

# Community Resource Guide

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## Northeast

Physician Hospital Organization



## Community Resource Guide

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*Provided by Northeast Physician Hospital Organization Care Management Team/Resource Guide Team: Cheryl Clocher Care Management Team Assistant, Melissa Griswold MPH, Sandra Pajarillaga LICSW, Deirdre Putnam LICSW, and Karen Richard RN,BSN CCM.*

The purpose of this guide is to provide the primary care physician and staff with a simple guide to address patient needs in the community. We do not in anyway endorse any of the agencies or organizations listed. This guide is never intended to replace the professional assessment and services of a licensed social worker or nurse care manager. Any questions or concerns can be sent to [Karen.Richard@Lahey.org](mailto:Karen.Richard@Lahey.org)

## ADVANCED DIRECTIVE

*A link to the MOLST form can be found in the back*



PO Box 444

Lincoln, MA 01773

<http://www.honoringchoicesmass.com>

<http://molst-ma.org/>

Honoring Choices Massachusetts is a consumer focused nonprofit organization which informs, and empowers adults to make a personal health care plan and connect to the best possible care that honors their values and choices, all through their lives.

Every adult, 18 years and old, or their Health Care Agent and Guardian, has the right to be fully informed about their health care to make choices for care that reflect each individual's care goals, values, and priorities. Honoring Choices provides no-cost Massachusetts-based health care planning information; tools and discussion guides to help consumers and care providers have effective planning discussions at every phase of health.

It's generally recommended that a basic plan include a Health Care Proxy, and a Durable Power of Attorney for the best protection of your rights and choices under Massachusetts law.

## BEHAVIORAL HEALTH



**Adult Outpatient**

### **Beverly**

800 Cummings Center, Suite 266 T Beverly, MA 01915

978.921.1190 Admissions: x 7192

Daily walk-in intakes available

### **Gloucester**

298 Washington Street Gloucester, MA 01930

978.283.0296 Admissions: x 221

Call for an intake

### **Salem**

41 Mason Street, Suite 1 Salem, MA 01970

978.745.2440 Admissions: x 2

Call for an intake

**BEHAVIORAL HEALTH (continued)**



**Adult Inpatient**

**Beverly Hospital – Leland Unit** Beverly, MA (Adult psychiatric care)  
 Provides acute care to patients 18 to elderly.  
 Provides inpatient ECT treatment, mental health stabilization and  
 substance abuse detox  
 978.922.3000 x 2800 Admissions: 781.599.9200

**Beverly Hospital – Partial Hospitalization** Beverly, MA  
 Adults w/ mental health &/or substance use disorders  
 Intakes are scheduled for 8am.  
 Group Program starts at 9am & run until 3pm.  
 Consists of psychoeducational & skill building groups, group  
 psychotherapy.

**Bayridge Hospital** Lynn, MA (62-bed psychiatric hospital)  
 60 Granite St. Lynn, MA 01902  
 781.477.6940  
 Acute inpatient

**Bayridge Hospital – Partial Hospitalization Program (PHP)** Lynn, MA  
 781.477.6940  
 Adults w/ mental health &/or substance use disorders  
 Group Program starts at 8:30 am & runs until 2:30 pm.  
 Consists of psychoeducational & skill building groups, group  
 psychotherapy






**Elderly Outpatient**

*All of the services under 'Adult Outpatient' are available, plus Center for Healthy Aging*




**Center For Healthy Aging**  
 866.479.3302

Psychological assessment and counseling are performed to identify any  
 underlying issues. Through the Behavioral Health consultation, the  
 Center offers diagnostic testing, medication management, individual  
 therapy, family therapy, and referrals to home-based medical services  
 and agencies.

## BEHAVIORAL HEALTH (continued)


 <p><b>Beverly Hospital</b> A member of Lahey Health</p> <p><b>Elderly Inpatient</b></p>	<p><b>Senior Adult Unit (SAU)</b> Admissions: 781.477.6940 298 Washington St., Gloucester, MA 01930</p> <p>In addition to caring for seniors in the traditional hospital setting, Addison Gilbert Hospital's Senior Adult Unit of Inpatient Behavioral Health and a designated unit at Beverly Hospital specialize in treating seniors with both emotional and medical illnesses simultaneously. For individuals who require palliative or hospice care, Hospice at Addison Gilbert Hospital provides all of the necessary resources and services in a home-like environment.</p>
 <p><b>Lahey Health Behavioral Services</b></p> <p><b>EMERGENCY SERVICES/CRISIS</b></p>	<p><b>North Essex ESP/CCS (Emergency Services &amp; Crisis Stabilization)</b> 978.744.1585</p> <p>24 hour mobile crisis team that offers emergency psychiatric assessments to determine what service could benefit the person served, as well as intervention and stabilization services Emergency psychiatric assessment to determine what services could benefit patient.</p> <p>Services offered to both children and adults. Also serves local hospital emergency rooms.</p>
<p><b>Substance Abuse</b></p>  <p><b>Beverly Hospital</b> A member of Lahey Health</p> <p>The DISCOVER Program Email: <a href="mailto:discover@nhs-healthlink.org">discover@nhs-healthlink.org</a>. 978 283-4001, ext. 422 or 586</p> <p><a href="http://www.beverlyhospital.org/locations--services/health-services/behavioral-healthmental-health/discover-program">http://www.beverlyhospital.org/locations--services/health-services/behavioral-healthmental-health/discover-program</a></p>	<p>The <b>DISCOVER</b> Program provides an alternative to, or a step down from Addiction Treatment Program, Outpatient Counseling inpatient addiction care. DISCOVER provides crisis stabilization and support toward community integration. The program is based on a recovery model, which assists participants in regaining an optimal level of functioning in their community, family and vocational roles.</p> <p>Daily services are provided Monday through Friday for individuals with addictions or dual diagnosis and for their families.</p>

## BEHAVIORAL HEALTH (continued)

 <p><b>Lahey Health Behavioral Services</b>  <b>Substance Abuse   INPATIENT</b></p> <p>Danvers: 978.777.2121          Boston: 617.247.1001</p>	<p>Lahey Health Behavioral Services offers exceptional, community-based mental health and substance abuse services of the North Shore and Lower Merrimack Valley.</p> <p>Medically supervised detoxification services, counseling and case management therapy and aftercare planning.</p>
 <p><b>Lahey Health Behavioral Services</b>  <b>Substance Abuse   OUTPATIENT</b></p>	<p><b>Therapeutic Services:</b> traditional and intensive outpatient therapy for individuals, families and teens, 978.745.8890</p> <p><b>Adolescent Structured Outpatient Addictions Program (SOAP):</b> a structured outpatient after-school program, 978.745.8890</p> <p><b>Intensive Outpatient Program (IOP) for Adults:</b> outpatient option for men and women who want to aggressively address their drug or alcohol use, while maintaining their daily commitments, 978.745.8890</p> <p><b>Court Programs:</b> for men and women mandated to treatment for DUI first and second offenses. Programs available for youth involved with Salem and Lynn juvenile courts for non-violent, drug-related crimes, 978.745.8890</p> <p><b>Buprenorphine (Suboxone®) Outpatient Treatment:</b> an approved medication for relatively stable patients dependent on prescription or illegal opioids, 978.777.2121</p> <p><b>Methadone Maintenance Treatment:</b> highly regulated program for opioids users, 978.777.2121</p>
 <p><b>Lahey Health Behavioral Services</b>  <b>Substance Abuse   RESIDENTIAL</b></p> <p><a href="http://www.beverlyhospital.org/locations--services/health-services/substance-abuse/drug-and-alcohol-treatment">http://www.beverlyhospital.org/locations--services/health-services/substance-abuse/drug-and-alcohol-treatment</a></p>	<p><b>H.A.R.T. House:</b> substance abuse program for women and their children, 978.851.0969</p> <p><b>Ryan House:</b> two working half-way house programs; one for men and one for women, 781.598.1270</p> <p><b>Transitional Support Services House:</b> residential program for men and women who have gone through detoxification and are in transition to long-term residential care, 781.598.1270</p> <p><b>CAB Transitions:</b> stabilization and transitional program for homeless men with a history of substance abuse problems, 978.851.8776</p>

## CAREGIVER SUPPORT & CASE MANAGEMENT

*List of specific caregiver support groups, including adult day health groups on the North Shore, are listed in the back*

<p><b>alz.org</b>®   alzheimer's association®</p> <p>Alzheimer's Association 1-800-272-3900 <a href="http://www.Alz.org">www.Alz.org</a></p>	<ul style="list-style-type: none"> <li>• Information &amp; education about Alzheimer's disease and related memory disorders</li> <li>• Increased understanding through shared experiences</li> <li>• Mutual support from other caregivers</li> </ul>
<p>The Longevity Connection 152 Sylvan Street Danvers, MA 01923</p> <p>(978) 539-8245 <a href="http://www.longevityconnect.org">www.longevityconnect.org</a></p>	<p>Facilitated by NSES. "One-stop resource for seniors, the disabled, and caregivers." The center provides Longevity Liaisons, Professional Affiliates, a Store (has adaptive equipment, vision/hearing technologies, adaptive clothing, and more), a Library/Bookstore, and a Computer Lab.</p>
 <p>20 Haverhill Rd. Topsfield, MA 01983 Phone: (978) 887-4202 <a href="http://rest-stop-ranch.com">http://rest-stop-ranch.com</a></p>	<p>Online and onsite programs, publications, and products. Online blog/connection resource for caregivers.</p>
<h2 style="margin: 0;">DEMENTIA</h2> <p style="margin: 0;"><i>A list of social daycare, and adult day health programs can be found in the back</i></p>	
<p><b>alz.org</b>®   alzheimer's association®</p> <p><a href="http://www.alz.org/care/overview.asp">http://www.alz.org/care/overview.asp</a></p> <p><b>Alzheimer's Association MA Chapter</b> Phone: (800) 548-2111 <a href="https://www.800ageinfo.com/learncenter.asp?id=178412">https://www.800ageinfo.com/learncenter.asp?id=178412</a> OR <a href="http://www.alz.org/">http://www.alz.org/</a></p>	<p>The Alzheimer's Association's website contains information on</p> <p>Many topics including; Get day-to-day help to deal with Behaviors, Communication, Activities, Respite care and Memory loss; Get support from Your local chapter, Message boards, Support groups, about your health and care training; How to</p> <p>Plan for the future – including Legal matters, Care options, Paying for care, Safety and Dementia &amp; driving</p>

## DEMENTIA (continued)

*A list of social daycare, and adult day health programs can be found in the back*

### MedicAlert + Alzheimer's Association Safe Return

Phone: (888)-572-8566  
[www.medicalert.org/safereturn](http://www.medicalert.org/safereturn)

A 24-hour nationwide emergency response service for individuals with Alzheimer's or a related dementia who wander or have a medical emergency. They provide 24-hour assistance, no matter when or where the person is reported missing.

## DENTAL



Two Willow Street  
 Southborough, MA 01745  
 (800) 342-8747  
<http://www.massdental.org/Public>

Where can I find low-cost dental care? | HHS.gov  
<https://www.hhs.gov/answers/health-care/where-can-i-find...dental-care/index.html>



1-866-815-6963  
<http://www.dentalplans.com/affordable-care-act/senior-dentalcare>

Use the search tool on the website to find a plan and/or a dentist that offers affordable senior dental care options through the ACA, Medicare, or Medicaid.

## DISABILITY








Massachusetts Department of Developmental Services  
[www.mass.gov/eohhs/gov/departments/dds/](http://www.mass.gov/eohhs/gov/departments/dds/)



<https://disabilityinfo.org/>



## DISABILITY (continued)

 <p>Lifelong support for people with disabilities  <a href="https://ne-arc.org/">https://ne-arc.org/</a></p>	<p>The Northeast Arc helps people with disabilities become full participants in the community; choosing for themselves how to live, learn, work, socialize and play. They serve approximately 8,000 people in nearly 190 cities and towns.</p>
 <p><a href="http://www.allsupcares.com">www.allsupcares.com</a></p>	<p>Their specialized services include:</p> <ul style="list-style-type: none"> <li>• Social Security Disability Insurance Claim Representation</li> <li>• Overpayment Reimbursement</li> <li>• Medicare Coordination</li> <li>• Reverse Offset</li> <li>• Allsup Medicare Advisor®</li> </ul>
 <p>Independent Living Center of The North Shore and Cape Ann Inc.  <a href="http://ilcnsca.org/">http://ilcnsca.org/</a>          Phone: V/TTY 978-741-0077</p>	<p>ILCNSCA is a service and advocacy center run by and for people with disabilities. ILCNSCA supports the struggle of people who have all types of disabilities to live independently and participate fully in community</p>
	<p>Financial assistance for older adults and adults living with disabilities who are ineligible for state home subsidies.</p>
 <p><a href="http://www.mass.gov/eohhs/gov/departments/mrc/">http://www.mass.gov/eohhs/gov/departments/mrc/</a>  <b>1-800-245-6543 (Voice/TDD) or (617) 204-3600</b></p>	<p>MRC is responsible for Vocational Rehabilitation Services, Community Living Services, and eligibility determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs.</p>

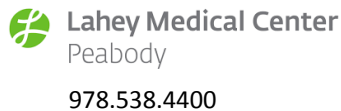
## DISABILITY (HEARING)



35 Congress St., Suite 204  
(978) 910-0165 VP/V  
(978) 740-0394 TTY  
(978) 740-0329 V

Deaf, DeafBlind, Hard of Hearing, and Late-Deafened people can find a range of essential programs and services in a Deaf-affirmative, supportive community environment. All our services are linguistically and culturally accessible for Deaf, Hard of Hearing, DeafBlind, and Late-Deafened people who use many different communication modes and have different ethnic and cultural backgrounds.

## DISABILITY (VISION)



Also check:

Living Well with Low Vision <http://lowvision.preventblindness.org/>

Lahey Medical Center, Peabody, provides comprehensive eye care and complete ophthalmic medical and surgical treatment – all in a comfortable community setting.



600 Washington Street  
Boston, MA 02111  
617-727-5550  
800-392-6450 (MASS. ONLY) Voice  
800-392-6556 (MASS. ONLY) TDD

The Massachusetts Commission for the Blind is a state agency, established in 1906, to provide a wide range of social and rehabilitation services to Massachusetts residents of all ages who are legally blind. Agency services may address a number of varied needs of individual blind persons. Massachusetts law (C.6, s.136) requires that all eye care providers who find a person to be legally blind report this person to the Massachusetts Commission for the Blind within 30 days of the date of examination.

## DOMESTIC VIOLENCE



Healing Abuse Working for Change

27 Congress Street

Salem, MA 01970

(978) 744-8552

[www.hawcdv.org](http://www.hawcdv.org)

HAWC offers a wide variety of comprehensive services to the community. Whether a client is interested in leaving an unhealthy relationship, or is simply seeking more information about domestic violence and what it means, our programs are designed to meet the individual needs of each person who is looking for help. Service area: all of North Shore including Cape Ann.

24-hour hotline number is 1-800-547-1649.

## ELDER SERVICES

*List of homecare services for each organization can be found in the back;  
List of reportable conditions and mandated reporters are in the back*



Elder Services | Information | Solutions

49 Blackburn Center

Gloucester, MA

(978) 281-1750

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

<http://www.seniorcareinc.org/services/protective-services/>

**SeniorCare serves nine communities on Boston's North Shore, including: Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham.**

SeniorCare Inc. provides and coordinates services to elders and others, enabling them to live independently at home or in a setting of their choice while remaining part of their community. To qualify for homecare, you must be 60 years of age or older; a resident of Massachusetts, not live in a rest home, nursing facility, convalescent home, hospital, or assisted living residence, meet financial eligibility guidelines, and have been assessed by a care manager or nurse and found to be in need of services.

### PROTECTIVE SERVICES

**To report elder abuse call:**




**1 -800-922 2275**

**24 hours a day**





**7 days a week**

## ELDER SERVICES (continued)





*List of homecare services for each organization can be found in the back;  
List of reportable conditions and mandated reporters are in the back*

 <p>300 Rosewood Drive, Suite 200 Danvers, MA 01923</p> <p>(978) 750-4540</p> <p><a href="http://nselder.org/">http://nselder.org/</a></p> <p><b>Danvers, Salem, Peabody, Middleton &amp; Marblehead area</b></p>	<p>NSES offers a variety of successful elder care programs (ie: <a href="#">Home Care</a>, <a href="#">Nutrition</a>) to ensure older adults can live life to the fullest. Most of the services are free, while others are low cost, and all are proven to deliver results. As part of an interdisciplinary team, a care manager assesses an individual’s needs, then develops and monitors the plan of elder care. Several programs offer an increased level of services for frail elders at home.</p> <p><b>PROTECTIVE SERVICES</b> To report elder abuse:</p> <p><b>1 -800-922 2275</b></p> <p><b>24 hours a day</b> <b>7 days a week</b></p>
 <p>Greater Lynn Senior Services</p> <p><b>LYNN • LYNNFIELD • NAHANT • SAUGUS • SWAMPSCOTT</b></p> <p>8 Silsbee Street, Lynn, MA 01901 (781) 599-0110</p> <p><a href="http://www.glss.net">http://www.glss.net</a></p>	<p>Greater Lynn Senior Services provides a wide range of social services—information, transportation, meals, advocacy, homecare, housing, and more—for one reason: to help those 60 and older live fuller, more independent lives, safely and with dignity.</p> <p>To report elder abuse:</p> <p><b>1 -800-922 2275 24 hours a day/7 days a week</b></p>
 <p>300 Commercial Street #19 Malden, MA 02148 (781) 324-7705</p> <p><a href="http://www.mves.org">http://www.mves.org</a></p>	<p>Supporting the wellbeing, dignity and independence of elders, adults living with disabilities, and caregivers residing in <b>Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield and Winthrop.</b></p> <p>To report elder abuse:</p> <p><b>1 -800-922 2275 24 hours a day/7 days a week</b></p>




## FOOD RESOURCES

 <p>69 Willow Street South Hamilton, MA (978) 468-7424 <a href="http://www.acordfoodpantry.org">www.acordfoodpantry.org</a></p>	<p>The Acord Food Pantry provides food assistance to the residents of <b>Essex, Hamilton, Ipswich, Manchester, Topsfield and Wenham.</b></p>
 <p>978-921-4710 <a href="http://www.beverlybootstraps.org">www.beverlybootstraps.org</a></p>	<p>Beverly Bootstraps provides critical resources to families and individuals so they may achieve self-sufficiency. We offer emergency and long-term assistance including: access to food, housing stability, adult and youth education, counseling and advocacy.</p> <p>Note: Food pantry visitors must be residents of either Beverly or Manchester</p>
 <p>Feeding people. Changing lives. <a href="http://www.foodpantry.org">www.foodpantry.org</a></p>	<p>The Open Door Food Pantry provides a free, three to five day supply of emergency groceries <b>once every seven days</b> for <a href="#">income-qualified</a> residents of our <a href="#">service area</a>. Their service area includes Gloucester, Rockport, Ipswich, Manchester and Essex.</p>
 <p>(978) 744-3224 <a href="http://www.thesalempantry.org">www.thesalempantry.org</a></p>	<p>The Salem Pantry provides Salem residents with nutritious food and groceries in an atmosphere of dignity and respect. The Salem Pantry offers residents emergency food at the end of each month when bills are due, but before salary and support checks arrive to ensure that local residents have health perishable food and groceries during times of need.</p>




## FOOD RESOURCES (continued)

 <p>866-950-3663  <a href="http://www.mass.gov/snap">www.mass.gov/snap</a></p>	<p>Supplemental Nutrition Assistance Program (SNAP) is the new name for the Food Stamp Program. SNAP helps people and families with low incomes buy the food they need for good health.</p>
 <p>Women, Infants, and Children (WIC) Nutrition Program          1-800-942-1007  <a href="http://www.mass.gov/wic">www.mass.gov/wic</a></p>	<p>Women, Infants, and Children (WIC) is a program that provides nutrition, health education, health food, and other services free of charge to qualifying Massachusetts residents.</p>
<h2 style="background-color: #4F81BD; color: white; padding: 5px;">HEALTH INSURANCE</h2>	
 <p>SHINE (Serving the Health Insurance Needs of Everyone)  <a href="http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html">http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html</a></p>	<p>The SHINE Program (Serving the Health Insurance Needs of Everyone) is a state health insurance assistance program that provides to Massachusetts residents of any age who have Medicare free health insurance information, counseling and assistance to Massachusetts residents with Medicare and their caregivers. The SHINE Program is administered by the Massachusetts Executive Office of Elder Affairs in partnership with elder service agencies, social service and community based agencies and Councils on Aging.</p>
 <p>1-800-841-2900 / 1-800-497-4648  <a href="http://www.mass.gov/eohhs/gov/departments/masshealth/">http://www.mass.gov/eohhs/gov/departments/masshealth/</a></p>	<p>In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth members may be able to get doctors visits, prescription drugs, hospital stays, and many other important services.</p>

## HEALTH INSURANCE (continued)





 <p><a href="https://www.medicare.gov/sign-up-change-plans/decide-how-to-get-medicare/whats-medicare/what-is-medicare.html">https://www.medicare.gov/sign-up-change-plans/decide-how-to-get-medicare/whats-medicare/what-is-medicare.html</a></p>	<p>Medicare is the federal health insurance program for people who are 65 or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD).</p>
 <p>Financial Counseling &amp; Community Liaison  <a href="mailto:nhsmail@nhshealth.org">nhsmail@nhshealth.org</a></p> <p>To make an appointment, call:          Beverly Hospital 978 922-3000, ext. 2127          Addison Gilbert Hospital 978 283-4001, ext. 623          BayRidge Hospital 781 599-9200, ext. 7909</p>	<p>The Financial Counseling &amp; Community Liaison office at Northeast Hospitals provides free information and advocacy for people who need assistance to access health care:</p> <ul style="list-style-type: none"> <li>• affordable or free health care</li> <li>• affordable or free health insurance</li> <li>• information about prescription programs</li> </ul> <p>All the services of the office of Financial Counseling &amp; Community Liaison are free of charge and confidential.</p>
<h2 style="margin: 0;">HIV/AIDS</h2>	
<p>AIDS Action Committee          781-581-2393  <a href="http://www.aac.org">www.aac.org</a></p>	<p>AIDS Action Committee of Massachusetts is proud to be a leader in the fight against HIV/AIDS. They provide health and wellness services, including peer support, housing, legal services, rental and utility assistance, behavioral health counseling, and client advocacy and case management.</p>
 <p>North Shore Health Project</p>	<p>Promoting wellness in people living with HIV/AIDS and Hepatitis C by providing advocacy, case management, and holistic and support services in a person-centered, inclusive setting.</p> <p>978-283-0101  <a href="http://www.healthproject.org">www.healthproject.org</a></p>

## HOME CARE/VISITING NURSE SERVICES

 <p><b>Lahey Health</b>          Lahey Health at Home          600 Cummings Center, Suite 270X          Beverly, MA 01915          (978) 921-2615  <a href="http://www.laheyhealthathome.org">www.laheyhealthathome.org</a></p>	<p>Lahey Health at Home's Visiting Home Care is a Medicare-certified home health agency dedicated to providing outstanding quality, physician-directed home health services to patients on the North Shore.</p>
 <p><b>All Care</b>          Visiting Nurse          Association          210 Market Street          Lynn, MA 01901          Phone: (978) 531-4800</p>	<p>All Care specializes in providing a full continuum of in-home services through its VNA, Hospice and Private Care Services which supports independence, safety and caring. From skilled nursing and rehabilitation therapy to hospice care to private services All Care offers solutions, resources and assistance to each patient and family ensuring quality of life at every phase of need.</p>
 <p><b>Home Health VNA</b>          Merrimack Valley Hospice          HomeCare, Inc.          360 Merrimack Street Building #9          Lawrence, MA 01843          Phone: (978) 552-4000</p>	<ul style="list-style-type: none"> <li>• A local not-for-profit agency, serving the community since 1895</li> <li>• Providing a full continuum of care in the home – from supportive services to skilled nursing and rehabilitation to end-of-life care</li> </ul>



## HOME CARE/VISITING NURSE SERVICES (continued)

 <p>152 Conant Street, Third Floor Beverly, MA 01915 978-236-1300 <a href="http://www.partnersathome.org/">http://www.partnersathome.org/</a></p>	<p>From general care to highly specialized services for managing chronic conditions, Partners HealthCare at Home can provide the care you need. Many of our services are covered by Medicare or your health insurance. Other services may be paid out of pocket or with other insurance. <a href="#">Learn more about paying for home care.</a></p>
 <p><b>VNA Care</b> 8 Angle Street, Gloucester, MA 01930 Phone: (978) 283-2020 <a href="http://www.vnacarenetwork.org">www.vnacarenetwork.org</a></p>	<p>People turn to VNA Care during times of illness or injury so they can remain where they most want to be — at home. Our expert clinicians bring state-of-the-art care, education, and support into patients' homes to help them reach their health care goals.</p>
<h2 style="margin: 0;">HOME CARE/PRIVATE HOME CARE SERVICES</h2>	
 <p>Elder Services   Information   Solutions</p> <p>Phone: (978) 281-1750 <a href="http://www.seniorcareinc.org/">http://www.seniorcareinc.org/</a></p>	<p>Homecare &amp; Care Management covering: Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester by-the-Sea, Rockport, Topsfield and Wenham</p>
 <p>300 Rosewood Drive, Suite 200 Danvers, MA 01923 Phone: (978) 750-4540 <a href="http://nselder.org/">http://nselder.org/</a></p>	<p>Homecare services cover the following areas: Danvers, Salem, Peabody, Middleton &amp; Marblehead <b>Service Plans may include the following:</b></p> <ul style="list-style-type: none"> <li>Adaptive Equipment</li> <li>Adult Day Care</li> <li>Bathing Assistance</li> <li>Grocery Shopping</li> <li>Home Delivered Meals</li> <li>Laundry /Light Cleaning</li> </ul>

## HOME CARE/PRIVATE HOME CARE SERVICES (continued)

 <p>Elder Services of the Merrimack Valley, Inc. <i>Choices for a life-long journey</i></p> <p>280 Merrimack Street, Suite 400 Lawrence, MA 01843 978 683-7747</p>	<p>This agency covers the following towns: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, Tewksbury, Tyngsboro, Westford, West Newbury</p>
 <p>Greater Lynn Senior Services</p> <p><b>LYNN • LYNNFIELD • NAHANT • SAUGUS • SWAMPSCOTT</b> 8 Silsbee Street Lynn, MA 01901</p> <p>(781) 599-0110</p> <p><a href="http://www.glss.net">http://www.glss.net</a></p>	<p>Home Care for the following towns: Lynn, Lynnfield, Nahant, Saugus, Swampscott</p> <p>services may include:</p> <ul style="list-style-type: none"> <li>▪ homemaking (cleaning, laundry)</li> <li>▪ personal care (bathing, dressing, getting in and out of bed)</li> <li>▪ heavy chores</li> <li>▪ grocery shopping</li> </ul>
<p><b>Additional private home care agencies and links to agencies can be found under Additional Notes section.</b></p>	
<h2 style="text-align: center;">HOSPICE / PALLIATIVE CARE</h2>	
 <p><b>BEACON HOSPICE</b><sup>®</sup> an Amedisys company</p> <p>877-242-8394 (Referral line) <a href="http://www.beaconhospice.com">http://www.beaconhospice.com</a></p>	<p>Beacon Hospice is a community of caregivers dedicated to excellence in end-of-life care for the patient and their families. This is accomplished by respecting patient choice, providing comfort and promoting dignity.</p>
 <p><b>CareDimensions</b> HOSPICE   PALLIATIVE CARE   SUPPORT SERVICES</p> <p>1-888-283-1722 (Referral Line) <a href="https://www.caredimensions.org">https://www.caredimensions.org</a></p>	<p>Care Dimensions is the largest hospice in Massachusetts and offers a continuum of clinical care for adult and pediatric patients with advanced and life-limiting illnesses and provide support for their families and caregivers.</p> <p>No one is denied care because of financial status, level of insurance coverage or ability to pay.</p>

## HOSPICE/PALLIATIVE CARE (continued)



VNA of Middlesex-East  
Sawtelle Family Hospice House  
Home Health and Hospice

607 North Avenue, Suite 17  
Wakefield, MA 01880  
(800) 607-4299 (Referral Line)  
<http://www.vnaofme.org>

Our mission is to provide comprehensive home health and hospice care. We foster and promote the health of individual, family and community through education and compassionate, high quality services.

## HOUSING

*A list of housing options for the following categories are listed in full detail in the back: **Assisted Living, Veteran's, Supportive, Congregate, Continuing Care Retirement Communities, and Subsidized** (Housing Authorities for North Shore cities/towns)*

## INTERPRETER SERVICES



**Beverly Hospital**  
A member of Lahey Health

Interpreter Services  
(978) 853-4565

<http://nic.nhs-healthlink.org/departments/interpreter-services.aspx>

Obtaining an interpreter is a patient right and necessary when medical information is being exchanged between patient and provider.

These services are available 24 hours/day.

## LGBTQ SUPPORT

*Caring and Aging with Pride*

1-800-558-8703

[www.caringandaging.org](http://www.caringandaging.org)

The LGBTQ+ National Aging Research Center is dedicated to creating innovations to address the health, aging, and well-being of LGBTQ midlife and older adults and their families. This Center is built upon strong collaborations across the nation with LGBTQ older adults, their families and communities, and service providers as well as multidisciplinary experts from such diverse fields as Social Work, Medicine, Public Health, Sociology, Nursing, Psychology, Statistics, and Ethics.

Over the Rainbow Supper Club at the House of Seven Gables  
978-624-2261  
115 Derby St. Salem, MA

A monthly supper for Lesbian, Gay, Bi-sexual and Transgendered seniors.

*Note: Hosted the 2<sup>nd</sup> Tuesday of every month, 6-8pm*

## MEDICATION ASSISTANCE

**Northeast**  
Physician Hospital Organization

Patients who are on multiple medications, often from several different providers, may benefit from medication management systems that remind, simplify and can be automatically ordered and delivered to their door.

**A list of smart phone apps, pharmacies that specialize in compounding and those that deliver and package medications to improve adherence are listed in full detail in the back.**

## MONEY MANAGEMENT

### The Massachusetts Money Management Program

North Shore Elder Services: 978-750-4540  
SeniorCare: 978-927-1050

In-home, free service in which trained volunteers assist low income elders who have difficulty writing checks, balancing checkbooks and/or managing household finances. Program coordinated statewide by North Shore Elder services and has been part of SeniorCare Inc.


## MONEY MANAGEMENT *(continued)*

<p><b>AARP Tax-Aide Program</b></p> <p>SeniorCare: 978-927-1050</p>	<p>Beginning in February through April, AARP, together with volunteers with SeniorCare RSVP, assists seniors with their tax preparation and filing. Appointments are necessary for this service.</p>
<p><b>Reverse Mortgage Counselors</b></p>	<p><i>A list of reverse mortgage counseling programs approved by the Executive Office of Elder Affairs to provide required reverse mortgage counseling to Massachusetts residents can be found in the back.</i></p>

## SUPPORT GROUPS

*A list of support groups, for caregivers and those with cancer, can be found in the back with detailed information of location and time.*

## TRANSITIONAL SERVICES

 <p><a href="http://www.mass.gov/eohhs/gov/departments/dta/">http://www.mass.gov/eohhs/gov/departments/dta/</a>          45 Congress Street, Suite 4120          Salem, MA          01970</p> <p>Phone: (978) 825-7300          Fax: (617) 887-8765</p>	<p>DTA can be reached by calling the Assistance Line at 1-877-382-2363. You can call this line anytime, 24/7 to determine your current case status and benefits, update your contact information, request Income Verification Letters, and find out the date of your next SNAP re-certification. During our business hours from 8:15 a.m. to 4:45 p.m., you can call this line to reach a case manager, finish a SNAP interview, speak to someone about domestic violence assistance, or to reach the fraud hotline, EBT hotline, hearings and appeals division, Fraud Investigation and Data Matching unit, overpayments and recovery, cash case worker, or local offices.</p>
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## TRANSPORTATION



MassHealth Transportation (PT-1)

<http://www.mass.gov/eohhs/docs/masshealth/bull-2009/all-192.pdf>

**Who qualifies for MassHealth Transportation?**

Any MassHealth member within a category that includes transportation-eligible coverage (Standard, CommonHealth, CarePlus, or others) can qualify.

**If eligible, how would I apply for service?**

Your MassHealth medical provider must complete and sign a Prescription for Transportation (PT-1) form on your behalf. This form can be completed online, faxed, or mailed to the CSC.

**How long will it take to process my PT-1 form?**

It can take up to three business days for us to process it once we receive it. If you need transportation sooner, your medical provider can contact the CSC at 1-800-841-2900 (TTY: 1-800-497-4648) for a verbal authorization.

**Councils on Aging (COA)**

Most local COA offer Volunteer Driver Medical Transportation program to their residents.

*A list of local COA can be found in the back.*


**Dial-a-Ride**

CATA's Dial-a-Ride service is a door to door service for persons who are over 60 years of age, and for adults (over 18 years of age) who have a physical, mental or cognitive disability.



*Service is available in Gloucester, Rockport, Essex and Ipswich and for organized trips outside Cape Ann.*

To qualify for CATA's Dial-a-Ride service, you must complete a "Dial-a-Ride Application Form" by calling (978) 283-7916. Persons over 60 must present proof of age. Individuals with disabilities must also complete Parts B and C. Part C must be completed by a health care professional who is familiar with your disability.

## TRANSPORTATION (continued)

 <p><b>Massachusetts Bay Transportation Authority</b>  <a href="http://www.mbta.com/riding_the_t/accessible_services/?id=7108#Ride">http://www.mbta.com/riding_the_t/accessible_services/?id=7108#Ride</a>          Call <b>THE RIDE Eligibility Center</b> at 617-337-2727</p>	<p>THE RIDE is a paratransit service for people with disabilities (mental or physical) who are unable to independently use general public transportation. It is an origin-to-origin destination, accessible shared ride service for people who are eligible under the Americans with Disabilities act (ADA) guidelines.</p>
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## UTILITIES

 <p>617-338-6300  <a href="http://www.citizensenergy.com">www.citizensenergy.com</a></p>	<p>Citizens Energy Corporation provides energy and fuel assistance to eligible Massachusetts residents, helping them afford basic utilities such as heat and electricity.</p>
<p>Low Income Home Energy Assistance (LIHEAP)  <a href="http://www.mass.gov">www.mass.gov</a> (use search term "LIHEAP")</p>	<p>Known commonly as Fuel Assistance, the Low Income Home Energy Assistance Program (LIHEAP) provides eligible Massachusetts households with help in paying a portion of winter heating bills. Residents can call their Cold Relief Heatline for help.</p>
 <p>Massachusetts Good Neighbor Energy Fund          1-800-334-3047  <a href="http://www.magoodneighbor.org">www.magoodneighbor.org</a></p>	<p>The Massachusetts Good Neighbor Energy Fund provides help to any eligible Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.</p>

## UTILITIES (Continued)



Helping People. Changing Lives.  
Serving Cape Ann & Beyond Since 1965

**180 Main Street • Gloucester, MA 01930 •**  
**Tel: 978-282-1000 • Fax: 978-283-0523**

ACTION's Energy Services division offers a number of free programs to help income-eligible households save money and conserve energy. Their programs receive funding from the Department of Energy, National Grid, and other supporters

### North Shore Community Action Programs, Inc. •

119 Rear Foster Street, Building 13, Peabody, MA 01960  
Phone: 978-531-0767 • Fax: 978-531-1012  
Hours: 9 a.m. to 5 p.m.

Through a range of innovative social services that fall under the following five program areas, NSCAP helps people find the stability they need to rise out of poverty.

- Economic Stabilization
- Education and Training
- Housing and Homelessness Prevention
- Energy Services
- Home Care for Elders

## VETERANS CARE



U.S. Department  
of Veterans Affairs

12 Emerson Ave. Gloucester, MA

The Veterans Services Department provides services and benefits to Veterans and their dependents.

**Note: Each town/city has a Veterans Services Department.**  
(978) 281-9740