The Green Book

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

Elder Services of the Merrimack Valley, Inc.

Choices for a life-long journey

NORTH SHORE ELDER SERVICES

Peer2Peer Resources for People 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 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 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 and 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
Andover
Billerica
Boxford
Chelmsford
Danvers
Dracut
Dunstable
Georgetown
Groveland
Haverhill
Lawrence
Lowell
Marblehead
Merrimac
Methuen
Middleton
Newbury
Newburyport
North Andover
Peabody
Rowley
Salem
Salisbury
Tewksbury
Tyngsborough
Westford
West Newbury

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.
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.
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 and 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.

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
The Green Book

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

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
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)

**Active Life Adult Day Health Center**
17 Darrin Road  
Dracut, MA 01826  
978-322-0092  
activelifeadc.com  
(Gujarati and Hindi 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

**Blaire House of Tewksbury Adult Day Health Center**
10 Erlin Terrace  
Tewksbury, MA 01876  
978-851-3121
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<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buttonwoods Place</td>
<td>75 High Street</td>
<td>978-373-1584</td>
<td>buttonwoodsplace.com</td>
</tr>
<tr>
<td>Adult Day Health Center</td>
<td>Haverhill, MA 01832</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Castle Hill Adult Day Health</td>
<td>225 Stedman Street, #31</td>
<td>978-323-7811</td>
<td>castlehilladhc.com</td>
</tr>
<tr>
<td>225 Stedman Street, #31</td>
<td>Lowell, MA 01851</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooperative Elder Services</td>
<td>9 Meriam Street, Suite 28</td>
<td>781-270-5751</td>
<td><a href="http://www.agingcare.com">www.agingcare.com</a></td>
</tr>
<tr>
<td>9 Meriam Street, Suite 28</td>
<td>Lexington, MA 02420</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Element Care PACE Lowell</td>
<td>236 Broadway Street</td>
<td>978-513-7300</td>
<td></td>
</tr>
<tr>
<td>236 Broadway Street</td>
<td>Lowell, MA 01854</td>
<td>877-803-5564</td>
<td></td>
</tr>
<tr>
<td>Harborside Adult Day Health</td>
<td>141 Bridge Road</td>
<td>978-465-1980</td>
<td>harborsideadhccom</td>
</tr>
<tr>
<td>Center</td>
<td>Salisbury, MA 01952</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Away From Home</td>
<td>150 Industrial Avenue, East</td>
<td>978-453-4663</td>
<td>homeawayfromhomeadhccom</td>
</tr>
<tr>
<td>Adult Day Health Center</td>
<td>Lowell, MA 01852</td>
<td></td>
<td></td>
</tr>
<tr>
<td>La Casita Adult Day Health</td>
<td>193 Maple Street</td>
<td>978-620-1493</td>
<td>(Spanish Speaking)</td>
</tr>
<tr>
<td>193 Maple Street</td>
<td>Lawrence, MA 01841</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Immaculate Adult Day</td>
<td>189 Maple Street</td>
<td>978-620-1495</td>
<td>(Spanish Speaking)</td>
</tr>
<tr>
<td>Health Center</td>
<td>189 Maple Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>141 Bridge Road</td>
<td>Salisbury, MA 01952</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Immaculate: La Casa de</td>
<td>200 Essex Street</td>
<td>978-685-2727</td>
<td>mihcs.org</td>
</tr>
<tr>
<td>Maria Inmaculada Adult Day</td>
<td>200 Essex Street</td>
<td></td>
<td>(Spanish Speaking)</td>
</tr>
<tr>
<td>Health Center</td>
<td>200 Essex Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mi Casa Adult Day Health</td>
<td>333 Broadway Street</td>
<td>978-631-7739</td>
<td></td>
</tr>
<tr>
<td>333 Broadway Street</td>
<td>Lawrence, MA 01841</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oasis Adult Day Health</td>
<td>120 Broadway</td>
<td>978-989-9897</td>
<td>(Spanish Speaking)</td>
</tr>
<tr>
<td>120 Broadway</td>
<td>Lawrence, MA 01840</td>
<td></td>
<td></td>
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<tr>
<td>Sarah’s Place Adult Day Health</td>
<td>180 Water Street</td>
<td>978-374-2175</td>
<td>sarahsplace.org</td>
</tr>
<tr>
<td>180 Water Street</td>
<td>Haverhill, MA 01830</td>
<td></td>
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</table>
Spectrum Adult Day Health
1820 Turnpike Street, Suite 106
North Andover, MA 01845
978-688-3248
spectrumdayprogram.org

The Community Family, Inc.
236 Broadway Street
Lowell, MA 01854
978-458-4844
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

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

**Better Business Bureau of Eastern MA, ME, RI & VT**
290 Donald Lynch Boulevard
Marlborough, MA 01752
508-652-4800
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

**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

**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

**Mass Home Care**
26 Crosby Drive
Bedford, MA 01730
978-502-3794
www.masshomecare.org
Massachusetts Developmental Disabilities Council (MDDC)
100 Hancock Street
2nd Floor, Suite 201
Quincy, MA 02171
617-770-7676
617-770-9499 TTY
www.mass.gov/mddc

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

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

New England Pension Assistance Project
Gerontology Institute, UMASS
Boston
100 Morrissey Boulevard
Boston, MA 02125
617-287-7307
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

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

ALTERNATIVE THERAPIES
Body & Brain Riverwalk
290 Merrimack Street
Lawrence, MA 01843
978-688-5200

Body & Mind Therapeutic Massage
116 Chelmsford Street #4
Chelmsford, MA 01824
978-710-5915

Metta Health Center
135 Jackson Street
Lowell, MA 01852
978-937-9700

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

Alzheimer’s Association
Mass Chapter (Main Office)
309 Waverly Oaks Road
Waltham, MA 02452
617-868-6718
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

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

ARTHRITE – RESOURCES

Arthritis Foundation – Massachusetts Chapter
29 Crafts Street, Suite 450
Newton, MA 02458
800-766-9449
617-244-1800
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

Assisted Living Facilities

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

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

Atria Marland Place
15 Stevens Street
Andover, MA 01810
978-357-8628
atriaseniorliving.com

Atria Merrimack Place
85 Storey Avenue
Newburyport, MA 01950
978-378-3276
atriaseniorliving.org

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

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

Assisted Living Ombudsman Program
Executive Office of Elder Affairs
One Ashburton Place, 5th Fl.
Boston, MA 02108
617-222-7492
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
benchmarkseniortliving.com

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

Bridges by Epoch
bridgesbyeepoch.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

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

Brookdale North Chelmsford
4 Technology Drive
N. Chelmsford, MA 01863
978-458-0099
877-311-3236
seniorsforliving.com

Chelmsford Crossings
199 Chelmsford Street
Chelmsford, MA 01824
978-250-8855
benchmarkseniortliving.com

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

Elizabeth Calsey House at Lion’s Mouth Road
286 Lion’s Mouth Road
Amesbury, MA 01913
978-388-3752
elizabethcalseyhouse.com
Grace Morgan House Assisted Living
489 Prospect Street
Methuen, MA 01844
978-682-4324
gracemorganhouse.com

Greystone Farm at Salem
242 Main Street
Salem, NH 03079
603-898-5393
benchmarkseniortholving.com

Haverhill Crossings
254 Amesbury Road
Haverhill, MA 01830
978-556-1600
benchmarkseniortholving.com

Marguerite’s House Assisted Living
189 Maple Street
Lawrence, MA 01841
978-682-7575
mihcs.org

Methuen Village at Riverwalk Park
4 Gleason Street
Methuen, MA 01844
978-685-2220
seniorlivingresidences.com

Peregrine’s Landing
2580 Main Street
Tewksbury, MA 01876
978-657-0800
seniorsforliving.com

Stone Hill at Andover
141 Elm Street
Andover, MA 01810
978-664-2600
northbridgescos.com/assisted-living-memory-care-andover

The Arbors at Dracut
21 Broadway Road
Dracut, MA 01826
978-455-9182
arborsassistedliving.com

The Atrium at Drum Hill
2 Technology Drive
N. Chelmsford, MA 01863
978-674-5295
benchmarkseniortholving.com

The Saab Residence
1085 Varnum Avenue
Lowell, MA 01854
978-569-1016
www.dyouville.org/the-saab-residence

The Woodlands Inn at Edgewood
575 Osgood Street
North Andover, MA 01845
978-725-4126
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

Easter Seals Massachusetts
484 Main Street
Worcester, MA 01608
508-757-2756
800-244-2756
www.eastersealsma.org

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

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

BENEFITS COUNSELING/RETURN TO WORK

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

BenePLAN
UMass Medical School
333 South Street
Shrewsbury, MA 01545
800-842-9375
508-856-6222
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

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

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
www.aao.org/eyecareamerica

Lowell Association for the Blind
169 Merrimack Street, 2nd floor
Lowell, MA 01852
978-454-5704
www.lowellassociationforthelblind.org
Massachusetts Association for the Blind and Visually Impaired
200 Ivy Street
Brookline, MA 02446
888-613-2777
www.mabvi.org

Massachusetts Commission for the Blind (MCB)
600 Washington Street
Boston, MA 02111
617-727-5550
800-392-6450
800-392-6556 TTY
www.mass.gov/mcb

National Braille Press
88 St. Stephen Street
Boston, MA 02115
888-965-8965
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

Perkins Products Store and Demo Center
175 North Beacon Street
Watertown, MA 02472
617-972-7308
855-206-8353
www.perkins.org

Talking Information Center
130 Enterprise Drive
Marshfield, MA 02050
781-834-4400
800-696-9505
www.ticnetwork.org

The Carroll Center for the Blind
770 Centre Street
Newton, MA 02458
617-969-6200
800-852-3131
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

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

Epilepsy Foundation of New England
335 Main Street, Unit 8
Wilmington, MA 01887
888-576-9996
617-506-6041
www.epilepsynewengland.org

CANCER – RESOURCES

Cancer Treatment Centers give patients access to oncologists, radiologists, surgeons, pathologists, nurses, therapists, dieticians, 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

Anna Jaques Hospital
(Beth Israel Deaconess Medical Center)
25 Highland Ave
Newburyport, MA 01950
978-463-1000
www.ajh.org
Holy Family Hospital
(UMass Memorial Health Care)
70 East Street
Methuen, MA 01844
978-687-0156, ext. 2089
www.holyfamilyhospital.org

Lowell General Hospital
(Mass General Hospital Cancer Center)
295 Varnum Avenue
Lowell, MA 01854
978-937-6800
www.lowellgeneral.org

CEREBRAL PALSY – RESOURCES

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

March of Dimes
112 Turnpike Road, Suite 300
Westborough, MA 01581
508-366-9066
www.marchofdimes.org

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

CHORE SERVICES

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

ABC Home Healthcare
233 Albion Street
Wakefield, MA 01880
781-245-1880
abchhp.com

All at Home Healthcare
20 Linden Street
Allston, MA 02134
617-782-9900
www.allathomehealth.com
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

**CLOTHING**
Goodwill
23 S Broadway
Salem, NH 03079
603-898-3800
goodwillnne.org

Groveland Congregational Church Thrift Shop
4 King Street
Groveland, MA 01834
978-372-6617
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

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

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.

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

**All at Home Healthcare**
20 Linden Street
Allston, MA 02134
617-782-9900
www.allathomehealth.com

**All Care Resources**
200 Sutton Street
North Andover, MA 01845
781-598-7066
800-948-0064
allcare.org

**Alliance Home Health Care**
6 Mary E. Clark Drive
Hampstead, NH 03824
603-329-8288
alliance-homehealth.com

**Associated Home Care**
85 Constitution Lane
Suite 300A
Danvers, MA 01923
800-779-6302 (MA)
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
<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Companion-Respite Care Program</strong></td>
<td>Chelmsford Senior Center 75 Groton Road N. Chelmsford, MA 01863 978-788-6174 (Chelmsford and Westford residents)</td>
<td>978-788-6174 (Chelmsford and Westford residents)</td>
<td></td>
</tr>
<tr>
<td><strong>Elder Services of the Merrimack Valley and North Shore, Inc. Friends-in-Deed</strong></td>
<td>(For Elder Services’ Consumers) 800-892-0890</td>
<td><a href="http://www.esmv.org">www.esmv.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Greater Boston Patient Care</strong></td>
<td>2001 Beacon Street, Suite 200 Brighton, MA 02135 617-938-3860</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Guardian HealthCare</strong></td>
<td>25 Marston Street Lawrence, MA 01841 978-975-2000</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Home Care, Inc.</strong></td>
<td>360 Merrimack Street Building 9, 4th Floor Lawrence, MA 01843 800-933-5593</td>
<td><a href="http://www.homehealthfoundation.org">www.homehealthfoundation.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Home Instead Senior Care</strong></td>
<td>231 Sutton Street, Suite 2H North Andover, MA 01845 978-725-5995</td>
<td></td>
<td>homeinstead.com</td>
</tr>
<tr>
<td><strong>International Health Solutions</strong></td>
<td>599 Canal Street Lawrence, MA 01840 978-689-1907</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Medical Resources</strong></td>
<td>320 Nevada Street, Suite 201 Newton, MA 02460 617-969-7517</td>
<td>mrhhc.com</td>
<td></td>
</tr>
<tr>
<td><strong>Multicultural Home Care</strong></td>
<td>354 Merrimack Street, Suite 207 Lawrence, MA 01843 978-689-8666</td>
<td>multiculturalhomecare.com</td>
<td></td>
</tr>
<tr>
<td><strong>Right at Home</strong></td>
<td>Bedford and Groton 60 Great Road Bedford, MA 01730 781-275-1400 978-448-6988 (Groton Office)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Haverhill</strong></td>
<td>350 Main Street Haverhill, MA 01830 877-500-2273</td>
<td>rightathome.net</td>
<td></td>
</tr>
<tr>
<td><strong>Supportive Care, Inc.</strong></td>
<td>15 Union Street, Suite 410 Lawrence, MA 01841 978-686-1300</td>
<td><a href="http://www.supportivecaredv.org">www.supportivecaredv.org</a></td>
<td></td>
</tr>
</tbody>
</table>
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

**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
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

**Billerica Council on Aging**
25 Concord Road
Billerica, MA 01821
978-671-0916

**Boxford Council on Aging**
4 Middleton Road
Boxford, MA 01921
978-887-3591

**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

Tewksbury Council on Aging
175 Chandler Street
Tewksbury, MA 01876
978-640-4480

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

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

Westford Council on Aging
Cameron Senior Center
20 Pleasant Street
(Mail to: PO Box 2223)
Westford, MA 01886
978-692-5523

CROHN’S DISEASE - RESOURCES
Crohn’s & Colitis Foundation of America
New England Chapter
72 River Park Street, Suite 202
Needham Heights, MA 02494
781-449-0324
800-314-3549
www.ccfa.org

CYSTIC FIBROSIS - RESOURCES
Cystic Fibrosis Foundation - Massachusetts Chapter
220 North Main Street, Suite 104
Natick, MA 01760
508-655-6000
800-966-0444
www.cff.org/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
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.deafinconline.org

Deaf-Blind Contact Center, Inc.
215 Brighton Avenue
Allston, MA 02134
617-254-4041 V/TTY
617-254-4925 TTY/VCO/VP
www.deafinconline.org

Hear It Better
1 Colleen Circle
Burlington, MA 01803
781-789-9203
781-270-6710 TTY
www.hearitbetter.com

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

Mass Relay
703 West Housatonic Street
Suite 148
Pittsfield, MA 01201
711Universal Access
800-720-3479
800-439-2370 TTY
800-720-3480 TTY
www.massrelay.com

Massachusetts Commission for the Deaf & Hard of Hearing (MCDHH)
600 Washington Street
Boston, MA 02111
617-740-1600
617-326-7546 VP
www.mass.gov/mcdhh

Massachusetts State Association of the Deaf (MSAD)
PO Box 52097
Boston, MA 02205
781-517-7595
978-536-9112
www.msad.org
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

MassHealth Dental Customer Service
800-841-2900
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

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

Joslin Diabetes Center
One Joslin Place
Boston, MA 02215
617-309-2400
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
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

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 to find a list of the Emergency Management Directors in each city or town.
Adaptive 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
Driving Evaluation Program
Driving Resource Center - AARP
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

Spaulding Rehabilitation Hospital
101 Main Street, Suite 101
Medford, MA 02155
781-391-7518
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
EDUCATIONAL OPPORTUNITIES

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

Explorers Lifelong Learning Institute of Salem State University
10 Federal Street
Salem, MA 01970
978-744-0804
www.explorerslli.org

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

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

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

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
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

**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

**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

**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
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

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

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

Be Safer at Home
800 West Cummings Park
Suite 6900
Woburn, MA 01801
781-938-7377
866-513-7377 (outside MA)
www.besaferathome.com

Lifeline
111 Lawrence Street
Framingham, MA 01702
1-855-600-6127
www.lifeline.philips.com

7 Church Street
Dover, NH 03820
800-888-0338
www.neers.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

Career Center of Lowell
107 Merrimack Street
Lowell, MA 01852
978-458-2503
www.cclowell.org

CLASS, Inc.
One Parker Street, Unit 1
Lawrence, MA 01843
978-975-8587
www.CLASSinc.org

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

Greater Haverhill Opportunity Works
671 Kenoza Street
Haverhill, MA 01830
978-374-5281
www.opprotunityworks.net

Massachusetts Rehabilitation Commission
www.mass.gov/mrc

Boston
600 Washington Street, 2nd 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.valleyworkscce.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

Money Management International
Regional Headquarters
225 Franklin Street
Boston, MA 02110
886-889-9347
713-394-3232
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
<table>
<thead>
<tr>
<th>Town</th>
<th>Pantry Name</th>
<th>Address</th>
<th>City, MA</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billerica</td>
<td>Veterans’ Services Town Hall</td>
<td>365 Boston Road #201</td>
<td>Billerica</td>
<td>978-671-0968</td>
</tr>
<tr>
<td></td>
<td>Liz Murphy Open Hand Pantry</td>
<td>16 Ashland Street</td>
<td>Haverhill</td>
<td>978-372-0260</td>
</tr>
<tr>
<td>Byfield/Newbury</td>
<td>Community United Methodist Church</td>
<td>6 Central Street</td>
<td>Byfield</td>
<td>978-465-5145</td>
</tr>
<tr>
<td></td>
<td>Sacred Hearts Food Pantry</td>
<td>48 South Chestnut Street</td>
<td>Bradford</td>
<td>978-371-1281</td>
</tr>
<tr>
<td>Chelmsford</td>
<td>Chelmsford Community Exchange</td>
<td>50 Rear Billerica Road</td>
<td>Chelmsford</td>
<td>978-250-3818</td>
</tr>
<tr>
<td></td>
<td>Somebody Cares New England Food Pantry</td>
<td>358 Washington Street</td>
<td>Haverhill</td>
<td>978-912-7626</td>
</tr>
<tr>
<td>Dracut</td>
<td>Dracut Community Food Pantry</td>
<td>1934 Lakeview Avenue</td>
<td>Dracut</td>
<td>978-957-8600</td>
</tr>
<tr>
<td></td>
<td>The Salvation Army</td>
<td>395 Main Street</td>
<td>Haverhill</td>
<td>978-420-4192</td>
</tr>
<tr>
<td>Haverhill</td>
<td>All Saints Food Pantry</td>
<td>120 Bellevue Avenue</td>
<td>Haverhill</td>
<td>978-372-7721</td>
</tr>
<tr>
<td></td>
<td>Veterans Food Pantry</td>
<td>10 Reed Street</td>
<td>Haverhill</td>
<td>978-372-3626 (Vets only)</td>
</tr>
<tr>
<td></td>
<td>Lawrence Bread &amp; Roses</td>
<td>58 Newbury Street</td>
<td>Lawrence</td>
<td>978-681-8768</td>
</tr>
<tr>
<td></td>
<td>Cor Unum Meal Center</td>
<td>191 Salem Street</td>
<td>Lawrence</td>
<td>978-688-8900</td>
</tr>
</tbody>
</table>
Food for the World, Inc.
516 Essex Street
Lawrence, MA 01841
978-683-9949

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

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

Merrimack Valley Food Bank, Inc.
Mobile Pantry Program
735 Broadway Street
Lowell, MA 01854
978-454-7272

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

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

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

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

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

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.

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

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

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

Newburyport
Among Friends
St. Paul’s Church
166 High Street
Newburyport, MA 01950
978-465-5351

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

Immaculate Conception Parish
42 Green Street
Newburyport, MA 01950
978-462-2724

Lazarus House
Good Shepherd Center
412 Hampshire Street
Lawrence, MA 01842
978-689-8575

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

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

St. Basil’s Ministries of Annunciation Greek Orthodox Church
7 Harris Street
Newburyport, MA 01950
978-465-5757

St. Paul’s Kitchen
Eliot Presbyterian Church
273 Summer Street
Lowell, MA 01852
978-758-9186
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

Citizens Energy Distrigas
Heat Assistance Program
866-427-9918

Columbia Gas of MA
800-688-6160
www.columbiagasma.com

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

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

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

National Grid (Electric)
800-322-3223
nationalgridus.com/masselectric

National Grid (Gas)
800-233-5325
www.nationalgridus.com

The Salvation Army
Good Neighbor Energy Fund
Haverhill
395 Main Street
Haverhill, MA 01830
978-420-4192
salvationarmyma.org/Haverhill

Lawrence
250 Haverhill Street
Lawrence, MA 01840
978-682-8038
salvationarmyma.org/lawrence
GAMBLING
Massachusetts Council on Compulsive Gambling
991 Providence Highway, Suite 200
Norwood, MA 02110
800-426-4554
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
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

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.

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.glhfc.org

Lowell Community Health Center
161 Jackson Street
Lowell, MA 01852
978-937-9700
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.

HEART DISEASE – RESOURCES

American Heart Association
300 5th Avenue, Suite 6
Waltham, MA 02451
781-373-4500
800-242-8721
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

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

**Associated Home Care**  
290 Merrimack Street, Suite 240  
Lawrence, MA 01843  
978-937-0022  
www.amedisys.com

**All at Home Healthcare**  
20 Linden Street  
Allston, MA 02134  
617-782-9900  
www.allathomehealth.com

**Best Home Care ‘N More**  
11 Chestnut Street, Suite 6A  
Andover, MA 01810  
978-806-2002  
bestmakesithappen.com

**All Care Resources**  
200 Sutton Street  
North Andover, MA 01845  
800-448-0064  
www.allcare.org

**Bring Care Home**  
10 South Main Street, Suite 205  
Topsfield, MA 01983  
978-887-4171  
www.amedisys.com

**Alliance Home Health Care**  
6 Mary E. Clark Drive  
Hampstead, NH 03841  
603-329-8288  
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.alternativehomehealthcarelc.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

Guardian Health Care
25 Marston Street
Lawrence, MA 01841
978-975-2000
myguardian.org

Home Care, Inc.
360 Merrimack Street
Building 9
Lawrence, MA 01843
800-933-5593
www.homehealthfoundation.org

Home Instead Senior Care
231 Sutton Street, Suite 2H
North Andover, MA 01845
978-725-5995
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

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

Senior Helpers
66 Tadmuck Road, Suite 2
Westford, MA 01886
978-467-4300
www.seniorhelpers.com

Supportive Care, Inc.
15 Union Street, Suite 410
Lawrence, MA 01840
978-686-1300
www.supportivecaredv.org

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

Alternative Home Health Care, LLC
12 Baldwin Street, #1
Tewksbury, MA 01876
978-657-7444
www.alternativehomehealthcarellc.com

Amedisys Home Health Care
290 Merrimack Street, Suite 241
Lawrence, MA 01843
978-685-2818
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

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

Home Health VNA
360 Merrimack Street, Building 9
Lawrence, MA 01843
800-933-5593
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.namastehomercarellc.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

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

Greater Lawrence Community Action Council
Project Senior
305 Essex Street
Lawrence, MA 01840
978-681-4900
www.glcac.org

Habitat for Humanity of Greater Lowell Home Repair
124 Main Street
Westford, MA 01886
978-692-0927
www.Lowellhabitat.org

Natale Company & SafetyCare
5 West Dexter Avenue
Woburn, MA 01801
781-933-7205
www.safety-care.com

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

Community Teamwork, Inc.
Housing Consumer Education Center
17 Kirk Street
Lowell, MA 01852
978-459-0551
www.comteam.org
Department of Housing and Urban Development (HUD)  
New England Regional Office  
Thomas P. O’Neill, Jr.  
Federal Building  
10 Causeway Street, 3rd Floor  
Boston, MA 02222  
617-994-8200  
www.hud.gov

MassHousing  
One Beacon Street, #27  
Boston, MA 02108  
617-854-1000  
800-882-1154  
www.masshousing.com

Reverse Mortgage Counseling

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

National Council on Aging  
Reverse Mortgage Counseling  
855-899-3778  
www.ncoa.org

HOSPICE

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

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

Lahey Clinic Medical Center
41 Mall Road
Burlington, MA 01805
781-744-5100
www.lahey.org
Lawrence General Hospital
One General Street
Lawrence, MA 01841
978-683-4000
www.lawrencegeneral.org

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

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

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

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

**Delaney Terrace**  
8 Sheila Avenue  
N. Chelmsford, MA 01863

**Mammoth Road**  
901 Mammoth Road  
Dracut, MA 01826

**McFarlin Manor**  
10 Wilson Street  
Chelmsford, MA 01824

**O’Connor Heights**  
41 Rear Second Street  
North Andover, MA 01845

**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

**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

**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

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

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

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

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

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

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

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

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

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

Dunstable – None

Merrimac Housing Authority
180 Main Street
Amesbury, MA 01913
978-388-2022
The Green Book

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

Tewksbury Housing Authority
Saunders Circle
Tewksbury, MA 01876
978-851-7392

Newbury - None

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

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

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

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

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

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

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

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.
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Andover</td>
<td>Andover Commons</td>
<td>30 Railroad Street</td>
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<td>Andover, MA 01810</td>
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<td>978-470-2611</td>
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<td>Billeric</td>
<td>Rose Hill Manor</td>
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<td>476 Boston Road</td>
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<td>Billeric, MA 01821</td>
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River’s Edge Apartments
1 Water Street
Haverhill, MA 01830
978-373-4800

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

The Cordovan at Haverhill Station
45 Locust Street
Haverhill, MA 01830
978-374-3744

Rita Hall Apartments
490 Hampshire Street
Lawrence, MA 01841
978-687-3838

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

Sacred Heart Apartments
23 Hawley Street
Lawrence, MA 01843
978-682-0072

Arlington Park, Inc.
355 Park Street
Lawrence, MA 01841
978-688-2870

St. Alfio’s Villa
35 Common Street
Lawrence, MA 01841
978-689-0252

Diamond Spring Gardens
One Beacon Avenue
Lawrence, MA 01843
978-686-2558

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

Edgewood Retirement Community
575 Osgood Street
North Andover, MA 01845
978-725-3300
www.EdgewoodRC.com

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

Edgewood Retirement Community
575 Osgood Street
North Andover, MA 01845
978-725-3300
www.EdgewoodRC.com

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

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

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

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

James Steam Mill
One Charles Street
Newburyport, MA 01950
978-465-5166

Methuen
Cedar Homes I & II
222 Pelham Street
Methuen, MA 01844
978-681-8845

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

Merrimack Valley Apartments
20 Calumet Road
Methuen, MA 01844
978-686-9334

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

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
**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

- **Billeric**
  - Supportive Housing Site 1
  - 13 River Street
  - Billeric, MA 01821

  - Supportive Housing Site 2
  - 16 River Street
  - Billeric, 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

IMMIGRANT AND REFUGEE - RESOURCES

Catholic Charities
275 West Broadway
South Boston, MA 02127
617-464-8100
ccab.org

International Institute of
New England Lowell
15 Warren Street, 2nd Floor
Lowell, MA 01852
978-459-9031
iine.org/lowell

International Institute of
Greater Lawrence
125 Amesbury Street
Lawrence, MA 01840
978-687-0981
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, 5th Floor
Boston, MA 02111
617-338-6665
866-338-8085
617-338-6662 TTY
www.bostoncil.org

Cape Organization for Rights of the Disabled (CORD)
1066 Bassett Lane
Hyannis, MA 02601
800-541-0282 V/TTY
508-775-8300 V/TTY
www.cilcapecod.org
Center for Living and Working, Inc.
484 Main Street, Suite 345
Worcester, MA 01608
508-798-0350
508-762-1164 V
508-755-1003 TTY
www.centerlw.org

ILC of the North Shore & Cape Ann
27 Congress Street, Suite 107
Salem, MA 01970
978-741-0077 V/TTY
888-751-0077
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

Metrowest Center for Independent Living
280 Irving Street
Framingham, MA 01702
508-875-7853 V/TTY
www.mwcil.org

Multi-Cultural Independent Living Center of Boston
329 Centre Street
Jamaica Plain, MA 02130
617-942-8060
www.milcb.org

Northeast Independent Living Program (NILP)
20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
978-237-5699 VP
www.nilp.org

Southeast CIL
Merrill Building
66 Troy Street
Fall River, MA 02720
508-679-9210 V/TTY
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
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

**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

Best Buddies
529 Main Street, Suite 202
Boston, MA 02108
617-778-0522
www.bestbuddies.org

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

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

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

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

Essex County Bar Association
Lawyer Referral Service
45 Congress Street, Suite 4100
Salem, MA 01970
978-741-7888
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

Mental Health Legal Advisors Committee
24 School Street, Suite 804
Boston, MA 02108
800-342-9092
617-338-2345
www.mhlac.org

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

National Academy of Elder Law Attorneys
Mass Chapter
PO Box 67137
Chestnut Hill, MA 02467
617-566-5640
massnaela.com

Massachusetts Senior Legal Helpline
800-342-5297

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

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

Lowell
35 John Street, Suite 302
Lowell, MA 01852
978-458-1465
**LESBIAN GAY BISEXUAL 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

Fenway Health Seniors Group
1340 Boylston Street
Boston, MA 02215
617-927-6202
www.fenwayhealth.org

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

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
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
8th Floor
Boston, MA 02118
877-563-4467
617-521-7794
www.mass.gov

Long-Term Care Information
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.

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.
The Green Book

MassHealth
800-841-2900
800-497-4648 TTY

MassHealth Dental Customer Service
800-207-5019
800-466-7566 TTY
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
**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  

Warehouse/Office  
102 Nagog Park  
Acton, MA 01720  
978-251-7077 (oxygen)  
800-258-0907  
www.acpcares.com

**Apria Healthcare**  
4 Presidential Way, Unit A  
Wilmington, MA 01801  
978-657-8446 (oxygen)  
www.apria.com

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

**Conlin’s Pharmacy**  
30 Lawrence Street  
Methuen, MA 01844  
978-552-1700 (oxygen)  
www.conlinspharmacy.com

**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

**Long Term Pharmacy Solutions, Inc.**  
225 Stedman Street #27  
Lowell, MA 01851  
978-458-4000  
www.ltpharmacy.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**

<table>
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<tr>
<th>Hospital Name</th>
<th>Address 1</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Anna Jaques Hospital</td>
<td>25 Highland Avenue</td>
<td>Newburyport, MA 01950</td>
<td>978-463-1000</td>
</tr>
<tr>
<td>Elliot Hospital</td>
<td>1 Elliot Way</td>
<td>Manchester, NH 03103</td>
<td>603-669-5300</td>
</tr>
<tr>
<td>Baldpate Hospital</td>
<td>83 Baldpate Road</td>
<td>Georgetown, MA 01833</td>
<td>978-352-2131</td>
</tr>
<tr>
<td>Hampstead Hospital</td>
<td>218 East Road</td>
<td>Hampstead, NH 03841</td>
<td>603-329-5311</td>
</tr>
<tr>
<td>Edith Nourse Rogers Memorial Veterans Hospital</td>
<td>61 Springs Road</td>
<td>Bedford, MA 01730</td>
<td>781-687-2000</td>
</tr>
<tr>
<td>Heywood Hospital</td>
<td>242 Green Street</td>
<td>Gardner, MA 01440</td>
<td>978-632-3420</td>
</tr>
</tbody>
</table>
The Green Book

Holy Family Hospital
70 East Street
Methuen, MA 01844
978-687-0156

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

Holy Family Hospital at
Merrimack Valley
140 Lincoln Avenue
Haverhill, MA 01830
978-521-8360

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

Lawrence Memorial Hospital
170 Governors Avenue
Medford, MA 02155
781-306-6155

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

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

Arbour Counseling Services
www.arbourhealth.com

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

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

Bridgewell Counseling Services & Adult Day Treatment
35 Market Street, 2nd Floor
Lowell, MA 01852
978-459-0389
www.bridgewell.org
Department of Mental Health
Essex North Site Office
280 Merrimack Street, 3rd Fl.
Lawrence, MA 01843
978-738-4500
www.mass.gov/dmh

Family Associates of Merrimack Valley
201 Chelmsford Street
Chelmsford, MA 01824
978-256-1467
www.familyassociates.org

Family Continuity Program
360 Merrimack Street, Bldg. 9
Lawrence, MA 01843
978-687-1617
familycontinuity.org

Family Services of the Merrimack Valley
430 North Canal Street
Lawrence, MA 01840
978-327-6600
www.fsmv.org

Greater Lowell Psychiatric Associates
73 Princeton Street, Suite 203
No. Chelmsford, MA 01863
978-256-6579
www.greaterlowellpsychassoc.com

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

Lahey 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
<table>
<thead>
<tr>
<th><strong>Mental Health Resources Plus, Inc.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>43 Jackson Street</td>
</tr>
<tr>
<td>Lawrence, MA 01840</td>
</tr>
<tr>
<td>978-685-6609</td>
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<table>
<thead>
<tr>
<th><strong>Merrimack Valley Catholic Charities</strong></th>
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<tbody>
<tr>
<td>70 Lawrence Street</td>
</tr>
<tr>
<td>Lowell, MA 01852</td>
</tr>
<tr>
<td>978-452-1421</td>
</tr>
<tr>
<td><a href="http://www.ccab.org">www.ccab.org</a></td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>National Alliance On Mental Illness</strong></th>
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<tbody>
<tr>
<td>The Schrafft’s Center</td>
</tr>
<tr>
<td>529 Main Street, Suite 1M17</td>
</tr>
<tr>
<td>Boston, MA 02129</td>
</tr>
<tr>
<td>617-580-8541</td>
</tr>
<tr>
<td><a href="http://www.namimass.org">www.namimass.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Northeast Independent Living Program, Inc.</strong></th>
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<tbody>
<tr>
<td>Northeast Recovery Learning Community</td>
</tr>
<tr>
<td>20 Ballard Road</td>
</tr>
<tr>
<td>Lawrence, MA 01843</td>
</tr>
<tr>
<td>978-687-4288 V/TTY</td>
</tr>
<tr>
<td><a href="http://www.nilp.org">www.nilp.org</a></td>
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<table>
<thead>
<tr>
<th><strong>Point After Club</strong></th>
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</thead>
<tbody>
<tr>
<td>15 Union Street, #70</td>
</tr>
<tr>
<td>Lawrence, MA 01840</td>
</tr>
<tr>
<td>978-681-7753</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Renaissance Club</strong></th>
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<tbody>
<tr>
<td>176 Walker Street</td>
</tr>
<tr>
<td>Lowell, MA 01854</td>
</tr>
<tr>
<td>978-454-7944</td>
</tr>
<tr>
<td><a href="http://www.renaissanceclublowell.org">www.renaissanceclublowell.org</a></td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Riverside Counseling Associates</strong></th>
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<tbody>
<tr>
<td>200 Merrimack Street, Suite 303</td>
</tr>
<tr>
<td>Haverhill, MA 01830</td>
</tr>
<tr>
<td>978-373-8090</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Bridgeway Counseling Services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Summer Street, Suite 19</td>
</tr>
<tr>
<td>Chelmsford, MA 01824</td>
</tr>
<tr>
<td>978-256-1444</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>South Bay Community Services Mental Health Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawrence Mental Health Clinic</td>
</tr>
<tr>
<td>360 Merrimack Street, Building 9, Door H</td>
</tr>
<tr>
<td>Lawrence, MA 01843</td>
</tr>
<tr>
<td>978-688-4830</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lowell Mental Health Clinic</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>22 Old Canal Drive</td>
</tr>
<tr>
<td>Lowell, MA 01851</td>
</tr>
<tr>
<td>978-453-6800</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>The Psychological Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>11 Union Street</td>
</tr>
<tr>
<td>Lawrence, MA 01840</td>
</tr>
<tr>
<td>978-685-1337</td>
</tr>
<tr>
<td>978-291-2262</td>
</tr>
<tr>
<td>psychologicalcenter.com</td>
</tr>
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</table>
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

<table>
<thead>
<tr>
<th>A Perfect Move</th>
<th>Bradford Movers</th>
</tr>
</thead>
<tbody>
<tr>
<td>240 US Route 1</td>
<td>11 Columbus Avenue</td>
</tr>
<tr>
<td>Kittery, ME 03904</td>
<td>Haverhill, MA 01830</td>
</tr>
<tr>
<td>207-439-0757</td>
<td>978-374-7101</td>
</tr>
</tbody>
</table>
Ferrick Brothers Moving Company
8 Federal Way
Groveland, MA 01843
978-794-9094
www.ferrickmovers.com

Home Transition Resource
9 Bartlet Street, Suite 145
Andover, MA 01810
978-475-5085
hometransitionresource.com

My MAD Packers
PO Box 3
Malden, MA 02148
781-281-8228
www.mymadpackers.com

Simpson Bros Moving & Storage
45 South Canal Street
Lawrence, MA 01843
978-794-9094
www.simpsonbros.net

Troy’s Moving and Storage
26 Wellman Street
Lowell, MA 01851
978-458-4465
www.troysmovers.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

Cambodian Mutual Assistance Association of Greater Lowell, Inc.
465 School Street
Lowell, MA 01851
978-454-6200

GLCAC, Inc.
Community Service Center
305 Essex Street, 2nd Floor
Lawrence, MA 01840
978-681-4905
(Spanish speakers)
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, 2nd 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
MUSCULAR DYSTROPHY - RESOURCES

Muscular Dystrophy Association
33 Lyman Street
Westborough, MA 01581
508-898-3375
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

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.

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.
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

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

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

Merrimack Valley Health Center
22 Maple Street
Amesbury, MA 01913
978-388-4682

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
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.

**ONE CARE PLAN PROGRAM**

**Commonwealth Care Alliance**
30 Winter Street, 11th Floor
Boston, MA, 02108
866-610-2273
www.commonwealthcarealliance.org

**Tufts Health Unify**
705 Mount Auburn Street
Watertown, MA 02472
855-393-3154
www.tuftshealthpan.com

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**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
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/TTY).

ORTHOTICS AND PROSTHESES

For a list of companies that offer orthotics and prosthetics, call Northeast Independent Living Program 978-687-4288 V/TTY or Elder Services of the Merrimack Valley 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

**Summit Elder Care**
1081 Varnum Avenue
Lowell, MA 01854
(978) 427-6810
www.summiteldercare.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

**Holy Family Hospital**
Haverhill
800-488-5959
www.merrimackvalley-hospital.org

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

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

**Lowell General Hospital**
Saints Campus
One Hospital Drive
Lowell, MA 01852
800-544-2424
www.lowellgeneral.org

**MassHealth**
Customer Service
800-841-2900
800-497-4648 TTY
www.mass.gov

**Medicare**
800-633-4227
www.medicare.gov

**Physician Profiles**
Massachusetts Board of Registration in Medicine
781-876-8230
www.profiles.atsps.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

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

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

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
www.prescriptionadvantagema.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

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.ma.us

Recreational Adult Resource Association (RARA)
295 High Street
Lowell MA 01852
978-453-5598
www.raraagency.org
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)

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

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

**The Meadows Health Center At Edgewood**
575 Osgood Street
North Andover, MA 01845
Phone: 978-725-4116
www.EdgewoodRC.com

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

Respite care services provide home and/or community-based assistance to provide relief to primary caregivers of elders or individuals with disabilities. Services are available either through the State Home Care program for those 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

Tufts Health Plan
Senior Care Options Plan
705 Mount Auburn Street
Suite 3
Watertown, MA 02472
855-670-5927
www.thpmp.org/sco

Fallon Community Health Plan - NaviCare
10 Chestnut Street
Worcester, MA 01608
866-360-4197
www.navicare.org

United Healthcare Community Plan
950 Winter Street, Suite 3800
Waltham, MA 02451
888-867-5511
www.uhccommunityplan.com

Senior Whole Health
58 Charles Street
Cambridge, MA 02141
888-794-7268
www.seniorwholehealth.com
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

Dogs for Better Lives
10175 Wheeler Road
Central Point, OR 97502
541-826-9220 V/TTY
(out of state)
www.dogsforbetterlives.org

Fidelco Guide Dog Foundation, Inc
27 Cannon Rd
Wilton, CT 06897
(203) 529-8201
www.fidelco.org

Guide Dogs for the Blind
PO Box 151200
San Rafael, CA 94915-1200
800-295-4050
www.guidedogs.com

NEADS
PO Box 1100
Princeton, MA 01541
978-422-9064
www.neads.org

Paws with a Cause
4646 South Division Street
Wayland, MI 49348
800-253-PAWS V/TTY
(800-253-7297) V/TTY
www.pawswithacause.org

Pet Partners
345 118th Ave SE, Suite 200
Bellevue, WA 98005
425-679-5500
petpartners.org

The Seeing Eye
PO Box 375
Morristown, NJ 07963-0375
973-539-4425
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

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
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 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

STROKE - RESOURCES

American Stroke Association
National Center
7272 Greenville Avenue
Dallas, TX 75231
888-478-7653
www.strokeassociation.org

American Heart Association
300 5th Avenue, Suite 6
Waltham, MA 02451
781-373-4500
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

Alcoholics Anonymous (AA)
12 Channel Street, Suite 604
Boston, MA 02210
617-426-9444
aaboston.org

Adcare Hospital
107 Lincoln Street
Worcester, MA 01605
800-252-6465
www.adcare.com

Al-Anon/Alateen Family Groups
57 East Main St., Suite 109
Westboro, MA 01581
508-366-0556
www.ma-al-anon-alateen.org
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<th>Address</th>
<th>City, State Zip</th>
<th>Phone</th>
<th>Website</th>
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<tr>
<td>Baldpate Hospital</td>
<td>83 Baldpate Road</td>
<td>Georgetown, MA 01833</td>
<td>978-352-2131</td>
<td><a href="http://www.detoxma.com">www.detoxma.com</a></td>
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<tr>
<td>Danvers Treatment Center</td>
<td>111 Middleton Road</td>
<td>Danvers, MA 01923</td>
<td>978-777-2121</td>
<td></td>
</tr>
<tr>
<td>Family Services of the Merrimack Valley</td>
<td>430 North Canal Street</td>
<td>Lawrence, MA 01840</td>
<td>978-327-6600</td>
<td><a href="http://www.fsmv.org">www.fsmv.org</a></td>
</tr>
<tr>
<td>Glenice Sheehan Women’s Recovery Home</td>
<td>365 East Street</td>
<td>Tewksbury, MA 01876</td>
<td>978-640-0840</td>
<td>lowellhouseinc.org/sheehan-house</td>
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<tr>
<td>Link House</td>
<td>37 Washington Street</td>
<td>Newburyport, MA 01950</td>
<td>978-462-7341</td>
<td>linkhouseinc.org</td>
</tr>
<tr>
<td>Lahey Health Behavioral Services</td>
<td>365 East Street</td>
<td>Tewksbury, MA 01876</td>
<td>978-259-7000</td>
<td><a href="http://www.nebhealth.org">www.nebhealth.org</a></td>
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<tr>
<td>Lahey Health Behavioral Services - Outpatient Clinic</td>
<td>12 Methuen Street</td>
<td>Lawrence, MA 01841</td>
<td>978-683-3128</td>
<td><a href="http://www.nebhealth.org">www.nebhealth.org</a></td>
</tr>
<tr>
<td>Men’s Recovery Home</td>
<td>365 East Street</td>
<td>Tewksbury, MA 01876</td>
<td>978-459-3371</td>
<td></td>
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<tr>
<td>Massachusetts Substance Abuse Helpline</td>
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<td>helplinema.org</td>
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<tr>
<td>New England Region of Narcotics Anonymous</td>
<td>PO Box 437</td>
<td>Quincy, MA 02169</td>
<td>866-624-3578</td>
<td><a href="http://www.newenglandna.org">www.newenglandna.org</a></td>
</tr>
<tr>
<td>NFI Massachusetts</td>
<td>76 Winter Street</td>
<td>Haverhill, MA 01830</td>
<td>978-373-1181</td>
<td><a href="http://www.nfima.org">www.nfima.org</a></td>
</tr>
<tr>
<td>The Psychological Center</td>
<td>11 Union Street</td>
<td>Lawrence, MA 01840</td>
<td>978-685-1337</td>
<td>psychologicalcenter.com</td>
</tr>
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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
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

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

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

Assist Medical Transportation, Inc.
455 Market Street
Lawrence, MA 01843
978-685-8767
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<th>Address</th>
<th>Phone Number</th>
<th>Website Link</th>
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<td>Boston/Peabody Medi-Ride</td>
<td>Merrimack Valley Regional Transit Authority</td>
<td>978-469-6878, option 3</td>
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<tr>
<td>Central Wheelchair &amp; Van Transportation</td>
<td>142 Essex Street, 2nd Floor, Haverhill, MA 01832</td>
<td>978-374-9480</td>
<td></td>
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<tr>
<td>Councils on Aging</td>
<td>See pages 24-26</td>
<td></td>
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<tr>
<td>EZ Trans</td>
<td>Merrimack Valley Regional Transit Authority</td>
<td>978-469-6878, option 3</td>
<td><a href="http://www.mvrta.com/special-services/ez-trans/">www.mvrta.com/special-services/ez-trans/</a></td>
</tr>
<tr>
<td>Gentle Arms Daily</td>
<td>PO Box 384, Chelmsford, MA 01824</td>
<td>978-809-0033</td>
<td></td>
</tr>
<tr>
<td>Lowell Regional Transit Authority (LRTA)</td>
<td>115 Thorndike Street, Lowell, MA 01852</td>
<td>978-459-0164</td>
<td>lRTA.com</td>
</tr>
<tr>
<td>MassTrans</td>
<td>150A Andover Street, Danvers, MA 01923</td>
<td>978-223-4020</td>
<td></td>
</tr>
<tr>
<td>Merrimack Valley Regional Transit Authority (MVRTA)</td>
<td>85 Railroad Avenue, Haverhill, MA 01835</td>
<td>978-469-6878</td>
<td><a href="http://www.mvrta.com">www.mvrta.com</a></td>
</tr>
<tr>
<td>Northern Essex Elder Transport (NEET)</td>
<td>100 Main Street, Amesbury, MA 01913</td>
<td>978-388-7474</td>
<td></td>
</tr>
<tr>
<td>Patriot Ambulance</td>
<td>248 Mill Road, Bldg. 2, Unit 2, Chelmsford, MA 01824</td>
<td>978-367-5000</td>
<td></td>
</tr>
<tr>
<td>PrideSTAR EMS</td>
<td>229 Stedman Street, Lowell, MA 01851</td>
<td>978-441-0911</td>
<td></td>
</tr>
<tr>
<td>Ring and Ride</td>
<td>Merrimack Valley Regional Transit Authority</td>
<td>978-469-6878, option 3</td>
<td></td>
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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

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

Edith Nourse Rogers Memorial Veterans Hospital
200 Springs Road
Bedford, MA 01730
781-687-2000
www.bedford.va.gov

Haverhill Outpatient Clinic
108 Merrimack Street
Haverhill, MA 01830
978-372-5207

Lowell Outpatient Clinic
130 Marshall Road
Lowell, MA 01852
978-671-9000

New England 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

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.
The Green Book

Action, Inc.
47 Washington Street
Gloucester, MA 01930
978-283-2131 (statewide)
www.actioninc.org

Community Teamwork, Inc.
Energy Programs
45 Kirk Street
Lowell, MA 01852
978-654-4904
www.comteam.org

Greater Lawrence Community Action Council
305 Essex Street
Lawrence, MA 01840
978-681-4956
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

CLASS, Inc.
The Arc of Greater Lawrence
One Parker Street
Lawrence, MA 01843
978-975-8587
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

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

Northeast Independent Living Program (NILP)
20 Ballard Road
Lawrence, MA 01843
978-687-4288 V/TTY
978-237-5699 VP
www.nilp.org

Partners for Youth with Disabilities
5 Middlesex Ave, Suite 307
Somerville, MA 02145
617-556-4075
www.pyd.org

PCA Program and Family Support Services
6 Southside Road
Danvers, MA 01923
978-624-2366
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