

DIRECTORY OF SENIOR SERVICES

Advocacy and Consumer Protection

Attorney General's Elder Hotline

1-888-AG-ELDER or 1-888-243-5337

www.mass.gov/ag

Monday – Friday: 10 a.m.-5 p.m.

The Attorney General's Elder Hotline is a toll-free line that offers information, referral and in some cases assistance in resolving problems of Massachusetts' senior citizens. Volunteers and staff provide information on Medicare, managed care, health insurance and long-term care insurance; access to prescription medications; housing; credit; telemarketing and other issues.

Executive Office of Elder Affairs

800-AGE-INFO; 617-727-7750

www.mass.gov/elders

The Executive Office of Elder Affairs (EOEA) regulates the Aging Service Access Points (ASAP); assisted living facilities; and the prescription drug program. It also administers the Long Term Care (nursing facilities) Ombudsman Program. EOEA provides resources for consumers in the areas of housing and family care giving. An Ombudsman is available for assisted living and community programs for the elderly.

MassAging *

(617) 244-2999

180 Wells Ave. Suite 105

Newton, MA 02459

www.massaging.org

An organization of not-for-profit providers of health care, housing and services for the elderly – providing leadership, education, advocacy and opportunities for collaboration.

Mass Association of Older Americans

(617) 426-0804

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

www.maoamass.org

MAOA is a grassroots elder advocacy organization. It provides education and advocacy around many issues impacting seniors

MassPro

(781) 890-0011

www.masspro.org

245 Winter Street, Waltham, MA 02451

MassPro is committed to improving the quality of health care for Medicare recipients. For complaints regarding care call Medicare Beneficiary Hotline: 800-252-5533

Mass Resources

Provides useful information about a wide range of assistance programs for people in need living in Massachusetts. It provides information on what benefits are available, how to apply, eligibility requirements, benefit amounts, and answers to commonly asked questions.

www.MassResources.org

Mass Senior Action Council

(617) 442-3330

www.masssenioraction.org

565 Warren Street, Dorchester, MA 02121

A statewide organization open to people of all ages, through which seniors work together on housing, health care, transportation, income security and other issues.

Newton/Brookline Office of Consumer Affairs (Attorney General's office)

(617) 796-1292

www.ci.newton.ma.us/consumer/consumer

Answers questions regarding consumer rights and tries to resolve consumer disputes

Newton Council on Aging

(617) 796-1660

345 Walnut Street, Newtonville, MA 02460

Provides services and referrals for the following: assessment and evaluation; care planning; housing options; nursing homes; senior residences; assistance in your home; respite care; medical services; transportation; public benefits counseling; recreational activities; volunteer opportunities; and SHINE (Senior Health Information Needs of Elders).

West Suburban Long Term Care

Ombudsman Program

www.jfcsboston.org

781-647-5327

1430 Main St. Waltham, MA 02451

Certified ombudsmen regularly visit area nursing and rest homes to: assist residents and families in improving the quality of care, life and environment; resolve concerns; advocate for residents' rights; and provide information and elder resource referrals.

Adult Day Health

Adult Day can be paid for by *MassHealth* (covers a 6 hours per day plus transportation) or privately. Funding may also be available from the home care agency (Springwell). Some Long Term Care insurance policies pay for adult day health. Here are some adult day programs in the MetroBoston area.

Brighton House – Greater Boston Chinese Golden Age Center**

677 Cambridge Street, Brighton, MA 0235

Phone: (617) 789-4289

www.gbcgac.org

MassHealth or private pay \$55/day

Please call for transportation rates

Chinese speaking only

Cooperative Elder Services – specialized dementia programming

37 Broadway, Arlington, MA 02476

Phone: (781) 641-1070

www.elderdayservices.com/

MassHealth and private pay or some insurance

Basic: \$55.00 per day

Advanced: \$70.00 per day

No transportation to Newton

Dorothy Frances Home

704 Beaver Street, Waltham, MA 02452

Phone: (781) 891-9224 or (781) 891-0840

www.thedorothyfranceshome.com

Private pay only: \$90/day

Dementia specific

Flexible hours; three meals and snacks; showers available

No transportation available

Great Days at Hebrew Senior Life

1200 Centre Street, Roslindale, MA 02131

Phone: (617) 363-8515

www.hebrewseniorlife.org

MassHealth or private pay or some insurance

\$55.00 per day

Please call for transportation rates

Julia Ruth House

199 Canton St., Westwood, MA 02090

Phone: (781) 251-3393

<http://thejuliaruthhouse.com/default.aspx>

Private pay only \$85.00/day

Hrs: 7:30 – 5; 2 meals and 2 snacks

Please call for transportation rates

Otrada**

185 2nd Avenue, Needham

(781) 433-9855

MassHealth or private pay (\$55/day)

Russian, Polish, Armenian currently

Rogerson Communities Adult Day Center – specialized dementia programming

23 Florence Street, Roslindale, MA 02131

Telephone: (617) 469-5829

www.rogerson.org

MassHealth or private pay

Basic - \$58/day; Complex - \$70/day

Transportation: \$17.50 each way within a certain area

Rogerson Brookline Adult Day Health Program

at the Brookline Senior Center

93 Winchester Street, Brookline, MA 02446

Telephone: (617) 383-6012

www.rogerson.org

MassHealth or private pay

Basic: \$58/day; Complex: \$70/day;

Please call for transportation rates

Rogerson House Adult Day

434 Jamaicaaway, Boston, MA 02130

(617) 983-2300

www.rogerson.org

\$85/day - private pay only

Transportation: \$17.50 each way/day

Senior Place**

2222 Centre Street, W. Roxbury, MA 02132

(617) 325-9447

Private pay: \$59; MassHealth (transportation included) & Veterans Administration

Transportation: \$15/each way ambulatory; \$21/each way wheel chair

Second Home Adult Day**

51 Water Street

Watertown, MA

(617) 924-1212

MassHealth, Evergreen, Commonwealth Care or private pay (\$55)

Please call for private pay and transportation rates

Russian and Armenian

Whitney Place Adult Day Health Center – specialized dementia programming

3 Vision Drive, Route 9 West, Natick, MA 01760

Phone: 508-655-9767

www.salmonfamily.com

MassHealth or private pay

Basic: \$75/day; Intermediate: \$85/day; Advanced: \$110/day

Please call for transportation rates

Windsor House - specialized dementia programming

799 Concord Ave., Cambridge, MA 02138

617-491-1815

www.windsorhouse.org/SanctaMarias.cfm

Basic: \$54/day; Advanced: \$64/day

Respite from 2:30 – 5: \$25/day

Transportation – private pay: \$25/day

MassHealth or private pay and some insurance

Zdorovie**

149 A California Street, Newton

(617) 795-0668

MassHealth and private pay (\$50/day) – transportation provided

Russian speaking

****The Newton Department of Senior Services transportation goes to these facilities.**

Alcoholism & Substance Abuse

Alcoholics Anonymous (617) 426-9444

www.alcoholics-anonymous.org

Al Anon Family Support (508) 366-0556; (888) 425-2666

www.ma-al-anon-alateen.org

Mass. Department of Public Health

1-800-327-5050

www.mass.gov/dph

Hotline for referrals and information on evaluation, detoxification and treatment programs

Faulkner Hospital

1153 Centre Street, Boston, MA 02130

Inpatient: (617) 983-7711

www.faulknerhospital.org

Outpatient – Addiction Recovery Groups: (617) 983-7908

McLean Hospital

(617) 855-2000

115 Mill Street

Belmont, MA 02478

www.mcleanhospital.org

Alcohol & Drug Abuse Treatment Center: outpatient services at Belmont campus; inpatient substance abuse services at the Naukeag Treatment Center (Ashburnham) – 1-800-230-8764; and longer term treatment at McLean Center at Fernside (Princeton, MA)

Assisted Living

Assisted Living Facilities

Most assisted living facilities provide at a minimum, three meals a day, weekly housekeeping, linen (sheets & towels) laundering weekly and about 45 minutes of personal care a day. Facilities have 24 hour staff availability and emergency call systems in each apartment. Most facilities provide transportation for shopping, banking and medical appointments. Facilities often provide fitness, social and recreational activities.

Massachusetts Assisted Living Facilities Association (Mass-ALFA) is a non-profit association devoted to supporting the establishment and operation of assisted living facilities: 781-622-5999 www.massalfa.org

1. Boylston Place at Chestnut Hill

615 Heath Street
Chestnut Hill, MA 02467
(617) 244-6400
Monthly cost: \$5030 -14,090

2. Evans Park

430 Centre Street
Newton, MA 02458
(617) 965-9400
Monthly cost: \$4350 - \$5220
Harbor Unit for memory impaired: \$3660 - 6800

3. The Falls at Cordingly Dam

2300 Washington Street
Newton, MA 02462
(617) 928-0007
Monthly cost: \$5300- \$7,900
Harbor Unit for memory impaired - \$7000 - 7500

4. Scandinavian Living Center

206 Waltham Street
W. Newton, MA 02465
(617) 527-6566
Monthly cost: \$4350 (\$825 for second resident)
Respite: \$170/day suggest 2 week minimum stay

Dental Services

Dental clinics

Joseph M. Smith Community Health Center

364 Main Street, Waltham

781-693-3800

www.jmschc.org/

Forsyth Institute for Dental Hygiene

140 The Fenway, Boston

617-262-5200 x206

www.forsyth.org

Oral evaluations, cleanings

Mt. Ida College

617-928-7360

<http://www.mountida.edu/sp.cfm?pageid=2681>

Dental hygiene – students perform cleanings (\$15); initial dentist visit - \$25; x-rays - \$25

Dental Schools

BU Dental School

617-638-4700

Dental services available at reduced cost

Harvard Dental School

617-432-1434

Tufts Dental School

617-636-6828

Mass Dental Society

Two Willow Street, Suite 200, Southborough, MA 01745

1-800-342-8747

www.massdental.org/for-the-public.aspx

Private Dentists

Dr. Joel Prives

316 Weston Road

Wellesley, MA 02482

781-235-2066

House calls available

Dr. Michael Sheff

221 Washington St. Newton, MA

617-332-2900

MassHealth, various dental plans

Accepting very few new patients

Disabilities

Assistive Technology Exchange in New England

1-866-682-9955

www.getatstuff.org

Facilitates the exchange of medical equipment between disabled individuals.

Boston Center for Independent Living

617-338-6665

www.bostonbcil.org

Provides: information and referral services to individuals with disabilities; skills training for those adjusting to a disability; and advocacy for individuals with disabilities in public policy and community arena.

Carroll Center for the Blind

(617) 969-6200 or (800) 852-3131 within Massachusetts

www.carroll.org

770 Centre St., Newton 02458

Provides diverse rehabilitation and education programs for visually impaired adults and children who want to learn new skills for achieving success in a sighted world.

Developmental Disabilities Council

617-770-7676

www.mass.gov/mddc

Disability Law Center

1-800-872-9992

www.dlc-ma.org

11 Beacon Street, Suite 925, Boston, MA

Provides legal advocacy and assistance to disabled Massachusetts residents with disability related problems

Easter Seals of Massachusetts

Assistive Technology Device Demonstration & Short-Term Loan Programs

(617) 226-2634 or (800) 244-2756 x634

DLRC@eastersealsma.org

These programs help people with disabilities make informed decisions about assistive technology they can use at home or on the job or in school.

Irving K. Zola Center

(617) 277-5131

at Brigham House, 20 Hartford St. Newton Highlands

www.zolacenter.org

This center provides a welcoming environment for persons with disabilities to: congregate, socialize, interact, & participate in the community

Massachusetts Assistive Technology Loan Program

1-800-244-2756

www.massatloan.org

(See Easter Seals of Massachusetts)

Massachusetts Disabled Person Protection Commission

Suspected Abuse Line: 1-800-426-9009 (V/TTY)

Administrative Line: 617-727-6465 (V/TTY)

www.mass.gov/dppc

Investigates allegations of suspected abuse against individuals with physical and mental disabilities between the ages of 18–59. (*For persons 60 and over, see Elder Abuse.*)

Mayor's Committee for People with Disabilities

(formerly Commission for People with Disabilities)

(617) 796-1280; www.ci.newton.ma.us

Dept. of Human Services

Newton City Hall, Newton 02459

Advocates for the rights of disabled persons in Newton. Evaluates need for improved physical access and seeks to eliminate barriers that prevent disabled citizens from full participation in public activities.

Massachusetts Commission for the Deaf and Hard of Hearing

(617) 573-1600

www.mass.gov/mcdhh

One Ashburton Place 11th Fl

Boston, MA 02108

Emergency after-hours number 800-249-9949

Provides information, technical assistance and training

Massachusetts Network of Information Providers for People with Disabilities (MNIP)

New England INDEX

www.mnip-net.org

Collaborative effort of 128 nonprofit agencies in Massachusetts. Network members disseminate disability-specific information and make referrals to the public for free. Consumer contact with any of the members provides access to the expertise of the entire network.

Massachusetts Office of Disability

800-322-2020

(617) 727-7440

www.mass.gov/mod

1 Ashburton Place, Boston, MA 02108

Provides advocacy for persons with disabilities

Massachusetts Registry of Motor Vehicles

617-351-4500

www.mass.gov/rmv/medical

Provides handicap plates/placards to individuals who are medically certified (by a physician) as disabled; you can request the application by phone or download it from their website

NWW Committee for Community Living, Inc.

(617) 964-6860

1301 Center Street

Newton, MA 02459

www.nwwcommittee.org

Provides comprehensive services for people with developmental disabilities and their families.

Perkins School for the Blind

(617) 924-3434

175 North Beacon Street, Watertown, MA 02172

www.perkins.org

Braille and Talking Books available

Vision Community Services

Mass Association for the Blind (MAB)

(617) 926-4232 or (800) 852-3029

www.mabcommunity.org

313 Pleasant Street, Suite 2, Watertown, MA 02472

Services include: Peer Empowerment Project; Elder Rehabilitation Project; Information; Community Volunteer Program; Braille Program; Recording Studio; The Store and Verizon Project.

Domestic Violence

REACH Beyond Domestic Violence (formerly Support Committee for Battered Women)

Hotline: 1-800-899-4000 24 hours/day; 7 days/week

Office: 1-781-891-0724

www.reachma.org

Provides shelter, counseling and support to women (and their children) who have experienced sexual assault or domestic violence

The Second Step

617-965-3999

PO Box 600213, Newtonville 02460-0002

www.thesecondstep.org

Provides outreach and residential services to women (and their children) who have experienced domestic violence.

Driving Evaluations

Newton-Wellesley Hospital Department of Rehabilitation Services

Drive Safe Program

2014 Washington Street

Newton, MA 02462

617-243-6172 (ask to schedule an appointment for driving evaluation)

dkerrigan@partners.org

Drive Wise

Beth Israel Deaconess Hospital, Boston

617-667-4074

www.bidmc.org/CentersandDepartments/Departments/Neurology/CognitiveNeurology/Services/Drivewise.aspx

Healthsouth Braintree Rehabilitation Hospital

Driving Evaluation Program

781-348-4017

www.braintreerehabhospital.com/braintree-rehabilitation-outpatient-driving-eval.asp

Elder Abuse and Neglect

Elder Abuse Hotline

1-800-922-2275

24 hours/day Seven (7) days/week

This line is available to report suspected elder abuse. Massachusetts law defines elder abuse as acts or omissions resulting in serious physical or serious emotional injury to a person 60 years or older. Abuse includes physical abuse, emotional abuse, sexual abuse, caretaker neglect and financial exploitation.

Springwell

(617) 926-4100

www.springwell.com

Springwell is responsible for responding to reports of suspected abuse or neglect in the Newton area.

REACH (formerly the Support Committee for Battered Women)

– Domestic violence specialization

(800) 899-4000

Emergency 24-hour hotline

Support group 781-891-0724, press 0

www.reachma.org

Financial Assistance & Counseling

Department of Transitional Assistance

(617) 629-1400

300 Ocean Avenue, 2nd floor
Revere, MA 02151

1-800-650-2560

www.mass.gov/dta

Apply for Food Stamps, MassHealth (Medicaid), Emergency Aid to Elders, Disabled and Children. Eligibility: low-income persons.

Career Center – Employment & Training Resources

(617) 928-0530

288 Walnut Street, Suite 130, Newtonville, MA

M-F: 8 – 5 pm

Horace Cousens Industrial Fund

Newton City Hall

617-796-1324

www.ci.newton.ma.us/cousens/index.htm

Is a charitable fund which gives financial help to Newton residents who are faced with a temporary but severe financial problem. Grants are for one-time specific needs and not for on-going expenses.

Money Management Program

(Springwell)

(617) 926-4100

www.springwell.com

Springwell provides trained volunteers who are available to assist with check writing, bill paying and other financial services.

Newton Department of Senior Services

Newton Senior Center/Council on Aging

345 Walnut Street

Newtonville, MA 02460

(617) 796- 1660

www.newtonseniors.org

Assist Newton seniors in accessing funds for food, clothing, help with heat & utilities or other emergency needs. Information on government benefits programs and Property Tax Abatement available.

Newton Housing Rehabilitation Fund

(617) 796-1150

Newton City Hall

http://www.newtonma.gov/housing_rehab/index.htm

The City of Newton's Department of Planning & Development provides income eligible elders and disabled residents with low interest direct and deferred payment loans for home repairs.

Newton Senior Center – Income Tax Assistance Program

(617) 796-1660

Free income tax assistance is available from February until April 15. This program is sponsored by AARP.

Property Tax Assistance - City of Newton Assessor's Office
(617) 796-1160

<http://www.ci.newton.ma.us/assessor/index.htm>

Provides Real Estate tax exemption or tax deferral for eligible residents of Newton

S.H.I.N.E.-Serving Health Insurance Needs of Elders
(781) 455-7555 or 800-AGE-INFO, option 2

781-453-8076 Metrowest

www.800ageinfo.com (select program, SHINE)

Provides health insurance information for seniors and those on Medicare; assists with paperwork and claim denials and appeals. S.H.I.N.E. offers private free appointments with a Health Benefits Counselor at the Newton Senior Center. Call (617) 796-1660 for appointment.

Social Security Administration
1-800-772-1213

www.socialsecurity.gov

240 Elm Street

Somerville, MA 02144

Social Security is a federal insurance program that pays a monthly stipend to workers or their families when the worker retires, becomes disabled or dies. **SSI** (Supplemental Security Income) is a financial assistance program operated by the Social Security Administration, but funded by federal income taxes. SSI assists people who have low incomes and few resources **and** are 65 or older, blind or disabled.

Food Programs

Bristol Lodge Soup Kitchen
(781) 883-2050

545 Moody Street, Waltham, MA

<http://www.mhsainc.org/soup.htm>

(Use Cherry Street side entrance)

Provides a meal every day of the year at 5 p.m. The kitchen opens at 3:30 for coffee and snacks. This is a smoke-free and alcohol free environment.

Food Pantry

- **Newton Food Pantry**
(617) 527-2394

Waban Branch Library, 1608 Beacon Street, Waban

Must be Newton Resident and complete intake form

Hrs: Wed (1st, 2nd, 4th, 5th 1:30 – 3:30; Sat. (after 3rd Wed) 11 – noon

- **Hellenic Gospel Church Food Pantry, Soup Kitchen & Clothes Closet**
781-449-8307

187 Church Street, Newton Corner
Food & clothing every Friday, 10-Noon; soup kitchen 4th Saturday of month 1 – 2:30 p.m.
Must be Newton resident and bring intake form from your human service provider

- **Jewish Family & Children's Services – Family Table**
(781) 647-5327
1430 Main Street, Waltham, MA

Food Source Hotline (Project Bread)

1-800-645-8333

TTY 1-800-377-1292

www.projectbread.org

Provides a list of emergency food pantries and meal programs - M-F, 8-5

SNAP – formerly FoodStamps

1-800-650-2560

Hotline: 1-800-645-8333 [Monday – Friday from 8 – 5]

Department of Transitional Assistance

300 Ocean Ave.

Revere, MA 02151

www.mass.gov/dta

The Food Stamp Program can help those age 60 or older (or under 60 and disabled) who meet the financial guidelines.

Group Meal Sites

Sponsored by Springwell

- **Newton Senior Center (617) 796-1660**

345 Walnut Street, Newtonville

www.newtonseniors.org

M – F @ 11:45. Call by 11 a.m. the day before to reserve your meal

Home Delivered Meals (Meals on Wheels)

(617) 926-4100 (Springwell)

www.springwell.com

Shopper's Bus

Newton Department of Senior Services

(617) 796-1288

www.newtonseniors.org

This service is provided under a larger transportation contract administered by the Department of Senior Services. Vouchers to use the transportation can be obtained through the senior center by calling 617-796-1660. Reservations can be made three days in advance to take any Newton senior to the supermarket of their choice within Newton.

Volunteer Shopping Services

(617) 926-4100 x246

www.springwell.com

Springwell provides volunteers, when available to do grocery shopping for seniors in Newton.

Gambling

Massachusetts Council on Compulsive Gambling

Helpline: 1-800-426-1234

Office: 617-426-4554

www.masscompulsivegambling.org

Geriatric Care Managers

Professional Geriatric Care Managers (PGCMs) are health and human services specialists who help families care for older relatives, while encouraging as much independence as possible.

Geriatric care managers who are members of the National Association of Professional Geriatric Care Managers (NAPGCM) are committed to adhering to the NAPGCM [Pledge of Ethics](#) and Standards of Practice. PGCMs usually charge on an hourly basis. For more information or to find a Geriatric Care Manager in your area, go to <http://caremanager.findlocation.com/> on the internet or call (520) 881-8008.

Geriatricians (physicians)

Mitchell Abramson	Newton Wellesley Hospital	617-630-0380
Melnick Avrohm, MD	Newton Wellesley Hospital	617-964-2299
Randi Berkowitz, MD	Hebrew Senior Life	617-325-8000
Geoffrey Burns, MD	Newton Wellesley Hospital Waltham office	781-788-8444
Michael Cantor, MD	GRECC – VA Boston	617-232-9500
Richard Dupee, MD	Tufts Medical Center Wellesley office	781- 235-9089
Allan Engel, MD	Newton Wellesley Hospital	617-244-7142
Walter J. Lee, MD	St. Elizabeth's Hospital	617- 254-7473
Jae Naik, MD	St. Elizabeth's Hospital	617- 782-7788

Vincent Perrelli, MD	Mt. Auburn Hospital (home visits)	781-647-3040 (House calls)
Mark Rohrer, MD	St. Elizabeth's Hospital	617-782-7788
Anthony Sposato, MD	St. Elizabeth's Hospital	617-787-4688 (House calls)

Health and Wellness

Alcoholics Anonymous (AA)

(617) 426-9444

12 Channel Street

Boston, MA 02210

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

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Lists of meetings in Eastern Massachusetts can be obtained by calling the office.

Alzheimer's Association, Massachusetts Chapter

(617) 868-6718

www.alzmass.org

311 Arsenal Street,

Watertown, MA 02472

Helpline 1-800-272-3900.

The principal source of comprehensive information, guidance, education and support for families of people diagnosed with dementia. Research and lending library open to the public, offering periodicals, books, videos and internet access.

American Cancer Society

800-227-2345 (24-hr hotline)

www.cancer.org

MetroWest Office, 30 Speen Street, Framingham, MA 01701

Provides information, local support groups and assistance.

(781) 894-6633 Weston office

9 Riverside Rd., Weston, MA 02493

Arthritis Foundation

(617) 244-1800

www.arthritis.org or www.info.ma@arthritis.org

29 Crafts St., Suite 450, Newton 02458

Supports research to find the cure for and prevention of arthritis and seeks to improve the quality of life for those affected by arthritis. Provides information.

Carroll Center for the Blind

Senior Vision Services

1-800-852-3131 or 617-969-6200

770 Centre Street
Newton, MA 02458

www.carroll.org

Experienced staff will provide vision assessment, loan of video magnifier, monthly demonstrations of latest low vision devices held on the 1st Friday of every month in the low vision clinic.

Hospice of the Good Shepherd, Inc.

(617) 969-6130

www.hospicegoodshepherd.org

2042 Beacon St., Newton 02468

Provides compassionate, professional, non-sectarian hospice care to those with life limiting illnesses and their loved ones in their homes or in nursing homes.

VNA Care Network, Inc.

800-728-1-VNA (800-728-1862)

www.vnacarenetwork.org

Hospice and bridge to hospice services

Lifeline

Mt. Auburn Hospital – 617-499-5525

Free installation and monthly reduced rate with a referral from the Council on Aging

Lifeline by Sunrise Senior Living – 617-527-1663

To order: 800-242-1306 ext. 4547 (M-S 8-8)

Partners Home Care Lifeline Program (Beverly, MA) 800-910-4225

Philips Lifeline – 1-800-543-3546

[For other providers call Lifeline 1-800-380-3111]

Provides a personal response service to ensure that individuals get a quick response in case of an emergency. There is an installment fee and a monthly maintenance cost which may be covered by MassHealth or Springwell for eligible persons. Not all providers charge the same fees.

Newton Health Department

(617) 796-1420

<http://www.ci.newton.ma.us/health/index.htm>

1294 Centre Street, Newton 02459

Provides asbestos information, flu shots, home visits and screenings for the elderly, housing occupancy permits, lead paint testing and inspections, mental health nursing services to the elderly, rabies clinics, restaurant and market inspections/permits, tobacco control and education.

Newton-Wellesley Hospital

(617) 243-6000

www.nwh.org

2014 Washington St., Newton 02462

A 258-bed acute care general hospital with departments including medical/surgical services, 24-hour emergency service, pediatric, obstetrical, gynecological, psychiatric, and rehabilitation

services, community health education, cardiovascular health, and other specialty outpatient services, women's imaging center and other radiology and diagnosing services. Volunteers operate hospital gift, coffee, and thrift shops, tours, and supportive services.

S.H.I.N.E.-Serving Health Insurance Needs of Elders

(781) 453-8076

www.800ageinfo.com

Needham Council on Aging
83 Pickering St., Needham 02492

Provides health insurance information for seniors and those on Medicare; assists with paperwork and claim denials and appeals. S.H.I.N.E. offers private free appointments with a Health Benefits Counselor at the Newton Senior Center. Call (617) 796-1660 for appointment.

Home Care

Home Care

These are *private* providers of home health aides, homemakers and companions. [Note, not all home health aides are certified.]

- Alliance(formerly At Home) (617) 527-1663
- Care Solutions (617) 964-5470
- Comfort Keepers (617) 965-5200
- Family Friends (781) 449-1567
- Geriatric Resource Center (617) 332-7610
- Griswold Special Care (781) 449-0402
- Home Care Assistance 1-866-454-8346
- Home Instead (617) 969-8697
- Houseworks (617) 928-1010
- Right at Home (617) 597-1500
- Senior Homecare Solutions (617) 431-1165
- Sostek Home Care (617) 244-8560
- Suburban (617) 264-7100
- Suburban MED-RIDE (866) 633-7433
- Suburban Companion Care (617) 232-8468
- TLC Nursing 1-800-698-2628
- Visiting Angels (617) 795-2727

Home Health Care

Provides services to recovering, disabled or chronically ill persons who need home medical treatment. Home health agencies typically provide skilled nursing, physical, occupational or speech therapy, clinical social work, home health aides, hospice and palliative care, high technology services such as parenteral nutrition and intravenous therapy. LPNs as well as RNs can provide Insulin Management.

- Americare Health Services (617) 614-0505

- Alliance (formerly At Home) (617) 527-1663
- CareGroup Home Care (617) 673-1700
- Care Solutions (617) 964-5470
- Jewish Family & Children's Services (617) 224-4137
- Medical Resources (617) 969-7517
- Partners Home Care (800) 698-2628 or (781) 290-4000
- SeniorBridge (617) 332-6800
- Suburban Home Health Care (617) 264-7100
- Sunrise at Home (617) 527-1663
- Visiting Angels (617) 795-2727
- VNA Care Network (800) 728-1862

Homeless Services

Middlesex Human Services - Bristol Lodge Soup Kitchen 781-883-2050

545 Moody Street, Waltham

www.mhsainc.org/

Provides a meal every day of the year at 5 p.m. The kitchen opens at 3:30 for coffee and snacks. This is a smoke-free and alcohol free environment.

Jewish Family & Children's Services 781-647-5327

1430 Main Street, Waltham

www.jfcsboston.org

Under a federal grant, administers funds and services to homeless persons (or those facing homelessness).

Hospice

Hospice is primarily a concept of care, not a specific place of care. Hospice emphasizes palliative rather than curative treatment; quality rather than quantity of life. Professional medical care is given, and sophisticated symptom relief provided.

Hospice of Good Shepherd, Inc (617) 969-6130

2042 Beacon Street, Newton

www.hospicegoodshepherd.org

Good Samaritan Hospice (617) 566-6242

310 Allston Street, Brighton

www.caritasgoodsamaritanhospice.org

VNA Care Network, Inc

781-455-6661

175 Highland Ave
Needham, MA 0249

www.vnacarenetwork.org

Owns and manages **Tippett House**, an inpatient hospice in Needham.

Bereavement Groups

www.bereavementservicesma.org

Housing

MassHousing

(617) 854-1000 TDD: (617) 854-1025

www.masshousing.com

MassHousing is the state's affordable housing bank. It lends money at below market rates to support rental and home ownership opportunities for low- and moderate-income residents of Massachusetts.

Congregate Housing

1. Springwell Congregate Housing Program

(617) 926-4100

www.springwell.com

Provides a unique group living options for elders. Supportive services are available to residents on an as-needed basis.

Subsidized Senior Housing in Newton

1. Newton Housing Authority

82 Lincoln Street

Newton Highlands, MA 02461

(617) 552-5501

www.newtonhousingauthority.org

Assists income eligible individuals and families with housing; manages housing developments for the elderly and families; and subsidizes "Section 8" certificates.

2. Newton Community Development Foundation

429 Watertown Street

Newton, MA 02458

(617) 244-4035

www.ncdf.com

Provides low, moderate-income and market-rate housing.

- **Casselman House** (all units are subsidized)
195 Summer Street
Newton Center
(617) 244-4035
- **Weeks House** (market rate & subsidized units)

7 Hereward Road
Newton Center, MA 02459
(617) 964-8644

- **Warren House** (market rate & subsidized units)
1600 Washington Street
W. Newton, MA 02465
(617) 527-6616

3. Nonantum Village Place
(617) 492-5559

CASCAP

678 Massachusetts Ave. 10th floor
Cambridge, MA 02139

“Nonantum Village Place offers older adults the opportunity to live independently and with dignity in their own community.”

4. Pierce House

88 Chestnut Street
W. Newton, MA 02465
(617) 965-2200

Provides subsidized housing to elderly and disabled who meet eligibility guidelines.

5. Jewish Community Housing for the Elderly

30 Wallingford Road
Brighton, MA 02435
(617) 912-8421

www.jche.org

Provides low, moderate income and market rate housing for seniors at two sites in Newton.

- **Golda Meir House** (subsidized & market rate)
160 Stanton Ave
Newton, MA 02466
(617) 965-4252
- **Coleman House** (formerly Campus House – subsidized only)
677 Winchester Street
Newton, MA 02459
(617) 244-1867

6. New Falls

(617) 244-7781
2281 Washington Street
Newton, MA

Provides low income housing to elders and the disabled

Non-subsidized (Market Rate) Senior Housing
Cabot Park Village

280 Newtonville Ave
Newtonville, MA 02460
(617) 965-7707

www.benchmarkquality.com

Provides housing for independent seniors in a rental facility: services include two meals a day, housekeeping and flat linen service. They have a few affordable units.

Lasell Village

120 Seminary Avenue
Auburndale, MA 02466
(617) 663-7000

www.lasellvillage.com

Provides retirement living with a learning program and a range of services including meals, emergency call system, housekeeping, maintenance, wellness & fitness and transportation.

Information and Referral

Elderline (provided by Exec Office of Elder Affairs)

1-800-AGE-INFO or 1-800-243-4636

Monday – Friday: 9a.m. - 5 p.m.

The ElderLine is a toll-free information and referral line for the public that will answer questions on a wide variety of elder care topics, including, home care, nursing home care, legal resources, housing options, and basic income and medical benefit programs. There is no charge for the call.

Combined Jewish Philanthropies SeniorDirect

1-800-980-1982 or 617-620-8121

www.cjpseniordirect.org

1430 Main Street
Waltham, MA02451

A free, non profit information service staffed by eldercare professionals from Jewish Family & Children's Services that can connect seniors and their families with the resources and expert advice they need. For those people for whom Jewish culture and religious services are important, this is an invaluable resource.

National Family Caregivers Association (NFCA)

800-896-3650 or 301-942-6340

www.thefamilycaregiver.org

10400 Connecticut Ave. Suite 500
Kensington, MD 20895

NFCA is a national, charitable organization dedicated to making life better for all of America's family caregivers. NFCA reaches across the life cycle and across the boundaries of differing diagnoses and relationships to address the common needs of all family caregivers. Provides education, in empowerment and advocacy to caregivers.

Springwell (formerly West Suburban Elder Services, Inc.)

(617) 926-4100

www.springwell.com

125 Walnut St., Watertown 02472

Springwell is the Aging Services Access Point (ASAP) for Newton. It also is an Area Agency on Aging. "Springwell systematically compiles the most up-to-date information on services available to elders..." Springwell provides care management, free information and referral, and in-home services for elders who need assistance to remain living independently in the community. Services include homemaking, personal care, adult day care, home delivered meals, transportation medical escorts, care -coordination and more.

Legal Services

AARP Legal Services Network

List at www.aarp.org/lsn

866-330-0753

Or write: AARP Legal Services Network

PO Box 968008

Schaumburg, IL 60173

Reduced fees for AARP members with attorney in the Network

Boston College Legal Assistance Bureau

(781) 893-4793

24 Crescent Street, Waltham, MA 02453

www.bc.edu

Provides legal assistance to eligible Newton seniors at no charge. Legal services may include advice, referral, or representation. Cases may involve issues of Social Security, SSI, Medicaid, public benefits, and eviction

Massachusetts Bar Association Referral Service

800-392-6164

www.massbar.org/

Maximum \$25 fee for initial half-hour consultation

National Academy of Elder Law Attorneys

(520) 881-4005

www.naela.org

A non-profit association for lawyers who work with older clients and their families.

Mass Chapter: 617-566-5640, Fax: 617-734-9758, Email: info@manaela.org

National Lawyers Guild

(617) 227-7008

www.nlgmass.org

\$15 fee for initial half-hour consultation. Fees on a sliding scale

Newton Senior Center

Boston College Legal Assistance Bureau

(617) 796-1660

www.newtonseniors.org

1st Friday of the month: 12:30 – 3 p.m. Free consultation for seniors *by appointment only*.

Long Term Care – see Nursing Homes

Mental Health

**City of Newton
Health Department
(617) 796-1420**

www.ci.newton.ma.us/Health/index.htm

At-Home Counseling for Older Adults provides intervention, support, and community referrals, free of charge, to any Newton resident over the age of 60. Their psychiatric nurses have special training in mental health and the needs of older adults.

**Cross Roads Counseling
(781) 431-2277**

219 Washington Street, Wellesley, MA 02481

<http://crossroadscounselingwellesley.com/>

Provides groups and individual counseling to seniors. Home visits available on request. Most insurance accepted. Some free care available through a grant by Springwell.

**Newton Senior Center
(617) 796-1660**

345 Walnut Street, Newtonville 02460

www.newtonseniors.org

Free mental health counseling available to seniors who want assistance with emotional and social issues. Individual, couple and family appointments are available. Groups run throughout the year.

Riverside Community Care (Mental Health Services)

www.riversidecc.org

- NEWW Center Day Treatment (617) 969-8200
- Elliott Club House (781) 449-1212
- Outpatient Services (617) 969-4925
- **Emergency Crisis Team (800) 529-5077**

24-hour Crisis Team is available for consultation, information & referral, psychiatric crisis intervention, emergency outreach evaluations and hospital/respite pre-screenings

Moving

National Association of Senior Move Managers

PO Box 209, Hinsdale, IL 60522

www.nasmm.org

Mary Kay – 708-638-2314 or Jennifer – 630-531-7510

Professional organization of individuals and businesses that help seniors downsize and move.

Multi-service Agencies

Jewish Family and Children's Services

(781) 647-5327

www.jfcsboston.org

1430 Main St., Waltham 02451

Provides advocacy and counseling to individuals, children, families, the elderly, and immigrants. The Elderly Service Program provides information and referral, clinical assessment, individual and family counseling, case coordination, home visits, support groups, volunteers, and homemaker home-health services.

Newton Community Service Centers, Inc.

(617) 969-5906

www.ncscweb.com

492 Waltham St., Newton 02465

Offers educational, recreational, health, and guidance services for Metro West families. Child Care, Substance Abuse Education & Counseling.

Newton Department of Health & Human Services

(617) 796-1280

1000 Commonwealth Ave.

Newton, MA 02459

www.ci.newton.ma.us

The Department of Health & Human Services is a team of helping professionals whose goal is to enhance resident services by identifying the needs and making resources available that will improve and enrich the quality of life of the entire community. The Department provides services through different programs Fuel Assistance and other financial emergencies; Transportation; Office of Volunteer Services. The Department also staffs the Youth Commission, Mayor's Commission for People with Disabilities, and Human Rights Commission.

S.H.I.N.E.-Serving Health Insurance Needs of Elders

(781) 455-7555

www.800ageinfo.com

Needham Council on Aging

83 Pickering St., Needham 02492

Provides health insurance information for seniors and those on Medicare; assists with paperwork and claim denials and appeals

Private free appointments with a Health Benefits Counselor are available at the **Newton Senior Center**. Call (617) 796-1660 for appointment.

Springwell

(See Information & Referral)

(617) 926-4100

www.springwell.com

Provides state-subsidized home services for eligible seniors, 60 and older, including personal care, homemaking, case management, transportation, money management, etc. Also, information and referral, Meals on Wheels, Alzheimer consultation, respite care, protective services and Elders at Risk Program for all seniors in Newton.

Nursing Homes (see also Rest Homes)

Massachusetts Department of Public Health

Division of Health Care Quality

Provides performance survey results for each **nursing facility** in the state.

617-753-8000, or call 617-753-8140 for scores and rates

For recent survey results: <http://webapps.ehs.state.ma.us/nursehome/>

Massachusetts Extended Care Federation

(617) 558-0202 or 800-CARE-FOR

www.mecf.org

2310 Washington St., # 300

Newton 02462

Addresses the public's concerns about the cost and quality of extended care facilities and educates consumers by distributing publications such as the Guide to Extended Care Facilities, Choosing the Best Long Term Care Option, Guide to Long Term Care Alternatives in Massachusetts, and Choosing the Right Nursing Facility for Someone You Love.

Skilled Nursing & Rehabilitation Facilities (SNF)

Epoch Senior Health Care of Chestnut Hill (SNF)

www.epochsl.com

(617) 243-9990

615 Heath St., Newton, 02467

Golden Living Center - Chetwynde (SNF)

www.goldenlivingcenters.com

(617) 244-5407

1650 Washington St., Newton 02465

Golden Living Center - Heathwood (SNF)

www.goldenlivingcenters.com

(617) 332-4730

188 Florence St., Newton 02467

Golden Living Center - West Newton (SNF)

www.goldenlivingcenters.com

(617) 969-2300
25 Armory St. W. Newton 02465
(Dedicated Alzheimer's unit)

Health Care of Newton (SNF)

www.newtonhcc.com

(617) 969-4660
2101 Washington St. Newton 02462
(Alzheimer's unit, LTC, and rehab units)

Health and Rehabilitation Center (SNF)

www.wabanhealth.com

(617) 332-8481
20 Kinmonth Rd. Waban 02468

LaSalle House (SNF)

www.lasellvillage.com

(617) 663-7000
120 Seminary Ave, Newton 02466

Stone Institute (SNF)

www.stoneinstitute.com

(617) 527-0023
277 Elliot St. Newton 02464

Long-Term Care Ombudsman Program

Jewish Family & Children's Services

(781) 647-5327

Provides assistance to resolve nursing home and long-term care facility problems.

Newton Senior Center

(617) 796-1660

www.newtonseniors.org

Provides a list of nursing homes in the area. Provides information on the Dept of Public Health surveys. Assistance with applications for MassHealth/Medicaid and insurance information through the SHINE program.

Springwell

(617) 926-4100

www.springwell.com

Provides list of nursing facilities in the area. Pre-admission screening for Medicaid recipients.

Recreation & Education

Leventhal-Sidman Jewish Community Center

(617) 558-6522

www.lsjcc.org

333 Nahanton St., Newton 02459

Offers a full fitness facility, Jewish Theatre of New England, 60+ Couple Club, theatre, day and extended trips, and a variety of life-long learning classes including current events, nutrition, aerobics, line dancing, and Jewish studies. Lunch is served at noon followed by entertainment at 1pm. (a \$3.00 donation is requested)

Senior program is on Wednesdays 617-558-6443

Lifetime Learning - Newton Community Education

(617) 559-6994 (M-Th)

<https://newtoncommunityed.org>

“A non-sectarian educational program of courses for seniors in Newton and all surrounding communities.” 8 week courses are held on Wednesdays from 10 – 12:30.

SOAR (Service Opportunities After Retirement) Lifetime Learning

(617) 969-5906 x114

www.soar-ma.org

Wellesley location

Parks and Recreation Department

(617) 796-1500

www.ci.newton.ma.us

70 Crescent St., Newton 02466

Provides meaningful recreation opportunities through a wide variety of activities for all ages including: "Over 55", 'Arts in the Parks', Gath Pool, Crystal Lake, 71 tennis courts (66 hard surface, 5 clay), swim team and sports leagues for all. **Newton "Over 55"** offers monthly day-trips, theatre, special events, cultural activities, Fun and Fitness Programs, golf, swimming, tennis, daily walking clubs, tap dance, low-impact aerobics, Senior Olympics participation, bowling, and aquatics.

West Suburban YMCA

(617) 244-6050

276 Church St., Newton 02458

www.ymcainnewton.org

Provides programs that enrich the quality of life for people of all ages and includes summer camp, child care, youth sports, health and wellness classes, pool, and gym.

Rest Homes

Elder Residence of the Stone Institute – Pettee House

www.stoneinstitute.com

(617) 527-0023

277 Elliot Street, Newton 02464

Mt. Ida Rest Home, Inc
(617) 527-5657
32 Newtonville Ave, Newton 02458

Transportation

American Cancer Society
800-952-7664 (National number, 800-227-2345)

Provides volunteer based free transportation for patient transportation to cancer treatments all over New England. Allow at least two days advance notice, a week notice is preferred. Call 800-227-2345 to coordinate.

Busy Bee Medical Transportation
1-800-427-0230 between 9 a.m. and 3 p.m.
Or 1-508-881-2120 from 6:30 a.m. to 5 p.m.

www.busybee.com

Medical transportation for Newton seniors is provided to appointments outside of Newton. *Reserve three (3) days ahead.* There is a suggested donation of \$4 each way.

City of Newton
(617) 796-1288

www.newtonseniors.org

These services must be reserved three (3) business days in advance. All require a voucher for each way. Vouchers can be obtained by calling 617-796-1660 or in person at the Newton Senior Center.

Medical Transportation for Newton seniors is provided to medical appointments within the City of Newton and some destinations within 2 miles of the city. Weekdays: 8:00 – 5:00.

Shopper's Bus takes Newton seniors for weekly marketing on Tuesday, Wednesday or Thursday from 10 - 2. Door-to-door service and assistance with bundles is provided.

Houses of Worship (within Newton) – transportation available every day, at anytime except on legal holidays.

Other Transportation is available to take seniors to visit nursing facilities or hospitals *within the city*, Monday – Friday from 8 – 5.

Home Instead
866-969-0200 or (617) 229-7962

www.maseniors.net/

Private transportation with volunteer non-medical companionship and homecare for the elderly is available 24 hours, 7 days a week. (Transportation is incidental, not delivery.) Cost is \$63 for the first three hours, then \$21 each additional hour plus tolls and parking. Reserve at least 1 day ahead, but some same day service may be available. Call to reserve during office hours: M-F, 9:30-5:30. Private vehicles, not handicap accessible.

House Works

(617) 928-1010

www.house-works.com

Private transportation is available with trained home health aids and CNA's around the clock. Reserve at least 24 hours ahead, 1-3 days notice preferred, but some same day service may be possible. **Available to Home Care clients only.** Cost is \$29 per hr for less than three hours, \$25 per hour for 3-5 hours, \$22.75 per hour for 5+ hours, plus mileage.

MBTA: Senior Pass

Back Bay Station

145 Dartmouth St, Boston, MA

(617) 222-5976

TTY (617) 222-5415

www.mbta.com

Reduced fare on MBTA buses and subway for people 65 and older or with disabilities. Pass may be obtained in person or by mail.

MBTA: The RIDE

(617) 222-5123

TTY (617) 222-5415

MBTA Access Transportation

10 Park Plaza - Rm. 4730

Boston, MA 02116-3974

www.mbta.com

Provides alternative public transportation (car or wheelchair vehicle) for those who cannot use general public transportation due to a physical or mental disability. The application requires the signature of a physician, nurse or social worker to verify the disability.

Newton Senior Center

(617) 796-1288

www.newtonseniors.org

Transportation to the Newton Senior Center is provided 6 days a week. *Reserve by 4 p.m. the day before.* Pick-ups begin at 8:00 a.m. Returns through the day until 4:00 p.m. Saturdays begin at 10 a.m. Each trip requires a voucher which can be obtained by calling 617-796-1660 or in person at the Newton Senior Center.

Suburban Home Health Care

866-MED-RIDE

www.suburbanmedride.com/4.html

Private transportation is available M – F from 6 a.m. to 5 p.m. Cost is \$35 per ambulatory trip or \$25 each way plus \$1/mile for wheelchair car. *Reserve three (3) days ahead.*

Springwell Senior Medical Escort Program

(617) 926-4100 x246

www.springwell.com

Transportation is provided by volunteers M-F from 9 – 5. Please call 7 days in advance. Voluntary donation of \$4 each way.

Utilities

Citizens Energy Heat Assistance (Joe4Oil) **617-338-6300**

www.citizensenergy.com

Citizens Energy heat assistance programs give financial help to people who cannot afford to pay their heating bills. The Oil Heat Program allows each eligible household to buy up to 200 gallons of home heating oil at a 40% discount each heating season. The Citizens Energy/Distrigas Heat Assistance Program gives a \$150 utility bill credit to eligible households who heat with natural gas.

Fuel Assistance (LIHEAP)

A program available at **Newton Department of Health and Human Services** through the auspices of ABCD; Newton City Hall, 1000 Commonwealth Ave.

617-796-1284

www.suburbanmedride.com/4.html

Assistance is available to low-income homeowners and renters. Most fuel assistance households also qualify for weatherization, utility discounts and emergency furnace repairs for homeowners. Eligibility is based on gross household income. By appointment only.

Good Neighbor Energy Fund

Salvation Army

1-800-334-3047

www.magoodneighbor.org

Waltham Office – 781-894-0413

The Good Neighbor Energy Fund helps people in need pay for their winter heating fuel and other energy bills. The Fund is for people who are facing a short-term financial crisis and **do not** qualify for other fuel assistance programs.

Utility Discounts

Massachusetts gas, electric and telephone companies offer reduced rates to low-income customers who receive public assistance benefits (SSI, Food Stamps, MassHealth, etc) and meet income limits. Eligible customers get a 20% to 40% discount on their gas and electric rates and a discount on basic local telephone service and installation. Utility companies enroll eligible customers automatically or customers can apply directly to their utility company.

Utility Shutoff Protection

Massachusetts laws prevent utility companies from shutting off service to households in special situations. These include senior households, low-income families with infants, and people with serious illnesses who cannot afford to pay their utility bills. During the winter months, utility companies cannot shut off heating-related utilities for households with a financial hardship. For more information contact your utility company.

Volunteer Opportunities

**SOAR (Formerly RSVP)
Service Opportunities After Retirement**

492 Waltham Street
Newton, MA 02465
(617) 965-5906 x120

www.soar-ma.org

SOAR is part of a federally sponsored national program that offers Americans age 55 and older the opportunity to address local needs through volunteer service in a variety of settings. These include: Learning Partners with elementary school children, ESL Tutors with New Americans, GED Tutors with young adults, Friendly Visitors with isolated elders, Hospital Patient Representatives, and Advocates for victims of domestic violence.

NWW Committee for Community Living, Inc.

(617) 964-6860 ext. 24

www.nwwcommittee.org

Newton Seniors needed to volunteer as companions for individuals with developmental disabilities.

Newton Senior Center

www.newtonseniors.org

Contact Joanne Fisher: 617-796-1670

A Newton Senior Center Volunteer is a man or a woman who enjoys being a part of the center in a helpful and productive way. He or she may use the skills of a lifetime or learn new ones to then share with friends and participants

Newton Office of Volunteer Services

Department of Health & Human Services
Newton City Hall Rm. 10A
1000 Commonwealth Ave.
Newton, MA 02459
(617) 796-1420