

WESTFORD SOCIAL SERVICES RESOURCE GUIDE

I have created this guide to assist Westford residents in accessing resources and support services. Residents are always welcome to come to me or to our Council on Aging Outreach Worker, Annette Cerullo for guidance and support. However, this provides a means for residents to help themselves if they are more comfortable doing so. Please understand that this guide is not all-inclusive of topics or of agencies. Inclusion does not imply a recommendation or endorsement of the listed services. I have tried to include the topics most relevant to our clients and the resources that are geographically closest to Westford. However, I hope that this guide will be a work in progress. If you have difficulty reaching a listed agency or find that contact information is incorrect, please contact me so that I can change it. If there are areas that you would like to see covered that are not currently, please let me know that as well.

Thank you and I hope that the guide is helpful.

Alison Christopher, LICSW, Westford COA Social Worker

Additional Resource Guides

The Green Book-resource directory for elders and adults with disabilities. Copies are available at the Senior Center or the electronic version can be found at www.esmv.org

Mass Options-Massachusetts clearing house of services for elderly and disabled clients-www.massoptions.org – 844-422-6277

Mass 2-1-1-connects callers to information about critical health and human services available in their communities, government benefits, non-profits, support groups, etc.

Benefitscheckup.org -online resource for benefits and programs for seniors. Screening tools are available and applications can be completed on the site.

Massalfa.org-provides details on Massachusetts Assisted Living Facilities

Mass.gov- Department of Public Health link has a “search for nursing home” function and website has Nursing Facility Reviews and tips for choosing a nursing home.

Adult Day Health Centers

Day care providers where seniors and younger clients with disabilities can spend time participating in activities, while being medically monitored by nursing staff. Transportation can be provided. Costs can be covered by Masshealth, private client payment, some long-term care insurance policies, or subsidized by elder services, depending on the situation. If you have questions about Adult Day Health, call Alison Christopher, LICSW at 978-399-2325.

All Care Adult Day Health -20 Sheila Ave. #6 N. Chelmsford, 978-251-0367

Cooperative Elders Adult Day Health and Alzheimers Day Care, 8 West Main St., Groton, 978-448-1400

Cooperative Elders Adult Day Health and Alzheimers Day Care, Concord, 978-318-0046

Community Family Adult Day Health, Lowell, 978-458-4844

Advance Directives-Health Care Proxies, Living Wills, Powers of Attorney, MOLST Forms

Advance Directives provide a means for people to make their wishes known to friends, family, and medical providers, if they later become unable to express their own wishes. If you have questions about how to complete a Health Care Proxy or other Advance Directives, call Alison Christopher, LICSW at 978-399-2325 or ask your primary medical provider.

[Http://www.mass.gov/courts/case-legal-res/law-lib/laws-by-subj/about/healthproxy.html](http://www.mass.gov/courts/case-legal-res/law-lib/laws-by-subj/about/healthproxy.html)

Massachusetts chapter of NAELA-National Association of Elder Law Attorneys- www.naela.org

Advocacy Groups for seniors

American Association of Retired Persons-866-448-3621, www.aarp.org/states/ma

Executive Office of Elder Affairs-Mass Options- 800-AGE-INFO, www.mass.gov/elders/

Alcohol/Substance Abuse

Use web sites to find updated lists of meeting locations and times for peer support groups

Alcoholics Anonymous-www.alcoholics-annonymous.org

Al Anon- www.ma-al-anon-alateen.org

Narcotics Anonymous- www.na.org

MA Substance Abuse Information and Education Helpline-800-327-5050, www.helpline-online.com

SMART Recovery-Group meets at Emerson Hospital-866-951-5357

Alzheimer's disease Resources

Alzheimer's Association-Information, referrals, 24 hour helpline, free care consultation-800-272-3900,
www.alz.org/manh

Caregiver support groups-for people caring for a person with dementia-see Alzheimer's Association website for most up to date listings by town.

Animal Companion Care

Tufts School of Veterinary Medicine-www.tufts.edu/vet-lower cost spaying and neutering for dogs and cats

MSPCA-www.mspca.org-617-522-5055, 617-522-7282-low-cost spay and neuter for pet owners with limited economic means

Angell at Nashoba-Located at Nashoba Valley Technical High School-978-577-5992-Discounted spay/neuter, vaccines, basic care for clients who receive WIC, SNAP, TAFDC, or live in subsidized housing

Assisted Living and Rest Home Facilities

Apartments for people who do not require 24 hour nursing care, but who need assistance with some personal care, medication administration, housekeeping/laundry, social activities, and meals. Some facilities have specific areas for people with memory/cognitive issues and these units offer more structure, a secured environment, and supportive activities. Most Assisted Living apartments are paid for privately by the resident. However, there are some subsidy programs in a small percentage of units. Many facilities save these apartments for residents who have spent all of their funds in the Assisted Living and would otherwise need to move. However, they are occasionally available to new applicants. The Mass ALFA website describes these programs and where they exist. Rest Homes are usually houses where residents have a bedroom or shared bedroom and shared common living space. They offer help with

housekeeping, laundry, meals, medication supervision, and a small amount of personal care. There are very few Rest Homes in Massachusetts.

BRIDGES by Epoch-Memory Care Assisted Living-108 Littleton Rd., Westford, MA 01886 978-692-9541

Chelmsford Crossings-199 Chelmsford St., Chelmsford, MA 01824 978-250-8855

Billerica Crossings-20 Charnstaffe Ln, Billerica, MA 01821 978-667-0898

Brightview Concord River-199 Concord Rd., Billerica, MA 01821 978-262-1410

Benchmark-Inn at Robbins Brook-10 Devon Dr., Acton, MA 01720 978-264-4666

Meadow Lodge at Drum Hill-4 Technology Dr., N.Chelmsford, MA 01863 978-458-0099

The Atrium at Drum Hill- Technology Dr., Chelmsford, MA 01863 978-934-0000

River Court Residences-8 West Main St., Groton, MA 01450 978-448-4122

Bereavement

Bereavement support groups are often run by area hospice agencies for those who have lost loved ones. They are usually open to any member of the community free of charge, and allow bereaved clients to connect with each other under the direction of a trained facilitator.

Adult Grief Support: Loss of Loved One due to Illness-Emerson Hospital-call 855-774-5100 for dates and times. For urgent assistance, call 888-283-1722

Nashoba Nursing and Hospice Bereavement Support Groups. Call for information at 800-698-3307. Groups can also be found on their website calendar.

Blind/Visually Impaired Services

Mass Commission for the Blind-48 Boylston St., Boston, MA 800-392-6450

Mass Equipment Distribution Program-1-800-300-5658

Lowell Association for the Blind-978-454-5704

MAB Community Services-200 Ivy St. Brookline, MA 617-738-5110

Cancer Support

American Cancer Society-800-227-2345

Emerson Hospital Cancer support group-978-287-3428

Virginia Thurston Healing Garden Cancer support groups, Harvard-978-456-3532

Caregiver Support

Westford COA Dementia Caregiver Support Group-Cameron Senior Center, first Wednesday of the month at 6:30PM.
Call Sandy for information at 978-758-6072

Chelmsford Senior Center Caregiver Support Group-2nd and 4th Mondays at 1:00PM. Call 978-251-8880 for information

Individual caregiver support-Westford COA Social Worker, Alison Christopher, LICSW-978-399-2325 or Annette Cerullo,
LSW 978-399-2326

Elder Services of Merrimack Valley Caregiver Support Program-800-892-0890

Alzheimers Association of MA/NH- 24/7 Helpline-800-272-3900- www.alz.org/manh

www.caregiver.org

www.caregiving.org

www.thefamilycaregiver.org

Cancer Caregiver Support Group, Emerson Hospital, Concord-Call Care Dimensions Hospice at 978-774-5100

Charitable Assistance

Friends of Cameron Emergency Fund-call Alison Christopher for screening-978-692-5523

SVdP Society-St. Catherines-978-320-4214 -leave name and contact information on voicemail

Child Abuse/Neglect Reporting

Hotline-800-792-5200

Cleaning and Organizational Services

1-800-GOT-JUNK

www.lifeorganizers.com

www.organizeyourworld.com

www.squalorsurvivors.com

www.ocfoundation.org/hoarding

Clothing Assistance

Low cost or free clothing for people with financial hardship.

Cameron Senior Center Thrift Shop-M-F 9-3, 978-692-5523

Salvation Army-150 Appleton St. Lowell-978-458-3396

Acton Food Pantry of Boxboro-978-635-9295, www.actoncommunitysupper.org

Community Health Center

Community Health Centers provide care to all, regardless of ability to pay. There are staff members who are fluent in several languages, interpreters, and health benefit advisors on site. They can assist with applications for Masshealth and other low cost insurance products on the Health Connector. They also offer sliding a fee pay scale.

Lowell Community Health Center-978-937-9700, www.lchealth.org

Council on Aging

Cameron Senior Center-20 Pleasant St. Westford 978-692-5523, www.westfordma.gov

Dental Assistance

Traditional Medicare does not cover dental care. Masshealth Standard does cover dental care. For people without dental insurance, the following options exist for lower cost care.

Westford Senior Dental Grant-for residents 60+ with no dental insurance and low-income. Call Senior Center for application to be submitted to Health Department 978-692-5523

Mass Dental Society Directory- www.massdental.org/dentalcenters.aspx

Tufts Dental School Clinic-617-636-6828

Harvard Dental School Clinic-617-432-1434

BU Dental School Clinic-617-638-4700

Disabled Person Services

MA Department of Developmental Disabilities-125 West St. Walpole, MA 508-668-3679, 508-668-1590

MA Rehab Commission-617-204-3603, www.mass.gov/mrc -responsible for vocational rehab services, community living services, eligibility for SSDI and SSI.

MA Disabled Persons Protection Commission-For abuse reports of disabled persons age 18-60. Call 800-426-9009, www.mass.gov/dppc

MA office on Disability-800-322-2020

Mass Commission for the Blind-617-727-5550, www.mass.gov/mcb

Mass Commission for the Deaf and Hard of Hearing-800-530-7570 TTY, 800-882-1155V, www.mass.gov/mcdhh

Northeast Independent Living Program-Lawrence, MA,978-687-4288-Information and Referral, Peer Counseling, Skills Training, Advocacy, and Nursing Home Transition to Community Living. Programs and services that help people with all disabilities include: Transition to Adulthood (TAP) for youth ages 14 to 22, Deaf and Hard of Hearing IL Services (DHILS), Independent Living/Vocational Rehabilitation (IL/VR) Services, The Northeast Recovery Learning Community (NERLC) serving individuals with “lived experience” with a psychiatric disability, Personal Care Attendant (PCA) Services, Community Supports (CS), Long Term Options Counseling (OC), Long Term Services & Supports (LTSS), Money Follows the Person (MFP), Transition Services, The Merrimack Valley Aging & Disability Resource Consortium (a partnership between NILP and Elder Services of Merrimack Valley serving people with all disabilities and elders), The Training and Learning Collaborative (TLC is the education division of NILP geared toward educating organizations, businesses, and individuals with disability sensitivity awareness training), and NILP Community Development Consulting which is geared to the business community providing Americans with Disabilities Act (ADA) training and compliance assistance.

Domestic Violence, Sexual Assault, and Women’s Shelters

Please note that you should be cautious about going to any of these websites or calling these numbers from a phone or computer that can be accessed by an abuser. There are public computers available at the JV Fletcher Library and at the Cameron Senior Center Computer Room if needed. In case of an emergency, dial 911.

Domestic Violence Hotline-SAFELINK-877-785-2020

REACH Hotline-800-899-4000

Jane Doe, Inc. Coalition against DV- www.janedoe.org

Westford DV Detective-Nirisa Nicoletti-978-692-2161

Westford Coalition against Domestic Violence- wcnv.org

National Coalition against Domestic Violence (NCADV)-www.ncadv.org

Shelters for Women in Crisis

Abbey's House, 21 Crown Street, Worcester, MA 01609

Tel: 508-756-5486

Alternative House, P.O. Box 2100, Lowell, MA 01851

Tel: 978-937-5777

HL: 978-454-1436

HL: 978-458-0274

Battered Women's Resources, P.O. Box 1209, Leominster, MA 01453

Tel: 978-537-2306

HL: 978-537-8601

Daybreak Resources for Women & Children YWCA, P.O. Box 3093, Worcester, MA 01613

Tel: 508-755-5371

HL: 508-755-9030

Will accept collect

calls.

Waltham Support Committee, P.O. Box 540024, Waltham, MA 02454

Tel: 781-891-0724

HL: 800-899-4000

Women's Resource Center, 599 Canal Street, Lawrence, MA 01840 and 107 Winter Street, Haverhill, MA 01830

HL: 800-400-4700

FX: 978-688-5602

Tel: 978-685-2480

Tel: 978-373-4041

Women's Resources Inc., P.O. Box 2503, Fitchburg, MA 01420

Tel: 508-342-2919

HL: 508-342-9355

HL: 508-630-1031

HL: 508-368-1311

Driver Safety and Evaluations

RMV Medical Affairs Bureau, P.O. Box 55889, Boston, MA 02205-5889.

Website: www.massrmv.com

Phone: 857-368-8020

Driving Evaluation Programs

These programs are geared toward adults who have had a change in medical or cognitive status. They usually involve an evaluation by an occupational therapist for a clinical assessment of driving abilities and some include actual driving. Most require an MD referral and are paid out of pocket by the client. Each program is slightly different, so please explore their websites or discuss with your medical provider.

*Adaptive Driving Program, Inc. 250 Milton Street, Suite LL002 Dedham, MA 02026-2904

508-626-6568

Beth Israel Deaconess Medical Center Drive Wise Program, Behavioral Neurology Department, 300 Brookline Avenue, Boston, MA 02215

617-667-4074

Driving Solutions, N. Reading, MA 01864

508-878-9583

drivingsolutionsjudy@gmail.com

www.drivingsolutionsforyou.com

Emerson Hospital Center for Rehabilitative and Sports Therapies Keys to Independence Program

310 Baker Avenue, Concord, MA 01742 978-287-8244

New England Rehabilitation Hospital, 2 Rehabilitation Way, Woburn, MA 01801

781-935-5050

Northeast Rehabilitation Hospital, 70 Butler Street, Salem, NH 03079

603-893-2900 x3212

Driver Training Programs for seniors

<http://seniordriving.aaa.com/> or call your local AAA office

AARP Smart Driver Course

888-687-2277

*Central Massachusetts Safety Council

West Boylston, MA

508-835-2333 x23

In Control Advanced Driver Training

188 Main Street, Suite 202

Wilmington, MA 01887

888-301-SAFE

Eating Disorders

MEDA-Support groups and resources-617-558-1881, www.medainc.org

Walden Behavioral Care-781-647-6727

Elder Abuse

Abuse, neglect, and self-neglect of persons age 60+ should be reported to the Elder Abuse Hotline at 800-922-2275. If you have concerns about reporting or need assistance for a senior in Westford, call Alison Christopher, LICSW or Annette Cerullo, LSW at Cameron Senior Center 978-692-5523. The Senior Center Staff are mandated reporters of observed, reported, or suspected elder abuse and neglect.

Elder Services-Aging Services Access Point

Elder Services of Merrimack Valley-Free information and referral, coordination of in-home services, crisis intervention services for elder abuse and neglect, case management, caregiver support.

800-892-0890

Emergency Services

Westford Police Department-911 for Emergency, or 978-692-2161

Westford Fire Department-911 for Emergency, or 978-692-5542

Lahey Psychiatric Emergency Services- Provides behavioral health assessments, interventions and stabilization services for adults, teens and children who have a psychiatric emergency. Available 24 hours a day. 7 days a week. 365 days a year. They will see anyone in need within the greater Lowell area, regardless of insurance.

Locations: mobile crisis team will see you or your loved one in your home, school, our office, or other locations. Serves: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford-Mashealth clients only. Walk-ins welcome at our office: 391 Varnum Avenue, Lowell, MA. To avoid a wait, please call first. **800.830.5177**

Family Services

Department of Child and Family Services Hotline-800-792-5200

MSPCC-617-587-1500

Planned Parenthood –There are three ways to get an appointment at Planned Parenthood:

By Phone: Call 800-258-4448, option 2, Monday - Friday 8:00am - 6:00pm, Saturday 8:00am - 3:00pm

Online: [Click here](#) to request an appointment online for non-urgent services.

Walk-In: Many of the health centers offer walk-in services. For more information about walk-in availability at your health center, call 800-258-4448, option 2.

- See more at: <https://www.plannedparenthood.org/planned-parenthood-massachusetts/online-health-center/our-health-centers#sthash.pLGXsnV.dpuf>

Parental Stress Hotline-800-632-8188

Food Pantries

Westford Food Pantry-at Cameron Senior Center-978-692-5523. www.westfordfoodpantry.org

Acton Community Supper and Food Pantry-978-635-9295-Serves Acton, Boxborough, Concord, Carlisle, Littleton, Maynard, Stow, and Westford. Hours: Wednesday 10AM-7PM, Thursday 9:30-11AM by

appointment only. Closed 4th week of month. Registration is required on first visit with photo ID and utility bill with same address

Open Pantry of Greater Lowell-978-453-6693. Serves Lowell, Billerica, N.Billerica, Chelmsford, N.Chelmsford, Dracut, Tewksbury, Tyngsborough, Westford, Wilmington. Hours: Monday-Friday 9AM-12PM (arrive by 11:30), Wednesday 5:30PM-7PM (arrive by 6:30). Registration each visit with Social Security card for every family member or passport/immigration papers. Proof of residence for the head of household from the last 90 days-name, date, address.

Chelmsford Food Pantry-978-250-3818-Serves "everyone". Hours: Weekly on Wed 5-8, Thurs 2-4, and Fri 6:30-8.

Food Resources

Meals on Wheels are available to homebound seniors who are not able to prepare a hot meal. There is no income eligibility, but at \$3.00 donation per meal is requested. SNAP (food stamps) is available for low-income seniors, adults, and families. If you need assistance with a SNAP application, call Alison Christopher, LICSW 978-399-2325 or Annette Cerullo, LSW 978-399-2326.

Elder Services of Merrimack Valley Meals on Wheels-800-892-0890

SNAP food assistance-www.gettingfoodstamps.org, Department of Transitional Assistance,

Lowell-877-382-2363 or call Project Bread Food Source Hotline-1-800-645-8333.

Project Bread-www.projectbread.org

WIC-800-942-1007-www.fns.usda.gov/wic/

School Meals-www.meals4kids.org

Table of Plenty-First Parish UU Church, 2 Westford St., Chelmsford-978-710-4EAT-Tuesday 5-6PM. All are Welcome.

Fuel Assistance

LIHEAP-Federally funded fuel assistance administered through CTI, Lowell- 155 Merrimack St, Lowell, MA 01852 · (978) 459-0551

Westford Senior Center-Intake site for LIHEAP Fuel Assistance applications, renewal applications, Friends of Cameron Emergency Fund. Call Alison Christopher, LICSW or Annette Cerullo, LSW.

Salvation Army-Good Neighbor Energy Fund-Emergency fuel assistance for individuals who do not qualify for LIHEAP. Call Alison Christopher, LICSW or Annette Cerullo, LSW regarding referral.

Citizen's Energy-additional source of assistance for 100 gallon delivery of oil. This program is only open for applications mid-winter. The website will indicate if they are accepting applications.

www.citizensenergy.com

Funeral Homes

Healy and Sons, Westford- Tel: 978-692-6502

Badger, Littleton or Groton- Littleton 978-486-3709 or Groton 978-448-6782

Blake, Chelmsford- (978) 256-5251

Dolan, N.Chelmsford- (978) 251-4041

Furniture Assistance

Household Goods, Acton-need to be referred by social service agency for assistance, once per lifetime service. Call Alison Christopher, LICSW at 978-399-2325 or Annette Cerullo, LSW 978-399-2326 to discuss a referral.

Savers-Nashua, NH-anyone can shop for discounted, used furniture.

Gambling Resources

Gamblers Anonymous-888-222-5542

Gay, Lesbian, Bisexual, Transgender Resources

PFLAG-Parents and Friends of Lesbians and Gays-866-427-3524

National LGBT Hotline-888-843-4564

Hairdressers (Home Visits)

Linda's Haircare-Lowell-978-273-1842

Gail Blacker-Tewksbury-978-851-5753

Cindy's Home Beauty-781-588-6904

Health Department

Westford Health Department-978-692-5509

Health Insurance Information

SHINE Program-call Senior Center for free appointment with health insurance counselor for Medicare beneficiaries-978-692-5523.

Medicare Resources-800-633-4227

Masshealth Enrollment Center 888-665-9993

Health Connector Certified Counselors-Trained counselors to assist clients with Health Connector applications for Masshealth products and subsidized private insurance products. This is a free service, but call for an appointment. Ask for the Financial Counseling Department.

Nashoba Valley Medical Center-200 Groton Rd., Ayer, MA, 978-784-9000

Lowell General Hospital-295 Varnum Ave., Lowell, MA, 978-937-6000

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

Hearing Impaired/Deaf Services

MA Commission for the Deaf and Hard of Hearing-800-882-1155,TTY-800-530-7570

HIV/AIDS

AIDS Hotline-800-253-2331

Home and Personal Care Assistance

Elder Services of Merrimack Valley-for clients 60+ 800-892-0890

Mass Rehab Homecare-for clients with disabilities (18-60 y.o.)-617-204-3853

Various Private Pay Agencies-See Home Health Agencies.

Home Repair Assistance

Habitat for Humanity of Greater Lowell at Hicks Farm, 124 Main St, Westford, MA, 978-692-0927

<http://www.lowellhabitat.org>

Cameron Senior Center Volunteer Handymen-for small jobs required by Westford Seniors (no charge).
Call Annette 978-399-2326

H.O.M.E. - 800-583-5337-A charitable nonprofit agency, H.O.M.E. is dedicated to protecting the equity of low and moderate income elder homeowners. As an independent third party, H.O.M.E. does not charge fees to its clients nor receives consideration for any possible financial transactions. This allows H.O.M.E. counselors to focus solely on H.O.M.E.'s mission: To assist low- and moderate-income elder homeowners successfully age-in-place. Criteria:

1. Massachusetts homeowner with only one residence
2. 60 years of age or older (50 if in jeopardy of losing your home)
3. Annual income less than \$30,000 individual / \$40,000 couple

Home Health Agencies

Always There Homecare, Inc.-www.alwaystheredb.com (978-386-7556, cell 978-807-5720)-owned by local CNA. Not a franchise. Free consultation. Provide companion/personal care, transportation to appointments. Temporary or long-term care. 2 hour minimum up to 24/7.

Associated Home Care, Inc.-www.associatedhomecare.com (800-281-0878)-RN case management for all clients. Free nursing assessment and periodic nursing visits. Home Health Aide/Certified Nursing Assistant, Companion/homemaking, overnight and live-in care. Nursing visits for medication management. Help with long-term care insurance processing. 1 hour minimum, low hourly rate. Staff are insured and bonded and all are licensed or certified in MA. Owner access 24/7.

Assurance Homecare-<http://www.assurancehomecareagency.com> (978-208-4975)-Haverhill. Provides skilled nursing and rehabilitation services in a client-centric model. GCP-ICH Certified, CHAP Certified, CMS Certified. Also offers private pay respite care, travel support, 24 hour care, transportation/errand

services, housekeeping, companion, and personal care, complimentary therapies (reiki, acupuncture, and massage). Not a franchise. Personalized services.

Care Divine Health Services LLC-www.caredivinehealth.com (978-400-5643)-Fitchburg. Provides skilled nursing, HHA, rehab services. In process of Medicare Accreditation (11/15) and enrolling clients for free services if they have Medicare/Masshealth. Also accept private pay clients. Focus on safety and contentment in one's own home. Integrate medical and psychiatric treatment needs.

Caring Companion Home Care-www.CaringCompanion.Net (800-869-6418)-personal care, dementia care, companionship, local transportation, home safety monitoring. Live in and hourly services. Connected Home Care Web Portal-view daily photos and real-time reports, exchange messages with caregivers. Home Care Alliance accredited.

Companion/Respite Program through Chelmsford Senior Center (978-788-6174)-provides in-home supervision, socialization, and light meal assistance for seniors who do not need physical assistance. Cost-effective program for Westford residents.

ComForcare Homecare-<http://middlesexnorth.comforcare.com> (978-256-2468)-Franchise based in Westford. Provides personal care, chore/housekeeping services, and transportation/errands. Focus on Front Loaded Care Oversight-strong team involvement at the beginning of care. Nurse provides assessment and ongoing care plan and oversight.

Comfort [Keepers-lowellma@comfortkeepers.com](mailto:lowellma@comfortkeepers.com) (978-251-3938)-Based in N.Chelmsford. Provides "interactive caregiving" to tailor care and meet evolving needs. Provides "First Day Home" services after hospital or rehab. Includes transportation home, prescription pick up, meal prep, grocery shopping, light housekeeping, laundry, assistance with personal care, scheduling follow up tests/appointments.

Convenient Home Care Services-convenienthomecare.com (781-642-0880)-Based out of Waltham and Framingham. Approved elder affairs vendor that also services private pay clients. Provides PCA/HMK services as well as Light Chore, Heavy Chore, and Companion Services.

Family Care Plus-(508-450-6702)-A family agency committed to caring-based out of Connecticut. Specializes in 24 hour care at \$215/day. Respite care available (5 day minimum), Supervision by Field Supervisor, insured staff, background checks on all caregivers, your own personal caregiver.

Griswold Home Care (617-389-0820)-Franchise based in Everett. Provides mainly live-in or overnight assistance in Westford. Provides free in-home evaluation with matched caregiver. Will staff a requested job within 24 hours. Caregivers are employees of the company.

Guardian Angel Senior Services, Inc.-guardianangelseniorservices.com (978-667-2600)-Based in N.Billerica. Provides dementia care, care management, companions, homemaking, and personal care, live in, private duty nursing, transportation. Works with families to tailor services that enhance quality of life. Home Care Alliance accredited.

Home Instead-www.homeinstead.com/331 (978-256-5950)-Franchise based in Chelmsford. Companionship, Home Helper Services (errands, pet care, escort to events/appointments), Personal care. Caregivers complete a thorough, multi-phased training program.

Immaculate Homecare Services-www.immaculatehcs.com (781-281-8078)-small privately owned company based out of Woburn. Owned by nurses who train their own staff and are hands on in the assessment and reassessment process. They pride themselves on great attendance by caregivers and always having a replacement if someone is ill. RN evaluation initially and every two months free of charge.

Minute Women Inc.-www.minutewomeninc.com (781-862-3300)-family owned and operated. Offer hourly, live-in, live-out 4-12 hour shifts, sporadic care. Personal care, companionship, home helper, transportation, dementia care. Offer coordination with long-term care insurance companies.

Nashoba Homecare-nashobahomecare.com (978-448-2113)-local, not a franchise, provides transportation and medical escorts, pet care, wellness checks, CNA/HHA/Companion care. They have 2-3 hour minimum and provide care from a few hours to live-in. Short-term, long-term, and hospice support.

Paramount Healthcare Services-www.paramount-healthcare.com (978-728-1266)-based in Chelmsford. Companionship, dementia care, personal care, live-in, transportation, in home care management. Offers no-cost, no-obligation in-home consultations. Caregivers are employees, bonded and insured, participate in ongoing training.

Right at Home-www.rightathomecare.com (978-448-6988)-Franchise based in Groton. Companionship, physical assistance, and skilled nursing/medication set-up and hospice support. Caregivers are employees, trained through Right at Home University, and are bonded and insured. Contracted with ESMV.

Senior Helpers-www.seniorhelpers.com (978-467-4300)-Franchise based out of Westford. Caregivers hired and employed, not subcontracted. Companion care, personal care, dementia care. Bonded and insured. Occasional check ins to full-time care. Owner is actively involved with clients/families. Provides ongoing education opportunities for caregivers. GEMS dementia care program. Home Care Alliance Accredited.

Tandem Care Associates-info@tandemcareassociates.com (978-655-9800)-Privately owned agency based out of Acton. Caregivers are hired, employed, and trained. Specializing in habilitation for memory care needs. This company provides companions, light housekeeping, accompanies clients to MD appointments, personal care assistance, and geriatric care management services. An RN and MSW initially assess and oversee all care needs for seniors/families. Online monitoring of loved one's care.

Visiting Angels-www.visitingangels.com/acton (978-486-0972)-Franchise independently owned and operated out of Littleton. Return calls within 15 minutes. Available 24/7, immediate assistance upon facility discharge. Complimentary, no obligation introductory home visit. Comprehensive background checks on caregivers. Home Care Alliance Accredited

Homecare Agencies Certified by Medicare that also offer Private Pay Care

Caretenders-888-751-2273

Greater Medford VNA-781-396-2633

Steward Homecare-781-551-5700

Hospice Programs

Hospice care refers to end of life care in which the goal is comfort, symptom management, and quality of life, as opposed to curative care. It is a coordinated approach provided by an interdisciplinary care team. Hospice care supports the family/caregivers as well as the patient to optimize quality of life in the last phases of the incurable disease. Hospice recognizes dying as a part of the normal process of living and focuses on maintaining the remaining quality of life. Hospice is covered by Medicare, Masshealth, and most HMO's.

Care Dimensions Hospice- 888-283-1722

Nashoba Nursing Service and Hospice- 978-425-6675

Circle Home Hospice-978-458-3123

Hospitals

Lowell General Hospital-295 Varnum Avenue, Lowell, MA 01854-2134- Main Number: 978-937-6000

Emerson Hospital- 133 Old Road Nine Acre Corner, Concord MA 01742-Main Number: 978-369-1400

Lahey Clinic 41 Mall Road, Burlington, MA-Main Number: 866.397.5248

Nashoba Valley Medical Center, 200 Groton Rd, Ayer- Main Number: 978-784-9000

Housing

Westford has subsidized housing for seniors, persons with disabilities, and a small number of family housing units. There are also some private complexes with affordable units. Due to the small number of subsidized and affordable units available, there is usually a waiting list. If you need housing application assistance, call Alison Christopher, LICSW at 978-399-2325 or Paul Teixeira-Executive Director at Westford Housing Authority.

Westford Housing Authority-978-692-6011, <http://westfordhousing.org/>

Chelmsford Housing Authority-978-256-7425

Housing Advocates-MA Office on Disability-800-322-2020

Community Teamwork-Housing/Homelessness Prevention Department- 978-654-5617

Universal Public Housing Application

<http://www.mass.gov/hed/docs/dhcd/ph/publichousingapplications/standapp.doc>

Massachusetts Rental Vouchers -The Massachusetts Rental Voucher Program (MRVP), formerly known as the Chapter 707 Program, provides a permanent improvement in the lives of low-income families and individuals by offering both tenant- and project-based rental subsidies. The tenant-based voucher, which is known as Mobile, is assigned to the Participant and is valid for any housing unit that meets the standards of the state sanitary code. Project Based vouchers are assigned to a specific housing unit or development. The owner rents these units to a program eligible tenant, and Project Based tenants who move forfeit the subsidy. In both cases, a regional non-profit housing agency or a local housing authority administers the program locally. There are currently 8 regional non-profit housing agencies and 112 local housing authorities that administer the MRVP throughout the Commonwealth to approximately 5,100 households under lease as of January, 2013 (2,100 Mobile, 3,000 Project Based). Through the assistance of this program, thousands of Massachusetts' families and individuals benefit from the long-term stabilization of their often uncertain housing and financial situation.

DHCD's Division of Public Housing and Rental Assistance, which administers this program, has the responsibility for regulatory and administrative oversight of all state public housing programs which address the needs of low-income families, the elderly and persons with disabilities.

How it works: For the Mobile component (tenant based program), the state subsidy or voucher value is a set amount. This amount is determined by several factors: the tenant's income, household size and geography. The participant pays the difference between the value of the voucher and what the landlord charges for rent. Much of the program's recent growth has been in vouchers targeted to homeless families in motels or shelters; however, when other existing voucher holders leave the program, their vouchers are offered to eligible applicants on local waiting lists which can be quite lengthy, or closed, due to the great demand.

For the Project Based component, a participant pays either 35% or 40% of their adjusted gross income, depending upon whether or not heat is included in the utilities. While waiting lists for the Project Based component are lengthy, some local housing agencies are still accepting applications.

Who is eligible? An applicant whose household income does not exceed 50% of Area Median Income. The local housing agency will also screen for CORI prior to admitting an applicant to the program.

Application process: While the waits may be lengthy, persons interested in applying for MRVP should contact the local housing agency in the area in which they wish to reside to check the status of the agency's waiting list, open or closed. Applications may be made where waiting lists are open. Not all agencies administer both the Mobile and Project Based programs.

For further information: Please contact the Bureau of Rental Assistance at (617) 573-1150.

The MassAccess Housing Registry- <http://www.massaccesshousingregistry.org/> helps people to find affordable rental and homeownership opportunities in Massachusetts. A key feature of the Registry is to highlight homes for people with disabilities who need accessible or barrier-free housing.

Supportive Housing Program-The Supportive Housing Initiative was developed by the Executive Office of Elder Affairs (Elder Affairs) and the Department of Housing and Community Development (DHCD) to create an "assisted living like" environment in state funded public elderly/disabled housing. This program was first implemented on a pilot basis in 1999 at three elder housing developments. It has since been expanded to 22 locations. By pooling resources that are currently being invested by an Aging Service Access Point (ASAP) and a housing authority in an existing development, frail, low-income elders have an opportunity to access a model of affordable supportive housing that promotes independence and aging in place.

Like traditional assisted living, services are offered on an as needed basis, 24 hours per day. Residents who do not qualify for state funded home care services based on their frailty level and income are able to privately purchase the entire package of supportive services or some of the services based upon their need. Residents who are home care eligible receive all or some of the services at no additional cost. The following are some of the services that are available to elders participating in this program: Service coordination, Case management, 24-hour personal care/on-site, on-call person, Homemaker services and laundry, Medication reminders, Social activities, at least one meal per day.

<http://www.mass.gov/elders/docs/supportive-housing-program-sites.pdf>

Section 8 Centralized Waiting List- <http://www.section8listmass.org/> The Section 8 housing choice voucher program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market.

The Massachusetts Section 8 Housing Choice Voucher Program Centralized Waiting List opened on January 6, 2003 in accordance with provisions contained in the United States Housing Act of 1937, as amended. Ninety-Eight (98) Massachusetts housing authorities utilize this one computerized list; all applicant information entered onto this list can be accessed and updated by any and all participating housing authorities. Waiting list information is secure and accessed only by authorized housing authority staff with special login codes.

Call toll-free 1-877-868-0040 for the Centralized Waiting List information line.

Legal Services-Subsidized

Northeast Legal Aid-Since 1967, a small group of dedicated lawyers and paralegals have been coming together to deliver civil legal aid to the poor and elderly in Northeastern Massachusetts. Originally they formed two not-for-profits: Neighborhood Legal Services and Merrimack Valley Legal Services. Recently

NLS and MVLS merged to form Northeast Legal Aid with full-service offices in Lynn, Lowell and Lawrence, Massachusetts. NLA's legal services include everything from community legal education and counsel and advice, to full representation in complex litigation. NLA lawyers and paralegals handle a wide range of civil legal problems including: Housing evictions and foreclosures, Consumer Debt, Public Benefits, Veterans legal needs, Elders legal needs, Immigration matters, Community Development, Health law, and Domestic Violence. Most services are limited to those who meet certain financial eligibility requirements. Call 978-458-1465 TO REQUEST LEGAL SERVICES

Elder Law Attorneys

NAELA Mass Chapter-National Association of Elder Law Attorneys (www.naela.org)

Mass Bar Association Lawyer Referral Service-866-627-7577

Edward Adamsky-Tyngsboro-978-649-6477

Nancy Catalini Chew-Harvard-978-772-2442

Deschenes and Farrell-Westford-978-496-1179

Eckel, Morgan & O'Connor-Acton-978-266-0101, Chelmsford-978-256-7740

Harkness Law-Westford-978-692-9170

Madge and Johnson-Westford-978-692-0922-This office also provides pro-bono consultations for seniors at Cameron Senior Center-call 978-692-5523 to schedule an appointment.

Meals on Wheels

Call ESMV to register for home delivered meals for homebound clients-

800-892-0890

Medical Equipment

Cameron Senior Center- Loans of walkers, canes, commodes, shower chairs, tub benches -call 978-692-5523 to inquire about equipment availability.

REquipment (MRC/MassMATCH)-provides refurbished, gently used wheeled mobility, lifts, and other DME free to people of all ages. Delivery available in Greater Boston and Central MA.

www.dmerequipment.org, 617-204-3626.

H.E.L.P.-Freemason's Hospital Equipment Loan Program-Durable medical equipment is available to borrow free of charge for home use. Pick up only. 781-322-1052, 978-658-6731.

Mental Health

IN A MENTAL HEALTH EMERGENCY, ALWAYS CALL 911 OR GO TO YOUR NEAREST EMERGENCY ROOM FOR EVALUATION. Before calling for an appointment, check the back of your insurance card for the mental health toll free number. There you can find in-network providers that will be covered by your plan.

Massachusetts Department of Mental Health-800-221-0053, www.mass.gov/dmh

Acton Counseling Associates-978-263-4381, 77 Great Rd. Rt 2A, Acton, MA

Take MCR, private insurance, therapy for adults, substance abuse therapy.

Arbour Lowell-978-453-5736, 10 Bridge St., Lowell, MA

Limited MCR providers, provide medication and therapy with individuals, couples, families, groups, child/adolescent treatment, offer urgent appointments based on need

Boundaries Therapy Center-978-263-4878, 518 Great Rd., Acton, MA

Take most insurance plans, adults, children, families, alcohol and chemical dependency treatment, medication, therapy, psychological testing.

Bridgewell (Previously 7 Hills)-978-256-1444, Chelmsford, Lowell

Take MCR/MCD, may do limited home visits, medication management, therapy with focus on clients with psychiatric and developmental disabilities.

Compass Point Counseling-978-703-0731, 55 Middlesex St. Suite 226, N.Chelmsford, MA

No MCR, many private insurances, individual, couples, families, child, adolescent, adult, therapy and psychological evaluations, no medication

Family Associates of Merrimack Valley-978-256-1467, 201 Chelmsford St., Chelmsford, MA

Take MCR and wide range of insurance plans, individuals, couples, families, groups, medication, and therapy

Greater Lowell Psychiatric Associates-978-256-6579, 73 Princeton St. #203, N.Chelmsford, MA

Take MCR, Provide medication and therapy

Lahey Behavioral Health-800-830-5177, 391 Varnum Ave, Lowell, MA

Mobile crisis team for clients with MCR, MCD, walk-in crisis evaluation

Will see clients regardless of insurance coverage, adults, teens, children with psychiatric emergency

Merrimack Valley Trauma Services-978-362-1695, 267 Boston Rd. Suite 26, N.Billerica, MA

Therapy office with focus on work with children and families with trauma history

New England Center for Mental Health-978-679-1200, 119 Russell St. Suite 30, Littleton, MA

Most insurances accepted, individual, couples, family, group, children, adolescents, adults, medication, therapy, urgent care evaluations

Psychological Care Associates-781-646-0500x126, Chelmsford, MA

Takes most insurances in Massachusetts except Masshealth, adults, children, groups, medication, therapy, and psychological testing

Stony Brook Counseling Center-978-275-9444, 2 Courthouse Ln. #3, Chelmsford, MA

Take MCR, Provide medication and therapy with individuals, couples, and families, psychological testing

South Bay Mental Health-978-453-6800, 77E Merrimack St. Unit 1, Lowell, MA

Individuals, couples, families, psychological testing, forensic services, substance abuse, dual diagnosis, trauma therapy, crisis intervention

William James College INTERFACE Referral Service- <https://interface.williamjames.edu/> The service collects and categorizes a wide range of valuable resources related to mental health and wellness for the benefit of the general public — children, adults and families — as well as educators and mental health professionals.

In addition to the resources on their web site, the William James INTERFACE Referral Service maintains a mental health and wellness referral help line **Monday through Friday, 9 am-5 pm, at 888-244-6843** (toll free). This is a free, confidential referral service for individuals across the lifespan living in participating communities (Westford is a participating community). Callers are matched with licensed mental health providers from our extensive database. Each referral meets the location, insurance, and specialty needs of the caller.

Alison Christopher, LICSW, Westford Social Worker, can also assist with referrals. Call 978-399-2325.

Lahey Psychiatric Emergency Services- Provides behavioral health assessments, interventions and stabilization services for adults, teens and children who have a psychiatric emergency. Available 24 hours a day. 7 days a week. 365 days a year. They will see anyone in need within the greater Lowell area, regardless of insurance. Locations: mobile crisis team will see you or your loved one in your home, school, our office or other locations. Serves: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Walk-ins welcome at their office: **391 Varnum Avenue, Lowell, MA 01854**. To avoid a wait, please call first. **800.830.5177**

Money Management Programs

Elder Services of Merrimack Valley-The Money Management program at ESMV helps elders who have difficulty with simple financial tasks such as bill paying or budgeting. All services are free, confidential, and provided by trained and supervised volunteers. An independent review process ensures oversight and protection for the elder and volunteer. - See more at: <http://www.esmv.org/programs-services/financial-resource-program/> ESMV-800-892-0890

Community Teamwork, Inc.-Family Finance Solutions- the Family Finance Solutions (FFS) program offers a variety of financial education programs to help families achieve their financial goals through Workshops, One on One Financial Counseling, Asset Building, and much more. This program was

launched over 5 years ago, reaching hundreds of participants through its Financial Literacy Academy, FFS events and workshops, One-on-One Financial Counseling and special events. All FFS programs are free, require registration, and are offered to the general public. - See more at:

<http://www.commteam.org/how-we-help/finance-business/family-finance-solutions-ffs-financial-education-programs/>

Nursing Homes and Rehabilitation Centers

Westford House (978) 392-1144

Life Care of Nashoba Valley Littleton (978) 486-3512

Life Care of Acton (978) 263-9101

Palm Manor Chelmsford (978) 256-3151

Sunny Acres Chelmsford (978) 256-0231

Apple Valley Nursing Home Ayer (978) 772-1704

Personal Emergency Response Services/Lifeline

Phillips Lifeline-855-655-4401x55101

New England Emergency Response Systems-800-888-0338

5 Star Urgent Response/Great Call-800-918-8543 (mobile responder)

ISAFE-877-253-7899 (mobile responder)

Real Estate Tax Relief

Westford Assessor's Office-(978) 692-5504-for CPA, Senior, Veteran, and Blind Exemptions. Seniors in need of yearly application assistance may call Annette Cerullo, LSW at 978-399-2326.

Alison Christopher, LICSW at Senior Center for information about T.R.E.A.D. and Senior Tax Work-Off Programs-(978)692-5523

T.R.E.A.D. (Tax Relief for the Elderly and Disabled) Program- is a voluntary donation funded program to assist in defraying the real estate taxes of elderly and disabled persons of low income. Applicants must own and occupy the property for which taxes are assessed, must be 65+ years old or have a state

recognized disability, must complete an application disclosing exemptions and household income and expenses for all members age 18+, and must file an application at the Westford Council on Aging by August 1st each year. T.R.E.A.D. awards are decided by a Committee and vary from year to year depending on donations to the fund. Applications are available at the Council on Aging/Cameron Senior Center starting May 1 each year. Please call Alison at 978-399-2325 if you have questions or need application assistance.

Senior Work-Off Abatement-Participating senior real estate tax payers may volunteer their services to the Town of Westford in exchange for up to \$1000.00 (minus required taxes and retirement deductions) reduction in their property tax bills. Earnings are determined annually for hours worked during the period of July 1st-June 30th. This earned reduction is treated as an abatement of property taxes. Applicants must be 60+ years old, committed to completing mandatory hours of volunteer service, have appropriate skills for the available positions as agreed upon by Department Heads, own and occupy the property for which Westford taxes are paid. Applications are available at the Council on Aging/Cameron Senior Center and must be submitted by May each year.

Shelters

<http://www.healthcarewithoutwalls.org/our-work/shelter-directory>

Social Security

www.ssa.gov

800-772-1213-Main number

Lowell office-877-746-9850

Suicide Prevention

Samaritans, Inc-877-870-HOPE, www.samaritanshope.org

American Foundation for Suicide Prevention-800-273-TALK, www.afsp.org

Veterans Crisis Line-800-273-TALK

Call 911 or present for evaluation at the closest emergency room

Support Groups-see Caregiver and Cancer Sections

Transportation

Westford COA-Transportation for residents 60+ and younger clients with disabilities (with paratransit approval through LRTA)-call Chuck Dutton at 978-692-5523.

LRTA-978-452-6161, <http://lrta.mooco.com/paratransit/>

Rides by Joanne-781- 608-9223

The Attentive Concierge-978-764-4320

The Butler Did It-978-877-1624

Alter-Ride-978-758-9490

Gentle Arms Daily Transportation-978-244-0199

Short Rides-Augustine Russo-781-275-2065-Westford and surrounding area

Community-Based Volunteer Driver for senior medical appointments-Paul Royle-978-692-5152

Veterans Services

Westford VSO-Terry Stader-978-392-1170, www.westfordma.gov/veterans

Edith Nourse Rogers Memorial Veterans Hospital-Bedford-781-687-2000

Utility Discounts/Advocacy

If you need assistance, contact Alison Christopher or Annette Cerullo at the Senior Center.

Lifeline phone discounts-Safelink-800-723-3546, Assurance wireless-877-378-6102, TMobile-800-937-8997

