

Town of Canton Community Resource Guide



Town of
CANTON
Massachusetts

*A guide to important services,
programs, benefits for Canton
Residents*

Created by The Department of Elder & Human Services

781-828-1323

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Town of Canton Phone Lines

Accounting: 781-821-5010

Animal Control/Shelter: 781-575-6507

Assessors Office: 781-821-5008

Board of Health: 781-821-5021

Building Department:781-821-5003

Cemetery: 781-821-5040

Conservation Commission: 781-821-5035

Electrical Inspection: 781-821-5003

Elder and Human Services: 781-828-1323

Engineering Division: 781-821-5063

Executive Office: 781-821-5000

Finance Department: 781-575-6610

Fire Department: 781-821-5095

Fire Prevention Office: 781-575-6654

Highway: 781-821-5023

Forestry Division: 781-821-5023

Housing Authority: 781-828-5144

Human Resources: 781-821-2936

Library: 781-821-5027

Management Information Systems: 781-575-6607

Planning Board: 781-821-5019

Plumbing and Gas: 781-821-5003

Police: 781-821-5090

Property Maintenance: 781-821-5015

Public Works: 781-821-5023

Recycling: 781-575-6650

Parks & Recreation: 781-821-5030

School Department: 781-821-5060

Town Clerk: 781-821-5013

Town Planner: 781-575-6575

Treasurer/ Collectors: 781-821-5006

Veterans Services: 781-821-5005

Water & Sewer: 781-821-5017

Zoning: 781-575-6589

Crisis Hotlines

Abuse & Protective Services

- **Elder Abuse Hotline:** 800-922-2275
- **Nursing Facility or Rest Home Residents:** 800-462-5540
- **Department of Children and Families (DCF):** 800-792-5200
- **Disabled Persons Protection Commission (DPPC):** 800-426-9009 or 888-822-0350 TTY
- **Domestic Violence:** 877-785-2020
- **Parental Stress Hotline:** 800-632-8188.
- **Poison Control and Prevention:** 800-682-9211

- **Psychiatric Emergency:** 800-529-5077
- **Suicide Prevention**
State-wide Toll-Free Hotline:
- **Samaritans:** 877-870-HOPE (877-870-4673)
- **National Hotlines:** 1-800-SUICIDE (800-784-2433) 800-273-TALK (800-273-8255) Deaf Hotline: 800-799-4TTY (800-799-4889)
- **New Hope:** 800-323-4673
- **Call or text 988 or chat at 988lifeline.org** if you or someone you know is having a suicidal crisis or in mental-health distress or needs support

EMERGENCY 911

Resources

Canton Helpline

The Helpline provides referrals to local social service agencies who can assist callers with basic needs such as food, clothing, furniture, and transportation. In addition, financial assistance is available to help with utility bills and fuel costs. The Helpline also can provide referrals for mental health assistance. Please call 781-828-6666.

The Canton Food Pantry

Under the auspices of the Canton Helpline. You can reach the Food Pantry by call 781-821-8062 or email them at cantonfoodpantry@gmail.com

Adaptive Equipment

Accessories that help you manage your daily living needs. Examples: commodes, canes, walkers, grab bars, hand rails, raised toilet seats, tub seats and lifts. Adaptive Equipment is often available thru Medicare or other insurance when ordered by a physician. Check www.medicare.gov for a supplier directory. Equipment is also available through many pharmacies, but not all pharmacies will bill Medicare. Check to see if the provider you use accepts Medicare assignment. Used equipment is available for free or at a low cost through Reequipment at 1-800-261-9841 or dmerequipment.org; also at www.getstuff.com.

Adult Day Health

Adult Day Health Centers offer social, recreational, and health-related services in a protective setting. Adult Day Health serves those who cannot be left alone during the day because of health care and social need, confusion, or disability. Funding sources include private pay, MassHealth, the State Home Care Program, and Senior Care Options.

Social Day Care (Supportive Day) Centers provide individualized programs of social activity for elders requiring daytime supervision. Activities include recreation and social activities. Some social day centers offer limited health services. Below is a listing of some local adult day health and social/supportive day providers

The Julia Ruth House Westwood: 781-251-3393

Norwood Adult Day Health Center: 781-769-4495

A Plus Adult Day Health, Norwood: 781-551-4422

Brockton Adult Medical Day Center, Brockton: 508-586-2222

Sharon Adult Center & Council on Aging, Sharon: 781-784-8000

Sunrise of Norwood: 781-762-1333

NE Sinai Adult Day: 781-344-7661

Adult Foster Care

Adult Foster Care is a state-funded program that provides daily assistance with personal care and case management oversight in a caregiver's home. (See also Group Adult Foster Care) To apply for Adult Foster Care / Adult Family Care, visit the Massa-

chusetts Council for Adult Foster Care at www.massafc.org for a listing of provider agencies who will assist you with the application process. Caregiver Support and Elder Abuse/Protective Services.

Aging Services Access Point

ASAPs are non-profit agencies across the state, under contract to the Executive Office of Elder Affairs. Programs include Information and Referral, Case Management, State Funded Home

HESSCO Elder Services

1 Merchant Street, Sharon, MA 02067 www.hessco.org 781-784-4944, 800-462-5221, Fax: 781-784-4922 Serves Canton, Dedham, Foxboro, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. Visit www.800AGEINFO.com or call 800-243-4636 to find ASAPs in other areas.

ALZHEIMER'S & DEMENTIA RESOURCES

Alzheimer's & Dementia Resources

Alzheimer's Association 800-272-3900 24/7 helpline; www.alz.org

Alzheimer's Association (Massachusetts/NH Chapter) 617-868-6718

Safe Return Program

Alzheimer's Association, in collaboration with MedicAlert Foundation (I.D. bracelet) Contact MedicAlert at 800-432-5378 or medicalert.org/alz. Use Promo Code ALZ SafetyNet Tracking Systems. This system enables public safety agencies to quickly find and rescue clients with cognitive disorders such as autism and Alzheimer's. Public safety authorities are trained on how to find lost individuals using the SafetyNet equipment and on how to effectively communicate with people who have cognitive conditions. Each SafetyNet tracking system emits a signal to law enforcement for tracking people at risk. For further information please contact 877-434-6384 or visit safetynettracking.com.

Family Caregiver Support Program

HESSCO Elder Services 781-784-4944. Offers counseling, resources and service coordination to persons of any age caring for someone with Alzheimer's Disease. Alzheimer's Association Support Groups Support groups for individuals living with Alzheimer's and other's dealing with the disease. All support groups are facilitated by trained individuals. Call the Alzheimer's Association at 800-272-3900 or visit www.alz.org for more info Money management program: HESSCO Elder Services 781-784-4944 (Ask about income and other eligibility criteria) Boston University Alzheimer's Disease Center www.bu.edu/alzresearch

Assisted Living Residences

Residences are an option for people who feel uncomfortable or unsafe living alone, but do not need the 24-hour nursing and medical care provided by nursing facilities. Generally, facilities are private pay. A few facilities participate in programs) that subsidize care for low income residents. To find assisted living residences contact the Massachusetts Assisted Living Association (Mass-Ala), 465 Waverly Oaks Road, Suite 300 Waltham, MA 02452 Phone: 781-622-5999, Fax: 781-622-5979, Email: massa-la@massala.org, www.massala.org. For more information on subsidized care, contact the Department of Elder and Human Services, 781-828-1323

Assistive Technology

This term covers communication devices or services for people who cannot speak independently, telecommunications devices for the deaf , text telephones and television decoders for people with hearing loss. Other devices for people with hearing loss use lights or vibrations to warn people about dangers. Environmental control systems turn lights on and off, open doors or operate appliances. Assistive technology includes modifications to buildings, rooms and other facilities. While some “high tech” devices are expensive, inexpensive low tech devices include Velcro, large print materials, big button phones, and adapted eating utensils.

Autism Resources

Family Autism Center (of Norfolk County) 781-762-4001
www.arcsouthnorfolk.org . The Family Autism Center offers several workshops and training programs for parents and professionals, school vacation week programming for children and young adults , and many different support groups for family members, including parents and grandparents. For more information, call 781-762-4001 x 310 or email Brian Clark at bclark@arcsouthnorfolk.org to be put on mailing list.

Safetynet Tracking System

This system enables public safety agencies to quickly find and rescue clients with cognitive disorders such as autism and Alzheimer’s. Public safety authorities are trained on how to find lost individuals using the SafetyNet equipment and on how to effectively communicate with people who have cognitive conditions. Each SafetyNet tracking system emits a signal to law enforcement for tracking people at risk. For further information please contact 877-434- 6384 or visit safetynettracking.com.

Canton Fire Department:

Sand for Seniors: November 1st– April 1st, You will get a free refillable 3 gallon bucket of sand to spread on walkways and stairs to help prevent falls on ice during the winter. Call Lt. John Hutchinson at 781-575-6654 Extension 3104

Any senior who may need assistance with smoke detectors, such as installation or battery replacement should contact the Fire Prevention Office at 781-575-6654 X3104. Fire Prevention hours are Tuesday-Friday 7:30 am-6:30 pm. After hours or weekends, call 911.

Icanconnect

Promotes the National Deaf-Blind Equipment Distribution Program (NDBEDP). The goal is to get technology into the hands of Americans with combined hearing and vision loss. For those who qualify, technology equipment used for distance communication is provided FREE. Installation, training and technical support are also available at NO CHARGE. Call 1-800-825-4595 / TTY 1-888-320-2656, or visit the website www.iCanConnect.org

Massachusetts Equipment Distribution Program

Provides free specialized telephone equipment to disabled residents. 800-300-5658 V/TTY

Mass Rehab Commission

800-245-6543 www.mass.gov/ massedp. Taunton Office 508-823-8141

Mass Commission of The Blind 800-392-6450 ,

Mass Commission for the Deaf & Hearing

800-882-1155. MASSMATCH www.massmatch.org 877-508-3974
See also Hearing Loss/ Hearing Aids on page 12

Caregiver Support Programs

Support unpaid caregivers such as family members or friends. Support can include information, education, access to services and in-home services and in home assessments. Contact HESSCO at 781-784-4944

The Department of Elder and Human Services

The Department of Elder and Human Services is located 500 Pleasant Street, Canton, MA 02021, 781-828-1323 <https://www.town.canton.ma.us/341/Elder-and-Human-Services>. DEHS has three components.

- **The Human Services Department assist any Canton Residents 18 years or older who need social services interventions.**
- DEHS is responsible for meeting the needs of any Canton resident, 60 years old and over, through outreach programs and services designed to help maintain independence within the community.
- The Senior Center is where educational programs, health clinics, social events, and activities occur.

Dental Care

Elder Dental Program 508-222-0118 x1326 email elderdental@communityvna.com This nonprofit program uses local dentists who volunteer to treat low-income elders at significantly reduced fees. Eligibility: age 60 or over, do not have dental insurance, live in the program service area, meet asset limits, and have an annual income less than 250% of poverty level (2020 annual income less than \$31,900 [\$43,100 for a couple] and savings less than \$25,201 [\$50,064 for a couple].)

Individual Dental Insurance

- Altus Dental Special Plan for AAA members.
www.altusdental.com 877-223-0588
- AARP Dental Plan 866-583-2085 TTY: 800-735-2929
www.deltadentalins.com/aarp
- Delta Dental of Mass. 800-872-0500
www.deltadentalma.com/ The Health Connector
www.mahealthconnector.org offers dental plans to meet most needs and budgets. There are plans for children only, and plans for families and adults. At the health connector website, you will find information about covered benefits, deductibles, co-pays, out-of-pocket maximums, and annual benefit maximums. Once you've reviewed the plan details and found a plan or plans that may be right for you, call 877-623-6765 to get premium information. You can enroll by either mailing in a completed application or calling 877-623-6765

MassHealth Dental Benefits

Dental Customer Service: 1-800-207-5019; TTY: 1-800-466-7566 www.masshealth-dental.net/ MassHealth members aged 21 and older are eligible for dental services performed by a MassHealth dentist. Adult members who have been determined by the Department of Developmental Services (DDS) to

7566 www.masshealth-dental.net/ MassHealth members aged 21 and older are eligible for dental services performed by a MassHealth dentist. Adult members who have been determined by the Department of Developmental Services (DDS) to be eligible for DDS services receive a different dental benefit package than adults who are not DDS Clients. Examples of covered dental services for adults include: Oral exams (twice in 12 months); Some Oral Surgery (such as removal of impacted teeth, biopsies, soft-tissue surgery); X rays; Extractions (tooth-pulling); Cleanings (twice in 12 months)

Community Health Centers

To find centers offering dental care, call the Office of Oral Health at 617-624-6074 or the Mass League of CHCs at 617-426-2225. The closest CHC offering dental care is Brockton Neighborhood Health Center 63 Main Street, Brockton, MA 02301 , (508) 559- 6699 www.bnhc.org University/College Dental Programs: Discounted services are provided by students supervised by faculty. Some schools accept MassHealth. Services may include general dentistry, dental hygiene, periodontics, dentures, etc. Many community colleges offer discount services (cleanings and x-rays only) through the Dental Hygienist Program. Call the programs below to ask what services are available.

Boston University School of Dental Medicine 100 E. Newton St. Boston 617358-8300

Harvard School of Dental Medicine 188 Longwood Ave. Boston 617-432-1434

Tufts University School of Dental Medicine 1 Kneeland St. Boston 617-636-6998; Wrentham Satellite Campus 508-384-8987

Forsyth Dental Hygiene Clinic MCPHS Boston, 101 Palace road, Boston 617-278-2700

Regis College Dental Center 1432 Main Street, Waltham 781-768-7250

Department of Transitional Assistance Local Office

Taunton– Mon - Fri 7:30am to 5:00pm 21 Spring Street, Taunton, MA 02780 508-884-5300, Fax: 508-884-5301

Domestic Violence Resource

Safelink Domestic Violence Hotline (www.casamyra.org), 24-hour DV hotline (877-785-2020). Hotline counselors can assist with safety planning, information on accessing public benefits and other services for battered women, ranging from shelters to transitional living programs.

Department of Transitional Assistance Domestic Violence

Line: Phone: 508- 884-5354

New Hope Hotline: 800-323-HOPE (800 -323-4673)

www.newhope.com

Penelope's Place: Brockton Hotline: 508-588-2041

National Abuse Hotline: 800-799-SAFE (800-799-7233)

Dove 24 Hour Hotline: 617-471-1234 or 888-314-3683

Treatment for Batterers:

Bay State Community Services: 617-471-8400

New Hope: 508-226-4015 For information on reporting abuse against

Emergency Aid to Elders, Disabled and Children

A State funded program that provides cash and other benefits to certain persons or caregivers who are not eligible for other programs, such as SSI or TAFDC, or who are waiting for SSI. Asset and income limits are very low. Apply through the DTA office: 21 Spring Street, Taunton, MA 02780, 508-884-5300, Fax: 508-884-5301EAEDC also pays for rest home care for those who need it and who do not qualify for SSI. For rest home care, the beneficiary's income, minus a low monthly personal needs allowance, goes toward the rest home's bill, with EAEDC making up the difference. Under this program, rest home residents get Community MassHealth. Apply through the DTA worker assigned to the rest home or through the closest DTA office

Please visit the Town of Canton Website to register for alerts <https://www.town.canton.ma.us/alertcenter.aspx> or call Department of Elder and Human Services at 781-828-1323 for assistance.

Financial Planning Services (Non-Profit)

Agencies that provide assistance with financial and estate planning as well as asset preservation and management with an emphasis on senior citizens. (Note: Legal Services programs can also help with foreclosure, eviction, debt collection, etc.)

Homeowner Options For Massachusetts Elders (H.O.M.E.) 800-583-5337 (www.elderhomeowners.org) In-home financial counseling for Massachusetts homeowner with only one residence, 60 years of age or older (50 if in jeopardy of losing your home), with annual income less than \$30,000 individual / \$40,000 couple.

Making Home Affordable 888-995-HOPE, www.makinghomeaffordable.gov. Information to help homeowners avoid foreclosure

MassSaves 866-527-7283, www.masssaves.com A program of the Massachusetts Financial Education Collaborative (MFEC), offers workshops and on-line resources on a variety of financial topics.

American Credit Counseling Services 508-695-0148 www.accs.org gives free advice to people who are in debt or have questions about their finances. People who need help paying off their debts can enroll in a low-cost debt management plan.

Funeral & Body Donation

Low Income Service Program New England Institute of Funeral Service Education @ Cape Cod Community College 508-531-3462 (Bridgewater) Provides funeral services for families in financial need. Work is performed by students under supervision of faculty.

Anatomical Gift Program (Request an "Instrument of Anatomical Gift Form from school of choice).

UMass Medical School: 508-856-2460

BU School of Medicine: 617-358-2105

Harvard Medical: 617-432-1735

Tufts School of Medicine: 617-636-0873

Social Security Survivor benefit: 800-772-1213. One time \$255 payment to spouse, or minor/disabled child.

Veterans: For information on burial benefits for veterans, call 800-827-1000. Also, you can call the Canton Veteran's Agent, Arafat Knight 781-821-5005 if you need help accessing benefits.

Dept. of Transitional Assistance: Individual's or financially responsible family member's assets must be under \$1,100. DTA will pay the difference up to \$1,100 towards the funeral costs

Frail Elder Waiver (aka Home and Community Based Service Waiver)- The waiver provides MassHealth Standard coverage and pays for in-home or community services to keep an elder out of a nursing facility. Income limits are higher (300% of Federal SSI benefit) than for non-frail elders. Also, married clients may use a waiver to separate the income and resources of the frail elder from those of the spouse to establish Medicaid eligibility for the frail elder. Services may include personal care services, housekeeping and chore services, laundry, home health aide, skilled nursing, companion services, supportive day program, home delivered meals, grocery shopping, transportation, wander response system, respite care, environmental accessibility adaptation, and transitional assistance. The local Aging Services Access Point (ASAP) will assess the elder's needs and determine the type and amount of services. Call HESSCO, 781-784-4844 . For other areas call 800-AGE-INFO.

Group Adult Foster Care

This is a Medicaid program which pays for some services delivered to eligible residents of participating assisted living facilities. GAFC can assist with needs such as daily personal care and oversight of services. (Room and board expenses of assisted living GAFC residents may be covered under the Massachusetts SSI-G program.) To apply for Group Adult Foster Care, call the MassHealth Customer Service Center at 800-841-2900 or TTY 800-497-4648.

Handicap Placards & License Plates

Massachusetts Registry of Motor Vehicles 857-368-8020 www.mass.gov/disability-plates-and-placards Mass RMV Provides handicap plates/placards to individuals who are medically certified as disabled by a Massachusetts licensed physician, chiropractor or nurse practitioner's signature. Request an application via telephone or visit their website and print out an application.

Health Insurance Resources Consumer Health Helpline : 800-

272-4232 Health Care for All's Helpline is a free resource for consumers of all ages. Counselors are available 9am - 5pm, Monday - Friday. Helpline Counselors:

- Help you understand your health coverage options
- Help you apply for and get free and lower-cost health coverage
- Help you to find out what your health coverage covers
- Help you solve problems with your health coverage
- The Helpline is staffed by Health Care for All staff, interns, and volunteers.

The Prescription Advantage Program "wraps around" other prescription coverage such as a Medicare Part D Plan. Benefits vary with income. Open to any Mass. resident on Medicare, seniors not on Medicare and lower income disabled non-seniors. Eligible consumers can join at any time. There is no premium for Prescription Advantage, but some moderate income members pay a small annual fee. Call 800-243-4636 (800-AGE-INFO) and pick option 2 for more information or to request an application. Prescription Advantage, P.O. Box 15153, Worcester, MA 01615-0153, 800-243-4636

The Health Connector is Massachusetts' health insurance Marketplace where individuals, families, and small businesses can shop among the state's leading health and dental insurance carriers and choose the right plan to meet their needs and budget. 1-877 MA-ENROLL (1-877-623- 6765) or TTY 1-877-623-7773 Monday to Friday, 8 a.m. to 5 p.m. or www.mahealthconnector.org. For General Information on Massachusetts Insurance Offerings (MassHealth & Health Connector): 1-855-MA-4-Health (855- 624-4584), TTY 1-877-623-7773, or 1-800-497-4648. You may qualify for help paying for health insurance. To qualify: You must shop through the Health Connector; You must live in Massachusetts; You must be a U.S. citizen, national, or otherwise lawfully present in the U.S.; You must be an individual or family with income at or below 400% of the Feder-

al Poverty Level (FPL); You are not qualified for Medicare, MassHealth (Medicaid), or other public health insurance programs; Your employer does not offer you affordable, comprehensive health insurance (i.e. the cost of your employer's health insurance plan for individuals is no more than 9.5% of your income).

SHINE Serving the Health Information Needs of Elders. SHINE counselors are volunteers trained by a state-funded program. They provide free, unbiased and accurate information to seniors and to Medicare recipients of all ages about health insurance options and benefits. SHINE counselors are also available at most Councils on Aging. Call the Department of Elder and Human Services Center for a SHINE appointment.

P.A.C.E. The Program of All inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. Your healthcare is coordinated by a team of caring professionals at a PACE Day Center (transportation included) or when needed in your home. PACE provides care for participants 24 hours a day, 7 days a week and 265 days a year. You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth and MassHealth may pay your PACE premium. Countable income must not be greater than 300% of the federal benefit rate. Countable assets may not be greater than \$2,000. You must also agree to receive health services exclusively through the PACE organization. Contact them at 479 Torrey Street, Brockton, MA 774-470-6700 ESPIInfo@HHSi.US or visit www.hhsi.us/elder-service-plan

Senior Care Options The S.C.O. program combines health care services with social support services. With SCO, a team of medical professionals works together to provide care that is tailored to an individual's needs. Plus, SCO doctors provide coverage 24 hours a day. To be eligible to join a SCO, you must be 1) age 65 and older 2) have coverage under MassHealth Standard and 3) live in an area served by a SCO agency. SCO Plans available locally: Senior Whole Health 617-494-5353 & United Health Care 800-905-8671

Hearing Loss & Hearing Aids

Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology . Note: Medicaid covers costs for hearing aids (with limits). Medicare, however, will not cover hearing aids. Check with private health insurer to see if it provides any coverage. Organizations that accept and distribute gently used hearing aids have been included here, as well.

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) is the principal agency in the Commonwealth on behalf of people of all ages who are deaf and hard of hearing, Services include:

- Communication Access, Training & Technology Services.
- Case Management Services
- Interpreter/CART (Communication Access Realtime Translation) Referral Services
- Independent Living Services for Deaf/Hard of Hearing

MCDHH Toll Free Numbers 800 530-7570 TTY 800 882-1155 Voice After Hours Emergency Interpreter/CART Service 800 249-9949 TTY / Voice Web Site Mass.gov/mcdhh

Title VII Part B In Massachusetts, federal money from Title VII Part B funding is available to all of the Independent Living Centers for buying equipment and services to assist people to maintain or achieve independence. There is a long waiting list. Title VII Part B is only for those who are not eligible for services under the Massachusetts Rehabilitation Commission (MRC). All other sources of funding should be explored before applying for this service. Applicant must show evidence of having looked for other services. The program can provide funding for assistive technology, assistive listening devices and other disability-related equipment.

Southeast Region D.E.A.F., Inc. 66 Main Street, Taunton, MA 02780 TTY/Voice: 508 802-9605, www.deafinonline.org email: dhils@deafinonline.org

Greater Boston D.E.A.F., Inc. 15 Brighton Ave., Allston, MA 02134 TTY/Voice: 617 254-4041, Toll free TTY/ Voice: 800 886- 5195 , Fax: 617 254-7091 <http://www.deafinonline.org> email: dhils@deafinonline.org

American Medical Resources Foundation (recycles hearing aids) P.O. Box 3609, 36 Station Avenue, Brockton, MA 02404 401-789-4527 Voice, 401-789-1849 Fax

Assistive Technology Exchange in New England www.getstuff.org/

Speech, Language, and Hearing Center of Northeastern University 617-373-2492 Voice, 617-373-8756 FAX

Knights of Columbus P.O. Box 194, 470 Washington Street, Norwood, MA 02062 781-551-0628 Voice, 781-551-0490 Fax

Massachusetts Rehabilitation Commission 21 Spring Street, Suite 8, Taunton, MA 02780 Tel: (508) 823-8141 TDD: (508) 821-3797 Fax: (508) 821-3796 US Veterans Administration VA Outpatient Clinic, Audiology Dept. 150 South Huntington Ave., Jamaica Plain, MA. Voice: 617-232-9500 ext. 4730, Fax: 617-264-6703

Massachusetts Lions Club District 33-S, Hearing Foundation in collaboration with Morton Hospital Speech, Hearing and Language Center 2007 Bay Street Suite B-100, Taunton, MA 02780. Contact your local Lions Club at <https://www.cantonlionsma.org/contact-us>

The Department of Elder and Human Services offers free hearing clinics on a monthly basis. Call 781-828-1323 to schedule an appointment.

Housing Resources

Homelessness Resources

Department of Transitional Assistance: (Weekdays) 21 Spring Street, Taunton, MA 02780 Phone: 508-884-5300, Fax: 508-884-5301 75 Fountain St, Framingham. Homeless Coordinator 508-661-6645

Bristol Lodge 781-893-0108

Pine Street Inn 617-892-9100

Pathways (Evenings/Weekends) 508-879-5047. Reachable 24/7. Will place on emergency basis one night, and then send next business day to DTA - depending on availability

Shelter Resource Listing at www.mass.gov/hed/economic/eo-hed/dhcd/contacts/shelter-resource-listing.html

SMOC Common Ground Resource Center Framingham 508-620-2690. 7 Bishop Street Framingham

Salvation Army 617-542-5420 x510 Will take individuals with active substance abuse. Army 617-542-5420 x510 Will take individuals with active substance abuse

Homelessness Prevention Resources

South Middlesex Opportunity Council (SMOC): 7 Bishop St. Framingham, SMOC is a multi-service agency that covers the Canton area for housing services.

Housing Consumer Education Center

508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800-224-5124 or DHCD Div. of Housing Stabilization 877-418-3308).

Common Ground Resource Center

508-620-2690 Integrated service delivery system for single adults experiencing or are at risk of homelessness. Includes emergency housing, low cost rooms, and services.

Rental Assistance Program: 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

Public Housing

Public Housing Available in Massachusetts, there are 253 Housing Authorities, representing each city/town in the state. Most public housing is available to low income families, elders and disabled adults. There are a small amount of units available for

single non-disabled adults. State Aided Public Housing.

Canton Housing Authority

660 Washington Street, Canton 781-828-5144 operates public housing units for low income elders (60 and over), disabled adults, and low income families. Applications are made through the local Housing Authority. A Universal Application can be completed online at <https://publichousingapplication.ocd.state.ma.us/>

For additional assistance contact a Social Workers at the Department of Elder and Human Services at 781-828-1323.

Federally subsidized housing units – Each development has its own application. The following is a sampling of developments in or near Canton. Contact each Management Company separately

Canton Canton Village, Keith Properties Inc. 781-828-5858

Lamplighter Village. Peabody Properties, Inc. 781-828- 7834

Foxborough N. Carl Annon Court, Eastpoint Properties 603 -836-5680

Sharon Stony Brook Court, Barkan Management Company, Inc. 781-784-4025

Westwood Highland Glen, Equity Residential Properties Management Corp. 844-807-5165

Wrentham Liberty Pines, Boston Land Company 781-547- 4280 or 508-384-7979

St. Vincent de Paul Society can assist with clothing, financial assistance, fuel assistance, furniture assistance and more. Please contact them at 781-344-3100

The Residential Assistance for Families in Transition (RAFT)

Helps keep households in stable housing situations when facing eviction, loss of utilities, and other housing emergencies caused by loss of income, increase in expenses, or both. RAFT helps all kinds of households by providing up to \$10,000 per household to help preserve current housing or move to new housing. RAFT can cover utilities, moving costs, and overdue rent costs, as well as future rent in limited situations. Please contact the Department of Elder and Human Services for assistance at 781-828-1323 and ask to speak with an outreach worker or visit the online application at <https://www.mass.gov/how-to/how-to-apply-for-raft>

Housing Resources Cont.

Rental Assistance These are rental subsidies, (called vouchers) for private apartments not in public housing developments. There are three main types of housing subsidies (vouchers). One is federal and two are state funded.

Section 8 Housing Choice Voucher Program Apply at South Middlesex Opportunity Council (SMOC) to be placed on the statewide waiting list. This list is very long, and never closes. Additionally, the Centralized Waiting List comprised of 84 participating Housing Authorities. One application needs to be completed and sent to any one of those housing authorities on the list, and you are automatically placed on all 84 lists. For questions please call the Centralized Waiting List Informational Line at 877-868-0040.

The Department of Elder and Human Services regularly assists residents with these application 781-828-1323.

Housing Consumer Education Center

508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800- 224-5124 or DHCD Div. of Housing Stabilization 877-418- 3308, 617-573-1100)

Rental assistance Program 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

Other Housing Resources: www.masslegalhelp.org/housing
www.massresources.org/affordable-housing.html
www.chapa.org/looking-housing/affordable-homes

Veterans Services

Located at 660 Washington Street, Canton MA. Veterans Agent, Arafat Knight, 781-821-5005

Services:

Assists veterans with V.A. disability claims and annuity applications for 100% service connected disabled veterans,

- Educates 10% + service connected disabled veterans on possible real estate tax partial abatements—
- Administers Mass. G.L.C. 115 financial assistance and emergency aid to eligible veterans, dependents and widows.
- Helps families apply for burial benefits and grave markers
- Provides referrals to other professional services as needed
- Helps veterans apply for state wartime bonuses.
- Provides veterans with access and referral to education, training and employment services
- Helps veterans with service record concerns.

For spouses and children of veterans

CHAMPVA is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. To be eligible for CHAMPVA, you cannot be eligible for TRICARE/CHAMPUS and you **must** be in one of these categories:

1. the spouse or child of a veteran who has been rated permanently and totally disabled for a service-connected disability by a VA regional office
2. the surviving spouse or child of a veteran who died from a VA-rated service connected disability
3. The surviving spouse or child of a veteran who was at the time death rated permanently and totally disabled from a service connected disability
4. the surviving spouse or child of a military member who died in the line of duty, not due to misconduct (often, these family members are eligible for TRICARE, not CHAMPVA). Eligible elders may be eligible for home care coverage through the Veteran's

Home/Yard

Southern Middlesex Opportunity Council (loans) 508-620- 2682
Mass. Housing Finance (loans for safety, septic) 617-854- 1000
MRC (modification loans)

SMOC 508-202-5919

Seniors/ Disabled Commission for the Blind (with secondary disability) (grants) 617-727-5550

Independent Living Centers (grants) for disabled 617-204- 3851
(see list, page 19)

Veterans Administration (loans) 800-827-1000

Independent Living Centers

Private, non-profit, consumer controlled, community-based organizations that provide information, services and advocacy by and for persons with all types of disabilities. Independent Living Centers provide advocacy on national, state and local issues. They work to assure access to housing, employment, transportation, communities, recreational facilities, and health and social services.

Massachusetts Statewide Independent Living Council Voice/
TTY: 508-620-7452 www.masilc.org/

MetroWest Center for Independent Living 280 Irving Street,
Framingham, MA 01702 Phone: 508-875-7853, Fax: 508-875-
8359, Web: www.mwcil.org

Hospice

Programs that offer a special way of caring for people who are terminally ill. Hospice care is covered under Medicare Part A.

Hospice Federation www.hospicefed.org, The Hospice & Palliative Care Federation of Massachusetts 1420 Providence Highway, Suite 277, Norwood, Mass. 02062 781-255-7077

Information and Referral Services

The following resources can help you find resources for many types of problems. If you are unable to find the help you need using this booklet, try calling one of the numbers below.

Mass 2-1-1. Anyone can call 211 to connect to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Calls are always confidential. 211 is available 24 hours a day, 7 days a week. Mass 2-1-1 responds immediately during times of crisis, fielding calls regarding the crisis and directing callers to services most appropriate for their needs. If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available: 1-877-211-MASS (6277)

Department of Elder and Human Services 781-828-1323. The Human Services staff at DEHS are available during normal business hours to help Canton residents find the services and resources they need. A face to face appointment is often helpful, and can be scheduled for the Senior Center at 500 Pleasant Street.

HESSCO Elder Services 781-784-4944. 1-800-462-5221
HESSCO's Information and Referral Department maintains extensive files on services and resources for area residents.

Nutritional Information

Food Stamps/SNAP Program : DTA ASSISTANCE LINE 877-382-2363 Senior SNAP Line 833-712-8027 Apply online at www.dtaconnect.eohhs.mass.gov

Home-delivered Meals on Wheels: provides home-delivered meals to elders who would have difficulty getting to a meal site for lunch. Those with additional needs may receive a dinner bag and/or frozen weekend meals. A per meal donation is requested. To apply call HESSCO at 781-784-4944. www.projectbread.org 800-645-8333 Food Source Hotline

Medicaid (MassHealth)

A federal program (called MassHealth in Massachusetts) is a comprehensive health insurance program for low income children, families, elders, and those with disabilities. People who live in Long-Term Care Facilities receive MassHealth when they can no longer pay privately for their care. Others receive MassHealth coverage while remaining in the community, living in their own home or with family. MassHealth covers almost all medical expenses associated with in-patient and out-patient medical care not covered by other insurance. Eligibility varies by age, living situation and other factors. Visit [Mass.gov/orgs/masshealth](https://www.mass.gov/orgs/masshealth)

General Eligibility MassHealth benefits, enrollment into a health plan, dental benefits, etc., call MassHealth Customer Service Center, 800-841-2900 (TTY: 800-497-4648). For questions about eligibility or the status of your application, call MassHealth Enrollment Center: 888-665- 9993 (TTY: 888-665-9997).

SHINE: Serving the Health Insurance Needs of Everyone. Elders and caregivers may speak with a SHINE counselor at the COA/HS or at HESSCO.

Medical Equipment Medical equipment (also known as Durable Medical Equipment or DME) is often available through Medicare or other insurance when ordered by a physician. Check with your individual insurance for coverage

Equipment is a way to obtain FREE, gently-used durable medical equipment such as wheelchairs, scooters, shower chairs and more for adults, children, disabled persons and elders living in Massachusetts. Donated DME is sanitized, refurbished and made available with easy access to equipment. Visit <https://dmerequipment.org> or call 800- 261-9841 or email info@dmereuse.org . Pick up and delivery as needed are provided for a small fee.

Department of Elder and Human Services has limited medical equipment for individuals, please call to inquire 781-828-1323

Medicare

Health insurance for eligible U.S. residents 65 years of age and older, and some younger individuals with disabilities. Medicare is divided into four main parts. [Medicare.gov](https://www.Medicare.gov) for more info. **Medicare Part A** is usually free. It covers many (but not all) costs associated with hospitalization. Medicare Part B has a monthly premium and covers many (but not all) costs associated with outpatient medical care. Together, Part A and Part B are referred to as Traditional Medicare.

Traditional Medicare recipients with only traditional Medicare must pay various deductibles and co-payments. Many recipients choose additional insurance coverage to protect themselves from those costs. For those with traditional Medicare coverage, Medicare Supplement (Medigap) plans provide protection from high out-of pocket medical expenses – but charge premiums. They are accepted by all physicians and hospitals who accept Medicare. Medigap policies do not cover prescriptions, so you'll need a separate (Part D) drug plan.

Medicare Part C (Medicare Advantage) combines Part A, Part B, and, sometimes, Part D (prescription drug) coverage. Medicare Advantage plans are offered by private companies approved by Medicare. Plans must cover medically-necessary services; but plans can charge different copayments, coinsurance, or deductibles for these services. They also may cover a few services not covered by Medicare. Medicare Advantage Plans, such as HMOs, PPOs, and Private Fee for Service Plans, often have monthly premiums. (You also pay the Part B premium.) Part C plans may restrict where you get care, and which physicians you see.

Medicare Part D, a.k.a. the Medicare Prescription Drug Program, is offered through private insurance companies. Part D plans help pay the cost of prescription medications. Part D plans may charge monthly premiums, co-pays, and deductibles. SHINE counselors can help people choose the right coverage.

Personal Care Attendant Program A consumer-directed program for MassHealth members who are chronically disabled and require physical assistance with bathing and dressing, and instrumental activities of daily living (IADLs) To apply for PCA services, the applicant must contact a Personal Care Management (PCM) agency. The PCM agency will evaluate the applicant's need for PCA services and submit a prior -authorization request to MassHealth. For an up to date list of PCM agencies, contact MassHealth Customer Service at 800-841-2900 or visit [www.mass.gov/ servgicedetails-care-management-pcmagency-list](https://www.mass.gov/servgicedetails-care-management-pcmagency-list)

Personal Emergency Response System

A PERS has three components: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls. When you need help, you press the transmitter's help button, which sends a signal to the console. The console automatically dials one or more emergency telephone numbers. Most PERS are programmed to telephone an emergency response center. The center will try to find out the nature of your emergency. They also may review your medical history and check who should be notified. Some providers offer enhanced services such as medication reminders or dispensing. Local companies and agencies such as VNAs, Home Security Companies and Ambulance Services also offer PERS. Under some circumstances, some costs may be covered under health insurance, Veterans Benefits, HESSCO, or your local COA. (See Local PERS Resources below)

National PERS Providers

LifeStation 866-725-8679, Phillips Lifeline 800-566-6218., CVS Medical Alert System 800-283-2300, Alert Sentry 877-253- 7899

Local PERS Resources

Seniors receiving services through HESSCO may qualify for a Personal Emergency Response System, with options ranging from a distress button to a new device that senses when an elder falls. Eligibility is based on the client's needs. Payment is based on the client's income. Call HESSCO at 781- 784-4944.

The Are You Ok? Program is a telephone reassurance program offered by the Sheriff's Office in partnership with Fallon Ambulance service Monday-Friday. Each morning enrolled seniors will receive a call to check on their well-being. If an individual fails to respond or requires assistance, staff will notify their family, and if necessary contact local police or emergency services.

The program is provided for seniors and or people with disabilities. Calls are placed from 6 AM -10 AM Monday-Friday with the time of the call being chosen by the individual. The automated call takes approximately 24 seconds and is monitored by a Norfolk Sheriff Deputy Sheriff or Fallon Ambulance Staff. Individuals may determine how many days a week the call is placed and may suspend calls when they know they will be away from home. The monitoring of these calls is a great tool in determining the needs of an individual while at the same time allowing elderly residents living alone to have a sense of security knowing that a public safety professional is checking on their well-being. Seniors interested in signing up for this no cost, potentially life saving program are encouraged to contact **1-866-900-7865**

Protective Services (Elder)

mandated by the State to investigate reported cases of elder abuse, neglect, self-neglect, and financial exploitation. Abuse can be physical, sexual, or emotional. Anyone with concerns for an elder's well-being or safety is encouraged to call and discuss his/or her concerns. All calls are confidential, and a caller's identity is fully protected.

HESSCO 781-784-4944. After 5:00pm, on weekends and holidays, or for elders outside the HESSCO service area, call the Elder Abuse Hotline at 800-922-2275.

Nursing Facility or Rest Home residents. For concerns regarding Nursing Facility or Rest Home residents of all ages, call the Department of Public Health at 800-462-5540.

Protective Services (Non-Elder)

Department of Children and Families (DCF) (24 hours / 7 days a week) Birth to age 17, call 800-792-5200 Disabled Persons Protection Commission (DPPC) (24 hours / 7 days a week) Ages 18

to 59, 800-426-9009 or 888-822-0350

Senior Care Options

The S.C.O. program combines health care services with social support services. With SCO, a team of medical professionals works together to provide care that is tailored to an individual's needs. Plus, SCO doctors provide coverage 24 hours a day. To be eligible to join a SCO, you must be 1) age 65 and older 2) have coverage under MassHealth Standard and 3) live in an area served by a SCO agency. SCO Plans available locally:

Senior Whole Health 617-494-5353 United Health Care 800-905-8671 For more information, or to find SCO programs in other areas, call the Senior Care Options Hotline at 888-885-0484 (TTY 888-821-5225).

United Health Care 800-905-8671 For more information, or to find SCO programs in other areas, call the Senior Care Options Hotline at 888-885-0484 (TTY 888-821-5225).

Senior Circuit Breaker Tax Credit

This program can provide a tax rebate (maximum rebate changes yearly), whether or not the elder has paid state income tax. To qualify, head of household or spouse must be 65 or older and meet income limits. To qualify, senior homeowners must pay real estate taxes, sewer, and water bills combined that are greater than 10% of their total income. For renters, 25% of the rent paid by seniors must total more than 10% of their income. Seniors who normally file a return should check their eligibility for the Circuit Breaker Tax Credit and file a Schedule CB with their return. Those who otherwise would not file a return, should file a Massachusetts Form 1, along with the Schedule CB to get the rebate. Seniors can claim credits retroactively for up to 3 years. (Note: all Form 1 filers now need to include a form HC with their return to prove health care coverage. A Medicare or MassHealth number is sufficient proof.) For more information call the Mass Dept of Revenue at 800-392-6089. (TDD/TTY 617-887-6140)

SHINE

Serving the Health Information Needs of Elders. SHINE counselors are volunteers trained by a state-funded program. They provide free, unbiased and accurate information to seniors and to Medicare recipients of all ages about health insurance options and benefits. SHINE counselors are also available at most Councils on Aging. Call the Department of Elder and Human Services for a SHINE appointment. To talk to a counselor by telephone from the HESSCO service area, (including Canton) call HESSCO at 781-784-4944 and ask for the SHINE office. For other areas, call 800-243-4636 (800-AGE-INFO) and pick option 3 to contact a counselor in your area.

SOCIAL SECURITY: LOCAL OFFICE

Social Security Office 1 Edgewater Drive Suite #102, Norwood. Open Monday-Friday 9am-4pm; Except Federal Holidays Local Number 800-772-1213, National Toll-Free 800-772-1213 TTY 508-226-2051

Supplemental Nutrition Assistance Programs (SNAP)

Information: www.gettingfoodstamps.org or www.projectbread.org Apply for SNAP—

Over the phone: call Project Bread's Food Source Hotline at 800-645-8333 to start an application over the phone, or have an application sent to you.

By mail or fax: find links to fill-able PDFs and Word documents to download and complete on the DTA website. www.mass.gov/snap

Apply online: www.gettingfoodstamps.org or <https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>

In person: visit the Taunton DTA office. 21 Spring Street., Taunton 02780, 508-884-5300 • Application Information Hotline 800-249-2007

State Home Care Program

State Home Care provides support services to elders with daily living needs to help maintain independent community living. The program also supports families caring for elders in order to encourage and relieve ongoing care giving responsibilities. The Home Care Program is administered by the Executive Office of Elder Affairs in coordination with Aging Services Access Points (ASAPs), located throughout the Commonwealth. Canton residents should call HESSCO Elder Services at 781-784-4944. The program provides homemaker, personal care, day care, home delivered meals, transportation, and of other community support services. Eligibility for the Home Care Program is based on age (60 years or older, or under 60 with a diagnosis of Alzheimer's disease, and in need of respite services), financial status and ability to carry out daily tasks such as bathing, dressing, and meal preparation.

Supplemental Security Income

SSI is a federal program that provides monthly cash payments to people in need. Massachusetts supplements the federal payment. SSI is for people age 65 or older; and for blind or disabled people of any age, including children. To qualify, you must have little or no income, and your resources must be less than \$2,000 if you are single or less than \$3,000 if you are married. The value of your home does not count as long as you live in it. Usually, the value of your car does not count. The value of certain other resources, such as a burial plot, may not count either. In Massachusetts, SSI recipients get two separate amounts; one from Social Security for the federal SSI amount and another from the state for the Massachusetts state supplement amount. To receive SSI, you must also apply for any other cash benefits you may be able to get. If you are not a U.S. citizen, but you are lawfully residing in the United States, you still may be able to receive SSI.

Support Groups

Meetings change frequently. Please call and confirm information.

Alzheimer's: Alz.org

Bereavement, Community VNA, 800-220-0110, offers bereavement help and assistance through several programs, including a monthly, drop in Bereavement Support Group, a six week Bereavement Support and Grief Education Series, and a children's ½ day bereavement workshop called Kids' Club.

Bereavement, The Compassionate Friends: Local Chapter: TCF of Southeastern Massachusetts 339-237- 8068. For those coping with the death of a child. For list of chapters and meetings, go to / www.compassionatefriends.org.

Cancer, Foxboro Cancer Center 781- 278-6045 bi-monthly

Cancer, Sturdy Hospital Cancer Support 508-236-7010

Caregiver Support, HESSCO 781-784-4944 <https://hessco.org/support-groups/>

Caregiver Support, Department of Elder and Human Services 781-828-1323

Diabetes, NE Sinai 781-344-0600

Drug Addiction Families members support www.learn2cope.org.

Good Samaritan Medical Center Please visit <https://www.goodsamaritanmedical.org/> or call for information regarding their support groups, 508-427-3000

Mental Health Caregivers 508-668-2941 (Norfolk Alliance for the Mentally Ill)

Memory Café, Department of Elder and Human Services 781-828-1323

Milton Hospital: Please visit <https://www.bidmilton.org/> to inquire about different support groups or call 617-696-4600

MS, Greater New England Chat Room Online

www.MSWorld.org Support Group listing: Find Support | National Multiple Sclerosis Society (nationalmssociety.org)

MS, Parents Helping Parents 800-632 -8188 (for referral to a local group)

Parkinson's, New England Sinai day program 781-344-7661

Parkinson's, More info and updated listings are available at: www.apdama.org

Vision Loss, Department of Elder and Human Services, 781-828-1323

Transportation

American Cancer Society-Road to Recovery

800-227-2345 25 Stuart St., Boston, MA 02116

www.cancer.org. Provides volunteer transportation to cancer treatments.

Department of Elder and Human Services

Transportation is available to Canton residents. Advance reservations are required. For details and to make reservations, call DEHS at 781-828-1323

The RIDE

The RIDE paratransit service provides door-to-door, shared-ride public transportation to people who can't use the subway, bus, or trolley all or some of the time due to temporary or permanent disability. The RIDE is available year-round with similar operating hours to the MBTA—generally from 5 AM to 1 AM daily. Customers schedule their trips on The RIDE one to five days in advance and are given a pick-up window for their ride's arrival. Travel times are comparable to the same trip taken on fixed-route transit (bus, subway, or trolley) plus an additional 20 minutes. Like other public transit services, The RIDE is a shared service, so you'll travel with other customers going in the same general direction. Call 617-337-2727 or visit <https://www.mbta.com/accessibility/the-ride/how-apply-the-ride>

HESSCO Grant Provides transportation to Boston medical appointments on a limited schedule for ages 60 and older. Contact the COA/HS for more information. Mass Health—If you are a MassHealth patient and in need of transportation to a medical appointment, contact

MassHealth Customer Service

1-800 841-2900. Please note that in a medical emergency, MassHealth will pay for transportation to the hospital via an ambulance.

PT-1 Form

MassHealth provides non-emergency medical transportation for both ambulatory and non-ambulatory MassHealth members living in the community who are going to MassHealth-covered services. This transportation is provided through a PT-1 form. This form is the authorization to transport a member to a specific location. MassHealth members will need a separate form for each location or service that they need to go to. Please submit a PT-1 form online through the Customer Web Portal (CWP) to obtain transportation services for your patient.

Utility Savings (Resources)

The Council on Aging and Human Services can help residents of all ages apply for assistance with or discounted rates on utility bills. Call 508-543-1234 for information or assistance regarding any of the programs listed below.

Fuel Assistance (LIHEAP—Low Income Home Energy Assistance Program): Pays toward heating bill (or toward rent if rent includes heat.) Applications can be filled out at the Senior Center during the heating season (November through April). Income limits apply. Call 781-828-1323 for an appointment. Open for households of any age.

Good Neighbor Energy Fund: provides heating bill assistance for households with incomes somewhat higher than LIHEAP income limits Call the Salvation Army, 617-542-5420, during the heating season

Utility Savings Information

Under Massachusetts law, you may be able to keep your utilities from being disconnected for awhile, even if you are unable to pay your bill. For gas, electric, or water utility shutoff protection: At any time of year, households are protected in which everyone is age 65 or older, unless the utility gets permission from the Department of Public Utilities (DPU). The DPU rarely gives utilities permission to shut off service to elderly households. During the winter months (November 15 through March 15), any household with a financial hardship is protected if the household would be without heat if utility service were shut off. You qualify for financial hardship if you are getting Fuel Assistance, MassHealth, SSI, or TAFDC. Note: Other benefits programs may also qualify. Check with your utility company.

Other situations in which shut off protections apply include: Households with a financial hardship where someone has a serious illness, households with a financial hardship and a

Vision-Low Vision Blindness

Massachusetts Commission for the Blind (MCB) provides rehabilitation and social services to legally blind Massachusetts residents of all ages. The MCB contacts all legally blind persons to offer support services. 600 Washington St., Boston, MA 02111 Voice: 800-392-6450 or 617-727-5550; TDD: 800-392-6556 Fax: 617-626-7685 www.mass.gov/mcb

New Eyes for the Needy: Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or caseworker to submit an application to New Eyes' voucher program. 549 Millburn Avenue Short Hills, NJ 07078 Phone: 973-376-4903, Fax: 973-376-3807 Web site: neweyesfortheneedy.org

Department of Elder and Human Services, DEHS hosts a once a month low vision support group. This adult group meets the 4th Wednesday of the month at 10:45am providing peer support and information for anyone with vision loss or those who have concerns about their vision. Van Transportation is available for residents.

Perkins School for The Blind— www.perkins.org

Discount on Utilities: Consumers who get help from programs such as Food Stamps (SNAP), Fuel Assistance (LIHEAP) and MassHealth, or who have limited incomes, may qualify for a discount on their utility bills. Please contact your local utility company for more information.

Wireless, SafeLink Wireless (also known as TracFone Wireless) www.safelinkwireless.com or call 1-800-SAFELINK (800-723-3546)

Wireless, Assurance Wireless (also known as Virgin Mobile) www.assurancewireless.com or call 1-877-378-6102 Wireless, InReach (also known as T-Mobile) www.tmobile.com or call 1-800-937-8997 For a list of additional wireless providers, call 1 800-392- 6066

child under 1 year of age, households with a financial hardship in which all adults are 65 years of age or older and a minor child lives in the home, a tenant whose landlord is responsible for utilities but does not pay the bills, telephone service through a regulated utility may be protected for: Households in which everyone is 65 years of age or older, Households with a financial hardship where someone has a serious illness, Households facing a personal emergency (such as domestic violence) where not having a phone would put the household at risk.

Noncitizens: Your immigration status does not matter.

Remember - *To qualify for shutoff protection, you must register with your utility or telephone company and give them any required proofs. If you are registering for senior shutoff protection, register as soon as everyone in your household is 65*

Legal Services

Disability Law Center DLC 800-872-9992. is a private, nonprofit organization providing protection and advocacy for Massachusetts residents with disabilities. www.dlc-ma.org

Legal Advocacy and Resource Center Hotline 617-603-1700 or 800-342-5297. Brief advice and referrals for low-income individuals under age 60.

Mass. Senior Legal Helpline: 800-342-5297 Provides free legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law. The Helpline provides interpretation services in many languages. If you get their voicemail, leave your name, telephone number and town. They return calls within 24 hours

Greater Boston Legal Services 617-371-1234 Mass Legal Help www.masslegalhelp.org. Massachusetts legal aid programs website to help consumers find practical information about legal rights.

MassPro (Medicare provider complaints/appeals) 800-633- 4227

Medicare Advocacy Project 800-323-3205. Legal assistance around Medicare and Medicare-related health insurance coverage.

Metro West Legal Services 800-696-1501: ask for a senior/ low income "intake".— *over 60 years old*

AdvoGuard 781-982-1577

Family Services Assoc. 508-677-3822

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

Internet Resources

ALZHEIMERS

Info And Advocacy: www.Alz.Org
Alzheimer's Association, Ma Chapter

ASSISTIVE TECHNOLOGY

www.massmatch.org,
www.mass.gov/massedp
www.abledata.com/abledata.cfm

ASSISTED LIVING

www.mass.gov/topics/assistedliving
Massachusetts Assisted Living Facility Organization

BANKRUPTCY/FORECLOSURE NFCC is a

non-profit organization representing Member Agencies that provide free or low-cost individualized, confidential credit :
www.masslegalhelp.org Site offers legal help in a variety of areas. Click on the "housing" tab and scroll down to see a section of information specifically on foreclosures.

www.fha.gov or www.hud.gov Foreclosure and restructuring information

www.makinghomeaffordable.gov Information on workout programs for existing mortgages

[www.norfolkdeeds.org/ index.cfm?pid=11170](http://www.norfolkdeeds.org/index.cfm?pid=11170)

Norfolk County Registry of Deeds – foreclosure assistance links

[www.norfolkdeeds.org/ index.cfm?pid=10221](http://www.norfolkdeeds.org/index.cfm?pid=10221)

Norfolk County Registry of Deeds – declaration of homestead information and forms

www.mass.gov/courts/

[courtsandjudges/courts/ probateandfamilycourt/ documents/cjd301shortform.pdf](http://www.mass.gov/courts/courtsandjudges/courts/probateandfamilycourt/documents/cjd301shortform.pdf)
Financial form used by the Massachusetts Probate Courts

CAREGIVER SUPPORT

www.Medicare.Gov/Caregivers
www.Caps4caregivers.Org

COMMUNITY SERVICES

www.Mass211.Org (Or Dial 211 On Your Phone.) Get directed to essential community services of all kinds

CONGREGATE HOUSING

[www.mass.gov/elders/housing/ congregate-housing/](http://www.mass.gov/elders/housing/congregate-housing/)

DENTAL

masshealth-dental.net. To determine if your dentist is in the MassHealth Dental Program network or to find a MassHealth Dental Program dentist. Community Health Centers. A list of clinics offering dental care can be found at www.massdental.org

DOMESTIC VIOLENCE

www.janedoe.org Jane Doe, Inc. The Massachusetts Coalition Against Sexual and Domestic Violence brings together organizations and people committed to ending domestic violence and sexual assault.

www.ncadv.org The National Coalition Against Domestic Violence. Includes information for victims and professionals. Helps define the problem of Domestic Violence and provides a checklist for victims. Also, it includes information on what to do including making safe plans.

ELDER RESOURCES

Elder Resources—State Wide:

www.800ageinfo.com search for information on Services and Programs for Massachusetts Elders.

Elder Resources—National:

www.Eldercare.Gov Links users with state and local area agencies on aging and community-based organizations. Speak to an information specialist at 800-677- 1116 weekdays, 9:00 a.m. to 8:00 p.m. (et) in English or Spanish

ENTITLEMENTS-BENEFITS

www.Benefitscheckup.Org From the National Council on Aging. Find and enroll in federal, state, local and private benefit programs

ssa.gov – Apply for Retirement and Disability benefits, and Medicare Extra Help

Medicare.gov – Apply for Part C & D plans

Mass.gov/dta – Screen for eligibility for many state run programs, apply for SNAP Program (food stamps).

FOOD RESOURCES

www.projectbread.org Project Bread funds food pantries, soup kitchens, and food banks. It runs the Food Source Hotline: 800-645-8333

FOOD STAMPS (SNAP)

<https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps> Find out about Food Stamps (now the SNAP Program)

HOARDING

www.ocfoundation.org/hoarding The IOCDF (International OCD Foundation) Hoarding Center provides information about hoarding and its treatment.

HOUSING

[www.masslegalhelp.org/housing affordable-housing.html](http://www.masslegalhelp.org/housing-affordable-housing.html)

www.Massaccesshousingregistry.Org

Helps people find affordable housing in Mass, and highlights homes for people who need accessible or barrier-free housing.

**LESBIAN, GAY, BISEXUAL, AND
TRANSGENDER SENIORS**

www.Sageusa.Org Senior Action in a Gay Environment is a non-profit agency dedicated to serving and advocating for LGBT seniors.

www.Nclr.Org The National Center for Lesbian Rights is a national legal organization committed to the civil and human rights of LGBT people.

LONG TERM CARE

www.Masslongtermcare.Org Website
www.maseniorcare.org/ facilitysearch
Mass Senior Care Assoc.

www.medicare.gov/NHcompare Medicare site to compare services and satisfaction survey

MEDICATIONS

www.Massmedline.Com Information and advice on medications and programs that pay for them

MEDICAL INFORMATION

www.medlineplus.gov Health information from the National Library of Medicine Multiple Sclerosis on line peer counseling **www.msconnection.org** through National MS Society

SUICIDE PREVENTION

www.suicide.org Listings of National, State and Local hotlines and web-based chat lines offering support for all, with listings of resource for teens, college students, LGBT, veterans, etc.

VETERANS' BENEFITS

Veteran's Benefits: **Www.Vba.Va.Gov**
Health Benefits: **Www.Va.Gov/**
http:// hbexplorer.vacloud.us/
Veteran's Benefits – **www.Mass.Gov/**
Veterans State and federal benefits, including details about where and how to apply.

VISION

neweyesfortheneedy.org Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or case-worker to submit an application to New Eyes' voucher program

