

THIRD EDITION

HELP *at* H.O.M.E.

Holden Outreach – Managing Emergencies



**EMERGENCY INFORMATION
RESOURCE LIST
HOLDEN, MASSACHUSETTS**

TOWN EMERGENCY RESOURCES AT A GLANCE

- **Town Website** www.holdenma.gov
- **Facebook Page** Town of Holden

- **Ambulance** 911
- **Fire**
 - Emergency 911
 - Brush Permits 508-210-5650
 - Non-emergency 508-210-5650
- **Police**
 - Emergency 911
 - Non-emergency 508-210-5600
- **State Police** 508-829-8410
- **Food Pantry** 978-563-1064
- **Help at H.O.M.E / Senior Center**
 - Emergency 508-210-5571
 - Non-emergency 508-210-5570
- **Light Department**
 - Emergency (weekdays) 508 210-5400
 - Emergency (nights & weekends) 508-829-4444
- **Water Department**
 - Emergency (nights & weekends) 508-829-4444
 - Billing 508-210-5401
 - General questions 508-210-5550
- **Veteran's Agent** 508-210-5529

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**EMERGENCY INFORMATION
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INTRODUCTION

Everyone experiences emergencies that can range in severity from accidents, to losing a job, to loss of electric power. This booklet lists organizations, phone numbers, and websites that can provide help to Holden citizens during many kinds of emergencies.

As always, if you have a personal emergency, call 911 to reach an ambulance, the Holden Police, or the Holden Fire Department.

In the event of a Town-wide emergency the Town sends notifications to landline and mobile phones, sends text messages, and sends emails. The notification goes automatically to all landlines. If you wish to receive notification via mobile phone, text, or email, you must register in the CodeRED system. Look for the CodeRED button on the Town's main webpage:



For more information about how Holden prepares for emergencies, and how you can prepare, go to the Town website (www.holdenma.gov), click on "Department Director" and then click on "Emergency Management."

ABUSED AND BATTERED

- **Abused individuals** (birth to age 17)
..... 1-800-792-5200
- **Battered women:**
 - **Daybreak Resources for Women and Children Hotline**
..... 508-755-9030
- **Disabled Persons Protection Commission**
 - Adults or children, emergency 911
 - Non-emergency..... 508-210-5570
 - Disabled persons hotline 1-800-426-9009
- **Elders** (age 60 and older)..... 1-800-922-2275
- **Individuals in long-term care facilities** . 1-800-462-5540
- **Shelters**
 - **Abby’s House**..... 508-756-5486
 - **YWCA / Daybreak Resources for Women and Children, Inc.**..... 508-755-9030

ASSISTIVE TECHNOLOGY (AT)

Assistive Technology is any device that helps a person achieve greater independence and lead a more productive life.

- **Holden Senior Center** 508-210-5570
Free loan of walkers, wheelchairs, canes and other medical equipment as available.

■ Maximize Assitive Tecnology

..... www.massmatch.org
.....877-508-3974 TTY: 617-204-3815
This site has a links to search for available AT.

■ Mass Assistive Technology Loan Program

Program is operated by Easter Seals ... eastersealsma.org
.....1-800-244-2756 TTY :1-800-564-9700
..... massatloan.org
Alternative financing project giving people with disabilities and elders access to low interest cash loans to purchase assistive devices and services.

■ DMEquipment.org 1-866-244-6156

REquipment is a durable medical equipment (DME) re-use program offering free refurbished wheelchairs, scooters, shower chairs and more.

■ GetATstuff.org getatstuff.org

At getATstuff.org you can look for or list Assistive Technology devices for sale or for free. Website only.

BEREAVEMENT SUPPORT GROUPS

Note: Call for dates and times.

■ Hospice of Western and Central Mass 508-303-3020

..... hospiceservicesofma.com

■ Overlook Visiting Nurse Assoc..... 1-866-657-7000

■ You Are Not Alone Grief Management Program

..... 508-752-4200

CAREGIVER INFORMATION

- **AgeInfo Hotline** 1-800-243-4636 (1-800-AGE-INFO)
.....800ageinfo.com
Provides information about programs and resources for older adults in Massachusetts.
- **Eldercare Locator** 1-800-677-1116
..... eldercare.gov
Connects older Americans and their caregivers with information on senior services

CAREGIVER SUPPORT GROUPS

- **Blaire House**..... 508-791-5543
Alzheimer’s support group meets second Saturday of each month from 1:00–2:00 pm.
116 Houghton Street, Worcester, MA 01604.
- **Central Massachusetts Agency on Aging**
..... 508-852-5539
..... SeniorConnection.org
Online support group. Click on “connection for caregivers.”
- **Dodge Park Day Club / Rest Home** 508-853-8180
Family support group for caregivers and receivers.
101 Randolph Road, Worcester, MA 01606.
- **Family Services of Central Mass**..... 508-756-4646
..... fscm.org
Support group for those caring for older individuals.
31 Harvard Street, Worcester, MA 01609. Call for times.

- **The Golden Living Center – The Hermitage**
..... 508-791-8131 or goldenlivingcenters.com
Alzheimer’s Support Group.
383 Mill Street, Worcester, MA 01602.
- **Holden Rehabilitation & Skilled Nursing Center**
..... 508-829-1213
..... oriolhealthcare.com
Better Breathing Group meeting first Wednesday of each month. Diabetes Support Group meets six times a year. Health Education Group meets six times a year. All programs are open to the public — caregivers and patients — no charge. Call for schedule or visit website.
- **Saint Francis Adult Day Health** 508-752-2546
..... saintfrancisrehab.com
General Caregiver Group meets monthly.
101 Plantation Street, Worcester, MA 01604.
- **Millbury Health Care Center**..... 508-793-0088
..... ma.care-one.com
Meets monthly. 312 Millbury Avenue, Millbury, MA 01527.
- **U Mass / Memorial Hospital – Clinton Hospital**
 - **Alzheimer’s Association Caregiver Support Group**
..... 978-368-3831
Meets first and third Friday of the month,
10–11:30 am, Conference Room A.
 - **Central Massachusetts Limb Loss Support Group**
..... 978-365-2580
Meets second Tuesday of each month at 6 pm,
Conference Room A. (r.grandrose2@verizon.net)
- **NEAA**..... newenglandamputeeassociation.com

- **Whittier Rehab. Hospital** 508-870-2222 ext. 2165
 whittierhealth.com
 Stroke Support Group for stroke victims and caregivers
 meet monthly September through June.
- **Worcester Senior Center** 508-799-2386
 Early stage Alzheimer’s Patient / Caregiver Support Group.
 Call for dates and times.
 128 Providence Street, Worcester, MA 01604.
- **Worcester Senior Center** 508-799-1232
 Grandparents Support Group meets the fourth Tuesday
 of every month. On-site childcare is available.
 128 Providence Street, Worcester, MA 01604.

CLOTHING

- **Catholic Charities** 508-860-2249
- **The Corner Shop of the First Congregational Church,
 Holden** 508-829-9270
- **Refugee Apostolate** 508-831-7455
- **St. Vincent DePaul Thrift Store** 508-752-4232
- **Salvation Army** 508-799-0528

CONSUMER PROTECTION

- **Better Business Bureau of New England**
 866-566-9222 or 508-755-3340
 info@cne.bbb.org or worcester.bbb.org
 6 Park Ave, Suite 100, Worcester, MA 01605.

- **Federal Trade Commission** ftc.gov
 The nation’s consumer protection agency provides free
 information to help you fight fraud and detect deception.
 It also collects complaints about companies, business
 practices, identity theft, and episodes of violence in the
 media.
 - Complaints. 1-877-FTC-HELP or 1-877-382-4357
 - Consumer buying tips consumer.ftc.gov
 - Credit, loans, and mortgages. credit.ftc.gov
 - Credit report 1-877-322-8228
 For a free copy of your credit report, go to
 annualcreditreport.com
 - Energy Savings
 consumer.ftc.gov/topics/saving-energy-home
 - Health and Fitness
 consumer.ftc.gov/topics/health-fitness
 - National Do Not Call Registry 1-888-382-1222
 DoNotCall.gov
 - Online safety OnGuardOnline.gov
 - Phone fraud ftc.gov/phonefraud
 - Report identity theft. . 1-877-438-4338 ftc.gov/idtheft

CRISIS INTERVENTION

- **Emergencies (Fire, Medical, Police)** 911
- **Emergency (Mental Health — UMMC)** ... 508-856-3562
- **Elder at Risk Hotline (MA)** 1-800-922-2275

DEBT MANAGEMENT

■ American Consumer Credit Counseling

..... 1- 800-769-3571 or 508-316-2195

■ Clearpoint..... 1-800-251-2227

.....credability.org

Budget counseling and debt management.

DISASTER / EMERGENCY PREPAREDNESS

■ The U.S. Department of Health and Human Services

recommends that individuals and families have the following food and safety supplies for at least three days on hand at all times:

- Drinking water, 1 gallon per person per day
- Canned / no-cook food (tuna, canned fruit — avoid salty foods)
- Manual can opener
- Prescription drugs and other medicine
- First aid kit
- Rock-salt to melt ice on walkways
- Supply of cat litter or bag of sand to add traction on walkways
- Flashlight and extra batteries
- Battery-powered lamps or lanterns (to prevent the risk of fire, avoid using candles)
- Battery-powered or hand-crank weather radio
- List of important telephone numbers (insurance, relatives, etc.)
- File of Life

- List of illnesses and/or chronic conditions
- Whistle to signal for help
- Child/infant needs (food, diapers, etc.)
- Pet items if needed

..... 1-877-696-6775 or hhs.gov

■ American Red Cross

..... 1-866-GET-INFO or 1-866-438-4636

.....redcross.org

■ American Red Cross of Central Massachusetts

..... 508-595-3700

2000 Century Drive, Worcester, MA 01606.

■ Federal Emergency Management Agency

..... 1-800-462-7585 or 1-202-646-2500

.....fema.gov or ready.gov

FEMA's Mission is to reduce the loss of life and property and protect communities nationwide from all hazards, including natural disasters, acts of terrorism, and other man-made disasters.

500 C Street S.W., Washington, D.C. 20472.

■ Important Storm Contacts and Information

PowerHMLD 508-210-5400

Verizon Repair 1-800-837-4966

..... verizon.com/support

Charter Repair 1-888-438-2427

..... charter.com/customers/support.aspx

Any lines on the ground should be presumed to be live.

DO NOT TOUCH!!! Call 508-210-5400 to report.

ENERGY CONSERVATION

■ Home Energy Loss Prevention Service (HELPS)

..... (888) 333-7525
..... munihelps.org
HELPS provides energy education, home energy audits, assistance with home energy improvements and ENERGY STAR appliance rebates.

FINANCIAL HEALTH / MONEY MANAGEMENT

■ **Benefits Checkup**BenefitsCheckUp.org/mcoa
Developed and maintained by The National Council on Aging (NCOA), Benefits Checkup is a comprehensive web-based service that helps seniors with limited incomes and resources search for benefits from existing federal, state and local programs.

■ Elder Services of Worcester Area, Inc. Money Management Services

..... 1-800-243-5111 or 508-756-1545
..... TTY: 774-312-7291 eswa.org
Offers one-on-one assistance with budgeting, bill paying and checking account maintenance through two programs, Bill Payer Services and Representative Payee Program. Hours are Monday–Friday, 8 am to 5 pm.

FOOD

■ **Catholic Charities Food Pantry, Worc.** 508-860-2237

■ Congregate Meals at the Holden Senior Center

..... 508-210-5578
Offered for seniors Monday through Friday at noon (except on holidays and election days). Reservations are required two days before. Suggested donation is \$2.

■ Farmers' Market, Holden (Seasonal)

Senior Center 508-210-5570
Coupons are available for those 60 years of age or older, who are eligible for Food Stamps, SSI, Section 8 Housing, Energy Assistance, Medicaid, or Commodity Food Assistance. Produce baskets can be delivered to homebound individuals 60 years of age or older, who are eligible for Food Stamps, SSI, Section 8 Housing, Energy Assistance, Medicaid, or Commodity Food Assistance.

■ **Food Pantry** 978-563-1064

.....wachusettfoodpantry.org
Wachusett Food Pantry is available to seniors on the Friday prior to distribution and to others on the third Saturday. Delivery to homebound seniors is also available. Recipients must live in one of the Wachusett towns.

■ **Food Stamps** 877-382-2363

.....mass.gov/dta
Run by the Massachusetts Department of Transitional Assistance (DTA) and intended to raise the nutritional level of low-income households by providing recipients a monthly allowance. Eligibility is based on income and assets. Eligibility criteria are different for seniors.

■ **Joseph's Project**

..... 774-345-9775
..... josephsproject.org
A non-profit organization that provides food to those in need in the Wachusett area.
1010 Main Street, Holden, MA 01520.

■ **Meals on Wheels, Elder Services** 508-852-3205

Age Center of Worcester. Offered for seniors Monday through Friday (except on holidays). A hot lunch and/or a sandwich dinner are offered.

■ **Project Bread**..... 1-800-645-8333

.....TTY: 1-800-377-1292
.....gettingfoodstamps.org or gettingsnap.org
The FoodSource Hotline is an information and referral service designed to connect people in need with a variety of food resources in their local community. The bilingual staff and translators can assist callers in over 160 languages.

■ **Salvation Army**..... 508-799-0528 or 508-756-7191

.....cominghomeworcester.org/salvation-army

■ **Supplemental Nutrition Assistance Program (SNAP)**

..... 1-877-382-2363
.....mass.gov/snap or mass.gov/dta
Formerly the Massachusetts Food Stamp Program.
See Project Bread.

■ **WIC (Women, Infants, and Children)** 508-762-5700

.....wicprograms.org/li/worcester_wic_program_01610
A free nutrition program providing nutrition and health education, healthy food, and other services. Participants must live in Massachusetts; must have a nutritional need; must be a child under 5, or a pregnant or breastfeeding woman; must meet the family income requirements.
199 Chandler St., Worcester 01610

FORECLOSURE

■ **AARP**.....aarp.org

Typing foreclosures in the search box will provide articles and tips.

■ **Mortgage Bankers Association Consumer Tools**

..... mba.org/who-we-are/consumer-tools
Website provides step-by-step information on how to buy a home.

■ **Homeownership Preservation Foundation**

..... 1-888-995-HOPE (1-888-995-4673)
..... 995hope.org
Helps homeowners avoid foreclosure.

■ **HUD (U.S. Department of Housing and Urban Development)**..... 1-800-569-4287

..... TDD 1-800-877-8339
.....hud.gov
Offers a list of HUD-approved national and regional housing counseling agencies. Call to contact a housing counseling agency.

■ **Oak Hill Community Development Corporation**

..... 508-754-2858
..... info@oakhillcdc.org
Part of NeighborWorks America, a nonprofit community-based revitalization program that offers foreclosure counseling programs.
74 Providence Street, Worcester, MA 01604.

■ **Pro Bono Foreclosure Assistance Hotline**

..... 1-800-342-5297 or 617-603-1700
..... needhelppayingbills.com
Assists low-income Massachusetts residents who are facing foreclosure.

■ **RCAP Solutions (Resources for Communities and People)**

..... 1-800-488-1969
..... rcapsolutions.org
The RCAP Solutions Housing Consumer Education Center (HCEC) helps consumers make informed decisions about their housing situation. The HCEC serves as a resource for tenants, landlords, and homeowners. The staff provides expertise in housing search, emergency housing assistance, advocacy, counseling, and education.

FRAUD

■ **Federal Trade Commission – Fighting Identity Theft**

..... .ftc.gov/idtheft
This website provides detailed information to help you deter, detect, and defend against identity theft.

■ **SMP** 978-683-7747 or 1-800-892-0890

The SMP programs, formerly known as Senior Medicare Patrol programs, help Medicare and Medicaid beneficiaries avoid, detect, and prevent health care fraud. They also help preserve the integrity of the Medicare and Medicaid programs.

- Massachusetts SMP, Elder Services of the Merrimack Valley Inc., 360 Merrimack Street, Bldg. #5, Lawrence, MA 01843
..... masmp.org or medicareoutreach.org
..... lprates@ESMV.org

FUEL ASSISTANCE

■ **Citizens’ Energy Corporation**

..... 1-877-563-4645 or 617-338-6300
..... for one-time help with gas bill 1-866-427-9918
..... citizensenergy.com
Open to those low-income families that have exhausted their federal fuel assistance benefit or to individuals who are ineligible to receive federal fuel assistance but cannot afford to pay their heating bills.

■ **Mass Energy Consumers Alliance**

..... 1-800-287-3950 or 617-524-3950
..... info@massenergy.com
A non-profit organization that both advocates and acts in the marketplace on behalf of consumers and the environment. Is available to any Massachusetts resident.

- **Massachusetts Fuel Assistance** 1-800-632-8175
mass.gov/dhcd
 Also known as the Low Income Home Energy Assistance Program (LIHEAP), a program funded by the Federal government to help low-income families and individuals pay their heating bills during the winter.
 Click on “heating assistance” on the website.
- **Massachusetts Good Neighbor Energy Fund**
 Call the Salvation Army 508-756-7191
 The Fund is available to any 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.
- **NStar Gas Discount Rate** 1-800-566-2080
needhelppayingbills.com
 Helps lower the costs of energy for low-income families in areas serviced by NSTAR Gas.
- **Worcester Community Action Council Fuel Assistance**
 508-754-1176
wcac.net/fuel-assistance/

GENERAL INFORMATION

- **AudioJournal**..... 508-797-1117
 audiojournal.net
info@audiojournal.net
 A nonprofit radio, cable and online broadcast service, seeks to inform and empower people who are blind, visually impaired or otherwise unable to read print and

visual materials. Daily newspaper readings and other programs, inform, entertain and connect listeners to their communities.

799 West Boylston Street, Worcester, MA 01606.

- **Central Mass Agency on Aging (CMAA)**
 508-852-5539 or 1-800-244-3032
seniorconnection.org
 Provides services to seniors and their caregivers in sixty-one towns and cities in the Central Massachusetts region.
- **Disability Resources**.....disability.gov
 This federal government website has links to all types of help: benefits, education, housing, health, transportation, employment, technology, civil rights.
- **Elder Services of Worcester Area** 508-756-1545
eswa.org
 Provides a variety of assistance and information to seniors.
- **Family Mediation Services** 508-754-1176
wcac.net
 WCAC (Worcester Community Action Council) helps families in reaching an agreement on a number of traditional and non-traditional family issues in a cooperative and peaceful atmosphere.
- **First Call For Help** 211
 A free, confidential information and referral help line.
 Operates Monday through Friday, 8 am–8 pm.

- **Holden Senior Center** 508-210-5570
 Assists seniors and their families by providing services and activities that enable them to stay independent and in their own homes for as long as possible.
- **The Massachusetts Child**
 massteacher.org/community/mass_child.aspx
 Reimburses local members of the Massachusetts Teachers Association for expenses that directly benefit students in crisis and make it possible for them to succeed in school.
- **Massachusetts Department of Public Welfare Health and Human Services**
 1-877-382-2363
- **Project Just Because** 508-435-6511
 projectjustbecause.org
 Supplies adults and children in need with a variety of support. Provides clothing, toiletries, gift baskets, career items, school supplies, blankets, toys, furniture, baby items, housewares, etc.
- **Toys for Tots** 508-754-2858
 toysfortots.org or oakhillcdc.org
 The mission of the U.S. Marine Corps Reserve Toys for Tots Program is to collect new, unwrapped toys during October, November and December each year, and distribute those toys as Christmas gifts to needy children in the community in which the campaign is conducted.
- **Welcome Aldrich Relief Fund** 508-210-5570
 holdenma.gov
 Benefits individuals of all ages. Used in emergency situations for utilities. May only be used once a year. Administered through the Holden Council on Aging.

HEALTH: SEE MEDICAL

HOME MAINTENANCE

- **Home Modification** 617-204-3739
 mass.gov/mrc/hmlp
 The Home Modification Loan Program provides low and no interest loans to modify the homes of elders and those with disabilities.
 Massachusetts Rehabilitation Commission
 Commissioner Charles Carr, 27-43
 Wormwood Street, Boston, MA 02210-1606.
- Contact for Central Massachusetts:*

■ **RCAP Solutions Financial Services, Inc.**
 (Resources for Communities and People)
 1-800-488-1969
 rcapsolutions.org
- **Home Repair Program** 508-791-7265
 Central Massachusetts Housing Alliance, Elder Home Repairs.
- **United Way of Central Massachusetts** 508-757-5631
 Assists homeowners with building handicap ramps.
- **USDA Rural Development** 508-829-4477 ext 4
 rurdev.usda.gov/ma
 Holden office: 52 Boyden Road
 Provides loans or grants for very low-income rural homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards.

HOUSING

- **Catholic Charities** 508-798-0191
..... ccworc.org
- **Checkerberry Village, Holden** 508-829-9182
Provides Section 8 housing assistance for seniors.
Preference for Holden residents.
- **Colony Retirement Homes, Holden** 508-829-4300
Provides Section 8 housing assistance for seniors. Some subsidized and fair market rentals.
- **Holden Housing Authority** 508-829-9182
 - Administers state and federally subsidized housing programs for low-income individuals and families. State programs: Checkerberry Village, three-bedroom family housing, and the Massachusetts Rental Voucher Program. Federal program: The Section 8 Housing Choice Voucher Program.
 - Individuals assisted by these programs rent units in the private market in Holden. Eligibility for these programs is based on income and family size. To be eligible for elderly housing, individuals must be at least 60 years old or have a qualifying disability. Income limits are set by the state and are adjusted periodically.
 - Residents of Holden have local preference for Checkerberry Village.

■ Homeless Outreach and Advocacy Program

..... 508-860-1080
..... communityhealthlink.org

■ Independent Living Centers Program

Center for Living and Working 508-798-0350
..... TTY: 508-755-1003
..... centerlw.org
Enables individuals with disabilities the right and opportunity to make their own decisions and control the direction for their life to the fullest extent of their capabilities. 484 Main Street, Worcester, MA 01608.

■ Reverse Mortgages

- **AARP** has booklets that talk about Reverse Mortgages aarp.org
- **HUD** (U.S. Department of Housing and Urban Development) 1-800-569-4287
..... hud.gov/offices/hsg/sfh/hcc/hcs.cfm
Offers a list of HUD-approved national and regional housing counseling agencies. Call to contact a housing counseling agency.
- **Money Management International**. 1-866-889-9347
..... moneymangement.org
Offers help with budgeting, money management and credit issues 365 days a year. Counselors work directly with you to create a livable spending plan and establish an action plan for becoming debt free and achieving your financial goals.

LEGAL

■ Legal Assistance Corp. of Central Massachusetts

..... 508-752-3718 or 1-800-649-3718
.....communitylegal.org
Non-profit organization that gives legal help to Worcester County residents who meet low-income qualifications.

■ Massachusetts Attorney General's Elder Hotline

..... 1-888-AG-ELDER (1-888-243-5337)
.....mass.gov/age/contact
Statewide, toll-free telephone hotline to assist senior citizens, their families, and others seeking information about elder-related issues and programs throughout the Commonwealth on a wide range of elder issues. Available to callers Monday through Friday, 10:00 a.m. to 4:00 p.m.

LEGISLATURE

■ State Senator Harriett Chandler

..... 617-722-1544
.....Harriette.Chandler@masenate.gov
State House, Room 333, Boston, MA 02133.

■ State Representative Kimberly Ferguson

..... 617-722-2263
..... Kimberly.Ferguson@mahouse.gov
State House, Room 473B, Boston, MA 02133.

LIBRARY SERVICES

■ Perkins School Braille and Talking Book Library

..... 617-972-7240 or 1-800-852-3133
..... perkinslibrary.org
Provides library services to Massachusetts residents who are legally blind with vision of 20/200 or worse, or have a visual field no greater than 20 degrees; have corrected vision, but cannot see well enough to read with comfort for extended periods of time; have a physical condition that makes holding a book difficult; have been certified by a medical doctor or doctor of osteopathy as having a reading difficulty that has a physical basis which prevents one from reading standard print.
175 North Beacon Street, Watertown, MA 02472-2790

■ Gale Free Public Library – Visual Aids

..... galefreelibrary.org/aboutservices.asp
..... 508-210-5560
Gale Free Library is a fully ADA accessible building, which includes handicap parking and power access doors. Wheelchair-accessible computer stations are also available throughout the building.
23 Highland Street, Holden, MA 01520.

Visual impairment aids:

- Large print materials
- Books on CD and Playaways
- Hand-held illuminated magnifiers
- Zoomtext (a computer program that magnifies and manipulates screen presentation, allowing patrons with visual concerns to more easily navigate Internet and word processing systems)

MEDICAL / DENTAL

■ File of Life

Call the Senior Center 508-210-5570
..... folife.org/
A free program designed to help paramedics obtain necessary medical history and emergency contact information in an emergency. For information contact the Holden Senior Center.

■ Commonwealth Health Insurance Connector Authority

..... 1-877-623-6765
..... MAHealthConnector.org
An independent state agency that helps individuals find the right health plan and avoid tax penalties.

■ Forsyth Dental Hygiene Clinic..... 774-243-3410

Comprehensive dental care at a low cost to patients.
10 Lincoln Square, Worcester

■ Health Care for All..... 1-800-272-4232

A consumer-centered health care system that provides comprehensive, affordable, accessible, culturally competent, high quality care and consumer education for everyone.

■ MassHealth 1-800-841-2900

Provides health insurance payments for low-income individuals. Income and asset test.

■ Mass Medline 1-866-633-1617

A free, confidential service available to all Massachusetts residents which answers pharmacy related questions or helps in finding programs to help with the cost of medications.

■ Greater Boston Legal Services 1-800-323-3205

..... gbls.org
Assists elderly and disabled people who may have been unfairly denied Medicare. The staff answers telephone questions and provide free advice and legal representation to clients.
Main Office: 197 Friend St., Boston, MA 02114.
..... Voice: 617-371-1234 TDD: 617-371-1228
Or: 60 Gore St., Suite 203, Cambridge, MA 02141.
..... Voice: 617-603-2700 TDD: 617-494-1757

■ Medicaid Long Term Care 1-800-481-2900

■ Medicare (Social Security Administration)

..... 1-800-772-1213
..... ssa.gov/medicare

■ PhRMA – Pharmaceutical Research and Manufacturers of America Partnership for Prescription Assistance

..... 1-888-477-2669
..... ppaRx.org
Publishes a list of drug companies that participate in the Prescription Drug Assistance Program.

■ SHINE (Serving Health Information Needs of Elders)

Holden Senior Center..... 508-210-5570
..... 1-800-243-4636 or 800ageinfo.com
A free service program, which helps Medicare Beneficiaries, regardless of age, with their Medicare health insurance questions.

SAFETY

■ RUOK

Call the Senior Center 508-210-5570
A computerized telephone reassurance program offered in conjunction with the Holden Police Department.

SOCIAL

■ Book Express

Call the Senior Center 508-210-5570
Enables seniors and disabled to receive materials from the Gale Free Library. Senior Center volunteers deliver the material and return them.

■ Friendly Visitor Program

Call the Senior Center 508-210-5570
Provides homebound seniors with a volunteer visitor with similar interests.

TAX ABATEMENTS / ASSISTANCE

■ AARP Tax Counselors

Call the Senior Center 508-210-5570
AARP Tax Counselors assist seniors in completing their tax forms.

■ Holden Assessors Office..... 508-210-5515

TAS (Taxpayer Advocate Service) 1-877-275-8271
.....taxpayeradvocate.irs.gov or irs.gov/advocate
This is a free Tax Advocacy Service to help resolve issues with the IRS You're appointed an advocate who will stay with your case through to the resolution of your tax problem.

TELEMARKETING OR UNWANTED CALLS

■ **Do Not Call Program, Mass. Office of Consumer Affairs**
Register for Massachusetts "Do Not Call."
..... madonotcall.govconnect.com

■ **The National "Do Not Call" Registry**
Federal Trade Commission..... donotcall.gov/
Includes information on the program and a form through which to register your number in the national "Do Not Call" Registry.

TRANSPORTATION

■ **Holden Senior Center Van**..... 508-210-5570
Holden seniors and disabled may obtain transportation in Holden and bordering towns. Two days notice required for rides within Holden. Notice of at least one week is required for rides outside of Holden.

- **Road to Recovery** 1-800-227-2345
cancer.org/treatment/supportprogramsservices/
 road-to-recovery
 Transportation for cancer patients to / from treatment.
 Must give a 4 business day notice, must walk without
 assistance.
- **Worcester Regional Transit Authority Van Division**
 508-210-5573
 WRTA Paratransit Service, through Holden CoA.

UTILITIES

- **Cable Television: Charter Communications**
 1-888-438-2427
- **Electric**non-emergency 508-210-5400
 Holden Municipal Light Department,
 1 Holden Street, Holden, MA 01520.
Emergency numbers:
 - Weekdays508-210-5400
 - Nights and weekends..... 508-829-4444
- **Gas Supplier (NSTAR) Eversource** 1-800-592-2000
- **Public Works (Holden DPW)**
 - Snow Removal 508-210-5550
- **Telephone**
 - AT&T..... 1-800-222-0300
 - EarthLink Business..... 1-800-817-5508
 - MCI 1-800-436-4444

- Sprint 1-800-877-4646
- Verizon..... 1-800-837-4966

■ Trash

- Billing questions..... 508-210-5402
- Other 508-210-5540

■ Water

- Billing questions..... 508-210-5401
- Emergencies, nights and weekends 508-210-5600
- General questions and information 508-210-5550

VOTING / HOLDEN POLLS

- **Polling times** 7 am until 8 pm
- **Polling locations**
 - Precinct 1:
 Holden Senior Center, 1130 Main Street
 - Precinct 2:
 Holden Senior Center, 1130 Main Street
 - Precinct 3:
 Davis Hill Elementary School, 80 Jamieson Road
 - Precinct 4:
 Mountview Middle School, 270 Shrewsbury Street
 - Precinct 5:
 Holden Municipal Light Department, 1 Holden Street

Produced by the Help at H.O.M.E. Committee

For more information contact:

Help at H.O.M.E. c/o Holden Senior Center 508-210-5570

1130 Main Street, Holden, MA 01520

Help at H.O.M.E. Mission Statement:

Recognizing that we all need a place to turn to for information and support, Help at H.O.M.E. provides the residents of Holden assistance in meeting their needs.

This guide has been developed as a starting point for finding assistance. All resources are listed in alphabetical order. Every effort has been made to confirm the accuracy of the information included in this booklet. The Town of Holden, its employees, and the volunteers who gathered this information are not responsible for any changes in program guidelines that may have occurred during or after its printing. In addition, we cannot guarantee that every individual will qualify for all of the programs listed. If you are interested in using any of the resources included in this booklet, we encourage you to find out if the goals of the agency or program are in keeping with your own.

The printing of this booklet was made possible by the generous contribution of Holden Community Television.

Third edition, May 2017

TOWN OF HOLDEN DEPARTMENTS

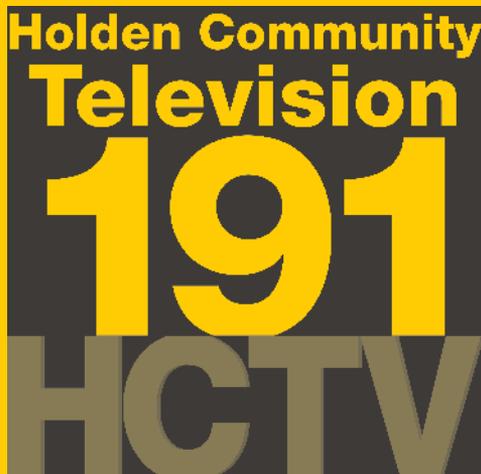
- **Town Website** www.holdenma.gov
- **Facebook Page** **Town of Holden**

- **Accounting** 508-210-5525
- **Animal Control** 508-210-5649
- **Assessor** 508-210-5515
- **Department of Public Works** 508-210-5550
- **DPW, Water/Sewer Division** 508-210-5550
- **Emergency Management**..... 508-210-5653
- **Fire Department**..... 508-210-5650
- **Gale Free Library** 508-210-5560
- **Holden Community Television** 508-829-6185
- **Information Technology**..... 508-210-5522
- **Light Department** 508-210-5400
- **Planning and Development** 508-210-5540
- **Police Department** 508-210-5600
- **Recreation Department** 508-829-0263
- **Senior Services / Council on Aging** 508-210-5570
- **Tax Collector** 508-210-5510
- **Town Clerk**..... 508-210-5530
- **Town Manager**..... 508-210-5501
- **Town Treasurer** 508-210-5510
- **Veteran’s Agent**..... 508-210-5529
- **Wachusett Regional School District** 508-829-1670

**HAVE YOU EVER
WANTED TO PRODUCE
YOUR OWN
TELEVISION SHOW?**

Call us and we can get you started!

**Holden, this is YOUR
Community Television Access.**



800 Main Street, Suite 8, Holden, MA 01520

508-829-6185

holdentv.com | request@holdentv.com