

Points South/West of LHMC Peabody

Community Resources for COVID-19

**Please note this document contains "up to date" info as of 5/12/20. Given the possibility of changes in services due to COVID-19, care team members are expected to verify info prior to disseminating.*

Elder Service Agencies (Aging Services Access Points/ASAPs)

ASAPs are non-profit regional agencies contracted with the Executive Office of Elder Affairs/EOEA to provide programs and services to seniors and their caregivers to allow seniors to remain independent in their homes. Programs include in-home services, such as homemaking and personal care, through the State Home Care program, Nutrition Services that include home delivered meals (Meals On Wheels), congregate meal sites and nutrition education, housing programs, caregiver support, money management, SNF Ombudsman services, and SHINE (Serving Health Insurance Needs of Everyone). ASAPs are the state agents for Adult Protective Services for elders at risk of abuse and/or self-neglect and screening agents for MassHealth clinical eligibility determination. ASAPs also provide the Geriatric Support Services Coordinators/GSSCs for Senior Care Options/SCO programs.

- **Minuteman Senior Services:** 781-272-7177 Serves: Woburn, Burlington, Wilmington, Winchester, Arlington, Lexington, Bedford, Lincoln, Concord, Carlisle, Acton, Maynard, Littleton, Boxboro, Stow, and Harvard
 - ❖ **still accepting new referrals via online referral form and/or by calling 888-222-6171**
 - ❖ **case managers are calling all home care and nutrition consumers to determine needs including back up plans for care and meal delivery**
 - ❖ **making pre-screening calls for people in their homes prior to home visits**
- **Springwell:** 617-926-4100 Serves: Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston; Also serves as Protective Services Agency for the following nine MetroWest communities: Ashland, Dover, Framingham, Holliston, Hopkinton, Natick Sherborn, Sudbury, and Wayland
 - ❖ **not accepting new referrals for MOWs until further notice; most congregate meal sites open with take-away service**
 - ❖ **still accepting new referrals for older adults in need of in-home services**
 - ❖ **NOT experiencing service interruptions for existing consumers**
 - ❖ **Protective Services are following usual screening process for reports and adding screening for COVID-19 exposure, but otherwise operating as usual**
- **Mystic Valley Elder Services:** 781-324-7705 Serves: Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield, and Winthrop
 - ❖ **still accepting new referrals via online referral form and/or by calling 781-324-7705 ext 100**
 - ❖ **case managers calling consumers on regular basis to assess well-being and service needs**
 - ❖ **MOWs continues along with adding extra shelf-stable and frozen meals to the home delivered meals**

Transportation

- MBTA - The RIDE
 - ❖ The RIDE Eligibility Center (TREC) is closed for in-person appointments

- ❖ Riders must wear a mask, all shared rides have been eliminated (unless it is the rider's PCA/escort), and trips need to be booked 1-3 days in advance
- ❖ Temporarily customer can book ride for their PCAs to get to and from their homes to provide vital ADL care
- ❖ They are working to eliminate transfer trip to avoid multiple driver exposure
- ❖ Vehicles are cleaned and disinfected every 24-hours
- ❖ all interactions with TREC, including ADA Visitor Requests, will be conducted during business hours by phone [617-337-2727](tel:617-337-2727) or email trec@paratransit.org
- ❖ **new RIDE customers may be granted temporary eligibility if they meet the 30-day Medical Necessity criteria** provided by a licensed healthcare provider by TREC; **30-Day Medical Necessity is temporarily being extended to 150 days**
- ❖ **current RIDE customers requiring recertification will be automatically extended**
- ❖ newly approved (granted medical necessity) and existing RIDE customers whose eligibility has been extended will eventually need to participate in an in-person interview
- ❖ The RIDE serves the following communities:
 - NORTH Beverly, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham, Wilmington and Winthrop
 - WEST: Arlington, Bedford, Belmont, Burlington, Concord, Lexington, Lincoln, Medford, Newton, Waltham, Watertown, Weston, Winchester and Woburn. *Portions of Billerica and Wellesley that are within ¾ miles of MBTA bus service.*
 - SOUTH: Braintree, Canton, Cohasset, Dedham, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Westwood and Weymouth. *Portions of Abington, Avon, Brockton, Stoughton and Wellesley that are within ¾ miles of MBTA bus service during operating hours.*
- **LRTA – Road Runner: [978- 459-0152](tel:978-459-0152)** Provides transportation anywhere within ¾ mile of the Fixed Bus Route LRTA service area (primarily within the communities of Lowell, Tyngsboro, Dracut, Tewksbury, Billerica, Burlington, Chelmsford, and Westford)
 - ❖ **Operating Monday-Saturday normally; NO Sunday service**
 - ❖ ADA Paratransit services are a curb to curb service available to persons with disabilities who are unable to use the LRTA fixed-route bus service; all vehicles are equipped to provide service to individuals with wheelchairs/mobility devices
 - ❖ reservations can be made up to one day prior to trip and cancellations are required at least 2 hours in advance
- **Private or contracted transportation** such as Uber, Lyft, ambulance or chair car
- **Councils on Aging/Town Specific Transportation:**
 - ❖ **Brookline Council on Aging: [617-730-2752](tel:617-730-2752) CLOSED, but will be monitoring its phone lines.** older adults can leave their names and phone numbers on our voicemail at [617-730-2777](tel:617-730-2777) or [617-730-2770](tel:617-730-2770); staff will be responding Monday-Friday from 8:30 am-5 pm; tax prep appointments cancelled; **NO Elderbus service, but if one leaves a message they will call back to assist with transportation issues and assist with the RIDE, etc.**
 - ❖ **Burlington: 61 Center Street, [781-270-1950](tel:781-270-1950)** COA transportation is **NOT available** until further notice

- ❖ **Watertown Council on Aging:** [617-972-6490](tel:617-972-6490) **CLOSED** but case manager Jenya is available to assist with connecting elders to available resources including taxi rides to medical appointments
- ❖ **Friendly Independent Sympathetic Help (FISH)** [781-270-1961](tel:781-270-1961) **NOT available** until further notice
- ❖ **Lex-Connect Taxi Program Through Checker Cab of Woburn** [781-935-1121](tel:781-935-1121) **STILL AVAILABLE**; call with at least 24 hour advanced notice to make a reservation
- ❖ **LEXPRESS Lexington's community bus service** [781-861-1210](tel:781-861-1210) **STILL AVAILABLE BUT ON DEMAND ONLY** Monday through Friday 6:35am-6:30pm; senior/disabled riders ride **FREE** on all routes between 9:00am-1:30pm
- ❖ **Wilmington:** 15 School Street, [978-657-7595](tel:978-657-7595) **TRANSPORTATION SERVICE TO MEDICAL APPOINTMENTS ON HOLD UNTIL June 2020.** Serves Wilmington residents to appointments within 13 mile radius, 9am-3pm. Case manager Laura Pickett available for town resource information. .
- ❖ **Stoneham:** [781-438-1157](tel:781-438-1157) **NOT AVAILABLE FOR TRANSPORTATION**
- ❖ **Concord:** [978-318-3020](tel:978-318-3020) **CLOSED**
- ❖ **Reading:** [781-942-6797](tel:781-942-6797) Call Kerry Valley, SW [781-942-6659](tel:781-942-6659) for town resource information.
- ❖ **Woburn:** [781-897-5960](tel:781-897-5960) **TRANSPORTATION ONLY AVAILABLE THROUGH CHECKER CAB** [781-937-6000](tel:781-937-6000)
- ❖ **Winchester:** [781-721-7136](tel:781-721-7136) **TRANSPORTATION AVAILABLE FOR MEDICAL APPOINTMENTS**
- ❖ **Arlington:** 27 Maple Street, [781-316-3400](tel:781-316-3400) COA transportation for Arlington residents has been **SUSPENDED**; HOWEVER is **providing taxi service to medical appointments**; call the above number and leave a message to schedule

Massachusetts Association for Community Action "MASSCAP" Agency

(Fuel Assistance, homelessness prevention, job training, emergency food assistance and more)

- **Community Teamwork Inc** [978-459-0551](tel:978-459-0551) Serves 63 cities and towns in Middlesex and Essex County including: Arlington, Lexington, Burlington, and Wilmington
- **South Middlesex Opportunity Council,** [508-620-2300](tel:508-620-2300) Serves: Concord, Lincoln, Sudbury, and many other cities and towns outside of the Greater Burlington region

- **Action for Boston Community Development, Inc.** [617-357-6000](tel:617-357-6000) Serves: Boston, Brookline and Newton, we serve the Mystic Valley cities and towns of Malden, Medford, Everett, Melrose, Stoneham, Winchester, and Woburn

Shelters & Homeless Assistance

- **Somerville Homeless Coalition** [617-623-6111](tel:617-623-6111)
- **Harvard Square Homeless Shelter** [617-547-2841](tel:617-547-2841)
- **Housing Families, Malden** [781-322-5119](tel:781-322-5119)
- **Mystic Valley Housing Services** [781-321-3431](tel:781-321-3431)
- **Middlesex Human Service Agency**, 50 Prospect Street, **Waltham** [781-894-6110](tel:781-894-6110)
- **Mary's House Family Emergency Shelter**, 62 Church Street, **Waltham** [781-647-9957](tel:781-647-9957)
- **Bristol Lodge Men's Shelter**, Waltham [781-893-0108](tel:781-893-0108) **OPEN - BED PHONE LOTTERY**
- **Bristol Lodge Women's Shelter**, 205 Bacon Street, **Waltham** [781-894-1225](tel:781-894-1225) **OPEN**
- **McGinnis House** (Medical Respite) 780 Albany St, **Boston** [857-654-1044](tel:857-654-1044)

***Massachusetts Coalition for the Homeless** [781-595-7570](tel:781-595-7570)

***Shelter search:** <https://www.homelessshelterdirectory.org/massachusetts.html>

***Housing assistance may be available through the local MASSCAP Agency** (see above)

Food Resources

- **Meals on Wheels**, contact the Elder Service Agency for the specific city/town
- **SNAP (food stamps):** Department of Transitional Assistance: [877-382-2363](tel:877-382-2363)
- **Burlington Food Pantry**, 10 St. Marks Rd [781-270-6625](tel:781-270-6625) Pantry is **OPEN WITH DRIVE-THRU FORMAT** Mondays/Wednesdays 11am-2pm; Tuesdays 3-7pm; Thursdays 10am-12 pm; call for more information
- **Congregate Meal Sites at Arlington Senior Center** [781-316-3423](tel:781-316-3423); **Arlington Heights Hauser Building**, 37 Drake Rd [781-221-7081](tel:781-221-7081) **CLOSED**
- **Arlington Food Pantry: OPEN, but with the following program changes:**
 - ❖ **THE MARKET-** starting March 30, school lunches will no longer be available for pick-up and will be **temporarily closed to shoppers**
 - ❖ **Arlington EATS** and the Town of Arlington will be delivering shelf stable food to Arlington residents in need; call the Hotline at [781-316-3400](tel:781-316-3400) leave a message with name, address, phone number, family size and a call back will be received
- **Congregate Meal Site Concord Council on Aging**, [978-318-3020](tel:978-318-3020) **CLOSED**
- **Open Table Concord**, First Parish Church, [978-369-2275](tel:978-369-2275) **CLOSED, other than food pantry (which is located in Maynard). Volunteers are as needed for food deliveries.**
- **Lexington Interfaith Food Pantry, Church of Our Redeemer** 6 Meriam Street, Lexington, MA, Saturdays: 9:30-11:00am [781-861-5060](tel:781-861-5060) **FOOD PANTRY IS OPEN- For pickup (in parking lot) or Home Delivery Option; visit Lexingtonfoodpantry.org to make a request**
- **Congregate Meal Site**, Lexington Community Center, [781-698-4850](tel:781-698-4850) **CLOSED**
- **Wilmington Community Fund Food Pantry**, 142 Chestnut Street, [978-658-7425](tel:978-658-7425)
2nd and 4th Wednesday of every month, from 6:30-7:30pm **OPEN**

- **Council of Social Concern Food Pantry**, 2 Merrimac Street Woburn, [781-935-6495](tel:781-935-6495) **OPEN MONDAYS-FRIDAYS, 9-5pm to WOBURN AND WINCHESTER RESIDENTS ONLY**
- **The Dwelling Place Soup Kitchen**, 523 Main Street Woburn, [781-369-5230](tel:781-369-5230) **OPEN FOR TO-GO MEALS** 5:30-6pm on Mondays, Wednesdays, and Saturdays.
- **Stoneham Council on Aging** [781-438-1157](tel:781-438-1157) **Call for food shopping with delivery**
- **Watertown Food Pantry**: [617-972-6490](tel:617-972-6490), 80 Mt. Auburn Street, confirmed **5/12/2020: ONLY TUESDAYS, 10:00am-2:00pm**
- **Bread of Life Malden Services:**
 - ❖ **Malden Food Pantry** at 54 Eastern - **NO CHANGE IN SCHEDULE**. Open Wednesdays 4-6pm and Fridays 2-4pm. Serves residents of Malden, Everett, Medford, Melrose, Saugus, Stoneham, Wakefield, Winchester, Reading and North Reading
 - ❖ **Grocery Delivery available** for senior citizens, disabled residents and families with special circumstances. May self-refer or be referral by an agency. Contact Gabriella Snyder Stelmack at gabriella.stelmack@breadoflifemalden.org or [781-475-9060](tel:781-475-9060)
 - ❖ **Everett Food Pantry - CLOSED AS OF MARCH 13 UNTIL FURTHER NOTICE**. Everett residents are welcome to pick up food from the Malden Pantry.
 - ❖ **Evening Meals** at First Baptist Church, corner of Main & Salem Streets, Malden - **TAKE-OUT MEALS STARTING TUESDAY, MARCH 17**. There is **no congregating dining**; patrons are given a bagged meal to-go at the door, Tuesday - Friday, 5:30-6:30pm. Text Maria Tiro at [781-548-9848](tel:781-548-9848) or John Robillard at [781-854-6337](tel:781-854-6337)
- **Community Servings**: [617-522-7777](tel:617-522-7777); <https://www.servings.org> **fully operational serving existing consumers and accepting new consumers (although there are delays in start/waitlist)**; delivering prepared meals; can provide medically tailored meals to individuals and families living with critical and chronic illnesses; serves a wide catchment area (see map online); application form on website or can call
- **Winchester**: [781-721-7136](tel:781-721-7136) No food pantry however volunteers available for food shopping; gifts cards for groceries

*Food Pantry Hotline: [800-645-8333](tel:800-645-8333)

Grocery Services

- **Grocery Store Special Hours** *for those 60+ or immune compromised*
 - ❖ **Market Basket** - Daily from 6:00 AM to 7:00 AM
 - ❖ **Whole Foods** - Daily from 8:00 AM to 9:00 AM
 - ❖ **Shaws** - Tuesdays and Thursdays from 7 AM to 9 AM
 - ❖ **Stop & Shop** - Daily from 6:00 AM to 7:30 AM
 - ❖ **Trader Joe's** - Daily from 9:00 to 10:00 AM
- **Grocery Delivery Services**
 - ❖ **Stop & Shop Peapod**: Shop online at www.peapod.com for goods for home delivery; delivery can be 1-2 weeks out
 - ❖ **Instacart (computer, smart phone, tablet required)**: Online grocery delivery service utilizing paid shoppers to shop stores for perishables and non-perishables; consumers place order online at www.instacart.com and select delivery time; delivery can be 1+ weeks out

- ❖ **Whole Foods Grocery Delivery:** Available to Amazon Prime members only and not available in all zip codes. Check availability at:
<https://www.wholefoodsmarket.com/grocery-delivery-and-pickup>

Addiction & Crisis Services

- **Cambridge/Somerville Emergency Services Team (C.S.E.S.T)** [800-981-4357](tel:800-981-4357)
- **Boston Emergency Services Team (B.E.S.T)** [800-981-4357](tel:800-981-4357) (Chelsea, Revere, Winthrop)
- **Eliot Community Services** [800-988-1111](tel:800-988-1111) (Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Saugus, Wakefield)
- **Advocates 24hr access line** [800-640-5432](tel:800-640-5432)
 - ❖ WEST - [800-640-5432](tel:800-640-5432) Ashland, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, Westborough
 - ❖ EAST - [800-540-5806](tel:800-540-5806) Acton, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Lexington, Lincoln, Littleton, Maynard, Stow, Waltham, Watertown, Wilmington, Winchester, Woburn
- **Psychiatry and Behavioral Health @ Lahey Burlington** [781-744-8013](tel:781-744-8013)
- **National Suicide Hotline** [1-800-273-TALK](tel:1-800-273-TALK)
- **Tewksbury Treatment Center inpatient Detox** [978-259-7000](tel:978-259-7000)
- **Online AA and other recovery support group:**
 - ❖ <http://aa-intergroup.org/directory.php>
 - ❖ <http://www.intherooms.com/home/>
 - ❖ <http://massachusetts.networkofcare.org/mh/>
- **Online resources for coping with COVID-19:**
<https://www.mass.gov/info-details/maintaining-emotional-health-well-being-during-the-covid-19-outbreak>
- **Online resource for opioid treatment guidance during COVID-19:**
<https://www.samhsa.gov/sites/default/files/otp-guidance-20200316.pdf>

Hospice & Hospice House Services

- **BILHAH:** [781-756-2488](tel:781-756-2488)
 - ❖ <https://vnaofme.com/hospice-house/>
- **Care Dimensions:** [888-283-1722](tel:888-283-1722)
 - ❖ <https://www.caredimensions.org/hospice-care/care-dimensions-hospice-house.cfm>
 - ❖ <https://www.caredimensions.org/hospice-care/kaplan-house.cfm>
- **VNA Care:** Cambridge, MA [617-661-4944](tel:617-661-4944)
 - ❖ <https://vnacare.org/patients/hospice-care/elizabeth-evarts-de-rham-hospice-home>
 - ❖ <https://vnacare.org/patients/stanley-r-tippett-home>
 - ❖ <https://vnacare.org/patients/rose-monahan-hospice-home>

Veterans Affairs

- **US Department of Veterans Affairs:**

- ❖ To get connected call [877-222-8387](tel:877-222-8387) Monday-Friday 8am-8pm or apply online <https://www.va.gov/health-care/apply/application/introduction>
- ❖ The VA is conducting telehealth medical visits and have made temporary changes to their healthcare delivery during COVID-19; more information at: https://www.va.gov/coronavirus-veteran-frequently-asked-questions/?utm_source=VA%20Alert&utm_medium=Banner&utm_campaign=CORONAVIRUS&utm_content=FA

Other Resources

- **Massachusetts and Federal COVID-19 laws, acts and FAQs:**
<https://www.mass.gov/info-details/massachusetts-law-about-covid-19>
- **PCA sick care leave under FFRCA:**
<https://nselder.org/wp-content/uploads/2020/04/FFCRA-on-letterhead-English.pdf>
- **Centers for Disease Control and Prevention (CDC):**
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- **Massachusetts Department of Public Health (DPH):**
<https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>; DPH has established a new Isolation Shelter Program for +COVID-19 homeless patients who are not medically compromised; call intake coordinator [781-438-9254](tel:781-438-9254) during the hours of 7 am to 7 pm
- **Mass 2-1-1:** www.mass211.org or [2-1-1](tel:2-1-1) provides free access to health and human services information 24/7; Mass 211 responds immediately to field calls regarding the crisis and to direct callers to services most appropriate for their needs; a toll-free number is available [1-877-211-MASS \(6277\)](tel:1-877-211-MASS); hearing impaired call [508-370-4890](tel:508-370-4890) TTY
- **Utility Relief:**
 - ❖ **National Grid** has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship; effective through the end of April 2020
- **DME:**
 - ❖ **NuMotion**, [508-363-1227](tel:508-363-1227) or <https://www.numotion.com/> able to do remote assessments for mobility equipment
- **Making your own mask:**
 - ❖ <https://www.wbur.org/artery/2020/05/06/how-to-make-your-own-face-mask>
- **MassHealth Consumers with UNFULFILLED PCA hours:**
 - ❖ can be connected to a local Home Health Agency that can fill those hours; call MassOptions [844-422-6277](tel:844-422-6277) for live support
- **Adult Day Health Centers CLOSED**
- **Fox Rehab:** [877-407-3422](tel:877-407-3422)

- ❖ **OPEN and taking referrals** for in-home Med B/outpatient rehab services like PT/OT; No nursing component
- ❖ can fax referral form to [800-579-0848](tel:800-579-0848) or they are willing to take referral over the phone; the office may need to fax the order
- **Income Tax Filing:**
 - ❖ **Massachusetts DOR** personal income tax deadlines for both returns and payments have been extended to July 15, 2020
 - ❖ **Federal IRS** filing and tax payment deadlines extended to 7/15/20
 - ❖ **Liberty Tax Service:** [617-981-9870](tel:617-981-9870) or [978-452-0700](tel:978-452-0700) **FREE** income tax return preparation for seniors 60+ who are eligible for free filing through community programs like VITA and AARP; income from social security, retirement and income from W2s needs to be under \$60,000
- **Centers for Disease Control and Prevention (CDC):**
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- **DME:**
 - ❖ **NuMotion**, [508-363-1227](tel:508-363-1227) or <https://www.numotion.com/> able to do remote assessments for mobility equipment
- **Making your own mask:**
 - ❖ <https://www.wbur.org/artery/2020/05/06/how-to-make-your-own-face-mask>
- **Income Tax Filing:**
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 - ❖ **Liberty Tax Service:** [617-981-9870](tel:617-981-9870) or [978-452-0700](tel:978-452-0700) **FREE** income tax return preparation for seniors 60+ who are eligible for free filing through community programs like VITA and AARP; income from social security, retirement and income from W2s needs to be under \$60,000
- **Nursing Home Family Resource Line:** [617-660-5399](tel:617-660-5399); 9:00AM - 5:00PM everyday
 - ❖ a dedicated phone line to connect family members of nursing home and rest home residents with the information and resources they need
- **Fuel Assistance:** State deadline has been extended to Friday, May 29, 2020