

Community RESOURCE Guide

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

Published by:



Our agencies have made a commitment to diversity, equity, and inclusion by acting against injustice, intolerance, and discrimination. This includes ensuring that our materials, including this guide, formerly called the Green Book, reflect this position, and respect our staff and volunteers as well as the individuals, families, communities, and organizations we serve.

Community Resource Guide-2021 Disclaimer Notice

Inclusion in this publication does not imply endorsement of the organization's purpose, method or quality of service; nor does exclusion of a service provider signify disapproval.

If you wish to receive a printed copy of the **Community Resource Guide**, contact Elder Services of the Merrimack Valley and North Shore at development@esmv.org or 800-892-0890 or Northeast Independent Living Program at 978-687-4288. Please submit any changes or updates to development@esmv.org and both agencies will receive the update.

Community Resource Guide

2021 Edition

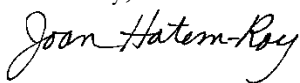
The Community Resource Guide is a product that supports a shared goal between Elder Services of the Merrimack Valley and North Shore and Northeast Independent Living Program – also known as the *Aging and Disability Resource Consortium*. As partners we promote self-determination, honor individual choice,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

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

It is intended to provide consumers and professionals with an array of in-home services, community programs and resources that support an individual's choice to remain independent at home and in the community. Topics include, basic needs, health insurance, food, housing, legal services, long-term care, mental health or volunteer opportunities.

We also offer a searchable pdf version of the Community Resource Guide, available on our websites at esmv.org and nilp.org.

Sincerely,



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



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

Elder Services of the Merrimack Valley and North Shore

Elder Services of the Merrimack Valley and North Shore, (ESMV-NS) is a private non-profit agency established in 1974 to provide services, programs, education and assistance to older adults, adults with disabilities, families and caregivers. ESMVNS's mission is to help people make informed decisions and access the services and programs they need to meet both present and future needs. ESMVNS is the federally designated Area Agency on Aging (AAA), a state designated Aging Service Access Point (ASAP) and an Elder Protective Service agency. Elder Services also operates the nationally-recognized Healthy Living Center of Excellence. The Northeast Independent Living Program is a partner in the Merrimack Valley Aging & Disability Resource Consortium (ADRC), that promotes a *no wrong door* approach to accessing services and support.

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

Service area:

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

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

Northeast Independent Living Program, Inc.

The Northeast Independent Living Program, Inc. (NILP) is a consumer controlled Independent Living Center providing advocacy and services to people with all disabilities in the Merrimack Valley area who wish to live independently in the community. Northeast Independent Living Program partners with Elder Services in the Merrimack Valley Aging & Disability Resource Consortium (ADRC) to promote a *no wrong door* approach to accessing services and supports. NILP's programs and services that help people with all disabilities include:

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

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

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

Services areas for Northeast Independent Living Program, Inc.

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

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

Guide Table of Contents

NOTE: The Guide is organized alphabetically by topic in the **Table of Contents** and listed by organization in the **Index** which begins on page 119. We also offer a searchable pdf version of the Guide that is available online at esmv.org and nilp.org.

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ABUSE AND NEGLECT

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

Protective Services

Elder Services of the Merrimack Valley and North Shore (ESMV-NS) - Protective Services

ESMV-NS is the local designated protective services agency that provides specialized care management for “at risk” older adults, age 60 years and older. The Crisis Intervention Unit provides elder abuse and neglect intervention and assistance. It also offers specialized services including homeless outreach, money management services, rep payee services and suicide prevention services.

Elder Abuse Hotline

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

Disabled Persons Protection Commission (DPPC)

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

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

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

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

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

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

**Long-Term Care Facility
Abuse or Neglect
Dept. of Public Health**
Division of Health Care Quality
99 Chauncy Street
Boston, MA 02111
800-462-5540
617-753-8150

**New Hampshire Reporting
Abuse or Neglect
Bureau of Elderly and
Adult Services (BEAS)**
Mon - Fri 8:00 am - 4:30 pm
603-271-7014
800-949-0470 (within NH only)

ADA – AMERICANS WITH DISABILITIES ACT – RESOURCES

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

**Massachusetts Architectural
Access Board**
One Ashburton Place, Rm 1310
Boston, MA 02108
617-727-0660
[www.mass.gov/orgs/
architectural-access-board](http://www.mass.gov/orgs/architectural-access-board)

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

New England ADA Center

200 Portland Street
Boston, MA 02114
800-949-4232 V/TTY
617-695-0085
newenglandada.org

**Northeast Independent
Living Program (NILP)**

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

ADULT DAY PROGRAM (HEALTH & SOCIAL)

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

Adult Day Health – Medical Model

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

Active Day of Lowell

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

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

20 Sheila Avenue
N. Chelmsford, MA 01863
978-251-0367
<https://allcare.org/adult-day-health>

**Active Life Adult Day
Health Center**

17 Darrin Road
Dracut, MA 01826
978-322-0092
activelifeadc.com
(Gujarati and Hindi Speaking)

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

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

**Buttonwoods Place
Adult Day Health Center**

75 High Street
Haverhill, MA 01832
978-373-1584
buttonwoodspace.com

Castle Hill Adult Day Health

225 Stedman Street, #31
Lowell, MA 01851
978-323-7811
castlehilladhc.com

Cooperative Elder Services

9 Meriam Street, Suite 28
Lexington, MA 02420
781-270-5751
<https://www.agingcare.com>

Element Care PACE Lowell

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

**Harborside Adult Day
Health Center**

141 Bridge Road
Salisbury, MA 01952
978-465-1980
harborsideadhc.com

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

150 Industrial Avenue, East
Lowell, MA 01852
978-453-4663
homeawayfromhomeadhc.org

La Casita Adult Day Health

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

**Mary Immaculate
Adult Day Health**

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

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

200 Essex Street
Lawrence, MA 01841
978-685-2727
<https://www.mihcs.org>
(Spanish Speaking)

Mi Casa Adult Day Health

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

Oasis Adult Day Health

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

Sarah's Place Adult Day Health

180 Water Street
Haverhill, MA 01830
978-374-2175
sarahsplace.org

Spectrum Adult Day Health

1820 Turnpike Street, Suite 106

North Andover, MA 01845

978-688-3248

spectrumdayprogram.org

The Community Family, Inc.

236 Broadway Street

Lowell, MA 01854

978-458-4844

communityfamily.org

Summit Elder Care PACE

Lowell

1081 Varnum Avenue

Lowell, MA 01854

978-427-6810

Social Day

Social Day provides individualized programs of social activity for adults requiring daytime supervision. Hot meals and snacks are provided.

Trained staff is available to assist with walking, grooming and eating.

Private pay accepted.

**Chelmsford Senior Center
Chelmsford Adult Social Day
Program**

75 Groton Road

N. Chelmsford, MA 01863

978-788-6178

**Andover Council on Aging
Senior Connections**

30 Whittier Court

Andover, MA 01810

(Mail to: 36 Bartlet Street)

978-623-8321

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

68 Elm Street

Amesbury, MA 01913

978-388-8138

ADVOCACY

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

AARP Massachusetts

One Beacon Street, Suite 2301

Boston, MA 02108

866-448-3621

aarp.org/states/ma

Attorney General's Office

Elder Hotline

One Ashburton Place

Boston, MA 02108

888-243-5337

mass.gov/ag

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

290 Donald Lynch Boulevard

Marlborough, MA 01752

508-652-4800

bbb.org/Boston

Elder Services of the Merrimack Valley and North Shore - Information & Referral Department

800-892-0890

800-924-4222 TTY

esmv.org

Eunice Kennedy Shriver Center

UMass Medical School

55 Lake Avenue North, S3-301

Worcester, MA 01655

800-642-0249

800-764-0200 TTY

disabilityinfo.org

Executive Office of Elder Affairs

One Ashburton Place, 517

Boston, MA 02108

800-882-2003 (MA only)

617-727-7750

800-872-0166 TTY

Health Care for All

One Federal Street

Boston, MA 02110

800-272-4232

617-350-7279

hcfama.org

Mass Home Care

26 Crosby Drive

Bedford, MA 01730

978-502-3794

masshomecare.org

**Massachusetts
Developmental Disabilities
Council (MDDC)**

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

**Massachusetts Office for
Victim Assistance (MOVA)**

One Ashburton Place, Suite 1101
Boston, MA 02108
617-586-1340
mass.gov/mova

**Massachusetts Office on
Disability (MOD)**

One Ashburton Place, #1305
Boston, MA 02108
800-322-2020 V/TTY
mass.gov/mod

**New England Pension
Assistance Project**

Gerontology Institute, UMASS
Boston
100 Morrissey Boulevard
Boston, MA 02125
617-287-7307
umb.edu/pensionaction

**Northeast Independent
Living Program (NILP)**

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

AIDS/HIV

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

CARIÑO HIV Services

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

Lowell Community Health Center

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

ALS (LOU GEHRIG'S DISEASE) – RESOURCES

ALS Association Mass. Chapter

685 Canton Street, Suite 103
Norwood, MA 02062
781-255-8884
800-CURE-ALS
als-ma.org

ALTERNATIVE THERAPIES

Body & Brain Riverwalk

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

Metta Health Center

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

Body & Mind Therapeutic Massage

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

New England Community Acupuncture

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

ALZHEIMER'S DISEASE – RESOURCES

**Elder Services of the
Merrimack Valley and
North Shore - Information
& Referral Department**

800-892-0890

800-924-4222 TTY

esmv.org

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

309 Waverly Oaks Road

Waltham, MA 02452

617-868-6718

www.alz.org/manh

**Alzheimer's and Related
Dementias Education &
Referral Center (ADEAR)
National Institute on Aging**

PO Box 8250

Silver Spring, MD 20907

800-438-4380

nia.nih.gov/alzheimers

Alzheimer's Store

800-752-3238

<https://www.alzstore.com>

ARTHRITIS – RESOURCES

**Arthritis Foundation –
Massachusetts Chapter**

29 Crafts Street, Suite 450

Newton, MA 02458

800-766-9449

617-244-1800

www.arthritis.org/Massachusetts

ASSISTED LIVING

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

Support Resource

**Assisted Living Facilities
Association - Massachusetts**
465 Waverly Oak Road
Suite 300
Waltham MA, 02452
781-622-5999

Assisted Living Locators
11 River Street
Amesbury, MA 01913
508-878-8878
assistedlivinglocatorsmanh.com

Assisted Living Facilities

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

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

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

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

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

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

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

**Bethany Community
at Merrivista**

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

**Bethany Community
Services, Inc**

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

Billerica Crossings

20 Charnstaffe Lane
Billerica, MA 01821
978-667-0898
benchmarkseniotliving.com

**Blaire House of Tewksbury
Assisted Living**

10 Erlin Terrace
Tewksbury, MA 01876
978-851-3121
elderservices.com

**Bridges by Epoch
bridgesbyepoch.com**

Andover

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

Westford

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

Brightview Concord River

199 Concord Road
Billerica, MA 01821
978-262-1410
brightviewseniorliving.com

Brightview North Andover

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

Brookdale North Chelmsford

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

Chelmsford Crossings

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

Elizabeth Calsey House

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

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

286 Lion's Mouth Road
Amesbury, MA 01913
978-388-3752
elizabethcalseyhouse.com

**Grace Morgan House
Assisted Living**

489 Prospect Street
Methuen, MA 01844
978-682-4324
gracemorganhouse.com

Greystone Farm at Salem

242 Main Street
Salem, NH 03079
603-898-5393
benchmarkseniorliving.com

Haverhill Crossings

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

**Marguerite's House
Assisted Living**

189 Maple Street
Lawrence, MA 01841
978-682-7575
mihcs.org

**Methuen Village
at Riverwalk Park**

4 Gleason Street
Methuen, MA 01844
978-685-2220
seniorlivingresidences.com

Peregrine's Landing

2580 Main Street
Tewksbury, MA 01876
978-657-0800
seniorsforliving.com

Stone Hill at Andover

141 Elm Street
Andover, MA 01810
978-664-2600
northbridgecos.com/assisted-living-memory-care-andover

The Arbors at Dracut

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

The Atrium at Drum Hill

2 Technology Drive
N. Chelmsford, MA 01863
978-674-5295
benchmarkseniorliving.com

The Saab Residence

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

**The Woodlands Inn
at Edgewood**

575 Osgood Street
North Andover, MA 01845
978-725-4126
EdgewoodRC.com

ASSISTIVE TECHNOLOGY

Assistive Technology includes devices or methods to compensate for the functional limitations of individuals and to increase their mobility, communication and overall independence. The following agencies offer individualized assessment and customized equipment, devices and training.

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

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

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

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

BENEFITS COUNSELING/RETURN TO WORK

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

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

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

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

Quality Improvement Organizations (QIOs) review medical records to determine whether services delivered to people on Medicare, also known as beneficiaries, meet specific standards of care, are medically necessary, and are delivered in the most appropriate setting. Additionally, QIOs review written complaints from beneficiaries about the quality of Medicare services they have received in an effort to encourage improvement in their health or level of satisfaction.

KEPRO BFCC-QIO Program

5201 West Kennedy Boulevard, Suite 900

Tampa, FL 33609

844-455-8708,

TTY: 855-843-4776

keproqio.com

BLINDNESS/VISUAL IMPAIRMENT – RESOURCES

Bay State Council of the Blind

57 Grandview Avenue

Watertown, MA 02472

773-572-6312

acb.org/affiliate-bay-state

Deaf-Blind

Contact Center, Inc.

215 Brighton Avenue, #1

Allston, MA 02134

617-254-4925 TTY/VCO/VP

EyeCare America

The Foundation of the

American Academy of

Ophthalmology

Seniors Eye Care

877-887-6327

eyecareamerica.org

aao.org/eyecareamerica

Lowell Association for the Blind

169 Merrimack Street, 2nd floor

Lowell, MA 01852

978-454-5704

lowellassociationfortheblind.org

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

200 Ivy Street
Brookline, MA 02446
888-613-2777
mabvi.org

**Massachusetts Commission
for the Blind (MCB)**

600 Washington Street
Boston, MA 02111
617-727-5550
800-392-6450
800-392-6556 TTY
mass.gov/mcb

National Braille Press

88 St. Stephen Street
Boston, MA 02115
888-965-8965
nbp.org

**Perkins Braille and Talking
Book Library**

Mail: 175 North Beacon Street
Watertown, MA 02472
617-972-7240
800-852-3133
617-972-7690 TTY
perkinslibrary.org

**Perkins Products Store and
Demo Center**

175 North Beacon Street
Watertown, MA 02472
617-972-7308
855-206-8353
perkins.org

Talking Information Center

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

**The Carroll Center
for the Blind**

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

BRAIN INJURY - RESOURCES

Brain Injury Association of Massachusetts

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

Brain Injury and Statewide Specialized Community Services (BISSCS)

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

CLASS, Inc.

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

Epilepsy Foundation of New England

335 Main Street, Unit 8
Wilmington, MA 01887
888-576-9996
617-506-6041
epilepsynewengland.org

CANCER – RESOURCES

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

American Cancer Society

800-227-2345
cancer.org

Anna Jaques Hospital

(Beth Israel Deaconess Medical
Center)
25 Highland Ave
Newburyport, MA 01950
978-463-1000
ajh.org

Holy Family Hospital
(UMass Memorial Health Care)
70 East Street
Methuen, MA 01844
978-687-0156, ext. 2089
holyfamilyhospital.org

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

CEREBRAL PALSY – RESOURCES

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

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

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

CHORE SERVICES

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

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

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

Associated Home Care

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

Greater Boston Patient Care

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

Guardian HealthCare

25 Marston Street
Lawrence, MA 01841
978-975-2000
guardianhealthcare.com

Medical Resources

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

Multicultural Home Care

354 Merrimack Street, Suite 207
Lawrence, MA 01843
978-689-8666
multiculturalhomecare.com

CLOTHING

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

All Saints Parish Thrift Shop

120 Bellevue Avenue
Haverhill, MA 01832
978-891-2934

Pest-End, Inc.

15 Pelham Street
Methuen, MA 01844
978-794-4321
pestendinc.com

Sparkle Cleaning

Lazarus House Ministries

412 Hampshire Street
Lawrence, MA 01841
978-682-1222
978-689-8575
lazarushouse.org

Supportive Care, Inc.

15 Union Street, Suite 410
Lawrence, MA 01841
978-686-1300
supportivecaredv.org

Community Action Inc.

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

Goodwill

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

**Groveland Congregational
Church Thrift Shop**

4 King Street
Groveland, MA 01834
978-372-6617
grovelanducc.com

Lazarus House

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

Saint Martin Thrift Store

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

Saint Frances & Saint Clare
Thrift Store

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

North Andover Thrift Shop

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

Ruth's House, Inc.

111 Lafayette Square
Haverhill, MA 01832
978-521-5575
ruthshouse.org

**Salvation Army Thrift Store
Haverhill**

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

Salem, NH

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

COMMUNITY SUPPORTS (CS)

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

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

COMPANION SERVICES

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

ABC Home Healthcare

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

All at Home Healthcare

20 Linden Street
Allston, MA 02134
617-782-9900
allathomehealth.com

All Care Resources

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

Alliance Home Health Care

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

Associated Home Care

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

Billerica Council on Aging

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

Best Home Care ‘N More

11 Chestnut Street, Suite 6A
Andover, MA 01810
978-806-2002
bestmakesithappen.com

Companion-Respite Care Program

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

Elder Services of the Merrimack Valley and North Shore Friends-in-Deed

(For Elder Services' Consumers)
800-892-0890
esmv.org

Greater Boston Patient Care

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

Guardian HealthCare

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

Home Care, Inc.

360 Merrimack Street
Building 9, 4th Floor
Lawrence, MA 01843
800-933-5593
homehealthfoundation.org

Home Instead Senior Care

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

International Health Solutions

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

Medical Resources

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

Multicultural Home Care

354 Merrimack Street, Suite 207
Lawrence, MA 01843
978-689-8666
multiculturalhomecare.com

Right at Home

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

Haverhill

350 Main Street
Haverhill, MA 01830
877-500-2273
rightathome.net

Supportive Care, Inc.

15 Union Street, Suite 410
Lawrence, MA 01841
978-686-1300
supportivecaredv.org

Visiting Angels

182 State Street
Newburyport, MA 01950
978-462-6162
visitingangels.com

CONSUMER DIRECTED PROGRAM

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

CONSUMER PROTECTION

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

Attorney General's Office

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

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

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

Community Teamwork, Inc.

45 Kirk Street, 2nd Floor

Lowell, MA 01852

978-459-6161

comteam.org

Community Action, Inc.

Consumer Protection Program

3 Washington Square

Haverhill, MA 01830

978-373-1971

communityactioninc.org

Middlesex Community

College Law Center

Consumer Protection Program

33 Kearney Square

Lowell, MA 01852

978-656-3342

middlesex.mass.edu/lawcenter

Greater Lawrence

Community Action Council

Consumer Protection Program

305 Essex Street

Lawrence, MA 01840

978-681-4990

glcac.org

COUNCILS ON AGING AND SENIOR CENTERS

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

Amesbury Council on Aging

68 Elm Street

Amesbury, MA 01913

978-388-8138

Boxford Council on Aging

4 Middleton Road

Boxford, MA 01921

978-887-3591

Billerica Council on Aging

25 Concord Road

Billerica, MA 01821

978-671-0916

Center at Punchard

30 Whittier Court

(Mail to: 36 Bartlet Street)

Andover, MA 01810

978-623-8320

**Chelmsford Council
on Aging**

75 Groton Road
N. Chelmsford, MA 01863
978-251-0533

Dracut Council on Aging

951 Mammoth Road
Dracut, MA 01826
978-957-2611

Dunstable Council on Aging

511 Main Street
Dunstable, MA 01827
978-649-4514 x 223

Georgetown Council on Aging

51 North Street
Georgetown, MA 01833
978-352-5726

Groveland Council on Aging

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

Haverhill Council on Aging

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

Lawrence Council on Aging

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

**Lowell Council on Aging
Senior Center**

276 Broadway Street
Lowell, MA 01854
978-970-4131

Merrimac Council on Aging

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

Methuen Council on Aging

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

Newbury Council on Aging

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

**Newburyport Council
on Aging**

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

**North Andover Council
on Aging - Senior Center**

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

**Rowley Senior Center and
Community Services**

39 Central Street
PO Box 523
Rowley, MA 01969
978-948-7637

**Salisbury Council on Aging
Hilton Senior Center**

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

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

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

Tewksbury Council on Aging

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

**Westford Council on Aging
Cameron Senior Center**

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

**Tyngsborough Council
on Aging**

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

CROHN'S DISEASE - RESOURCES

Crohn's & Colitis Foundation of America

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

CYSTIC FIBROSIS - RESOURCES

Cystic Fibrosis Foundation - Massachusetts Chapter

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

DEAF/HARD OF HEARING - RESOURCES AND SERVICES

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

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

DEAF, Inc.

370 Merrimack Street
Riverwalk Building 5, Suite 205
Lawrence, MA 01843
617-505-4823 VP/V
617-254-4041 TTY/V
deafinonline.org

Deaf-Blind Contact Center, Inc.

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

Hear It Better

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

Hearing Loss Association of America

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

Mass Relay

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

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

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

Massachusetts State Association of the Deaf (MSAD)

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

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

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

**Northeast Independent
Living Program (NILP)**

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

**Our Deaf Survivors Center,
Inc.**

PO Box 2276
Worcester, MA 01613-2276
855-812-1001
odscunity.org

**Verizon - Center for
Customers with Disabilities**

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

DENTAL CARE

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

**Boston University School of
Dental Medicine**

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

Harvard Dental Center

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

**Lowell Community Health
Center**

161 Jackson Street
Lowell, MA 01854
978-937-9700
lchealth.org/patients/connect-services/dental-care-services

**MassHealth Dental
Customer Service**

800-841-2900
masshealth-dental.net

**Middlesex Community
College**

Dental Hygiene Clinic
44 Middle Street
Lowell, MA 01852
978-656-3250
781-280-3250
middlesex.mass.edu/dhclinic

**Tufts University School of
Dental Medicine**

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

DIABETES

Most local hospitals offer support groups and educational programs for those with diabetes. The following organizations can also be contacted for information on diabetes and available resources. Call your local public health department for safe needle disposal.

**American Diabetes
Association New England**

260 Cochituate Road, #200
Framingham, MA 01701
800-342-2383
617-482-4580
diabetes.org

Joslin Diabetes Center

One Joslin Place
Boston, MA 02215
617-309-2400
joslin.org

**Elder Services of the
Merrimack Valley and
North Shore, Healthy Living
Center of Excellence -
Diabetes Self-Management
Program**

280 Merrimack Street, Suite 400
Lawrence, MA 01843
978-946-1211
healthyliving4me.org

DIALYSIS SERVICES

DaVita Renal Center

Amesbury

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

North Andover

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

DCI Walden Pond

56B Winthrop Street
Concord, MA 01742
978-369-1683

dciinc.org

FMC Newburyport Dialysis

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

Fresenius Medical Care

Lowell

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

Methuen

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

Merrimack Valley

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

DISASTER - PREPAREDNESS & RESPONSE

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

American Red Cross of MA
101 Station Landing, Suite 510
Medford, MA 02155
781-410-3670
redcross.org

**American Red Cross of
Northeast Massachusetts**
85 Lowell Street
Peabody, MA 01960
978-922-2224
redcross.org

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

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

**Federal Emergency
Management Agency
US Department of Homeland
Security**
500 C Street SW
Washington, DC 20024
202-646-2500
fema.gov

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

DRIVING RESOURCES

Adaptive Driving

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

Adaptive Driving Program, Inc.

250 Milton Street, #LL002
Dedham, MA 02026
781-329-6656
<https://www.adaptivedrivingprogram.com>

Driving Evaluation Program

Driving Resource Center - AARP

aarp.org/auto

Northeast Rehabilitation Hospital

Driving Assessment Program

70 Butler Street

Salem, NH 03079

603-893-2900

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

Spaulding Rehabilitation Hospital

101 Main Street, Suite 101

Medford, MA 02155

781-391-7518

spauldingrehab.org

Registry of Motor Vehicles – Medical Affairs Branch

This branch of the Registry sets policies and procedures regarding the minimum physical qualifications to operate motor vehicles. It also issues disabled plates and placards. Check with your local DMV office. You can fill out the online form and present it with your physician's signature to apply for either a temporary or permanent handicap placard.

Medical Affairs Bureau Registry of Motor Vehicles

13b Blackstone Street

Boston, MA 02109

857-368-8020

massrmv.com

EDUCATIONAL OPPORTUNITIES

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

**Explorers Lifelong Learning
Institute of Salem State
University**

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

**Merrimack College
Continuing Education**

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

**Middlesex Community
College - Bedford Campus
Middlesex Institute for
Lifelong Education for
Seniors (MILES Program)**

591 Springs Road
Bedford, MA 01730
781-280-3570
[middlesex.mass.edu/
careertraining/miles.aspx](http://middlesex.mass.edu/careertraining/miles.aspx)

**No. Essex Community
College**

**College of Older Learners
(COOL)**

Life Long Learning Center

100 Elliott Street
Haverhill, MA 01830
978-556-3110

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

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

One University Avenue
Lowell, MA 01854
978-934-3135
uml.edu

EDUCATION AND TRAVEL

Road Scholar

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

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

ELDER CARE MANAGEMENT

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

Massachusetts Home Care Program provides follow-up care/case management and a wide range of services to older adults who meet income and need guidelines. There is a sliding fee scale. For more information call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890.**

Private Care Management

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

Aging Life Care Association

New England Chapter
PO Box 67075
Chestnut Hill, MA 02467
781-591-3231
aginglifecarene.org

ELDER SERVICES OF THE MERRIMACK VALLEY AND NORTH SHORE

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

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

Information and Referral Department

Trained specialists provide free information and referral to callers about a wide range of local, state and national resources. This Department serves as the central intake department for the agency and manages a Help Desk for home care consumers and their families.

Community Programs

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

- Supportive Housing
- Volunteer Programs

Home Care Department

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

Healthcare Initiatives and Programs

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

For information on these programs, call our Information & Referral Department at 800-892-0890, TTY: 1-800-924-4222 or visit our website at esmv.org.

EMERGENCY ASSISTANCE – RESOURCES

Olive in July, Inc.

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

599 Canal Street, Fl 6E, Suite 15

Lawrence, MA 01840

978-208-8078

oliveinjulyinc.org

Project Home Again

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

439 S Union Street, Building 2

Lawrence, MA 01843

978) 270-9878

phama.org

Ruth's House, Inc.

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

111 Lafayette Square

Haverhill, MA 01832

978-521-5575

ruthshouse.org

Solutions at Work

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

391 Evereteze Way

Cambridge, MA 02141

617-576-0039

solutionsatwork.org

The Pettengill House, Inc.

An organization supporting families and children living in Amesbury, Byfield, Groveland, Merrimac, Newbury, Newburyport, Rowley, Salisbury and West Newbury through case management and coordinating support to help with individual and family stabilization.

PO Box 5551

13 Lafayette Road

Salisbury, MA 01952

978-463-8801

pettengillhouse.org

The Wish Project

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

1A Foundry Industrial Park

Lowell, MA 01852

978-441-9474

thewishproject.org

EMERGENCY RESPONSE SYSTEMS

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

AGB Lifesaver Medical

Alarms

19 Marlboro Street

Newburyport, MA 01950

877-718-7377

agbmedalarms.com

Be Safer at Home

800 West Cummings Park

Suite 6900

Woburn, MA 01801

781-938-7377

866-513-7377 (outside MA)

besaferathome.com

Alert Response Systems

7 Bond Street

Reading, MA 01867

781-944-8778 (Office)

781-248-5502 (Cell)

Lifeline

111 Lawrence Street

Framingham, MA 01702

1-855-600-6127

lifeline.philips.com

New England Emergency Response Systems, Inc.

7 Church Street

Dover, NH 03820

800-888-0338

neers.com

EMPLOYMENT SERVICES

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

American Training

6 Campanelli Drive
Andover, MA 01810
978-685-2151

americantraininginc.com

Career Center of Lowell

107 Merrimack Street
Lowell, MA 01852
978-458-2503

cclowell.org

CLASS, Inc.

One Parker Street, Unit 1
Lawrence, MA 01843
978-975-8587

CLASSinc.org

Greater Newburyport Opportunity Works

10 Opportunity Way
Newburyport, MA 01950
978-462-6144
978-462-7747 TTY

opportunityworks.net

Greater Haverhill Opportunity Works

671 Kenoza Street
Haverhill, MA 01830
978-374-5281

opportunityworks.net

Massachusetts Rehabilitation Commission

mass.gov/mrc

Boston

600 Washington Street, 2nd Floor
Boston, MA 02111
617-204-3600

Lawrence

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

Lowell

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

Valley Works

valleyworksgcc.org

Haverhill

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

Lawrence

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

FAMILY CAREGIVER SUPPORT PROGRAM

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

Grandparents as Caregivers

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

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

FINANCIAL SERVICES/ASSISTANCE

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

Budget Buddies

114 Turnpike Road #2D
Chelmsford, MA 01824
978-703-0820
budgetbuddies.org

Money Management International

Regional Headquarters
225 Franklin Street
Boston, MA 02110
886-889-9347
713-394-3232
moneymangement.org

Elder Services of the Merrimack Valley and North Shore - Financial Resource Program

Basic Money Management Service (Bill Payer)

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

Representative Payee Service

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

Financial Literacy

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

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

COVID, FLU AND PNEUMONIA VACCINES

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

FOOD RESOURCES

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

Elder Services of the Merrimack Valley and North Shore

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

Elder Food Security –

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

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

Program supports the nutritional needs of elders age 60 and over who may not be able to cook for themselves or leave their home to participate in a congregate meal site to eat a noon day meal with

others. A hot nutritious meal is delivered to an individual's home by a volunteer driver assigned to an established route. There are special dietary meals available. And, on days with no delivery service due to inclement weather, storm packs and frozen meals are pre-delivered.

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

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

Food Pantries/Statewide Other Resources

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

Statewide

Essex County Hunger Relief

978-777-8876

essexcountyhungerrelief.org

Project Bread

Food Source Hotline

800-645-8333

projectbread.org

Women, Infants and Children

Nutrition Program (WIC)

Northeast Region Office

617-565-6370

Merrimack Valley

Elder Services of the

Merrimack Valley and North

Shore - Elder Brown Bag

Program

800-892-0890

Amesbury & Merrimac

Amesbury Food Pantry at

Community Action, Inc.

44 Friend Street

Amesbury, MA 01913

978-388-2575

Our Neighbors' Table

194 Main Street

Amesbury, MA 01913

978-388-1907

Billerica

Veterans' Services Town Hall

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

Byfield/Newbury

**Community United
Methodist Church**

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

Chelmsford

**Chelmsford Community
Exchange**

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

Dracut

**Dracut Community
Food Pantry**

1934 Lakeview Avenue
Dracut, MA 01826
978-957-8600

Haverhill

All Saints Food Pantry

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

Calvary Baptist Church

Food Pantry

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

**Liz Murphy Open Hand
Pantry**

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

Sacred Hearts Food Pantry

48 South Chestnut Street
Bradford, MA 01835
978-371-1281

**Somebody Cares New
England Food Pantry**

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

The Salvation Army

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

Veterans Food Pantry

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

Lawrence

Bread & Roses

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

Cor Unum Meal Center

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

Food for the World, Inc.

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

Lazarus House

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

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

Neighbors in Need

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

New England Veterans

Liberty House

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

(Veterans & Families Only)

The Salvation Army

250 Haverhill Street
Lawrence, MA 01840
978-682-8038

Lowell

Central Food Ministry

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

Merrimack Valley

Catholic Charities

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

Merrimack Valley

Food Bank, Inc.

Mobile Pantry Program
735 Broadway Street
Lowell, MA 01854
978-454-7272

The Open Pantry of

Greater Lowell

13 Hurd Street
Lowell, MA 01852
978-453-6693

The Salvation Army

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

Newburyport

Community Service of

Newburyport, Inc.

31 Green Street
Newburyport, MA 01950
978-465-7562

The Salvation Army

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

North Andover

People's Pantry

North Parish Church

190 Academy Road

North Andover, MA 01845

978-687-7948

Tewksbury

**Tewksbury Community Food
Pantry**

999 Whipple Road

Tewksbury, MA 01876

978-858-2273

Rowley

Rowley Food Pantry

First Baptist Church

153 Main Street

Rowley, MA 01969

978-238-6264

Salisbury

The Pettengill House, Inc.

13 Lafayette Road

PO Box 5551

Salisbury, MA 01952

978-463-8801

Food Stamps/Supplemental Nutritional Assistance Program

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

Department of Transitional Assistance

Greater Lawrence, Haverhill,

Newburyport

280 Merrimack Street, Suite 202

Lawrence, MA 01843

978-725-7100

Greater Lowell

131 Davidson Street

Lowell, MA 01852

978-446-2400

Meal Sites

The following meal sites are listed according to the town in which they are located. However, many of these programs will serve residents from other surrounding communities. Council on Aging/Senior Center Sites, see pages 24-26.

Amesbury

His Provision Too

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

Our Neighbors' Table

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

Chelmsford

Table of Plenty

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

Haverhill

Calvary Baptist Church

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

Drop-In Center

Community Action Inc.

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

Haverhill Citizen Center Community Meal

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

Holy Apostles Greek Orthodox Church

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

Joyful Ladle

Trinity Episcopal Church

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

Open Hearts Ministries, Inc.

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

The Salvation Army

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

Universalist Unitarian

Church of Haverhill

15 Kenoza Avenue
Haverhill, MA 01830
978-372-5173

Lawrence

Bread & Roses

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

Cor Unum Meal Center

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

Lazarus House

Good Shepherd Center

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

Lowell

Life Connection Center

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

St. Paul's Kitchen

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

The Salvation Army

Sage Senior Center

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

Newburyport

Among Friends

St. Paul's Church

166 High Street
Newburyport, MA 01950
978-465-5351

Immaculate Conception

Parish

42 Green Street
Newburyport, MA 01950
978-462-2724

The Salvation Army

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

St. Basil's Ministries of

Annunciation Greek

Orthodox Church

7 Harris Street
Newburyport, MA 01950
978-465-5757

FUEL AND UTILITY ASSISTANCE

Fuel assistance provides income eligible homeowners and renters with help in paying part of their winter heating bills and is offered annually, November through March. Local utility companies sometimes offer a variety of budget and payment plans to help customers maintain their service. If you are having difficulty paying your bill, contact the utility company and ask to speak with someone about negotiating a workable payment plan.

Citizens Energy Corporation Oil Heat Program

88 Black Falcon Avenue
Boston, MA 02210
877-563-4645
617-338-6300
citizensenergy.com

Citizens Energy Distrigas Heat Assistance Program

866-427-9918

Columbia Gas of MA

800-688-6160
columbiagasma.com

Community Action, Inc. Fuel Assistance Program

3 Washington Square
Haverhill, MA 01830
978-373-1971
communityactioninc.org

Community Teamwork, Inc. Fuel Assistance Program

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

Greater Lawrence Community Action Council Fuel Assistance Program

305 Essex Street
Lawrence, MA 01840
978-681-4950
glcac.org

National Grid (Electric)

800-322-3223
nationalgridus.com/masselectric

National Grid (Gas)

800-233-5325
nationalgridus.com

The Salvation Army Good Neighbor Energy Fund Haverhill

395 Main Street
Haverhill, MA 01830
978-420-4192
salvationarmyma.org/Haverhill

Lawrence

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

Lowell

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

Newburyport

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

GAMBLING

Massachusetts Council on Compulsive Gambling

991 Providence Highway, Suite 200
Norwood, MA 02110
800-426-4554
masscompulsivegambling.org

GRANDPARENTING PROGRAMS

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

Elder Services of the Merrimack Valley and North Shore - Family Caregiver Support Program

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

The Commission on the Status of Grandparents Raising Grandchildren

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

Merrimack Valley Catholic Charities: Grandparents as Parents (GAP)

70 Lawrence Street
Lowell, MA 01852
978-452-1421
grandparentsasparents.org

HABILITATION THERAPY

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

Sweet Grapes, Inc.

157 Wilson Avenue

Quincy, MA 02170

617-328-3440

stilmee.com

HAIR CARE AT HOME

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

HEALTH CARE DIRECTIVES

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

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

HEALTH CENTERS – COMMUNITY

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

Greater Lawrence Family Health Center

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

Lowell Community Health Center

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

HEALTH INSURANCE INFORMATION

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

BFCC-QIO – Page 15

MA SMP Program – Page 79

MassHealth (Medicaid) – Page 79

Medicare – Page 82

Medicare Advantage Plans (HMOs) – Page 83

Medicare Fraud and Abuse – Page 83

Medicare Savings Programs – Page 83

Medigap Plans – Page 84

Senior Care Options (SCO) – Page 104

SHINE Program – Page 107

HEALTHY LIVING CENTER OF EXCELLENCE

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

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

For more information or to register for one of our workshops call Elder Services of the Merrimack Valley and North Shore - Healthy Living Center of Excellence at 978-946-1211 or visit our website at healthyliving4me.org.

HEART DISEASE – RESOURCES

American Heart Association

300 5th Avenue, Suite 6

Waltham, MA 02451

781-373-4500

800-242-8721

heart.org

HOME CARE ASSISTANCE PROGRAM FOR PERSONS WITH DISABILITIES

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

Massachusetts Rehabilitation Commission

Home Care Assistance Program

800-223-2559

617-204-3853

mass.gov/homecare

HOME CARE PROGRAM – MASSACHUSETTS ELDERS

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

HOME HEALTH CARE

Home Health Aides

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

Homemaker and Skilled Services

Homemakers offer assistance with activities such as light housekeeping, shopping, meal preparation and laundry. Personal Care Homemakers assist with personal care activities, such as showering, sponge bathing, shampooing and dressing.

ABC Home Healthcare

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

Associated Home Care

290 Merrimack Street, Suite 240
Lawrence, MA 01843
978-937-0022
amedisys.com

All at Home Healthcare

20 Linden Street
Allston, MA 02134
617-782-9900
allathomehealth.com

Best Home Care ‘N More

11 Chestnut Street, Suite 6A
Andover, MA 01810
978-806-2002
bestmakesithappen.com

All Care Resources

200 Sutton Street
North Andover, MA 01845
800-448-0064
allcare.org

Bring Care Home

10 South Main Street, Suite 205
Topsfield, MA 01983
978-887-4171
amedisys.com

Alliance Home Health Care

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

Commonwealth Nursing Services

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

Alternative Home Health Care

160 Merrimack Street
Methuen, MA 01844
978-657-7444
alternativehomehealthcarellc.com

Greater Boston Patient Care

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

Griswold Home Care

300 Brickstone Square, Suite 201
Andover, MA 01810
978-412-4181
griswoldhomecare.com

Guardian Health Care

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

Home Care, Inc.

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

Home Instead Senior Care

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

International Health Solutions

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

Medical Resources

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

Multicultural Home Care

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

Right at Home

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

Haverhill

350 Main Street
Haverhill, MA 01830
877-500-2273
rightathome.net

Senior Helpers

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

Supportive Care, Inc.

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

Visiting Angels

182 State Street
Newburyport, MA 01950
978-462-6162
visitingangels.com

Skilled Services and Visiting Nurses Associations

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

All Care VNA

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

Alternative Home Health Care, LLC

12 Baldwin Street, #1
Tewksbury, MA 01876
978-657-7444
alternativehomehealthcarellc.com

Amedisys Home Health Care

290 Merrimack Street, Suite 241
Lawrence, MA 01843
978-685-2818
amedisys.com

Caretenders

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

Circle Home, Inc.

847 Rogers Street, #201
Lowell, MA 01852
978-459-9343
circlehomehealth.org

Comfort Home Care

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

Excella Home Care

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

Holy Family Hospital

70 East Street
Methuen, MA 01844
978-687-0151
holyfamilyhospital.org

Home Health VNA

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

Medical Resources

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

Namaste Home Care

1 Canal Street, Suite 101A
Lawrence, MA 01841
978-258-0343
namastehomecarellc.com

Nashoba Nursing Services

3 Patterson Road, Suite 3

Shirley, MA 01464

800-698-3307

nashoba.org

Northeast Rehab Home Care

70 Butler Street

Salem, NH 03079

603-893-2900

northeastrehab.com

VNA Care Network & Hospice

199 Rosewood Drive, Suite 180

Danvers, MA 01923

800-728-1862

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

800 W. Cummings Park

Suite 5000

Woburn, MA 01801

800-607-4299

**Whittier Home Health
Care Agency**

145 Ward Hill Avenue

Bradford, MA 01835

978-374-6300

whittierhealth.com

HOME MODIFICATIONS/REPAIRS

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

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

Ramps and Lifts

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

Charm Medical

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

Community Teamwork, Inc.

Mass Rehab Commission

Home Modification Loan
Program
17 Kirk Street
Lowell, MA 01852
978-654-5741
commteam.org

Greater Lawrence

Community Action Council

Project Senior
305 Essex Street
Lawrence, MA 01840
978-681-4900
glcac.org

Habitat for Humanity of

Greater Lowell Home Repair

124 Main Street
Westford, MA 01886
978-692-0927
Lowellhabitat.org

**Natale Company &
SafetyCare**

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

**Rebuilding Together Greater
Haverhill, Inc.**

10 Phoenix Row
Haverhill, MA 01832
978-469-0800
rebuildingtogetherhaverhill.org

HOMEOWNER – COUNSELING RESOURCES

Education

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

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

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

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

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

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

MassHousing

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

Reverse Mortgage Counseling

Executive Office of Elder Affairs

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

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

87 Hale Street
Lowell, MA01851
978-970-0015
800-583-5337
elderhomeowners.org

National Council on Aging

Reverse Mortgage Counseling
855-899-3778
ncoa.org

HOSPICE

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

Beacon Hospice, Inc.

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

Brookhaven

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

Care Dimensions

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

Circle Home, Inc.

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

High Pointe House (formerly

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

**Hospice & Palliative Care
Federation of Massachusetts**

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

Merrimack Valley Hospice

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

HOSPITALS

Anna Jaques Hospital

25 Highland Avenue
Newburyport, MA 01950
978-463-1000
ajh.org

**Holy Family Hospital at
Merrimack Valley**

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

Holy Family Hospital

70 East Street
Methuen, MA 01844
978-687-0151
holyfamily-hospital.org

**Lahey Clinic
Medical Center**

41 Mall Road
Burlington, MA 01805
781-744-5100
lahey.org

Lawrence General Hospital

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

**Lowell General Hospital -
Saints Campus**

One Hospital Drive
Lowell, MA 01852
978-458-1411
lowellgeneral.org

Lowell General Hospital

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

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

HOUSING

Accessible Housing

MassAccess Housing Registry helps to find affordable housing in Massachusetts. The Registry highlights homes for people with disabilities who need accessible or barrier-free housing. Call the **Northeast Independent Living Program at 978-687-4288**, or visit massaccesshousingregistry.org

Congregate Housing

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

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

Corliss Congregate

101 Broadway
Methuen, MA 01844

McFarlin Manor

10 Wilson Street
Chelmsford, MA 01824

Delaney Terrace

8 Sheila Avenue
N. Chelmsford, MA 01863

O'Connor Heights

41 Rear Second Street
North Andover, MA 01845

Mammoth Road

901 Mammoth Road
Dracut, MA 01826

Red Pines Terrace

186 Frost Road
Tyngsboro, MA 01879

The following congregate programs should be contacted directly:

Bishop Markham Village

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

MI Residential Community

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

Continuing Care Retirement Communities (CCRCs)

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

D'Youville Life & Wellness Community

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

Edgewood Retirement Community

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

Housing Authorities

Local housing authorities manage public housing units and rental subsidies to meet the needs of elders and individuals with disabilities with limited income. Financial eligibility is required and rent is based on income. Inquire about supportive services offered at various sites to help residents remain independent as long as possible.

Amesbury Housing Authority

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

Andover Housing Authority

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

Billerica Housing Authority

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

Chelmsford Housing Authority

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

Dracut Housing Authority

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

Dunstable – None

Georgetown Housing Authority

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

Groveland Housing Authority

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

Haverhill Housing Authority

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

Lawrence Housing Authority

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

Lowell Housing Authority

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

Merrimac Housing Authority

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

Methuen Housing Authority

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

Newbury - None

Newburyport Housing Authority

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

North Andover Housing Authority

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

Rowley Housing Authority

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

Salisbury Housing Authority

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

Tewksbury Housing Authority

Saunders Circle
Tewksbury, MA 01876
978-851-7392

Tyngsborough Housing Authority

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

Westford Housing Authority

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

West Newbury Housing Authority

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

Private Housing

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

Andover

Andover Commons

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

Billerica

Rose Hill Manor

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

Boxford

Four Mile Village

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

Byfield

Oak Ridge Elderly

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

Quaker Hill

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

Chelmsford

***Summer Place Independent Retirement Community**

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

Groveland

***Nichols Village**

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

Haverhill

AHEPA 39 Apartments

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

Bethany Communities

Merrivista

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

Mission Towers

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

Phoenix

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

Hadley West Apartments

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

Judson House Apartments

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

River's Edge Apartments

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

The Cordovan at Haverhill Station

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

Lawrence

Amesbury Gardens

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

Arlington Park, Inc.

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

Diamond Spring Gardens

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

Edgewood Retirement Community

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

Essex Towers

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

Residential Community

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

Rita Hall Apartments

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

Sacred Heart Apartments

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

St. Alfio's Villa

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

Union Crossing

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

Valebrook Apartments

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

Lowell

Bruyere Gardens

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

**Centennial Island
Apartments**

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

Father John's Apartments

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

Jaycee Place Apartments

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

Majestic Apartments

445 Merrimack Street
Lowell, MA 01854
978-454-8030

Market Mill Apartments

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

**Massachusetts Mills
Apartments**

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

Mazur Park

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

Raymond J. Lord Manor

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

River Place Towers

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

Rogers Hall

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

Southwick Block Apartments

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

Sun Building Apartments

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

Townhouse of Lowell

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

The Wentworth

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

Westminster Village

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

Merrimac

Carriage Square Apartments

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

Methuen

Cedar Homes I & II

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

Merrimack Valley Apartments

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

Nevins Manor

110 Broadway
Methuen, MA 01844
978-686-1050

Park Gardens

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

Newbury

Newbury Village

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

Newburyport

Heritage House

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

James Steam Mill

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

North Andover

WoodRidge Homes

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

Salisbury

Bayberry Point

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

Senior Living Communities

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

Supportive Housing

Supportive Housing is a housing model designed to enable elders and adults with disabilities to age-in-place with as much independence as possible in an environment that provides access to support, connection and community. Supportive housing may be supported by state or federal funds (Dept. of Housing & Urban Development).

Supportive Housing services are available for all residents, with individual in-home services made available based on the resident's need, eligibility and choice. Activities and programming for all residents are coordinated by an Elder Services' Resident Service Coordinator at the following sites:

Amesbury

Heritage Vale & Heritage Towers

180 Main Street
Amesbury, MA 01913

Billerica

Supportive Housing Site 1

13 River Street
Billerica, MA 01821

Supportive Housing Site 2

16 River Street
Billerica, MA 01821

Chelmsford

Delaney Terrace

8 Sheila Avenue
N. Chelmsford, MA 01863

North Village

20 Sheila Avenue
N. Chelmsford, MA 01863

Methuen

Supportive Housing Site 1

22 Mystic Street
Methuen, MA 01844

Supportive Housing Site 2

24 Mystic Street
Methuen, MA 01844

Supportive Housing Site 3

75 Edgewood Avenue
Methuen, MA 01844

Tewksbury

The Villa at Meadowview

100 Corinne Way
Tewksbury, MA 01876

Westford

Village at Mystery Spring

67 Tadmuck Road
Westford, MA 01866

*Supportive services provided by the
Chelmsford Housing Authority.*

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

HUNTINGTON'S DISEASE – RESOURCES

New England's Regional Office

Huntington's Disease Society of America

800-345-4372

hdsa.org

IMMIGRANT AND REFUGEE - RESOURCES

Catholic Charities

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

ccab.org

**International Institute of
New England Lowell**

15 Warren Street, 2nd Floor
Lowell, MA 01852

978-459-9031

iine.org/lowell

**International Institute of
Greater Lawrence**

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

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

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

**Merrimack Valley Immigrant
and Education Center**
439 South Union Street
Building 2, Basement
Lawrence, MA 01843
978-683-7316
mviec.org
(Chinese, Khmer speakers)

INDEPENDENT LIVING CENTERS

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

**Boston Center of
Independent Living (BCIL)**
60 Temple Place, 5th Floor
Boston, MA 02111
617-338-6665
866-338-8085
617-338-6662 TTY
bostoncil.org

**Cape Organization for Rights
of the Disabled (CORD)**
1066 Bassett Lane
Hyannis, MA 02601
800-541-0282 V/TTY
508-775-8300 V/TTY
cilcapecod.org

Center for Living and Working, Inc.

484 Main Street, Suite 345
Worcester, MA 01608
508-798-0350
508-762-1164 V
508-755-1003 TTY
centerlw.org

ILC of the North Shore & Cape Ann

27 Congress Street, Suite 107
Salem, MA 01970
978-741-0077 V/TTY
888-751-0077
ilcnsca.org

Independence Associates, Inc.

100 Laurel Street, Suite 122
East Bridgewater, MA 02333
800-649-5568 V/TDD
508-583-2166 V/TDD
iacil.org

Metrowest Center for Independent Living

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

Multi-Cultural Independent Living Center of Boston

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

Northeast Independent Living Program (NILP)

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

Southeast CIL

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

Stavros CIL

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

INFORMATION AND REFERRAL

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

Eldercare Locator (National)

800-677-1116

800 Age Info (State)

800-243-4636

MassOptions

1-844-422-6277 (Toll-Free)

MassOptions.org

Elder Services of the Merrimack Valley and North Shore Information & Referral Department

The Information & Referral Department receives inquiries from people seeking information about services, benefits and programs that support an older adult's or a family's desire for safe, comfortable and independent living at home. Our priority is meeting the needs of each caller to make the process easy and informative. We have a team of age information specialists with access to an extensive database of local, state and national resources.

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

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

INTELLECTUAL AND DEVELOPMENTAL DISABILITY

Aspergers Works

60 Island Street
Lawrence, MA 01840
978-710-9951
aspergerworks.org

LifeLinks

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

Best Buddies

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

Massachusetts Down Syndrome Congress

20 Burlington Mall Road
Suite 261
Burlington, MA 01803
781-221-0024
mdsc.org

CLASS, Inc.

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

Department of Developmental Services Merrimack Valley Area

280 Merrimack Street
Lawrence, MA 01843
978-521-9432
978-521-4391 TTY
mass.gov/dds

LEGAL ASSISTANCE

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

Disability Law Center

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

**Essex County Bar
Association**

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

**Massachusetts Bar
Association**

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

**Mental Health Legal
Advisors Committee**

24 School Street, Suite 804
Boston, MA 02108
800-342-9092
617-338-2345
mhlac.org

**Middlesex County Bar
Association**

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

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

PO Box 67137
Chestnut Hill, MA 02467
617-566-5640
massnaela.com

**Massachusetts Senior
Legal Helpline**

800-342-5297

Northeast Legal Aid

1-800-336-2262 (MA only)
northeastlegalaid.org

Lawrence

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

Lowell

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

LESBIAN GAY BISEXUAL TRANSGENDER (LGBT) SUPPORT/SERVICES

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

We encourage discussions that explore important issues like fear of discrimination when the need for housing, long term care or home care services of LGBT seniors arise. The monthly meetings are every third Thursday, 6:30 - 8:00 pm at the **Merrimac Council on Aging**, 100 East Main Street, Merrimac, MA 01860. **For more information, call Merrimac COA at 978-346-9549 or Elder Services of the Merrimack Valley and North Shore at 978-946-1476.**

Bay Windows

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

Fenway Health Seniors Group

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

Boston Prime Timers, Inc.

566 Columbus Avenue
Boston, MA 02118
617-447-2344
bostonpt.org

Gay & Lesbian Legal Advocates and Defenders (GLAD)

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

Elder Services of the Merrimack Valley and North Shore LGBT Senior Social Connection

978-946-1476
978-346-9549

LGBT Aging Project

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

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

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

LIVE-IN COMPANIONS

No formal service exists to match companions with elders in exchange for room and board. Companions can be hired privately. Organizations that provide companions for individuals during the day may also offer live-in companions. See the Companionship listing on page 21 for a list of some agencies providing companion services.

LONG-TERM CARE INSURANCE

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

Division of Insurance
1000 Washington Street
8th Floor
Boston, MA 02118
877-563-4467
617-521-7794
mass.gov

Long-Term Care Information
longtermcare.acl.gov

LONG TERM CARE OMBUDSMAN PROGRAM

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

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

MA SENIOR MEDICARE PATROL (SMP) PROGRAM

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

The program provides time-sensitive, culturally and linguistically appropriate health benefits eligibility information. The MA SMP Program also provides trainings with Continuing Education Units (CEUs) for professionals. **For more information about the MA SMP Program, call 800-892-0890 or visit masmp.org.**

MASSHEALTH (MEDICAID)

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

MassHealth

800-841-2900

800-497-4648 TTY

MassHealth Dental

Customer Service

800-207-5019

800-466-7566 TTY

masshealth-dental.net

MassHealth

Enrollment Center

888-665-9993

888-665-9997 TTY

MASS HEALTH PREMIUM ASSISTANCE

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

Mass Health Premium Assistance

PO Box 9212

Chelsea, MA 02150

800-862-4840

MEDICAL EQUIPMENT – LOAN/DONATION

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

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

500 West Cummings Park

Suite 1150

Woburn, MA 01801

781-322-1052

Lazarus House Ministries

PO Box 408

Lawrence, MA 01842

978-689-8575

(will accept certain items)

lazarushouse.org

MassMATCH

877-508-3974

617-204-3851

massmatch.org

REquipment

(DME reuse program)

508-713-9690

800-261-9841

dmerequipment.org

MEDICAL EQUIPMENT – PURCHASE

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

Alternative Care Providers, Inc.

Retail Store

102 Nagog Park

Acton, MA 01720

978-458-6551

Conlin's Pharmacy

30 Lawrence Street

Methuen, MA 01844

978-552-1700 (oxygen)

conlinspharmacy.com

Warehouse/Office

102 Nagog Park

Acton, MA 01720

978-251-7077 (oxygen)

800-258-0907

acpcares.com

Home Care Specialists

113 Neck Road

Bradford, MA 01835

800-698-8113 (oxygen)

Letourneau's Pharmacy

349 North Main Street

Andover, MA 01810

978-475-7779

letourneaus.net

Apria Healthcare

4 Presidential Way, Unit A

Wilmington, MA 01801

978-657-8446 (oxygen)

apria.com

Long Term Pharmacy Solutions, Inc.

225 Stedman Street #27

Lowell, MA 01851

978-458-4000

ltpharmacy.com

Charm Medical Supply

33 Riverside Drive, Suite 200

Pembroke, MA 02359

877-942-4276

charmmedical.com

Mobility & More, LLC

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

Neighborhood Diabetes

600 Technology Drive
Suite 201
Billerica, MA 01821
800-937-3028
sugartest.com

Natale Company & SafetyCare

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

MEDICARE

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

Part A helps pay for hospital care, skilled nursing care (under certain conditions, for a limited time), home health care, hospice care and other services.

Part B helps pay for outpatient medical services, such as doctor services, x-rays and tests, physical, occupational therapy, speech therapy, outpatient hospital care, ambulance service, medical supplies, medical equipment and other medical services. Most people do not have to pay a premium for Part A coverage. A monthly premium is charged for Part B. For questions on Part A or Part B coverage, call **800-633-4227** or visit medicare.gov.

Medicare Part D Prescription coverage is provided for people with Medicare through private companies who have contracted with the federal government. Most beneficiaries will pay a monthly premium, an annual deductible, and a share of the cost of prescriptions (co-payment).

Contact the Social Security Administration to find out if you are eligible for Medicare.

See page 108 for a list of local Social Security offices.

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

MEDICARE ADVANTAGE PLANS

Medicare Health Maintenance Organizations (HMOs)

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

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

MEDICARE FRAUD AND ABUSE

To file a complaint, call the **Inspector General's Hotline US Department of Health and Human Services**, 800-447-8477 or the **MA SMP Program**, see page 79.

MEDICARE SAVINGS PROGRAMS

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

Qualified Medicare Beneficiary Program (QMB) – pays the Medicare premiums, deductibles and co-payments for certain Medicare

recipients whose assets are limited and whose income falls at or below the federal poverty level.

Specified Low Income Medicare Beneficiary Program (SLMB) –

Pays the Medicare Part B premiums of certain Medicare recipients whose assets are limited and whose income falls between 100% and 120% of the federal poverty level.

MEDICARE SUPPLEMENTAL INSURANCE (MEDIGAP)

Medicare Supplemental Insurance, also known as Medigap Insurance, provides extra protection beyond Medicare by filling some of the gaps in Medicare coverage. It is sold by private insurance companies and is available to people who have Medicare Part A and B. The consumer pays the plan's monthly premium. For a list of plans or to discuss eligibility, **contact Elder Services SHINE Program at 800-892-0890.**

MENTAL HEALTH INPATIENT FACILITIES

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

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

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

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

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

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

Holy Family Hospital

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

**Holy Family Hospital at
Merrimack Valley**

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

Lawrence Memorial Hospital

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

McLean Hospital

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

Tewksbury Hospital

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

The Whittier Pavilion

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

MENTAL HEALTH OUTPATIENT SERVICES

**Amesbury Psychological
Center**

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

Arbour Counseling Services

arbourshealth.com

Haverhill

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

Lawrence

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

Lowell

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

**Bridgewell Counseling
Services & Adult Day
Treatment**

35 Market Street, 2nd Floor
Lowell, MA 01852
978-459-0389
bridgewell.org

**Department of
Mental Health
Essex North Site Office**
280 Merrimack Street, 3rd Fl.
Lawrence, MA 01843
978-738-4500
mass.gov/dmh

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

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

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

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

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

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

**Lahey Health Behavioral
Services Emergency
Psychiatric Services**
Haverhill
978-521-7777
800-281-3223

Lawrence
978-620-1250
877-255-1261

Lowell
978-455-3397
800-830-5177

**Lowell Community Health
Center - Outpatient Behavioral
Health Services**
161 Jackson Street
Lowell, MA 01852
978-937-9700
lchealth.org

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

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

National Alliance on Mental Illness
The Schrafft's Center
529 Main Street, Suite 1M17
Boston, MA 02129
617-580-8541
namimass.org

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

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

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

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

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

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

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

The Psychological Center
11 Union Street
Lawrence, MA 01840
978-685-1337
978-291-2262
psychologicalcenter.com

Vinfen

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

MOVING FORWARD PLAN (MFP)

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

The two MFP Waivers are:

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

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

MOVING RESOURCES

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

Bradford Movers

11 Columbus Avenue
Haverhill, MA 01830
978-374-7101

**Ferrick Brothers
Moving Company**

8 Federal Way
Groveland, MA 01843
978-794-9094
ferrickmovers.com

**Simpson Bros Moving
& Storage**

45 South Canal Street
Lawrence, MA 01843
978-794-9094
simpsonbros.net

Home Transition Resource

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

Troy's Moving and Storage

26 Wellman Street
Lowell, MA 01851
978-458-4465
troysmovers.com

My MAD Packers

PO Box 3
Malden, MA 02148
781-281-8228
mymadpackers.com

MULTICULTURAL RESOURCES

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

African Community Center

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

GLCAC, Inc.

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

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

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

Haverhill Council on Aging

Minority Outreach Program

10 Welcome Street

Haverhill, MA 01830

978-374-2390

(Spanish speakers)

International Institute of

Greater Lawrence

125 Amesbury Street

Lawrence, MA 01840

978-687-0981

(Spanish speakers)

International Institute of

New England - Lowell

15 Warren Street, 2nd Floor

Lowell, MA 01852

978-459-9031

(Khmer, Spanish, Arabic,

Burmese speakers)

Lawrence Council on Aging

Minority Outreach Program

155 Haverhill Street

Lawrence, MA 01840

978-620-3540

(Spanish speakers)

Lowell Council on Aging

Minority Outreach Program

276 Broadway Street

Lowell, MA 01854

978-674-1171

(Spanish, Portuguese, Khmer
speakers)

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

11 Mill Street

Lowell, MA 01852

978-970-1250

(Portuguese speakers)

METTA Health Center

135 Jackson Street

Lowell, MA 01852

978-937-9700

MULTIPLE SCLEROSIS - RESOURCES

National Multiple Sclerosis Society

Greater New England Chapter

101A First Avenue, Suite 6

Waltham, MA 02451

800-344-4867

nationalmssociety.org

MUSCULAR DYSTROPHY - RESOURCES

Muscular Dystrophy Association

33 Lyman Street

Westborough, MA 01581

508-898-3375

mda.org

NEW HAMPSHIRE SERVICES

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

ServiceLink Resource Center

8 Commerce Drive, Unit 802

Atkinson, NH 03811

603-893-9769

servicelink.nh.gov

NORTHEAST INDEPENDENT LIVING PROGRAM

The Northeast Independent Living Program, Inc. (NILP) is a consumer controlled, cross-disability Independent Living Center (ILC) providing advocacy and services to people with disabilities who wish to live and work as independently as possible in Northeastern Massachusetts. NILP services include: Information & Referral, Individual and Systems Advocacy, Peer Support and Counseling, Nursing Home Transition and Skills Training services to consumers and their families, at no cost.

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

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

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

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

NORTHEAST RECOVERY LEARNING COMMUNITY (NERLC)

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

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

NURSING HOME PRE-ADMISSION SCREENING

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

NURSING HOME QUALITY INDICATORS

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

Medicare

medicare.gov/nursinghomecompare

NURSING HOMES

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

Amesbury

Maplewood Center

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

Merrimack Valley Health Center

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

Andover

Academy Manor

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

Wingate at Andover

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

Billerica

**Life Care Center of
Merrimack Valley**
80 Boston Road
North Billerica, MA 01862
978-667-2166

Chelmsford

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

**Sunny Acres Nursing and
Rehab Center**

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

Haverhill

**Baker-Katz Skilled Nursing
and Rehabilitation Center**

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

**Hannah Duston
Healthcare Center**

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

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

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

**Penacook Place Skilled
Nursing and Rehabilitation**

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

The Oxford

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

Wingate at Haverhill

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

Lawrence

**Berkeley Retirement Home
& Nursing Center**

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

MI Nursing/Restorative Ctr.

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

**Royal Wood Mill Nursing
and Rehab Center**

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

Lowell

Care One at Lowell

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

**D'Youville Life & Wellness
Community**

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

Fairhaven Healthcare Center

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

**Northwood Rehabilitation
and Health Care Center**

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

**Town & Country
Health Care Center**

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

Willow Manor

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

Wingate at Belvidere

500 Wentworth Avenue
Lowell, MA 01852
978-458-1271

Methuen

**Cedar View Rehab and
HealthCare Center**

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

**Nevins Nursing &
Rehabilitation Center**

10 Ingalls Court
Methuen, MA 01844
978-682-7611

Newburyport

**Brigham Health and
Rehabilitation Center**

77 High Street
Newburyport, MA 01950
978-462-4221

**Country Center for Health
and Rehabilitation**

180 Low Street
Newburyport, MA 01950
978-465-5361

Port Healthcare Center

113 Low Street
Newburyport, MA 01950
978-462-7373

North Andover

**The Meadows Health Center
at Edgewood**

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

Prescott House

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

Sutton Hill Center

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

Rowley

Sea View Retreat

50 Mansion Drive
Rowley, MA 01969
978-948-2552

Tewksbury

Blaire House of Tewksbury

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

Westford

Westford House

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

ONE CARE PLAN PROGRAM

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

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

Commonwealth Care Alliance

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

Tufts Health Unify

705 Mount Auburn Street
Watertown, MA 02472
855-393-3154
tuftshealthpan.com

OPTIONS COUNSELING PROGRAM

This program assists individuals in need of long-term care services to make informed choices of setting and services, resources to help pay for supports and services, referrals to experts in the field of the individual's particular disability as needed, and assistance in connecting with appropriate resources. Counseling sessions can take place in the hospital, rehabilitation facility, nursing facility, assisted living residence, rest home or community setting. For information and referral call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890** or **Northeast Independent Living Program at 978-687-4288 (V/T'TTY).**

ORTHOTICS AND PROSTHETICS

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

PACE PROGRAM

Programs of All-inclusive Care for the Elderly (PACE) is for adults over age 55, living with disabilities and within a PACE service area. The program provides community-based care and services to consumers who would otherwise need a nursing home level of care. PACE provides the consumer, family, caregivers and professional health care providers flexibility to meet the healthcare needs of the consumer and help them continue to live in the community. PACE programs are covered by Medicare and Medicaid for eligible individuals and available on a private pay basis.

Element Care
166 Central Street
Lowell, MA 01852
877-803-5564
elementcare.org

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

PARKINSON'S DISEASE - RESOURCES

American Parkinson Disease Association

Information and Referral Ctr.

72 E. Concord Street, C3

Boston, MA 02118

617-638-8466

800-651-8466

apdama.org

National Parkinson Foundation

Cape Cod Chapter

PO Box 195

Cotuit, MA 02653

617-638-8466

800-651-8466

apdaparkinson.org

Parkinson's Disease Foundation

1359 Broadway, Suite 1509

New York, NY 10018

800-473-4636 (National Helpline)

pdf.org

PERSONAL CARE ASSISTANCE PROGRAM

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

For more information call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890** or **Northeast Independent Living Program, at 978-687-4288**.

PHYSICIAN REFERRAL SERVICES

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

Anna Jaques Hospital
25 Highland Avenue
Newburyport, MA 01950
978-463-1090
ajh.org

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

Methuen
800-488-5959
holyfamily-hospital.org

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

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

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

Medicare
800-633-4227
medicare.gov

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

PRESCRIPTION DRUG ASSISTANCE

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

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

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

25 Foster Street
Worcester, MA 01608
866-633-1617
mcphs.com

NeedyMeds

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

800-503-6897
needymeds.org

Partnership for Prescription Assistance (PPA)

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

pparx.org

Prescription Advantage

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

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

PO Box 15153
Worcester, MA 01615-0153
800-AGE-INFO
800-243-4636, press 2
877-610-0241 TTY
800ageinfo.com
prescriptionadvantagemma.org

RECREATION

The Councils on Aging (see pages 24-26) offer an array of social and community engagement opportunities for older adults. Contact them for a schedule of events. There also are a number of organizations that have designed their sports and recreational activities to accommodate the needs of people with various disabilities. Call the **Northeast Independent Living Program 978-687-4288 V/TTY** or **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890**, for a list of these programs. You can also request a list of accessible museums, theaters, art galleries and cinemas in the local area.

Mass Audubon Society
208 South Great Road
Lincoln, MA 01773
781-259-9500
800-283-8266
massaudubon.org

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

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

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

**Spaulding Adaptive Sports
Centers**

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

**Special Olympics
Massachusetts (SOMA)**

512 Forest Street
Marlborough, MA 01752
508-485-0986
specialolympicsma.org

REHABILITATION SERVICES

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

**Healthsouth New England
Rehabilitation Hospital**

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

**The Meadows Health Center
at Edgewood**

575 Osgood Street
North Andover, MA 01845
Phone: 978-725-4116
EdgewoodRC.com

**Northeast Rehabilitation
Hospital**

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

**Whittier
Rehabilitation Hospital**

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

**Spaulding
Rehabilitation Hospital**

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

RESPIRE SERVICES

Respite care services provide home and/or community-based assistance to provide relief to primary caregivers of elders or individuals with disabilities. Services are available either through the State Home Care program for those who qualify or on a private pay basis through a variety of community organizations. Eligible applicants may qualify to receive financial assistance through the Family Caregiver Support Program (FCSP). See page 40 for more details. For more information call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890.**

REST HOMES

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

Amesbury

Hillside Rest Home

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

Haverhill

Ivy Hill Court

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

Lakeview House Skilled Nursing and Residential Care Facility

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

Lawrence

Berkeley Retirement Home & Nursing Center

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

The German Home

374 Howard Street
Lawrence, MA 01841
978-682-5593

Methuen

Halcyon House Retirement Home

175 Berkeley Street
Methuen, MA 01844
978-685-5505

Newburyport

Griffin Home for Aged Men

361 High Street
Newburyport, MA 01950
978-465-7091

SENIOR CARE OPTIONS (SCO)

Senior Care Options (SCO) is a partnership between MassHealth and Medicare that provides a complete package of health care and social services to low-income eligible seniors. A team of health professionals develop individualized care plans for each member and services are provided by a network of medical and other professionals. Enrollment in Senior Care Options is voluntary. The SCO programs offers seniors the option of enrolling in one of the following SCO health plans.

Commonwealth Care

Alliance/One Care

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

Tufts Health Plan

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

**Fallon Community Health
Plan - NaviCare**

10 Chestnut Street
Worcester, MA 01608
866-360-4197
navicare.org

**United Healthcare
Community Plan**

950 Winter Street, Suite 3800
Waltham, MA 02451
888-867-5511
uhcommunityplan.com

Senior Whole Health

58 Charles Street
Cambridge, MA 02141
888-794-7268
seniorwholehealth.com

SERVICE DOGS

Canine Companions for Independence

The Miller Family Campus
286 Middle Island Road
Medford, NY 11763
631-561-0200 V/TTY
800-572-2275
cci.org

Dogs for Better Lives

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

Fidelco Guide Dog Foundation, Inc

27 Cannon Rd
Wilton, CT 06897
(203) 529-8201
fidelco.org

Guide Dogs for the Blind

PO Box 151200
San Rafael, CA 94915-1200
800-295-4050
guidedogs.com

NEADS

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

Paws with a Cause

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

Pet Partners

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


The Seeing Eye

PO Box 375
Morristown, NJ 07963-0375
973-539-4425
seeingeye.org

SHELTERS

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

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

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

Alternative House 
(Domestic Violence Shelter)


PO Box 2100
Lowell, MA 01853
(mailing address only)
978-937-5777
888-291-6228
978-454-1436 (Hotline)

Bridge House 
Lynn Shelter Association


24 Baker Street
Lynn, MA 01902
781-593-3898

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

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

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

Emmaus Inc. 
PO Box 568
Haverhill, MA 01831
978-241-3400
emmausinc.org

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

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

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

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

Merrimack House  Community Teamwork, Inc.

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

Mitch's Place 

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

Milly's Place  Community Teamwork, Inc.

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

SHINE PROGRAM

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

SHINE Counselors are volunteers, trained and certified by the Massachusetts Executive Office of Elder Affairs. They meet with Medicare beneficiaries and caregivers to help evaluate, compare and enroll in a health plan that best meets their personal needs. SHINE Counselors also provide resources for health care cost assistance and Medicare rights and protections.

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

SOCIAL SECURITY

Social Security Disability Insurance (SSDI)

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

**Excerpted from the SSA “Red Book”*

Supplemental Security Income (SSI)

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

Haverhill / Newburyport

Social Security Administration

367 Main Street
Haverhill, MA 01830
866-964-4324

Lowell

Social Security Administration

151 Warren Street, Suite 300
Lowell, MA 01852
877-746-9850
800-772-1213

Lawrence

Social Security Administration

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

SPINAL CORD INJURY – RESOURCES

National Spinal Cord Injury Association

Greater Boston Chapter

2 Rehabilitation Way

Woburn, MA 01801

617-952-5643

sciboston.org

STROKE - RESOURCES

American Stroke Association

National Center

7272 Greenville Avenue

Dallas, TX 75231

888-478-7653

strokeassociation.org

American Heart Association

300 5th Avenue, Suite 6

Waltham, MA 02451

781-373-4500

massachusetts.heart.org

SUBSTANCE ABUSE – ALCOHOL AND DRUGS

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

AA Lowell District 21

978-957-4690

Adcare Hospital

107 Lincoln Street

Worcester, MA 01605

800-252-6465

adcare.com

Alcoholics Anonymous (AA)

12 Channel Street, Suite 604

Boston, MA 02210

617-426-9444

aaboston.org

Al-Anon/Alateen Family Groups

57 East Main St., Suite 109

Westboro, MA 01581

508-366-0556

ma-al-anon-alateen.org

Baldpate Hospital

83 Baldpate Road
Georgetown, MA 01833
978-352-2131
detoxma.com

Danvers Treatment Center

111 Middleton Road
Danvers, MA 01923
978-777-2121

**Family Services of the
Merrimack Valley**

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

**Glenice Sheehan Women's
Recovery Home**

365 East Street
Tewksbury, MA 01876
978-640-0840
lowellhouseinc.org/sheehan-house

Link House

37 Washington Street
Newburyport, MA 01950
978-462-7341
linkhouseinc.org

**Lahey Health Behavioral
Services**

365 East Street
Tewksbury, MA 01876
978-259-7000
nebhealth.org

**Lahey Health Behavioral
Services - Outpatient Clinic**

12 Methuen Street
Lawrence, MA 01841
978-683-3128
nebhealth.org

Men's Recovery Home

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

**Massachusetts Substance
Abuse Helpline**

800-327-5050
helplinema.org

**New England Region of
Narcotics Anonymous**

PO Box 437
Quincy, MA 02169
866-624-3578
newenglandna.org

NFI Massachusetts

76 Winter Street
Haverhill, MA 01830
978-373-1181
nfima.org

The Psychological Center

11 Union Street
Lawrence, MA 01840
978-685-1337
978-291-2262
psychologicalcenter.com

Women's View

Residential Program

582-584 Haverhill Street

Lawrence, MA 01841

978-687-1658

SUICIDE PREVENTION

Intervention

Elder Services has programs designed to educate Care Managers and Registered Nurses about the risk factors for suicide, how to address suicidal thoughts and statements made by consumers and immediately involve the clinical team to assess and determine next steps. For more information call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890.**

Samaritans

The Samaritans are trained volunteers who offer free, confidential, emotional support to individuals who are suicidal, depressed, or in despair. The primary focus is care for those in immediate danger of taking their own lives. Support is available 24 hours a day, 7 days a week.

Family Services of the Merrimack Valley

Samaritans of Merrimack Valley, Inc.

430 North Canal Street

Lawrence, MA 01840

978-327-6671 (Business Line)

Crisis Help Line

978-327-6607

866-912-4673

stop-suicide.org

SUPPORT GROUPS – RESOURCES

A support group is a meeting of people who share similar problems or concerns. Group members meet regularly to problem-solve, learn from each other, and to lend support. Guest speakers may be scheduled to facilitate discussion or to present topical information. Contact your council on aging, senior center, local hospital or call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890** or **Northeast Independent Living Program, 978-687-4288 V/TTY** for a listing in your area.

TAXES – RESOURCES FOR ASSISTANCE

Property Tax Exemptions and Deferrals

Call your local assessor's office to inquire if you qualify for a property tax exemption or deferral. Some cities and towns also offer tax relief for community services. Contact your local Council on Aging for more information (see pages 24-26).

Income Tax Form Preparation

Trained volunteers are available at many senior centers from February 1 to April 15 each year to help elders complete simple income tax forms. Contact your Council on Aging for more information.

AARP Tax-Aide Program (Seasonal Program)

Trained volunteers offer free tax consulting and preparation to low and middle-income persons with special emphasis on those 60 years and older. Call **Elder Services of the Merrimack Valley and North Shore Information & Referral Department at 800-892-0890**, for the location of a Tax-Aide site near you.

Massachusetts Department of Revenue

PO Box 7010
Boston, MA 02204
800-392-6089
mass.gov/dor

Office of the Taxpayer Advocate

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

TRANSITIONAL ASSISTANCE

The Department of Transitional Assistance (public welfare) helps individuals in transition with emergency financial assistance, food, and shelter. It also provides information and referral to other public benefits programs and local resources.

Department of Transitional Assistance

mass.gov/dta

Greater Lowell

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

Greater Lawrence, Haverhill, Newburyport

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

TRANSITIONAL INPATIENT CARE

Inpatient program for people who have been discharged from an acute hospital setting but still require short-term rehabilitation and other special care to make a smooth transition from hospital to home.

D'Youville Center for Advanced Therapy

1071 Varnum Avenue
Lowell, MA 01854
978-569-1000

TRANSPORTATION - RESOURCES

American Cancer Society Road to Recovery

800-227-2345
cancer.org

Assist Medical Transportation, Inc.

455 Market Street
Lawrence, MA 01843
978-685-8767

Boston/Peabody Medi-Ride

Merrimack Valley Regional
Transit Authority
Office of Special Services
978-469-6878, option 3

**Central Wheelchair
& Van Transportation**

142 Essex Street, 2nd Floor
Haverhill, MA 01832
978-374-9480

Councils on Aging

See pages 24-26

EZ Trans

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

Gentle Arms Daily

PO Box 384
Chelmsford, MA 01824
978-809-0033

**Lowell Regional Transit
Authority (LRTA)**

115 Thorndike Street
Lowell, MA 01852
978-459-0164
lrta.com

MassTrans

150A Andover Street
Danvers, MA 01923
978-223-4020

**Merrimack Valley Regional
Transit Authority (MVRTA)**

85 Railroad Avenue
Haverhill, MA 01835
978-469-6878
mvrta.com

**Northern Essex Elder
Transport (NEET)**

100 Main Street
Amesbury, MA 01913
978-388-7474

Patriot Ambulance

248 Mill Road., Bldg. 2, Unit 2
Chelmsford, MA 01824
978-367-5000

PrideSTAR EMS

229 Stedman Street
Lowell, MA 01851
978-441-0911

Ring and Ride

Merrimack Valley Regional
Transit Authority
Office of Special Services
978-469-6878, option 3

Road Runner

Lowell Regional Transit
Authority
113 Thorndike Street
Lowell, MA 01852
978-459-0152

Trinity E.M.S., Inc.

1201 Westford Street
(Mail to: PO Box 187)
Lowell, MA 01853
978-441-9191

VEHICLE MODIFICATION

Adaptive Mobility Equipment

1551 Fall River Avenue
Seekonk, MA 02771
800-311-2849

MobilityWorks

57 George Leven Dr, North
Attleborough, MA 02760
(508) 859-0940
mobilityworks.com

VETERANS INDEPENDENCE PLUS PROGRAM (VIP)

This program serves veterans of any age at risk of nursing home placement. VIP allows a veteran to receive a comprehensive assessment to identify his/her needs and preferences, develop an individual budget and service plan, and purchase goods and services that will best meet his/her needs. For more information call **Elder Services of the Merrimack Valley and Shore Information & Referral Department at 800-892-0890.**

VETERANS - RESOURCES

Benefits and services offered to veterans and their dependents may include disability benefits, education, training benefits, vocational rehabilitation, employment, home loans, burial benefits, dependent and survivor benefits, life insurance and healthcare. Call your town hall to locate your Veteran's Services Officer. For a copy of the Veteran Resource Guide of the Merrimack Valley, **call Community Relations at Elder Services of the Merrimack Valley and North Shore at 800-892-0890.**

**Department of Veterans
Affairs Regional Office**

JFK Federal Building
15 New Sudbury Street
Boston, MA 02203
800-827-1000

va.gov

**Edith Nourse Rogers
Memorial Veterans Hospital**

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

bedford.va.gov

Haverhill Outpatient Clinic

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

Lowell Outpatient Clinic

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

**New England Veterans
Liberty House**

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

**VA Boston
Healthcare System**

150 South Huntington Avenue
Jamaica Plain, MA 02130
617-232-9500

1400 VFW Parkway
West Roxbury, MA 02132
617-323-7700

**Veterans Northeast
Outreach Center, Inc.**

10 Reed Street
Haverhill, MA 01830
978-372-3626
vneoc.org

WEATHERIZATION ASSISTANCE PROGRAM

The Weatherization Assistance Program helps eligible low-income homeowners and renters reduce their heating bills by making their homes more energy efficient. This program is operational year-round.

Action, Inc.

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

**Community Teamwork, Inc.
Energy Programs**

45 Kirk Street
Lowell, MA 01852
978-654-4904
comteam.org

**Greater Lawrence
Community Action Council**

305 Essex Street
Lawrence, MA 01840
978-681-4956
glcac.org

Mass Weatherization Inc.

3 Ocean Avenue
Salem, MA 01970
978-741-3471 (statewide)

YOUTH WITH DISABILITIES

The following organizations provide a wide range of services to youth with various disabilities:

**The Autism Insurance
Resource Center**

E. K. Shriver Center
55 Lake Avenue North
Suite S3-301
Worcester, MA 01655
800-642-0249
800-764-0200 TTY
massairc.org

**Federation for Children with
Special Needs**

529 Main Street, Suite 1M3
Charlestown, MA 02129
800-331-0688 V/TTY
fcsn.org

CLASS, Inc.

The Arc of Greater Lawrence

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

**Jewish Family and Children
Services HALO Swim & Sing**

1430 Main Street
Waltham, MA 02451
781-647-JFCS (5327)

Day and Work Supports

64 Holten Street
Danvers, MA 01923
978-624-3058

**Massachusetts Rehab
Commission (MRC)**

Turning 22 Program

600 Washington Street
Boston, MA 02211
617-204-3618
617-204-3815 TTY

Northeast ARC

64 Holten Street
Danvers, MA 01923
978-762-4878
ne-arc.org

**Northeast Independent
Living Program (NILP)**

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

**Partners for Youth
with Disabilities**

5 Middlesex Ave, Suite 307
Somerville, MA 02145
617-556-4075
pyd.org

**PCA Program and Family
Support Services**

6 Southside Road
Danvers, MA 01923
978-624-2366

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