.

### **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. Age Information serves as the central intake department for the agency and manages a Help Desk for home care consumers and their families.

### **Community Programs**

- Aging & Disability Resource Consortium
- Community Outreach (Minority & Veteran)
- Elder Brown Bag Food Program
- Family Caregiver Support Program
- LGBT Senior Social Connection
- Long Term Care Ombudsman Program
- MA Senior Medicare Patrol (SMP) Program
- Nutrition Program (Home Delivered and Congregate Meals)
- Serving the Health Insurance Needs of Everyone (SHINE) Program

- Supportive Housing
- Volunteer Programs

### **Home Care Department**

- Care Management
- Congregate Housing Program
- Information and Referral
- In-home Services
- Nursing Home Pre-Admission Screening
- Options Counseling Program
- Personal Care Assistance (PCA) Program
- Protective Services
- Senior Care Options

### **Healthcare Initiatives and Programs**

The Healthy Living Center of Excellence - See page 52 for a listing of all programs.

**For information on these programs, call our Age Information Department at 800-892-0890, TTY: 1-800-924-4222 or visit our website at [www.esmv.org](http://www.esmv.org).**

## **EMERGENCY ASSISTANCE – RESOURCES**

### **Olive in July, Inc.**

An organization providing backpacks with school supplies, toys during the holidays, and other supports to children with disabilities and their families.

49 Blanchard Street, Suite 208

Lawrence, MA 01843

978-208-8078

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

### **Project Home Again**

Partners with local social service agencies to provide low-income families with new and gently used household goods, furniture and appliances.

439 S Union Street, Building 2

Lawrence, MA 01843

978) 270-9878

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

### **Ruth's House, Inc.**

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

111 Lafayette Square

Haverhill, MA 01832

978-521-5575

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

### **Solutions at Work**

This agency provides homeless and low-income families with children's items and professional attire for adults looking for new jobs.

391 Evereteze Way

Cambridge, MA 02141

617-576-0039

[solutionsatwork.org](http://solutionsatwork.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 support to help with individual and family stabilization.

PO Box 5551

13 Lafayette Road

Salisbury, MA 01952

978-463-8801

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

### **The Wish Project**

They offer many items ranging from furniture to clothing and support special projects like backpacks and Christmas gifts to those in need.

1A Foundry Industrial Park

Lowell, MA 01852

978-441-9474

[www.thewishproject.org](http://www.thewishproject.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

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

### **Alert Response Systems**

7 Bond Street

Reading, MA 01867

781-944-8778 (Office)

781-248-5502 (Cell)

### **New England Emergency Response Systems, Inc.**

7 Church Street

Dover, NH 03820

800-888-0338

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

### **Be Safer at Home**

800 West Cummings Park

Suite 6900

Woburn, MA 01801

781-938-7377

866-513-7377 (outside MA)

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

### **Lifeline**

111 Lawrence Street

Framingham, MA 01702

1-855-600-6127

[www.lifeline.philips.com](http://www.lifeline.philips.com)

## 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](http://www.americantraininginc.com)

### **Career Center of Lowell**

107 Merrimack Street  
Lowell, MA 01852  
978-458-2503  
[www.cclowell.org](http://www.cclowell.org)

### **CLASS, Inc.**

One Parker Street, Unit 1  
Lawrence, MA 01843  
978-975-8587  
[www.CLASSinc.org](http://www.CLASSinc.org)

### **Greater Newburyport Opportunity Works**

10 Opportunity Way  
Newburyport, MA 01950  
978-462-6144  
978-462-7747 TTY  
[www.opportunityworks.net](http://www.opportunityworks.net)

### **Greater Haverhill Opportunity Works**

671 Kenoza Street  
Haverhill, MA 01830  
978-374-5281  
[www.opportunityworks.net](http://www.opportunityworks.net)

### **Massachusetts Rehabilitation Commission**

[www.mass.gov/mrc](http://www.mass.gov/mrc)  
Boston  
600 Washington Street, 2<sup>nd</sup> Floor  
Boston, MA 02111  
617-204-3600

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

Lowell  
325 Chelmsford Street, Suite 2  
Lowell, MA 01851  
978-458-4544  
978-685-1731 V/TTY

### **Valley Works**

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

Haverhill  
Northern Essex Community  
College  
100 Elliot Street, Room 118  
Haverhill, MA 01830  
978-241-4730  
978-469-7859 TTY

Lawrence  
225 Essex St  
Lawrence, MA 01840  
978-722-7000  
978-722-7088 TTY



## **FAMILY CAREGIVER SUPPORT PROGRAM**

This program provides support related to the challenges of caring for loved ones with chronic illness, Alzheimer's or other dementias and recognizes the importance to taking care of those who are caring for relatives or friends. Trained facilitators provide education, support to help balance the 24/7 responsibility of caregiving and offer tools that help to reduce stress, help them relax and communicate effectively with others involved in the care. To participate, caregivers may be any age and caring for someone age 60 or older or diagnosed with Alzheimer's disease, as well as caregivers who are age 55 or older and caring for a disabled adult age 18-59. There is no cost for services.

### **Grandparents as Caregivers**

The program also assists grandparents and other adult family members age 55 and older caring for a child under the age of 18. (See page 50)

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

## **FINANCIAL SERVICES/ASSISTANCE**

Money management can become difficult for some older adults. Paying routine bills, balancing checkbooks and developing a budget can be overwhelming.

### **Budget Buddies**

114 Turnpike Road #2D  
Chelmsford, MA 01824  
978-703-0820  
[www.budgetbuddies.org](http://www.budgetbuddies.org)

### **Money Management International**

Regional Headquarters  
225 Franklin Street  
Boston, MA 02110  
886-889-9347  
713-394-3232  
[www.moneymanagement.org](http://www.moneymanagement.org)

## **Elder Services of the Merrimack Valley and North Shore, Inc. Financial Resource Program**

### Basic Money Management Service (Bill Payer)

Volunteers are screened, trained, supervised and carefully matched with elders having difficulty writing checks, budgeting money or paying routine bills. The volunteer and consumer set up a visitation schedule to carry out the bill paying tasks. On a regular basis, an independent person reviews all records, which provides protection for both the elder and the volunteer.

### Representative Payee Service

The Social Security Administration (SSA) believes adult beneficiaries can manage their money. For some elders, there is legal, medical or lay evidence to the contrary. Appointed by SSA, Elder Services can act as a Representative Payee for these individuals and pay for essentials for the remainder of their lives. Staff at Elder Services provide the Representative Payee service. A small percentage of their check, allowed by Social Security, is paid to Elder Services for this responsibility.

### Financial Literacy

There are community workshops offered to educate older adults about the benefits of properly managing and protecting their financial resources to prevent being a victim of financial exploitation or the target of a financial scam. In an economic climate of rising costs and higher credit card debt, teaching older adults a few basic skills to successfully manage their financial resources, gives them a greater perspective to make sound financial decisions.

For more information contact **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department**  
**800-892-0890.**

## FLU AND PNEUMONIA VACCINES

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

## FOOD RESOURCES

There are different ways to support good nutrition – including home delivered meals for homebound elders and adults with disabilities; congregate meals at dining sites which provide socialization and community food programs to help supplement low-income individuals with extra food each month.

### **Elder Services of the Merrimack Valley and North Shore, Inc.**

Congregate Meals – Offered in senior centers, elder housing, and other convenient places where individuals aged 60 and over and younger adults with disabilities enjoy good food and good company in a socialized setting. Special Chinese home delivered meals are provided in Westford and Andover. A Latino meal is available at the Lawrence Congregate Dining Site.

### Elder Food Security –

- Elder Community Market Program (seasonal) - Helps increase access to fresh fruits and vegetables to elders living in Haverhill housings.
- Elder Brown Bag Program - Low-income elders receive a bag of groceries, once per month, distributed at a local community site. There are sites in Lawrence, Haverhill and Tewksbury.

### Home Delivered Meals – Also known as the **Meals on Wheels**

Program supports the nutritional needs of elders age 60 and over who may not be able to cook for themselves or leave their home to participate in a congregate meal site to eat a noon day meal with others. A hot nutritious meal is delivered to an individual's home by a

volunteer driver assigned to an established route. There are special dietary meals available. And, on days with no delivery service due to inclement weather, storm packs and frozen meals are pre-delivered.

Nutrition Counseling – In-home nutrition counseling/education with a registered dietitian for a wide range of medical diagnoses. Medicare payments accepted for diagnosis of Renal Disease or Diabetes.

Any adult over the age of 60 may participate in any of the food resource programs. There is no cost for congregate meals, home delivered meals, or the Elder Food Security programs. For information about any of the food resources, call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

### **Food Pantries/Statewide Other Resources**

Some Councils on Aging/Senior Centers have food items available for those in need. Please see pages 24-26 for their contact information.

#### **Statewide**

**Essex County Hunger Relief**

978-777-8876

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

**Project Bread**

**Food Source Hotline**

800-645-8333

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

**Women, Infants and Children**

**Nutrition Program (WIC)**

Northeast Region Office

617-565-6370

#### **Merrimack Valley**

**Elder Services of the**

**Merrimack Valley and North Shore, Inc.**

**Elder Brown Bag Program**

800-892-0890

#### **Amesbury & Merrimac**

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

44 Friend Street

Amesbury, MA 01913

978-388-2575

#### **Our Neighbors' Table**

194 Main Street

Amesbury, MA 01913

978-388-1907

**Billerica**

**Veterans' Services Town Hall**

365 Boston Road #201  
Billerica, MA 01821  
978-671-0968

**Byfield/Newbury**  
**Community United  
Methodist Church**

6 Central Street  
Byfield, MA 01922  
978-465-5145

**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

**Liz Murphy Open Hand  
Pantry**

16 Ashland Street  
Haverhill, MA 01830  
978-372-0260

**Sacred Hearts Food Pantry**

48 South Chestnut Street

Bradford, MA 01835  
978-371-1281

**Somebody Cares New  
England Food Pantry**

358 Washington Street  
Haverhill, MA 01830  
978-912-7626

**The Salvation Army**

395 Main Street  
Haverhill, MA 01830  
978-420-4192

**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.**

516 Essex Street  
Lawrence, MA 01841  
978-683-9949

**Lazarus House**

**St. Martha's Food Pantry  
Distribution**

242 Hampshire Street  
Lawrence, MA 01841  
978-332-5013

**Neighbors in Need**

60 Island Street, Suite 214 East  
Lawrence, MA 01840  
978-685-8321

**New England Veterans**

**Liberty House**

599 Canal Street, 6 East  
Suite 17  
Lawrence, MA 01841  
978-258-2331

(Veterans & 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  
978-454-7272

**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  
Newburyport, MA 01950  
978-465-7562

**The Salvation Army**

40 Water Street  
Newburyport, MA 01950  
978-465-0883

**North Andover**

**People's Pantry**

**North Parish Church**

190 Academy Road

North Andover, MA 01845

978-687-7948

**Tewksbury**

**Tewksbury Community Food  
Pantry**

999 Whipple Road

Tewksbury, MA 01876

978-858-2273

**Rowley**

**Rowley Food Pantry**

**First Baptist Church**

153 Main Street

Rowley, MA 01969

978-238-6264

**Salisbury**

**The Pettengill House, Inc.**

13 Lafayette Road

PO Box 5551

Salisbury, MA 01952

978-463-8801

**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](http://www.mass.gov/snap).

**Department of Transitional Assistance**

**Greater Lawrence, Haverhill,**

**Newburyport**

280 Merrimack Street, Suite 202

Lawrence, MA 01843

978-725-7100

**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 24-26.

### **Amesbury**

#### **His Provision Too**

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

#### **Our Neighbors' Table**

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

### **Chelmsford**

#### **Table of Plenty**

18 Street Andrews Way  
N. Chelmsford, MA 01863  
978-710-8328

### **Haverhill**

#### **Calvary Baptist Church**

13 Ashland Street  
Haverhill, MA 01830  
978-373-4404

#### **Drop-In Center**

#### **Community Action Inc.**

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

#### **Haverhill Citizen Center**

#### **Community Meal**

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

#### **Holy Apostles Greek**

#### **Orthodox Church**

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

#### **Joyful Ladle**

#### **Trinity Episcopal Church**

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

#### **Open Hearts Ministries, Inc.**

217 Main Street  
Haverhill, MA 01830  
978-374-7491 ext. 2004

#### **The Salvation Army**

395 Main Street  
Haverhill, MA 01830  
978-420-4192



**Universalist Unitarian  
Church Of Haverhill**

15 Kenoza Avenue  
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**

**Life Connection Center**

192 Appleton Street  
Lowell, MA 01852  
978-997-0588  
(Portugese Speaking)

**St. Paul's Kitchen**

Eliot Presbyterian Church  
273 Summer Street  
Lowell, MA 01852  
978-758-9186

**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

## FUEL AND UTILITY ASSISTANCE

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

### **Citizens Energy Corporation Oil Heat Program**

88 Black Falcon Avenue  
Boston, MA 02210  
877-563-4645  
617-338-6300  
[www.citizensenergy.com](http://www.citizensenergy.com)

### **Citizens Energy Distrigas Heat Assistance Program**

866-427-9918

### **Columbia Gas of MA**

800-688-6160  
[www.columbiagasma.com](http://www.columbiagasma.com)

### **Community Action, Inc. Fuel Assistance Program**

3 Washington Square  
Haverhill, MA 01830  
978-373-1971  
[www.communityactioninc.org](http://www.communityactioninc.org)

### **Community Teamwork, Inc. Fuel Assistance Program**

45 Kirk Street, 2<sup>nd</sup> Floor  
Lowell, MA 01852  
978-459-6161  
[www.comteam.org](http://www.comteam.org)

### **Greater Lawrence Community Action Council Fuel Assistance Program**

305 Essex Street  
Lawrence, MA 01840  
978-681-4950  
[www.glcac.org](http://www.glcac.org)

### **National Grid (Electric)**

800-322-3223  
[nationalgridus.com/masselectric](http://nationalgridus.com/masselectric)

### **National Grid (Gas)**

800-233-5325  
[www.nationalgridus.com](http://www.nationalgridus.com)

### **The Salvation Army Good Neighbor Energy Fund Haverhill**

395 Main Street  
Haverhill, MA 01830  
978-420-4192  
[salvationarmyma.org/Haverhill](http://salvationarmyma.org/Haverhill)

### **Lawrence**

250 Haverhill Street  
Lawrence, MA 01840  
978-682-8038  
[salvationarmyma.org/lawrence](http://salvationarmyma.org/lawrence)

Lowell

150 Appleton Street  
Lowell, MA 01852  
978-458-3396  
[salvationarmyma.org/lowell](http://salvationarmyma.org/lowell)

Newburyport

40 Water Street  
Newburyport, MA 01950  
978-465-0883  
[salvationarmyma.org/newburyport](http://salvationarmyma.org/newburyport)

## **GAMBLING**

**Massachusetts Council on  
Compulsive Gambling**

991 Providence Highway, Suite 200  
Norwood, MA 02110  
800-426-4554  
[www.masscompulsivegambling.org](http://www.masscompulsivegambling.org)

## **GRANDPARENTING PROGRAMS**

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

**Elder Services of the  
Merrimack Valley and North  
Shore, Inc. Family Caregiver  
Support Program**

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

**The Commission on the  
Status of Grandparents  
Raising Grandchildren**

600 Washington Street, 6th  
Boston, MA 02111  
617-748-2454

**Merrimack Valley Catholic  
Charities: Grandparents as  
Parents (GAP)**

70 Lawrence Street  
Lowell, MA 01852  
978-452-1421  
[www.grandparentsasparents.org](http://www.grandparentsasparents.org)

## HABILITATION THERAPY

Habilitation Therapy is a non-medical interpersonal approach to help those living with Alzheimer's and dementia by strengthening the individual's current abilities. It simplifies tasks to help the loved one engage safely in his/her own care and to be an active participant in their life. For more information, call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

**Sweet Grapes, Inc.**

157 Wilson Avenue

Quincy, MA 02170

617-328-3440

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

## HAIR CARE AT HOME

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

## HEALTH CARE DIRECTIVES

A **MOLST** (Medical Orders for Life-Sustaining Treatment) form is a medical document recognized in Massachusetts that enables an individual to identify specific procedures they do and do not want to be performed in a medical crisis. The form is signed by the doctor and patient and is effective as soon as it is signed, based on the patient's medical condition rather than his/her capacity to make decisions. To learn more or obtain a copy of the MOLST form, ask your physician or follow this link: [www.molst-ma.org](http://www.molst-ma.org).

A **Health Care Proxy** is an advance directive; 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 and North Shore, 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](http://www.glfhc.org)

### **Lowell Community Health Center**

161 Jackson Street  
Lowell, MA 01852  
978-937-9700  
[www.lchealth.org](http://www.lchealth.org)

## HEALTH INSURANCE INFORMATION

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

- BFCC-QIO – Page 15
- MA SMP Program – Page 79
- MassHealth (Medicaid) – Page 79
- Medicare – Page 82
- Medicare Advantage Plans (HMOs) – Page 83
- Medicare Fraud and Abuse – Page 83
- Medicare Savings Programs – Page 83
- Medigap Plans – Page 84
- Senior Care Options (SCO) – Page 104
- SHINE Program – Page 107

## HEALTHY LIVING CENTER OF EXCELLENCE

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

- Better Choices, Better Health (Online Workshop)
- Cancer: Thriving and Surviving Program
- Chronic Pain Self-Management Program
- Cuidando con Respeto (Savvy Caregiver Program in Spanish)
- Diabetes Self-Management Program
- EnhanceWellness
- Healthy Eating for Successful Living in Older Adults Program
- Healthy IDEAS (Identifying Depression Empowering Activities for Seniors)
- Living La Vida Dulce (Diabetes Self- Management in Spanish)
- Matter of Balance
- My Life, My Health: Chronic Disease Self-Management Program
- Positive Self-Management Program (PSMP) For HIV
- Powerful Tools for Caregivers
- Savvy Caregiver Program
- Tai Chi for Healthy Aging
- Tai Ji Quan: Moving for Better Balance (TJQMBB)
- Tomando Control de su Salud (Chronic Disease Self-Management in Spanish)

For more information or to register for one of our workshops call Elder Services of the Merrimack Valley and North Shore, Inc., Healthy Living Center of Excellence at 978-946-1211 or visit our website at [www.healthyliving4me.org](http://www.healthyliving4me.org).

## **HEART DISEASE – RESOURCES**

### **American Heart Association**

300 5<sup>th</sup> Avenue, Suite 6

Waltham, MA 02451

781-373-4500

800-242-8721

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

## **HOME CARE ASSISTANCE PROGRAM FOR 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

617-204-3853

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

## **HOME CARE PROGRAM – MASSACHUSETTS ELDERS**

The Massachusetts Home Care Program provides services for elders to help them live 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 North Shore, Inc. and other ASAP's throughout the state. For details call **Elder Services of the Merrimack Valley and North Shore, 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  
[www.abchhp.com](http://www.abchhp.com)

### **Associated Home Care**

290 Merrimack Street, Suite 240  
Lawrence, MA 01843  
978-937-0022  
[www.amedisys.com](http://www.amedisys.com)

### **All at Home Healthcare**

20 Linden Street  
Allston, MA 02134  
617-782-9900  
[www.allathomehealth.com](http://www.allathomehealth.com)

### **Best Home Care ‘N More**

11 Chestnut Street, Suite 6A  
Andover, MA 01810  
978-806-2002  
[bestmakesithappen.com](http://bestmakesithappen.com)

### **All Care Resources**

200 Sutton Street  
North Andover, MA 01845  
800-448-0064  
[www.allcare.org](http://www.allcare.org)

### **Bring Care Home**

10 South Main Street, Suite 205  
Topsfield, MA 01983  
978-887-4171  
[www.amedisys.com](http://www.amedisys.com)

### **Alliance Home Health Care**

6 Mary E. Clark Drive  
Hampstead, NH 03841  
603-329-8288  
[www.alliancehhcare.com](http://www.alliancehhcare.com)

### **Commonwealth Nursing Services**

847 Rogers Street #201  
Lowell, MA 01852  
978-459-7771

### **Alternative Home Health Care**

160 Merrimack Street  
Methuen, MA 01844  
978-657-7444  
[www.alternativehomehealthcarellc.com](http://www.alternativehomehealthcarellc.com)

### **Greater Boston Patient Care**

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



**Griswold Home Care**

300 Brickstone Square, Suite 201  
Andover, MA 01810  
978-412-4181  
[www.griswoldhomecare.com](http://www.griswoldhomecare.com)

**Guardian Health Care**

25 Marston Street  
Lawrence, MA 01841  
978-975-2000  
[myguardian.org](http://myguardian.org)

**Home Care, Inc.**

360 Merrimack Street  
Building 9  
Lawrence, MA 01843  
800-933-5593  
[www.homehealthfoundation.org](http://www.homehealthfoundation.org)

**Home Instead Senior Care**

231 Sutton Street, Suite 2H  
North Andover, MA 01845  
978-725-5995  
[www.homeinstead.com](http://www.homeinstead.com)

**International Health Solutions**

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

**Medical Resources**

320 Nevada Street, Suite 201  
Newton, MA 02460  
617-969-7517  
[mrhhc.com](http://mrhhc.com)

**Multicultural Home Care**

354 Merrimack Street, Suite 307  
Lawrence, MA 01843  
978-689-8666  
[www.multiculturalhomecare.com](http://www.multiculturalhomecare.com)

**Right at Home**

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

Haverhill

350 Main Street  
Haverhill, MA 01830  
877-500-2273  
[www.rightathome.net](http://www.rightathome.net)

**Senior Helpers**

66 Tadmuck Road, Suite 2  
Westford, MA 01886  
978-467-4300  
[www.seniorhelpers.com](http://www.seniorhelpers.com)

**Supportive Care, Inc.**

15 Union Street, Suite 410  
Lawrence, MA 01840  
978-686-1300  
[www.supportivecaredv.org](http://www.supportivecaredv.org)

**Visiting Angels**

182 State Street  
Newburyport, MA 01950  
978-462-6162  
[www.visitingangels.com](http://www.visitingangels.com)

## **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  
[www.allcare.org](http://www.allcare.org)

### **Alternative Home Health Care, LLC**

12 Baldwin Street, #1  
Tewksbury, MA 01876  
978-657-7444  
[www.alternativehomehealthcarellc.com](http://www.alternativehomehealthcarellc.com)

### **Amedisys Home Health Care**

290 Merrimack Street, Suite 241  
Lawrence, MA 01843  
978-685-2818  
[www.amedisys.com](http://www.amedisys.com)

### **Caretenders**

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

### **Circle Home, Inc.**

847 Rogers Street, #201  
Lowell, MA 01852  
978-459-9343  
[circlehomehealth.org](http://circlehomehealth.org)

### **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

### **Holy Family Hospital**

70 East Street  
Methuen, MA 01844  
978-687-0151  
[www.holyfamilyhospital.org](http://www.holyfamilyhospital.org)

### **Home Health VNA**

360 Merrimack Street, Building 9  
Lawrence, MA 01843  
800-933-5593  
[www.homehealthfoundation.org](http://www.homehealthfoundation.org)

### **Medical Resources**

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

### **Namaste Home Care**

1 Canal Street, Suite 101A  
Lawrence, MA 01841  
978-258-0343  
[www.namastehomecarellc.com](http://www.namastehomecarellc.com)

**Nashoba Nursing Services**

3 Patterson Road, Suite 3  
Shirley, MA 01464  
800-698-3307  
[www.nashoba.org](http://www.nashoba.org)

**Northeast Rehab Home Care**

70 Butler Street  
Salem, NH 03079  
603-893-2900  
[www.northeastrehab.com](http://www.northeastrehab.com)

**VNA Care Network & Hospice**

199 Rosewood Drive, Suite 180  
Danvers, MA 01923  
800-728-1862

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

800 W. Cummings Park  
Suite 5000  
Woburn, MA 01801  
800-607-4299

**Whittier Home Health  
Care Agency**

145 Ward Hill Avenue  
Bradford, MA 01835  
978-374-6300  
[www.whittierhealth.com](http://www.whittierhealth.com)

## 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** or **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890**. The following programs can be helpful for any home modifications or repairs:

**Charm Medical**

33 Riverside Drive, Suite 200  
Pembroke, MA 02359  
877-942-4276  
[www.charmmedical.com](http://www.charmmedical.com)

**Community Teamwork, Inc.  
Mass Rehab Commission**

Home Modification Loan  
Program  
17 Kirk Street  
Lowell, MA 01852  
978-654-5741  
[www.commteam.org](http://www.commteam.org)

**Greater Lawrence  
Community Action Council**

Project Senior  
305 Essex Street  
Lawrence, MA 01840  
978-681-4900  
[www.glcac.org](http://www.glcac.org)

**Habitat for Humanity of  
Greater Lowell Home Repair**

124 Main Street  
Westford, MA 01886  
978-692-0927  
[www.Lowellhabitat.org](http://www.Lowellhabitat.org)

**Natale Company &  
SafetyCare**

5 West Dexter Avenue  
Woburn, MA 01801  
781-933-7205  
[www.safety-care.com](http://www.safety-care.com)

**Rebuilding Together Greater  
Haverhill, Inc.**

10 Phoenix Row  
Haverhill, MA 01832  
978-469-0800  
[www.rebuildingtogetherhav  
erhill.org](http://www.rebuildingtogetherhav<br/>erhill.org)

**HOMEOWNER – COUNSELING RESOURCES**

**Education**

**Citizens' Housing and  
Planning Association  
(CHAPA)**

18 Tremont Street, Suite 401  
Boston, MA 02108  
617-742-0820  
[www.chapa.org](http://www.chapa.org)

**Community Teamwork, Inc.  
Housing Consumer Education  
Center**

17 Kirk Street  
Lowell, MA 01852  
978-459-0551  
[www.comteam.org](http://www.comteam.org)

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

Thomas P. O’Neill, Jr.  
Federal Building  
10 Causeway Street, 3<sup>rd</sup> Floor  
Boston, MA 02222  
617-994-8200  
[www.hud.gov](http://www.hud.gov)

**MassHousing**

One Beacon Street, #27  
Boston, MA 02108  
617-854-1000  
800-882-1154  
[www.masshousing.com](http://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 - [www.mass.gov/elders](http://www.mass.gov/elders)

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

87 Hale Street  
Lowell, MA01851  
978-970-0015  
800-583-5337  
[www.elderhomeowners.org](http://www.elderhomeowners.org)

**National Council on Aging**

Reverse Mortgage Counseling  
855-899-3778  
[www.ncoa.org](http://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.**

290 Merrimack Street, Suite 242  
Lawrence, MA 01843  
978-837-3333

**Brookhaven**

94 Peters Street  
North Andover, MA 01845  
855-820-4801

**Care Dimensions**

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

**Circle Home, Inc.**

847 Rogers Street, #201  
Lowell, MA 01852  
800-349-8585  
978-459-9343

**High Pointe House** (formerly

MV Hospice House)  
360 North Avenue  
Haverhill, MA 01830  
978-377-9100

**Hospice & Palliative Care  
Federation of Massachusetts**

20 Commercial Drive, Suite 1  
Wrentham, MA 02093  
781-255-7077

**Merrimack Valley Hospice**

360 Merrimack Street, Bldg 9  
Lawrence, MA 01843  
978-377-9100  
800-933-5593

**HOSPITALS**

**Anna Jaques Hospital**

25 Highland Avenue  
Newburyport, MA 01950  
978-463-1000  
[www.ajh.org](http://www.ajh.org)

**Holy Family Hospital at  
Merrimack Valley**

140 Lincoln Avenue  
Haverhill, MA 01830  
978-374-2000

**Holy Family Hospital**

70 East Street  
Methuen, MA 01844  
978-687-0151  
[www.holyfamily-hospital.org](http://www.holyfamily-hospital.org)

**Lahey Clinic**

**Medical Center**  
41 Mall Road  
Burlington, MA 01805  
781-744-5100  
[www.lahey.org](http://www.lahey.org)

**Lawrence General Hospital**

One General Street  
Lawrence, MA 01841  
978-683-4000  
[www.lawrencegeneral.org](http://www.lawrencegeneral.org)

**Lowell General Hospital -  
Saints Campus**

One Hospital Drive  
Lowell, MA 01852  
978-458-1411  
[www.lowellgeneral.org](http://www.lowellgeneral.org)

**Lowell General Hospital**

295 Varnum Avenue  
Lowell, MA 01854  
978-937-6000  
[www.lowellgeneral.org](http://www.lowellgeneral.org)

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.

## **HOUSING**

### **Accessible Housing**

MassAccess Housing Registry helps to 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](http://www.massaccesshousingregistry.org)

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

**Corliss Congregate**

101 Broadway  
Methuen, MA 01844

**McFarlin Manor**

10 Wilson Street  
Chelmsford, MA 01824

**Delaney Terrace**

8 Sheila Avenue  
N. Chelmsford, MA 01863

**O'Connor Heights**

41 Rear Second Street  
North Andover, MA 01845

**Mammoth Road**

901 Mammoth Road  
Dracut, MA 01826

**Red Pines Terrace**

186 Frost Road  
Tyngsboro, MA 01879

The following congregate programs should be contacted directly:

**Bishop Markham Village**

174 South Street  
Lowell, MA 01852  
978-523-9704

**MI Residential Community**

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

**Continuing Care Retirement Communities (CCRCs)**

Sometimes referred to as life care communities, CCRCs 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.

**D'Youville Life & Wellness  
Community**

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

**Edgewood Retirement  
Community**

575 Osgood Street  
North Andover, MA 01845  
978-725-3300



## **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**

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

**North Andover Housing Authority**

310 Greene Street  
North Andover, MA 01845  
978-682-3932

**Rowley Housing Authority**

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

**Salisbury Housing Authority**

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

**Tewksbury Housing Authority**

Saunders Circle  
Tewksbury, MA 01876  
978-851-7392

**Tyngsborough Housing Authority**

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

**Westford Housing Authority**

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

**West Newbury Housing Authority**

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

**Private Housing**

Private Housing is offered through private management, rather than public management. Several offer affordable housing to low-income individuals. Included in this category are senior living and active adult communities (\*). This type of community includes houses or condominiums that may be purchased or rented. Inquire about supportive services that may be available at various sites that 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 Elderly**

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

**Quaker Hill**

115 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

**Bethany Communities**

**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

**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

**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

**Edgewood Retirement  
Community**

575 Osgood Street  
North Andover, MA 01845  
978-725-3300  
[www.EdgewoodRC.com](http://www.EdgewoodRC.com)

**Essex Towers**

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

**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  
978-454-8030

**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.  
78 Prescott 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 may be supported by state or federal funds (Dept. of Housing & Urban Development).

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

### **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

**Tewksbury**

**The Villa at Meadowview**

100 Corinne Way  
Tewksbury, MA 01876

**Westford**

**Village at Mystery Spring**

67 Tadmuck Road  
Westford, MA 01866

*Supportive services provided by the  
Chelmsford Housing Authority.*

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

**HUNTINGTON'S DISEASE – RESOURCES**

**New England's Regional Office**

**Huntington's Disease Society of America**

800-345-4372

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

**IMMIGRANT AND REFUGEE - RESOURCES**

**Catholic Charities**

275 West Broadway  
South Boston, MA 02127  
617-464-8100

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

**International Institute of**

**New England Lowell**

15 Warren Street, 2<sup>nd</sup> Floor  
Lowell, MA 01852

978-459-9031

[iine.org/lowell](http://iine.org/lowell)

**International Institute of  
Greater Lawrence**

125 Amesbury Street  
Lawrence, MA 01840  
978-687-0981



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

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

**Merrimack Valley Immigrant  
and Education Center**  
439 South Union Street  
Building 2, Basement  
Lawrence, MA 01843  
978-683-7316  
[www.mviiec.org](http://www.mviiec.org)  
(Chinese, Khmer speakers)

## **INDEPENDENT LIVING CENTERS**

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

**Boston Center of  
Independent Living (BCIL)**  
60 Temple Place, 5<sup>th</sup> Floor  
Boston, MA 02111  
617-338-6665  
866-338-8085  
617-338-6662 TTY  
[www.bostoncil.org](http://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](http://www.cilcapecod.org)

**Center for Living and Working, Inc.**

484 Main Street, Suite 345  
Worcester, MA 01608  
508-798-0350  
508-762-1164 V  
508-755-1003 TTY  
[www.centerlw.org](http://www.centerlw.org)

**ILC of the North Shore & Cape Ann**

27 Congress Street, Suite 107  
Salem, MA 01970  
978-741-0077 V/TTY  
888-751-0077  
[www.ilcnsca.org](http://www.ilcnsca.org)

**Independence Associates, Inc.**

100 Laurel Street, Suite 122  
East Bridgewater, MA 02333  
800-649-5568 V/TDD  
508-583-2166 V/TDD  
[www.iacil.org](http://www.iacil.org)

**Metrowest Center for Independent Living**

280 Irving Street  
Framingham, MA 01702  
508-875-7853 V/TTY  
[www.mwcil.org](http://www.mwcil.org)

**Multi-Cultural Independent Living Center of Boston**

329 Centre Street  
Jamaica Plain, MA 02130  
617-942-8060  
[www.milcb.org](http://www.milcb.org)

**Northeast Independent Living Program (NILP)**

20 Ballard Road  
Lawrence, MA 01843  
978-687-4288 V/TTY  
978-237-5699 VP  
[www.nilp.org](http://www.nilp.org)

**Southeast CIL**

Merrill Building  
66 Troy Street  
Fall River, MA 02720  
508-679-9210 V/TTY  
[www.secil.org](http://www.secil.org)

**Stavros CIL**

210 Old Farm Road  
Amherst, MA 01002  
413-256-0473 V/TTY  
800-804-1899 V/TTY  
[www.stavros.org](http://www.stavros.org)

## INFORMATION AND REFERRAL

Elders, families, caregivers and other professionals seeking information about services and programs for elders in Massachusetts or anywhere in U.S. may call (toll free):

**Eldercare Locator (National)**  
800-677-1116

**800 Age Info (State)**  
800-243-4636

**MassOptions**  
1-844-422-6277 (Toll-Free)  
[www.MassOptions.org](http://www.MassOptions.org)

### **Elder Services of the Merrimack Valley and North Shore, Inc. Age Information Department**

The Age Information Department receives inquiries 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 priority is meeting the needs of each caller to make the process easy and informative. We have a team of age information specialists with access to an extensive database of local, state and national resources.

Someone is available by phone, M-F from 8:00 am to 5:00 pm. For assistance call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

**The Northeast Independent Living Program, Inc. (NILP)** is a consumer controlled Independent Living Center providing advocacy and services to all people, including youth with disabilities in the Merrimack Valley area who wish to live independently in the community. For information and referral call: 978-687-4288 or 800-845-6457 V/TTY.

## INTELLECTUAL AND DEVELOPMENTAL DISABILITY

### **Aspergers Works**

60 Island Street  
Lawrence, MA 01840  
978-710-9951  
[aspergerworks.org](http://aspergerworks.org)

### **LifeLinks**

285 Mill Road  
Chelmsford, MA 01824  
978-349-3000  
[www.lifelinksinc.net](http://www.lifelinksinc.net)

### **Best Buddies**

529 Main Street, Suite 202  
Boston, MA 02108  
617-778-0522  
[www.bestbuddies.org](http://www.bestbuddies.org)

### **Massachusetts Down Syndrome Congress**

20 Burlington Mall Road  
Suite 261  
Burlington, MA 01803  
781-221-0024  
[www.mdsc.org](http://www.mdsc.org)

### **CLASS, Inc.**

1 Parker Street  
Lawrence, MA 01843-1540  
978-975-8587  
[www.classinc.org](http://www.classinc.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](http://www.mass.gov/dds)

## 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 and North Shore, Inc., Age Information Department at 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](http://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](http://www.essexcountybar.org)

**Massachusetts Bar  
Association**

**Lawyer Referral Service**  
20 West Street  
Boston, MA 02111  
866-627-7577  
617-338-0585 TTY  
[www.masslawhelp.com](http://www.masslawhelp.com)

**Mental Health Legal  
Advisors Committee**

24 School Street, Suite 804  
Boston, MA 02108  
800-342-9092  
617-338-2345  
[www.mhlac.org](http://www.mhlac.org)

**Middlesex County Bar  
Association**

**Lawyer Referral Service**  
200 Trade Center, 3<sup>rd</sup> Floor  
Woburn, MA 01801  
781-939-2797

**National Academy  
of Elder Law Attorneys  
Mass Chapter**

PO Box 67137  
Chestnut Hill, MA 02467  
617-566-5640  
[massnaela.com](http://massnaela.com)

**Massachusetts Senior  
Legal Helpline**

800-342-5297

**Northeast Legal Aid**

1-800-336-2262 (MA only)  
[www.northeastlegalaid.org](http://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 TRANSGENDER (LGBT) SUPPORT/SERVICES**

**Elder Services LGBT Senior Social Connection** supports the unique needs and experiences of lesbian, gay, bisexual and transgender seniors as they age. Monthly meetings provide older LGBT adults with a positive, collegial and safe setting where the experiences of aging LGBT people are celebrated by sharing meals, activities and the development of new friendships and supports in an atmosphere of trust.

We encourage discussions that explore important issues like fear of discrimination when the need for housing, long term care or home care services of LGBT seniors arise. 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 Merrimac COA at 978-346-9549 or Elder Services of the Merrimack Valley and North Shore, Inc. at 978-946-1476.**

### **Bay Windows**

28 Damrell Street, Suite 204  
Boston, MA 02127  
617-464-7280  
[www.baywindows.com](http://www.baywindows.com)

### **Fenway Health Seniors Group**

1340 Boylston Street  
Boston, MA 02215  
617-927-6202  
[www.fenwayhealth.org](http://www.fenwayhealth.org)

### **Boston Prime Timers, Inc.**

566 Columbus Avenue  
Boston, MA 02118  
617-447-2344  
[www.bostonpt.org](http://www.bostonpt.org)

### **Gay & Lesbian Legal Advocates and Defenders (GLAD)**

18 Tremont Street, Suite 950  
Boston, MA 02108  
800-455-4523 (legal Info Line)  
617-426-1350  
[www.glad.org](http://www.glad.org)

### **Elder Services of the Merrimack Valley and North Shore, Inc.**

#### **LGBT Senior Social Connection**

978-946-1476  
978-346-9549

### **LGBT Aging Project**

1340 Boylston Street  
Boston, MA 02215  
857-313-6590  
[www.lgbtagingproject.org](http://www.lgbtagingproject.org)

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

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

## **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 21 for a list of some agencies providing companion services.

## **LONG-TERM CARE INSURANCE**

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  
8<sup>th</sup> Floor  
Boston, MA 02118  
877-563-4467  
617-521-7794  
[www.mass.gov](http://www.mass.gov)

**Long-Term Care Information**  
[www.longtermcare.acl.gov](http://www.longtermcare.acl.gov)

## **LONG TERM CARE OMBUDSMAN PROGRAM**

Long Term Care Ombudsman provides 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 and North Shore, Inc..

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

## **MA SENIOR MEDICARE PATROL (SMP) PROGRAM**

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

The program provides time-sensitive, culturally and linguistically appropriate health benefits eligibility information. 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](http://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](http://www.mass.gov).



**MassHealth**

800-841-2900

800-497-4648 TTY

**MassHealth Dental  
Customer Service**

800-207-5019

800-466-7566 TTY

[masshealth-dental.net](http://masshealth-dental.net)

**MassHealth Enrollment  
Center**

888-665-9993

888-665-9997 TTY

**MASS HEALTH PREMIUM ASSISTANCE**

The MassHealth Premium Assistance program is for MassHealth members who have employer-sponsored health insurance (ESI) from a job or who have access to other health insurance. If you have MassHealth and other insurance, you may be able to get help paying for your premium – the amount you pay every month.

**Mass Health Premium Assistance**

PO Box 9212

Chelsea, MA 02150

800-862-4840

**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**

PO Box 408

Lawrence, MA 01842

978-689-8575

(will accept certain items)

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

**MassMATCH**

877-508-3974

617-204-3851

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

**REquipment**

(DME reuse program)

508-713-9690

800-261-9841

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

**MEDICAL EQUIPMENT – PURCHASE**

Durable medical equipment (DME) 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

102 Nagog Park

Acton, MA 01720

978-458-6551

**Conlin's Pharmacy**

30 Lawrence Street

Methuen, MA 01844

978-552-1700 (oxygen)

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

Warehouse/Office

102 Nagog Park

Acton, MA 01720

978-251-7077 (oxygen)

800-258-0907

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

**Home Care Specialists**

113 Neck Road

Bradford, MA 01835

800-698-8113 (oxygen)

**Letourneau's Pharmacy**

349 North Main Street

Andover, MA 01810

978-475-7779

[www.letourneaus.net](http://www.letourneaus.net)

**Apria Healthcare**

4 Presidential Way, Unit A

Wilmington, MA 01801

978-657-8446 (oxygen)

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

**Long Term Pharmacy Solutions, Inc.**

225 Stedman Street # 27

Lowell, MA 01851

978-458-4000

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

**Charm Medical Supply**

33 Riverside Drive, Suite 200

Pembroke, MA 02359

877-942-4276

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

**Mobility & More, LLC**

65 Parker Street, Unit 4  
Newburyport, MA 01950  
978-463-3640  
[www.mobilityandmore.com](http://www.mobilityandmore.com)

**Neighborhood Diabetes**

600 Technology Drive  
Suite 201  
Billerica, MA 01821  
800-937-3028  
[www.sugartest.com](http://www.sugartest.com)

**Natale Company & SafetyCare**

5 West Dexter Avenue  
Woburn, MA 01801  
781-933-7205  
[www.safety-care.com](http://www.safety-care.com)

## MEDICARE

Medicare is the 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 (under certain conditions, for a limited time), home health care, hospice care and other services.

**Part B** helps pay for outpatient medical services, such as doctor 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. For questions on Part A or Part B coverage, call **800-633-4227** or visit [www.medicare.gov](http://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 108 for a list of local Social Security offices.

**For assistance when selecting Medicare health insurance and prescription drug coverage you may also contact the SHINE Program - page 107.**

## **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 79.

## **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.

## **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. For a list of plans or to discuss eligibility, **contact Elder Services SHINE Program at 800-892-0890.**

## **MENTAL HEALTH INPATIENT FACILITIES**

**Anna Jaques Hospital**  
25 Highland Avenue  
Newburyport, MA 01950  
978-463-1000

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

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

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

**Edith Nourse Rogers  
Memorial Veterans Hospital**  
61 Springs Road  
Bedford, MA 01730  
781-687-2000

**Heywood Hospital**  
242 Green Street  
Gardner, MA 01440  
978-632-3420

**Holy Family Hospital**

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

**Holy Family Hospital at  
Merrimack Valley**

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

**Lawrence Memorial Hospital**

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

**McLean Hospital**

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

**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](http://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, 3<sup>rd</sup> Floor  
Lowell, MA 01852  
978-453-5736

**Bridgewell Counseling  
Services & Adult Day  
Treatment**

35 Market Street, 2<sup>nd</sup> Floor  
Lowell, MA 01852  
978-459-0389

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

**Department of  
Mental Health  
Essex North Site Office**  
280 Merrimack Street, 3<sup>rd</sup> Fl.  
Lawrence, MA 01843  
978-738-4500  
[www.mass.gov/dmh](http://www.mass.gov/dmh)

**Family Associates of  
Merrimack Valley**  
201 Chelmsford Street  
Chelmsford, MA 01824  
978-256-1467  
[www.familyassociates.org](http://www.familyassociates.org)

**Family Continuity Program**  
360 Merrimack Street, Bldg. 9  
Lawrence, MA 01843  
978-687-1617  
[familycontinuity.org](http://familycontinuity.org)

**Family Services of the  
Merrimack Valley**  
430 North Canal Street  
Lawrence, MA 01840  
978-327-6600  
[www.fsmv.org](http://www.fsmv.org)

**Greater Lowell Psychiatric  
Associates**  
73 Princeton Street, Suite 203  
No. Chelmsford, MA 01863  
978-256-6579  
[www.greaterlowellpsychassoc.com](http://www.greaterlowellpsychassoc.com)

**Haverhill Club House**  
100 Locust Street  
Haverhill, MA 01830  
978-521-6957  
[www.haverhillclubhouse.org](http://www.haverhillclubhouse.org)

**Lahey Health Behavioral  
Services**  
12 Methuen Street  
Lawrence, MA 01840  
978-683-3128

**Lahey Health Behavioral  
Services Emergency  
Psychiatric Services**  
Haverhill

978-521-7777  
800-281-3223

Lawrence  
978-620-1250  
877-255-1261

Lowell  
978-455-3397  
800-830-5177

**Lowell Community Health  
Center - Outpatient Behavioral  
Health Services**  
161 Jackson Street  
Lowell, MA 01852  
978-937-9700  
[www.lchealth.org](http://www.lchealth.org)

**Mental Health  
Resources Plus, Inc.**  
43 Jackson Street  
Lawrence, MA 01840  
978-685-6609

**Merrimack Valley Catholic  
Charities**  
70 Lawrence Street  
Lowell, MA 01852  
978-452-1421  
[www.ccab.org](http://www.ccab.org)

**National Alliance On Mental  
Illness**  
The Schrafft's Center  
529 Main Street, Suite 1M17  
Boston, MA 02129  
617-580-8541  
[www.namimass.org](http://www.namimass.org)

**Northeast Independent  
Living Program, Inc.  
Northeast Recovery Learning  
Community**  
20 Ballard Road  
Lawrence, MA 01843  
978-687-4288 V/TTY  
[www.nilp.org](http://www.nilp.org)

**Point After Club**  
15 Union Street, #70  
Lawrence, MA 01840  
978-681-7753

**Renaissance Club**  
176 Walker Street  
Lowell, MA 01854  
978-454-7944  
[www.renaissanceclublowell.org](http://www.renaissanceclublowell.org)

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

**Bridgewell Counseling  
Services**  
7 Summer Street, Suite 19  
Chelmsford, MA 01824  
978-256-1444

**South Bay Community  
Services Mental Health Center**  
Lawrence Mental Health Clinic  
360 Merrimack Street  
Building 9, Door H  
Lawrence, MA 01843  
978-688-4830

Lowell Mental Health Clinic  
22 Old Canal Drive  
Lowell, MA 01851  
978-453-6800

**The Psychological Center**  
11 Union Street  
Lawrence, MA 01840  
978-685-1337  
978-291-2262  
[psychologicalcenter.com](http://psychologicalcenter.com)



**Vinfen**

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

**MOVING FORWARD PLAN (MFP)**

This program consists of home and community-based services waivers designed to help MassHealth members move from a nursing facility or chronic disease, rehabilitation, or psychiatric hospital back to their community. The MFP waivers help by making the move from the facility to the community easier and by providing community-based services.

The two MFP Waivers are:

- **MFP Residential Supports (MFP-RS) waiver** – for people who need supervision and staffing 24 hours a day, seven days a week.
- **MFP Community Living (MFP-CL) waiver** – for people who can move to their own home or apartment or to the home of someone else and receive services in the community.

Call **Northeast Independent Living Program, 978-687-4288 (V/TTY)** or **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890 or 800-924-4222 (TDD/TTY).**

**MOVING RESOURCES**

**A Perfect Move**  
240 US Route 1  
Kittery, ME 03904  
207-439-0757

**Bradford Movers**  
11 Columbus Avenue  
Haverhill, MA 01830  
978-374-7101

**Ferrick Brothers Moving Company**

8 Federal Way  
Groveland, MA 01843  
978-794-9094  
[www.ferrickmovers.com](http://www.ferrickmovers.com)

**Simpson Bros Moving & Storage**

45 South Canal Street  
Lawrence, MA 01843  
978-794-9094  
[www.simpsonbros.net](http://www.simpsonbros.net)

**Home Transition Resource**

9 Bartlet Street, Suite 145  
Andover, MA 01810  
978-475-5085  
[hometransitionresource.com](http://hometransitionresource.com)

**Troy's Moving and Storage**

26 Wellman Street  
Lowell, MA 01851  
978-458-4465  
[www.troysmovers.com](http://www.troysmovers.com)

**My MAD Packers**

PO Box 3  
Malden, MA 02148  
781-281-8228  
[www.mymadpackers.com](http://www.mymadpackers.com)

## 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.

**African Community Center**

155 Merrimack Street  
Lowell, MA 01853  
978-654-5678

**GLCAC, Inc.**

**Community Service Center**  
305 Essex Street, 2<sup>nd</sup> Floor  
Lawrence, MA 01840  
978-681-4905  
(Spanish speakers)

**Cambodian Mutual Assistance Association of Greater Lowell, Inc.**

465 School Street  
Lowell, MA 01851  
978-454-6200

**Haverhill Council on Aging**

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

**International Institute of  
Greater Lawrence**

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

**International Institute of  
New England - Lowell**

15 Warren Street, 2<sup>nd</sup> Floor  
Lowell, MA 01852  
978-459-9031  
(Khmer, Spanish, Arabic,  
Burmese speakers)

**Lawrence Council on Aging**

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

**Lowell Council on Aging**

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

**Massachusetts Alliance of  
Portuguese Speakers (MAPS)**

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

**METTA Health Center**

135 Jackson Street  
Lowell, MA 01852  
978-937-9700

**MULTIPLE SCLEROSIS - RESOURCES**

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

101A First Avenue, Suite 6  
Waltham, MA 02451  
800-344-4867  
[www.nationalmssociety.org](http://www.nationalmssociety.org)

## **MUSCULAR DYSTROPHY - RESOURCES**

### **Muscular Dystrophy Association**

33 Lyman Street

Westborough, MA 01581

508-898-3375

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

## **NEW HAMPSHIRE SERVICES**

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

### **ServiceLink Resource Center**

8 Commerce Drive, Unit 802

Atkinson, NH 03811

603-893-9769

[www.servicelink.nh.gov](http://www.servicelink.nh.gov)

## **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 disabilities who wish to live and work as independently as possible in Northeastern Massachusetts. NILP services include: Information & Referral, Individual and Systems Advocacy, Peer Support and Counseling, Nursing Home Transition and Skills Training services to consumers and their families, at no cost.

Specific Programs include: **Personal Care Assistance (PCA) Program;** **Transition to Adulthood (TAP) Program** for youth ages 14-22 those still in high school on an IEP or 504 plan; **Deaf & Hard of Hearing (DHILS) Program** and **Recovery Peer Services** through our **Recovery Learning Community.**

**Transition Services** are available for individuals wishing to return to the community from nursing homes, hospitals and rehabilitation settings. Individual and systems advocacy efforts support those living with a disability with a full range of community supports that enable them to remain in or return to home.

NILP, in partnership with Elder Services of the Merrimack Valley and North Shore, Inc. form the Merrimack Valley Aging and Disability Resource Consortium (MVADRC). The MVADRC offers **Options Counseling**, a short-term decision-support process providing information on available public and private resources, services and settings in the community. The Options Counselor works with each consumer to identify needs, outside supports and resources to ensure a consumer's personal goals and preferences are respected.

For more information, call the **Northeast Independent Living Program** at 978-687-4288 (V/TTY), [www.nilp.org](http://www.nilp.org).

## **NORTHEAST RECOVERY LEARNING COMMUNITY (NERLC)**

NILP's Northeast Recovery Learning Community creates welcoming and safe spaces where diverse communities gather for healing and growth. NERLC is committed to creating a strong peer-to-peer community for persons recovering from extreme emotional distress, trauma, psychiatric diagnoses, addiction and a variety of other challenges in life. The NERLC supports individuals who have lived experience with these life challenges find their own paths to recovery and wellness in the communities of their choice. By offering trauma-sensitive peer supports, we encourage each other to lead meaningful, productive lives and together, create a welcoming and diverse peer community.

For more information, call the **Northeast Independent Living Program** at 978-687-4288 (V/TTY) , [www.nilp.org](http://www.nilp.org).

## **NURSING HOME PRE-ADMISSION 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 appropriate. For more information, call **Elder Services of the Merrimack Valley and North Shore, 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](http://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**

#### **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 Nursing and  
Rehab Center**

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

**MI Nursing/Restorative Ctr.**

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

**Royal Wood Mill Nursing  
and Rehab Center**

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

**Lowell**

**Care One at Lowell**

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

**D'Youville Life & Wellness  
Community**

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

**Fairhaven Healthcare Center**

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

**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**

**Cedar View Rehab and  
HealthCare Center**

480 Jackson Street  
Methuen, MA 01844  
978-686-3906

**Nevins Nursing &  
Rehabilitation Center**

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**

The One Care Plan was created by MassHealth and Medicare to give individuals ages 21-64, with both MassHealth Standard and Medicare a better way to receive care and social services. This is done with a primary care team of health professionals and a Long-Term Care Support Services Coordinator. They develop individualized care plans for members that support their health, safety, independence and recovery.

Individuals interested in enrolling in the One Care Plan can contact MassHealth Customer Service at 800-841-2900 or contact one of the providers listed who serve Merrimack Valley communities.

**Commonwealth Care Alliance**

30 Winter Street, 11<sup>th</sup> Floor  
Boston, MA, 02108  
866-610-2273  
[www.commonwealthcarealliance.org](http://www.commonwealthcarealliance.org)

**Tufts Health Unify**

705 Mount Auburn Street  
Watertown, MA 02472  
855-393-3154  
[www.tuftshealthpan.com](http://www.tuftshealthpan.com)

## **OPTIONS COUNSELING PROGRAM**

This program assists 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 field of 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 and North Shore, Inc., Age Information Department at 800-892-0890** or **Northeast Independent Living Program at 978-687-4288 (V/T'TTY).**

## **ORTHOTICS AND PROSTHETICS**

For a list of companies that offer orthotics and prosthetics, call **Northeast Independent Living Program 978-687-4288 V/T'TTY** or **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

## **PACE PROGRAM**

Programs of All-inclusive Care for the Elderly (PACE) is for adults over age 55, living with disabilities and within a PACE service area. The program provides community-based care and services to consumers who would otherwise need a nursing home level of care. PACE provides the consumer, family, caregivers and professional health care providers 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 and available on a private pay basis.

### **Element Care**

166 Central Street  
Lowell, MA 01852  
877-803-5564  
[elementcare.org](http://elementcare.org)

### **Summit Elder Care**

1081 Varnum Avenue  
Lowell, MA 01854  
(978) 427-6810  
[www.summiteldercare.org](http://www.summiteldercare.org)

## **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](http://www.apdama.org)

### **National Parkinson Foundation**

#### **Cape Cod Chapter**

PO Box 195

Cotuit, MA 02653

617-638-8466

800-651-8466

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

### **Parkinson's Disease Foundation**

1359 Broadway, Suite 1509

New York, NY 10018

800-473-4636 (National Helpline)

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

## **PERSONAL CARE ASSISTANCE PROGRAM**

The Personal Care Assistance Program (PCA) is a support program for individuals living with chronic disabilities or illness who need special assistance to maintain quality of life at home. PCA consumers receive assistance with activities of daily living such as bathing, eating, or dressing. PCA services are available to MassHealth eligible persons with a permanent chronic disability or illness. The PCA program is consumer-controlled, and the person receiving the services can decide who they have working for them and set the schedule that is most convenient for their needs.

For more information call **Elder Services of the Merrimack Valley and North Shore, 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, call the insurance provider's Member Services Department. Depending on your health care coverage, the following providers may also be able to assist you by telephone or online.

**Anna Jaques Hospital**  
25 Highland Avenue  
Newburyport, MA 01950  
978-463-1090  
[www.ajh.org](http://www.ajh.org)

**Holy Family Hospital**  
Haverhill  
800-488-5959  
[www.merrimackvalley-hospital.org](http://www.merrimackvalley-hospital.org)

Methuen  
800-488-5959  
[www.holyfamily-hospital.org](http://www.holyfamily-hospital.org)

**Lawrence General Hospital**  
One General Street  
Lawrence, MA 01841  
978-683-4000  
[www.lawrencegeneral.org](http://www.lawrencegeneral.org)

**Lowell General Hospital**  
**Saints Campus**  
One Hospital Drive  
Lowell, MA 01852  
800-544-2424  
[www.lowellgeneral.org](http://www.lowellgeneral.org)

**MassHealth**  
**Customer Service**  
800-841-2900  
800-497-4648 TTY  
[www.mass.gov](http://www.mass.gov)

**Medicare**  
800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

**Physician Profiles**  
**Massachusetts Board of**  
**Registration in Medicine**  
781-876-8230  
[www.profiles.ehs.state.ma.us/profiles/pages/findaphysician.aspx](http://www.profiles.ehs.state.ma.us/profiles/pages/findaphysician.aspx)

## **PRESCRIPTION DRUG ASSISTANCE**

For questions about prescription drug coverage, call your local council on aging (see pages 24-26) or Elder Services and ask to speak with a SHINE Counselor. For prescription medication disposal call your local police department. The following may also be helpful:

### **Massachusetts College of Pharmacy and Health Sciences (MCPHS) Pharmacy Outreach Program**

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.mcphs.com](http://www.mcphs.com)

### **NeedyMeds**

Provides information about patient assistance programs offered by drug companies which provide free or low-cost prescription medications to eligible individuals.

800-503-6897

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

### **Partnership for Prescription Assistance (PPA)**

This national organization assists eligible individuals to receive the medicine 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 the assistance program for which they may be eligible.

[www.pparx.org](http://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.

PO Box 15153  
Worcester, MA 01615-0153  
800-AGE-INFO  
800-243-4636, press 2  
877-610-0241 TTY  
[www.800ageinfo.com](http://www.800ageinfo.com)  
[www.prescriptionadvantagemma.org](http://www.prescriptionadvantagemma.org)

## RECREATION

The Councils on Aging (see pages 24-26) offer an array of social and community engagement opportunities for older adults. Contact them for a schedule of events. There also are 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 **Elder Services of the Merrimack Valley and North Shore, 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.

**Mass Audubon Society**  
208 South Great Road  
Lincoln, MA 01773  
781-259-9500  
800-283-8266  
[www.massaudubon.org](http://www.massaudubon.org)

**Northeast Passage  
Therapeutic Recreation**  
121 Technology Drive Suite 161  
Durham, NH 03824  
603-862-0070  
800-735-2964 TTY

**Mass Dept of Conservation &  
Recreation Universal Access  
Program**  
413-545-5353  
[DCR.UniversalAccess@state.m  
a.us](mailto:DCR.UniversalAccess@state.ma.us)

**Recreational Adult Resource  
Association (RARA)**  
295 High Street  
Lowell MA 01852  
978-453-5598  
[www.raraagency.org](http://www.raraagency.org)

**Spaulding Adaptive Sports Centers**

One Dove Avenue  
Salem, MA 01970  
978-745-9003

**Special Olympics Massachusetts (SOMA)**

512 Forest Street  
Marlborough, MA 01752  
508-485-0986  
[www.specialolympicsma.org](http://www.specialolympicsma.org)

**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.

**Healthsouth New England Rehabilitation Hospital**

2 Rehabilitation Way  
Woburn, MA 01801  
781-935-5050 (inpatient)  
781-939-1921 (outpatient)

**The Meadows Health Center At Edgewood**

575 Osgood Street  
North Andover, MA 01845  
Phone: 978-725-4116  
[www.EdgewoodRC.com](http://www.EdgewoodRC.com)

**Northeast Rehabilitation Hospital**

70 Butler Street  
Salem, NH 03079  
603-893-2900

**Whittier Rehabilitation Hospital**

145 Ward Hill Avenue  
Haverhill, MA 01835  
800-442-1717 (Admissions)  
978-372-8000

**Spaulding Rehabilitation Hospital**

300 First Avenue  
Charlestown, MA 02129  
617-952-5000

## **RESPIRE 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 who 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 page 40 for more details. For more information call **Elder Services of the Merrimack Valley and North Shore, 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**

#### **Ivy Hill Court**

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

#### **Lakeview House Skilled Nursing and Residential Care Facility**

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

### **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

### **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 develop individualized care plans 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/One Care**

30 Winter Street, 11th Floor  
Boston, MA 02108  
866-610-2273  
[www.commonwealthcarealliance.org](http://www.commonwealthcarealliance.org)

**Tufts Health Plan**

Senior Care Options Plan  
705 Mount Auburn Street  
Suite 3  
Watertown, MA 02472  
855-670-5927  
[www.thmp.org/sco](http://www.thmp.org/sco)

**Fallon Community Health  
Plan - NaviCare**

10 Chestnut Street  
Worcester, MA 01608  
866-360-4197  
[www.navicare.org](http://www.navicare.org)

**United Healthcare  
Community Plan**

950 Winter Street, Suite 3800  
Waltham, MA 02451  
888-867-5511  
[www.uhccommunityplan.com](http://www.uhccommunityplan.com)

**Senior Whole Health**

58 Charles Street  
Cambridge, MA 02141  
888-794-7268  
[www.seniorwholehealth.com](http://www.seniorwholehealth.com)

## 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](http://www.cci.org)

### Dogs for Better Lives

10175 Wheeler Road  
Central Point, OR 97502  
541-826-9220 V/TTY  
(out of state)  
[www.dogsforbetterlives.org](http://www.dogsforbetterlives.org)

### Fidelco Guide Dog Foundation, Inc

27 Cannon Rd  
Wilton, CT 06897  
(203) 529-8201  
[www.fidelco.org](http://www.fidelco.org)

### Guide Dogs for the Blind

PO Box 151200  
San Rafael, CA 94915-1200  
800-295-4050  
[www.guidedogs.com](http://www.guidedogs.com)

### NEADS

PO Box 1100  
Princeton, MA 01541  
978-422-9064  
[www.neads.org](http://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](http://www.pawswithacause.org)

### Pet Partners

345 118<sup>th</sup> Ave SE, Suite 200  
Bellevue, WA 98005  
425-679-5500  
[petpartners.org](http://petpartners.org)


### The Seeing Eye

PO Box 375  
Morristown, NJ 07963-0375  
973-539-4425  
[www.seeingeye.org](http://www.seeingeye.org)

## SHELTERS

Emergency shelters provide housing to individuals or families who are homeless and have no other options. Others may be classified as **wet**, which allows those with active substance use to stay, or **dry**, which does not allow those with active substance use to stay.

There are also shelters, at confidential locations, for women and children experiencing domestic violence.

Many shelters indicate they are wheelchair accessible. However, this does not mean they are in full compliance with the Americans with Disabilities Act (ADA). These shelters are indicated by this icon. 

**Alternative House **  
**(Domestic Violence Shelter)**


PO Box 2100  
Lowell, MA 01853  
(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

**Centerboard**  
16 City Hall Square  
Lynn, MA 01901  
781-598-9467

**Citizens Inn Between **  
25 Holten Street  
Peabody, MA 01960  
978-532-2372

**Daybreak Shelter **  
**The Psychological Center**  
19 Winter Street  
Lawrence, MA 01841  
978-975-4547

**Emmaus Inc. **  
PO Box 568  
Haverhill, MA 01831  
978-241-3400  
[www.emmausinc.org](http://www.emmausinc.org)

**House of Hope **  
812 Merrimack Street  
Lowell, MA 01854  
978-458-2870

**House of Mercy (Day Shelter)**  
85 Bay State Road  
Lawrence, MA 01843  
978-655-8141

**Lazarus House**  
48 Holly Street  
Lawrence, MA 01841  
978-269-5283

**Lowell Transitional Living Center **  
205-209 Middlesex Street  
Lowell, MA 01852  
978-458-9888

**Merrimack House**   
**Community Teamwork, Inc.**

155 Merrimack Street  
Lowell, MA 01852  
978-452-4241  
978-459-0551

**Mitch's Place** 

PO Box 568  
Haverhill, MA 01831  
978-241-3430

**Milly's Place**   
**Community Teamwork, Inc.**

360 Pawtucket Street  
Lowell, MA 01854  
978-458-8853

## SHINE PROGRAM

Serving Health Insurance Needs of Everyone (SHINE) Program provides free, unbiased one-on-one health care information, counseling and assistance to Medicare beneficiaries.

SHINE Counselors are volunteers, 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.

To find a SHINE Counselor located in your area, call your local Council on Aging (see pages 24-26) or call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

## **SOCIAL SECURITY**

### **Social Security Disability Insurance (SSDI)**

SSDI provides benefits to individuals who are blind or have a disability and are “insured” by workers’ contributions to the Social Security Trust Fund\*. For more information call your local Social Security office above.

*\*Excerpted from the SSA “Red Book”*

### **Supplemental Security Income (SSI)**

Supplemental Security Income (SSI) is a monthly supplement paid to persons with low-income who are 65 years and older. It is also paid to persons of any age who have low-income, are blind or have a disability. Contact your local Social Security office to apply for Social Security Disability Insurance, Supplemental Security Income (SSI), retirement, survivor or Medicare benefits and. You also can go online at [www.socialsecurity.gov](http://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  
800-772-1213

#### **Lawrence**

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

439 South Union Street  
Lawrence, MA 01843  
877-669-3127

## **SPINAL CORD INJURY – RESOURCES**

### **National Spinal Cord Injury Association**

#### **Greater Boston Chapter**

2 Rehabilitation Way

Woburn, MA 01801

617-952-5643

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

## **STROKE - RESOURCES**

### **American Stroke Association**

#### **National Center**

7272 Greenville Avenue

Dallas, TX 75231

888-478-7653

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

### **American Heart Association**

300 5<sup>th</sup> Avenue, Suite 6

Waltham, MA 02451

781-373-4500

[massachusetts.heart.org](http://massachusetts.heart.org)

## **SUBSTANCE ABUSE – ALCOHOL AND DRUGS**

The following resources include inpatient programs, outpatient services, self-help groups and referral helplines.

### **AA Lowell District 21**

978-957-4690

### **Adcare Hospital**

107 Lincoln Street

Worcester, MA 01605

800-252-6465

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

### **Alcoholics Anonymous (AA)**

12 Channel Street, Suite 604

Boston, MA 02210

617-426-9444

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

### **Al-Anon/Alateen Family Groups**

57 East Main St., Suite 109

Westboro, MA 01581

508-366-0556

[www.ma-al-anon-alateen.org](http://www.ma-al-anon-alateen.org)

**Baldpate Hospital**

83 Baldpate Road  
Georgetown, MA 01833  
978-352-2131  
[www.detoxma.com](http://www.detoxma.com)

**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  
[www.fsmv.org](http://www.fsmv.org)

**Glenice Sheehan Women's  
Recovery Home**

365 East Street  
Tewksbury, MA 01876  
978-640-0840  
[lowellhouseinc.org/sheehan-house](http://lowellhouseinc.org/sheehan-house)

**Link House**

37 Washington Street  
Newburyport, MA 01950  
978-462-7341  
[linkhouseinc.org](http://linkhouseinc.org)

**Lahey Health Behavioral  
Services**

365 East Street  
Tewksbury, MA 01876  
978-259-7000  
[www.nebhealth.org](http://www.nebhealth.org)

**Lahey Health Behavioral  
Services - Outpatient Clinic**

12 Methuen Street  
Lawrence, MA 01841  
978-683-3128  
[www.nebhealth.org](http://www.nebhealth.org)

**Men's Recovery Home**

365 East Street  
Tewksbury, MA 01876  
978-459-3371

**Massachusetts Substance  
Abuse Helpline**

800-327-5050  
[helplinema.org](http://helplinema.org)

**New England Region of  
Narcotics Anonymous**

PO Box 437  
Quincy, MA 02169  
866-624-3578  
[www.newenglandna.org](http://www.newenglandna.org)

**NFI Massachusetts**

76 Winter Street  
Haverhill, MA 01830  
978-373-1181  
[www.nfima.org](http://www.nfima.org)

**The Psychological Center**

11 Union Street  
Lawrence, MA 01840  
978-685-1337  
978-291-2262  
[psychologicalcenter.com](http://psychologicalcenter.com)

## **Women's View**

### **Residential Program**

582-584 Haverhill Street

Lawrence, MA 01841

978-687-1658

## **SUICIDE PREVENTION**

### **Intervention**

Elder Services has programs designed to educate Care Managers and Registered Nurses about the risk factors for suicide, how to address suicidal thoughts and statements made by consumers and immediately involve the clinical team to assess and determine next steps. For more information call **Elder Services of the Merrimack Valley and North Shore, 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, Inc.

430 North Canal Street

Lawrence, MA 01840

978-327-6671 (Business Line)

### **Crisis Help Line**

978-327-6607

866-912-4673

[www.stop-suicide.org](http://www.stop-suicide.org)



## **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. Contact your council on aging, senior center, local hospital or call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890** or **Northeast Independent Living Program, 978-687-4288 V/TTY** for a listing in your area.

## **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 pages 24-26).

### **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 and North Shore, Inc., Age Information Department at 800-892-0890**, for the location of a Tax-Aide site near you.

### **Massachusetts Department of Revenue**

PO Box 7010  
Boston, MA 02204  
800-392-6089  
[www.mass.gov/dor](http://www.mass.gov/dor)

### **Office of the Taxpayer Advocate**

Massachusetts Department of  
Revenue  
100 Cambridge Street, 7th Floor  
Boston, MA 02114  
617-626-2280

## **TRANSITIONAL ASSISTANCE**

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**

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

#### Greater Lowell

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

#### Greater Lawrence, Haverhill, Newburyport

280 Merrimack Street, Suite 200  
Lawrence, MA 01843  
978-725-7100

## **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  
978-569-1000

## **TRANSPORTATION - RESOURCES**

### **American Cancer Society Road to Recovery**

800-227-2345  
[www.cancer.org](http://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, 2<sup>nd</sup> Floor  
Haverhill, MA 01832  
978-374-9480

**Councils on Aging**

See pages 24-26

**EZ Trans**

Merrimack Valley Regional  
Transit Authority  
Office of Special Services  
978-469-6878, option 3  
[www.mvrta.com/special-services/ez-trans/](http://www.mvrta.com/special-services/ez-trans/)

**Gentle Arms Daily**

PO Box 384  
Chelmsford, MA 01824  
978-809-0033

**Lowell Regional Transit  
Authority (LRTA)**

115 Thorndike Street  
Lowell, MA 01852  
978-459-0164  
[lrta.com](http://lrta.com)

**MassTrans**

150A Andover Street  
Danvers, MA 01923  
978-223-4020

**Merrimack Valley Regional  
Transit Authority (MVRTA)**

85 Railroad Avenue  
Haverhill, MA 01835  
978-469-6878  
[www.mvrta.com](http://www.mvrta.com)

**Northern Essex Elder  
Transport (NEET)**

100 Main Street  
Amesbury, MA 01913  
978-388-7474

**Patriot Ambulance**

248 Mill Road., 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.**

1201 Westford Street  
(Mail to: PO Box 187)  
Lowell, MA 01853  
978-441-9191

**VEHICLE MODIFICATION**

**Adaptive Mobility**

**Equipment**

1551 Fall River Avenue  
Seekonk, MA 02771  
800-311-2849

**MobilityWorks**

57 George Leven Dr, North  
Attleborough, MA 02760  
(508) 859-0940  
[www.mobilityworks.com](http://www.mobilityworks.com)

**VETERANS INDEPENDENCE PLUS PROGRAM (VIP)**

This program serves veterans of any age at risk of nursing home placement. VIP allows a veteran to receive a comprehensive assessment to identify his/her needs and preferences, develop an individual budget and service plan, and purchase goods and services that will best meet his/her needs. For more information call **Elder Services of the Merrimack Valley and North Shore, Inc., Age Information Department at 800-892-0890.**

**VETERANS - RESOURCES**

Benefits and services offered to veterans and their dependents may include disability benefits, education, training benefits, vocational rehabilitation, employment, home loans, burial benefits, dependent and survivor benefits, life insurance and healthcare. Call your town hall to locate your Veteran's Services Officer. For a copy of the Veteran

Resource Guide of the Merrimack Valley, **call Community Relations at Elder Services of the Merrimack Valley and North Shore, Inc. at 800-892-0890.**

**Department of Veterans Affairs Regional Office**

JFK Federal Building  
15 New Sudbury Street  
Boston, MA 02203  
800-827-1000

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

**Edith Nourse Rogers Memorial Veterans Hospital**

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

[www.bedford.va.gov](http://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 Veterans Liberty House**

599 Canal Street  
6 East, Suite 17  
Lawrence, MA 01841  
978-258-2331

**VA Boston Healthcare System**

150 South Huntington Avenue  
Jamaica Plain, MA 02130  
617-232-9500

1400 VFW Parkway  
West Roxbury, MA 02132  
617-323-7700

**Veterans Northeast Outreach Center, Inc.**

10 Reed Street  
Haverhill, MA 01830  
978-372-3626

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

## **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 (statewide)  
[www.actioninc.org](http://www.actioninc.org)

**Community Teamwork, Inc.**

**Energy Programs**

45 Kirk Street  
Lowell, MA 01852  
978-654-4904  
[www.comteam.org](http://www.comteam.org)

**Greater Lawrence**

**Community Action Council**

305 Essex Street  
Lawrence, MA 01840  
978-681-4956  
[www.glcac.org](http://www.glcac.org)

**Mass Weatherization Inc.**

3 Ocean Avenue  
Salem, MA 01970  
978-741-3471 (statewide)

## **YOUTH WITH DISABILITIES**

The following organizations provide a wide range of services to youth with various disabilities:

**The Autism Insurance**

**Resource Center**

E. K. Shriver Center  
55 Lake Avenue North  
Suite S3-301  
Worcester, MA 01655  
800-642-0249  
800-764-0200 TTY  
[massairc.org](http://massairc.org)

**CLASS, Inc.**

**The Arc of Greater Lawrence**

One Parker Street  
Lawrence, MA 01843  
978-975-8587  
[www.classinc.org](http://www.classinc.org)

**Day and Work Supports**

64 Holten Street  
Danvers, MA 01923  
978-624-3058

**Federation for Children with  
Special Needs**

529 Main Street, Suite 1M3  
Charlestown, MA 02129  
800-331-0688 V/TTY  
[fcsn.org](http://fcsn.org)

**Jewish Family and Children  
Services HALO Swim & Sing**

1430 Main Street  
Waltham, MA 02451  
781-647-JFCS (5327)

**Massachusetts Rehab  
Commission (MRC)  
Turning 22 Program**  
600 Washington Street  
Boston, MA 02211  
617-204-3618  
617-204-3815 TTY

**Northeast ARC**  
64 Holten Street  
Danvers, MA 01923  
978-762-4878  
[www.ne-arc.org](http://www.ne-arc.org)

**Northeast Independent  
Living Program (NILP)**  
20 Ballard Road  
Lawrence, MA 01843  
978-687-4288 V/TTY  
978-237-5699 VP  
[www.nilp.org](http://www.nilp.org)

**Partners for Youth  
with Disabilities**  
5 Middlesex Ave, Suite 307  
Somerville, MA 02145  
617-556-4075  
[www.pyd.org](http://www.pyd.org)

**PCA Program and Family  
Support Services**  
6 Southside Road  
Danvers, MA 01923  
978-624-2366

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