

ELDER RESOURCE GUIDE

EIGHTH EDITION



“One call starts it all..”

617- 730- 2777

BROOKLINE COUNCIL ON AGING
BROOKLINE SENIOR CENTER

93 Winchester Street

Brookline, MA 02446

THE ELDER RESOURCE GUIDE
BROOKLINE COUNCIL ON AGING

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This edition would not have been possible without the assistance of Brookline Senior Center/ Brookline Council on Aging staff and volunteers.

They have our greatest appreciation.

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- ☑ Medical Marijuana
- ☑ Partners in Care Spotlight: Community Servings
- ☑ Expanded Funeral Planning section
- ☑ Updated information on all resources!

Disclaimer: Inclusion in this guide does not represent a recommendation from the Brookline Council on Aging or the Brookline Senior Center, but is for your assistance in obtaining information and services. We encourage your feedback (both positive and negative) so we can provide accurate and up-to-date information.

**Brookline Council on Aging
Brookline Senior Center
Elder Resource Guide
Eighth Edition**

This guide was developed by the Brookline Council on Aging and the Brookline Senior Center to assist seniors and their families/caregivers in negotiating the complex world of eldercare. There are an enormous amount of resources available to individuals over age 60 in the Greater Boston area, but attempting to locate and coordinate these resources can often be an overwhelming and frustrating task. We encourage you to use this material as a starting point. If you need more information, contact the agencies directly and as always feel free to contact us. *Our professional social work staff are available free of charge to assist you.*

With recent budgetary cuts and shifts in funding, the information you receive today may often be invalid tomorrow. We are committed to providing the most accurate and up to date information possible. If you find that any information in this guide is incorrect or there is additional information you think should be included, please contact Olga Sliwa at Council on Aging (617) 730- 2768 or osliwa@brooklinema.gov.

The best advice for staying healthy is to challenge your mind, be physically active, and keep connected to family, friends, and community. All of this happens at the Senior Center, so if you are not already a regular, stop by soon!

Ruthann Dobek, Director

Special thanks to Olga Sliwa and Kate Jovin for curating and editing this edition.

**Brookline Council on Aging
Brookline Senior Center
Elder Resource Guide
Eighth Edition**

The Brookline Council on Aging is a Town agency that promotes active and healthy aging. We are dedicated to enriching the aging experience for Brookline seniors over the age of 60.

Our goal is to help seniors maintain their independence and continue to be active members of our community.

We welcome all who have questions regardless of age, gender identity and sexual orientation, income, disability, ethnic or religious background.

We provide a rich, diverse environment with a wide range of opportunities, programs and services.

We believe wholeheartedly in enhancing growth, dignity and a sense of belonging while encouraging individual contribution and sharing of life experiences.

We recognize the efforts of all our program collaborators and are grateful for their support.

Disclaimer: This guide includes a general description of services beneficial to Brookline seniors. Inclusion does not represent a recommendation from the Brookline Council on Aging or the Brookline Senior Center, but is for your assistance in obtaining information and services. We do encourage your feedback (both positive and negative) so we can consistently provide updated information.

The Town of Brookline does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. If you need assistance or special accommodations, please contact the Council on Aging office at 617-730-2777 or the ADA coordinator Lloyd Gellineau at 617-730-2326 or TTD at 617-730-2327.

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ADULT DAY HEALTH PROGRAMS

Adult Day Health (ADH) programs offer frail seniors a place to receive medical care, as well as an opportunity for increased socialization. ADH programs may also be a source of respite to caregivers who are unable to remain alone at home during the daytime hours.

ADH program staff may consist of nurses, social workers, recreational therapists, certified nursing assistants, physical and occupational therapists, and dietitians. Program staff will work closely with an individual's primary care physician to assure the best possible plan of care.

ADH offerings vary by program, but usually include:

- breakfast, lunch and an afternoon snack
- nursing care including medication administering/reminders, monitoring of existing medical conditions and medical treatments
- daily activities such as exercise, arts and crafts, discussion groups, outings to local restaurants, shops and cultural events
- personal care such as assistance with washing and dressing
- door to door transportation (cost will differ for wheelchair users)

MassHealth (Medicaid) and private pay are the two most common sources of payment for ADH programs. Private pay costs vary by program. Limited assistance may also be available through your local Aging Services Access Point (Springwell for Brookline).

ADULT DAY HEALTH PROGRAMS

If you would like additional information, please contact:

☞ **Adult Day Health Program, Hebrew Rehabilitation Center**

1200 Centre Street, Roslindale, MA

617- 363- 8515, Contact: Suzie Kaytis

www.hebrewseniorlife.org/adult-day-care

- Hours of Operation: Mon-Fri 9:00am-3:00pm
- Private Pay: \$65.00/day for basic support; \$80 for complex support
- Transportation: \$16 each way
- Staff speak English and Haitian Creole

☞ **Club Genesis ADH, Jewish Community Housing for the Elderly**

30 Wallingford Road, Brighton

617- 912- 8453 Contact: Elaine Aronski

www.hebrewseniorlife.org/adult-day-care

- Hours of Operation: Mon-Fri 8am-3pm
- Private Pay: \$65.00/day
- Transportation: \$16 each way
- Staff speak Russian, Mandarin, Cantonese and English

☞ **Greater Boston Chinese Golden Age Center (three sites)**

677 Cambridge Street, Brighton, MA

617- 789- 4289 Contact: Lili Mei

www.gbcgac.org

- Hours of Operation: Mon-Fri 8:30am-4:30pm
- Private Pay: Please call for more information.
- Transportation: Can be arranged for adult day health.

ADULT DAY HEALTH PROGRAMS

☞ Greater Boston Chinese Golden Age Center (continued)

- Additional Information: Brighton site also includes drop-in social services, English classes, recreational activities, and congregate meals. Chinese Golden Age Center staff are bilingual.

☞ Rogerson Communities Adult Day Center

23 Florence Street, Roslindale, MA

617- 469- 5829

www.rogerson.org/communities/adult-day-health-programs

- Hours of Operation: Mon-Fri 8:00am-4:00pm Sat 8:00am-4:00pm
- Private pay: Adult Day Program \$62/day
- Complex management \$78/day
- Dementia/Alzheimer's Program \$78/day
- Transportation: \$17.00 each way

☞ Rogerson House Alzheimers Program

434 Jamaicaway, Jamaica Plain, MA

617- 983- 2300, Contact: Melissa Lenzen

www.rogersonhouse.org/boston-ma/day-care-program-alzheimers.html

- Hours of Operation: Mon - Fri 9am-3pm
- Extended hours available \$20/hour
- Private pay: \$96/day
- Transportation: \$17.50 base rate, taxi rates from there; Other transportation available upon request

ADULT DAY HEALTH PROGRAMS

☞ Senior Place Adult Day Health at the German Center

2222 Centre Street, West Roxbury, MA

617- 325- 9447, Contact: Diane Dunning

germancentre.org/adult-day-health/

- Hours of Operation: Mon-Fri 8am-4pm
- Private pay: \$70/day

☞ Windsor House Adult Health Care - Cambridge

806 Massachusetts Avenue, Cambridge, MA (Senior Center)

617- 547- 7836, Contact: Jeffrey Clement

www.windsorhouse.org

- Hours of Operation: Mon-Fri 8:30am-2:30pm
- Private pay: Adult Day \$80/day
- Transportation: \$17 each way

Program of All- Inclusive Care of the Elderly (PACE)

www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace

www.mass.gov/service-details/who-is-eligible-for-pace

The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare. PACE provides comprehensive medical, social, recreational, and wellness services to help participants stay in the community instead of in nursing homes. PACE programs usually include an adult day health component.

You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth, which would pay your PACE premium. For more information on MassHealth income and asset rules for PACE, visit the "Who is Eligible for PACE?" web page (above).

ADULT LEARNING OPPORTUNITIES

Libraries, community organizations, and institutions of higher learning offer learning opportunities to seniors, often at low or reduced cost.

Classes, lectures, field trips and other opportunities may help you maintain your skills and interests, or develop new hobbies.

☞ Brookline Senior Center

93 Winchester Street Brookline, MA 02446

617- 730- 2770

www.brooklineseniorcenter.org

- Town agency and community nonprofit partnership offering opportunities and resources in health, learning, the arts, socialization, nutrition, recreation and direct services.
- Open Monday- Friday from 8:30 am - 5:00 pm and occasional nights and weekends.

☞ Brookline Adult and Community Education Program

617- 730- 2700

www.brooklineadulthood.org

- BA&CE offers a variety of classes to individuals of all ages.
- Topics include: in computers, dance and exercise, arts and crafts, music, writing and many others.
- Attend one-time lectures, field trips, and social events.
- Costs vary based on offering.
- Some courses may be discounted 25% for seniors age 65 and over, disabled veterans of all ages, and people of all ages who receive SSDI. Exceptions do apply and are noted in the BA&CEP catalog.

ADULT LEARNING OPPORTUNITIES

☞ **Brookline Adult and Community Education Program (continued)**

- Many courses for seniors are co-sponsored by the Brookline Council on Aging and are held at the Brookline Senior Center (93 Winchester St.) for your convenience. Senior-only courses are for participants 60 and older.
- Course selections can be viewed online via their website or you can call to request a catalog.

☞ **Brookline Public Libraries**

www.brooklinelibrary.org

Brookline Public Libraries circulate books, periodicals, audiovisual materials, museum passes and other items, including the "Library of Things," which includes board games, telescopes, cake pans, gadgets, and more. At the library, you can access computers and the internet, attend book, join ESL conversation groups, watch movies, and see live music. Homebound seniors may receive home delivery of books through the senior center Library Connection. Contact the branches directly to inquire about hours, closures, and availability of specific services.

- **Main Library (Brookline Village)**

361 Washington Street, Brookline, MA

617- 730- 2370

- Mon-Thurs 10:00am - 9:00pm
- Fri and Sat 10:00am - 5:00pm
- Sun 1:00pm - 5:00pm

ADULT LEARNING OPPORTUNITIES

∞ **Brookline Public Libraries (continued)**

- **Coolidge Corner Library**

31 Pleasant Street, Brookline, MA

617- 730- 2380

- Mon & Wed 10:00am - 6:00pm
Tues & Thurs 10:00am - 9:00pm
Fri & Sat 9:30am - 5:00pm
Sun 1:00pm - 5:00pm

- **Putterham Branch Library**

959 West Roxbury Parkway, Chestnut Hill, MA

617- 730- 2385

- Mon & Wed 1:00pm - 9:00pm
Tues & Thurs 10:00am - 6:00pm
Fri & Sat 10:00 am - 5:00 pm
Sun Closed

LEARNING OPPORTUNITIES OUTSIDE OF BROOKLINE:

∞ **Boston University Evergreen Program**

617- 353- 1350

www.bu.edu/evergreen

- You must be at least 58 to participate; no educational credentials or professional affiliations required.
- Opportunity for noncredit participation in most Boston University courses (with permission from the instructor).
 - Courses are generally conducted in 2-14 week sessions that meet 1-4 times per week.

ADULT LEARNING OPPORTUNITIES

☞ Boston University Evergreen Program (continued)

- Cost is approximately \$215/course. An "Evergreen Learning Passport" costs \$340 and allows you to audit an unlimited number of classes and attend unlimited seminars.
- One-time seminars, field trips, and social events are also offered. Cost varies based on offering. Discounts are available to BU alumni and BU retirees.

☞ Boston Center for Adult Education

122 Arlington St. Boston

617- 267- 4430

www.bcae.org

- BCAE offers a wide variety of classes to individuals of all ages. Costs vary.
- Office hours: Mon-Fri from 9:00am - 5:00pm.

☞ Cambridge Center for Adult Education

42 Brattle St. Cambridge, MA

617- 547- 6789

www.ccae.org

- CCAE offers a wide variety of classes to individuals of all ages. Costs vary. Scholarships are available for limited-income adults.
- Office hours: Mon-Thurs 9:00am - 9:00pm, Fri 9:00am - 7:00pm, Saturday-Sunday 9:00am - 4:00pm.

ADULT LEARNING OPPORTUNITIES

☞ **Harvard Institute for Learning in Retirement**

34 Concord Avenue. Cambridge MA

617- 495- 4072

hilr.harvard.edu

- HILR is a non-credit, non-degree program for “retired professionals.” No specific degrees or professional affiliations are required. You must be at least 55 years old to participate.
- Courses run for 6 or 12 weeks. **Most courses require computer literacy to succeed.** Participants may also join extracurricular activity groups.
- Potential students must apply online; application cycles occur twice per year.
- There is an annual membership fee of \$900. New members must participate for 12 weeks in their first semester, and for at least 1.5 semesters in their first two years.

☞ **Osher Lifelong Learning Institute (OLLI)**

University of Massachusetts Boston

617- 287- 7312

www.umb.edu/olli

- You must be at least 50 years old to join; no educational credentials or professional affiliations are required.
- OLLI offers a variety of courses, one-time lectures and events. Courses and seminars meet once a week during the day and can last anywhere from 4-12 weeks.
- Membership is required to sign up for OLLI courses and presentations. Membership fees range from \$100 (unlimited single lectures) to \$225 (unlimited courses, subject to availability) per person.

ADVANCE DIRECTIVES

HEALTH CARE PROXY

A health care proxy form is a legal document that allows you to appoint an "agent" to make or communicate medical decisions on your behalf, in the event that you are unable to do so. **Your health care proxy can be anyone you trust, except an employee of a health care or long term care facility in which you are a patient or resident.**

It is important to clearly communicate your wishes to your health care proxy, verbally or in writing, while you are physically and mentally able to do so. Although your written wishes (also known as a **living will**) are **not legally binding in Massachusetts**, they can be a helpful guide for your health care proxy or doctor.

It is important to choose a proxy who will express your health care wishes, even when they are feeling emotional or might disagree with your choice. This is especially important with regard to life-sustaining treatments such as artificial respiration (ventilators) and feeding tubes. **Your health care proxy only becomes active once a doctor has determined that you are unable to make decisions for yourself.**

You can obtain a health care proxy form from your physician or hospital. Forms are also available at the Brookline Council on Aging.

If you need help to complete health care proxy forms, contact the Brookline Council on Aging at 617- 730- 2777.

ADVANCE DIRECTIVES

LIVING WILLS

A living will is a written statement in which you can outline your health care wishes related primarily to the withholding or withdrawal of life-sustaining treatments. Living wills **are not legally recognized** in Massachusetts. However, they can be a useful guideline for your health care proxy (see above).

COMFORT CARE (CC)/ DO NOT RESUCITATE (DNR) Forms

CC/DNR forms are legally recognized statewide forms that verify an individual's decision not to be resuscitated in the event of a medical emergency. Your physician can provide you with more information regarding resuscitation methods.

- ✓ **You and your physician, authorized nurse practitioner, or physician's assistant must complete the CC/DNR form jointly.**
- ✓ The completed form **must** be posted on either your refrigerator or on your bedside table. In an emergency, **EMTs must see the actual form** to legally abide by your wishes. **Photocopies are legally acceptable.**
- ✓ The DNR/CC form also includes a detachable section that can be worn like a hospital-like ID bracelet if you want to assure that your wishes are respected when you travel outside the home.
- ✓ **You or your appointed health care agent can revoke your DNR/CC form at any time and resuscitation efforts will then be made.**

ADVANCE DIRECTIVES

MA Medical Orders for Life- Sustaining Treatment (MOLST)

- ✓ **MOLST is a medical order** completed by a physician during or after a discussion with a patient. It is signed by both the patient and physician.
- ✓ The MOLST form provides clear instructions from your physician to other health care providers about the types of treatment you or do not want to be given to keep them alive near the end of life.
- ✓ The MOLST is completed based on the patient's preferences. The patient can make changes at any time by requesting a new form to be filled out.

MOLST and CC/DNR forms are now accessible online at <https://www.mass.gov/lists/molst-and-comfort-care-dnr-verification>, but still must be completed by an authorized medical provider. If you do not have computer access, contact your physician's office to obtain a DNR/CC or MOLST form.

PLEASE NOTE: Each state legally recognizes different forms of advance directives (i.e., a Massachusetts Health Care Proxy may not be legally recognized in Florida). If you regularly spend extended periods of time in another state, talk to your doctor and make sure to complete the legally recognized advance directives for that state.

ADVANCE DIRECTIVES

For more information regarding advance directives, contact:

☞ **Your Physician's Office**

☞ **Brookline Council on Aging**

617- 730- 2777

☞ **Brookline Legal Assistance Bureau**

617- 730- 2777

- First Wednesday of every month from 9am-12pm at the Senior Center
- Volunteer local attorneys offer individuals expertise on matters of law as well as information and referral services. Their services are free and no appointment is necessary.

☞ **Aging with Dignity/ Five Wishes**

850- 681- 2010

fivewishes@agingwithdignity.org

agingwithdignity.org

fivewishes.org

- Five Wishes, a project of Aging with Dignity, is a simple living will/advance care planning tool. It is a legal document in 42 states. **It is not a legal document in Massachusetts** (no living will is), but can be used in conjunction with other documents to express and clarify your wishes.

ADVANCE DIRECTIVES

☞ **Common Practice (The “Hello” Game)**

contact@commonpractice.com

commonpractice.com/pages/land-acp-for-everyone

- Hello is a simple and easy-to-play game that guides your family through all the topics you'll need to cover when you're thinking about an advance care plan.

☞ **Honoring Choices Massachusetts**

www.honoringchoicesmass.com

- Honoring Choices Massachusetts (MA) is an independent non-profit whose mission is to help adults understand and exercise their right to plan for and get health care that honors their goals, values and choices.
- They provide Massachusetts-based information, resources, and “Tool Kits” for Health Care Proxy, MOLST, and other forms for consumers and care providers.
- Health Care Proxy forms are available in English, Spanish, Portuguese, Chinese, Russian, Vietnamese, Khmer, Arabic, Albanian, and Haitian-Creole.
- Honoring Choices maintains as listing of Community Partners across Massachusetts who can help consumers with Advance Care Planning.

☞ **Women’s Bar Foundation Elder Law Project**

617- 651- 2357

wbawbf.org/wbf-projects/elder-law-project

- Free legal assistance for eligible low income seniors to have an attorney help you to write up a will, health care proxy or power of attorney. Call the intake line for more information.

ADVOCACY

There are many agencies that provide advocacy on behalf of seniors. Advocacy can be focused on legislative action to secure a variety of benefits on a local, state or national level; resolving problems around a specific issue or for a specific population or individual. This list does not include the many organizations that are affiliated with specific health conditions.

☞ **AARP Fraud Helpline**

877- 908- 3360

Monday-Friday, 7:00am-11:00pm

- Free resource if you are concerned about a scam call, text or email.
- They offer tips on spotting and avoiding scams and fraud, actions to take if you have been victimized by fraud, guidance for family members concerned a loved one is being scammed, and referrals to law enforcement and other agencies that investigate and fight fraud.

☞ **Massachusetts Attorney General's Office:**

www.mass.gov/orgs/office-of-attorney-general-maura-healey

Elder Hotline: 1- 888- 243- 5337, TTY: 617- 727- 4765

Health Insurance and Financial Services: 1- 888- 830- 6277

- Hotlines are available Mon-Fri 9:00am-5:00pm and are staffed by senior volunteers.
- Call for information on elder concerns such as:
 - debt collection practices
 - home improvement
 - landlord/tenant issues
 - scam awareness
 - telemarketing

ADVOCACY

☞ Massachusetts Attorney General's Office (continued)

- The Attorney General's Office also provides dispute resolution services including free mediation and referral services.

☞ Newton- Brookline Consumer Office

Newton City Hall, 1000 Commonwealth Ave, Newton, MA
consumer@newtonma.gov

617- 796- 1292

- The Newton-Brookline Consumer Office mediates consumer complaints for Newton and Brookline residents against any business in cooperation with the Office of the Attorney General.
- Office hours are Monday - Friday, 9:30am-3:45pm.

☞ Beacon Patient Solutions, LLC

617- 651- 2140

www.beaconpatientsolutions.com

- Beacon Patient Solutions, LLC is the Brookline-based, private-pay-only patient advocacy practice of Ailene Gerhardt, Independent Certified Patient Advocate.
- Services include: help navigating the processes of diagnosis and treatment, coordination of care, support for informed medical decision making, help reading medical bills and understanding insurance coverage, and guidance for solo-agers.

ADVOCACY

☞ **Boston Center For Independent Living (BCIL)**

617- 338- 6665, TTY: 617- 338- 6661

www.bostoncil.org

- BCIL works with all people (regardless of age) who identify as disabled. Their services are open to people with any disability/disabilities, free of charge.
- They provide advocacy and coordinate services for people with disabilities in areas such as housing, healthcare, personal care, and transportation.

☞ **Brookline Community Aging Network (BCAN)**

617- 730- 2777

www.BrooklineCAN.org

- BCAN is a volunteer-driven group, sponsored by the Council on Aging.
- BCAN calls attention to the aspects of Brookline that already make it an outstanding community for seniors while also improving Brookline through the Livable Community Advocacy Committee.
- This committee of volunteers is working on issues such as tax relief for low income seniors; elder-friendly parks, pedestrian sidewalks, and crossings; availability and accessibility of public restrooms in commercial districts; housing options for older residents; and caregiver parking.

☞ **Brookline Council on Aging**

93 Winchester St, Brookline, MA 02446

617- 730- 2777

www.brooklinema.gov/245/Council-on-Aging

ADVOCACY

☞ **Brookline Council on Aging (continued)**

- The Brookline Council on Aging is a Town of Brookline agency responsible for planning, coordinating and providing comprehensive social services for Brookline residents age 60 and older.
- The Council on Aging is a proud member of a number of advocacy groups on a local, state and national level working to secure a variety of rights and benefits for seniors.

☞ **(Massachusetts) Executive Office of Elder Affairs (EOEA)**

800- AGE- INFO; TTY/ASC11: 800- 439- 2370

- EOEA is the state agency which regulates the Aging Service Access Points; assisted living facilities; the prescription drug program; and administers the Long Term Care (nursing home) Ombudsman Program.

☞ **Health Law Advocates**

One Federal Street, 5th Floor, Boston, MA 02110

888- 211- 6168

www.healthlawadvocates.org

- HLA provides health-related legal advocacy for financially stressed individuals and families.
- Their primary areas of expertise are:
 - challenging denials of health insurance enrollment (commercial and public insurance)
 - fighting denials of coverage for specific health care services
 - protecting patients from illegal medical billing and collection practices

ADVOCACY

☞ **Health Law Advocates (continued)**

- obtaining access to health care through state agencies and school systems.
- To be eligible for legal assistance through HLA, an individual must have either a low household income based on Federal Poverty Guidelines (ask for current numbers), lack financial assets to hire a lawyer, or have medical expenses that have exhausted their financial resources.
- When you call Health Law Advocates, if it is possible, please gather:
 - copies of medical bills
 - information about your health insurance plan
 - information about your family size and income
 - information about any prior attempts to solve your issue (with names of people you have contacted and notes from those conversations, if available)

☞ **LIVANTA, LLC Medicare Help Line**

10820 Guildford Road, Suite 202, Annapolis Junction, MD 20701

866- 815- 5440; TTY: 866- 868- 2289

Quality Fax: 844- 420- 6671; Appeals Fax: 855- 236- 2423

www.bfccqioarea1.com

- Livanta (replacing MassPro) is a Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).
- Call their Medicare Help Line (866-815-5440) with Medicare quality of care complaints, to appeal a notice that the hospital intends to send you home when you believe you should stay, or to appeal a notice that a medical treatment (such as rehabilitation, nursing homes,

ADVOCACY

☞ **LIVANTA, LLC Medicare Help Line (continued)**

- home health care, or hospice care) is going to end when you believe you still need those services.
- When you call Livanta, they will need your name, Medicare number, address and phone number, date of birth, date of service and the full name and contact information of the health care professional.
 - **Complaints:** Monday - Friday: 9:00 am - 5:00 pm
 - **Appeals:** Monday - Friday: 9:00 am - 5:00 pm,
Weekends & Holidays: 11:00 am - 3:00 pm.
 - **24 hour voicemail service is available**
- You may also download the Medicare Quality HelpLine App, which connects callers directly to a nurse. It is available at no charge from the Google Play Store (Android) or the iPhone's App Store.

☞ **Long Term Care Ombudsman Program (at Springwell)**

307 Waverly Oaks Rd., Suite 205, Waltham, MA 02452

617- 926- 4100, Ask for: Ombudsman Program Manager

www.springwell.com/service/ombudsman-program

- Long Term Care Ombudsmen regularly visit nursing homes and act to improve the quality of care for residents, resolve concerns and advocate for residents' rights.
- They also are a resource for individuals and families looking for information about facilities.

ADVOCACY

☞ **Lundberg Health Advocates, LLC**

124 Vernon Street, Newton, MA 02458

617- 651- 1078

www.lundberghealthadvocates.com

brita@lundberghealthadvocates.com

- Lundberg Health Advocates, LLC is a private-pay-only health advocacy service run by Dr. Brita Lundberg, an infectious diseases specialist and internist.
- She provides information and support to individuals, caregivers, and loved ones about medical diagnosis and treatment, medical decision-making, coordination of care, and illness-related issues with health insurance/billing and employment.
- Dr. Lundberg is especially interested in diagnostic dilemmas and supporting clients as they decide among multiple treatment options.

☞ **Mass Association of Older Americans (MAOA)**

19 Temple Place, 4th Floor, Boston, MA 02111

617- 426- 0804, Executive Director: Chet Jakubiac

www.maoamass.org

- MAOA is an advocacy organization which provides education, advocacy, and action on issues impacting seniors.

☞ **Mass Senior Action Council**

108 Myrtle Street Suite 112, Quincy, MA 02171

617- 284- 1234

www.masssenioraction.org

info@MassSeniorAction.org

ADVOCACY

☞ **Mass Senior Action Council (continued)**

- Mass Senior Action Council is a grassroots, senior-run organization that seeks to empower seniors and others to act collectively to promote the rights and well-being of older adults and the rights and well-being of other vulnerable populations.

☞ **Massachusetts Senior Medicare Patrol Program**

Elder Services of the Merrimack Valley, Inc.

280 Merrimack Street, Suite 400, Lawrence, MA 01843

800- 892- 0890

masmp.org

Help@MASMP.org

- The Massachusetts Senior Medicare Patrol Program can help you understand Medicare Summary Notices (MSN) and Explanations of Benefits (EOB). They can also help guide you in dealing with questionable medical charges.
- If you or someone you know has received a Medicare Summary Notice (MSN), explanation of benefits (EOB) or medical bills with questionable charges, call the MA SMP Program at **800- 892- 0890** or email Help@MASMP.org.

☞ **Medicare Advocacy Project (MAP)**

MAP Legal Services; Greater Boston Legal Services

800- 323- 3205; 866- 778- 0939

www.medicareadvocacy.org

- MAP helps anyone who may have been unfairly denied Medicare. MAP can give you the information to learn more and get the help you may need. The MAP legal services office for Brookline is at Greater Boston Legal Services.

ADVOCACY

☞ **National Council on Aging (NCOA)**

1901 L Street NW 4th Floor, Washington, D.C. 20036

www.ncoa.org

- NCOA is a national advocacy organization focusing on improving the health and economic security of older Americans.

☞ **Sirona Health Advocates, LLC**

1295 Beacon Street, Suite 862, Brookline, MA 02446

617- 651- 1990

sironahealthadvocates.com

- Boston Health Advocates, LLC is a Brookline-based private-pay-only health advocacy service run by Dr. Stacey Batista.
- She provides information and support to individuals, caregivers, and loved ones about medical diagnosis and treatment, medical decision-making, coordination of care, and illness-related issues with health insurance/billing and employment.
- Dr. Batista works closely with clients to better understand what their diagnosis means, what their current health status is, and what their options are based on their values and priorities.

ASSISTED LIVING RESIDENCES

Assisted Living Residences (ALRs) combine private "apartment style" living (usually including private bathrooms and kitchenettes) with a variety of supportive services such as meals, assistance with personal care (i.e., bathing, dressing), housekeeping, and social programming. Generally, some or all of these services are included in the monthly rental fee.

Monthly rental fees vary depending on the size of your unit and the additional services included, but can range from \$3,000 to \$7,000 **or more**. Services vary widely among ALRs. It is important to make a list of the services most helpful to you and to then contact individual residences regarding availability and cost.

Historically, Assisted Living Residences have required residents to private-pay. However, if you qualify for the Group Adult Foster Care (GAFC) program, MassHealth (Medicaid) may now cover costs at some ALRs. **Contact MassHealth (800- 841- 2900) for eligibility criteria for the GAFC program.**

Many ALR's have a few units reserved for individuals who meet certain (low) income criteria. There is often a waiting list for these units. Individuals who qualify will pay a reduced monthly fee for their unit.

In Massachusetts, ALRs are regulated by the Executive Office of Elder Affairs (EOEA).

ASSISTED LIVING RESIDENCES

If you would like more information, please contact:

☞ **Massachusetts Assisted Living Association (MassALA)**

www.mass-ala.org

781- 622- 5999

- Provides general information on Assisted Living and other types of housing for seniors, as well as a listing of ALRs in Massachusetts.

☞ **New Lifestyles**

877- 881- 7907

www.newlifestyles.com

- Provides information on senior housing options and criteria for selecting the type of housing that is right for you. A free guide to local resources is available by request.

LOCAL ASSISTED LIVING RESIDENCES

* indicates that the ALR advertises a memory unit

☞ **Benchmark Senior Living: Chestnut Park @ Cleveland Circle**

50 Sutherland Road, Brighton

617- 566- 1700

www.benchmarkseniorliving.com/senior-living/ma/brighton/chestnut-park-at-cleveland-circle

☞ **Cadbury Commons***

66 Sherman Street, Cambridge

617- 868- 0575

www.cadburycommons.com

ASSISTED LIVING RESIDENCES

LOCAL ASSISTED LIVING RESIDENCES (continued)

* indicates that the ALR advertises a memory unit

 **Edelweiss Village**

2222 Centre Street, West Roxbury

857- 547- 2000

www.edelweissvillage.org

 **Evans Park at Newton Corner***

430 Centre Street, Newton

617- 454- 4431

www.evansparkatnewtoncorner.com

 **Goddard House***

165 Chestnut Street, Brookline

617- 731- 8500

www.goddardhouse.org

 **Landmark at Longwood***

63 Parker Hill Avenue, Boston

617- 975- 0110

landmarkseniorliving.com/communities/longwood

 **Maplewood at Weston***

90 Norumbega Rd, Weston

781-728-3040

www.maplewoodatweston.com

ASSISTED LIVING RESIDENCES

LOCAL ASSISTED LIVING RESIDENCES (continued)

* indicates that the ALR advertises a memory unit

☞ **Providence House Senior Living Community***

180 Corey Road, Brighton

617- 731- 0505

www.coreypark.com

☞ **The Residence at Watertown Square***

20 Summer Street, Watertown

617- 606- 9189

sales@residencewatertown.com

www.residencewatertown.com

☞ **Rogerson House***

434 Jamaicaway, Boston

617- 983- 2300

www.rogeronhouse.org/assisted-living

☞ **Springhouse***

44 Allandale Street, Jamaica Plain

617- 522- 0043

www.springhouseboston.org

☞ **The Falls at Cordingly Dam***

2300 Washington Street, Newton

617- 454- 4808

www.fallsatcordinglydam.com

ASSISTED LIVING RESIDENCES

LOCAL ASSISTED LIVING RESIDENCES (continued)

* indicates that the ALR has a memory unit

☞ **VNA of Eastern MA Assisted Living Community**

259 Lowell Street, Somerville

617- 776- 9800

www.vnaem.org

☞ **Wingate Residences at Boylston Place**

615 Heath Street, Chestnut Hill

617- 244- 6400

wingatehealthcare.com/location/wingate-residences-at-boylston-place

☞ **Youville Assisted Living***

1573 Cambridge Street, Cambridge, MA

617- 491- 1234

www.youvilleplace.org

ASSISTED LIVING WITH SPECIALIZED OPTIONS:

☞ **Adelaide of Newton Centre***

157 Herrick Rd., Newton

617- 631- 8125

www.benchmarkseniorliving.com/secondary/ma/newton/adelaide-of-newton-centre

- **Memory care- only** Assisted Living Residence.

ASSISTED LIVING RESIDENCES

ASSISTED LIVING WITH SPECIALIZED OPTIONS (continued)

* indicates that the ALR has a memory unit

☞ **Golden Pond***

50 W Main St, Hopkinton

508- 435- 1250

goldenpondal.com

- Traditional Assisted Living with options for dementia, movement disorders and behavioral health needs.

☞ **Robbie's Place: a Care Solutions Program**

400 Hemenway Street, Marlborough, MA

508- 573- 1200

www.robbiesplaceassistedliving.com

- Robbie's Place combines the amenities of Assisted Living with specialized professional care for individuals with psychiatric disorders.

BEREAVEMENT SUPPORT

Grief following loss is a natural, healthy reaction. Bereavement groups offer grieving individuals an opportunity to benefit from the mutual support of others who have also experienced a loss.

Sharing your thoughts and feelings about your loved one and the loss can be a wonderfully healing experience.

Some things to remember:

There is no timetable for grieving. The amount of time it takes to grieve the death of a loved one varies from individual to individual and may be related to the length of time you have known the deceased and how closely you were involved with them.

The first year may be particularly difficult as the holidays, birthdays and anniversaries pass. These occasions often cause a great deal of distress in that our loved one is no longer physically here to share in these happy times with us.

You may also experience unexpected feelings of denial, anger, guilt, and relief related to your loss. These are all normal feelings associated with grieving.

As the grieving process progresses, you will have good days and bad days. In time, you should start to feel some relief from the sadness.

Prolonged eating or sleeping disturbances, difficulty concentrating, lack of energy and intense feelings of sadness may be indicators that your grief has turned to depression. If you think you may be experiencing symptoms of depression related to the loss of a loved one, please contact your health care provider to discuss treatment options.

BEREAVEMENT SUPPORT

If you would like more information on bereavement support, please contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline

617- 730- 2777, Contact: Michael Allen

- Offers periodic bereavement groups according to needs and interest of community members.

☞ **Facing Cancer Together (FCT)**

410 Washington Street, Brighton, MA

617- 332- 5777, Contact: Nancy Gaulin

facing-cancer.org

- FCT offers a twice-monthly support group for adults who have lost loved ones to cancer. Call for more information and to register.

☞ **Fenway Health LGBT Bereavement Groups**

617- 313- 6578, Contact: **Bob Linscott**

fenwayhealth.org/the-fenway-institute/lgbt-aging-project/

- LGBT Bereavement Groups are funded by the Massachusetts Department of Health and the LGBT Aging Project at Fenway Health. Call to find and register for a support group.

☞ **Good Shepherd Community Care**

2042 Beacon Street, Newton, MA

617- 969- 6130

www.gscommunitycare.org

BEREAVEMENT SUPPORT

☞ Good Shepherd Community Care (continued)

- Good Shepherd Community Care is a non-sectarian hospice organization offers community resources, workshops, programs, and specialized bereavement support groups including but not limited to grieving the loss of a spouse/partner, adults mourning the death of a parent, mourning the death of an adult child, and grieving the death of a relative or friend.

☞ Hebrew SeniorLife Hospice

781- 234- 9950, Contact: Rabbi Amy Goodman

- Hebrew SeniorLife offers grief and bereavement services to HSL Hospice patients and families at the end of a patient's life and in the 13-month period following their death.

☞ Jewish Family and Children's Services

1430 Main Street, Waltham, MA

781- 647- 5684, Contact: Barbara Sternfield

www.jfcsboston.org

- Jewish Family and Children's Services offers individualized grief counseling, a Daytime Drop-In Bereavement Support Group, as well as an 8-week support group, Grieving the Loss of a Loved One. Bereavement Support Groups are a service of the Betty Ann Greenbaum Miller Center for Jewish Healing.

BEREAVEMENT SUPPORT

☞ Pet Loss Support Hotline

Cummings School of Veterinary Medicine at Tufts University

508- 839- 7966

vet.tufts.edu/petloss

- Provides telephone support to those grieving the loss of a pet and offers information on other support resources.
- Hours of Operation: Mon-Fri 6:00 pm - 9:00 pm, 24 hour voicemail

☞ Steward Home Care & Hospice

888- 820- 1640

- Call for up-to-date details.

In addition to the resources listed, you may find resources available through your healthcare or hospice provider, funeral services, or your spiritual or cultural community to help you in your grieving process.

CAREGIVER RESOURCES

Caregiving, whether you are parenting, grandparenting, caring for a spouse or loved one with a physical or mental illness or disability, or working as a professional caregiver, can be a wonderful and fulfilling experience. It can also be overwhelming and a source of great stress.

Caregivers commonly experience feelings of guilt, embarrassment, helplessness, and anger. This stress can lead to feelings of exhaustion, resentment, or "burnout". The good news: with support, you can reduce stress and prevent or alleviate burnout.

- ✓ Don't be afraid to ask for help. Asking for help is a sign of strength.
- ✓ Speak to family, friends, or mental health professionals about your feelings or join a support group. Support groups can be particularly beneficial because you have the opportunity to share your experience with others who have experiences similar to your own.
- ✓ You will be able to provide better care for your loved one if you make sure all of your physical and emotional needs are being met. For many people, this means eating well, exercising, and getting plenty of sleep.
- ✓ Make a habit of engaging in an enjoyable activity every day.
- ✓ Try to stay positive. Instead of looking at what your loved one can no longer do, look at what he or she is still able to do.
- ✓ Find the humor in difficult situations when you can.

CAREGIVER RESOURCES

If you would like more information about support for caregivers, please contact:

☞ **Alzheimer's Association 24/7 Helpline**

800- 272- 3900

- Provides information, referral, and support via telephone to caregivers, people with memory loss, and health care professionals.

☞ **Alzheimer's Caregiver Support Group**

at Brookline Council on Aging

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- Daytime support group on the 4th Tuesday of each month and an evening support group on the 4th Thursday of each month for caregivers of individuals with Alzheimer's and other dementias.
- Group participation is free. You must register with the group leader before attending either group.

☞ **Caregiver Support Group at Goddard House**

165 Chestnut St., Brookline

617- 731- 8500

- Support group, led by Barbara Moscovitz, LICSW, meets the 4th Thursday of the month 7pm-8:30pm in the family dining room.

CAREGIVER RESOURCES

☞ **Facing Cancer Together**

410 Washington St., Brighton

617- 332- 5777

www.facing-cancer.org

- Offers support groups and other services for caregivers for people with cancer diagnoses.

☞ **Mass Commission on the Status of Grandparents Raising Grandchildren**

600 Washington St., 6th Floor, Boston

617- 748- 2454

www.massgrg.com

- Offers resources including support groups, financial and legal information for grandparents raising their grandchildren.

☞ **Rogerson Communities Support Group for Family Members**

434 Jamaicaway, Boston, MA 02130

617- 983- 2300

- Free community family/caregiver support group meets monthly on the 4th Wednesday of the month at 6:30pm.

☞ **Well Spouse Association**

800- 838- 0879

www.wellspouse.org

www.strengthforcaring.com

- Peer-run face-to-face support groups, telephone support groups, online forum for current and former spouses and partners of those with any chronic illness or disability. There is a membership fee.

CAREGIVER RESOURCES

PLEASE NOTE: Caregiver support groups for other specific health conditions may be available. For more information, try contacting organizations linked to these conditions such as the American Cancer Society or The Arthritis Foundation.

INFORMATION AND REFERRAL FOR SERVICES:

☞ Asian Caregiver Support @ Greater Boston Chinese Golden Age Center

677 Cambridge Street, Brighton, MA

617-789-4289

www.gbcgac.org

☞ Springwell (Area Agency on Aging)

307 Waverley Oaks Rd, Suite 205

Waltham, MA 02452

617-926-4100

www.springwell.org

- Springwell offers free information and referral services to caregivers as well as a lending library of relevant books and videos.
- Hours of Operation: Mon-Fri 8am-5pm

CAREGIVER RESOURCES

WEBSITES AND HOTLINES:

These websites and hotlines have tips and information for caregivers, as well as connections to online and in-person support. Ask a social worker, health care provider, or reference librarian about resources to meet your specific needs.

Alzheimer's Association: 800-272-3900, www.alz.org

Caregiver Action Network: 202-454-3970, caregiveraction.org

Caregiving.com: www.caregiving.com

Caring Bridge: a non-profit, ad-free website with patient and caregiver resources. Free web tools for communication, coordination of caregiving, and/or fundraising. www.caringbridge.org

Caring From a Distance: Dedicated to Serving the Needs of Long Distance Caregivers: cfad.org

Family Caregiver Alliance: 800-445-8106, www.caregiver.org

Lotsa Helping Hands Create Community (make a web page to organize meals and other help in a family or community): lotsahelpinghands.com

National Alliance for Caregiving: www.caregiving.org

National Caregivers Library: 804-327-1111, www.caregiverslibrary.org

CLEANING SERVICES

Cleaning companies generally do a range of housekeeping tasks such as laundry, bathroom/kitchen cleaning, and vacuuming. Some companies will also provide assistance with window and/or carpet cleaning. Be sure to ask if the company provides cleaning supplies or equipment and if there are a minimum number of hours required.

The companies listed below do not cater exclusively to seniors. If you would like to work with an agency whose primary customer base is seniors, please refer to **Home Care Services**. Additional resources are listed under **Clutter Management**.

All businesses listed serve Brookline residents and will provide references upon request.

☞ **Fabiana's Cleaning Service**

617- 922- 2097

- The company can provide supplies, but usually uses the client's supplies.
- Cleaning services are offered on a one-time, daily, bi-weekly, or monthly basis. Rates vary. Free estimates are available.

☞ **Houseworks**

617- 831- 2250, Contact: Bob Severino

www.house-works.com

- Heavy chore services: \$75/hour per person with a two hour minimum.
- Handyperson services: \$85 per hour per person with a two hour minimum.
- Homemaking and Personal Care (PCA) services are also available: call **617- 928- 1010**.

CLEANING SERVICES

☞ Better View Cleaning Services (Framingham)

508- 872- 3767

betterviewcleaningservices.com

- Handyperson services and garage/basement clean-outs. Service available on a one-time and regularly scheduled basis. Rates vary. Free estimates.

☞ The Maids

617- 969- 1525

- Company provides all supplies/equipment. Regularly scheduled cleaning rates vary depending on the size of home, including number of rooms, pets, and frequency of service. Free estimates are available.

☞ The Needham Cleaning Ladies

781- 449- 6552

- One-time OR first-time cleaning is \$85 per hour. A fixed rate is offered for regularly scheduled cleaning. Company will provide supplies/equipment to seniors upon request.

☞ Service Master

800- 783- 0552

www.svmgilmore.com

- Disaster restoration services only (i.e., fire, mold, water damage, sewage, odor removal and hoarding). Rates vary.

☞ Teresa's Housecleaning

781- 449- 7281

- Cleaning on a one-time, weekly, and bi-weekly basis. Rates vary. Free estimates.

CLUTTER MANAGEMENT

Clutter is “too much stuff” in too little space. Getting rid of clutter can be satisfying, but it may present emotional challenges. With help, you can make your personal space safer and more livable.

People accumulate and hold on to clutter for a variety of reasons, but too much clutter can cause real problems. If you need to move piles of items off of your chairs or beds to sit or lie down, or if your bills don't get paid because they are lost in piles of mail or paperwork, clutter is hurting your quality of life.

Many people who live with too much clutter become so used to it that they don't notice it anymore. If you think your clutter may be a problem but aren't sure, ask a trusted friend, family member, or professional.

Clutter can be a health and safety risk. For example, items piled on or around a stovetop or electrical outlets may cause a fire. In an emergency, excessive clutter may put you, your neighbors, and rescue personnel at risk of injury or death.

Local government or property managers may take legal action to protect individuals and the community from risks posed by severe clutter. Actions could include a court order to clean up a property, or condemnation of an apartment, condo, or house if it fails to meet fire safety and sanitary codes.

It helps to work together. Letting someone declutter without your input may leave you feeling regret, loss, or lack of control. Working with someone who is not emotionally attached to your belongings may empower you to make hard decisions. Your helper may be a friend, family member or a paid professional.

CLUTTER MANAGEMENT

GENERAL TIPS FOR TACKLING CLUTTER

- ✓ **It doesn't matter where you start.** You may feel more motivated to start in a room that you use more often, but it is up to you. The best place to start is wherever you want to!
- ✓ **Break projects down into manageable parts.** For example, you can sort through one drawer at a time instead of tackling the whole dresser. You can start by clearing off the kitchen table instead of trying to reorganize the whole kitchen. Finishing a small task can motivate you to keep working.
- ✓ **Schedule a fixed amount of time to work on your task.** Decluttering requires not just work, but decision-making, which can be tiring and overwhelming. If you burn yourself out in one day, you will be less likely to stick with the process.
- ✓ **Set up 3 big boxes or trash bags labeled: Keep, Donate/Give away, and Trash.** Keep it simple. If you have the motivation or help to follow through, you can add a fourth **time-limited** category for items to be sold on eBay or Craigslist. **If you don't sell those items, they are clutter.**
- ✓ **Employ a "one touch" rule.** Only handle an item once to decide in which pile it belongs. **There is no "I'll decide later" pile.** As challenging as it may be, you must make a commitment to yourself that you will not second guess your decisions. Respect your own judgment; do not move items from one pile to another.
- ✓ **Ask for help.** Depending on the size of the job, it may be too overwhelming for you to handle on your own. Asking for help is a reflection of strength and willingness to seek positive change.

CLUTTER MANAGEMENT

INFORMATION

- ❧ **Buried in Treasures: Compulsive Acquiring, Saving and Hoarding** by David Tolin, Randy Frost, and Gail Steketee is a SELF-HELP BOOK written by some of the foremost leaders in the field of compulsive hoarding.

- ❧ **Digging Out: Helping your Loved One Manage Clutter, Hoarding and Compulsive Acquiring** by Michael A. Tompkins, and Tamara L. Hartl is a book written for family and friends of people who struggle with clutter.

- ❧ For more information, consult reputable websites, including:
 - www.lifeorganizers.com
 - hoarding.iocdf.org
 - www.squalorsurvivors.com

PROFESSIONAL ORGANIZING SERVICES

- ❧ **The Move Maven**
617- 455- 1964, Contact: Karen Zweig
karen@movemaven.com
www.movemaven.com
 - Helps sort through your possessions with you to determine what to keep, sell, donate or discard. Arranges quick and profitable sales of appropriate items.
 - Suggests creative ways of preserving memories while letting go of belongings.
 - Assists with moving and moving day oversight.

CLUTTER MANAGEMENT

PROFESSIONAL ORGANIZING SERVICES (continued)

☞ **Diana's Domestic Therapy**

617- 312- 8304

lopezdiana053@gmail.com

- Professional organizer and declutterer specializing in people with ADD, OCD, bi-polar and grief issues.
- Habla español. Ela fala português.
- Three hour minimum; call for current rates.

☞ **Organizing Specialists and Senior Downsizing, LLC**

978- 828- 1683

www.organizingspecialists.com

☞ **Sort It Out (Newton)**

617- 332- 7500

www.sortitoutnow.com

- Professional organizing and move management services

CLEANING & HEAVY CHORE SERVICES

☞ **Bio- One**

617- 539- 2709

www.bioone-boston.com

- Specialized cleaning, disinfecting and disposal of bio-hazardous waste (including bodily fluids). They work with most home insurance carriers.

CLUTTER MANAGEMENT

CLEANING & HEAVY CHORE SERVICES (continued)

☞ **Clean Out Your House**

781- 966- 0968

www.cleanoutyourhouse.com

- Clear-out services; consignment and donation options available

☞ **EnviroClean Restore**

888- 231- 3130

www.ecrestore.com/services/hoarding-cleanup

☞ **Houseworks**

617- 928- 1010, 800- 928- 3313 Contact: Bob Severino

www.house-works.com

- Heavy chore services: \$75/hour. Lower rates for those directly referred by social services. Specializing in severe hoarding situations.

☞ **Service Master**

800- 737- 7663

www.servicemaster.com

- Disaster restoration services only (i.e., fire, mold, water damage, etc.). Rates vary.

☞ **1- 800- GOT- JUNK**

www.1800gotjunk.com

- Clear-out services only

CLUTTER MANAGEMENT

SHREDDING SERVICES



Shred- it

888- 750- 6450

www.shredit.com/en-us/service-locations/boston

- Provides secure pick up and off-site shredding services as well as hard drive and media destruction to individuals and businesses.

DONATION SITES (see DONATIONS)

CLUTTER MANAGEMENT

CLUTTER MENTAL HEALTH SUPPORT

☞ The Brookline Community Mental Health Center

41 Garrison Road, Brookline, MA

617-277-8107

www.brooklinecenter.org

- Offers individual, couples, family and group psychotherapy services to adults and children.
- Staff includes licensed psychologists, social workers, psychiatrists, nurses, mediators, and educators.
- Psychopharmacology for adults and children, mediation services and community outreach services are also available.

☞ Children of Hoarders

www.childrenofhoarders.com

- All volunteer online support organization for adult children of hoarders.

☞ Clutterers Anonymous (local meetings)

27 Maple Street, Arlington, MA (Arlington Senior Center)

300 Massachusetts Avenue, Arlington, MA (Calvary Church)

clutterersanonymous.org

- Follows a 12-step model inspired by Alcoholic Anonymous.
- Meetings take place Wednesdays from 7:15pm-8:30pm at Calvary Church in Arlington.
- Phone meetings and phone activity sessions are available.

COMPANIONSHIP AND FRIENDLY VISITING

Companionship service is typically a paid service provided by an agency on an hourly basis. Companionship may include conversation as well as help with tasks such as shopping, meal preparation or outings.

Friendly visitors are usually volunteers who visit seniors on a regular basis (often weekly) to offer friendship. Friendly visiting service is free. Agencies may have a list of activities that volunteer visitors can do to help seniors.

COMPANIONSHIP:

☞ Home and Escort Linkage Program (HELP)

Brookline Council on Aging

617- 730- 2752

- Available to Brookline residents age 60 of older
- Initial home visit by HELP program representative is required to enroll
- Workers can provide companionship and limited transportation to appointments, shopping, events, etc.
- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.

FRIENDLY VISITORS:

☞ FriendshipWorks

105 Chauncy St Boston, MA

617- 482- 1510

www.fw4elders.org

- FriendshipWorks matches older adults in Brookline and Boston with volunteer Friendly Visitors, Walking Buddies, MusicWorks visitors, Friendly Helping, Relaxing through the Arts, and other volunteer-based programming.

COMPANIONSHIP AND FRIENDLY VISITING

FRIENDLY VISITORS (continued):

☞ **Jewish Family & Children's Services**

781-647-5327, Contact: Sue Spielman

www.jfcsboston.org/Our-Services/Older-Adults/

- From the JF&CS website: "The Friendly Visitor Program matches trained volunteers with isolated or vulnerable elders to provide companionship, promote aging with dignity, and offer a treasured connection to the Jewish community. With the help of volunteers, the program also provides holiday gatherings for vulnerable elders receiving services from JF&CS."

☞ **Springwell**

617-926-4100

www.springwell.com/service/friendly-visitor-program

- From the Springwell website: "Friendly Visitor volunteers are matched with a senior and visit on a regular basis, weekly or every other week for one to two hours. They can go for walks, fix a light snack, run brief errands, and read or help write letters. Because they are volunteers, Friendly Visitors do not help with bathing, managing money, or giving pills, but they will get emergency assistance if the need arises."

DENTAL RESOURCES

MassHealth covers some medically necessary dental services for adults including checkups, x-rays, cleanings, some oral surgery, extractions, and dentures. Some of these services may require prior approval.

Most dental schools will offer a small discount on services. However, the reduced fees may still be costly for many individuals. It is also important to be aware that the work done at dental schools is generally performed by dental students who are supervised by dental instructors. Dental schools also generally expect payment at the time services are rendered.

Free or reduced cost dental services may also be available through local community health centers if you qualify for free care.

If you would like additional information, please contact:

☞ **MassHealth Dental Customer Service Line**

800- 207- 5019, TTY: (800) 466- 7566

www.masshealth-dental.net

- You can find information on MassHealth Dental benefits and a list of dentists who accept MassHealth on the MassHealth Dental website.

☞ **Boston University Goldman School of Dental Medicine**

100 East Newton Street, 1st floor, Boston, MA 02118

617- 358- 8300

www.bu.edu/dental

DENTAL RESOURCES

☞ **The Forsythe School of Dental Hygiene at Mass College of Pharmacy and Health Sciences**

101 Palace Road, Boston, MA 02115

617- 278- 2700

www.mcphs.edu/patient-clinics

☞ **Harvard Dental Center**

188 Longwood Avenue

Boston, MA 02115

617- 432- 1434

www.harvarddentalcenter.harvard.edu

☞ **Tufts University School of Dental Medicine**

One Kneeland Street, Boston, MA 02111

617- 420- 7250

www.tufts.edu/dental

☞ **Massachusetts League of Community Health Centers**

617- 426- 2225

www.massleague.org

- Provides information on local community health centers that offer dental services and accept free care.

PRIVATE DENTISTS

☞ **Dr. Yasmin Chebbi, DMD**

284 Harvard Street, Brookline

617- 684- 1883

- Home dental cleanings available

DISABILITY RESOURCES

As we age, we may experience changes in physical or mental ability such as decreased vision, hearing loss, arthritis, dementia or difficulty walking. People with disabilities commonly associated with age may not think of themselves as disabled. However, if changes in your physical or mental status affect your ability to cook, go shopping, drive, read, manage your finances, and/or engage in social activities, you may benefit from disability-related services.

While many organizations deal exclusively with the needs of seniors, the following organizations are for disabled adults of all ages. They may have additional information or recommendations that may help you cope with disability issues such as vision loss, hearing loss, or mobility limitations.

FOR INFORMATION ON WHEELCHAIRS AND OTHER MOBILITY DEVICES, SEE DURABLE MEDICAL EQUIPMENT

SEE ALSO: HEARING IMPAIRMENT and VISUAL IMPAIRMENT

For additional information, please contact:
--

 Boston Center for Independent Living

60 Temple Place, 5th Floor, Boston, MA 02111

617- 338- 6665

www.bostoncil.org

- Provides information and referral services for disabled people to live safely and independently in the community as long as possible.

DISABILITY RESOURCES

☞ **Boston Center for Independent Living (continued)**

- Provide skills training and peer mentoring for individuals adjusting to a disability.
- Assist in transition from Skilled Nursing Facilities back to independent living in the community.
- Advocates for the rights and participation of disabled people in public policy and in the community.

☞ **Disability Law Center**

11 Beacon Street, Suite 925, Boston, MA

800- 872- 9992

www.dlc-ma.org

- Provides **disability- related** legal advocacy and assistance to disabled Massachusetts residents.
- DLC **does not provide assistance with general legal issues** such as divorce or estate planning.

☞ **Mass. Assistive Technology Loan Program @ Easter Seals**

89 South Street, Boston, MA 02111

800- 244- 2756 (for the Assistive Technology Regional Center, call x634, Catherine Bly)

www.easterseals.com/ma/our-programs/assistive-technology/loan-programs.html

- Provides low interest cash loans to disabled people and their families to purchase assistive technology devices such as adaptive computer equipment, hearing aids, wheelchairs, vehicle modifications and more.
- The **Assistive Technology Regional Center** offers an opportunity to try out various assistive technology devices, some of which can be borrowed short-term for free.

DISABILITY RESOURCES

☞ Massachusetts Disabled Persons Protection Commission

800- 426- 9009 (V/TTY) Suspected abuse hotline

617- 727- 6465 (V/TTY) Administrative line

- Investigates allegations of abuse or neglect against physically and/or mentally disabled people ages of 18-59. Hotline is available 24 hours per day, 7 seven days per week.
- A separate agency is responsible for abuse allegations against those over 60 years of age (see elder abuse).

☞ Massachusetts Equipment Distribution Program

151 Campanelli Drive, Suite A, Middleborough, MA 02346

800- 300- 5658 Voice & TTY

www.mass.gov/eopss/agencies/massedp/

- Massachusetts offers specialized telephone equipment for residents who have hearing, vision, cognitive, speech or mobility impairments.
- Equipment is available at free or reduced costs based on financial guidelines.
- Applicants must have a permanent disability that affects the use of a home telephone, certified by a physician, audiologist, speech pathologist, ophthalmologist, optometrist, or neuropsychologist.

☞ Massachusetts Home Modification Loan Program

Metropolitan Boston Housing Partnership (in Greater Boston)

617- 425- 6637

www.metrohousingboston.org

DISABILITY RESOURCES

☞ **Massachusetts Home Modification Loan (continued)**

- State funded program that provides loans to elders or other disabled individuals to modify their homes for improved access (i.e., installation of ramps, railings, grab bars, shower stalls, etc.)
- Metropolitan Boston Housing Partnership is the agency that assists individuals in the Greater Boston area with the application/loan process.
- You may be eligible for a loan if:
 - ✓ You are a disabled homeowner or you provide the primary residence for a disabled family member or tenant. Only the homeowner may apply for the loan.
 - ✓ You meet specified income guidelines.
 - ✓ Modifications are necessary for the disabled individual to remain at home and relate to their ability to function on a *daily* basis.
- ☞ You cannot obtain a loan for the same property more than once and you will not be reimbursed for modifications that have already been made.

☞ **MATCH (Maximize Assistive Technology in Consumers' Hands)**

Massachusetts Rehabilitation Commission

600 Washington Street, Boston, MA 02111

617- 204- 3851, TTY: 617- 204- 3815

info@massmatch.org

www.massmatch.org/index.php

- MassMATCH is a federally funded program to promote the use of assistive technology and AT services to help disabled people achieve independence and equal participation in all activities.

DISABILITY RESOURCES

∞ MassMATCH (continued)

- MassMATCH runs DME REquipment, a program to re-home used durable medical equipment.

∞ Massachusetts Office on Disability

One Ashburton Place, Room 1305, Boston, MA 02108

617- 727- 7440 (V/TTY)

800- 322- 2020 (V/TTY)

www.mass.gov/mod/

- Advocates for public policy changes around civil rights for disabled individuals, especially around issues of accessibility
- Provides information and referral services to disabled individuals.

∞ Massachusetts Options

844- 422- 6277

www.massoptions.org

- Provides free resource information linking elders, disabled people, and their caregivers and family members with community services and supports.
- The goal of community-based services and supports is for elders and disabled people to safely live as independently as they want for as long as possible in the setting of their choice.

∞ Massachusetts Registry of Motor Vehicles Medical Affairs

857- 368- 8020

www.mass.gov/disability-plates-and-placards

DISABILITY RESOURCES

- **Mass RMV Medical Affairs (continued)**
 - Provides HP license plates/placards to medically certified disabled individuals.
 - Applications require a Massachusetts licensed physician, chiropractor or nurse practitioner's signature.
 - You can request an application via telephone or print an application from the website.
 - For more details, see: Transportation and Auto Services.

- **Massachusetts Rehabilitation Commission (MRC)**

600 Washington St., Boston

800- 245- 6543

 - MRC is responsible for Vocational Rehabilitation, Community Services and disabled eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits.

- **New England Index**

800- 642- 0249, TTY: 800- 764- 0200

www.disabilityinfo.org

 - Information about programs, agencies and health care providers that specialize in working with disabled people.

- **Operation Independence Accessibility**

325 School Street, Watertown, MA 02472

617- 923- 4545

www.operationindependence.net

 - Home modifications services that range from installing grab bars or ramps accessibility renovation for kitchens and bathrooms. They also install stair chairs and stairlifts.

DONATIONS

Why donate unwanted or unused items?

- ✓ **DECLUTTER** your living space
- ✓ **HELP** individuals and organizations
- ✓ **REDUCE** waste in our landfills

How to donate:

- ✓ **BE FLEXIBLE:** you may need to contact several agencies to find homes for your donated items.
- ✓ **CALL** or **CHECK WEBSITES** for donation "wish lists."
- ✓ Find out where you need to drop your donations, or whether you can arrange for pickup.
- ✓ **ONLY DONATE ITEMS IN GOOD CONDITION.** Only give items you would be happy to receive yourself!
- ✓ **TAX DEDUCTIONS** are available for donations made to §501(c)(3) organizations, public charities which the Internal Revenue Service has determined to be tax-exempt. To verify an organization's qualified status, you can contact the MA Public Charities Division at (617) 727-2200, ext. 2101 or the IRS Tax Exempt/Government Entities Customer Service at 1-877-829-5500.

Churches, synagogues, temples, mosques, and governments are not required to register with the Non-Profit Organizations/Public Charities Division or apply to the IRS for tax-exempt determination. Regardless, donations to these institutions are tax deductible.

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - DROP OFF

☞ **Boomerangs**

716 Centre Street, Jamaica Plain

(other locations in W. Roxbury, Cambridge, and the South End)

617- 524- 5120

www.shopboomerangs.org/donations

- Boomerangs accepts in-person donations of clothing, jewelry, books, music, and small household items. Please consult their website for donation dos and don'ts.
- Proceeds from Boomerangs' sales go to the AIDS Action Committee.

☞ **Brookline Council on Aging/ Brookline Senior Center Gift Cart**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777 (to donate cell phones)

617- 730- 2770 (donations for the gift cart)

- The Council on Aging accepts donations of old cell phones. Phones are recycled and the Senior Center receives a cash donation in return to support programs and services.
- The Gift Cart accepts small gift items such as vases, picture frames, scarves, figurines, costume jewelry, and greeting cards; may also accept some larger items. NO used clothing or electric appliances

☞ **Dress for Success Boston**

989 Commonwealth Avenue, Boston, MA 02115

617- 779- 2119

inventory@dfsoston.org

boston.dressforsuccess.org/get-involved/donate

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - DROP OFF

☞ **Dress for Success Boston (continued)**

- Dress for Success accepts donations of **FRESHLY DRY CLEANED** (ready to wear), **CURRENT SEASON, UP-TO-DATE** (no more than three years old) items from their **CURRENT BOUTIQUE NEEDS** list. All clothing must be on hangers.
- Donations are by appointment only.

☞ **Goodwill/Morgan Memorial**

965 Commonwealth Ave, Brighton

617- 254- 0112

www.goodwillmass.org/donations.html

- Goodwill accepts clothing, household items such as dishes and silverware, small working appliances, books, and antiques.

☞ **Rosie's Place**

889 Harrison Avenue, Boston, MA 02118

617- 442- 9322

www.rosiesplace.org/give/other_ways_to_give/donated_items_and_drives

- Call to ask what items are currently being accepted.
- Common items include: gently used bras, new full and travel sized toiletries, new and gently used towels, new (in package) underwear and socks, yoga pants, jeans and sweatpants, adult paperback books and all children's books, regular sized mugs, new slippers, new bathrobes, new t-shirts, and seasonal items such as coats, hats, scarves, and gloves.

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - DROP OFF

☞ **The Second Step**

P.O. Box 600213, Newtonville, MA 02460

617- 965- 3999 (main number)

617- 467- 5334 (volunteers & donations)

volunteer@thesecondstep.org

thesecondstep.org/faqs

- The Second Step accepts donations of small household items, working appliances, new bedding and new clothing as part of their comprehensive service for survivors of domestic violence. Please contact them to see what items are on their current Wish List.

☞ **Solutions at Work**

391 Everetze Way, Cambridge, MA 02141

617- 576- 0339

solutionsatwork.org/donate/drop-off-locations-and-hours

- Solutions at Work accepts a variety of children's items as well as ready-to-wear adult professional attire.
- Please call to check their current needs before you donate.

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - PICKUP

☞ **Big Brother Big Sister Foundation**

5 Mear Road, Holbrook, MA 02343

774- 776- 7200, 800- 483- 5503

www.bbbsfoundation.org/schedule-a-pickup

www.bbbsfoundation.org/faqs/acceptable-non-acceptable-items

ccaruolo@bbbsfoundation.org (for appraisal of high-end items)

- BBBS Foundation accepts donations of clothing, jewelry, knick-knacks, and small household items such as dishes, clocks, pots and pans.
- **NO FURNITURE**, bicycles, large appliances, infant items, or computers. Call with questions or check their website.

☞ **Boomerangs**

716 Centre Street, Jamaica Plain (and other locations)

617- 524- 5120

www.shopboomerangs.org/donations

- Boomerangs picks up clean furniture (minimum 2 items) in very good condition.
- Their furniture truck performs pickups in Greater Boston on Tuesdays, Wednesdays, and Fridays. **Appointments are scheduled up to 30 days in advance. ALL FURNITURE PICKUPS MUST BE BOOKED VIA THE WEBSITE.**
- They **DO NOT** accept exercise equipment, mattresses, large appliances, sleeper sofas, bedframes, china cabinets, or televisions 5+ years old. Their website has a listing of alternative agencies that may accept these items.
- Pickups are performed on 1st and 2nd floors (1 flight); above the 2nd floor must have an elevator big enough to move the pieces.

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - PICKUP

☞ **College Hunks Hauling Junk**

888- 689- 5999

www.goodwillmass.org/donations/48-hour-priority-pick-up.html
collegehunkshaulingjunk.com/donation-pickup/partners/

- College Hunks Hauling Junk perform a **fee- based** donation pickup service for Goodwill, Habitat for Humanity, and other charitable organizations.
- **MAKE SURE TO GET A WRITTEN ESTIMATE** and determine whether the estimate is binding or cost is subject to change.

☞ **Epilepsy Foundation of New England**

888- 322- 8209

donateclothes.epilepsynewengland.org

- The Epilepsy Foundation accepts donation of clothing, toys, and certain small household items. **They do not accept furniture, large appliances, infant items, or pet items.** Call or go online to schedule pickup.

☞ **Habitat for Humanity Greater Boston ReStore**

1580 VFW Parkway, West Roxbury, MA 02132

617- 327- 1170

habitatbostonrestore.org

ReStore@habitatboston.org

- The ReStore accepts appliances (less than 8 years old), building materials, furniture (no mattresses, sofa beds, futons, or hutches), hardware, home décor, and lighting. Call to make sure they will accept your items or to schedule free pickup for qualifying large items.

DONATIONS

CLOTHING, FURNITURE, AND ITEM DONATION - PICKUP

☞ **Salvation Army**

800- 728- 7825

satruck.org

- The Salvation Army takes cars, clothing, shoes, jewelry, furniture, household items, toys, and games. Call to arrange pickup.

☞ **Vietnam Veterans of Boston, Worcester, Pittsfield, and Greenfield**

800- 775- 8387

vva.org/pickup-locations/massachusetts

- The Vietnam Veterans of America accept clothing, baby items, small household items and appliances, TV's, radios, and tools. Call or go online to arrange pick up.

MEDICAL EQUIPMENT/SUPPLIES DONATION

☞ **ALS Association, Mass. Chapter Equipment Loan Program**

781- 255- 8884

www.als-ma.org

- Equipment is available for loan to individuals with a diagnosis of ALS. Program also accepts donations of wheelchairs. Please call for additional information.

DONATIONS

MEDICAL EQUIPMENT/SUPPLIES DONATION (continued)

☞ **Brookline Council on Aging Equipment Loan Fund**

93 Winchester Street, Brookline MA 02446

617- 730- 2752

- Accepts smaller, gently used, durable medical equipment such as canes, walkers, shower benches, commodes, bed boards, and grabbers. Please DO NOT drop items off without speaking to staff about whether your item is needed at this time.

☞ **Lion's Club Eyeglass Donation @ Brookline Senior Center**

93 Winchester Street, Brookline MA 02446

617- 730- 2770

DONATIONS

VEHICLE DONATION

For more information on donating a vehicle to charity, go to:
www.mass.gov/service-details/donating-a-car-to-charity

American Lung Association: 800-586-4872

American Diabetes Association: 800-232-6570

Franciscan Children's Hospital, Brighton: 800-568-8688

Habitat for Humanity Greater Boston: 877-277-4344

The Home for Little Wanderers: 800-240-0160, 617-927-0645

Jewish Family Service of MetroWest: 877-537-4227

Make-a-Wish MA & RI: 855-692-9474

MSPCA Angell: 877-618-7387

New England Shelter for Homeless Veterans: 617-371-1784

Salvation Army: 888-999-2769

(Public Radio)

Car Talk Vehicle Donation Program: 866-789-8627

WBUR: 855-928-7227

WERS: 877-937-7889

WGBH: 855-275-9424

WUMB: 855-986-2227

(Multiple Charities)

Melwood Charity Car Donation: charitycardonationcenter.org

Vehicle Donations to Any Charity: www.v-dac.com

DONATIONS

ONLINE RESOURCES:

☞ **Buy Nothing Project**

buynothingproject.org/find-a-group/

- The Buy Nothing Project is an online collection of super-local groups (usually found on Facebook) for people who want to save money and reduce waste by exchanging goods and services with neighbors.

☞ **Craigslist**

boston.craigslist.org/d/free-stuff/search/zip

- Online community forum in which individuals can post items they wish to give away. Exchange of goods is negotiated directly between the donor and another interested party.
- Please be sure to post items in the FREE section; Craigslist can also be used to sell items.

☞ **The FreeCycle Network**

www.freecycle.org

- Online form designed for the FREE exchange of reusable goods with the goal of reducing waste in landfills.

DRIVER SAFETY

Everyone experiences physical and mental changes as they age. For some people, these changes may impair their ability to drive safely. If you associate driving with independence and freedom, deciding to limit or stop driving can be difficult. Even having a conversation about whether or when to stop driving can be very emotional. Address the issue with someone you trust, such as a spouse, close friend, or physician, **before safety becomes an issue.**

Some people stop driving after getting a particular medical diagnosis. However, with or without a diagnosed medical condition, you might benefit from a reassessment of your driving skills to decide whether, when, and how to limit your driving. If possible, have a trusted person observe your driving habits over time to identify any **changes in driving behavior** that might signal a problem.

Many people who choose to keep driving adjust their habits and schedule to account for changes in ability. They may limit their driving to daylight hours, drive on roadways that are less traveled or at times when traffic is known to be lighter, and reduce the amount of time they spend on the road.

If you need to stop or limit your driving, consider alternate means of transportation available in your area.

Simply "taking away" someone's license or car does not guarantee that the person will stop driving. Make it a cooperative decision, if possible. It will be easier to stop driving if the people helping you make your decision respect your independence and dignity.

DRIVER SAFETY

For more information, please contact:

☞ **Mass. Registry of Motor Vehicles Division of Medical Affairs**
857- 368- 8020

www.mass.gov/rmv/medical

- Massachusetts RMV policy is made without regard to age.
- Massachusetts is a "self-reporting" state. It is **your responsibility** to tell the RMV if you have a condition that impairs your ability to drive safely and to stop driving as long as you are experiencing the impairment.
- There is **no legal requirement** for a doctor or a family member to report a licensed person who may be medically unfit to drive. However, you can report a medically unsafe driver in writing to the RMV. The RMV generally follows up by requesting information from the person's doctor.
- The RMV will accept reports from family members, friends, physicians, or other interested third parties from the community, but **they will not accept anonymous complaints.**

☞ **Beth Israel Deaconess Medical Center's DriveWise Program**
617- 667- 4074

www.bidmc.org/centers-and-departments/neurology/programs-and-services/cognitive-neurology/programs/drivewise-and-driveadvise

- Offers comprehensive evaluation of driving performance of individuals of all ages who may have impaired motor, cognitive, perceptual and/or sensory abilities.

DRIVER SAFETY

☞ BIDMC DriveWise Program (continued)

- Evaluation includes assessments from social work, neuropsychology, and occupational therapy, an on-the-road exam, and a follow-up with a social worker to review the program's recommendations.
- Some individuals may simply require educational materials or training to drive safely. If the evaluation shows that a person can't drive safely, the program provides information on alternative transportation and emotional support around the transition.
- DriveWise is primarily offered on a Fee-For-Service basis. Some (but not all) of the evaluation may be covered by health insurance.

☞ Brookline Adult and Community Education "Continuing to Drive Past 55" Course

www.brooklineadulthood.org

617- 730- 2700

- Geared towards people over 55 who want to rebuild their confidence behind the wheel.
- Four hours of classroom video and discussion and two hours of behind the wheel re-training help 55+ drivers refine existing skills and develop safer driving techniques.
- This course is not given in every session. Call to see if it is being offered currently.

DRIVER SAFETY

☞ Newton Wellesley Hospital Drive Safe Program

www.nwh.org/rehabilitation-services/occupational-therapy/drive-safe-program/drive-safe-program

617- 243- 6172

- Evaluations are conducted by an Occupational Therapist (OT); you need a physician's prescription to get an evaluation.
- Evaluations include comprehensive assessment of the visual, perceptual, cognitive, and physical skills necessary for driving as well as your knowledge of the rules of the road and driving safety.
- If you (the person being evaluated) demonstrate basic driving skills, the OT will set up a behind-the-wheel assessment conducted by a licensed driving instructor.
- Newton-Wellesley sends their recommendations to the doctor who referred you.

☞ Spaulding Rehabilitation Hospital Driving Assessment Program

spauldingrehab.org/conditions-and-treatments/pre-driving-evaluations

781- 843- 1145

- The evaluation, conducted by an Occupational Therapist, includes use of a driving simulator system with steering wheel, accelerator and brake pedals for reaction time testing.
- Evaluation also includes testing of your depth perception, motor planning and problem solving skills.
- Participant must complete vision testing prior to evaluation.

DRIVER SAFETY

☞ **American Automobile Association**

seniordriving.aaa.com

- Offers online access to a wealth of interactive material, expert advice, and helpful resources, including:
 - **AAA Roadwise Review:** A computer-based screening tool for older drivers to measure their functional abilities scientifically linked to crash risk.
 - **Smart Features for Mature Drivers:** A guide to help identify vehicle features that can assist drivers with visual, physical and mental changes that may accompany aging.

☞ **AARP Driver Safety**

www.aarp.org/families/driver_safety/

- Website provides information on local AARP driver safety education classes, warning signs related to when to limit or stop driving and resources on how to talk with family members about when to limit or stop driving.

DURABLE MEDICAL EQUIPMENT

Durable Medical Equipment (DME) is any medical equipment ordered by a physician, such as a cane, walker, wheelchair, grab bar, shower seat, or commode. DME may be covered by your health insurance if you have a **qualifying diagnosis** and your **physician and durable medical equipment supplier are Medicare providers**. Ask your physician whether you qualify for coverage for a particular piece of equipment. Call **800- 633- 4227** to find a Medicare-approved DME supplier.

It is better to have your doctor's office order equipment for you, so they may supply a **certificate of medical necessity** or prescription if needed. If your doctor does not think you will qualify for coverage, you may privately purchase most durable medical equipment.

Some organizations offer "recycled" DME for a small donation or delivery fee. High-demand items such as wheelchairs may have a waiting list, but it is a wonderful way to save money on costly items not covered by your health insurance.

NOTE: A three-in-one commode ("bedside" commode) is the **only** bathroom equipment covered by Medicare. **Other bathroom equipment** such as shower seats, grab bars, and hand-held showers **is not covered under your Medicare benefit, even if it is medically necessary** and ordered by a physician.

For Assistive Technology, see DISABILITY RESOURCES.

DURABLE MEDICAL EQUIPMENT

If you would like more information, please contact:

NEW DURABLE MEDICAL EQUIPMENT

☞ Allied Health Care of New England

469 Neponset Avenue, Boston, MA

617- 474- 9400

alliedhealthcarene.com

- Particularly focused on equipment for cancer, lymphedema, chronic venous insufficiency, and venous ulceration

☞ AM- PM Medical

1577 Commonwealth Ave, Brighton, MA

617- 562- 4400

☞ Bay State Medical Equipment Distributors and Supply

681 N. Main Street, Brockton, MA 02301

508- 427- 5772

www.bsmedonline.com

☞ Belmont Medical Supply

185 Belmont Street, Belmont, MA 02478

617- 484- 3888

www.belmontmedical.com

☞ Boston Orthopedic & Respiratory Equipment

175 Main Street, Charlestown, MA 02129

617- 337- 5133 or 800- 854- 6370

www.bostonorthoresp.com

DURABLE MEDICAL EQUIPMENT

NEW DURABLE MEDICAL EQUIPMENT (continued)

- ✿ **Cambridge Medical Supply**
218 Msgr O'Brien Highway, Cambridge, MA 02141
617- 876- 3810
cambridgemedsupply.com

- ✿ **ElderStore: Products to Improve Life**
888- 833- 8875
www.elderstore.com

- ✿ **Gary Drug Company**
59 Charles Street, Boston MA 02114
617- 227- 0023
www.garydrug.com

- ✿ **Living Better With Arthritis**
800- 654- 0707
www.aidsforarthritis.com

- ✿ **Medi- Health Care**
694 Washington St. Brookline, MA 02446
617- 278- 2900

- ✿ **Reliable Respiratory**
1504 Boston Providence Tpke, Suite 11A, Norwood, MA 02062
781- 551- 3315
reliablerespiratory.com

DURABLE MEDICAL EQUIPMENT

NEW DURABLE MEDICAL EQUIPMENT (continued)

☞ **Sullivan's Pharmacy and Medical Supply**

1 Corinth Street, Roslindale, MA 02131

617- 325- 0013 (for DME)

www.sullivanspharmacy.com

PREVIOUSLY USED DURABLE MEDICAL EQUIPMENT

☞ **ALS Association, Massachusetts Chapter**

781- 255- 8884, Contact: Eileen Garry

www.als-ma.org

- "Mel's Loan Closet" loans equipment to people with ALS who have no insurance or limited insurance. They also accept donations of certain DME. Please call for additional information. The AmRamp Loan Program installs ADA-compliant ramps for people with ALS.

☞ **Brookline Council on Aging Equipment Loan Fund (ELF)**

617- 730- 2752

- Accepts donations of gently used DME such as canes, walkers, shower benches, commodes, bed boards, and grabbers and redistributes them to people in need. Due to space limitations, the program cannot accept all items.
- **DO NOT drop items off without checking on whether or not your item can be used.**

DURABLE MEDICAL EQUIPMENT

PREVIOUSLY USED DURABLE MEDICAL EQUIPMENT (continued)

☞ **DME REquipment/ MassMATCH**

Massachusetts Rehabilitation Commission

600 Washington Street, Boston, MA 02111

508- 713- 9690, 800- 261- 9841, TTY: 617- 204- 3815

info@dmerequipment.org

dmerequipment.org

☞ **Liberty Mobility**

5 Church Street, West Warwick, RI 02893

401- 827- 8800

libertymobility@verizon.net

libertymobility.com

- Liberty Mobility sells pre-owned power wheelchairs, power mobility scooters, and parts. They accept trade-ins, and are available for after-hours appointments.

☞ **Masonic Hospital Equipment Loan Program**

500 West Cummings Park (Rear), Suite 1150, Woburn, MA 01801

781-322-1052

smd-help.org

- Massachusetts Freemasons collect and loan durable medical equipment including electric hospital beds, under mattress supports, Hoyer lifts, and electric wheelchairs.
- Open Saturdays 9am-12pm.

DURABLE MEDICAL EQUIPMENT

ACCESSIBLE VANS AND VEHICLES

☞ Ayers Handicap Conversion Center

440B East Squantum St., N. Quincy

617- 328- 0102

www.ayershandicapvans.com

ayershandicap@comcast.net

- Accessible vehicle conversions (hand controls, ramps, accessories)
- Courtesy evaluations

MEDICAL ID BRACELETS

☞ MedicAlert Foundation

800- 432- 5378

www.medicalert.org

- An engraved Medical ID bracelet shows information about your medical conditions that may be helpful to first responders if you have a medical emergency.
- For a yearly service fee, MedicAlert will maintain a confidential health information record that can be accessed by emergency personnel.

DURABLE MEDICAL EQUIPMENT

MOBILITY AIDS (SCOOTERS, STAIR LIFTS, RAMPS, ETC.)

Many of the Durable Medical Equipment suppliers listed above sell adaptive mobility devices, including power wheelchairs and mobility scooters. NOTE: Stair lifts are not covered by Medicare or most private insurance. For some people, home modifications such as stair lifts may be covered by Medicaid or by private long-term care insurance.

☞ **AmeriGlide Accessibility Solutions**

855- 606- 1329

www.ameriglide-boston-ma.com

- National chain offering a variety of stair lifts, bath lifts, pool lifts, wheelchair lifts, ramps, power wheelchairs, and mobility scooters.

☞ **Healthwise at Home**

800-232-4112

www.healthwiseathome.com

- Durable medical equipment sales and accessibility-oriented home modification.

☞ **Operation Independence Accessibility**

325 School Street, Watertown, MA 02472

617- 923- 4545

www.operationindependence.net

- Company provides home modifications services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible. Also installs stair chairs and stairlifts.

DURABLE MEDICAL EQUIPMENT

MOBILITY AIDS (continued)

☞ **Stair Lift Headquarters**

866- 549- 8893

www.stairliftheadquarters.com

- New England-based company offering new, rental, and pre-owned stair lifts with option of rent, buy or rent-to-own. They have a low-price guarantee.

☞ **Stannah Stairlifts Inc.**

20 Liberty Way, Suite A, Franklin, MA 02038 (local dealer)

888- 638- 7889

www.stannah-stairlifts.com

☞ **Town of Brookline Health Department**

617- 730- 2326

- The Town of Brookline has two sets of ramps, 3 feet and 6 feet in length, which are available for short term loan (3-4 days) to Brookline residents at no charge.

WANDER ALERTS

☞ **Safe Return (Alzheimer's Association and MedicAlert)**

800- 572- 8566

www.alz.org/help-support/caregiving/safety/medicalert-safe-return

www.medicalert.org/safereturn

- Engraved ID bracelet and information database for people with dementia who are at risk for wandering. Bracelets include name, ID #, and the Safe Return phone number.

DURABLE MEDICAL EQUIPMENT

WANDER ALERTS (continued)

∞ Safe Return (Alzheimer's Association and MedicAlert)

- If someone (other than a caregiver) calls to report a person found wandering, Safe Return staff contacts that person's caregivers.
- If a caregiver calls to report a person missing, Safe Return sends a fax alert to local police and hospitals.
- To use Safe Return service, there is a one-time enrollment fee and an annual administrative fee.

∞ SafetyNet Tracking Systems

1- 877- 434- 6384

Safetynettracking.com

- A private pay tracking technology that enables public safety agencies to find and rescue clients with cognitive disorders.
- SafetyNet offers a waterproof transmitter that emits a continuous radio signal that can be worn on your wrist.
- There is a fee for the personal locator unit and a monthly (or annual) support fee.

ELDER ABUSE

WHAT IS ELDER ABUSE?

It is **physical, psychological, or sexual abuse, financial exploitation, or neglect (intentional or unintentional) of a person age 60 or older.**

It is both widespread and under-reported.

Elder abuse and/or neglect can happen at home or in a care facility. Abusers can be strangers or paid caregivers; most often, however, elders are abused by a family member such as a spouse, siblings, adult children or grandchildren. Sometimes, a caregiving relationship may become abusive during or after a period of illness or dependency.

No matter when or why it starts, abusive behavior is not acceptable and must be reported to the appropriate agencies.

Physical abuse may involve slapping, hitting, punching, kicking, or forceful restraint of an individual. Indicators of physical abuse include cuts, bruising, and/or broken bones.

Psychological abuse may involve threatening an individual, denying them access to family and friends, denying them privacy in their home, belittling, shaming and/or embarrassing the individual publicly or privately.

Sexual abuse may also include elements of physical and psychological abuse. Disabled people are at higher risk of sexual abuse than the general population. **People over 60, whether in or out of an intimate relationship, can and do experience sexual abuse.**

ELDER ABUSE

WHAT IS ELDER ABUSE? (continued)

Financial exploitation may involve a caregiver taking an elder's money to buy things for themselves or others, promising and failing to pay an elder's monthly bills, asking an elder for excessive amounts of money, or preventing an elder from spending her/his own money.

Neglect can be intentional or unintentional. **Intentional neglect** may involve the purposeful withholding of food, medication, and/or basic care needs. **Unintentional neglect** happens when a caregiver is unable to provide the elder with necessary assistance such as help with toileting. Self-neglect involves the intentional neglect of self by a mentally competent elder who understands the consequences of her/his behavior and decisions.

Whether neglect is intentional or unintentional, it puts a person at risk and must be reported. Reporting unintentional or "benign" neglect often is helpful both for the elder and their caregiver, because the agencies involved can connect elders and caregivers to available services.

IF YOU ARE IN IMMEDIATE DANGER (OR ARE WITNESSING A DANGEROUS SITUATION), CALL 911.

ELDER ABUSE

If you suspect an elder is the victim of abuse or neglect, contact:

☞ **Brookline Police Department**

911 (emergency)

617- 730- 2222 (non-emergency)

617- 730- 2720 or 617- 730- 2713 (domestic violence unit)

☞ **Massachusetts Elder Abuse Hotline**

800- 922- 2275

- Hotline is open **24 HOURS A DAY, 7 DAYS A WEEK** to take all reports of suspected elder abuse.
- People reporting a potentially abusive situation should provide the hotline with their name and detailed information about the allegedly abusive situation; however, **callers' identities are kept CONFIDENTIAL.**
- Cases of alleged abuse are referred to a local agency that provides protective services. In Brookline, that agency is **Springwell (617- 926- 4100).**
- Springwell protective services assigns caseworkers to investigate allegations of abuse. If a situation is determined to be abusive, the caseworker will work with the victim to access services that may help eliminate the abuse.

ELDER ABUSE

If you suspect an elder is the victim of abuse or neglect, contact:

☞ **Brookline Council on Aging**

617- 730- 2777

- Trained, professional social work staff is available for consultation free of charge for this or any other matter of concern to you.
- Social work consultations are available Monday-Friday from 8:30am-5pm

☞ **Long Term Care Ombudsman Program**

617- 926- 4100 (Springwell)

www.mass.gov/elders/service-orgs-advocates/ltc-ombudsman

- The Long Term Care Ombudsman investigates allegations of abuse, exploitation, or neglect at Skilled Nursing Facilities. The telephone number is active 9am-5pm weekdays.
- The website is available at all times, and lists ombudsmen for different areas. However, immediate assistance may not be available.

ELDER ABUSE

COMMUNITY AND HEALTHCARE BASED VIOLENCE PREVENTION AND INTERVENTION PROGRAMS

The following programs can provide information and resources on domestic violence as well as assistance around keeping yourself safe.

☞ Asian Task Force Against Domestic Violence

617- 338- 2355 (multi-lingual help line)

www.atask.org

- Languages: East, Southeast, and South Asian Languages including Mandarin, Cantonese, Korean, Japanese, Vietnamese, Khmer, Tagalog, and Hindi.
- Also runs an emergency shelter and the Asian Shelter and Advocacy Program (ASAP).

☞ Beth Israel Deaconess Medical Center: Center for Violence Prevention and Recovery

330 Brookline Avenue, Boston, MA 02215

617- 667- 8141

www.bidmc.org/centers-and-departments/social-work/center-for-violence-prevention-and-recovery

- Provides free services for survivors of domestic/ intimate partner violence, sexual assault, childhood abuse, community violence, or crime.

☞ Brigham and Women's Hospital Passageway

617- 732- 8753 (Brigham & Women's main phone number)

617- 983- 7854 (at Faulkner Hospital)

www.brighamandwomens.org/about-bwh/community-health-equity/passageway-domestic-abuse-intervention-and-prevention

ELDER ABUSE

COMMUNITY AND HEALTHCARE BASED VIOLENCE PREVENTION AND INTERVENTION PROGRAMS (continued)

☞ Brigham and Women's Hospital Passageway (continued)

- Domestic abuse intervention and prevention program located at several BWH locations: Brigham and Women's Hospital, Faulkner Hospital, Southern Jamaica Plain Health Center, Brookside Community Health Center, Whitter Street Health Center, and Mission Hill Community.
- They offer direct services in English and Spanish, and use interpreters for other languages.
- **To page an advocate, call (617) 732-6660, beeper #31808.** After hours, call the pager number and ask to speak to the Emergency Department/on-call social worker.

☞ The Brookline Center for Community Mental Health

43 Garrison Road, Brookline, MA 02445

617-277-8107

www.brooklinecenter.org

- Provides crisis intervention and psychotherapy for survivors of domestic violence.

☞ Casa Myrna/ Massachusetts SafeLink 24 Hour Hotline

877-785-2020, (877) 521-2601 (TTY)

www.casamyrna.org/get-support/safelink

- Assists survivors of domestic and intimate partner violence.
- Provides information about domestic violence and referrals to shelters and other community resources.

ELDER ABUSE

COMMUNITY AND HEALTHCARE BASED VIOLENCE PREVENTION AND INTERVENTION PROGRAMS (continued)

- **Casa Myrna/ Massachusetts SafeLink Hotline (continued)**
 - Direct service in English and Spanish and translation for 130+ languages.

- **Jane Doe, Inc.: The Massachusetts Coalition Against Sexual Assault and Domestic Violence**
617- 248- 0922, 617- 263- 2200 (TTY)
janedoe.org
 - Jane Doe, Inc. is a statewide coalition that uses education and public advocacy to raise awareness of domestic violence and further the cause of domestic violence prevention.
 - **Jane Doe, Inc. DOES NOT PROVIDE CRISIS OR DIRECT SERVICE.**

- **Journey to Safety (Formerly Kol Isha Domestic Violence Support Services) at Jewish Family and Children's Services**
1430 Main Street, Waltham, MA 02451
781- 647- 5327
www.jfcsboston.org
 - Journey to Safety can be reached by calling the main JF&CS phone number during business hours (M-F 9am-5pm)
 - Programs provide counseling and support. Russian speaking services are available
 - Closed on Jewish holidays.

ELDER ABUSE

COMMUNITY AND HEALTHCARE BASED VIOLENCE PREVENTION AND INTERVENTION PROGRAMS (continued)

☞ **The Second Step (Newtonville)**

617- 965- 2538, Carole Thompson, Community Program Director
www.thesecondstep.org

- Emergency shelter and community-based services for people transitioning out of domestic violence situations.

HOTLINES

☞ **National Domestic Violence Hotline**

800- 799- 7233 or 800- 787- 3224 (TTY)

☞ **REACH Beyond Domestic Violence (Waltham)**

800- 899- 4000 (24- hour hotline)

781-891-0724 x101 (non-emergency intake)

www.reachma.org

- Crisis hotline and community-based services and support for survivors of domestic abuse.

☞ **Shalom Task Force**

888- 883- 2323 (Hotline closed Jewish holidays)

www.shalomtaskforce.org

- New York-based, national domestic abuse hotline centered in the Orthodox Jewish community.

EMERGENCY PREPAREDNESS

"Emergency preparedness" means having plans and supplies in place so you can survive and cope during or after a disaster such as a hurricane, blizzard, public health alert, or another threat to public safety.

Cities and towns, including Brookline, have emergency preparedness coordinators working with hospitals, police and fire departments, community agencies, and the public to make comprehensive plans for public safety in a disaster.

Federal, state, and local agencies have produced lots of written materials to educate the public about emergency preparedness; it's important to be aware of basic information. Remember, however, that these agencies have to plan for worst case scenarios. Be prepared, but try not to become alarmed or overwhelmed by the content.

It is important for individuals/families to prepare a **DISASTER PLAN** and a **DISASTER SUPPLY KIT**.

A basic **FAMILY DISASTER PLAN** should include:

- ✓ an agreed-upon way for family members to stay in contact with one another if separated by an emergency/disaster
- ✓ an out-of-state friend/family member who has agreed to be a contact person in the event that an emergency is localized and family members can't reach each other directly
- ✓ an agreed-upon family meeting place if you cannot get to your home
- ✓ safety strategies for a variety of possible disasters
- ✓ information about emergency preparedness plans for children or grandchildren's schools and your workplace

EMERGENCY PREPAREDNESS

A basic **DISASTER SUPPLY KIT** should include:

- ✓ A three day supply of water (one gallon per person, per day)
- ✓ A three day supply of nonperishable food (canned or dry goods that do not require cooking or refrigeration)
- ✓ A manual can opener
- ✓ Battery or hand-crank powered radio or TV and extra batteries
- ✓ Flashlights and extra batteries
- ✓ Matches in a waterproof container
- ✓ First aid kit
- ✓ Cash and coins
- ✓ Important documents (identification, birth certificates, etc. in a waterproof container)
- ✓ Extra clothing (appropriate for the climate in which you live)
- ✓ Personal hygiene items (including baby wipes or moist towelettes and garbage bags)
- ✓ Pet supplies (if necessary)
- ✓ Other items such as prescription medication (if possible), eyeglasses, hearing aid batteries

This is a basic list; your family should talk about your specific needs. Check expiration dates on stored items every six months to make sure your supplies are usable.

EMERGENCY PREPAREDNESS

If you would like additional information, please contact:

☞ **Brookline Health Dept. Division of Emergency Preparedness**

617- 730- 2656, Contact: Cheryl Anne Snyder

www.brooklinema.gov/530/Emergency-Preparedness

- The Health Department works with federal and state agencies to create safety plans for the Town of Brookline.
- You can ask them for educational materials on how to plan for an emergency or disaster.

WEBSITES:

American Red Cross: www.redcross.org

Federal Emergency Management Agency: www.fema.gov

Massachusetts Emergency Management Agency:

www.mass.gov/orgs/massachusetts-emergency-management-agency

US Department of Homeland Security: www.ready.gov

ERRANDS



Boston University Quickie Job Service

617- 353- 3594 (BU Student Employment Office)

seo@bu.edu

www.bu.edu/seo/employers/sjs/sjs-quickie

- Boston University students offer assistance with short-term household jobs such as errands, housecleaning, yard work, and various odd jobs.
- Cost for service is generally negotiated with students in advance although they do require that the rate meets or exceeds the current Massachusetts minimum wage.
- All payments are made directly to the student worker and payment is expected immediately upon completion of the job. Cash payment is preferred.



Chestnut Hill Errands and More

617- 874- 0487

www.chestnuthillerrands.com

- Paid service providing transportation for medical appointments, shopping, general needs; as well as some errand service.
- Call for current rates.



H.E.L.P. Program (Home and Escort Linkage Program)

Brookline Senior Center

617- 730- 2752

- Services offered include light housekeeping, organizing, laundry, grocery shopping, errands, cooking, companionship, escort, and odd jobs.
- **HELP workers do not provide personal care (i.e., hands-on care).**
- Clients must be age 60 or older and residents of Brookline.

ERRANDS

H.E.L.P. Program (continued)

- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.
- You must sign up with the program, which requires a home visit, before you can use the service.

FINANCES

BANKS

Free savings and checking accounts are available to any person 65 years of age or older or 18 years of age or younger at a Massachusetts state-chartered savings bank, co-operative bank or trust company without having to pay a service fee, maintenance fee and with no minimum balance required.

Find a full listing of all the state-chartered banks and their locations **on the Division of Banks website: www.mass.gov/dob** . For additional assistance you may also contact the Massachusetts Division of Banks Consumer Assistance Unit at **617- 956- 1500 (voice)** or **617- 956- 1577 (TDD)** from Monday through Friday 9am-5pm.

Be sure to ask if they require a minimum balance and what the fees and service charges are for the type of account you wish to open.

Brookline Bank

www.brooklinebank.com

- 1661 Beacon St Brookline
617- 730- 3593
- 1324 Beacon St Brookline
617- 730- 3580

Brookline Municipal Credit Union

334 Washington St Brookline

617- 232- 9410

www.brooklinecu.com

FINANCES

DEBT MANAGEMENT

According to the National Council on Aging, 60% of households headed by an adult 65 or older have some debt. Medical debt, credit card debt, and housing debt are growing among older adults, leading some seniors to delay making needed home or car repairs, ration their medication, or skip meals, all of which can be dangerous or deadly. For the full report, see: www.ncoa.org/economic-security/money-management/debt/senior-debt-facts/ or do an internet search for "National Council on Aging" AND "senior debt."

☞ **MA Attorney General's Consumer Advocacy & Response Division**

617- 727- 8500 (Monday-Friday, 10am-4pm)

bit.ly/MassAGOCreditProblems and

www.mass.gov/service-details/fair-debt-collection

- Information and advocacy for Massachusetts residents on consumer issues, including debt management.

☞ **National Council on Aging & GreenPath Financial Wellness 866- 217- 0543**

[www.ncoa.org/economic-security/money-](http://www.ncoa.org/economic-security/money-management/debt/getting-help-debt)

[management/debt/getting-help-debt](http://www.ncoa.org/economic-security/money-management/debt/getting-help-debt)

- Free and confidential hotline for older adults who have questions about managing debt on a fixed income.
- Online EconomicCheckUp and BenefitsCheckUp tools can help you find ways to make the most of your money, and determine whether you qualify for any assistance programs.

FINANCES

EMERGENCY FINANCIAL ASSISTANCE

☞ **Brookline Center Safety Net for the Community**

617- 277- 8107

www.brooklinecenter.org/our-impact/safety-net-community

- Brookline Community Foundation fund that provides temporary emergency assistance to Brookline residents in times of financial crisis or unexpected need.
- Program may be able to offer limited financial assistance such as food vouchers, help with rent or fuel bills, and with extraordinary expenses such as moving costs.
- Individuals can be referred by an agency or organization that can assess one's needs such as a religious, educational or social service organization.

☞ **Edith Stewart Chase Foundation**

508- 422- 0109

www.edithstewartchasefoundation.org

edithstewartchasefoundation.org/application/ESC_application.pdf

- Offers emergency financial assistance to members of the Retired Educators Association of Massachusetts (REAM) who are confronting an economic crisis. For non-members, the grant may include one year membership to REAM.
- Foundation may be able to offer limited financial assistance with housing, home repair or fuel costs, medical or dental expenses, or other personal financial needs.

FINANCES

EMERGENCY FINANCIAL ASSISTANCE (continued)

☞ JF&CS Center for Basic Needs Assistance

1430 Main Street Waltham, MA 02451

781- 647- 5327

www.jfcsboston.org/Our-Services/Community-Services/Basic-Needs

- Services for the Jewish community and clients of JF&CS.
- Emergency Financial Assistance for housing costs, moving expenses, fuel, and utilities.
- Hebrew Free Burial for low-income Jewish families.
- Interest free loans \$1000-\$5000 for Jewish individuals and families.
- Other services listed under Legal Services, Fuel Assistance, and Food Resources

☞ SWAN Society in Boston, Inc.

617- 536- 7951

www.swansocietyboston.org

- Offers one-time emergency grants single women age 65 or older living within a twenty-five mile radius of Boston
- Grants can apply to rental payments, home repairs, utility expenses, medical expenses, or other one-time specific needs.
- Individuals must be referred by a professional agency or organization and an application is required.

FINANCES

For FOOD RESOURCES and FUEL ASSISTANCE & UTILITY DISCOUNTS, look for those sections in the Table of Contents

HOMEOWNERSHIP PROTECTION FOR OLDER ADULTS

☞ Homeowners Options for Massachusetts Elders

800- 583- 5337

www.elderhomeowners.org

- HOME is a nonprofit agency offering financial counseling and advocacy, and partnering with community lenders to create Senior Equity Lines of Credit and reverse mortgages for low to moderate income homeowners to prevent foreclosure.

INCOME TAX PREPARATION (for more tax information, see REAL ESTATE TAX EXEMPTIONS/ TAX RELIEF)

Many organizations offer free income tax assistance to seniors beginning in February or March of each year. Volunteers may not be able to prepare all schedules and forms. If you have a fairly complex return, please be sure to call ahead and confirm that your return is appropriate.

☞ Brookline Council on Aging

617- 730- 2777

- AARP trained volunteers offer free tax preparation assistance to seniors annually at the Brookline Senior Center from February 1 - April 15. Appointments are required.

FINANCES

INCOME TAX PREPARATION (continued)

☞ **AARP Tax- Aide Program**

888- 227- 7669

www.aarp.org/money/taxaide

- Contact AARP directly to locate sites outside Brookline that offer tax preparation assistance. In- home assistance may be available to certain homebound individuals who are unable to travel to an identified site.

☞ **ABCD**

640 Washington St., Brighton

617- 903- 3640

- During tax season, provides free tax preparation to low income individuals by appointment only.

☞ **Allston Brighton APAC**

406 Cambridge St., Allston

617- 783- 1485

- During tax season, provides free tax preparation to low to moderate income individuals. Call for more information.

FEDERAL Tax Information Line: **800- 829- 1040**

STATE Tax Information Line: **800- 392- 6089**

FINANCES

MONEY MANAGEMENT PROGRAMS

Financial tasks such as writing checks, balancing a checkbook, or going to the bank may become more difficult for individuals to manage as they age. Money Management programs are available to seniors who require assistance with these kinds of tasks often due to health related changes in vision, memory, and/or ambulation.

Free assistance is often available to low or moderate-income individuals. Trained, insured volunteers generally provide services under the supervision of a program employee. However, you may have to meet certain income guidelines to qualify for no-cost help. Many elder law attorneys, private geriatric care managers or certified financial planners will also provide this service for a fee.

For more information about Money Management services, please contact:

Money Management Program at Springwell

617- 926- 4100

www.springwell.com/service/money-management-program

- Springwell money management services are available to people 60 and over (disabled adults 18 and over) with annual income under \$46,000, and couples with an income under \$52,550, who have liquid assets equal to or less than their income level.
- **Bill Payer Service:** Volunteers help clients make monthly budgets, monitor income and expenses, balance checkbooks and pay bills. Clients always retain check signing authority through the bill payer services.

FINANCES

MONEY MANAGEMENT PROGRAMS (continued)

☞ Money Management Program at Springwell (continued)

- **Representative Payee Service:** Volunteers are appointed by the Social Security Administration for people who are unable to manage the money from their government check. Representative Payees have legal authority to sign checks.

☞ Hale Barnard Bill Payer Program

617- 375- 0880 ext. 117, Contact: Patricia Alcidor

www.halebarnard.org/bill-payer

- Hale Barnard's Bill Payer Program is a **Representative Payee Service** for eligible Social Security recipients. They work with clients individually to ensure their basic financial obligations are met. Representative Payees have legal authority to sign checks.
- Hale Barnard charges a **\$42.00 a month fee or 10% of the beneficiary's income**, whichever is less.
- **Clients are required to have** a Mass ID, receive Social Security benefits, have an ongoing caseworker and/or support team, be willing to be in our program, have a mailing address, be able to open a Citizens Bank account, and be able to cash checks or access an ATM at a local Citizens Bank.

FINANCES

PRIVATE MONEY MANAGERS/ BILL PAYER SERVICES

- ☞ **Friends Money Manager (works remotely)**
100 Boston Tpke Rd, Suite J9B, Shrewsbury, MA 01545
508- 233- 8373
friendsmoneymanager@gmail.com
www.friendsmoneymanager.com

- ☞ **Jessica Weiss: JHW Organizing**
Needham, MA
508- 314- 1103
jhweiss@rcn.com
jhworganizing.com
 - Initial consultations are free of charge.

- ☞ **Marea Santos: Santos Organizational Strategies**
19 Robinwood Avenue, Needham, MA 02492
617-834-7315
marea@sosorganization.com
www.sosorganization.com

- ☞ **Moshe Roditi: Cedar Hill Consulting, LLC**
45 Cedar Street, Lexington, MA 02421
781- 799- 3616
mr@cedarhillconsulting.com
www.cedarhillconsulting.com

FINANCES

PRIVATE MONEY MANAGERS/ BILL PAYER SERVICES (continued)

☞ **Nancy Bernheimer, Certified Professional Daily Money Manager & Nancy B's Paper Management**
617- 312- 2507
nancyb@thebernheimers.com
nbpapermanagement.com

☞ **Ruth Okin: Secure Money Matters, LLC**
36 Amsden Street, Arlington, MA 02474
781- 646- 1919
ruth@securemoneymatters.com
www.securemoneymatters.com

PRIVATE FINANCIAL PLANNERS & ADVOCATES

The Certified Financial Planner Board of Standards' website, www.cfp.net, has information on how to choose a private financial planner.

☞ **Christy M. Bean Leamy, CFP, Financial Advocate for the Elderly**
58 Walnut Street, Newtonville
617- 964- 6700
cdbl@rcn.com

☞ **Coughlin, Sheff & Associates, P.C**
125 Nagog Park, Acton
978- 263- 3777, ask for Elder Financial Services

FINANCES

PRIVATE FINANCIAL PLANNERS & ADVOCATES (continued)

The Certified Financial Planner Board of Standards' website, www.cfp.net, has information on how to choose a private financial planner.

☞ **Sean P. Hogan, Financial Advisor (Edward Jones Investments)**

216 Washington St. Brookline Village, MA 02445

617- 738- 0008

☞ **Patricia S. Morris, Esq., CFP**

22 Warren Road, Newton, MA 02468

617- 332- 0053

pmorriseseq@comcast.net

☞ **Mario Rathle**

566 School Street, Belmont, MA

617- 489- 0399

mrathle@msn.com

FITNESS

Regular exercise at any age can increase strength, improve mobility, cardiovascular health, and balance, decrease isolation and improve mood. For a variety of articles on health and fitness, check out the Brookline Community Aging Network website at brooklinecan.org/links.html#health.

Each individual has different needs and abilities when it comes to exercise; while a disabled or mobility-limited person may benefit from a few minutes of gentle chair exercise per day, someone with a more active lifestyle may need to incorporate weight-bearing exercise into their weekly routine. Someone with very limited mobility can do well with range-of-motion exercises assisted by a physical therapist. For those who are able, walking is one of the best kinds of exercise, and it is free!

No matter what kind of exercise you plan to do, **YOU MUST CONSULT WITH YOUR PHYSICIAN BEFOREHAND** to address any potential health risks.

EXERCISE CLASSES & CLUBS

☞ Brookline Adult and Community Education

617- 730- 2700

www.brooklineadulthood.org

- Offers a variety of exercise and strength training classes for older adults throughout the year. Many of the BA&CE classes are held at the Brookline Senior Center for added convenience.
- Class offerings include Senior Stretch, Strength Training for Seniors, Yoga for Older Adults, and Tai Chi.

FITNESS

EXERCISE CLASSES & CLUBS (continued)

☞ **Brookline Adult and Community Education (continued)**

- **PLEASE CONTACT ADULT ED DIRECTLY** to request a catalog with a more comprehensive listing or to register for a class.

☞ **Brookline Recreation Department**

617- 730- 2069

www.brooklinerec.com

- Offers a variety of activities including swimming, aquatic exercise, tennis, and golf for individuals of all ages.

☞ **Fitness Center at the Brookline Senior Center**

617- 730- 2769 Contact: Sharon Devine, Fitness Coordinator

- Program utilizes Nautilus equipment especially selected for seniors to improve strength, balance, flexibility, and mobility. The fitness coordinator will design an individual fitness program to meet your needs and abilities.
- The cost is \$35 for a pre-program assessment and \$35 monthly for membership.

☞ **Top of the Hill Gang Ski and Sports Club**

www.tohg.org

- Club was created in 1987 for energetic individuals "over 50 years young" who enjoy the camaraderie of year-round activities. Activities may include bicycling, skiing, hiking, golfing, and other social gatherings for members. A membership application is available on their website.

FITNESS

PLEASE NOTE: Some health clubs offer discounted rates for seniors; ask your gym directly for more information.

PRIVATE PERSONAL TRAINING FOR OLDER ADULTS

☞ **Cindy Sullivan Fitness**

617- 785- 9458

cindysullivanfitness@gmail.com

cindysullivanfitness.com/senior-fitness

☞ **Train With Shain**

508- 231- 6378

www.trainwithshain.net

- In home balance therapy and fitness training for seniors.

FOOD RESOURCES

CONGREGATE MEALS

☞ **Springwell Lunch at the Brookline Senior Center**

617- 730- 2747

www.springwell.com/resource/community-dining-sites-menus

- Congregate meal sites allow seniors to enjoy a hot, nutritious meal and an opportunity to socialize with others.
- Springwell provides lunch at the Brookline Senior Center (93 Winchester Street) Monday-Friday at 12:00pm.
- **Please sign up for lunch before 10:30am two business days in advance.** For a Mon. reservation, call on Thurs. before 10:30am.
- A donation of \$2 is requested, not required
- A monthly menu is available at the site and on the Springwell website (see above).

If you would like to reserve a lunch, please contact the Brookline Senior Center kitchen before 10:30am, two business days ahead, at 617-730-2747.

HOME- DELIVERED MEALS

☞ **Community Servings**

179 Amory Street, Jamaica Plain, MA 02130

www.servings.org

617- 522- 7777

- Community Servings provides medically tailored, nutritious, scratch-made meals to chronically and critically ill individuals and their families. They have recently begun home delivery in Brookline.

FOOD RESOURCES

HOME- DELIVERED MEALS (continued)

☞ **Springwell Meals on Wheels**

617- 926- 4100

- Springwell provides home-delivered meals Monday-Friday to people 60 and older who can't prepare their own food.
- Frozen meals for nights and weekends may be available to some seniors in extenuating circumstances.
- Springwell offers meals that meet certain cultural requirements or medical dietary restrictions.
- Please notify Springwell if you have any diet restrictions or have been prescribed a special diet.
- There is a suggested donation of \$2.50 per meal.

If you are interested in receiving home delivered meals, please contact Springwell directly at 617- 926- 4100.

FOOD RESOURCES

FOOD STAMPS (SNAP)

Food stamp (SNAP) benefits provide you with monthly funds to buy nutritious, healthy food for your household. **The amount of SNAP money you receive is based on your monthly household income, monthly housing costs, utility costs, and medical costs.**

The Department of Transitional Assistance (DTA) will not consider the amount of money you have in the bank, your car, your retirement accounts, your home or other assets when assessing your eligibility if your monthly income is less than 200% of poverty level.

For the purpose of applying for SNAP benefits, a household is defined as people who live, buy, and prepare food together. Spouses who live together are automatically considered a "household". However, elderly siblings who live together but might buy and prepare food separately can each apply for separate SNAP benefits.

Applications for people 60+ are available at DTA offices and here: www.mass.gov/files/documents/2017/11/16/snap_app_seniors_english.pdf. The DTA also has a special website and phone number just for people over 60: 833-712-8027

You can apply for food stamp benefits in person, by mail, or by fax. You will be asked to provide proof of income, housing and utility costs, and medical expenses. If you have access to a computer, you can determine your eligibility and print out an application from the website.

FOOD RESOURCES

FOOD STAMPS (SNAP) (continued)

If approved, you will receive an Electronic Benefits Transfer (EBT) card that works like a debit card. When you reach the check-out aisle in the supermarket, you simply slide your card through the credit card machine, enter your Personal Identification Number (PIN), and the money in your SNAP account is applied to your bill.

Most elderly and disabled individuals with fixed incomes only have to reapply for benefits every 24 months.

All SNAP recipients are automatically enrolled in the Healthy Incentives Program (HIP), which gives you \$1 for every \$1 you spend at a farmers' market, farm stand, mobile market, or community supported agriculture (CSA) up to a \$40 maximum for households of 1- 2 people.

H/EAT Program: special food stamps program that automatically qualifies food stamp households for a fuel assistance "benefit" if they are not already receiving the highest utility deduction. Generally this applies to senior or disabled applicants whose heating costs are included in the cost of their rent. If you qualify, DTA will automatically enroll you in this program and give you the higher utility deduction. This should result in a significantly higher monthly food stamps benefit.

FOOD RESOURCES

FOOD STAMPS (SNAP) (continued)

If you would like to apply for food assistance, please contact:

☞ **Brookline Senior Center**

617- 730- 2777

- Social workers at the Senior Center can help Brookline residents communicate with the Department of Transitional Assistance and fill out SNAP applications.

☞ **DTA Senior Assistance Office**

1010 Massachusetts Avenue Boston, MA 02118

833- 712- 8027

www.mass.gov/dta-seniors **and**

www.mass.gov/service-details/dtas-snap-senior-assistance-office-sao

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

800- 942- 1007

www.mass.gov/women-infants-children-wic-nutrition-program

- Supplemental nutrition program for pregnant and breastfeeding women as well as low-income parents with children under the age of five. **Grandparents that have custody of their grandchildren under the age of five may also be eligible.**
- There is an income guideline and proof of income is required.
- Program provides individuals with checks/coupons for foods such as dairy products, cereals, fruits and vegetables. A list of approved foods is provided to participants (Or call 617-624-6100).

FOOD RESOURCES

FOOD DELIVERY SERVICES

☞ **Click to Harvest**

41 Park Street, Brookline, MA 02446

877- 249- 4290

team@clicktoharvest.com

www.clicktoharvest.com

- "Online Farmer's Market" delivering food from farms in the Greater Boston Area.
- Delivers 2-4 days after you order
- Delivery surcharge for orders under \$25 is \$15. Delivery charge for orders under \$69 is \$9.95. Delivery for orders over \$69 is free.

☞ **Francis Food Mart**

1084 Belmont Street

Watertown, MA 02472

617- 484- 0146

- Grocery home delivery; order over the telephone.
- There is a \$35.00 minimum order & a \$10 delivery charge. No delivery charge on orders over \$100.
- Open 8:00 am - 9:00 pm
- No delivery on Saturday or Sunday
- Order between 8am-12pm for same-day delivery

FOOD RESOURCES

FOOD DELIVERY SERVICES (continued)

☞ **H.E.L.P. Program (Home and Escort Linkage Program)**

617- 730- 2752

www.brooklinema.gov/268/HELP-Program

- Services offered include grocery shopping
- Clients must be age 60 or older and residents of Brookline.
- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.
- You must sign up with the program, which requires an assessment home visit, before you can use the service.

☞ **Kurkman's Market**

277 Cyprus Street

Brookline, MA 02445

617- 277- 6500

- \$10.00 delivery charge
- Mon, Tues, Thurs, and Fri: Call a day before OR before 11:00 am on the day needed. NO delivery on Wednesday, Saturday or Sunday.
- Cash, check or credit card accepted

☞ **SHOP Program (Brookline Council on Aging)**

617- 730- 2777

- Program matches Brookline High School students with Brookline Elders. Students provide a free shopping service for elders on weekends only.
- Available during the school year only.

FOOD RESOURCES

FOOD DELIVERY SERVICES (continued)

☞ **Springwell Shopping Assistants**

617- 926- 4100

- Volunteer shopping assistants are available to Brookline residents 60 and older. Volunteers are arranged through the Springwell Volunteer Coordinator.
- Springwell volunteers cannot buy alcohol for you, accept payment for their help, or manage your money.
- **CASH OR CHECK ONLY.** Springwell volunteers cannot handle more than \$40 in cash or use your ATM or debit card.
- Call for more details.

☞ **Grocery Delivery Services**

- **Amazon Prime Now:** <https://primenow.amazon.com/>
 - Online service for paid Amazon Prime members only. (\$12.99/month or \$119/year)
 - Free same-day or next-day delivery from Amazon warehouses or Whole Foods Market for orders \$35+. 2-hour delivery \$4.99 for orders under \$35. Choose a 1-hour delivery window for \$7.99.
- **Instacart:** www.instacart.com
 - Instacart is an online-only service.
 - Instacart shoppers can deliver from BJ's, Costco, CVS, Harvest Co-Op, HMart, Market Basket, Petco, Star Market, Stop & Shop, Wegmans, Whole Foods, and others.
 - All orders must be \$10+. Delivery costs vary; when you choose a delivery time, you can check the cost.

FOOD RESOURCES

FOOD DELIVERY SERVICES (continued)

☞ Grocery Delivery Services (continued)

- **Instacart (continued):** www.instacart.com
 - Delivery prices go up during "Busy Pricing." With a \$149 Instacart Express membership, you get free delivery for orders over \$135.
- **Peapod: 800- 573- 2763, www.peapod.com**
 - **Online** Stop and Shop grocery delivery program. You **must** have access to the Internet in order to utilize this grocery service. You need to enter credit or debit card information to sign up.
 - \$60 minimum order. Delivery costs \$9.95 for orders \$60-\$99, \$6.95 for orders \$100+, with a variable fuel surcharge. For next morning delivery, order by 3 pm. For next afternoon or evening delivery, order by 11:59 pm.
- **(Brookline) Stop & Shop: 617- 566- 4559**
 - You shop for items at the store, Stop & Shop delivers them in a two-hour window for an \$8.00 delivery charge
 - Deliveries in Brookline only
 - Mon - Sat: 10:00 am - 6:45 pm, Sunday: 12:00 pm - 4:45 pm

FOOD RESOURCES

FOOD PANTRIES

☞ **The Brookline Emergency Food Pantry**

210 Harvard Street (United Parish of Brookline),

55A Egmont Street Community Room, **and**

226 High Street Community Room

617- 800- 5339

brooklinefoodpantry@gmail.com

Director: Elizabeth Boen

Operations Manager: Arielle Chernin

arielle@brooklinefoodpantry.org

www.brooklinefoodpantry.org/need-groceries.html

- The Pantry at United Parish is open **Wednesday 2:00 pm- 5:00 pm**, and **Thursdays 11:00am - 2:00pm**. The Pantry on Egmont St is open **Thursdays 3:00pm-7:00pm** and **Saturdays 10am-1pm**. The Pantry at 226 High Street is open **Tuesdays 3pm-7pm**.
- **FOOD PANTRY CUSTOMERS CAN SHOP ONCE PER WEEK.**
- **The Brookline Senior Center accepts donations** for the Food Pantry during regular Senior Center hours. **Toiletry items such as bar soap, toothpaste, toothbrushes, shampoo and deodorant are always in need because these items cannot be purchased with food stamps.**
- Emergency food delivery assistance: For those who are unable to go to a pantry location, the Brookline Food Pantry offers emergency food delivery.
- Due to the COVID-19 pandemic, we recognize some of our most vulnerable clients may be unable to come to our pantry to receive free food.

FOOD RESOURCES

FOOD PANTRIES (continued)

☞ **The Brookline Emergency Food Pantry (continued)**

- As a temporary measure, we will be providing home delivery to clients who meet certain guidelines:
 - **Must live in Brookline**
 - Disabled or high risk due to age, immune compromised, or other related medical conditions
 - Has a referral from local social service agencies (not required)
- To see if you qualify for home delivery services, please email BFPEmergencyFoodAssistance@gmail.com or call Elizabeth Boen at [617-800-5339](tel:617-800-5339).

☞ **Centre Street Food Pantry**

11 Homer Street, Newton Center, MA

617- 340- 9554

www.centrestfoodpantry.org

- Serves residents of Newton, Brookline, Needham, Allston/Brighton, Waltham, Watertown and Wellesley who meet USDA guidelines or receive other assistance.
- To shop at the pantry, you need to get an application on the website (<https://bit.ly/2IButjH>) or at the pantry and have it signed by a social worker or clergy person, and bring it to the food pantry. Food pantry customers can shop once per month. **Open every Tuesday. 4PM-7PM, 1st Saturday of the month 11AM-1PM**

FOOD RESOURCES

FOOD PANTRIES (continued)

☞ **Commodity Supplemental Food at the Brookline Senior Center**
617- 730- 2743

- A once a month food distribution of two free bags of groceries for individuals 60 years of age or older who meet federal income guidelines.
- You must apply to participate in this program.

☞ **Family Table Kosher Food Pantry at Jewish Family and Children's Service**
781- 647- 5327

www.jfcsboston.org/familytable

- Food distribution at JF&CS in Waltham and at locations in Marblehead and Canton.
- Services are available to Jewish individuals/families who meet certain financial guidelines (an application is required). Food is generally distributed once a month.
- Family Table also distributes Jewish holiday and ritual items such as Shabbat candles.

☞ **Greater Boston Food Bank**

70 South Bay Avenue Boston MA 02118

617- 427- 5200

www.gbfb.org

- GBFB is an umbrella organization which can provide information on food resources in most metropolitan Boston cities and towns. Note: most food pantries require verification of income and need.

FOOD RESOURCES

FOOD PANTRIES (continued)

Project Bread

800- 645- 8333

www.projectbread.org

- Hotline providing information and referrals for people facing hunger across Massachusetts. Hotline counselors also provide screenings for SNAP (food stamps) eligibility and can assist with SNAP applications.

FRAUD

**“IF IT SOUNDS TOO GOOD TO BE TRUE, IT
PROBABLY IS.”**

There are as many kinds of scam or fraud as there are ways of communicating: dishonest people run scams in person, on the telephone, in the mail, by fax, email, on websites, and in smartphone and tablet apps. You may receive fraudulent offers from phony charities, lotteries or sweepstakes, mail order companies, or phony health insurance or life insurance plans.

**SCAMMERS WANT TO TAKE YOUR PERSONAL INFORMATION,
YOUR MONEY, OR YOUR PROPERTY.**

Sometimes scammers get you by being nice - they ask you about yourself, and try to build a relationship, taking time to make you comfortable so you will trust them. **Other scammers will tell you frightening things to try to make you anxious or afraid**, then offer to protect you - but only if you give them what they ask for.

If you feel you have been scammed, REPORT IT! It is common to feel ashamed and reluctant to tell anyone, but it is important to alert police if a crime has taken place. At the very least, you may be able to protect other people from the scam.

FRAUD

Here are some general rules of thumb that will help to protect you against many scams:

- ✓ **TRUST YOUR INSTINCTS.** If something doesn't feel right, it probably isn't.
- ✓ **DO NOT** give out personal information about yourself such as your social security number, credit card number or bank information unless it is to a familiar business and **YOU** initiated the contact.
- ✓ **DO NOT** send money to anyone who promises you money or a prize in return. Some scam artists say they will give you money or a prize, and then ask you to send money via wire transfer, or via UPS or FedEx to cover the cost of so-called "taxes."
- ✓ **If you have a hard time saying "NO," or are intimidated by a scammer,** tell them that you have to consult with your family or your attorney before making any financial decisions. Even if this is not true, it may scare off someone with a hidden agenda. If you tell somebody else about them, they are more likely to get caught.
- ✓ **REMEMBER:** A legitimate business or organization should NEVER try to force a financial decision on you and should respect your right to decline any offer.

FINANCIAL EXPLOITATION OF A PERSON 60 AND OLDER IS A TYPE OF ELDER ABUSE. If somebody you know is trying to take your money, in addition to calling the police, you can REPORT IT to the agencies listed in the ELDER ABUSE section of this guide. Other organizations that help older adults protect themselves from fraud and exploitation may be found under ADVOCACY.

FRAUD

If you suspect that you are being solicited by an unscrupulous individual or organization, you may contact:

☞ Massachusetts Attorney General's Office

www.mass.gov/orgs/office-of-attorney-general-maura-healey

Elder Hotline: 1-888-243-5337, TTY: 617-727-4765

Health Insurance and Financial Services: 1-888-830-6277

- Hotlines are available Mon-Fri 9:00am-5:00pm and are staffed by senior volunteers.
- Call for information on elder concerns such as:
 - debt collection practices
 - home improvement
 - landlord/tenant issues
 - scam awareness
 - telemarketing
- The Attorney General's Office also provides dispute resolution services including free mediation and referral services.

☞ Brookline Council on Aging

93 Winchester Street, Brookline, MA 02446

617-730-2777

- Trained, professional social work staff is available for consultation free of charge for this or any other matter of concern to you. Social work consultations are available Monday-Friday from 8:30am-5pm.

FRAUD

If you suspect that you are being solicited by an unscrupulous individual or organization, you may contact: (continued)

☞ **Brookline Police Department**

350 Washington Street, Brookline, MA 02445

617- 730- 2222

- Contact to report that a crime has been committed.

☞ **Community Dispute Settlement Center, Inc.**

60 Gore Street, Suite 202, Cambridge, MA

617- 876- 5376

www.communitydispute.org

- Professionally trained mediators provide an alternative way to resolve conflicts.
- Mediators can assist people in resolving conflicts such as family conflicts, housing and neighborhood conflicts, workplace conflicts, separation/divorce, and consumer or commercial disputes.
- Services are confidential and cost is based on an individual's income.

☞ **Metropolitan Mediation Services**

617- 241- 0300, Contact: Josh Jacks

joshua.jacks@metromediation.org

www.metromediation.org

- Provides free, confidential professional mediation services in many areas, including consumer disputes (both consumer-business and tenant-landlord). Referrals for assistance are accepted from consumers, merchants, courts, or other community agencies.

FRAUD

If you suspect that you are being solicited by an unscrupulous individual or organization, you may contact: (continued)

☞ Newton- Brookline Consumer Office

Newton City Hall, 1000 Commonwealth Ave, Newton, MA
consumer@newtonma.gov

617- 796- 1292

- The Newton-Brookline Consumer Office mediates consumer complaints for Newton and Brookline residents against any business in cooperation with the Office of the Attorney General.
- Office hours are Mon-Fri, 9:30am-3:45pm.

☞ The Mediation Group

235 Cypress St., Suite 300, Brookline, MA

617- 277- 9232

www.themediationgroup.org

- Specializes in mediating conflicts in three environments: legal, family and organizational. The group offers mediation and arbitration. Call for more information.

FUEL ASSISTANCE

Low Income Home Energy Assistance Program (LIHEAP)

www.mass.gov/hed/fuel

LIHEAP provides financial assistance with heating bills for low income households during the winter heating season (**November 1st-April 30th**). Call for current income eligibility guidelines. If you are approved, LIHEAP will send a lump sum payment directly to your heating company (oil, gas, electric company, etc.). **You must apply every year.** If you are approved for assistance one year, you will receive a renewal application in the mail for the next year. For more information about heating assistance, you can call the **Massachusetts Cold Relief Heatline** at **800- 632- 8175**.

To apply for LIHEAP fuel assistance, you will need:

- ✓ Identification (please call or check the website above for a list of acceptable forms of identification)
- ✓ Social Security numbers for all residents 18 and over
- ✓ A copy of your most recent heating bill
- ✓ Proof of income for all household members (i.e., Social Security award letters, copies of pension checks, rental income, bank statements, etc.)

FUEL ASSISTANCE

TO APPLY FOR FUEL ASSISTANCE

☞ **Action for Boston Community Development (ABCD)**

178 Tremont St, Boston, MA 02111

617- 357- 6000

www.bostonabcd.org

☞ **Brookline Council on Aging (by appointment)**

93 Winchester St. Brookline, MA 02446

617- 730- 2777

If you do not qualify for fuel assistance through LIHEAP, you may be eligible for savings or assistance through these programs:

☞ **Citizens Energy Heat Assistance Program**

citizensenergy.com/assistance-programs/joe-4-oil

877- 563- 4645 (877- JOE- 4- OIL)

- **PLEASE NOTE:** Citizens Energy is no longer accepting applications for the Natural Gas Assistance Program.
- **CALL** or **CHECK THE WEBSITE** to find out whether they are currently accepting applications.
- Eligible individuals will receive a one-time free delivery of 100 gallons of home heating oil.
- There are no strict income guidelines - you do not need to be eligible for fuel assistance to qualify. You will be asked to complete an application regarding your current hardship and inability to afford fuel.
- **No proof of citizenship or immigration status is required.**

FUEL ASSISTANCE

TO APPLY FOR FUEL ASSISTANCE (continued)

➤ **Green Energy Consumers (formerly Massachusetts Energy Consumers Alliance)**

800- 287- 3950 x4

www.greenenergyconsumers.org

- Green Energy Consumers is a 501(c)(3) nonprofit organization. Their Heating Oil Service works like a buyers club or co-op for home heating oil and is available to most households in Massachusetts, southern New Hampshire, and Rhode Island.
- Green Energy Consumers works with oil dealers to negotiate the retail mark-up on the price of oil, saving consumers an average of 39 cents per gallon in 2015-2016, 2016-2017, and 2017-2018.
- You must be a member of Green Energy Consumers to receive discounted prices.
- Annual membership dues are currently \$15 if you are retired and/or on a fixed income. If you are eligible for fuel assistance, membership is free.
- Green Energy Consumers runs a limited Emergency Oil Bank. Call for more detailed information.

FUEL ASSISTANCE

TO APPLY FOR FUEL ASSISTANCE (continued)

☞ **Salvation Army Good Neighbor Energy Fund**

800- 334- 3047

www.magoodneighbor.org/assistance.html

- The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.
- Income must fall between 60 and 80 percent of the state's median income levels.

ENERGY EFFICIENCY & WEATHERIZATION

☞ **ABCD Energy Conservation Programs**

VOICE: **617- 357- 6012**, TTY: **617- 423- 9215**

bostonabcd.org/service/heating-systems-heartwap

bostonabcd.org/service/weatherization-wap

- ABCD provides heating systems repair and replacement (HEARTWAP) and weatherization services to low-income households (renters and homeowners) for greater efficiency. Weatherization lowers heating costs an estimated 25-35% per year.
- ABCD follows federal guidelines based on your annual income and how many people are in your family. Your gross family income must be at or below 60% of the Massachusetts median income. **If you are eligible for LIHEAP, you are eligible for HEARTWAP weatherization assistance.**

FUEL ASSISTANCE

ENERGY EFFICIENCY & WEATHERIZATION (continued)

⌘ ABCD Energy Conservation Programs (continued)

- ABCD also provides services to help eligible consumers save electricity and manage utility bills that are in arrears.
- **All services are provided at no cost to consumers.**

⌘ Mass Department of Energy Resources (DOER) & Mass Save MA DOER: 617- 626- 7300

www.mass.gov/energy-rebates-incentives

Mass Save: 866- 527- 7283

www.masssave.com

- Mass Save is a collaborative of Massachusetts' natural gas and electric utilities and energy efficiency service providers. They offer no-cost home energy assessments, heating and cooling rebates, discounted weatherization services, and interest free HEAT Loans for qualifying home improvements.
- DOER provides rebates and loans for qualified Massachusetts consumers replacing old or inefficient woodstoves (used for heating).

EMERGENCY FUNDS (see Finances)

UTILITY DISCOUNTS (see Homeowner Assistance)

FUNERAL PLANNING

INTRODUCTION

Planning a funeral can be an overwhelming and confusing experience, particularly if you are doing it while grieving the loss of a loved one. Making funeral plans in advance will help give you peace of mind that your wishes will be followed and your family will avoid undue stress. Deciding what kind of funeral you want, whether or not you pre-pay, means you can be a careful consumer, choosing the options that best reflect your personal values and your budget.

Ask yourself:

- ✓ Do you want a funeral or memorial service? What kind?
- ✓ What do you want to do with your body? There are a variety of options, even beyond burial and cremation. Do you want to donate your body for medical education or research?
- ✓ Do you want to use a funeral home, or have loved ones care for your body at home after you die?
- ✓ Do you have religious or cultural traditions that might be important in your decision making?
- ✓ How do you plan to pay for your final arrangements?

Once you know what you want, tell your loved ones. Some people find it easier to talk about death in terms of practical details; other people may be inspired to have deep, spiritual conversations. No matter how you talk about it, it is important to make your wishes known. If you want family or friends to participate in your funeral/ memorial service, or if you want your family to take care of your body, you will need to have more detailed, in-depth conversations.

FUNERAL PLANNING

INTRODUCTION (continued)

In addition to having conversations, or if you cannot have conversations about your plans, it is advisable to put your wishes in writing. Although written wishes may not be legally binding unless they are part of a will, it is helpful to provide information to the people who end up handling your final arrangements.

Another important way to show family or friends that you care is to make sure that all your important documents are in order and will be accessible to your loved ones after you die.

Important documents may include a will, insurance policies, birth certificates, marriage certificates, discharge paperwork (for veterans), social security numbers, and a complete listing of assets (property, bank accounts, safe deposit boxes, etc.).

Planning for the end of your life is an opportunity to think about the legacy you will leave behind. It may inspire you to have meaningful conversations with family members or close friends, and help you feel like you haven't left important feelings unspoken.

FUNERAL PLANNING

GENERAL INFORMATION ON DEATH AND FUNERAL PLANNING

☞ **Desai Foundation**

200 Summit Drive, Burlington

781- 270- 3655

info@desaifamilyfoundation.org

- Resource guide for Last Rituals for the Indian American Community in Massachusetts (Hindu, Muslim, Jain, Sikh, Zoroastrian, and Indian Christian).

www.thedesaifoundation.org/wp-content/uploads/2017/09/last-rituals-guide.pdf

☞ **End With Care**

241 Country Club Road, Newton

617- 686- 0220

www.endwithcare.org

- End With Care Corp is a 501(c)(3), non-profit organization helping to provide end-of-life information and access to resources found throughout Massachusetts.

☞ **Federal Trade Commission**

www.consumer.ftc.gov/articles/0300-ftc-funeral-rule

- From the FTC website: "The **Funeral Rule**, enforced by the Federal Trade Commission (FTC), makes it possible for you to **choose only those goods and services you want or need and to pay only for those you select**, whether you are making arrangements when a death occurs or in advance."

FUNERAL PLANNING

GENERAL INFORMATION ON FUNERAL PLANNING (continued)

☞ **Federal Trade Commission (continued)**

- "The [Funeral] Rule allows you to **compare prices among funeral homes**, and makes it possible for you to **select the funeral arrangements you want at the home you use.**"
- "The Rule does not apply to third-party sellers, such as casket and monument dealers, or to cemeteries that lack an on-site funeral home."

☞ **Funeral Consumers Alliance of Eastern Massachusetts**

66 Marlborough Street, Boston, MA 02116

617- 859- 7990 (local)

800- 765- 0107 (national)

fcaemass@gmail.com

funerals.org

- The Funeral Consumers Alliance is a non-profit organization that provides consumer education and acts as a consumer watchdog organization for the funeral industry.

☞ **Funeral Planning 101**

www.funeralplanning101.com

- Funeral Planning 101 is a consumer information guide published by a Canadian company, Tsavo Media, Inc.

☞ **Green Burial Council**

PO Box 851, Ojai, CA 93024

888- 966- 3330

info@greenburialcouncil.org

greenburialcouncil.org

FUNERAL PLANNING

GENERAL INFORMATION ON FUNERAL PLANNING (continued)

☞ **Green Burial Council (continued)**

- The Green Burial Council is a national 501(c)(6) nonprofit organization that encourages the use of environmentally sustainable death care practices, and has established standards for green burial.
- Their website allows you to find information about green burial, as well as looking up green burial providers.

☞ **Green Burial Massachusetts**

PO Box 323, Greenfield, MA 01302

617- 393- 5011

info@greenburialma.org

greenburialma.org

- Green Burial Massachusetts is a 501(c)(3) nonprofit organization supported by the Funeral Consumers Alliance.
- They do education and advocacy promoting green (environmentally friendly) burial in Massachusetts.
- They provide information about Massachusetts cemeteries that provide green burial, Massachusetts rules and regulations for green burial, and information for families that want to act as funeral designee and care for their own dead instead of working with a funeral home.

☞ **Kavod v'Nichum (Honor and Comfort)**

jewish-funerals.org

- Maryland-based nonprofit organization providing information, education, and technical assistance for planning Jewish Funerals.

FUNERAL PLANNING

GENERAL INFORMATION ON FUNERAL PLANNING (continued)

☞ **Mass.gov**

- **Massachusetts law about burial, cremation, and funerals:** www.mass.gov/info-details/massachusetts-law-about-burial-cremation-and-funerals
 - Information about Massachusetts laws for burial or cremation of the dead.
- **Vital Information Partnership/ Electronic Death Registration:** www.mass.gov/service-details/vip-edrs-for-families-not-working-with-a-funeral-home
 - Information about Massachusetts laws for families not using a funeral home for death care.

☞ **Massachusetts General Hospital Social Service Department**

- Mass General has put together a helpful resource guide for funeral planning and bereavement support. You may find it here:
www.mghpcs.org/socialservice/resources/Funeral-EasyPrint.pdf

COFFIN AND CASKET PURCHASE

You are no longer required to purchase a casket through a funeral home. In Massachusetts, you can rent a casket for viewing if you are planning for cremation. You may also purchase your own coffin or casket directly through many online retailers and warehouse stores.

FUNERAL PLANNING

FUNERAL HOMES

This listing is provided as a convenience. It is not a complete list. Inclusion on this list is not an endorsement by the Brookline Council on Aging or Brookline Senior Center.

☞ **Bell- O'Dea Funeral Home**

376 Washington Street, Brookline, MA

617- 277- 7652

☞ **Boston Harborside Home of JS Waterman (殡仪馆) (casa de entierro)**

580 Commercial Street, Boston, MA

617- 536- 4110

- 他们说中文。
- Ellos hablan español.

☞ **Brady & Fallon Funeral Home**

10 Tower Street, Jamaica Plain, MA

617- 524- 0861

- Staff has experience providing funeral services to Russian Orthodox families.

☞ **Faggas Funeral Service (Γραφείο κηδειών)/ Al- Marhama**

551 Mount Auburn Street, Watertown, MA

617- 926- 2163

- Μιλούν ελληνικά.
- Staff has experience with Hindu and Muslim rites.

FUNERAL PLANNING

FUNERAL HOMES (continued)

- ☞ **Faggas Funeral Service (Γραφείο κηδειών)/ Al- Marhama (continued)**
 - Faggas Funeral Service hosts **Al- Marhama, the only sharia- adherent Muslim funeral and burial service in Massachusetts.**
 - Al-Marhama: **617- 606- 2062** or **617- 233- 1839**

- ☞ **Lehmann, Reen, McNamara Funeral Home**
63 Chestnut Hill Ave, Brighton, MA 02135
617- 782- 1000

- ☞ **Levine Chapel**
470 Harvard Street, Brookline, MA
617- 277- 8300
www.levinechapel.com
 - Funerals for all Jewish movements: Orthodox, Conservative, Reform, and secular.

- ☞ **Kfoury Keefe Funeral Home**
8 Spring Street, West Roxbury, MA
617- 325- 3600

- ☞ **Lawler Funeral Home (casa de entierro)**
1803 Centre Street, West Roxbury, MA
617- 323- 5600
 - Ellos hablan español.

FUNERAL PLANNING

FUNERAL HOMES (continued)

☞ **Stanetsky Memorial Chapels**

1668 Beacon Street, Brookline, MA

617- 232- 9300

www.stanetsky.com

- Funeral home specializing in serving the Jewish community.

☞ **Wing Fook Funeral Home (殡仪馆) (Nhà tang lễ)**

13 Gerard Street, Boston, MA

617- 989- 8833

- 他们说广东话和普通话。
- Họ nói tiếng Việt.
- A variety of funeral rites are available, including Buddhist.

FUNERAL PLANNING

HOME FUNERALS

If you or your loved ones desire, it is legal to take care of a person's body at home after death. See the Mass.gov website (listed above) for details on relevant law.

☞ **National Home Funeral Alliance**

www.homefuneralalliance.org

- A National 501(c)(3) nonprofit organization with information about how to have a home funeral, frequently asked questions, and a directory of home funeral professionals across the United States.

☞ **Peaceful Passage at Home**

peacefulpassageathome.com

info@peacefulpassageathome.com

- Peaceful Passage at Home is a team of home funeral guides and advocates based in eastern and central Massachusetts. They provide education and support (practical and legal) to individuals and families considering choosing at-home funerals and after-death care.
- Find the phone number for this month's on-call contact person on the Peaceful Passage at Home website.

FUNERAL PLANNING

TRANSPORTATION OF REMAINS

If you are someone who regularly spends time in another state, it is important to inquire about transportation arrangements if you are not to be buried in that state. For interstate transportation of a body, you must make arrangements with two funeral homes - one in the state of departure, one in the state of arrival.

Transportation of cremated remains is generally simpler - it requires a Certificate of Cremation and a Burial Transit Permit, and for the cremated remains to be transported in a container that may be x-rayed if you are travelling by air.

FUNERAL PLANNING

BODY DONATION

Any adult (18+) who is legally competent may choose to "give their body to science" - donating to a medical school or other research institution. Body donation is different from organ donation; **you must arrange for whole body donation by filling out an "Instrument of Anatomical Gift" form**, available at the institutions listed below, and your loved ones must contact the institution within 24 hours of your death for proper refrigeration and transportation of the body. **Skeletal remains may be donated after death by the deceased's legal next of kin.**

☞ **Anatomy Gifts Registry**

800- 300- 5433

anatomygifts.org

- Independent anatomical gift program providing bodies for researchers and educators.

☞ **Boston University School of Medicine**

- **Anatomical Gift Program (Whole Body Donation): 617- 638- 4245** (days), **617- 638- 4144** (nights and weekends)
www.bumc.bu.edu/anatneuro/anatomical-gifts/donate_fa
- **Donated Osteological Collection (Skeletal Remains): 617- 638- 4260**, Leeanne@bu.edu (Lee Farris)

FUNERAL PLANNING

BODY DONATION (continued)

☞ **Boston University School of Medicine (continued)**

- **Brain Donation:** www.bu.edu/cte/brain-donation-registry.

In collaboration with the VA Boston Healthcare System and the Concussion Legacy Foundation, BU collects brain tissue from athletes to study Chronic Traumatic Encephalopathy (CTE).

- Call **617- 358- 5996** (Bobby Abdolmohammadi) **617- 358- 5994** (Laney Evers), or **617- 992- 0615** (24/7 urgent pager).

☞ **Harvard Medical School Anatomical Gift Program**

meded.hms.harvard.edu/anatomical-gift-registration

617- 432- 1735 (days), **617- 432- 1379** (nights and weekends)

☞ **Tufts University School of Medicine Anatomical Gift Program**

[medicine.tufts.edu/give/ways-give/tufts-anatomical-gift-](http://medicine.tufts.edu/give/ways-give/tufts-anatomical-gift-program)

[program](http://medicine.tufts.edu/give/ways-give/tufts-anatomical-gift-program): **617- 636- 0837** (Program Administrator Sharon

Belding, days), **617- 636- 6610** (nights and weekends)

☞ **UMass Medical School Anatomical Gift Program**

www.umassmed.edu/anatomicalgiftprogram

508- 856- 2460 (24/7), UMMSAGP@umassmed.edu

FUNERAL PLANNING

BODY DONATION (continued)

You may not be able to do a whole body donation if:

- You had a communicable disease
- Your body is badly disfigured
- An autopsy has been performed
- Any organs (besides corneas) have been donated
- The institution does not currently have capacity to accept a donation

If you plan on Whole Body Donation, you must have a back-up plan for burial or cremation in the event your body cannot be donated. Organ donors, people who have had extensive surgery, or who have been autopsied cannot do Whole Body Donation, but are still eligible to donate their skeletons.

FUNERAL PLANNING

FUNERAL FINANCIAL SUPPORT

Please note: There is a benefit to pre-paying for your funeral if you are planning to apply for MassHealth benefits. Money tied up in an “irrevocable burial trust” or in a “prepaid funeral contract” is not counted as part of your assets by MassHealth.

☞ **Jewish Cemetery Association of Massachusetts (JCAM)**

617- 244- 6509 (Executive Director Stan Kaplan)

- JCAM administers a burial fund for Jewish people without family or funds to pay for a burial in a JCAM cemetery.
- JCAM provides burial ground, opening and closing of the grave, perpetual care of the gravesite, and a granite grave marker, as well as a JCAM representative to offer prayers at the burial.
- JCAM does not provide a casket; many Jewish funeral homes will have funding to offer a casket.
- If the deceased is cared for by a non-Jewish funeral home, the funeral home must not embalm the body.

☞ **Massachusetts Department of Transitional Assistance (DTA)**

www.masslegalservices.org/content/funeralburial-application-payment-expenses-f-fd-1 or

bit.ly/MADTAFuneral

- DTA will pay up to \$1,100 towards a low-income person's funeral if the TOTAL funeral costs do not exceed \$1,500.
- The exact amount offered is based upon the assets in the deceased person's estate. **DTA pays the funeral home directly** once they receive an itemized invoice.
- The Transitional Assistance Funeral/Burial application is available online and through local funeral homes.

FUNERAL PLANNING

FUNERAL FINANCIAL SUPPORT (continued)

☞ **Social Security Administration**

800- 772- 1213

www.ssa.gov/benefits/survivors

- Offers one-time payment of \$255 is payable to the surviving spouse if he or she was living with the beneficiary at the time of death, OR if living apart, was eligible for survivor benefits on the deceased's earnings record for the month of death. If there is no surviving spouse, the payment is made to a child who was eligible for benefits on the beneficiary's earnings record in the month of death.

☞ **Veterans' Services Office (Town of Brookline)**

11 Pierce Street, Brookline, MA 02446

617- 730- 2112

benefits.va.gov/compensation/claims-special-burial.asp

- Eligible veterans may be buried in a Veterans' Administration (VA) national cemetery on a space-available basis, with the gravesite, opening and closing of the grave, perpetual care, a headstone or marker, a burial flag, and a Presidential Memorial Certificate at no cost to the veteran/family.
- The VA will pay up to \$780 toward burial and funeral expenses for non-service-related deaths if hospitalized by VA at time of death, or \$300 toward burial and funeral expenses (if not hospitalized by VA at time of death).
- The VA will also pay a \$780 plot-interment allowance if not buried in a national cemetery.
- As of 2013, burial and plot allowances increase with the Consumer Price Index.

GERIATRIC CARE ADVISORS

Geriatric care advisors/geriatric care managers are available to provide a variety of services which may include a onetime consultation, assessment for services or more supportive living options, and ongoing case management for seniors. These services may be available for free or there may be a fee.

☞ **Aging Life Care Association, New England Chapter**

aginglifecarene.org

- Regional chapter of the National Aging Life Care Association (www.aginglifecare.org).
- Website offers a listing of private professional geriatric care managers in this region.

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- Trained professional social work staff provides information, referral, assessment, and outreach to help individuals remain in their homes, or, if needed, find appropriate placements in assisted living or skilled nursing.
- **These services are confidential and provided without a fee to Brookline residents aged 60 and older.**

☞ **Jewish Family and Children's Services (JF&CS)**

1430 Main Street, Waltham, MA 02451

JF & CS: **781- 693- 5052**

Your Elder Experts: **866- 924- 9543**

www.jfcsboston.org/Our-Services/Seniors/Your-Elder-Experts

www.yourelderexperts.com

GERIATRIC CARE ADVISORS

☞ Jewish Family and Children's Services (JF&CS) (continued)

- Your Elder Experts is a private pay program with a staff of professional Geriatric Care Managers.

☞ Springwell

617- 926- 4100

springwell.com/resource/private-care-management-what-is-it

- Care advisors are available to make a free home assessment and create a customized plan of care which includes an evaluation for state and federally subsidized services.
- Springwell also offers Private Case Management for people with more complicated needs.

HEALTH INFORMATION ON THE INTERNET

The internet can be a useful tool to research information on a variety of medical diagnoses, health conditions and medications. While information on the web can help you understand medical diagnoses or prescriptions, even reputable websites cannot replace consultation with your health care providers.

There are many websites available with health related information, but not all will provide accurate, trustworthy information.

Government websites (.gov), websites that are sponsored by known colleges/ universities (.edu), or health care providers/organizations are more reliable than commercial sites or websites established by unknown individuals.

There are also websites that are affiliated with specific diseases that can provide information relating to those specific conditions.

For more information, try the following websites:

☞ **Blue Cross Blue Shield of Massachusetts**

www.ahealthyme.com

- BCBS-MA website includes an adult and pediatric health library, lifestyle tips, and a place to search for drug interactions.

☞ **Consumer Reports**

www.consumerreports.org/health

www.consumerreports.org/drugs/guide-to-prescription-otc-medication

- Website provides general information on a variety of health-related topics as well as ratings for medications and medical treatment options.

HEALTH INFORMATION ON THE INTERNET

☞ **Department of Health and Human Services (United States)**

www.healthfinder.gov

- Website provides access to a health library and information on/links to different health care topics such as nursing homes, hospitals, Medicare.

☞ **Mayo Clinic**

www.mayoclinic.org

- Website of nationally-renowned medical center provides general information on health related topics, prescription medications and supplements, healthy living, and a variety of health screening tools.

☞ **MedlinePlus**

www.medlineplus.gov

- Website provides general information from National Library of Medicine on health related topics, over-the-counter and prescription medications, a medical encyclopedia and dictionary, and directories for locating physicians and/or other health care providers in your area.

☞ **National Cancer Institute**

800- 422- 6237, Smoking Quitline: **877- 448- 7848**

www.cancer.gov

- General information on cancer, prevention, screening, and treatment, as well as current research and clinical trials.
- You may also email or LiveChat with a Cancer Information Specialist.

HEALTH INFORMATION ON THE INTERNET

☞ **National Institute of Health (NIH)**

www.nih.gov

- Website provides general information on a variety of health related topics and research studies as well as links to other credible health related websites.

☞ **National Institute of Health Clinical Trials**

www.clinicaltrials.gov

- Website provides regularly updated information about federally and privately supported clinical research in human volunteers.

☞ **National Institute of Mental Health (NIMH)**

866- 615- 6464, TTY: 866- 415- 8051

www.nimh.nih.gov/index.shtml

nimhinfo@nih.gov

- Website provides general information on a variety of mental health related topics and research studies as well as links to other credible health related websites and information on obtaining mental health services.

☞ **Office on Women's Health**

www.womenshealth.gov

☞ **Prescribers' Digital Reference (formerly Physician's Desk Reference)**

www.PDRHealth.com

- Website provides general information on various health conditions, prescription medications and clinical trials involving prescription medications.

HEALTH INFORMATION ON THE INTERNET

☞ **Substance Abuse and Mental Health Services Administration**

www.samhsa.gov

- Government website with information on mental health disorders, information on substance use disorders (drug and alcohol dependence, including opioid abuse) and treatment, suicide prevention, and other mental health topics.
- See also: www.drugabuse.gov

☞ **WebMD**

www.webmd.com

- Website provides a comprehensive health library and a symptom checker feature. This feature allows you to enter a set of symptoms and you will then be provided with a list of possible medical diagnoses.

☞ **World Health Organization**

www.who.int

- International organization to promote health and health information. Search a variety of health topics, including those specific to older adults.
- **Mental Health of Older Adults:** www.who.int/en/news-room/fact-sheets/detail/mental-health-of-older-adults

HEALTH INFORMATION ON THE INTERNET

CONDITION- SPECIFIC WEBSITES

There are many websites run by nonprofits and advocacy groups for particular medical and mental health diagnoses. Here are some commonly-asked for sites:

Alzheimer's Association: www.alz.org

American Cancer Society: www.cancer.org

American Heart Association: www.heart.org

American Parkinson's Disease Association: www.apdama.org

Arthritis Foundation: www.arthritis.org

Blurt: Increasing Awareness and Understanding of Depression:
www.blurtitout.org

Mesothelioma Cancer Alliance: www.mesothelioma.com

National Alliance on Mental Illness: www.nami.org

National Multiple Sclerosis Society: www.nationalmssociety.org

HEALTH INSURANCE (MassHealth/Medicaid)

MASSHEALTH

www.mass.gov/topics/masshealth

MassHealth is our state Medicaid program, providing **health insurance for low- income individuals and families residing in Massachusetts.**

Check online or speak to MassHealth Customer Service for current income guidelines. SSI recipients are automatically eligible for MassHealth. **Undocumented immigrants or immigrants who are not eligible for Social Security Numbers may apply for MassHealth Limited or the Health Safety Net.**

There are two separate MassHealth applications: one application is for people 65- and- over or people under 65 who require long- term health care, and the other application is for people 65- and- younger who do not require long- term care.

MassHealth covers medical transportation, adult day health programs and the cost of most long term care facilities (nursing homes). Some members may have coverage for Assisted Living Facilities. MassHealth will cover some dental services such as oral exams and cleanings, x-rays and some medically necessary dental services such as extractions and oral surgery when provided by a MassHealth dental provider. MassHealth also provides coverage for eyeglasses and some durable medical equipment.

If you are over the income or asset guidelines, you may still be eligible for MassHealth coverage after paying a deductible (commonly referred to as a "spend down"). Your deductible is based on the amount of income or assets you have in excess of MassHealth guidelines. Your deductible is calculated every six months. In order to meet your deductible, you must provide proof of the medical costs or expenses for which you have paid during that six month period.

HEALTH INSURANCE (MassHealth/Medicaid)

MASSHEALTH (continued)

Qualifying medical expenses may include doctor visits, prescription, medical equipment, adult day health costs, or private pay home health services.

People over the age of 60 who need significant long-term services and supports to safely live at home may apply for coverage through the **Frail Elder Waiver** program. For residents of Brookline, this waiver application must be completed through **Springwell**, our Aging Services Access Point.

Information on the Frail Elder Waiver:

www.mass.gov/frail-elder-waiver-few

www.massoptions.org/massoptions

MASSHEALTH COMPREHENSIVE HEALTH PLANS

Program of All- Inclusive Care of the Elderly (PACE)

www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace

www.mass.gov/service-details/who-is-eligible-for-pace

The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare and provides comprehensive medical, social, recreational, and wellness services to allow eligible participants to live in the community instead of in nursing homes.

You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth and MassHealth may pay your PACE premium. For more information on MassHealth income and asset rules for PACE, visit the Who is Eligible for PACE? web page.

HEALTH INSURANCE (MassHealth/Medicaid)

MASSHEALTH COMPREHENSIVE HEALTH PLANS (continued)

Senior Care Options: A Medicare- Medicaid Partnership for Eligible Seniors

www.mass.gov/senior-care-options-sco

Senior Care Options (SCO) is a comprehensive health plan that covers services normally paid for through Medicare and MassHealth. This plan provides services to members through a senior care organization and its network of providers.

SCO programs combine health services with specialized geriatric social support services and respite care for families and caregivers. There are no copays for members enrolled in SCO.

The SCO program currently provides seniors with the option of enrolling in one of six Senior Care Organizations. Members can contact MassHealth Customer Service or the individual SCO organizations to learn more about which plan is best for them and to request enrollment.

APPLYING FOR MASSHEALTH

☞ Brookline Council on Aging

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- **SHINE (Serving the Health Information Needs of Elders)** trained volunteer counselors are available **by appointment** at the Senior Center to help older adults understand their health insurance options - primarily focusing on **MEDICARE** plans.

HEALTH INSURANCE (MassHealth/Medicaid)

APPLYING FOR MASSHEALTH (continued)

☞ Brookline Council on Aging (continued)

- Social workers are available every weekday to assist with MassHealth questions and applications.

☞ MassHealth Central Office

100 Hancock Street, 6th floor, Quincy, MA 02171

Customer Service: **800- 841- 2900, TTY: 800- 497- 4648**

MassHealth Dental Customer Service: **800- 207- 5019**

TTY: 800- 466- 7566, member@masshealth-dental.net

☞ MassHealth Disability Accommodation Ombudsman:

ADAAccommodations@state.ma.us

☞ Senior Guide to Health Care Coverage and Applications:

www.mass.gov/service-details/senior-guide-and-application-for-health-care-coverage

☞ Springwell (To Apply for Frail Elder Waiver)

springwell.com

617- 926- 4100

Certified Applications Counselors (CACs) are trained to assist consumers with understanding, applying for and choosing a MassHealth plan. Ask your doctor about meeting with a CAC at your medical practice or affiliate hospital, or find a location at: www.mahealthconnector.org

HEALTH INSURANCE (MassHealth/Medicaid)

APPLYING FOR MASSHEALTH (continued)

You can apply for MassHealth in person at any of the five MassHealth Enrollment Centers (find your closest Enrollment Center by calling MassHealth Customer Service), or by mailing your application to:

MassHealth Enrollment Center

P.O. Box 290794

Charlestown, MA 02129-0214

HEALTH INSURANCE (Medicare)

Medicare is a federal insurance program for people 65 and over and others with qualifying medical conditions. Most Medicare enrollees have paid into the Social Security system through previous or current employment. Medicare consists of Part A, Part B, Part C (Medicare Advantage Plans) and Part D (prescription benefit).

PART A primarily covers hospital services and is free if you have paid into the Social Security system. There is a Part A deductible for each hospital admission.

PART B primarily covers 80% of outpatient services (i.e., doctor's visits, x-rays, tests) after an annual deductible. Part B requires a monthly premium, with cost based on your income, which is usually taken out of your Social Security check before you receive it. Social Security will tell you the amount of your monthly Part B premium.

You can purchase both Part A and Part B if you have not paid into the Social Security system (for example, if you had a job that paid into a pension instead of Social Security). Contact Medicare directly for information on the monthly cost of purchasing a plan.

PART C: See MEDICARE ADVANTAGE section.

PART D: See MEDICARE PART D Prescription Benefit section.

Medicare DOES NOT COVER: eyeglasses, hearing aids, dental, and long term care/nursing home placement.

Glossary of terms:

www.healthcare.com/info/health-care/medicare-glossary-of-terms

HEALTH INSURANCE (Medicare)

If you have additional questions regarding Medicare, contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available **by appointment** at the Senior Center to help individuals understand their Medicare and health insurance options.
- Check www.mass.gov/service-details/find-a-shine-counselor or call (800) 243-4636 to find other agencies and locations that offer SHINE appointments.
- 中文发言人可以要求与Sonia Wong进行SHINE预约

☞ **Medicare**

1- 800- MEDICARE

www.medicare.gov

☞ **Social Security Administration**

800- 772- 1213

www.ssa.gov

- To request a replacement Medicare card
- To sign up for Medicare Part A and Part B
- For answers to questions about Medicare Part A & B eligibility and enrollment

HEALTH INSURANCE (Medicare)

The following resources are available to beneficiaries of traditional Medicare as well as to Medicare beneficiaries who belong to Medicare Advantage Plans (i.e. Medicare HMO's, Medicare PPO's or Medicare PFFS), or Medicare Special Needs Plans:

QUALITY OF CARE COMPLAINTS (see also ADVOCACY)

☞ LIVANTA, LLC Medicare Help Line

10820 Guildford Road, Suite 202

Annapolis Junction, MD 20701

866- 815- 5440

www.bfccqioarea1.com

- Livanta (replacing MassPro) is a Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).
- Call with Medicare quality of care complaints, to appeal a notice that the hospital intends to send you home when you believe you should stay, or to appeal a notice that a medical treatment (such as rehabilitation, nursing home, home health or hospice care) is going to end when you believe you still need those services.
- When you call Livanta, you will need to provide your name, Medicare number, address and phone number, date of birth, date of service and the full name and contact information of your health care professional.

☞ Massachusetts Department of Public Health

617- 624- 6000 (Main Number)

617- 753- 8000 (Bureau of Health Care Safety and Quality)

DPH.BHCSQ@massmail.state.ma.us

HEALTH INSURANCE (Medicare)

QUALITY OF CARE COMPLAINTS (see also ADVOCACY)

☞ Massachusetts Department of Public Health (continued)

- The Mass Department of Public Health, Bureau of Health Care Safety and Quality, is responsible for overseeing hospital discharges. They review quality of care complaints and disputed discharge decisions in acute care hospital settings, as well as in nursing homes and other health care facilities.

☞ Massachusetts Senior Medicare Patrol Program

Elder Services of the Merrimack Valley, Inc.

280 Merrimack Street, Suite 400, Lawrence, MA 01843

800- 892- 0890

masmp.org

Help@MASMP.org

- The Massachusetts Senior Medicare Patrol Program can help you understand Medicare Summary Notices (MSN) and Explanations of Benefits (EOB). They can also help guide you in dealing with questionable medical charges.
- If you or someone you know has received a Medicare Summary Notice (MSN), explanation of benefits (EOB) or medical bills with questionable charges, call or email the MA SMP Program.

HEALTH INSURANCE (Medicare)

QUALITY OF CARE COMPLAINTS (see also ADVOCACY)

☞ Medicare Advocacy Project (MAP)

MAP Legal Services: Greater Boston Legal Services

800- 323- 3205; 866- 778- 0939

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

- MAP helps older adults and younger disabled people who may have been unfairly denied Medicare. MAP can give you the information to learn more and get the help you may need. The MAP legal services office for Brookline is at Greater Boston Legal Services.

☞ Medicare (to file a complaint)

www.medicare.gov/claims-appeals/file-a-complaint/filing-a-complaint-about-your-quality-of-care

HEALTH INS. (Medicare Advantage “Part C”)

WHAT ARE MEDICARE ADVANTAGE PLANS?

Medicare Advantage Plans such as Medicare HMO's, Medicare Preferred Provider Organizations (PPO's), Medicare Private Fee-for-Service Plans (MFFS) and Medicare Special Needs Plans are health plans administered by Medicare-approved private insurance companies. Medicare Advantage Plans are also known as Medicare “buy-out” insurance plans. Individuals who are enrolled in traditional Medicare (parts A & B) have the option of changing their coverage to the Medicare Advantage Plan of their choice.

Medicare Advantage Plans provide Part A and Part B coverage as well as “extra” incentive benefits such as vision benefits, hearing benefits, and sometimes dental or medication plans (Part D benefits). Medicare deductibles are usually covered as well. Unlike original Medicare, you may be limited to certain doctors or hospitals that “belong” to the plan you’ve chosen. If you have particular preferences or needs, **be sure to confirm that your current doctor or preferred hospital belongs to the plan before enrolling.**

Some Medicare Advantage Plans may require individuals to identify a primary care physician (PCP) who then manages all of their care, including referrals to any specialists (i.e., cardiologist, eye doctor, etc.). Other Medicare Advantage Plans may not require referrals to specialists or other providers. **Benefits vary by plan, so be sure to ask questions. When in doubt, make an appointment to speak with a SHINE counselor.**

HEALTH INS. (Medicare Advantage “Part C”)

WHAT ARE MEDICARE ADVANTAGE PLANS?

PREMIUMS

Medicare Advantage Plan members continue to have the monthly Medicare Part B premium deducted from their Social Security check. This premium now goes to the Plan rather than Medicare. Most Medicare Advantage Plans require an additional monthly premium to cover their costs.

COPAYMENTS/CO- INSURANCE

Medicare Advantage Plan members may also be required to pay a fixed dollar amount (co-payment) or a fixed percentage (co-insurance) for all medication, outpatient visits, ER visits, and hospital admissions. Amounts vary by company.

Despite the monthly premiums and co-payments, Medicare Advantage Plans are often less expensive than Medigap plans (see page 181).

MEDICATIONS

If you join a Medicare Advantage Plan you must take the Medicare Part D coverage offered by that plan.

HEALTH INS. (Medicare Advantage "Part C")

If you have additional questions regarding Medicare Advantage Plans, please contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available **by appointment** at the Senior Center to help individuals understand their Medicare and health insurance options.
- Check www.mass.gov/service-details/find-a-shine-counselor or call (800) 243-4636 to find other agencies and locations that offer SHINE appointments.

☞ **Medicare Help**

855- 492- 4169

www.medicarehelp.org

- Medicare Help allows you to search for Medicare plans in your area, as well as compare and contrast based on plan benefits, costs, and consumer ratings.

HEALTH INS. (Medicare Advantage “Part C”)

INSURANCE COMPANIES OFFERING PART C (alphabetical order)

- ✿ **Aetna Medicare Solutions**
855- 335- 1407, TTY: 711
www.aetnamedicare.com

- ✿ **Blue Cross & Blue Shield of Massachusetts**
800- 678- 2265, TTY: 711
medicare.bluecrossma.com

- ✿ **Fallon Community Health Plan**
888- 340- 5504, TTY: 711
joinseniorplan@fallonhealth.org
www.fchp.org/find-insurance/medicare.aspx

- ✿ **Harvard Pilgrim Health Care**
888- 609- 0692 (Medicare Advantage), TTY: 711
877- 907- 4742 (Medicare Supplement), TTY: 711
www.harvardpilgrim.org/public/medicare

- ✿ **Tufts Health Plan Medicare Preferred HMO**
800- 890- 6600, TTY: 711
www.tuftsmedicarepreferred.org

- ✿ **United Health Care**
866- 414- 1959 (General information), TTY: 711
888- 545- 5205 (To choose a plan)
800- 523- 5800 (Supplement plans)
www.uhc.com/medicare

HEALTH INSURANCE (Medicare Rx - "Part D")

FREQUENTLY ASKED QUESTIONS

Q: When can I enroll in a Medicare prescription drug plan?

A: Medicare holds an open enrollment period annually.

Q: Do I always have to wait until the open enrollment period?

A: In certain situations, people may enroll in Medicare Part D or switch plans outside the open enrollment period. You can enroll up to three months BEFORE or three months AFTER your 65th birthday. Some members of MassHealth, Prescription Advantage, and Medicare Advantage, or people who have lost "creditable" drug coverage through no fault of their own can sign up outside of open enrollment.

"Creditable" coverage is any drug coverage that is as good as or better than a Medicare Part D prescription plan.

Q: What can I do now to get ready?

A: Know the details of your current plan - what it covers and how much it costs. Make a list of all prescription drugs you currently take and what you pay for them. Ask your prescriber about generic substitution.

Q: Should I enroll in a plan even if I have drug coverage now?

A: If you are enrolled in a health plan with "creditable" coverage, you do not have to enroll in a Medicare D plan. If you are unsure, contact your current health plan.

HEALTH INSURANCE (Medicare Rx - "Part D")

A FEW THINGS TO CONSIDER...

- ✓ There are many Part D plans available, and not all plans cover all medications. You should compare plans EVERY YEAR to find the plan with the best coverage and cost for your needs.
- ✓ Plans charge different monthly premiums, deductibles, and co-payments, and have different gap coverage (the so-called "donut hole"). Ask plenty of questions before enrolling in a plan.
- ✓ If you don't enroll in Part D when you are first eligible, you will pay a higher monthly premium if/when you do decide to enroll. If you currently have a comparable or better drug benefit through a retirement plan, you won't be penalized if your benefits change and you need to join Part D later.

FINANCIAL ASSISTANCE FOR LOW INCOME INDIVIDUALS

EXTRA HELP (or the low-income subsidy) is the Part D assistance program for individuals who meet income and asset guidelines. People who qualify for "extra help" get reduced premiums, deductibles, co-payments, and lower out-of-pocket expenses.

- You need proof of income and assets to apply for extra help.
- **Get an extra help application by contacting Social Security at 800- 772- 1213.**

PRESCRIPTION ADVANTAGE is the state-funded prescription assistance program for Massachusetts residents age 65 and older.

Those who qualify may receive assistance with gap coverage. **You can apply for Prescription Advantage at any time of the year.**

HEALTH INSURANCE (Medicare Rx - "Part D")

For more information, please contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617-730-2777

- SHINE (Serving the Health Information Needs of Elders) volunteer counselors are available every week **by appointment** at the Senior Center to help you understand your health insurance options.

☞ **MCPHS Pharmacy Outreach Program: 866-633-1617**

www.mcphs.edu/patient-centers/pharmacy-outreach-program

☞ **Medicare: 800-633-4227, TTY: 877-486-2048**

www.medicare.gov

☞ **Prescription Advantage: 800-243-4636, TTY: 877-610-0241**

www.mass.gov/prescription-drug-assistance

☞ **Social Security Admin: 800-772-1213, TTY: 800-325-0778**

www.ssa.gov

HEALTH INSURANCE (Medicare - "Medigap")

MEDICARE SUPPLEMENTS: MEDIGAP

www.medicare.gov/supplements-other-insurance/how-to-compare-medigap-policies/medigap-in-massachusetts

Medicare supplement insurance plans, or "Medigap" plans, attempt to fill the gaps in traditional Medicare Part A&B coverage. These vary from state to state, so if you have moved to Massachusetts from another state, it is important to check if your plan provides coverage in Massachusetts and what the coverage is.

Medicare supplement plans aren't a substitute for Medicare health coverage - instead, they add to your Original Medicare coverage.

Medigap coverage doesn't include prescription drug coverage, which must be purchased through a stand-alone Medicare Prescription Drug Plan (SEE MEDICARE PART D).

If you are a Massachusetts resident with Part A and Part B, you can enroll in a Medigap plan offered in your area, regardless of age, unless you are under 65 and have Medicare because of a disability or end-stage renal disease (ESRD). Insurance companies aren't required to sell Medigap plans to Medicare beneficiaries with ESRD until age 65.

Most Medigap plans have continuous open enrollment. **Unlike many insurance plans, Medigap plans can still reject you due to pre-existing conditions, even after the implementation of the Affordable Care Act.** However, in Massachusetts, you have the **guaranteed** right to enroll in a Medicare Supplement plan during your **Medigap Open Enrollment Period**, which is the six-month period beginning when you turn 65 and enroll in Part B. During this period, you may join any Medicare Supplement plan, regardless of disability or health conditions, and not be charged a higher premium due to health reasons.

HEALTH INSURANCE (Medicare - "Medigap")

MEDICARE SUPPLEMENTS: MEDIGAP

Outside of your Medigap Open Enrollment Period, you may have a guaranteed right to join any Medigap plan in the following situations:

- ✓ If you lose employer or retiree health coverage.
- ✓ If you join a Medicare Advantage plan and decide to go back to Original Medicare within the first 12 months.
- ✓ If your Medigap policy ends through no fault of your own.
- ✓ If your Medigap plan misleads you or violates the rules

WHAT KIND OF SUPPLEMENT/ MEDIGAP PLANS EXIST?

There are **two kinds of Medicare supplement plans** offered in Massachusetts: **Supplement Core Plans and Supplement 1 Plans.**

All Supplement Core Plans provide the same coverage, as is mandated by the state. After the Medicare Part A deductible for inpatient hospital stays of 1-60 days, **Core Plans** cover the daily co-pay for stays of 61-90 days, the lifetime reserve co-pays, and they add an additional 365 lifetime hospital days. Core plans also add an additional 60 days per year for inpatient mental health hospital stays, cover the cost of the first three pints of blood and the 20% Medicare Part B charges after the annual deductible is met.

All Supplement 1 Plans provide the same coverage, as is mandated by the state. Supplement 1 Plans provide all the coverage of a Supplement Core Plan, plus coverage for the deductible for inpatient hospital stays, adding an additional 120 days per benefit period for inpatient mental health hospital stays and provide coverage for a skilled nursing facility co-pays for days 21-100. They also cover the annual deductible for Medicare B and provide coverage for Medicare covered services while traveling abroad.

HEALTH INSURANCE (Medicare - "Medigap")

MEDICARE SUPPLEMENTS: MEDIGAP

If you have additional questions regarding Medigap plans, contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- SHINE (Serving the Health Information Needs of Elders) trained volunteer counselors are available **by appointment** at the Senior Center to help individuals understand their Medicare and health insurance options.
- Check www.mass.gov/service-details/find-a-shine-counselor or call (800) 243-4636 to find other agencies and locations that offer SHINE appointments.

☞ **Medicare.com (A commercial eHealth insurance website)**

844- 847- 2660

medicare.com/state/massachusetts-medicare/

- This website is **NOT GOVERNMENT AFFILIATED and is NOT PART OF MEDICARE.**
- The site is run by licensed insurance agents and provides state-by-state information on insurance plans.

MEDIGAP POLICY SEARCH

☞ **Medicare.gov**

www.medicare.gov/find-a-plan/questions/medigap-home.aspx

HEALTH INSURANCE (Medicare - "Medigap")

MEDIGAP INSURANCE COMPANIES IN MA (Alphabetical Order)

- ☞ **Blue Cross & Blue Shield of Massachusetts (Medex)**
800- 678- 2265 (sales)
800- 258- 2226 (member services), **TTY: 711**
medicare.bluecrossma.com/shop-plans/medicare-supplement-plans

- ☞ **Fallon Health & Life Assurance Company**
866- 330- 6380 (sales)
800- 868- 5200 (member services), **TTY: 711**
www.fallonhealth.org/medsupp

- ☞ **Harvard Pilgrim Health Care Insurance Company, Inc.**
877- 909- 4742 (sales)
877- 907- 4742 (member services) **TTY: 711**
www.hpforlife.org

- ☞ **Health New England Insurance Company**
877- 443- 3314, **TTY: 711**
www.healthnewengland.org

- ☞ **Humana Insurance Company**
800- 872- 7294 sales
800- 866- 0581 member services, **TTY: 800- 833- 3301**
www.humana.com

HEALTH INSURANCE (Medicare - "Medigap")

MEDIGAP INSURANCE COMPANIES IN MA (continued)

- **Transamerica Life Insurance Company**
800- 247- 1771
 - Group Medicare Supplement Insurance sponsored for members of various participating industry, trade, professional and other special interest associations.

- **Transamerica Premier Life Insurance Company**
800- 458- 5736
www.amainsure.com
 - Group Medicare Supplement insurance sponsored exclusively for eligible members of the American Medical Association.

- **Tufts Health Plan**
800- 714- 3000 sales/apps, **TTY: 888- 899- 8977**
800- 701- 9000 member services, **TTY: 800- 208- 9562**
www.tuftsmedicarepreferred.org

- **UnitedHealthcare Insurance Company**
800- 523- 5800
www.aarpmedicaresupplement.com
 - Only for members of AARP.

HEARING IMPAIRMENT

COMMON DEFINITIONS

Hard of Hearing: Having hearing loss, but able to hear with amplification.

Deaf: Having severe hearing loss/ being nearly or entirely unable to hear. Especially with early or congenital hearing loss, Deafness is also a cultural/identity group with its own language (ASL) and culture. Someone may be able to hear with assistive technology (ex: cochlear implants) and still identify as Deaf.

Late-deafened - Someone who becomes Deaf after spoken language has been acquired. This is the hearing loss most often associated with aging.

If you have any level of hearing impairment, it is a good idea to visit an audiologist annually. Remember: you have a right to any reasonable accommodations that improve your ability to access your environment.

SEE ALSO: DISABILITY RESOURCES

HEARING IMPAIRMENT

Hearing Aids: A Recipe for Success*

1. Wear the aids for several hours per day in a quiet environment to adjust to the new sound and to feel comfortable with the earmolds and manipulating the aids: inserting them and removing them, adjusting the controls, etc.
2. Wear them in conversation with one or two people in a quiet setting, watching television, or reading to yourself.
3. Wear them indoors in some minor noise: in the kitchen using an electric can opener, etc.
4. Try wearing them outside in a quiet area, then move to a noisier area. Wear them while driving, walking around a mall, or in small groups.
5. Try wearing them in a large room, at church, talking to several people.
6. Experiment with adjusting volume.
7. Use the aid's telecoil (T-switch) with the telephone and see if it helps you hear on the phone. You'll have to experiment with the position of the telephone handset on your ear, since the location of the telecoil varies greatly from model to model.
8. Wear them in a noisy restaurant or at a party.

*Taken from: "A Guide for People Who Become Deaf or Severely Hard of Hearing. A Late-Deafened Consumer's Perspective," by Karen Rockow, PhD (Developed under a contract from the Mass Commission for the Deaf and hard of Hearing, 2004)

HEARING IMPAIRMENT

AUDIOLOGY SERVICES

☞ **Brookline Hearing Services**

1842 Beacon Street, Suite 403, Brookline, MA 02445

(617) 232- 1229

info@brooklinehearing.com

www.brooklinehearing.com

- Brookline Hearing Services provides audiological testing, hearing aid fittings, hearing aid service and repair, ear protection, and musician filtered earplugs.

☞ **Hebrew Rehabilitation Center Outpatient Audiology Group**

1200 Centre Street, Boston, MA

617- 363- 8539

www.hebrewseniorlife.org

☞ **Professional Hearing Center Inc.**

1101 Beacon Street, Ste. 803e, Brookline, MA

617- 232- 9182

INFORMATION, ADVOCACY AND SUPPORT

☞ **Association of Late- Deafened Adults - Boston Chapter**

P.O. Box 600622, Newtonville, MA 02460

www.aldaboston.org

- Provides educational and social programs, advocacy and peer support groups for late-deafened adults.

HEARING IMPAIRMENT

INFORMATION, ADVOCACY, AND SUPPORT

☞ **DEAF, Inc.**

215 Brighton Avenue, Allston, MA 02134

617- 254- 4041 Voice/TTY

www.deafinonline.org

- Provides educational programs, information and referral, advocacy, skills assessment and training programs (i.e., obtaining/using assistive devices/equipment, ASL classes, negotiating public transportation, etc.).
- They also provide support services to family members of individuals with hearing impairment.

☞ **Massachusetts Commission for the Deaf and Hard of Hearing**

617- 740- 1600, TTY: 617- 740- 1700

Toll Free: 800- 882- 1155, TTY: 800- 530- 7570

www.mass.gov/service-details/massachusetts-commission-for-the-deaf-and-hard-of-hearing-mcdhh

- Provides educational materials, information and referral, and individual case management services to Deaf and hearing impaired individuals.

☞ **National Association of the Deaf**

TTY: 301- 587- 1789

www.nad.org/about-us

- The primary civil rights, advocacy, and education organization by and for the Deaf community in the United States.

HEARING IMPAIRMENT

ASSISTIVE LISTENING TECHNOLOGY AND SERVICES

☞ **Hartling Communications, Inc./ Hear it Better**

1 Colleen Circle, Burlington, MA 01803

800- 475- 3183 Voice, 800- 672- 9455 TTY

chris@hearitbetter.com

www.hearitbetter.com

- Local business offering a variety of assistive technology devices for hearing impaired individuals including telephone, doorbell, TV, clock and fire devices.
- They also rent FM Assistive Listening Systems for accessible events.

☞ **Starkey Hearing Foundation**

Hear Now: 800- 328- 8602

hearnow@starkeyfoundation.org

www.sotheworldmayhear.org

- This agency assists individuals who are in need of hearing aids, but are financially unable to afford them. The program has very strict income and asset guidelines. It is intended for individuals with truly limited financial resources.
- They charge a nonrefundable fee to review your Hear Now application; contact them in advance if you have any questions about your eligibility.

HEARING IMPAIRMENT

ASSISTIVE LISTENING TECHNOLOGY AND SERVICES

☞ **Massachusetts Equipment Distribution Program**

800- 300- 5658 Voice & TTY

www.mass.gov/eopss/agencies/massedp/

- Massachusetts offers specialized telephone equipment for residents who have hearing, vision, cognitive, speech or mobility impairments.
- Equipment is available at free or reduced costs based on financial guidelines.
- Applicants must have a permanent disability that affects the use of a home telephone, certified by a physician, audiologist, speech pathologist, ophthalmologist, optometrist, or neuropsychologist.

☞ **MassMATCH (Maximize Assistive Technology in Consumers' Hands)**

Massachusetts Rehabilitation Commission

600 Washington Street, Boston, MA 02111

617- 204- 3851, TTY: 617- 204- 3815

info@massmatch.org

www.massmatch.org/resources/deaf.php

- MassMATCH is a federally funded program to promote the use of assistive technology and assistive technology services to enhance the independence of people with disabilities, enabling equal participation in all of life's activities.

HEARING IMPAIRMENT

ASSISTIVE LISTENING TECHNOLOGY AND SERVICES (cont.)

☞ **Mass Relay**

711, TTY: 800- 720- 3480

- Free service allowing people who use text-based TTY phones to have conversations with people who use standard phones.
- Provides operators who read TTY typed words aloud so standard users can hear them and operators who type spoken words so TTY users can read them.

HOME CARE

COMMON HOME CARE TERMS

Home Care Services/ Home Care Workers: Non-medical services that seniors receive at home such as shopping, escorting, errands, cooking, and companionship in addition to cleaning and laundry.

Certified Nursing Assistants (CNA's): State-certified care providers may provide hands-on assistance with personal care tasks such as bathing, dressing, and toileting for clients in their homes as well as in nursing homes, assisted living facilities, and hospitals.

Homemakers: Homemakers perform mostly light housekeeping tasks such as cleaning the bathroom/kitchen, dusting, vacuuming, and laundry. Homemakers do not provide any hands-on personal care.

Home Health Aides: These care providers most assist with personal care tasks including assistance with bathing, dressing, toileting, and meal preparation. Home health aides may also perform some minimal homemaking tasks but it is not their primary function. Home health aide services may also be covered by Medicare if an individual is eligible for Medicare certified home health services (see page 91).

Personal Care Attendants (PCAs): PCAs assist with hands-on personal care (i.e., bathing, dressing, changing diapers/ using the toilet) as well as light housekeeping. Personal Care Attendant services for eligible persons may be covered by MassHealth.

PLEASE NOTE: Many private pay home care agencies have a minimum number of hours for which you must contract in order to use their services. Some agencies accept long term care insurance. **Be sure to ask about hours, rates, and payment in advance.**

HOME CARE

HOME CARE PROVIDERS

☞ **H. E. L. P. Program (Home and Escort Linkage Program)**

Brookline Senior Center

617- 730- 2752

- Services offered include light housekeeping, organizing, laundry, grocery shopping, errands, cooking, companionship, escort, and odd jobs. **HELP workers do not provide hands- on personal care.**
- Clients must be age 60 or older and residents of Brookline.
- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.
- You must sign up with the program, which requires a home visit, before you can use the service.

☞ **Additional Care Private Home Care Services**

278 Mystic Ave Suite 204 Medford, MA

781- 396- 2633

acinfo@gmvna.com

www.privatehomecarema.com

- A division of the Greater Medford Visiting Nurses Association, Additional Care offers companionship, homemaker service, personal care, dementia care, home health aide service, transportation, and medical escort.
- Private Home Care Nurses (RNs) are also available.
- There is a two-hour minimum required for services. Contact them for current rates or a consultation.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **All at Home Homecare**

20 Linden St, Allston, MA

617- 782- 9900

allathomehealth.com

- Offers skilled nursing, physical therapy, occupational therapy, and social work services as well as homecare services such as homemaker and home health aide services.
- Call for available services and current pricing.

☞ **Altranais Home Care LLC**

59 Lowes Way Suite 205, Lowell, MA 01851

978- 856- 7296

Altranais@altrhomecare.com

www.altrhomecare.com

- Call for available services and current pricing.

☞ **Always Best Care Senior Services**

68 Leonard St., Belmont, MA

617- 489- 9000 (24 hours)

www.alwaysbestcare.com

- Provide personal care, companionship care, accompaniment transportation, and homemaker services and care for many specialized needs. Live-in and 12 hour sleepover care is also available.
- Contact the agency for current rates.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Always Here Home Care**

264 Beacon St. 3rd Floor, Boston MA 02116

617- 933- 8884, 877- 933- 8884

www.alwayssherehomecare.com

- Provide personal care, companionship care, homemaker services, and care for many specialized needs. Minimum of 4 hours per week. Use current IRS standard mileage rate for errands in employee vehicle. Client chooses caregiver. Licensed, insured, and bonded.
- Contact the agency for current rates.

☞ **Bayada Home Health Care**

2000 Commonwealth Ave, Suite 320, Auburndale, MA

617- 332- 7600

www.bayada.com

- Provide personal care services including dressing, bathing, grooming, toileting, medication and appointment reminders, meal preparation, light housekeeping, shopping, and escorted transportation on an ongoing or live-in basis.
- No minimum hours. Contact the agency for current rates.

☞ **Boston ElderInfo (Boston Residents)**

617-292-6211

www.Elderinfo.org

- Referral line for Boston Senior Home Care, Central Boston Elder Services and Ethos (Aging Service Access Points for Boston residents).

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Care Solutions**

508- 366- 1766

www.care-solutions.net

- Services offered include personal care assistance, nursing, social work, rehabilitation services and health management.
- There is a two-hour minimum required; contact the agency for current rates.

☞ **Comforcare Senior Services**

5 Walpole St., Norwood MA 02062

781- 255- 6910

www.comforcare.com

- Services offered include companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, and transportation, Certified Nursing Assistants, and Personal Care Assistance.
- Contact the agency for current rates.

☞ **Comfort Keepers**

21 G Olympia Ave, Woburn, MA 01801

781- 721- 5522

www.comfortkeepers.com

- Services offered include companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, transportation, and personal care assistance. Also has specialized dementia care, end of life care, and veterans' care. All services are private pay. Contact the agency for current rates.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Conlin Health Care Inc.**

555 High St. Suite 204, Westwood, MA 02090

781- 329- 3400

www.conlinhealthcare.com

- Provide companionship services, meal preparation, and general housekeeping and shopping duties. There is a four hour a day minimum.
- Contact the agency for current rates.

☞ **Elder Achievers**

617- 983- 0044

www.elderachievers.com

- Services include a nursing assessment, companionship, meal preparation, light housekeeping, medication reminders, grocery shopping, errands, transportation, and personal care assistance.
- There is a 3 hour minimum preferred. Contact the agency for current rates.

☞ **Ezra Home Care**

1087 Beacon St #304, Newton, MA

617- 527- 9000

ezrahomecare.com

- Services include free needs and safety assessment, case management, companionship, meal preparation, light housekeeping, medication reminders, personal care, incidental transportation and many specialized programs.
- Contact agency for current rates and services

HOME CARE

HOME CARE PROVIDERS (continued)

☞ Home Care Assistance

866- 454- 8346

www.homecareassistance.com

- Services offered include companionship, light housekeeping and meal preparation, medication reminders and assistance with personal care, errands, and medical escort.
- There is a four hour daily minimum for services.
- All services are private pay. Contact the agency for current rates.

☞ Home Instead Senior Care

440 Totten Pond Road Suite 300, Waltham MA

617- 229- 7962, 866- 969- 0200

www.homeinstead.com

- Home Helper service includes light housekeeping, laundry, errands, and medical escorting. Cost varies on holidays. Please call to inquire.
- Sleep over service includes all of the above services as well as assistance into bed, assistance overnight, and breakfast preparation/clean-up.
- 24 hour care includes all of the above services as well as preparation of up to 3 full meals per day.
- A three-hour daily minimum is required for services. Contact the agency for current rates.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Home Staff Inc. (Formerly VNA Private Care)**

508- 658- 7714

www.homestaffinc.com

- Offers private duty nursing services, personal care services, and homemaking/companionship services from 1 hour to 24 hours a day.
- Services are available on a short-term, long-term, or live-in basis. Affiliated with the VNA Care and Hospice Network and Fallon Health.
- Contact the agency for current rates.

☞ **Houseworks**

617- 928- 1010

www.houseworks.com

- Services are available on a short-term, long-term, or live-in basis and 24-hour care is available. Houseworks offers homemaking and PCA services, standard live-in care, enhanced live-in, heavy chore, and handyman service, each with different rates of pay.
- Contact the agency for current rates and minimum hours.

☞ **Partners Health Care at Home**

800- 698- 2628

www.PartnersAtHome.org

- Services offered include private duty nursing, home health aide services, occupational therapy, physical therapy, and homemaker/companionship services.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Partners Health Care at Home (continued)**

- Services are available on a short-term, long-term, or live-in basis and 24-hour care is available.
- Contact the agency for current rates.

☞ **Right at Home**

1191 Chestnut St Suite 2-4, Newton, MA

617- 597- 1500

- Contact agency for current rates and services

☞ **Senior Homecare Solutions**

617- 431- 1165

www.seniorhomecaresolutions.com

- Services offered include companionship, meal preparation, errands, light housekeeping, transportation to appointments, medication reminders, and personal care assistance.
- Services are available on a short term, long term, or live-in basis and 24 hour care is available.
- Contact the agency for current rates.

HOME CARE

HOME CARE PROVIDERS (continued)

☞ **Springwell (Area Agency on Aging)**

617- 926- 4100

www.springwell.com

- Offers home health aide and homemaking services.
- Organization contracts with health care agencies in order to provide services to clients. Minimum hours and services may vary.
- The cost for services is dependent upon your income level. You may be eligible for free service if you meet certain income guidelines.
- Proof of income is required during intake visit with a Springwell representative.
- Offers resource listings for private pay agencies if individuals are over income for services through Springwell.

HOME HEALTH CARE

See HOME CARE for non- medical services and private- pay agencies

HOME HEALTH CARE TERMS

Home Health Care: medical services that an individual may require at home as a result of a chronic or acute illness or a hospitalization. Home health services must be prescribed and overseen by your physician.

Home Health Care Providers may include nurses, social workers, home health aides, physical, occupational, and/or speech therapists.

Medicare will usually cover home health services if you are homebound and have an acute medical condition that requires medical treatment.

Your home health agency must be Medicare Certified to bill Medicare for services provided. Always ask whether an agency's services will be covered by your Medicare benefit.

If you do not qualify for Medicare covered home health care services, there are some agencies that will allow you to pay privately for nursing and home health aide services at home.

HOME HEALTH CARE

Medicare Certified Home Health Care Agencies* (Alphabetical)

- **ABP BEST HOMECARE AGENCY:** 617-779-8400
- **ALTERNATIVE HOME HEALTH CARE:** 978-657-7444
- **AMEDISYS HOME HEALTH CARE:** 781-547-6601
- **ART OF CARE, INC:** 617-787-7799
- **AT HOME SENIOR CARE, INC.:** 617-663-4881
- **BAYADA HOME HEALTH CARE:** 617-332-7600
- **BLISSFUL HOMECARE, LLC:** 978-725-5505
- **CARE FOR LIFE HOME HEALTH AGENCY:** 781-349-8178
- **CAREGROUP HOME AND HOSPICE CARE:** 617-673-1700
- **CARETENDERS OF BOSTON:** 617-332-5015
- **CENTRAL HOME HEALTH CARE, INC.:** 617-559-0200
- **FAMILY CARE EXTENDED:** 781-449-5155
- **GREAT LAKES CARING:** 978-462-0209
- **GUARDIAN HEALTHCARE:** 617-477-8290
- **HEBREW SENIOR LIFE HOME HEALTH CARE:** 617-227-6641
- **MEDICAL RESOURCES HOME HEALTH:** 617-969-7517
- **MULTICULTURAL HOME CARE, INC.:** 781-593-7174
- **PARTNERS HOME CARE, INC.:** 781-290-4000
- **PATHWAYS HEALTHCARE:** 617-481-9077
- **VNA OF BOSTON:** 617-426-5555
- **VNA CARE NETWORK:** 800-728-1862

*For a more comprehensive list of Medicare certified home health care agencies that service the Brookline area, please visit the Medicare website at www.Medicare.gov.

HOME REPAIR

Call companies/workers or check their websites to find current rates and ask about senior discounts.

Brookline Community Aging Network (BCAN)

www.brooklinecan.org

- Volunteer-driven organization which offers a screened list of repair persons such as plumbers, electricians, contractors, handymen for its members.
- Their website offers helpful information on your rights as a consumer, the do's and don'ts of hiring a contractor, what is required in a contract and when a contract is required. For the most up to date information, check the BCAN website.

Boston University Quickie Job Service

617- 353- 3594 (BU Student Employment Office)

seo@bu.edu

www.bu.edu/seo/employers/sjs/sjs-quickie

- Boston University students offer assistance with short-term household jobs such as errands, housecleaning, yard work, and various odd jobs.
- Cost for service is generally negotiated with students in advance although they do require that the rate meets or exceeds the current Massachusetts minimum wage.
- All payments are made directly to the student worker and payment is expected immediately upon completion of the job. Cash payment is preferred.
- Student workers are not licensed electricians, plumbers, or carpenters.

HOME REPAIR

HANDYPEOPLE & HOME REPAIR COMPANIES

☞ **C.K. Bergthold**

617- 739- 7181

- C.K. does odd jobs, household repairs, and yard work.
- C.K. is not a licensed electrician, plumber, or carpenter, but he can recommend licensed professionals if necessary.
- Pricing is based on time and complexity of the job.

☞ **Handyman Matters**

781- 369- 9557

www.handymanmatters.com/greater-boston

- Handyman Matters is a home repair, improvement, and maintenance company. Their work includes home modification for Aging in Place.
- You can ask for an estimate or book services on the phone or on their website.

☞ **Houseworks**

617- 928- 1010 Contact: Bob Severino

www.house-works.com

- Houseworks offers comprehensive home safety assessments and safety equipment installation, remodeling for accessibility including lifts and ramps, handyperson, home repair, and heavy chore services such as painting, repair/replacement of windows/doors, carpentry, and assistance with cleaning/organization.
- Houseworks also does clean-up for severe clutter.

HOME REPAIR

HANDYPEOPLE & HOME REPAIR COMPANIES

☞ **Jose Leon**

617- 909- 3493

josleonc@gmail.com

- Jose does general home improvements and home repairs; he is licensed and insured. Call or email for current rates and available discounts.

☞ **Operation Independence**

617- 923- 4545

info@operationindependence.net

www.operationindependence.net

- Operation Independence are Certified Aging in Place Specialists. They provide home modification services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible.
- Ask for a free in-home assessment.

☞ **Tomboys with Tools**

617- 733- 4078

sklein@tomboyswithtools.com

- Seven Klein has been doing home improvement in the Brookline community for over 20 years. Seven is a licensed plumber who also does some carpentry and general interior/ exterior repair work. Call for rates.

HOME SAFETY

Falls are a leading cause of hospital admissions for people 65 and older. Changes in vision, hearing, memory, balance, and/or strength can increase your risk of falling. Side effects from medications such as dizziness or drowsiness may also increase the risk for falls. People of all ages can experience accidental falls, but older people are more likely to suffer serious injury in a fall such as broken bones or head injuries.

Fortunately, many falls are preventable if you improve safety in your home and in your daily routine.

TIPS FOR FALL PREVENTION

- ✓ ALWAYS use a cane, walker, or other balance or mobility aid if one has been recommended or prescribed to you by a health care provider.
- ✓ Move slowly when shifting position (from sitting to standing or from lying to sitting).
- ✓ If you wear reading glasses, take them off before walking around.
- ✓ Secure the edges of rugs or floor coverings and tack down worn spots. Don't use throw rugs or bathmats that can catch your foot or walker.
- ✓ Install handrails or grab bars near the bathtub and toilet and use a non-slip mat inside the bathtub or shower.
- ✓ Make sure that all stairways and entrances are well lit. A line of white paint on the edge of each step can help define the stairs for someone with vision loss.

HOME SAFETY

TIPS FOR FALL PREVENTION (continued)

- ✓ Install railings or bannisters for all indoor and outdoor steps.
- ✓ Secure electrical cords to walls or moldings, if possible.
- ✓ Make sure that there are clear pathways in and out of the home, at the bottom and top of all stairways, as well as in and out of the bathroom, kitchen and bedroom.

FOR MORE INFORMATION ON HOME SAFETY, CONTACT:

☞ **Your Physician's Office**

- Your physician may be able to make a referral to a home health agency for a home safety evaluation by a physical or occupational therapist.

☞ **Centers for Disease Control and Prevention**

www.cdc.gov/HomeandRecreationalSafety/Falls

- Website offers information regarding fall prevention and offering a home fall prevention checklist.

☞ **Massachusetts Department of Public Health**

617- 624- 5070

www.mass.gov/dph/injury

- General information on injury prevention

☞ **Fall Prevention Center of Excellence**

www.stopfalls.org

- Website provides information on fall prevention and handy home safety checklists.

HOME SAFETY

HOME MODIFICATION SERVICES

☞ **Operation Independence**

617- 923- 4545

info@operationindependence.net

www.operationindependence.net

- Operation Independence are Certified Aging in Place Specialists. They provide home modification services that range from installing grab bars and ramps to renovating kitchens and bathrooms to make them more accessible.
- Ask for a free in-home assessment.

STAIR LIFTS AND RAMPS

☞ **Healthwise at Home**

800-232-4112

www.healthwiseathome.com

- Durable medical equipment sales and accessibility-oriented home modification.

☞ **Stair Lift Headquarters**

866- 549- 8893

www.stairliftheadquarters.com

- New England-based company offering new, rental, and pre-owned stair lifts with option of rent, buy or rent-to-own. They have a low-price guarantee.

☞ **Stannah Stairlifts Inc.**

20 Liberty Way, Suite A, Franklin, MA 02038 (local dealer)

888- 638- 7889

www.stannah-stairlifts.com

HOME SAFETY

STAIRLIFTS AND RAMPS (continued)

☞ **Town of Brookline Health Department**

617- 730- 2326, Contact: Lloyd Gellineau

- The Town of Brookline has two sets of ramps, 3 feet and 6 feet in length, which are available for short term loan (3-4 days) to Brookline residents at no charge.

FUNDING PROGRAMS FOR HOME MODIFICATIONS

☞ **Homeowner Options For Mass Elders**

Senior Equity Line of Credit

800- 583- 5337

www.elderhomeowners.org

- Provides financial counseling to identify all potential resources of home equity lines of credit for irregular/unexpected expenses as well as reverse mortgages to qualified homeowners.

☞ **MassHousing Home Improvement Loan Program**

617- 854- 1000

www.masshousing.com

- Provide second mortgage loans for "non-luxury" home improvements to qualified homeowners using participating banks.

HOME SAFETY

FUNDING PROGRAMS FOR HOME MODIFICATIONS (continued)

☞ **Massachusetts Home Modification Loan Program**

Metropolitan Boston Housing Partnership (Greater Boston)

617- 425- 6637

www.metrohousingboston.org

- State funded program that provides loans to elders or other disabled individuals to modify their homes for improved access (i.e., installation of ramps, railings, grab bars, shower stalls, etc.)
- Metropolitan Boston Housing Partnership is the identified agency that can assist individuals in the Greater Boston area with the application/loan process.
- You may be eligible for a loan if:
 - ✓ You are a disabled homeowner or you provide the primary residence for a disabled family member or tenant. Only the homeowner may apply for the loan.
 - ✓ You meet specified income guidelines.
 - ✓ Modifications are necessary for the disabled individual to remain at home and relate to their ability to function on a *daily* basis.

☞ **You cannot obtain a loan for the same property more than once and you will not be reimbursed for modifications that have already been made.**

See also: personal emergency response systems & durable medical equipment

HOMELESSNESS RESOURCES

MULTISERVICE AGENCIES

- **City of Boston Public Health Commission**
617- 534- 5395 ask for: Emergency Shelter Commission
EShelter@bphc.org
www.cityofboston.gov/shelter
 - Offers information and referral services for homeless individuals and families.
 - Website includes a list of shelters, homelessness service providers, and weather/safety resources.

- **Heading Home (formerly known as Shelter, Inc.)**
529 Main Street, Suite 100, Charlestown, MA 02129
617- 864- 8140
info@headinghomeinc.org
www.headinghomeinc.org
 - Operates temporary shelters and permanent housing and offers case management services to homeless individuals and families in the Greater Boston area.

- **HEARTH (Helping Elders at Risk through Housing)**
617- 369- 1559 Contact: LaTanya Wright, Director of Outreach
info@hearth-home.org
www.hearth-home.org
 - Hearth offers assistance finding permanent housing for people age 50 or over who are homeless or at risk of becoming homeless, and case management for homeless and at-risk elders.
 - To be eligible, you must be a Boston resident or staying in a Boston shelter.

HOMELESSNESS RESOURCES

MULTISERVICE AGENCIES (continued)

☞ **HEARTH (continued)**

- Hearth operates nearly 200 units of permanent supportive housing for elders in Boston and Brookline.
- Hearth provides a host of services to its residents including nursing, social work, activities, and personal care homemakers.

☞ **Help for the Homeless or at Risk**

Brookline Center for Community Mental Health

617- 277- 8107 Ask for: Community Team Program Coordinator

www.brooklinecenter.org/services/housing-basic-needs/help-homeless-at-risk

- Program assists homeless or at-risk individuals and families living in Brookline as well as individuals and families in Newton, Waltham or Watertown who are facing eviction.
- You must meet the income eligibility requirements and program guidelines. Following an initial assessment, those who are eligible may receive direct financial assistance and/or case management services.

☞ **Mass Coalition for the Homeless**

73 Buffum Street, Lynn, MA 01902

781- 595- 7570

www.mahomeless.org/get-help

- Information and referral services and political advocacy with the homeless.

HOMELESSNESS RESOURCES

MULTISERVICE AGENCIES (continued)

☞ **Massachusetts Housing and Shelter Alliance (MHSA)**

7 Bulfinch Place, Suite 201, Boston, MA 02114

617- 367- 6447

info@mhsa.net

www.mhsa.net/resources/looking-housing-or-services

- MHSA is a coalition of nearly 100 community-based homelessness service providers in Massachusetts. MHSA advocates for policies to prevent and end homelessness on the local, state, and federal level.
- Their website lists resources for people seeking housing or services.

☞ **Metro Housing Boston: Homelessness and Eviction Prevention**

The Housing Consumer Education Center

1411 Tremont Street, Boston, MA 02120

617- 425- 6700 (phones open 9:45am-4pm)

resourceline@MetroHousingBoston.org

www.metrohousingboston.org/what-we-do/homelessness-and-eviction-prevention

- Walk-ins welcome Mondays, Wednesdays, and Fridays - sign-ups open 8:45am-1pm Mon. & Wed, 11:45am-1pm Fri. Sign-ups may shut down earlier than 1pm depending on volume.
- There are no income limits to participate/ receive services.

HOMELESSNESS RESOURCES

MULTISERVICE AGENCIES (continued)

☞ **New England Center and Home for Veterans**

617- 371- 1800

www.nechv.org/get-help/housing

- NECHV provides services for Veterans who are homeless or at risk of homelessness.

TEMPORARY SHELTERS

Temporary shelters provide a dry, warm overnight bed. Some shelters offer additional services during the day such as case management, housing assistance, medical care, and legal assistance.

- Many shelters require you to have a referral from a social worker and/or to submit to an intake interview.
- Many shelters have a check-in time (or a "curfew") as well as a time by which you must check-out in the morning.
- The shelter may also require that you "reserve" a bed for yourself by a certain time (generally early that same morning).
- Some temporary shelters allow you to stay as many nights in a row as you like while others may have limits on the amount of consecutive days you are allowed to stay.
- Some temporary shelters are "dry" which means that you cannot use alcohol or drugs while you are staying there. These shelters often require a referral by a social service provider who can verify that you are not an active substance user.
- Some temporary shelters only allow men while others only allow women or families so be sure to ask.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS

☞ **Boston Medical Center Elders Living at Home Program**

Yawkey Ambulatory Care Center, 4th Floor, Room 4S-18
850 Harrison Avenue, Boston, MA 02118

617- 414- 1642

www.bmc.org/programs/elders-living-home

☞ **Bristol Lodge Men's Shelter**

27 Lexington Street, Waltham, MA 02452

781- 893- 0108

BL@MHSainc.org

www.mhsainc.org/mensshelter

- 12-bed night shelter for adult women, with wrap-around case management services.
- Participants must remain sober & free of intoxicating substances of any type.
- 90-day maximum stay, 30-day waiting period before readmission.
- To register, call Monday-Friday starting at 9am.

☞ **Bristol Lodge Women's Shelter**

205 Bacon Street, Waltham, MA 02451

781- 893- 0108, 781- 894- 1225 (after 4pm)

BL@MHSainc.org

www.mhsainc.org/womensshelter

- 12-bed night shelter for adult women, with wrap-around case management services.
- Participants must remain sober & free of intoxicating substances of any type.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

☞ **Bristol Lodge Women's Shelter (continued)**

- 90-day maximum stay, 30-day waiting period before readmission.
- To register, call Monday-Friday starting at 9am.

☞ **Cambridge Shelter (Heading Home)**

109 School Street, Cambridge, MA 02139

617- 547- 1885

- Sober-living shelter with capacity for 21 adults (of any gender)

☞ **Casa Myrna Vasquez**

SafeLink hotline (24/7): **877- 785- 2020**, TTY: **877- 521- 2601**

General information: **617- 521- 0100**

www.casamyrna.org/get-support

- Emergency shelter (and other resources) for people in situations of domestic violence.

☞ **First Church Shelter**

11 Garden Street, Cambridge, MA 02138

617- 661- 1873

www.firstchurchcambridge.org/first-church-in-the-world/first-church-shelter

- First Church Shelter only accepts guests by referral; they are unable to accommodate walk-ins.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

☞ **New England Center for Homeless Veterans**

17 Court Street, Boston, MA 02108

617- 371- 1800

www.nechv.org

- From their website: "Any Veteran can enter the New England Center and Home for Veterans at 17 Court Street, Boston, at any time night or day and be provided a place to sleep that night."

☞ **Pine Street Inn Men's Inn**

444 Harrison Avenue, Boston, MA 02118

617- 892- 9100 (to obtain shelter)

www.pinestreetinn.org/our_programs/shelter/obtaining_services

- Emergency shelter for 350+ men per night with two meals a day, shower and laundry facilities, and a health clinic.
- Beds are given after meeting with a case manager.

☞ **Pine Street Inn Shattuck Shelter**

170 Morton Street, Jamaica Plain

617- 892- 9719

- Emergency shelter for 97 men and 23 women.
- They assign beds according to a lottery system. Arrive by 3:30pm to enter the drawing.
- Services include counseling, 3 meals per day, emergency clothing, mental health services, medical clinic and care, transportation, lockers. Staff members speak Spanish, Haitian Creole, and Portuguese. The building is wheelchair accessible.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

☞ **Pine Street Inn Women's Inn**

363 Albany Street, Boston

617- 892- 9100 (to obtain shelter)

www.pinestreetinn.org/our_programs/shelter/obtaining_services

- 120-bed emergency shelter for women.
- Services include substance use recovery programs, health care, and housing assistance.

☞ **Rosie's Place (Women Only)**

889 Harrison Avenue, Boston, MA 02118

617- 442- 9322

www.rosies.org

- Offers limited overnight and permanent housing for homeless women only.

☞ **Salvation Army Emergency Shelter**

402 Massachusetts Avenue, Cambridge, MA 02139

617- 547- 3400

massachusetts.salvationarmy.org/ma/camneedhelp

- Day shelter for homeless men and women with meals, clothing, showers, rest, medical referrals, and counseling.
- Dry overnight shelter with meals, snacks, and services for adult men. Standard stay is six days.
- Overnight guests may request an extended stay to be considered for enrollment in the Umoja program, a men's faith-based residential, recovery, and transitional program to end the cycle of homelessness.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

☞ **Sancta Maria (Women Only)**

11 Waltham Street, Boston, MA 02118

617- 423- 4366

- Dry emergency shelter for 10 women. Guests can stay 7 nights per month
- Services: Breakfast and snacks, clothing, access to translators, shower, toiletries, laundry
- Open 8am-7pm, 10pm curfew, call at 7-8am
- Must be referred by another shelter, a social worker, police officer, or member of the clergy.

☞ **St. Francis House Day Shelter**

39 Boylston St., Boston, MA 02116

617- 542- 4211

- Our guests are provided a safe, caring, respectful, and dignified refuge which offers the basic services of food, shelter, clothing, and access to medical care.
- All guests have access to mental health counseling, substance abuse support, art therapy, case management, and housing.
- Woman-specific services are available at the Women's Center.
- The day center serves 500 guests each day, 365 days a year.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

∞ **St. Patrick's Shelter (Women Only)**

270 Washington Street, Somerville, MA 02143

617- 628- 3015

- 35-bed dry shelter for women only.
- 2 meals per day, advocacy, counseling, and medical care by referral.
- Guests must arrive by 3pm to enter the bed lottery.
- Morning check-out is by 7:30am.

∞ **Women's Lunch Place Day Shelter**

67 Newbury Street, Boston, MA 02116

617- 267- 1722

womenslunchplace.org

- Open Monday-Saturday, 7am-2pm.
- Breakfast is served 8am-10am, lunch at 12pm.
- The Lunch Place welcomes ALL women (cis and trans).
- Services include free medical care, advocacy, support for mental health and substance use recovery, support for survivors of domestic violence, a library/resource center, classes in art and creative expression, and classes for yoga, meditation, and wellness.

HOMELESSNESS RESOURCES

PARTIAL LISTING OF TEMPORARY SHELTERS (continued)

☞ **Woods Mullen Shelter (any gender)**

794 Massachusetts Avenue (Rear), Boston, MA 02118

617- 534- 7100

- Dry emergency shelter for 124 men, 66 women. Length of stay is unlimited.
- Services include advocacy, counseling, nursing care, 3 meals, and clothing.
- No referral needed: shelter takes names starting at 1pm.

LEGAL SERVICES

☞ **Shelter Legal Services Foundation**

885 Centre Street, Newton, MA

617- 552- 0623

www.shelterlegalservices.org

- Free legal assistance for homeless or low income people.

HOMEOWNER ASSISTANCE

Older homeowners often face the challenge of attempting to balance the cost of maintaining their home with the competing costs of medical care and other daily living expenses. As a result, older homeowners may believe that selling their home is the only way to eliminate a seemingly overwhelming financial burden. Worse yet, some seniors may fall victim to one of the many reverse mortgage loan scams that prey on older people and usually end in foreclosure. The financial issues around homeownership are very complex; many people find it helpful to consult with experts in the field.

FOR MORE INFORMATION, CONTACT

☞ Homeowner Options for Massachusetts Elders (H.O.M.E.)
800- 583- 5337

www.elderhomeowners.org

- Program for low or moderate income Massachusetts residents, aged 60 or older (aged 50 or older if in danger of losing your home), who own only one residence.
- The goal of the HOME program is to protect the equity of senior homeowners and prevent foreclosure.
- The program offers FREE, CONFIDENTIAL, in-home financial counseling services regarding equity conversion and how to pay for health care needs, home repairs and/or necessary adaptations.

HOMEOWNER ASSISTANCE

MASSACHUSETTS HOME MODIFICATION LOAN PROGRAM

www.mass.gov/home-modification-loan-program-hmlp

Massachusetts Rehabilitation Commission program that provides loans to homeowners to modify their homes for improved accessibility (installation of ramps, railings, grab bars, shower stalls, etc.) if a disabled person (the homeowner, a family member, or tenant) live in the home as a primary residence. A HOMEOWNER MAY OBTAIN AN HMLP LOAN ONE TIME PER PROPERTY.

You may be eligible for an HMLP loan if:

- ✓ You are disabled and a homeowner, or you provide the primary, residence for a disabled family member or tenant.
- ✓ Your home modifications are directly related to the disability of the beneficiary and necessary for the disabled individual to remain at home.
- ✓ You meet specified income guidelines.

☞ Massachusetts Rehabilitation Commission (MRC)

866- 500- 5599 or **617- 727- 5944**

Contact: Susan Gillam

☞ Metropolitan Boston Housing Partnership (MBHP)

www.metrohousingboston.org/what-we-do/property-owners-portal/home-modification-loan-program

617- 425- 6637 (TTY: use MassRelay by dialing 711)

Contact: Jennifer Shaw

HOSPICE CARE

WHAT IS HOSPICE?

Hospice care is specialized care and support for any person with a life-limiting illness, (usually expecting to live six months or less) their families, and their caregivers.

Hospice care takes place in the patient's home or in a home-like setting in a long-term care facility (nursing home/assisted living) or inpatient hospice house. Long-term care facilities often have contracts with hospice agencies through which they provide the accommodations and the hospice agency provides all the hands on care. Where a person chooses to receive hospice care may depend on their care needs and living situation.

Patients enter hospice with the understanding that they will die from their illness. Hospice care prioritizes pain control, symptom management, and quality of life rather than focusing on length of life. This type of care, which focuses on pain relief and symptom management rather than a cure to disease, is called Palliative Care.

NOTE: all people in hospice receive palliative care, but you do not have to be dying or receive hospice services to access palliative care.

The hospice care team usually consists of the patient's doctor, hospice nurses, social workers, home health aides, a chaplain, and respite volunteers. The hospice team works closely with patients and their caregivers to assure that their physical, emotional, and spiritual needs are met.

HOSPICE CARE

WHAT IS HOSPICE? (continued)

"Open access" hospice is a newer type of hospice model that blends curative and palliative medicine. This model allows patients access to hospice services while continuing to receive some curative medical treatments. Not all hospices currently offer the open access model.

CONSULTATION

The following hospital programs provide patients, caregivers, and loved ones assistance with pain and symptom management, information and referral, advance care planning, psychosocial and spiritual support, and coordination of care.

☞ **Beth Israel Deaconess Palliative Care Consultation Services (PCCS)**

617- 667- 1320

www.bidmc.org/centers-and-departments/palliative-care-consultation-services

☞ **Dana Farber Adult Palliative Care Program**

617- 632- 6464

www.dana-farber.org/adult-palliative-care

- Palliative care and hospice services for patients at Dana Farber Cancer Institute.

☞ **Massachusetts General Hospital Palliative Care Service**

617- 724- 4000

www.massgeneral.org/palliativecare

HOSPICE CARE

OUTPATIENT HOSPICES (addresses listed are central offices)

☞ **Beacon Hospice**

529 Main Street, Suite 126, Charlestown, MA 02129

617- 242- 8370

www.amedisys.com/locations/hospice-care-charlestown-ma

☞ **CareGroup Parmenter Home Care & Hospice**

One Arsenal Marketplace, Watertown, MA 02472

833- 673- 1700

www.mountauburnhospital.org/locations/caregroup-parmenter-home-care-hospice

☞ **Good Shepherd Community Care**

90 Wells Avenue, Newton, MA 02459

617- 969- 6130

www.gscommunitycare.org

☞ **Hebrew SeniorLife Hospice**

1200 Centre Street, Boston, MA 02131

781- 234- 9950

www.hebrewseniorlife.org/hospice

☞ **Seasons Hospice and Palliative Care of Massachusetts**

866- 670- 9449

www.seasons.org/about/locations/massachusetts

- Open-access hospice.

HOSPICE CARE

OUTPATIENT HOSPICES (continued)

☞ **Steward Hospice**

781- 551- 5600

www.steward.org/our-network/steward-home-care-hospice/hospice-services

☞ **VNA Care**

800- 728- 1862

vnacare.org/patients/by-service/hospice-palliative-care

INPATIENT HOSPICE HOMES

NOTE: MassHealth covers hospice care at home and in skilled nursing facilities, but won't cover room and board at inpatient hospice homes.

☞ **Care Dimensions**

888- 283- 1255 (Referral Line)

Kaplan Family Hospice House (Danvers, MA)

Care Dimensions Hospice House (Lincoln, MA)

www.caredimensions.org/hospice-care/index.cfm

☞ **Miriam Boyd Parlin Hospice Residence**

10 Green Way, Wayland, MA 01778

833- 673- 1700

www.mountauburnhospital.org/care-treatment/hospice/parlin-hospice-residence

- Hospice home affiliated with CareGroup Parmenter Home Care & Hospice, Inc. and Mount Auburn Hospital.

HOSPICE CARE

INPATIENT HOSPICE HOMES (continued)

☞ **Sawtelle Family Hospice House (affiliated with Lahey Health)**

320 Haverhill St, Reading, MA 01867

781-439-6123

☞ **Seasons Hospice Milton Inpatient Center**

597 Randolph Avenue, Milton, MA 02186

866-670-9449

☞ **VNA Care Hospice Homes**

800-728-1862

vnacare.org/patients/by-service/hospice-palliative-care

Elizabeth Evarts de Rham, Cambridge, MA: **617-661-4944**

Rose Monahan, Worcester, MA: **508-421-5120**

Tippett Home, Needham MA: **781-433-5800**

MORE INFORMATION ABOUT HOSPICE (See also ADVANCE CARE PLANNING)

☞ **End With Care**

241 Country Club Road, Newton, MA 02459

617-686-0220

www.endwithcare.org

- End With Care is a nonprofit organization providing information and resource listings for individuals, caregivers, and loved ones about the end of life.

HOSPICE CARE

MORE INFORMATION (continued)

☞ **Home Care Alliance of Massachusetts**

www.thinkhomecare.org

☞ **Honoring Choices Massachusetts**

www.honoringchoicesmass.com

- Honoring Choices Massachusetts (MA) is an independent, non-profit whose mission is to help adults understand and exercise their right to plan for and get health care that honors their goals, values and choices.
- They provide Massachusetts-based information, resources, and planning tools (including "Tool Kits" for Health Care Proxy, MOLST, and other forms) for consumers and care providers.
- Health Care Proxy forms in English, Spanish, Portuguese, Chinese, Russian, Vietnamese, Khmer, Arabic, Albanian, and Haitian-Creole.
- Honoring Choices maintains as listing of Community Partners across Massachusetts who can help consumers with Advance Care Planning

☞ **Hospice and Palliative Care Federation of Massachusetts**

1- 800- 962- 2973 or 781- 255- 7077

info@hospicefed.org

www.hospicefed.org

- Provides a listing of local and national hospice providers, general information regarding hospice and end of life care.
- The organization also provides political advocacy around end of life issues.

HOSPICE CARE

MORE INFORMATION (continued)

☞ **Massachusetts Office of Emergency Medical Services**

www.mass.gov/lists/end-of-life-care

- Provides general information about end of life and advance care planning in English, Arabic, Cape Verdean, Chinese, Haitian Creole, Khmer, Portuguese, Russian, Spanish, and Vietnamese.

OTHER END- OF- LIFE SERVICES

☞ **Jewish Family and Children's Services**

781- 647- 5327

www.jfcsboston.org

- Jewish Healing Connections: End-Of-Life services providing spiritual support to those facing serious illness.

HOSPITALS

(Contact information for local hospitals, in alphabetical order)

☞ **BETH ISRAEL DEACONESSS MEDICAL CENTER**

330 Brookline Avenue, Boston, MA 02215

617- 667- 7000

www.bidmc.org

- **BIDMC Senior Health** (includes Geriatric Psychiatry)

110 Francis Street, Suite 1B, Boston, MA 02115

617- 632- 8696

☞ **BRIGHAM AND WOMEN'S HOSPITAL**

75 Francis Street, Boston, MA 02115

617- 732- 5500

www.brighamandwomens.org

- **Brigham and Women's Center for Older Adult Health**

45 Francis Street, Boston, MA 02115

617- 525- 7432

- **Geriatric Psychiatry**

60 Fenwood Road, Boston, MA 02115

617- 732- 6753

☞ **(BRIGHAM AND WOMEN'S) FAULKNER HOSPITAL**

1153 Centre Street, Boston, MA 02130

617- 983- 7000

617- 525- 7432 (Geriatric/Senior Health)

www.brighamandwomensfaulkner.org

HOSPITALS

(Contact information, in alphabetical order - continued)

☞ **MASSACHUSETTS GENERAL HOSPITAL**

55 Fruit Street, Boston, MA 02114

617- 724- 8800

www.massgeneral.org

- **Mass General Senior Health** (with Geriatric Psychiatry)
165 Cambridge Street, 5th Floor, Boston, MA 02144
617- 726- 4600

☞ **McLEAN HOSPITAL**

115 Mill Street, Belmont, MA 02478

800- 333- 0338

617- 855- 3183 (Geriatric Psychiatry)

www.mclean.harvard.edu

- McLean is a psychiatric hospital affiliated with Harvard Medical School. McLean's Geriatric Psychiatry Program provides inpatient, outpatient, and partial hospital services to seniors with disorders of cognitive functioning

☞ **NEW ENGLAND BAPTIST HOSPITAL**

125 Parker Hill Avenue, Boston, MA 02120

617- 754- 5000

www.nebh.org

- **NEBH Orthopedic Care** (Spine Center)
830 Boylston Street, Chestnut Hill, MA 02467
617- 754- 5246

HOSPITALS

(Contact information, in alphabetical order - continued)

☞ **NEWTON- WELLESLEY HOSPITAL**

2014 Washington Street, Newton, MA 02462

617- 243- 6000

☞

☞ www.nwh.org

☞ **ST. ELIZABETH'S MEDICAL CENTER** (Steward)

736 Cambridge Street, Brighton, MA 02135

617- 789- 3000

617- 506- 4520 (Geriatric Psychiatry)

www.semc.org

HOUSING RESOURCES

KEY TERMS:

Subsidized housing - housing that is partially funded by the government so that it may be affordable to low-income families, disabled individuals, and seniors. Renters are generally required to pay 30% of their monthly income towards the cost of rent and the government subsidy pays the remainder. Residents must provide proof of income and assets on a yearly basis to determine their share of the rent. Subsidized housing for moderate-income individuals and families exists, but on a more limited basis.

Senior/Disabled housing - subsidized housing buildings/complexes that are exclusively designated for seniors and disabled individuals. The rental subsidy in senior/disabled housing is usually attached to the building itself; therefore, you must meet income and age (often 62+) or disability requirements to move into a subsidized senior/disabled building. Senior/disabled housing may be desirable for many older adults because management and maintenance services are usually provided onsite as well as programming and activities for residents.

Supportive housing - subsidized supportive housing is similar to senior/disabled housing, but it provides more on-site services (such as case management, or access to an on-site personal care attendant or home health aide) and may have stricter age or disability requirements.

Section 8 Housing Choice Voucher Program - individuals may apply through their local housing authority for a "portable" subsidy voucher. A Section 8 rental subsidy is attached to the individual and can be used by that individual for any market rate apartment for which the landlord agrees to accept the voucher.

HOUSING RESOURCES

INDEPENDENT LIVING APARTMENTS

☞ **BROOKLINE HOUSING AUTHORITY (BHA)**

90 Longwood Avenue, Brookline, MA 02446

617- 277- 2022

www.brooklinehousing.org

- BHA operates several elderly and disabled housing sites in Brookline, including:
 - Sussman House - 50 Pleasant Street
 - O'Shea House - 61 Park Street
 - Morse Apartments - 90 Longwood Avenue
 - Kickham Apartments - 190 Harvard Street
 - Colonel Floyd Apartments - Marion Street
- Apply through the BHA Main Office.
- Brookline residents also apply for Section 8 Vouchers through the Brookline Housing Authority.

☞ **Cabot Park Village (Independent Living Apartments)**

280 Newtonville Avenue, Newton

617- 965- 7707

www.benchmarkseniorliving.com/senior-living/ma/newtonville/cabot-park-village

☞ **Center Communities of Brookline (CCB)**

100 Centre Street, Brookline, MA 02446

617- 363- 8100

www.centercommunities.org

- CCB offers 2 bedroom, 1 bedroom and studio apartments. Two bedroom apartments generally have the longest waiting list and studios often have the shortest. **Apply for all apartments through CCB's main office.**

HOUSING RESOURCES

INDEPENDENT LIVING APARTMENTS (continued)

☞ **Center Communities of Brookline (CCB) (continued)**

- Amenities include: activities, organized trips, a fitness room, a computer room, on-site social work and medical services. Meal plans (two meals a day) are also offered at 100 Centre Street in their community dining room.
- CCB apartments do not have emergency pull cords in the bathroom/bedroom. Residents are encouraged, but not required, to enroll in a Lifeline program (personal emergency response system) as a home safety measure.
- **100 Centre Street**
 - Market rate and subsidized apartments for seniors and younger disabled adults. Two meals a day are built into the rental payment for market rate apartments and cannot be separated.
 - Residents of subsidized units are not required to participate in the meal plan.
- **112 Centre Street**
 - Subsidized senior/disabled housing with some market rate family townhouses. There is a significant wait list for subsidized apartments at this site.
 - Residents of subsidized units are not required to participate in the meal plan.
- **1550 Beacon Street**
 - Market rate and subsidized apartments for seniors and younger disabled adults.
 - Meal plans are optional for all residents at 1550 Beacon Street.

HOUSING RESOURCES

INDEPENDENT LIVING APARTMENTS (continued)

☞ **One Wingate Way**

235 Gould St., Needham

781- 247- 6638

onewingateway.com

- Market rate luxury independent living with life-enriching amenities.

☞ **The Village At Brookline (Winn Residential)**

77 Village Way, Brookline, MA 02445

617- 731- 6020

- Winn operates three buildings in Brookline: 99 Kent Street, 70 Pearl Street, and 55 Village Way.
- These buildings, which contain 307 units, were all subsidized housing until 2018. Now, they are mixed-income. 166 units will continue to be designated as subsidized/affordable through 2027.
- **Tenants may use Section 8 vouchers for market-rate units.**

☞ **Waterstone at the Circle**

385 Chestnut Hill Ave, Boston

617- 431- 1880

www.waterstoneatthecircle.com

- Luxury senior independent living in Cleveland Circle with one or two bedroom apartments and an array of amenities and supportive services that are available on site.

HOUSING RESOURCES

INDEPENDENT LIVING APARTMENTS (continued)

☞ **Wingate Residences at Boylston Place**

615 Heath St., Chestnut Hill

617- 244- 6400

wingatehealthcare.com

- Luxurious independent living apartments with exceptional amenities.

SINGLE ROOM OCCUPANCY UNITS (SRO's)

SRO's are residential properties that include multiple single room dwellings. Each unit is for occupancy by a single individual. Occupants generally share kitchen and bathroom facilities in SRO's. Individuals of all ages may reside together within a single property.

☞ **PAUL SULLIVAN HOUSING (PINE STREET INN)**

617- 892- 8708

www.pinestreetinn.org

- Paul Sullivan Housing manages several SRO's in the Brookline area including:
 - 1017 Beacon Street, Brookline
 - 1043-1045 Beacon Street, Brookline
 - 1754 Beacon Street, Brookline
 - 51-53, 55-57 Beals Street, Brookline
- Minimum and maximum income guidelines and residency guidelines may apply.

PLEASE NOTE: There are also several privately owned, licensed lodging houses in Brookline. For a more comprehensive listing, please contact the Brookline Council on Aging at **617- 730- 2777**.

INFORMATION AND REFERRAL

Information and referral (I & R) resources can help you access a variety of community services. Some are geared toward a specific population, or to a specific health concern or need. The services listed in this guide are free. See other sections of this guide for more topic-specific resources.

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- The Council on Aging provides Brookline seniors and their loved ones information and referral for aging services in the COA, Town of Brookline, and Greater Boston Area.

☞ **MassOptions**

844- 422- 6277

www.massoptions.org

- Free resource linking elders, disabled people, caregivers and loved ones to community-based services and supports.

☞ **Mass. Executive Office of Elder Affairs/ 800- Age- Info**

800- 243- 4636 or **617- 727- 7750**

800- 342- 5297 (Senior Legal Helpline)

www.800ageinfo.com

- Helps Massachusetts elders and their loved ones find information about health insurance, caregiver services, nursing facilities or rest homes, and more.

INFORMATION AND REFERRAL

☞ **Springwell**

307 Waverley Oaks Rd, Suite 205, Waltham, MA 02452

617- 926- 4100

springwell.com

- Our Area Agency on Aging & Aging Services Access Point
- Private nonprofit agency that provides information and resources for elders and their loved ones as well as providing state and federally subsidized services for eligible elders.

☞ **CJP SeniorDirect**

800- 980- 1982

www.jfcsboston.org/Our-Services/Older-Adults/CJP-SeniorDirect

- Free information and referral hotline staffed by eldercare professionals from Jewish Family and Children Services.

FREQUENTLY REQUESTED NUMBERS

☞ **Alzheimer's Association** (www.alz.org): **800- 272- 3900**

☞ **American Cancer Society** (www.cancer.org): **800- 227- 2345**

☞ **American Parkinson's Disease Association** (www.apdama.org):
800- 651- 8466

☞ **Arthritis Foundation** (www.arthritis.org): **800- 766- 9449**

☞ **Multiple Sclerosis Society** (www.nationalmssociety.org):
800- 344- 4867

LAUNDRY AND DRY CLEANING

☞ **Emerald Laundry & Dry Cleaning**

5290 Washington Street, Boston, MA 02132

617- 327- 4342

www.emeralddrycleaners.com

- Wash/dry/fold and dry cleaning services
- 15lb laundry minimum; call or check website for prices.
- \$2 delivery charge or \$10 next-day delivery

☞ **Life Without Laundry**

www.lifewithoutlaundry.com

- Online-only, credit card-only service with wash/dry/fold and dry cleaning.
- Check website for current prices
- 15 pound minimum
- Flexible pickup and delivery

☞ **Quest Cleaners**

288 2nd Avenue, Waltham, MA

781- 466- 6662

866- 949- 4766 (for extra laundry pickup)

- Wash/dry/fold and dry cleaning
- Call for more information on pricing, pickup, and delivery.

LEGAL RESOURCES

Even if they've never used a lawyer's services before, many older people (regardless of income) can benefit from the assistance of an attorney trained in Elder Law.

Elder Law attorneys can help with:

- ✓ Retirement planning
- ✓ Social Security, Medicare, and Medicaid issues
- ✓ Wills, trusts, and estate planning
- ✓ Competency and Guardianship issues
- ✓ Long term care insurance
- ✓ Long term care planning
- ✓ Advance directives (health care proxy, living wills, etc.)

It is important to plan for the future, make sure your wishes are respected, and protect yourself and your assets. Many of the agencies listed here offer reduced cost or "pro bono" (free) services for seniors.

For some kinds of dispute resolution, such as landlord/tenant disputes or consumer complaints, mediation services can be a good alternative to a lawyer. There are many agencies with professionally trained staff who offer reduced cost or "pro bono" mediation services.

LEGAL RESOURCES

LEGAL AID AGENCIES SERVING BROOKLINE ELDERS

☞ **Brookline Legal Assistance Bureau (BLAB)**

Brookline Council on Aging

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- Local attorneys are available one morning a month (currently the first Wednesday) at the Brookline Senior Center to offer individuals expertise on matters of law as well as information and referral.
- **There is no charge for this service and no appointment is necessary.**
- The Council on Aging also has a list of local attorneys who serve elderly clients. For information, please call 617-730-2777.

☞ **MetroWest Legal Services**

63 Fountain Street, Suite 304, Framingham, MA

508- 620- 1830 or **800- 696- 1501**

- Free legal services for Brookline, Belmont, Needham, Newton, Waltham, Watertown, Wellesley and Weston seniors 60 and older.

☞ **Community Legal Services and Counseling Center**

One West Street, Cambridge, MA

617- 661- 1010

www.clsacc.org

LEGAL RESOURCES

LEGAL AID AGENCIES (continued)

☞ **Disability Law Center**

11 Beacon Street, Suite 925, Boston, MA

800- 872- 9992

www.dlc-ma.org

- Provides legal advocacy and assistance to disabled Massachusetts residents with disability related problems. DLC does not provide assistance with general legal issues such as divorce or estate planning.

☞ **Greater Boston Legal Services**

197 Friend Street, Boston, MA

617- 371- 1234

www.gbls.org

- Provides legal services to low income individuals and families.

☞ **Jewish Family and Children's Services/ Bet Tzedek**

781- 647- 5327

- Access to free civil legal services for low income individuals throughout Greater Boston
- Bet Tzedek Pro Bono Legal Services for low-income clients handles a variety of practice areas, including Housing, Family Law, Public Benefits, Consumer Law, Domestic Violence, Elder Law, and Probate Law.
- Bet Tzedek Legal Services does not handle criminal matters, malpractice claims, or personal injury cases. They also provide services for SNAP issues.

LEGAL RESOURCES

LEGAL AID AGENCIES (continued)

- **Legal Advocacy and Resource Center (LARC)**
617- 603- 1700 or 1- 800- 342- LAWS (5297) (hotlines)
617- 603- 1705 (administrative)
www.larcma.org
 - Telephone information and referral service.

- **Massachusetts Legal Helpline**
800- 342- 5297
www.masslegalhelp.org
 - Free information and referral services for Massachusetts Seniors

- **Shelter Legal Services Foundation**
885 Centre Street, Newton, MA
617- 552- 0623
www.shelterlegalservices.org
 - Provides free legal assistance to homeless and low income individuals.

- **Women's Bar Foundation Elder Law Project**
617- 651- 2357 (intake line)
 - Free legal assistance for low income seniors to have an attorney write up a will, health care proxy or power of attorney. You must be income and asset eligible.

LEGAL RESOURCES

MEDIATION SERVICES

☞ **Attorney General's Elder Hotline**

888- 243- 5337

- Staffed by senior volunteers who provide information and dispute resolution around a variety of topics including: consumer complaints, debt collection practices, health insurance, home improvement, and telemarketing.

☞ **Community Dispute Settlement Center, Inc.**

60 Gore Street, Suite 202, Cambridge, MA

617- 876- 5376

www.communitydispute.org

- Professionally trained mediators provide alternative way to resolve conflicts. Mediators can assist with issues such as family conflicts related to elder care, housing and neighborhood conflicts, workplace conflicts, divorce/separation, and consumer/commercial disputes.
- Services are confidential and cost is determined on a sliding scale (based on individual's income).

☞ **Metropolitan Mediation Services**

617- 241- 0300

joshua.jacks@metromediation.org

www.brooklinecenter.org/services/metropolitan-mediation-services

- Free professional mediation services around family matters, neighborhood disputes, inter-business conflicts, workplace conflicts, health care provider/client conflicts.
- Referrals for assistance are accepted from individuals, courts, or other community agencies.

LEGAL RESOURCES

MEDIATION SERVICES (continued)

☞ **Newton- Brookline Consumer Office**

617- 796- 1292

- Provides professional mediation services via telephone to consumers who have a dispute with a Massachusetts business.
- All services are confidential and free of charge.
- Office works in cooperation with the Massachusetts Attorney General's Office.

☞ **The Mediation Group**

235 Cypress St., Suite 300, Brookline, MA

617- 277- 9232

www.themediationgroup.org

- Specializes in mediation with families including around retirement issues, divorce, elder care and end of life decisions as well as mediation with organizations and arbitration.

LEGAL RESOURCES

ATTORNEYS (alphabetical order)



Danger Law, LLC

60 Austin Street, Suite 210, Newtonville, MA 02460

617- 340- 3231

Attorney@DangerLaw.com

www.dangerlaw.com



Israel Van Kooy & Day LLC

1318 Beacon St. Suite 19, Brookline MA 02446

617- 277- 3774

www.ivkdlaw.com



Lannik Law LLC

1320 Centre St, Suite 305, Newton MA 02458

617- 658- 2980

www.lanniklaw.com



Wade Horowitz LaPointe & Day LLC

1309 Beacon St. 2nd floor, Brookline, MA 02446

617- 738- 1919

www.wadehorowitz.com

- Practice includes legal planning for LGBT+ individuals and families.

LGBT RESOURCES

INFORMATION

☞ **Map for Health: LGBTQ 101**

www.maphealth.org/lgbtq-101

- Map for Health is a community nonprofit to improve healthcare access, disease prevention, and service delivery for Asian and Pacific Islander communities in Massachusetts.
- "LGBTQ+ 101" lists basic information on terms and concepts around sexual orientation and gender identity.

COMMUNITY RESOURCES AND ORGANIZATIONS (alphabetical)

☞ **Bisexual Resource Center**

29 Stanhope Street (in the Boston Living Center)

617- 424- 9595

www.biresource.net

- Provides support to the bisexual community and raises public awareness about bisexuality and bisexual people.

☞ **Boston Prime Timers**

566 Columbus Avenue, Boston, MA 02118

617- 447- 2344

www.bostonprimetimers.org

- Mature gay and bisexual men and friends who join together for education, support, and social activities.

☞ **Brookline Senior Center LGBT+ Meetup**

617- 730- 2751 Contact: Kate Jovin, LCSW,

www.meetup.com/Brookline-Senior-Center-LGBT-Meetup

LGBT RESOURCES

COMMUNITY RESOURCES AND ORGANIZATIONS (continued)

☞ **Ethos Programs for LGBT Elders**

www.ethocare.org/lgbt-programs

- **AgewellEquality:** A collaborative of senior service organizations from Boston, Brookline, Cambridge, and Somerville, working to make all area senior services LGBT+ friendly and promote positive LGBT+ aging outcomes.
- **Brunch, Lunch, & Supper Clubs:**
 - **Out2Brunch Brookline:** monthly brunch for LBT senior women & friends, held at Goddard House.
 - **Café Emmanuel:** weekly LGBT senior lunch.
 - **Café Pride:** supper club for LGBT elders of color.
 - **Out4Supper:** supper club for LGBT elders and friends.
 - **Out2Brunch Roslindale:** monthly brunch for LBT senior women and friends.
- **Ethos Equality Fund**
- **LGBT Aging Commission**

☞ **Fenway Health**

Ansin Building, 1340 Boylston Street, Boston, MA 02115

617-267-0900

www.fenwayhealth.org

- High quality health care, education, research and advocacy for the lesbian, gay, bisexual and trans community (and everyone in the Fenway-area).

LGBT RESOURCES

COMMUNITY RESOURCES AND ORGANIZATIONS (continued)

☞ **Hispanic Black Gay Coalition of Boston**

617- 487- HBGC (4242)

www.hbgc-resources.org/senior-care

- Community organization with information, advocacy, and social networking for Black, Hispanic, and Latinx LGBT people.

☞ **LGBT Aging Project**

1340 Boylston St., Boston, MA

857- 313- 6590

www.lgbtagingproject.org

- A non-profit organization housed at Fenway Health, dedicated to ensuring that LGBT older adults have equal access to life-prolonging benefits, protections, services and institutions.

☞ **LGBT Elders of Color**

617- 396- 4926, 857- 313- 6590

flashbacksundayeoc@gmail.com

fenwayhealth.org/tag/lgbt-elders-of-color

fenwayhealth.org/the-fenway-institute/lgbt-aging-project

- The LGBT Elders of Color are part of the LGBT Aging Project at Fenway Health, providing social opportunities and helpful information to non-white older adults in the community.
- Café Pride for LGBT elders of color meets the Second Wednesday of the Month from 5-7pm at the Whittier Street Health Center in Boston. Call **617- 477- 6606**.

LGBT RESOURCES

COMMUNITY RESOURCES AND ORGANIZATIONS (continued)

☞ Rally!

www.meetup.com/RALLY/

- Rally! is a Boston-area social group for Lesbian, Bisexual, and Trans women 55+ (and their partners of any age) to gather in a supportive atmosphere.

☞ Trans Club of New England (TCNE, formerly Tiffany Club)

30 Guinan Street, Waltham, MA 02454

781-891-9325

info@tcne.org

www.tcne.org

- A social and support organization for trans and nonbinary individuals and their loved ones.
- Newcomers are encouraged to drop in Tuesday evenings from 7-9 pm, or the 1st & 3rd Saturday of each month.

HELPLINES

☞ Fenway Health

GLBT Helpline: **617-267-9001** or **888-340-4528**

Peer Listening Line: **617-267-2535** or **800-399-PEER (7337)**

- Fenway Health's Helpline and Peer Listening Line are anonymous, confidential phone lines with information, referral, and support for LGBT+ adults and youth. Talk to trained volunteers about coming out, HIV/AIDS, safe sex, relationships, and LGBT+ groups and services.

LGBT RESOURCES

HELPLINES (continued)

☞ **LGBT National Senior Hotline**

888- 234- 7423

help@LGBThotline.org

www.glbthotline.org/senior-hotline.html

- Telephone peer-support, information and referral for the LGBT senior community. All services are free and confidential.

☞ **Trans Lifeline**

877- 565- 8860

www.translifeline.org

- Trans Lifeline is a national trans-led organization dedicated to improving the quality of trans lives with direct service, material support, advocacy, and education.
- Their vision is to prevent trans suicide and improve lives of trans people by facilitating justice-oriented, collective community aid.

NATIONAL ORGANIZATIONS

✓ **AARP Pride:** www.aarp.org/home-family/voices/lgbt-pride

✓ **BiNet USA:** www.binetusa.org

✓ **LGBT Aging Issues Network:** www.asaging.org/lain

✓ **LGBT Movement Advancement Project:** www.lgbtmap.org

✓ **Nat'l Resource Center on LGBT Aging:** www.lgbtagingcenter.org

✓ **Old Lesbians Organizing for Change:** oloc.org

✓ **SAGE USA:** www.sageusa.org

MEDICAL ESCORT

Medical escorts are volunteers or paid workers that accompany people to medical appointments if they can't (or don't want to) go alone and don't have a friend or family member available. Escorts can help with checking in and out, scheduling follow up appointments, and navigating the doctor's office or hospital. Escorts provide supervision and/or companionship to make the experience of going to a medical appointment safe and comfortable.

When scheduling a medical escort, please be sure to give as much notice as possible (minimum 1-2 weeks). Remember that many medical escorts are part-time volunteers and require advance notice to make sure they are available. Some (but not all) medical escorts can provide transportation, so be sure to ask when scheduling.

ORGANIZATIONS OFFERING MEDICAL ESCORT

☞ American Cancer Society Road to Recovery Program

800- 227- 2345

www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html

- Provides transportation for cancer patients to their treatments and home again according to the needs and available resources in the community.
- Contact ACS at least 48 hours in advance of need.

☞ Chestnut Hill Errands and More

617- 874- 0487

chestnuthillerrands@gmail.com

www.chestnuthillerrands.com

- Paid medical and non-medical transportation. Call or email for current rates.

MEDICAL ESCORT

ORGANIZATIONS OFFERING MEDICAL ESCORT (continued)

☞ **Home Escort Linkage Program (HELP)**

Brookline Council on Aging

617- 730- 2752

www.brooklinema.gov/268/HELP-Program

- Home care workers can provide limited transportation to appointments, shopping, events, etc.
- Home visit by HELP representative is required to enroll
- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.
- Program available to Brookline residents 60+.

☞ **FriendshipWorks**

517- 482- 1510

www.fw4elders.org

- Program matches seniors with volunteers to accompany them to medical appointments. Transportation may be available, but in most cases seniors must arrange their own transportation.
- Contact FriendshipWorks as far in advance of appointment as possible (at least 2 weeks), to allow time for scheduling.

☞ **Springwell Senior Medical Escort Program**

617- 926- 4100

springwell.com/service/medical-escort

- Program matches frail seniors with volunteers to drive and accompany them to medical appointments 9:00 AM-5:00 PM in Boston and the West Suburban area. Volunteers may only stay for appointments 1.5 hours or less.

MEDICAL ESCORT

ORGANIZATIONS OFFERING MEDICAL ESCORT (continued)

☞ **Springwell Senior Medical Escort Program (continued)**

- Participants must be 60+, unable to go to medical appointments independently, and able to get in and out of a car with minimal assistance.
- \$4.00 donation each way, plus tolls and parking.
- Contact Springwell at least two weeks before your appointment.

PLEASE NOTE: Many private pay home care agencies offer medical escort services for a fee. Please see our listing of private pay home care agencies for more information.

MEDICAL MARIJUANA

MEDICAL MARIJUANA REGISTRATION

If the use of cannabis (marijuana) is part of your health care regimen, consider registering for the Massachusetts Medical Use of Marijuana (MMJ) Program. Although cannabis may be sold for general adult use in the Commonwealth of Massachusetts, cannabis used for medical purposes is exempt from taxes. In addition, it is always advisable to communicate with your medical providers about any products or supplements you are taking to treat medical conditions.

Massachusetts Medical Use of Marijuana Program

833- 869- 6820

MedicalMarijuana@state.ma.us

www.mass.gov/how-to/register-as-a-patient-with-the-medical-use-of-marijuana-program

- ✓ Most Medical Marijuana (MMJ) users register online.
- ✓ Paper registration is available for those who cannot register online. Call 617-660-5370 to request a paper form.

Process to Gain Patient Access to Medical Marijuana:

- ✓ Talk to your healthcare provider to discuss your conditions and symptoms, and determine whether medical marijuana might be an appropriate part of your medical treatment.
- ✓ Obtain patient certification from a registered practitioner.
- ✓ Create an account on the Massachusetts Virtual Gateway:
sso.hhs.state.ma.us

MEDICAL MARIJUANA

MEDICAL MARIJUANA REGISTRATION (continued)

Process to Gain Patient Access to Medical Marijuana (continued)

- ✓ Register yourself and up to two caregivers online or by mail
- ✓ Receive Program ID card; you may now purchase medical marijuana.
- ✓ You must renew your patient registration **EVERY YEAR**.

To register as a Medical Marijuana patient, you need:

- ✓ A PIN number
- ✓ Current valid form of identification (ID)
- ✓ A current photograph of yourself. If registering online, you may be able to use your MA RMV photo during the "Upload Photo" step. Please reference the photograph instructions on the next page.
- ✓ A form of payment or a proof of verified financial hardship.

Detailed instructions for how to register:

www.mass.gov/doc/patient-guidance-for-mmj-registration-2/download

The next pages contain a listing of Cannabis Medical Providers and Registered Medical Marijuana Dispensaries. Because this is a growing field, these listings are subject to change.

MEDICAL MARIJUANA

CANNABIS MEDICAL PROVIDERS

NOTE: Cannabis medical providers generally are not covered by health insurance. Contact the provider to determine the cost of your visit. Many dispensaries give product discounts to new patients to offset the cost of obtaining MMJ certification. Contact the dispensaries (listed on the next page) for more details and for information on discounts for low-income individuals.

☞ **The Holistic Center**

320 Washington Street, 3rd Floor Suite 300, Brighton, MA
02135

617- 787- 7400

www.thcevaluation.com

☞ **Medwell Health and Wellness Centers**

68 Harvard St, Brookline, MA 02445

774- 517- 5195

www.medwellhealth.net

NOTE: New Medical Marijuana dispensaries are opening all the time. An up-to-date listing of marijuana dispensaries can be found at: [**www.mass.gov/patients-of-the-medical-use-of-marijuana-program/locations**](http://www.mass.gov/patients-of-the-medical-use-of-marijuana-program/locations)

MEDICAL MARIJUANA

LOCALLY REGISTERED MEDICAL MARIJUANA DISPENSARIES

***by appointment only**

☞ **Garden Remedies, Inc.***

697 Washington St., Suite 1, Newton, MA 02458

617- 235- 7215

www.gardenremedies.org

☞ **Mayflower Medicinals, Inc.**

230 Harvard Avenue, Allston, MA 02134

508- 356- 6600 x 1

www.mayflowermedicinals.com

☞ **New England Treatment Access, LLC (Brookline)**

160 Washington St., Brookline, MA 02455

617- 841- 7250

contact@netacare.org

netacare.org

☞ **Patriot Care Corp.**

21 Milk St., Boston, MA 02109

617- 500- 1375

patriotcare.org

☞ **Sira Naturals, Inc. (Needham)***

29 Franklin Street, Needham Heights, MA 02494

866- 420- 7472

siranaturals.org

MEDICATION

PRESCRIPTION INFORMATION

☞ **MCPHS (Mass College of Pharmacy) Outreach Program**

866- 633- 1617

- Free, confidential pharmacy information and referral service for all Massachusetts residents.
- Ask pharmacists questions about your prescriptions.
- Trained pharmacy case managers can help determine your eligibility for (and help you apply to) financial prescription assistance programs.
- Outreach staff will contact your primary care office to discuss less expensive substitute medications.
- Outreach staff can also counsel you about Medicare Part D.
- If possible have the following information ready when you call:
 - ✓ Your social security number
 - ✓ Your physician's name and telephone number
 - ✓ A list of your prescription medications
 - ✓ Your monthly income and health insurance information

**If you would like additional information, please contact MCPHS
Pharmacy Outreach directly.**

MEDICATION

PATIENT (PRESCRIPTION) ASSISTANCE PROGRAMS

Patient Assistance programs offer free or reduced-cost medications to consumers directly from pharmaceutical companies. **Patient Assistance applications must be signed by your prescriber.** Speak with your doctor's office directly about their willingness to assist with the application process (which must be repeated quarterly). MCPHS Pharmacy Outreach can also help to assess which programs you are eligible for and will contact your physician on your behalf.

Patient assistance programs have income guidelines that vary widely by manufacturer. Generally, assets such as bank accounts, stocks, and/or life insurance are not counted for the purpose of your application.

Most programs do not provide free or reduced cost medication if you have other prescription coverage such as Medicare Part D or Prescription Advantage.

If you are eligible, you will usually receive a 3-month supply of the manufacturer's medication once your application has been approved. Most companies deliver medications to your doctor's office for pick up. A few companies deliver the medication to your home.

Most companies require that your doctor's office submit a new application every 3 months; it is important to have your doctor's agreement regarding ongoing participation.

MEDICATION

PATIENT (PRESCRIPTION) ASSISTANCE PROGRAMS (continued)

☞ **NeedyMeds**

800- 503- 6897

info@needymeds.org

www.needymeds.org/newuser

- NeedyMeds is a clearinghouse website that provides access to most patient assistance program applications.
- Individuals can assess eligibility based on stated criteria and print out application for completion as appropriate.
- **NeedyMeds DOES NOT supply medications or financial assistance.**

If you would like additional information, contact MCPHS Outreach and/or your physician's office.

PRESCRIPTION ADVANTAGE

☞ **Prescription Advantage Program**

800- 243- 4636, TTY: 877- 610- 0241

www.mass.gov/prescription-drug-assistance

www.prescriptionadvantagemma.org

Prescription Advantage is state- funded prescription assistance for Massachusetts residents 65+ (and disabled adults under 65).

(continued on next page)

MEDICATION

PRESCRIPTION ADVANTAGE (continued)

Prescription Advantage applicants must have Medicare Part D or other "creditable" drug coverage (such as employer or retiree prescription coverage) and meet certain income criteria. **Prescription advantage is a secondary coverage program.**

There are six levels (S0-S5) of Prescription Advantage coverage, based on income (Extra Help, Partial Extra Help, and copayment assistance in the "donut hole"). Only the highest income participants (S5) pay for Prescription Advantage membership. **All Prescription Advantage plans limit out-of-pocket spending** for members.

Individuals can apply for Prescription Advantage at any time.

Prescription Advantage members can change their Medicare Part D plan once per year in addition to the annual Medicare Open Enrollment Period.

If you would like additional information, please contact Prescription Advantage directly.

MEDICATION

HOME DELIVERY PHARMACIES

Ask your doctor or health insurance plan if they have a preferred home delivery pharmacy!

☞ **Health First Pharmacy**

1670 Commonwealth Avenue, Brighton, MA

617- 206- 3233

healthfirstrx@yahoo.com

www.healthfirstpharmacy.us

- Free delivery of prescription medications filled at their pharmacy to residents of Brookline and Brighton.
- "Medicine On Time" program with bubble-packs. They will repackage during the month if any prescriptions are added, subtracted, or changed.

☞ **Home Care Pharmacy and North Shore Home Medical Supply**

104 Newbury St, Peabody, MA 01960

978- 535- 3893

northshorehomemedicalsupply@gmail.com

route1health.com

- Customized prescription packaging for ease of use.
- They deliver Monday through Saturday within the 495 belt. Day of delivery is determined by zip code. For deliveries on alternate days, a delivery charge applies. Call for more information.

MEDICATION

HOME DELIVERY PHARMACIES (continued)

☞ **Sullivan's Pharmacy and Medical Supply**

1 Corinth Street, Roslindale, MA 02131

617- 323- 6544 (pharmacy)

www.sullivanspharmacy.com

- Offers bubble-packed (pre-poured) medications and pre-filled blister packs for accessibility/ ease of use.
- They do some custom compounding for people and pets.
- Delivery available.

MENTAL HEALTH RESOURCES

Many older adults have coped with depression, anxiety, or other mental health disorders all their lives; others may have these experiences in response to change or loss. Although **aging does not cause anxiety or depression**, medical illness or stressful events, as well as loneliness, isolation, or loss of earlier support systems may put many older adults' mental health at risk.

Whether it is new or lifelong, if you are experiencing depression, anxiety, or another mental illness, **finding support is the most important thing you can do for yourself**. It takes strength to ask for help, whether it's from a loved one or a professional.

You are not alone. According to the 2018 Massachusetts Healthy Aging Community Profile, **over one-third of Brookline residents over 65 report having been diagnosed with depression**; over one quarter have been diagnosed with anxiety.

There are many different types of assistance available. Trained, licensed staff at any of the following facilities can help you determine what kind of support you need.

OUTPATIENT MENTAL HEALTH CARE

The Brookline Center for Community Mental Health

41 Garrison Road, Brookline, MA

617-277-8107

www.brooklinecenter.org

- Offers individual, couples, family and group psychotherapy services to adults and children. Psychopharmacology for adults and children, mediation services and community outreach services are also available.

MENTAL HEALTH RESOURCES

OUTPATIENT MENTAL HEALTH CARE (continued)

☞ **The Brookline Center (continued)**

- Staff includes licensed psychologists, social workers, psychiatrists, nurses, mediators, and educators.

☞ **Bournewood Hospital**

300 South Street, Brookline, MA

800- 468- 4358

www.bournewood.com

- Offers individual, family, and group psychotherapy services for emotional and mental health issues as well as substance use disorders.
- Inpatient, intensive outpatient, and partial hospitalization services are available.
- Staff includes licensed psychiatrists, psychologists, social workers, nurses, and mental health counselors

INPATIENT AND PARTIAL HOSPITALIZATION PROGRAMS

Partial hospitalization programs (PHPs) are designed to provide more intensive, structured mental health services to individuals with the goal of avoiding an inpatient psychiatric hospitalization. Partial hospitalization programs are also designed to provide additional stability to individuals upon their return home following a psychiatric hospitalization. Programs are generally time-limited and covered by most insurance. Many PHPs are in facilities that also provide inpatient mental health or substance use care.

MENTAL HEALTH RESOURCES

INPATIENT CARE AND PARTIAL HOSPITALIZATION (continued)

For additional information, please contact the following mental health treatment providers:

Arbour Counseling Services

14 Fordham Road, Allston, MA

617- 782- 6460

855- 575- 2273 (PHP)

www.arbourhealth.com

- Arbour has Partial Hospitalization (PHP) and an Intensive Outpatient Program (IOP) as well as inpatient and outpatient care.

HRI Hospital Partial Hospital Programs

227 Babcock St, Brookline, MA 02446

617- 731- 3200

hrihospital.com/programs-services/outpatient-services/partial-hospitalization-php

- The Women's Program addresses trauma, self-injury, domestic violence, eating disorders, and substance use disorders.
- The LGBTQ (Triangle) Program provides care for depression, anxiety, trauma, addiction, as well as the effects of oppression, social isolation, gender dysphoria, and HIV/AIDS to LGBTQ+ identifying people 18+.
- The General Adult Program is for patients 18+ with depression, anxiety, bipolar disorder, dissociative disorders, or schizophrenia.

MENTAL HEALTH RESOURCES

INPATIENT CARE AND PARTIAL HOSPITALIZATION (continued)

☞ **HRI Hospital Partial Hospital Programs (continued)**

- A Dual Diagnosis Program for mental health and substance use disorders.
- HRI also has an Evening Intensive Outpatient Program (IOP) with individual, group, and family therapy for adults who need support multiple times per week but do not need the level of care offered by inpatient or partial hospitalization.
- Inpatient hospitalization and outpatient counseling are also available.

☞ **McLean Hospital Geriatric Psychiatry**

115 Mill Street, Belmont, MA

617- 855- 3183 (SAGE)

617- 855- 3267 (Memory Disorders & Older Adult Clinic)

800- 333- 0338 (inpatient)

www.mcleanhospital.org/older-adult-mental-health

- SAGE: Successful Aging through Group Engagement is an enhanced outpatient program for older adults with major depression, bipolar disorder, anxiety disorders, and adjustment disorders. SAGE offers a variety of short- and long-term group therapies as well as individual therapy. Medication consultation and management can be provided if indicated.
- The Older Adult Clinic provides full evaluation and treatment to older adults with an array of psychiatric conditions who do not require hospitalization.

MENTAL HEALTH RESOURCES

INPATIENT CARE AND PARTIAL HOSPITALIZATION (continued)

☞ **McLean Hospital Geriatric Psychiatry (continued)**

- The Memory Disorders Assessment Clinic specializes in the evaluation, treatment and follow-up for mild to moderate memory impairment. During two to three half-day sessions, patients receive psychiatric, neuropsychological, psychosocial, and neurological evaluations. Diagnosis and treatment recommendations are discussed with the patient, care providers and family members as appropriate.
- McLean has an inpatient Geriatric Psychiatry unit for individuals 50+.

ELDER SUICIDE RISK AND PREVENTION

(Some information from the SAMHSA toolkit Promoting Emotional Health and Preventing Suicide for Senior Centers)

Suicide is an important problem among older adults. Suicide rates are particularly high among older men, with men ages 85 and older having the highest rate of any group in the country. However, suicide affects elders of all races, sexes, gender identities, orientations, cultures, and socioeconomic backgrounds.

We can do much to identify high suicide risk and to help provide alternatives. Nobody reaches older adulthood without resilience; reconnecting people with their inner and outer resources can save lives.

MENTAL HEALTH RESOURCES

ELDER SUICIDE RISK AND PREVENTION (continued)

Be aware of the resources in the community, such as 24/7 crisis hotlines, suicide prevention centers, mental health specialists, and educational programs.

HOTLINES

☞ **Suicide Prevention Resource Center**

800- 273- 8255 (National Suicide Prevention Hotline)

www.sprc.org/populations/older-adults

- The Suicide Prevention Resource Center is a program of the federal government's Substance Abuse and Mental Health Services Administration (SAMHSA).
- SPRC provides information and resources for understanding and preventing suicide. They have information and toolkits specific to the prevention of suicide in older adults.

☞ **Institute on Aging Friendship Line**

800- 971- 0016

www.ioaging.org/services/all-inclusive-health-care/friendship-line

www.ioaging.org/services/all-inclusive-health-care/psychological-services/center-for-elderly-suicide-prevention

- **The only 24/7 crisis telephone line for people 60 and older**, staffed by trained volunteers. Confidential.
- Friendship Line, started in 1973, also offers ongoing outreach calls to lonely older adults.

MENTAL HEALTH RESOURCES

ELDER SUICIDE RISK AND PREVENTION (continued)

Suicide attempts by older adults are much more likely to result in death than among younger persons. Reasons include:

- Older adults plan more carefully and use more deadly methods.
- Older adults are less likely to be discovered and rescued.
- The physical frailty of older adults means they are less likely to recover from an attempt.

Risk factors for suicide among older adults include (but are not limited to) loneliness, physical illness, stress, loss of relationships, disappointing experiences, and alcohol or other drug issues. Stigma or lack of information may present barriers to mental health treatment. When an elder is at risk for suicide, family and friends may withdraw because they "don't know how to help." Loved ones of elders who contemplate, attempt, or die from suicide may experience immediate and long-term effects, including anxiety, guilt, and traumatic grief. Improving our ability to recognize, engage, and respond to people who may be in crisis can save lives.

Download: Preventing Suicide in Older Adults

www.sprc.org/sites/default/files/migrate/library/OABH_IssueBrief4PreventingSuicide.pdf

MENTAL HEALTH RESOURCES

ELDER SUICIDE RISK AND PREVENTION (continued)

Be aware of the following signs of depression and suicide risk:

- ✓ Sad, dejected, or emotionally flat/unresponsive mood
- ✓ Withdrawal or isolation, loss of interest in other people, uncharacteristic lack of eye contact
- ✓ Loss of interest in previously enjoyable activities
- ✓ Complaints about fatigue; stooping not caused by a medical condition
- ✓ Careless in grooming and dress
- ✓ Restlessness, acting anxious or agitated, hand wringing, constant motor activity
- ✓ Inattention/ lack of focus, losing the thread of conversations
- ✓ Loss of appetite/weight
- ✓ Sleep disturbance (insomnia or oversleeping)
- ✓ Increasing use of alcohol or drugs, reckless behavior
- ✓ Talking about feeling trapped or being in unbearable pain
- ✓ Talking about being a burden to others
- ✓ Showing rage or talking about seeking revenge
- ✓ Displaying extreme mood swings
- ✓ Talking about feeling hopeless or having no reason to live
- ✓ Talking about wanting to die or to kill themselves
- ✓ Looking for a way to kill themselves, such as searching online or obtaining a gun (or other suicide method)

While several of these symptoms also appear in conditions unrelated to suicidality, they require attention and support regardless of what is causing them.

MENTAL HEALTH RESOURCES

SUICIDE PREVENTION GUIDELINES

- ✓ **Call 911 if you feel the risk of suicide is imminent.**
- ✓ Take suicide concerns seriously; give your time, pay attention, and be an active listener.
- ✓ Reassure the depressed or hopeless older adult that their existence is meaningful and appreciated and that their well-being is important. Home visits, regular postcards or phone calls, and attention to their safety at home can be protective factors.
- ✓ Do not belittle, dare, or suggest that the person won't really attempt suicide; this may intensify that person's risk of dying from suicide.
- ✓ Do not offer value judgments to a person confiding suicidal thoughts.
- ✓ Do not let a person's "good reasons" for suicide get in the way of prevention.
- ✓ Help the suicidal person take a break from a stressful situation or an unsafe place.
- ✓ Talk, listen, and offer to help the suicidal person find professional help and safety.

MENTAL HEALTH RESOURCES

CRISIS INTERVENTION

☞ **Boston Emergency Services Team (BEST)**

85 East Newton Street, Boston, Massachusetts 02118

800- 981- 4357

northsuffolk.org/services/emergency-services/boston-emergency-services-team

- 24-hour service for adults in need of immediate psychiatric evaluation, crisis intervention, treatment, information, and referral in Boston, Brookline, Chelsea, Revere, and Winthrop.
- BEST has Urgent Care Centers, a mobile crisis team, short-term Crisis Stabilization Units, and referral for ongoing treatment.
- There are two designated Emergency Departments (DED) in the B.E.S.T. system: Boston Medical Center and *Massachusetts General Hospital*. These settings provide crisis evaluation and medical screening to clients who need medical support or a more secure environment.

OTHER MENTAL HEALTH SERVICES

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777, Contact: Sue Welpton

www.brooklinema.gov/245/Council-on-Aging

- Provides information and outreach, psychosocial assessments, short-term counseling, and crisis intervention services.

MENTAL HEALTH RESOURCES

OTHER MENTAL HEALTH SERVICES (continued)

☞ **Jewish Family and Children's Services**

1430 Main Street, Waltham, MA 02451

781-647-5327

www.jfcsboston.org

- Professional staff of licensed clinical social workers and geriatric psychiatrists
- Multi-lingual capacity in Hebrew and Russian
- Most insurance accepted
- Offers homebound seniors services in their homes

☞ **National Alliance For The Mentally Ill (NAMI)**

800-950-6264

800-370-9085 (MA Chapter)

- Provides information, referral and support for people with mental illness and their families

☞ **Springwell (Area Agency on Aging)**

307 Waverley Oaks Rd, Suite 205, Waltham, MA

www.springwell.com

617-926-4100

- Provides information and resources, as well as social services through the Protective Services Program, contracts out mental health services to Crossroads Counseling Center.

MENTAL HEALTH RESOURCES

OTHER 24- HOUR MENTAL HEALTH CRISIS HOTLINES

- ✓ **Samaritans, Inc:** Call or Text 1-877-870-HOPE (4673)
samaritanshope.org
- ✓ **National Suicide Prevention Lifeline:** 1-800-273-TALK (8255)
- ✓ **National Hopeline Network:** 1-800-SUICIDE (784-2433)

MOVING RESOURCES

QUESTIONS TO CONSIDER WHEN CHOOSING MOVERS

How does the moving company determine how much money to charge?

- ✓ Most moving companies charge an hourly rate for moves within Massachusetts. Rates for long distance moves (out of state) may be calculated based on the weight of items being transported.
- ✓ **Hourly rates vary** by company and **may be based** on the **number of movers and trucks** required, **time of year, time of month and day of the week** for which the move is scheduled. Rates are generally **higher** during the **summer months**, on **weekends**, and at the **beginning and end of each month** due to high demand.

Does the moving company require you to book them for a minimum number of hours?

- ✓ Moving companies may require a minimum number of hours when contracting for moving services; always ask.
- ✓ Most companies will also charge their hourly rate for travel time to and from a job.

Who will do the packing?

- ✓ Moving companies generally offer **packing services**; however, they use their own packing supplies and you are required to pay the cost of any supplies used.
- ✓ Hourly rates may be different for packing services; be sure to ask in advance.

MOVING RESOURCES

QUESTIONS TO CONSIDER WHEN CHOOSING MOVERS

Have you seen their license, insurance, and references?

- ✓ Confirm that your moving company is licensed and insured.
- ✓ Most companies will provide references upon request; be sure to check at least two references per company before making your final decision.
- ✓ Ask friends and family who have moved recently about their experiences choosing and using a moving company.

Does the company have specialized services for seniors?

- ✓ **Some companies have specialized services for downsizing and senior moves**; consult this guide for more information.

DISCOUNTED MOVING SERVICES

The Maria Project

617- 331- 7848

mariaproject.org

- The Maria Project is a program that provides free organization, home repair, clean-up, packing and moving services, Real Estate representation, and legal services to "selected seniors and people with disabilities" to assist with moving and downsizing.
- Seniors and disabled adults can apply or be nominated via a call to the number or by going on the Maria Project website.

MOVING RESOURCES

DISCOUNTED MOVING SERVICES

☞ **Moving Up**

617- 388- 4419, Contact: TJ Williams

homeongo@gmail.com

solutionsatwork.org/our-programs/service-partners

- Solutions at Work founded a moving company for moving people out of shelters or other situations of homelessness. In 2013, a former Solutions at Work participant became the owner-operator for this company.

SENIOR MOVE MANAGERS

These professionals can help you manage the "process" of moving including developing a plan for moving, sorting, organizing and disposing of items as appropriate, providing professional packing services, arranging for and overseeing professional movers and assisting with unpacking and set up in an individual's new location.

SENIOR MOVE MANAGEMENT COMPANIES

☞ **National Association of Senior Move Managers**

877- 606- 2766

www.nasmm.com

- Website provides general information on senior move managers as well as a listing of local individuals and companies that provide these services.

MOVING RESOURCES

SENIOR MOVE MANAGEMENT COMPANIES (continued)

☞ **Home Ready Solutions**

617- 331- 7848, Contact: Leon Gelfand

- They get your home ready for sale
- They help you move
- They help you settle into your new home
- Call for a complementary consultation

☞ **It's Your Move, Inc.**

Natick, MA

508- 651- 8921

www.itsyourmoveinc.com

- "Services: Include getting homes in market-ready condition; sorting, organizing and performing all packing; overseeing the sale and consignment of furniture; shipping furniture and personal items to family members around the world; unpacking boxes, hanging pictures, and settling clients into their new locations; and much more."
- "One underlying goal throughout the process is helping clients and their families through this emotional and stressful transition."

☞ **The Move Maven**

University Road Brookline

617- 455- 1964

www.movemaven.com

- The Move Maven helps you create a plan and timeline for moving, including a plan for what to bring to your new home and how it will fit in your new space.

MOVING RESOURCES

SENIOR MOVE MANAGEMENT COMPANIES (continued)

☞ **The Move Maven (continued)**

- They will help you sort, sell, and donate belongings, pack, unpack, and leave your old home in "broom clean" condition.

☞ **A Thoughtful Move, LLC**

Waltham, MA

617- 285- 4094

www.athoughtfulmove.com

- Move management, downsizing, decluttering in advance of a renovation, decluttering to improve quality of life while staying at home.
- They assist with preparing homes for sale and coordinating appraisal, sales, and shipping for estate contents.
- "A Thoughtful Move works with individuals and families to help make and implement decisions at the time of life's transitions."

MOVING RESOURCES

MOVING COMPANIES

- ☞ **Brookline Moving Company**
47 Unity Ave, Belmont, MA 02478
617- 566- 6922
www.brooklinemoving.com

- ☞ **Carmel Movers**
65 Sprague Street, Hyde Park, MA 02136
800- 287- 2042 or **617- 783- 0344**
www.carmelmovers.com

- ☞ **Gentle Giant**
29 Harding Street, Somerville, MA 02143
800- 442- 6863 or **617- 661- 3333**
www.gentlegiant.com

- ☞ **Isaac's Relocation Service**
181 Campanelli Parkway, Stoughton, MA 02072
781- 466- 7034 or **781- 436- 4700**
isaacsrelocation.com

- ☞ **Roadrunner Moving and Storage**
50 Terminal Street, Charlestown, MA 02129
617- 242- 2882 or **800- 242- 6164**
www.roadrunnerworldwide.com

MOVING RESOURCES

CLUTTER MANAGEMENT SERVICES

(See also our section on clutter management)

- ☞ **Inbox Organizing, Inc.**
617- 388- 6624, Contact: Laurie Probststein
www.inboxorganizing.com

- ☞ **Organizing Specialists and Senior Downsizing, LLC**
978- 828- 1683, Contact: Helene Y. Parenteau
www.organizingspecialists.com

- ☞ **Sort it Out**
1234 Boylston Street, Newton, MA 02467
617- 332- 7500
www.sortitoutnow.com

CLEAN- OUT SERVICES

(See also our section on clutter management)

- ☞ **1- 800- GOT- JUNK (800- 468- 5865)**
www.1800gotjunk.com

- ☞ **Clean Out Your House**
781- 826- 3120, Contact: Larry DeRoche
www.cleanoutyourhouse.com

- ☞ **Final Pick Services**
44 Baxter Street, Quincy, MA
508- 588- 0007
www.finalpickservices.com

MOVING RESOURCES

LOCAL REALTORS (alphabetical order)

☞ **Chobee Hoy Group, Compass**

1330 Boylston Street, Chestnut Hill, MA 02467

617- 513- 6073

- Local realtor and associates, known for exceptional service and commitment.

☞ **Lisa Berger (William Raveis Real Estate)**

617- 388- 5751

- Senior Real Estate Specialist addressing the needs of the "long time homeowner", who is downsizing, or approaching retirement, and is looking to buy or sell a property.

☞ **Martin Laird, Broker, Realtor**

617- 827- 7009

- We get your home ready for sale
- We help you move
- We help you settle into your new home
- Call for more information or a complimentary market analysis of your home

☞ **Pathway Home Reality Group**

617- 969- 6188

- Independently owned, and built by referral. Serving Brookline for 26 years.

MULTICULTURAL PROGRAMS AND SERVICES

☞ **Brookline Senior Center**

93 Winchester Street, Brookline, MA 02446

617- 730- 2770

- A social worker from the Greater Boston Chinese Golden Age Center is here on Mondays at 2:30 pm
- French conversation group Tuesdays from 12:15-1:15pm.
- **Spanish immersion:** "Six different kinds of immersion in Latino language and culture - all at the Senior Center."

Contact: Giovanna Tapia, **617- 953- 7016**

- 10-week Beginning Spanish classes Thursdays from 1:15pm-2:15pm
- 10-week Intermediate Spanish classes Thursdays 12:00pm-1:00pm
- Small group Spanish conversation Thursdays at 2:30pm.
- Latino instrumental and vocal music Fridays at 3:00pm.
- Basic computer classes in Spanish Fridays 1:30pm-2:30pm

☞ **Greater Boston Chinese Golden Age Center (multiple locations)**

677 Cambridge St, Brighton, MA 02135

617- 357- 0226

info@gbcgac.org

www.gbcgac.org

- Adult Day Health/Social Day Care
- Alzheimer Education and Outreach
- Boston Neighborhood Walk
- Caregiver Services
- Congregate Housing

MULTICULTURAL PROGRAMS AND SERVICES

☞ **Greater Boston Chinese Golden Age Center (continued)**

- Drop in Services
- ESL/Citizenship Assistance
- Health Education
- Medicare/ Medicaid Outreach and Education (including SHINE)
- Nutrition
- Recreational Activities
- Senior Community Service Employment Program
- Social Services and Outreach
- ESL Conversation Groups are held at local public libraries

☞ **Hispanic Black Gay Coalition of Boston**

617- 487- HBGC (4242)

www.hbgc-resources.org/senior-care

- Community organization with information, advocacy, and social networking for Black, Hispanic, and Latinx LGBT people.

☞ **Jewish Family and Children's Services**

1430 Main Street, Waltham, MA 02451

781- 647- 5327

info@jfcsboston.org

www.jfcsboston.org

- Schechter Holocaust Services: Free comprehensive social service assistance to survivors and their families.
- Legacies: offers visits and gift baskets to survivors on Jewish holidays, as well as other community services.
- Russian Community & Elder Services

MULTICULTURAL PROGRAMS AND SERVICES

- ☞ **La Cadena de Amistad (A program of FriendshipWorks)**
135 South Huntington Avenue, Boston, MA (Sherrill House)
617- 482- 1510, option 7
friend@fw4elders.org
www.fw4elders.org/our-programs/la-cadena-de-amista
 - La Cadena de Amistad is the FriendshipWorks program for Spanish-speaking elders in Boston and Brookline.
 - Volunteers provide Friendly Visiting, Medical Escort, and Friendly Helping services.

- ☞ **LGBT Elders of Color**
617- 396- 4926, 857- 313- 6590
flashbacksundayeoc@gmail.com
fenwayhealth.org/tag/lgbt-elders-of-color
fenwayhealth.org/the-fenway-institute/lgbt-aging-project
 - Café Pride for LGBT elders of color meets the Second Wednesday of the Month from 5-7pm at the Whittier Street Health Center in Boston. Call **617- 477- 6606**.

- ☞ **Public Library of Brookline**
617- 730- 2369 (Main Library)
617- 730- 2380 (Coolidge Corner Branch)
617- 730- 2385 (Putterham Branch)
www.brooklinelibrary.org
 - Classes and events are listed on their website calendar.

- ☞ **Boston Public Library (multiple locations)**
617- 787- 6313 (Honan-Allston Branch)
617- 782- 6032 (Brighton Branch)
www.bpl.org
 - Call the library for groups and meeting times.

PARTNERS IN CARE: COMMUNITY SERVINGS

The Brookline Council on Aging recognizes the efforts of all our program collaborators and community social service agencies; we are grateful for their work. We are thankful for the existence of excellent community services to which we can refer Brookline residents in need.

In this edition, we would like to highlight **Community Servings**, which provides medically tailored meals meeting the medical and nutritional needs of clients with HIV/AIDS, cancer, kidney disease, diabetes, and other life-threatening illnesses. They have recently begun delivering meals to Brookline residents.

Community Servings also offers nutrition education and counseling, food service job training, runs one of the largest volunteer programs in the Boston area, and supports sustainability through a local foods initiative.

Community Servings

179 Amory Street, Jamaica Plain, MA 02130

www.servings.org

617- 522- 7777

From their website:

Our mission is to actively engage the community to provide medically tailored, nutritious, scratch-made meals to chronically and critically ill individuals and their families.

Vision: We envision a world in which everyone has access to the nutritious food they need for health and wellbeing as a fundamental right.

PERSONAL EMERGENCY RESPONSE SYSTEMS

In an emergency, dial 911 if you are able.

What tools are available to maximize your safety?

- ✓ Sign up for a daily telephone reassurance program (R U OK?) by calling the Norfolk County Sheriff's Office:
1-866-900-7865.
- ✓ Create a File of Life to list your emergency medical information.
- ✓ Consider a tracking device for someone who wanders.
- ✓ Get a Personal Emergency Response System (PERS).

Personal Emergency Response Systems (PERS) are safety devices used in the event that you become ill or have an accident in your home and can't call for help.

Most PERS systems include a speaker that is connected to your landline telephone and a small button device that can be on a bracelet (preferred) or pendant.

If you need help, press the button, and a PERS representative will contact you over the speaker. If needed, they will contact an ambulance for you, and notify your emergency contact. If you do not respond verbally, they will automatically send an ambulance.

If you accidentally push the button, just let the representative know and they will cancel your call.

Some Emergency Response Systems have features such as:

- ✓ medication reminders
- ✓ daily check-in telephone calls
- ✓ motion sensors
- ✓ GPS capability for use outside the home

PERSONAL EMERGENCY RESPONSE SYSTEMS

Advanced features may cost more; ask the PERS provider when you sign up.

Many PERS providers accept Medicaid (MassHealth) to cover the monthly service costs. Aging Services Access Point agencies such as Springwell or Boston Senior Home Care can sometimes provide service free of charge to clients. If you do not qualify for either of these options, you must private pay for your PERS.

Check current installation costs, monthly rates, contract requirements, and any maintenance, replacement, or other charges that may apply.

PERSONAL EMERGENCY RESPONSE (LIFELINE) COMPANIES

☞ ADT Senior Safety

800- 272- 9595

www.adt.com/senior-safety

☞ Be Safer at Home

781- 938- 7377 or 866- 513- 7377

www.besaferathome.com

☞ CVS Medical Alert System

800- 283- 2300

www.medicalalertsystem.com

☞ Great Call

800- 918- 8543

www.greatcall.com

- Great Call sells Jitterbug cell phones and Lively GPS Personal Emergency Response Systems.

PERSONAL EMERGENCY RESPONSE SYSTEMS

PERSONAL EMERGENCY RESPONSE COMPANIES (continued)

☞ **Life Alert**

800- 920- 3410

www.lifealert.com

☞ **Link to Life (Critical Signal Technologies)**

888- 337- 5433, 888- 557- 4462

www.cstltl.com

☞ **LogicMark**

800- 519- 2419

www.logicmark.com

☞ **Mt. Auburn Lifeline (Brookline Lifeline provider)**

617- 499- 5525

www.mountauburnhospital.org/care-treatment/home-health/medical-alert-services

☞ **Partners Home Care Lifeline**

800- 910- 4225

www.partnersathome.org/our-services/healthcare-technology/lifeline.aspx

☞ **Philips Lifeline**

800- 533- 8954 (new signups)

800- 635- 6156 (customer service)

www.lifeline.philips.com

PET CARE

Pet care services can be an essential tool for seniors caring for pets. There are many local services that cater to the needs of dogs, cats, and other animals, including dog walkers, sitters, boarders, trainers, and groomers. Make sure your pets are in good hands, especially when you're away.

Veterinarians are not listed, other than the first listing below, but if you're looking for a less expensive alternative, please try the **Merwin Memorial Free Clinic for Animals, Inc.** at **617- 782- 5420**. They offer a free exam and office visit at their Allston location, so you only pay for medicines and vaccines.

At Home Veterinary

P.O. Box 366, Natick, MA 01760

508- 653- 4300, Contact Dr. Jeremy Gransky, DVM

athomevet.net

- Provides house calls for veterinary services, as it is hard for many seniors to get their pets to the vet.

City Tails

20 Tremont St, Brighton, MA 02135

617- 783- 8245, Contact: Laureen or Jared

www.citytailsboston.com

- Provides day care and grooming, as well as a place for dogs to go during the day while owners are out of the house. Dogs go to the local dog park and run for an hour so everyone is tired after having a fun day with their buddies!

PET CARE

☞ **Compatible Canine Center**

146 Harvard St, Brookline, MA 02446

617- 232- 0074 Contact: Lance

Skipdog33@aol.com

www.compatiblecaninecenterma.com

- A dog training facility and day school that offers private or semi-private classes for behavior modification and puppy development. Please call for rates.

☞ **The Daily Stoll**

417 Harvard St, Brookline, MA 02446

617- 770- 4531, Contact: Bryn Ambrose

TheDailyStrollLLC@gmail.com

- Provides dog walks, playgroups, baths, hikes, puppy care, and in-home boarding. Please call for rates.

☞ **Elder Achievers**

617- 999- 8055/617- 983- 0044

elderachievers.com

- Elder Achievers provides a range of services for seniors, including assisting with pet care such as feeding, walking, medication administration, and giving water. Please call for specific rates as pet care services are contracted out.

☞ **For the Love of Jobe- Pet Services, LLC**

30 Kilsyth Road, Brookline, MA 02445

617- 833- 9707, Contact: Michelle Quinn-Davidson

michellequinndavidson@yahoo.com

PET CARE

☞ **For the Love of Jobe-Pet Services, LLC (continued)**

- A Brookline-based business providing compassionate love and care to dogs and cats. Services include daily dog walks, in (your) home pet/house sitting, cat care, and medicating animals.
- Michelle is a member of the National Association for Professional Pet Sitters (NAPPS) and has her Dog Training Certification. Please call for rates.

☞ **Furry Feet Pet Sitting & Dog Walking**

857- 234- 6268, Contact: Cindy Murphy

- Services include dog walks, cat sitting, and nail trims. Please call for rates.

☞ **Me, You, and Lu, LLC**

617- 599- 0505

info@meyouandlu.com

www.meyouandlu.com

- Providing the Brookline dog and cat community with professional pet care and personal attention since 2009. Offers daily dog walks and cat sitting. Please call for rates or look at website where all rates are listed.

☞ **No Bones About It LLC**

1786 Beacon St., Brookline, MA

617- 277- 2627, Contact: Karen

www.nobonesaboutitbrookline.com

- Provides grooming, doggy daycare, and pet supplies. Please call for rates.

PET CARE

☞ **On Call Pet Service**

617- 605- 1043, Contact: Kelly

www.oncallpets.com

- Providing the Brookline community with boarding, sitting, and other services for over 8 years. Please call for rates.

EMERGENCY PET FOSTER CARE

Emergency preparedness for your pets:

www.mspca.org/pet_resources/keeping-your-pet-safe-in-case-of-a-disaster

☞ **Safe Pet at the MSPCA**

617- 522- 7400 (available 24/7)

- For pets displaced from their home by an emergency or disaster (domestic violence, house fires and other family emergencies)
- MSPCA staff must be able to work with an advocate for the client to get paperwork filled out, if the client is not able to fill it out
- Call the MSPCA to discuss the extent of the services and fees

☞ **Link Up Education Network**

Safe People Safe Pets Program: Metrowest

617- 999- 3055

☞ **Phinney's Friends**

617- 979- 8705

Phinneys.org

PET CARE

PET BEREAVEMENT

Pet Separation Bereavement Loss Hot Line

508- 839- 7966

vet.tufts.edu/petloss

- Veterinary students providing resources for people grieving the loss of a pet.
- Service is free and available from 6-9pm M-Th.

PODIATRY SERVICES

Routine foot care such as nail and callous trimming may become difficult as a person ages. With *few* exceptions (such as for diabetic foot care), **Medicare does not cover the cost of routine foot care.** Check with your podiatrist to see whether your care is eligible for coverage under your Medicare benefit.

If you would like additional information, please contact:

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

- Dr. McLoughlin provides routine foot care (nail and callous trimming only) the **FIRST and THIRD THURSDAY** of each month from 9am-11:30am.
- **BY APPOINTMENT ONLY.** Appointments are 15 minutes long and the cost is **\$40.00 per visit.**
- **Contact the Council on Aging to schedule an appointment;** Dr. McLoughlin generally books several weeks in advance.

☞ **Dr. Joseph Hartigan, Jr.**

Faulkner Hospital, 1153 Centre Street Jamaica Plain, MA

617- 983- 7397

☞ **Dr. Jonathan Kaplan**

Hebrew Senior Life Medical Group at 100 Centre St.

617- 363- 8041, Contact: Melissa

- Dr. Kaplan is available 3 Tuesdays a month.
- Appointments cost \$65.
- To book an appointment, you will need to provide: your physician's contact information, the medical note from your last doctor's visit, and an up-to-date medication list.

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

Brookline Fiscal Year 2020 Tax Assistance Programs (PDF):

www.brooklinema.gov/DocumentCenter/View/20348/TAX-ASSISTANCE-PROGRAMS-FY2020

Applications for exemptions must be filed every year by April 1st.

For more detailed information, contact the Assessor's Office.

☞ Town of Brookline Assessor's Office

333 Washington Street (Town Hall), Brookline, MA 02445

617- 730- 2060

Assessors@brooklinema.gov

www.brooklinema.gov/1283/Tax-Assistance-and-Deferral-Programs

STATE INCOME TAX CREDIT (CIRCUIT BREAKER)

☞ Mass. Dept. of Revenue Circuit Breaker Tax Credit

617- 887- 6367 or **800- 392- 6089** (Mass DOR Tax Department)

www.mass.gov/service-details/senior-circuit-breaker-tax-credit

- Eligible seniors:
 - ✓ Must be 65 years old or older before December 31st
AND
 - ✓ Must OWN OR RENT a residential property in MA as
principal residence AND
 - ✓ Must file a Massachusetts personal income tax
return

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

☞ Mass. Circuit Breaker Tax Credit (continued)

- Eligible seniors:
 - ✓ Must have gross income less than \$58,000 if such person is single and not head of household, less than \$73,000 if such person is head of household, or less than \$88,000 if such person files a joint tax return with spouse (FY 2020) AND
- If you are a homeowner, your Massachusetts property tax payments, together with half of your water and sewer expense, must exceed 10% of your total Massachusetts income for the tax year OR if you are a renter, 25% of your annual Massachusetts rent must exceed 10% of your total Massachusetts income for the tax year. This program is independent of Town of Brookline exemptions, and may be taken in addition (if eligible). Upon approval, taxpayer is entitled up to \$1,100 of State Income Tax Credit (Not Property Taxes)
- **Call the Massachusetts Department of Revenue for more information**

REAL ESTATE TAX EXEMPTIONS

☞ Residential Exemption (Section 5C)

- Each year, at the option of the Select Board, an exemption of not more than 20% of the average assessed value of all Class 1 residential parcels may be applied to residential parcels that are the principal residence of the taxpayer as of January 1.

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

REAL ESTATE TAX EXEMPTIONS (continued)

☞ Residential Exemption (Section 5C) (continued)

- Any taxpayer who owns residential property and uses the property as their principal residence may apply.
- **An owner may qualify for a residential exemption on only one parcel. Transferring a property to a trust may disqualify the property for a residential exemption; seek legal advice.**
- Applications for residential exemption must be filed with the Assessor's Department by April 1. The assessor will review and act on your application within 3 months of receiving it.

☞ Surviving spouse, minors, or persons 70 or older (Clause 17D)

- To qualify, a taxpayer:
 - ✓ Must be a surviving spouse or surviving minor child or must be over 70 years of age as of July 1st AND
 - ✓ Must have owned and occupied the property for five years AND
 - ✓ Must have a whole estate (the value of personal property less domicile) of less than \$60,235.
 - ✓ Approved exemption amount ranges from \$175 to \$350

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

REAL ESTATE TAX EXEMPTIONS (continued)

☞ Disabled Veteran (Clause 22 and 22A- E)

- To qualify, a taxpayer:
 - ✓ Must be a veteran or spouse of a veteran AND must have a service-connected disability of 10% or more OR
 - ✓ Have been awarded the Purple Heart OR
 - ✓ Be a veteran of the Spanish, Philippine or Chinese Expedition OR
 - ✓ Have been awarded the Congressional Medal of Honor, Distinguished Service Cross, Air Force Cross or Navy Cross OR
 - ✓ Surviving parents of military personnel who died in military service (Gold Star Parents)
- Exemptions are from \$400 up to full tax bill amount.

☞ Legally Blind (Clause 37A)

- To qualify, a taxpayer:
 - ✓ Must be a legal resident of the Commonwealth of Massachusetts AND
 - ✓ Own and occupy the property as his/her domicile as of July 1 AND
 - ✓ File current proof of blindness each year with the application.
- Approved exemption amount ranges from \$500 to \$1,000.

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

REAL ESTATE TAX EXEMPTIONS (continued)

☞ Tax Exemption for Older Citizens (Clause 41C)

- To qualify, a taxpayer:
 - ✓ Must be over 65 years of age as of July 1st AND
 - ✓ Must have primary residence in Massachusetts for ten years and owned property in the state for five years and must have occupied the property as of July 1st AND
 - ✓ Must have a whole estate (the value of personal property excluding domicile) of less than \$46,497 if single, \$63,934 if married (for FY 2020) AND
 - ✓ Must have a gross income less than \$23,249 if single, \$34,873 if married, after subtracting an allowable exclusion (\$4,758 worker, \$2,379 spouse) (For FY 2020)
- Approved exemption amount ranges from \$500 to \$1,000.
- **YOU DO NOT NEED TO BE A US CITIZEN to receive this exemption**, despite the name.

WATER/SEWER EXEMPTION FOR ELIGIBLE SENIORS

☞ Eligible ratepayers must qualify under Clause 17D or 41C Property Tax Exemptions, and must be the named payer on the Water & Sewer Bill for the home or unit.

- If the homeowner lives in a condominium, and the condominium's name appears on the bill, the homeowner cannot receive the exemption.
- Eligible payers receive 20% off their Water / Sewer bill.

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

REAL ESTATE TAX DEFERRAL

∞ Tax Deferral for Older Citizens (Clause 41A)

- Tax Deferral is **NOT** an exemption. The homeowner or estate must eventually pay taxes owed in full.
- To qualify, a taxpayer:
 - ✓ Must be over 65 years of age as of July 1st AND
 - ✓ Must have primary residence in Massachusetts for ten years and owned property in the state for five years AND
 - ✓ Must have occupied the property as of July 1st AND
 - ✓ Must have a total gross income of less than \$88,000 per year (for FY 2020)
- Approved taxpayer is entitled to defer (delay) payment of any portion of the property tax bill.
- Any taxes deferred may be subject to interest.
- A lien is placed on the property; deferred taxes must be repaid when property is sold, transferred or upon demise of the owner.
- The taxpayer must complete an annual application.
- **Despite the name, you DO NOT need to be a U.S. Citizen to receive this deferral.**
- You can be enrolled in the Tax Deferral Program AND receive other exemptions.

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

REAL ESTATE TAX WORK- OFF

☞ **Tax Work- Off Program for Seniors**

- To qualify, a taxpayer:
 - ✓ Must be sixty (60) years of age or older as of July 1st AND
 - ✓ Must own and occupy, as principal place of residence to which the tax work-off credit will be applied as of July 1st AND
 - ✓ Must have gross income less than \$62,450 (FY 2020) AND
 - ✓ Must work for a designated Town Department for 125 hours within the tax year.
- Participants may receive up to \$1,500 property tax abatement.
- Applicants will be screened and matched with appropriate community job opportunities as available. Opportunities range from clerical work to outdoor beautification projects such as gardening or graffiti removal.
- Program slots are limited by the town; requests are considered on a first come, first served basis.
- You may be enrolled in this program and also receive another exemption.
- **For questions or to apply, please call the REAP Coordinator at the Brookline Senior Center at 617-730-2767.**

REAL ESTATE TAX EXEMPTIONS

TAX RELIEF FOR SENIORS

TOWN OF BROOKLINE TAXATION AID COMMITTEE

☞ **Elderly or Disabled Taxation Aid Fund**

Town of Brookline Assessor's Office

617- 730- 2060

Assessors@brooklinema.gov

- **The fund to aid low- income seniors and disabled taxpayers with their real estate tax bill is fueled by donations. The Fund has a limited amount of money over time which may vary dependent on those donations.**
- Awards from this fund will be granted to the applicants who show the most need.
- At a minimum, applicants must be at least 60 years old or disabled per the definition of 42 US c. 12102 (Americans with Disabilities Act) and confirmed by a doctor's letter or government determination of disability.
- FY2019 incomes should be below \$86,000 for the year, with preference given to those with the lowest income among other factors.
- **No applicant is guaranteed an award from the fund.**
- **Please contact the Assessor's Office for further information on eligibility criteria.**

RECREATION DEPARTMENT

Brookline Recreation offers a number of programs geared toward adults including aquatic programs, health and wellness programs as well as day trips. Please call them for a catalogue of their programs. You may register for their programs at the Recreation Department, by phone, or visit their website: www.brooklinerec.com

☞ **Brookline Recreation Department**

133 Eliot Street, Brookline, MA 02467

617- 730- 2069 (Main number)

☞ **Evelyn Kirrane Aquatic Center**

60 Tappan St., Brookline

617- 713- 5435

☞ **Active Older Adult Programs**

Contact: Josh Cooke

☞ **Rake Our Leaves & Shovel Our Snow**

617- 730- 2069

- Rake Our Leaves is a program for Brookline residents to hire students for help with raking and removal of fallen leaves.
- Shovel Our Snow is a program for Brookline residents to hire students to help with shoveling/ snow removal.
- Residents must register for both programs with the Recreation Department, which will provide a list of participating students.
- Homeowners and students (or their parents) negotiate the details of the commitment with regards to time, amount of space to be cleared and compensation. Students are available after school and on weekends, not during school hours.

RESIDENTIAL CARE HOMES/ REST HOMES

Residential Care Homes, traditionally called Rest Homes, provide housing, meals, laundry, and housekeeping services. They have staff who are able to help with bathing, scheduling medical appointments and capable of administering medications, but do not provide the full level of care available at a skilled nursing facility. Staff are available 24 hours a day to provide resident assistance if needed. Affordable options are available.

LOCAL RESIDENTIAL CARE HOMES/ REST HOMES

☞ **Hale House**

273 Clarendon Street, Boston, MA 02116

617- 536- 3726

www.halebarnard.org

☞ **Mt. Pleasant Home**

301 South Huntington Ave, Jamaica Plain, MA 02130

617- 522- 7600

www.mountpleasanthome.org

☞ **Pettee House**

277 Elliot Street, Newton, MA 02464

617- 527- 0023

www.stonerehabandseniorliving.com/residential-living

☞ **Sophia Snow House**

1215 Centre Street, West Roxbury, MA 02132

617- 323- 1354

www.sophiasnowplace.org/supportive-living

RESPITE SERVICES

Respite care provides temporary "relief" assistance to the caregivers of seniors who need supervision, medical care, or other assistance to be safe. Respite care can be as short as a couple of hours for the caregiver to run errands or take a break, or it can be an extended period if a caregiver is traveling or going on vacation.

Respite care may include meal preparation, assistance with personal care, housekeeping, recreational programming, and a supervised environment. Respite services can be provided at home or at an outside facility such as an assisted living, adult day care program or nursing home.

The length of a respite care stay in an outside facility can vary from one week to a month or more. Adult day health or in-home respite services can be used on a one-time or ongoing basis for one or more days each week.

SEE ALSO: Adult Day Health

ORGANIZATIONS OFFERING RESPITE CARE

☞ H.E.L.P. Program (Home and Escort Linkage Program)

Brookline Council on Aging

617- 730- 2752

www.brooklinema.gov/268/HELP-Program

- To hire a HELP worker, you need to sign up for the program and have a home visit from a HELP social worker.
- All services are private pay; costs range from \$14-\$16/hr.
- There is a two-hour minimum required for services.
- Clients must be age 60 or older and residents of Brookline.
- Respite workers are UNABLE to provide any type of personal care.

RESPIRE SERVICES

ORGANIZATIONS OFFERING RESPITE CARE

☞ **H.E.L.P. Program (continued)**

- **ASK ABOUT GRANT- FUNDED RESPITE FOR DEMENTIA CAREGIVERS**

☞ **Easy Stay Respite at Chestnut Park at Cleveland Circle**

50 Sutherland Road, Brighton, MA

617- 340- 8452

www.benchmarkseniorliving.com/senior-living/ma/brighton/chestnut-park-at-cleveland-circle/respice-care

- Respite care is provided at Chestnut Park at Cleveland Circle, an Assisted Living Residence.
- Contact the facility for up-to-date prices, as well as information about minimum and maximum stay.

☞ **Rogerson House**

434 Jamaicaway, Jamaica Plain, MA

617- 983- 2300, x118

- Respite care is provided at the facility
- Contact the facility for up-to-date prices, as well as information about minimum and maximum stay.
- Daily cost includes nursing supervision, medication management, personal care, meals and activities

☞ **Sophia Snow House**

1205-1215 Centre St West Roxbury, MA

617- 325- 7900, x203

www.sophiasnowplace.org

RESPIRE SERVICES

ORGANIZATIONS OFFERING RESPITE CARE

☞ **Sophia Snow House (continued)**

- Respite care is provided at the retirement home
- Contact the retirement home for up-to-date prices, as well as information about minimum and maximum stay.
- Rate includes: three meals a day, housekeeping, laundry, activities, nursing services to dispense medications, and showers up to twice a week.
- Facility now offers respite services to both men and women age 70 and up.
- Facility requires an individual's medical information from their physician prior to admission.

☞ **Springwell**

617- 926- 4100

www.springwell.com

- **In- home respite** for people with simple care needs.
- Fee is on a sliding scale; check income guidelines
- Client must require assistance with 6 different tasks (such as feeding, bathing, dressing, etc.)

☞ **Stone Rehabilitation and Senior Living**

277 Elliot St. Newton Upper Falls

617- 527- 0023

www.stonerehabandseniorliving.com

- Contact the facility for up-to-date prices, as well as information about minimum and maximum stay.
- Fee includes a private room, all meals, laundry, housekeeping and 24 hour support

SKILLED NURSING FACILITIES/ NURSING HOMES

Skilled nursing facilities (SNF), more commonly referred to as nursing homes, typically provide care for individuals who cannot live safely in the community with the services and supports available to them.

SNFs provide 24-hour nursing care, rehabilitative care and custodial care. Rehabilitative care includes physical, occupational, and speech therapy. Custodial care includes assistance with activities of daily living such as feeding, bathing, dressing, and toileting.

Medicare does not cover the cost of long-term or permanent placement in a skilled nursing facility; however, Medicare usually covers short-term rehabilitation in a SNF after a hospitalization. MassHealth usually covers the cost of long-term care in a SNF, if a placement is determined to be medically appropriate.

When choosing a SNF, be sure to schedule tours with several facilities to compare the building, environment, staffing practices, and resources. Consult available guides from government and private organizations that screen and rate nursing homes.

FIND A SKILLED NURSING FACILITY

☞ Massachusetts Senior Care Association

617- 558- 0202

www.maseniorcare.org/find-a-facility

- Mass Senior Care is an organization made up of around 400 nursing and rehabilitation facilities, assisted living residences, residential care facilities and continuing care retirement communities.
- The Facility Locator lets you search by criteria including: geographic location, languages spoken, services offered, populations served, and specialized units.

SKILLED NURSING FACILITIES/ NURSING HOMES

FIND A SKILLED NURSING FACILITY (continued)

☞ **Massachusetts Department of Public Health Nursing Home Consumer Information**

www.mass.gov/nursing-home-consumer-information

- Provides quality rating information on all licensed SNF's. Ratings are the result of unannounced, standardized surveys conducted on a regular basis by the Department of Public Health.
- DPH reviews complaints about the facility, food services, resident rights, environment, nursing services, the administration, and the facility's history of compliance with remedying problems identified by past DPH surveys.

☞ **Medicare**

www.medicare.gov/nursing/overview.asp

- Provides overview of all Medicaid and Medicare licensed skilled nursing facilities in the US.
- An interactive tool allows you to compare nursing homes based on number of beds, staffing, results of state inspections, etc.

☞ **Nursing Home Inspect: a Project of ProPublica**

projects.propublica.org/nursing-homes/state/MA

www.propublica.org/article/whats-new-in-nursing-home-inspect

- ProPublica is an award-winning, nonprofit, investigative journalism organization.
- Compare nursing homes based on deficiencies cited by regulators and penalties imposed in the past three years. You can also search over 60,000 nursing home inspection reports to look for trends or patterns.

SKILLED NURSING FACILITIES/ NURSING HOMES

SKILLED NURSING FACILITIES IN BROOKLINE

☞ **CareOne at Brookline**

99 Park Street, Brookline, MA 02446

617- 731- 1050

Email contact on website

ma.care-one.com/locations/careone-at-brookline

☞ **Heathwood Healthcare (Next Step Healthcare)**

188 Florence Street, Chestnut Hill, MA

617- 332- 4730 (Heathwood)

781- 404- 3900 (Next Step Healthcare Main Office)

gbaudin@nextstephc.com

www.nextstephc.com

SKILLED NURSING FACILITIES (GREATER BOSTON AREA)

☞ **Armenian Nursing and Rehabilitation Center**

431 Pond Street, Jamaica Plain, MA

617- 522- 2600

www.awwa.us/anrc

☞ **Brighton House Rehabilitation and Nursing Center**

170 Corey Road, Brighton, MA

617- 731- 0515

www.banecare.com/Brighton-House-skilled-nursing-home-rehabilitation

SKILLED NURSING FACILITIES/ NURSING HOMES

SKILLED NURSING FACILITIES (continued)

☞ **German Centre for Extended Care**

2222 Centre Street, West Roxbury, MA

617- 325- 1230

www.germancentre.org

☞ **Hebrew Rehabilitation Center**

1200 Centre Street, Roslindale, MA

617- 363- 8000

www.hebrewseniorlife.org

☞ **Newton and Wellesley Center For Alzheimer's Care***

694 Worcester Street, Wellesley, MA

781- 237- 6400

kara.miller@nathealthcare.com (admissions and marketing)

newtonwellesleyalz.com

*(110-bed all Alzheimer's nursing facility)

☞ **Presentation Rehabilitation and Skilled Nursing Center**

10 Bellamy Street, Brighton, MA

617- 782- 8113

presentationrehab.com

☞ **Sherrill House**

135 South Huntington Avenue, Boston, MA

617- 731- 2400 or **617- 735- 1775** (admissions)

www.sherrillhouse.org

SKILLED NURSING FACILITIES/ NURSING HOMES

SKILLED NURSING FACILITIES (continued)

☞ **Spaulding Nursing and Therapy Center**

100 N. Beacon Street, Brighton, MA

617- 726- 9700

spauldingrehab.org/locations/

☞ **Wingate at Chestnut Hill**

615 Heath Street, Chestnut Hill, MA 02467

617- 243- 9990

wingatehealthcare.com/location/wingate-at-chestnut-hill

QUALITY OF CARE CONCERNS

☞ **Mass DPH Bureau of Health Care Safety and Quality**

99 Chauncy Street, Boston, Massachusetts 02111

800- 462- 5540 (Complaint Unit)

- Regulatory agency that inspects and licenses nursing homes in MA. Agency also handles complaints regarding skilled nursing facilities, hospitals or other health care facilities.

☞ **Massachusetts Long Term Care Ombudsman Program**

617- 926- 4100 (Springwell)

- Advocate for residents of SNFs in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston. Promotes resident rights, addresses complaints and concerns
- To locate an ombudsman for another geographic area, please contact the Massachusetts Executive Office of Elder Affairs at 617-727-7750

SOCIAL SECURITY & SSI

SOCIAL SECURITY ADMINISTRATION

10 Causeway Street, Room 148, 1st Floor, Boston, MA 02222

800- 772- 1213

www.ssa.gov

SOCIAL SECURITY RETIREMENT & DISABILITY

You must have paid into the Social Security system through employment to be eligible for Social Security's disability or retirement benefits. Eligibility is not based on your current income or assets. Benefit eligibility is based on years/quarters you (or a spouse) worked. Your monthly benefit is based on your (or your spouse's) earning history. The more you (or your spouse) earned in your working years, the higher your social security benefit will be. **NOTE: if you receive a government pension, your Social Security will be reduced by 2/3 of your pension amount.** This is called the Government Pension Offset. Individuals receive a cost of living adjustment every January.

SUPPLEMENTAL SECURITY INCOME (SSI)

- SSI supplements Social Security. **You may be eligible for SSI even if you never worked or paid into Social Security.**
- SSI guarantees a minimum monthly income for people 65+, people who are disabled or blind, and/or have limited gross monthly income and assets. Guidelines vary by state.
- **Massachusetts adds money to SSI payments for residents.** Some individuals who are over-income for SSI may still be eligible for a partial benefit from the state. This is called the **Massachusetts State Supplement Program (SSP).** Massachusetts sends SSP payments to clients directly on the first of the month. The federal government sends SSI payments separately.
 - See: bit.ly/MassStateSupplement

SPRINGWELL

☞ **Springwell**

307 Waverly Oaks Road, Suite 205, Waltham, MA 02452

617- 926- 4100

www.springwell.com

- Springwell is a private, nonprofit agency designated by the state and federal governments as the Aging Services Access Point (ASAP) and Area Agency on Aging (AAA) for Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, and Weston.
- Springwell is the point of entry for all state and federally subsidized elder services, such as home-delivered meals. Springwell contracts with local agencies to provide services such as transportation, legal advice, advocacy, and caregiver support. Cost of subsidized services is generally based on monthly household income.
- Springwell is also our local protective services agency, investigating and resolving reports of elder abuse, neglect, or financial exploitation.

Springwell services include:

- ✓ Information and referral
- ✓ Medical Escort
- ✓ Money Management
- ✓ Personal Emergency Response Systems (i.e., Lifeline)
- ✓ Meals on Wheels
- ✓ Personal Care (i.e., assistance with dressing/bathing)
- ✓ Homemaking
- ✓ Grocery Shopping and Laundry Services
- ✓ Elder Protective Services

SUPPORT GROUPS

A support group is a group of individuals who share similar identities or experiences coming together to discuss their thoughts, feelings, and concerns.

Support groups address a wide variety of issues including, but not limited to, aging, bereavement, coping with illness, mental health, substance use, disability, relationships, spirituality, gender identity, sexual orientation, parenting/grandparenting, immigration, or other cultural identity groups.

Organizations linked to specific illnesses or conditions often sponsor support groups for patients and caregivers. Nursing homes, assisted living facilities, and hospitals also often host support groups about caregiving or living with a medical condition.

Support groups may be ongoing or time limited (i.e., 6 sessions, 12 weeks, etc.). Some groups allow new members to join at any time and others restrict their membership once the group has begun.

The group leader may either be a trained professional or a volunteer with some personal experience related to the topic of interest.

Most support groups are often free; however, if there is a charge, find out whether your health insurance will cover it.

To find a hospital-based support group, contact your hospital of choice and ask talk to the social worker associated with the department where you receive your care. If your hospital does not have a support group for your medical condition, the social worker may be able to refer you to a relevant group at another hospital or facility.

SUPPORT GROUPS

ORGANIZATIONS THAT HOST OR LIST SUPPORT GROUPS

☞ **Psychology Today Support Groups**

www.psychologytoday.com/us/groups/ma/brookline

www.psychologytoday.com/us/groups/elders-65/ma/boston

- *Psychology Today* hosts an online listing of therapeutic support groups as well as behavioral health providers for individual therapy.
- Their website is searchable by a variety of criteria, including geographic location and community served.

☞ **Alzheimer's Association of Massachusetts and New Hampshire** **800- 272- 3900**

www.alz.org/help-support/community/support-groups

☞ **Boston Cancer Support**

www.bostoncancersupport.org/support-groups

www.bostoncancersupport.org/social-networkingonline-support

- Local cancer support non-profit provides listing of cancer support groups by Massachusetts region.
- Listing of social networking and online cancer support groups.

☞ **The Brookline Center for Community Mental Health**

41 Garrison Road, Brookline, MA 02445

617- 277- 8107

www.brooklinecenter.org/services/group-counseling/groups-adults

SUPPORT GROUPS

FIND SUPPORT GROUPS

☞ **Brookline Council on Aging**

93 Winchester Street, Brookline, MA 02446

617- 730- 2777

www.brooklineseniorcenter.org

- Check our monthly newsletter for information on short-term or ongoing support groups.

☞ **The Cancer Support Community**

1- 888- 793- 9355 (National Cancer Support Helpline)

www.cancersupportcommunity.org

☞ **Dana Farber Cancer Institute**

450 Brookline Ave, Boston, MA 02215

617- 632- 3301

www.dana-farber.org/for-patients-and-families/care-and-treatment/support-services-and-amenities/support-groups-and-seminars

and www.dana-farber.org/for-patients-and-families/my-dana-farber/dana-farber-cancerconnect (Online Cancer Support)

☞ **Facing Cancer Together**

410 Washington Street, Brighton, Massachusetts 02135

617- 332- 5777

facing-cancer.org

SUPPORT GROUPS

FIND SUPPORT GROUPS (continued)

☞ **Family Caregiving Alliance Online Support Groups**

www.caregiver.org/support-groups

- California-based Family Caregiving Alliance's online support groups include Smart Patients Caregivers Community, Caregiver-Online (unmoderated), and LGBT Community Support.

☞ **Jewish Family & Children's Services**

1430 Main Street, Waltham, MA 02451

781-647-5327

www.jfcsboston.org

- Offers Parkinson's Family support program including support groups

☞ **LGBT Aging Project Support Groups**

857-313-6578 (general information)

617-271-4182 (caregiver support)

617-927-6202 (Fenway Health)

fenwayhealth.org/the-fenway-institute/lgbt-aging-project/programs-support-groups and

fenwayhealth.org/care/behavioral-health/support-groups

- **Bereavement Group** - General Loss - For LGBT adults of any age who are experiencing the loss of a loved one (partner/spouse, friend, parent, family member etc). Time: Thursday Evenings, 6:30 pm - 8:00 pm. Groups start regularly. Call **857-313-6578** for more information.

SUPPORT GROUPS

FIND SUPPORT GROUPS (continued)

☞ **LGBT Aging Project Support Groups (continued)**

- **Mindfulness Based Stress Reduction (MBSR) Courses:** Co-hosted by Bristol Elder Services in Fall River Monday mornings from 10:00 am - 12:30 pm and co-hosted by North Shore Elder Services in Danvers Wednesday afternoons 4:00 pm - 6:30 pm. Times may change based on the availability of local participants. Free and open to any LGBT older adults. To learn more about the MBSR program, please contact Bob Linscott at **857- 313-6578** or blinscott@fenwayhealth.org.
- **Caregiver Support Group** in Jamaica Plain for LGBT+ caregivers and caregivers of LGBT+ individuals. Group meets the first Monday of every month from 6-7:30pm. . **617- 271- 4182**, Contact: Joanne Peskowitz

☞ **LGBT Caring Community Online Support Group**

www.caregiver.org/lgbt-caring-community-online-support-group

- Online support group for LGBT+ caregivers hosted online by the Family Caregiver Alliance National Center on Caregiving.

☞ **New England Baptist Hospital**

125 Parker Hill Avenue, Boston, MA 02120

617- 754- 5400

www.nebh.org

- Offers an arthritis and lupus support group as part of their comprehensive orthopedic services

TELEMARKETING AND JUNK MAIL

TELEMARKETING

☞ National "DO NOT CALL" Registry

888- 382- 1222

www.donotcall.gov

- Individuals may register personal landline or cell phone numbers with the national do not call registry.
- Telemarketing companies have up to 31 days following your registration to remove your telephone number from their call lists.
- While registering will significantly cut down on the amount of unsolicited calls you receive, not all telemarketing companies are required to remove your telephone number from their lists.
- Political campaigns, charities, surveys, and companies with which you have done business may still contact you.
- If you change your telephone number, you must register the new number.
- Companies in violation of the Do Not Call regulations will be fined. To file a complaint, contact the registry with the name and telephone number of the company you believe to be in violation.

☞ Massachusetts "DO NOT CALL" Registry

866- 231- 2255

www.madonotcall.govconnect.com

- Register your phone number(s) with the state program as well as the national program. The national registry may not apply to local/state telemarketing companies.

TELEMARKETING AND JUNK MAIL

JUNK MAIL

☞ **Mail Preference Service**

www.dmachoice.org

- Individuals can register by mail or online to have your address added to the DMA "do not mail" registry.
- Registration by mail is \$1 payable by money order or check. You must print out the registration form from the website and mail it along with the \$1 to the address included on the form.
- There is no fee to register online however you must provide your credit card information at the time of registration for identity verification purposes.
- While registering will significantly cut down on the amount of unsolicited mailings you receive, not all companies are required to remove your address from their lists. You will still receive mailings from non-Direct Marketing Association members.
- You will notice a significant reduction in advertising mail from NATIONAL marketers such as sweepstakes, magazine subscription offers, and catalogs.
- Local business organizations generally do NOT use this program.
- Your registration will expire after three years therefore you will need to register again at that time.
- If you continue to receive unsolicited mail from a particular company, contact them directly and asked to be placed on their "do not mail" list.

TELEMARKETING AND JUNK MAIL

JUNK MAIL (continued)

☞ **Opt- out Prescreen Credit Card or Insurance Offers**

888- 567- 8688

www.optoutprescreen.com

- Opting-Out refers to the process for removing your name from lists supplied by the Consumer Credit Reporting Companies: Equifax, Experian, Innovis and TransUnion, to be used for firm offers of credit or insurance.
- Your rights as a consumer under the Fair Credit Reporting Act (FCRA) include the right to "Opt-Out" for 5 years OR permanently.
- There is no fee for this service and individuals can register via telephone or online.

TRANSPORTATION AND AUTOMOTIVE SERVICES

Older people often cite access to transportation as being crucial to their ability to remain independent, meet the obligations of daily living, and avoid becoming isolated. The Brookline Council on Aging is constantly seeking to expand the number of options available to older adults living in our community.

RESOURCES FOR BROOKLINE RESIDENTS (at the Senior Center)

☞ **TRIPPS**

www.trippsmass.org

- TRIPPS offers a transportation Resource and Information guide for local travel options in Greater Boston as well as individual, personalized support by appointment to residents of Brookline aged 60 or older.

☞ **Brookline Senior Center Van & Elderbus**

Monday-Friday, 9:00am-3:00pm

617- 730- 2750 (van), 617- 730- 2777 (bus)

- **The Brookline Senior Center Van** provides door-to-door transportation to the Senior Center for educational and social programs and activities.
 - The van's hours of operation are Monday-Friday, from 9 am-3 pm. Suggested donation is \$1.00.
 - **To schedule a ride, call 617- 730- 2750 by 3:00pm on the business day before the ride is needed.**
- **The Elderbus** makes an hourly circuit that includes the senior center, senior housing, and shopping areas. Suggested donation: \$0.50.
 - Schedules available in English, Russian and Chinese.

TRANSPORTATION AND AUTOMOTIVE SERVICES

RESOURCES FOR BROOKLINE RESIDENTS (at the Senior Center)

☞ Brookline Elder Taxi System (BETS)

617- 730- 2740

- BETS is a program, sponsored by the Brookline Council on Aging and the Community Development Block Grant, that enables income-eligible Brookline residents age 60 and over to purchase discount taxi coupons at reduced fare rates (\$10 worth of taxi coupons for \$5).
- Household income cannot exceed \$62,450 for an individual or \$71,400 for a couple.
- First time purchasers or their representatives must apply at the BETS office with proof of income. Subsequent purchases can be made by mail. You must re-certify your income each year.
- Baystate Taxi (617-566-5000) drivers accept the BETS discount coupons.

TRANSPORTATION COMPANIES

☞ Chestnut Hill Errands/ Chestnut Hill Ride

617- 874- 0487

chestnuthillerrands@gmail.com

www.chestnuthillerrands.com

- Chestnut Hill Errands provides transportation and accompaniment to medical appointments, shopping, small pet vet visits, and other errands.
- Call for current rates. Mention the Brookline Senior Center for a discount.

TRANSPORTATION AND AUTOMOTIVE SERVICES

TRANSPORTATION COMPANIES (continued)

☞ **GoGo Grandparent**

888- 755- 1775 OR 855- 464- 6872

support@gogograndparent.com

gogograndparent.com

- GoGo Grandparent orders and monitors rides through ride-sharing services like Uber and Lyft.
- GoGo Grandparent hails the ride on your behalf, so **you do not need a smartphone to use the service.**
- Gogo Grandparent charges an operator and oversight fee of .27 per minute from when they start monitoring to when they stop. You pay this fee in addition to the ride-share network fare.

☞ **Wheelchair Ambulette**

617- 733- 6339 (Brighton) or **781- 444- 4655** (Needham)

- Provides wheelchair and stretcher transportation for people in non-emergency, stable situations such as returning home from a hospital stay.
- Does both local and long distance transportation.
- Call for rates for specific trips.

Also see TRIPPS Resource Guide: www.trippsmass.org

TAXI (Brookline Licensed)

There is **one** Brookline licensed cab company. **They are the only cab company that will accept BETS discount coupons** (see above).

✓ **Baystate Taxi: 617- 566- 5000**

TRANSPORTATION AND AUTOMOTIVE SERVICES

PUBLIC TRANSPORTATION

☞ **MBTA's The RIDE**

Eligibility Center: 617-337-2727

General Information: 617-222-5123

Book/ Confirm a Ride: 844-427-7433

www.mbta.com/accessibility/the-ride

Office hours: Monday-Friday, 8am-5pm (evenings by request)

Service hours: Whenever the MBTA is running.

What is the RIDE?

- The RIDE is a door-to-door, shared ride paratransit service operated by the MBTA for people who are unable to use public transportation due to a disability or medical condition.
- The RIDE operates sedan-style taxis and wheelchair/mobility-accessible vans.

How can I access the RIDE?

- New or re-certifying applicants must meet in-person with a mobility coordinator at the Ride Eligibility Center. Call 617-337-2727 for an appointment.
- The RIDE provides free transportation for the applicant and up to one other person to and from the appointment at the eligibility center.

TRANSPORTATION AND AUTOMOTIVE SERVICES

PUBLIC TRANSPORTATION (continued)

∞ MBTA's The RIDE (continued)

How can I access the RIDE? (continued)

- Bring these items (if applicable) to the interview:
 - ✓ Your phone number (home, cell, work, and emergency)
 - ✓ Your street and mailing address
 - ✓ Mobility device(s) you use, such as a cane, walker, or wheelchair
 - ✓ A list of your current medications
 - ✓ A statement from your health provider regarding your disability
 - ✓ A visual acuity or field of vision statement from a vision provider if your vision is impaired
 - ✓ A diagnosis statement from a mental health care provider if you have a psychiatric condition
- You will receive written notification of the eligibility determination within 21 days of your interview

Fares

- A one-way trip in the core area costs \$3.35. You may bring a guest, who will pay the same fare. Personal Care Attendants ride for free.
- Premium fares apply to trips beyond $\frac{3}{4}$ of a mile from an MBTA bus or subway stop. The scheduler will confirm the fare when you schedule a trip.
- PLEASE NOTE: The RIDE has an electronic fare system. You will not be allowed to schedule a ride if you do not have sufficient funds in your electronic account.

TRANSPORTATION AND AUTOMOTIVE SERVICES

PUBLIC TRANSPORTATION (continued)

☞ **MBTA's The RIDE (continued)**

Fares (continued)

- You may make deposits to your individual electronic account in person or via telephone, internet, or mail. You will receive more detailed information once you have been approved.

☞ **MBTA Senior CharlieCard**

CharlieCard Store (Downtown Crossing Station Concourse)

7 Chauncy Street, Boston, MA (underground)

617-222-5976 and 800-543-8287

www.mbta.com/fares/reduced/senior-charliecard

What is a Senior CharlieCard?

- Adults 65 and older may apply for a Senior CharlieCard to access a discounted senior rate when using public transportation. The card is free but to use it you must load it with money for fares.
- Individuals with a valid Senior CharlieCard/Transportation Access Pass ID (for disabled riders) currently pay \$.85 per ride on local buses and \$1.10 per ride on subways. You may also buy a monthly pass at a discounted senior rate.
- **Senior CharlieCards EXPIRE AFTER 8 YEARS.** You may replace your expiring Senior CharlieCard at the Downtown Crossing Charlie Card store or by calling 617-222-3200. Replacement cards ordered by phone will arrive in 6-8 weeks.

TRANSPORTATION AND AUTOMOTIVE SERVICES

PUBLIC TRANSPORTATION (continued)

∞ MBTA Senior CharlieCard (continued)

How do I apply for a Senior CharlieCard?

- To apply for a Senior CharlieCard, you can visit the CharlieCard store at Downtown Crossing Station, on the underground concourse between the Red and Orange lines. You must present a government-issued photo ID showing proof of age. The MBTA worker will take your picture, which will be printed on your Senior CharlieCard. If approved, you will receive a 30-day Senior CharlieTicket immediately. Your permanent Senior CharlieCard will arrive by mail in 7-10 business days.
- The Brookline Senior Center holds Senior CharlieCard Events twice a year where you may apply for a new or replacement CharlieCard. You must bring in a Federal or State photo ID with proof of age to participate in a Senior Charlie Card event. We will take your picture. You will receive your MBTA Senior CharlieCard by mail in 6-8 weeks. For more information call: 617-730-2777.

How do I use my Senior CharlieCard?

- MBTA staff should be available to help you with the new equipment until you become comfortable. You will have to "tap" your new Senior CharlieCard or TAP ID against the electronic fare machines in the MBTA stations, subways, and buses. The fare machines will then automatically deduct the correct amount of money from your card.

TRANSPORTATION AND AUTOMOTIVE SERVICES

PUBLIC TRANSPORTATION (continued)

☞ MBTA Senior CharlieCard (continued)

How do I add money to my Senior CharlieCard?

- You can load money to your Senior CharlieCard or TAP ID using machines located in all MBTA stations.
- Brookline seniors can also add value to their Senior CharlieCard or TAP ID at:
 - Bay State Foods (1418 Beacon Street)
 - Star Market (1717 Beacon Street)

MEDICAL TRANSPORTATION

☞ Springwell (Aging Service Access Point)

617- 926- 4100

springwell.com/service/medical-escort

- Springwell's volunteer Medical Escorts provide seniors with an escort to medical appointments within Belmont, Brookline, Needham, Needham, Waltham, Watertown, Wellesley, Weston, surrounding towns and Boston hospitals.
- Medical Escorts wait during the appointment (up to 1.5 hours) and provide accompaniment home, providing transport and companionship.
- Medical Escorts can provide a ride and they can give minimal assistance getting into and out of a car and into the medical facility.

TRANSPORTATION AND AUTOMOTIVE SERVICES

MEDICAL TRANSPORTATION (continued)

☞ **Trusted Transportation Program (formerly iCARE)**

617- 730- 2752

- TTP is a grant-funded program is offered through the Brookline HELP Program and provides free transportation to Brookline seniors for eye care appointments in the greater Boston area.
- You must sign up for the program at least a week before you will need a ride.

☞ **Partners Healthcare Shuttles**

Office hours: **Monday - Friday, 8am - 7pm**

617- 726- 2250

phstransportation@partners.org

www.partners.org/shuttles

- Partners Healthcare offers shuttles for patients, visitors, and employees that travel from various community locations, such as Brigham and Women's Hospital (BWH), Massachusetts General Hospital (MGH) and affiliated community health centers, Brigham and Women's Faulkner Hospital (BWFH), Massachusetts Eye and Ear (MEEI), Newton-Wellesley Hospital (NWH), and Spaulding Rehabilitation Hospital (Spaulding).
- Whenever possible, please contact the Partners Transportation Department (617-726-2250) at least 24 hours in advance if you need to request a shuttle with a wheelchair lift.

Also see TRIPPS Resource Guide: www.trippsmass.org

TRANSPORTATION AND AUTOMOTIVE SERVICES

MEDICAL TRANSPORTATION (continued)

☞ **Wheelchair Ambulette**

617- 733- 6339 (Brighton) or **781- 444- 4655** (Needham)

- Provides wheelchair and stretcher transportation for people in non-emergency, stable situations, such as returning home from a hospital stay.
- Does both local and long distance transportation.
- Call for rates for specific trips.

HANDICAPPED PLACARDS & LICENSE PLATES

☞ **Mass. Registry of Motor Vehicles Medical Affairs Office**

Mail: PO Box 55889, Boston, MA, 02205-5889

Street: 136 Blackstone St., 3rd Floor, Boston, MA 02109

857- 368- 8000

www.mass.gov/disability-plates-and-placards

- Disabled individuals may apply for HP license plates or placards.
- Applications require a Massachusetts licensed physician, chiropractor or nurse practitioner's signature.
- You can request an application via telephone or visit the RMV website to print out an application.
- **Send the completed, original plate or placard application and any supporting documentation to:**
 - Registry of Motor Vehicles, ATTN: Medical Affairs
PO Box 55889
Boston, MA 02205-5889

TRANSPORTATION AND AUTOMOTIVE SERVICES

HANDICAPPED PLACARDS & LICENSE PLATES (continued)

☞ Mass. RMV Medical Affairs Office (continued)

- You can also bring the completed application and any supporting documentation to:
 - Registry of Motor Vehicles - Haymarket Center
136 Blackstone Street, 3rd Floor
Boston, MA
- **Note: The RMV encourages you to retain a copy of the 2-sided placard application.**

AUTOMOTIVE SERVICES

☞ Cypress Automart

122 Cypress St., Brookline

617- 232- 5355

- Elias Audy and his staff offer auto service and repairs as well as offering used vehicles for sale.

UTILITY DISCOUNTS

NOTE: When contacting your utility providers, you usually need the account number printed on your bill. Discount programs usually require applicants to be eligible for at least one "means-tested" benefit program, such as those listed below.

- ✓ Supplemental Security Income (SSI)
- ✓ Transitional Aid to Families with Dependent Children (TAFDC)*
- ✓ Emergency Aid to Elderly, Disabled and Children (EAEDC)
- ✓ Food Stamps (SNAP)*
- ✓ Refugee Resettlement Benefits*
- ✓ MassHealth Basic and Standard
- ✓ Low Income Home Energy Assistance (LIHEAP)
- ✓ Head Start*
- ✓ Free and Reduced School Lunch or Breakfast Program*
- ✓ Mass. Veterans Benefits (GLC. 115)*
- ✓ Dependency and Indemnity Compensation (DIC) for Surviving Spouse or Parents of Veterans (Dependency Indemnity Compensation letter required)
- ✓ Improved Veterans Disability Pension (Non-Service Connected Disability letter required)
- ✓ WIC*
- ✓ Commonwealth Care Plan, Types 1, 2 or 2A*
- ✓ Health Safety Net Plan - Primary or Secondary (not partial)*

*Eligibility letter required with application.

ELECTRICITY AND GAS DISCOUNT PROGRAMS



Eversource

247 Station Drive NW200

Westwood, MA 02090-9909

800- 592- 2000 (Main Number/ Discount Rate)

866- 315- 2496 (New Start Program)

781- 441- 8512 (Fax)

UTILITY DISCOUNTS

ELECTRICITY & GAS DISCOUNT PROGRAMS (continued)

∞ Eversource (continued)

- **Discount Rate Electricity:**

www.eversource.com/nstar/CustomerCare/Residential/DiscountRate

- Eversource offers a **discount rate** (R2) for low-income Massachusetts residents.
- An individual must meet income eligibility guidelines or be receiving means tested benefits, as listed above.
- The Department of Transitional Assistance, Division of Medical Assistance, or the Mass Office of Fuel Assistance must also be able to verify eligibility upon Eversource's request.
- The electric bill must also be in the name of the individual receiving benefits to qualify.
- Apply online or contact Eversource and ask for the Discount Rate application.

- **New Start Program:** www.eversource.com/content/ema-c/residential/my-account/billing-payments/help-pay-my-bill/nu-start

- **Eversource New Start Arrearage Payment** is a program for current Eversource residential customers who have an overdue balance of \$300 or more.
 - New Start participants must have an income at or below 60 percent of the estimated state median.
 - To enroll in New Start, you must have applied for (and be eligible to receive) energy assistance, or be able to provide other proof of income.

UTILITY DISCOUNTS

ELECTRICITY & GAS DISCOUNT PROGRAMS (continued)

☞ National Grid Accounts Processing

P.O. Box 960, Northborough, MA 01532-9906

800- 322- 3223 (Main Number), 800- 503- 5172 (On Track)

www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-Programs

- **Electricity:** To qualify for National Grid **discount rate electricity**, you must:
 - Be a residential customer (primary dwelling only) with an electric bill in your name, and
 - Be eligible for the low-income home energy assistance program (LI HEAP), with gross household income not exceeding 200% of the federal poverty level, OR qualify for means-tested benefits (see the list on p.330).
 - National Grid must be able to verify your benefits through the Department of Transitional Assistance, Division of Medical Assistance, or the Mass Office of Fuel Assistance. The electric bill must be in the name of the individual receiving benefits.
 - To apply, contact National Grid and request the Discount Rate application, or visit nationalgridus.tfaforms.net/170.
- **Gas:** National Grid also offers a **discount rate** for low-income Massachusetts residential R2 (non-heating) and R4 (heating) **gas** customers.
- National Grid's **On Track Program** provides financial assistance and education for low income customers who meet program guidelines. Call for details and enrollment.

UTILITY DISCOUNTS

HEATING & FUEL ASSISTANCE (see Fuel Assistance, p. 137)

TELEPHONE & INTERNET

☞ Verizon Lifeline Service (Telephone and Internet)

P.O. Box 4848

Trenton, NJ 08650-4848

800- 837- 4966

877- 306- 6175 (MA Fax)

www.verizon.com/lifeline

bit.ly/VerizonLifelineMAServiceDetails

- Verizon **Lifeline Service** offers a monthly discount on a residential bill (landline, internet, or bundle) for low-income Massachusetts residents.
- **An individual must be receiving means- tested benefits (as listed above) in order to qualify for these discount programs.** When applying for Lifeline, customers must provide photocopied documents verifying program eligibility.
- The telephone, internet, or bundled bill must also be in the name of the individual receiving benefits in order to qualify.
- **You can only receive one Lifeline service.** If you choose the Verizon Lifeline discount for your home phone and/or Internet, you will not be eligible for the free cell phone service.
- To apply, contact Verizon and request the Lifeline discount application, or download it here:
bit.ly/VerizonLifelineApplication

UTILITY DISCOUNTS

TELEPHONE & INTERNET (continued)

☞ **SafeLink Wireless Lifeline Service**

800- 723- 3546 (Enrollment and Plan Changes)

800- 378- 1684 (Technical Support ONLY)

www.safelinkwireless.com

- Free cell phone service for Massachusetts residents with limited incomes who receive means-tested benefits (see above).
- You will need to provide an official document from a qualifying government program or proof of annual income.
 - If you qualify through a government program, send: copies of your state ID card and an official document from the program you are qualifying through (your SNAP card, Medicaid card, Supplemental Security Income (SSI) benefit letter, Federal Public Housing Assistance (FPHA) award letter, or other accepted documents).
 - If you qualify through your income, send: copies of your state ID card and your last state, federal, or Tribal tax return, pay stubs for 3 consecutive months, or other accepted documents.
- **You can only receive one Lifeline service.** If you choose the free cell phone service, you will not be eligible for the Verizon Lifeline discount for your home phone/ internet.
- **NOTE: All LifeLine customers are required to make at least one call or send one SMS message every month or risk being dis- enrolled from the program.**

UTILITY DISCOUNTS

TOWN OF BROOKLINE WATER & SEWER

☞ **Water & Sewer Exemption for Eligible Seniors**

Town of Brookline Water & Sewer Department

617- 730- 2170

Water@brooklinema.gov

www.brooklinema.gov/DocumentCenter/View/931/Water-and-Sewer-Elderly-Exemption-Program-PDF

- **Eligible ratepayers must qualify under Clause 17D or 41C Property Tax Exemptions, and must be the named payer on the Water & Sewer Bill for the home or unit.**
- If the homeowner lives in a condominium, and the condominium's name appears on the bill, the homeowner cannot receive the exemption.
- If the ratepayer is eligible, they receive 20% off their Water / Sewer bill.

If you receive services from a different utility provider than those shown here, contact them directly to inquire about discount rate availability.

VETERANS' RESOURCES

Veterans' Affairs Crisis Line: 877- 424- 3838

☞ **Brookline Veterans' Services Office**

11 Pierce St., Brookline, MA 02446

617- 730- 2112, Contact: Bill McGroarty

- Offers Brookline veterans assistance applying for state and federal veterans' benefits, as well as assistance finding housing, health care, and counseling services.
- Contact directly for any veteran-related issue.

VETERANS' INFORMATION AND REFERRAL

☞ **American Legion Brookline Post 11 & VFW Post 864**

386 Washington Street, Brookline, MA 02445

617- 734- 5634

www.brooklinealpost11.org

www.vfw.org

- Organizations offer information and referral, political advocacy, and community outreach services to honorably discharged veterans and their families.

☞ **Massachusetts Department of Veterans' Services**

600 Washington Street, 7th Floor, Boston, MA 02111

617- 210- 5480 (phone)

617- 210- 5755 (fax)

www.mass.gov/orgs/massachusetts-department-of-veterans-services

- Hours: Monday-Friday, 8:45am-5:00pm

VETERANS' RESOURCES

VETERANS' INFORMATION AND REFERRAL (continued)

☞ **Veterans' Benefits Administration Boston Regional Office**

JFK Federal Building, 15 New Sudbury St, Boston, MA 02203

800- 827- 1000

844- 698- 2311 (MyVA311)

www.benefits.va.gov/boston

- Hours: Monday-Friday, 8am-4pm

☞ **Women Veterans' Network (Boston)**

600 Washington St., 7th floor, Boston, MA 02111

617- 210- 5958, Contact: Viviana Marcotte

www.sec.state.ma.us/cis/cisvet/vetwomen.htm (local)

DVSWomen@vet.state.ma.us (local)

- Information, referral, and support for women veterans of the US Armed Services.

☞ **Women Veterans' Network (National)**

877- 449- 6836

www.wovenwomenvets.org

contact@wovenwomenvets.org

VETERANS' HEALTH CARE

Veterans' Crisis Line: 800- 273- 8225, Press 1

24/7 Telephone Care: 800- 865- 3384

☞ **Boston V.A. Medical Centers**

www.boston.va.gov

- Jamaica Plain: 150 S. Huntington Ave, Boston, MA
617- 232- 9600, 800- 865- 3384

VETERANS' RESOURCES

VETERANS' HEALTH CARE (continued)

☞ **Boston V.A. Medical Centers (continued)**

- West Roxbury: 1400 VFW Parkway **617- 323- 7700**
- Community Based Outpatient Clinic: 251 Causeway St.
Boston, **617- 248- 1000**
- Women's Services: **857- 364- 5994**

☞ **Memory Care Resources for Veterans**

www.memorycare.com/veterans

☞ **Military Sexual Trauma Counseling**

Boston Vet Center

665 Beacon Street, Boston, MA 02215

617- 424- 0665

☞ **National Center for PTSD @ Boston VA Medical Center**

150 South Huntington Avenue 116B-3, Boston, MA 02130

857- 364- 4145

www.ncptsd.org

☞ **Substance Abuse Resources For Veterans**

www.help.org/substance-abuse-rehab-for-veterans

☞ **VA Pelvic Floor Dysfunction Clinic**

Northampton VA Medical Center

421 North Main Street, Northampton/Leeds, MA 01053-9764

413- 584- 4040

- This listing is no longer on the Mass.gov website. Call the Northampton VA Medical Center for up-to-date information.

VETERANS' RESOURCES

HOMELESS VETERANS (see also HOMELESSNESS, p. 213)

☞ **Homeless Women Veterans' Outreach and Case Management**

150 South Huntington Avenue 116B-3, Boston, MA 02130

857- 364- 4027

☞ **Massachusetts Housing and Shelter Alliance**

617- 367- 6447

info@mhsa.net

www.mhsa.net/about-us/veterans

☞ **National Coalition for Homeless Veterans**

info@nchv.org

nchv.org/index.php/help/help-massachusetts

- NCHV Provides a listing of resources for Homeless Veterans across the country.

☞ **New England Center and Home for Veterans**

17 Court Street, Boston, MA 02108

617- 371- 1800

www.nechv.org

☞ **U.S. Department of Veterans' Affairs**

www.va.gov/homeless

VISUAL IMPAIRMENT

Vision loss may have many causes; however, the three most common age-related conditions that may cause blindness or visual impairment are macular degeneration, cataracts and glaucoma.

Age-related macular degeneration (AMD) is caused by deterioration of the central portion of the retina. People with AMD describe a "big, black spot" in their field of vision. People with AMD may not see what's in front of them (such as a person to whom they are speaking), but their peripheral vision usually remains intact. There is no cure for macular degeneration, but some treatments may slow its progression.

A **cataract** is a clouding over of your eye's lens. Individuals with cataracts often describe their vision as cloudy or like "looking through a piece of gauze". Surgery to replace the clouded lens is an effective treatment and can usually be performed on an outpatient basis.

Glaucoma is a build-up of pressure in the eye that results in damage to the optic nerve. Individuals with advanced glaucoma may lose peripheral vision and feel as if they are looking through a pinhole. There is no cure for glaucoma, but there are treatments that may slow the progression of the disease.

VISUAL IMPAIRMENT

Nutrition Eyed for Blindness Prevention

**by Elizabeth Johnson, PhD, Jean Mayer USDA Human
Nutrition Research Center at Tufts University**

By the age of 65, one person in three has some form of vision-reducing eye disease. Cataracts and age-related macular degeneration (AMD) are the major causes of visual impairment and blindness in the aging US population. Certain food choices may help to prevent these diseases.

Cataracts and AMD share some common risk factors such as sunlight exposure, excessive alcohol consumption, and smoking. Of particular interest is the possibility that nutrition might reduce the incidence or slow the progression of these diseases. Two components of the diet that may be important in the prevention of cataracts and AMD are lutein and zeaxanthin.

Lutein and zeaxanthin are plant pigments found in foods such as spinach and kale. Other good sources include egg yolks, peas, broccoli, collard greens, Swiss chard, and Brussel sprouts. Lutein and zeaxanthin are the only plant pigments that are detected in the eye. They are thought to act like sunglasses that protect the lens and retina against potentially damaging sunlight. They may also act as antioxidants that prevent free radicals from damaging eye tissue. Therefore a diet rich in fruits and vegetables, especially leafy greens, may be more important than ever when it comes to eye health.

VISUAL IMPAIRMENT

For more information, please contact your eye care provider. For resources related to blindness or vision loss, contact:

☞ **Carroll Center for the Blind**

770 Centre Street, Newton, MA

617- 969- 6200

carroll.org

- Offers services that include vision rehabilitation, vocational and transitional programs, assistive technology training, educational support and recreational opportunities for blind or visually impaired people of all ages.

☞ **MAB Community Services**

200 Ivy St., Brookline, MA 02446

617- 879- 771 or **888- 613- 2777**

617- 879- 0771 (VIBRANT Assistive Technology Program)

atcenter@mabcommunity.org (VIBRANT)

www.mabcommunity.org

- MAB Community Services (formerly Mass. Association for the Blind) provides services to individuals with vision loss including: information and referral, in-home vision rehabilitation services, volunteer/companionship services, and peer support groups.
- **Vibrant Assistive Technology Program** trains people who are losing their vision to use assistive technology.
 - Assessments and trainings take place in the Senior Center computer lab on Wed. and Thurs. afternoons. After an application and assessment by the Assistive Technology Coordinator, you will be matched with a volunteer for training sessions on the technology that you need to meet your goals.

VISUAL IMPAIRMENT

☞ **Massachusetts Commission for the Blind**

48 Boylston Street, Boston, Massachusetts 02116

617- 727- 5550

www.state.ma.us/mcb

- State agency that provides information, referral and rehabilitation services to any Massachusetts resident who has been declared legally blind.
- A determination of legal blindness must be reported to the Commission for the Blind by your eye care provider within 30 days in order to assure that you receive necessary supportive services related to your vision loss.

☞ **Perkins School for the Blind**

175 North Beacon Street, Watertown, MA 02472

617- 972- 7296, 617- 972- 7240 (Library Services)

www.perkins.org

- The **New England Eye Low Vision Clinic at Perkins** offers evaluations by a low vision optometrist and low vision therapists. They teach individuals how to use low vision devices and how to maximize existing vision. Fees may be covered by your health insurance.
- **Perkins Library Services:** Readers with visual impairment, blindness or physical disability affecting access to traditional print media can apply for library access.
 - The library provides each patron books and periodicals in their preferred accessible format.
 - Perkins Library patrons must meet one or more of the eligibility guidelines; each application must be signed and certified by a professional. The service, equipment, and materials are free.

VISUAL IMPAIRMENT

☞ **Talking Information Center**

130 Enterprise Drive, PO Box 519, Marshfield, MA 02050

781-834-4400

www.ticnetwork.org

- Non-profit reading service that broadcasts newspapers, magazines, books, and special consumer information 24 hours a day, 7 days a week, to visually-impaired listeners.
- Listeners can access TIC programs via a special receiver (for a one-time fee of \$50), certain AM/FM radio stations, certain cable stations, or via internet. Please call for additional information.

WEBSITES (GENERAL INFORMATION)

The internet can be a wonderful resource for accessing general information about caring for yourself or someone else. There are websites dedicated to almost every illness or health condition imaginable. There are also government-sponsored websites that provide quality assurance information on hospitals, assisted living facilities, and nursing homes.

Navigate to a search engine such as www.google.com or www.startpage.com and type in a few key words (i.e., estate planning, Massachusetts) for a list of relevant websites. You can also try typing a question into a search engine to get more specific information.

As with any information, you must consider the source and use your best judgment. When considering medical information, always be sure to check with your own medical providers.

Some links below have been provided at the request of the company or organization.

FREQUENTLY REQUESTED WEBSITES

☞ Arthritis Foundation

arthritis.org

☞ Assisted Living in Massachusetts

www.mass.gov/assisted-living

www.mass-ala.org (Massachusetts Assisted Living Association)

☞ Assistive Technology & Durable Medical Equipment

www.massmatch.org

www.elderstore.com

www.aidsforarthritis.com

WEBSITES (GENERAL INFORMATION)

FREQUENTLY REQUESTED WEBSITES (continued)

☞ **Alzheimer's Association**

www.alz.org

☞ **Benefits**

www.benefitscheckup.org

- The National Council on Aging, a nonprofit advocacy group, operates this website where you can enter information about yourself or a loved one and find out what programs and benefits you or they may be eligible for.
- You do not need to enter any identifying information, but personal information such as age, income, and medical prescriptions is necessary to obtain accurate results.

☞ **Brookline Council on Aging - Helpful Links**

www.brooklinema.gov/251/Helpful-Links

☞ **Cancer**

www.cancer.org (American Cancer Society)

mesothelioma.com (Mesothelioma Cancer Alliance)

☞ **Customer Service (how to reach a human representative)**

www.gethuman.com

- This website offers tips on how to access a human being instead of an automated system when calling a large business or government office.

WEBSITES (GENERAL INFORMATION)

FREQUENTLY REQUESTED WEBSITES (continued)

☞ **Food Stamps**

www.gettingsnap.org (Information from Project Bread)
www.mass.gov/departments-of-transitional-assistance-seniors
(Get SNAP info and apply online)

☞ **Health**

www.nih.gov/health-information (National Institutes of Health)
www.mayoclinic.org/patient-care-and-health-information

☞ **Heart Disease (American Heart Association)**

www.heart.org

☞ **Information Clearinghouse** (programs & services for MA seniors)

www.800ageinfo.com

- This website provides information programs and services for Massachusetts seniors and their caregivers.

☞ **Law**

www.elderlawanswers.com

- This website provides detailed information on legal issues facing the elderly.
- Topics addressed include estate planning, long-term care, Medicare/Medicaid, and Social Security.

☞ **Long- Term Care**

www.maseniorcare.org

- This website provides information on Nursing Homes/Long Term Care facilities, Assisted Living facilities, Retirement Communities and Home Health agencies.
- Information on insurance coverage is also provided.

WEBSITES (GENERAL INFORMATION)

FREQUENTLY REQUESTED WEBSITES (continued)

Name Tape

gilbin.com

- This website sells fabric tags that are embroidered with an individual's name and can be ironed on or sewn into clothing.
- These tags may be useful for people who live in nursing homes or other facilities where laundry service is offered.

Parkinson's Disease

www.parkinson.org

Social Security Administration

www.ssa.gov

- Official government website.
- Check eligibility, apply for benefits, request proof of income, request duplicate Medicare card, or update address and telephone contact information.