

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

Holden Outreach – Managing Emergencies



**EMERGENCY INFORMATION
RESOURCE LIST, 2012
HOLDEN, MASSACHUSETTS**

TOWN EMERGENCY RESOURCES AT A GLANCE

- **Town Website** www.holdenma.gov

- **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** 508-829-4431
- **Food Pantry** 508-829-2749
- **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 508-210-5550
 - General questions 508-210-5550
- **Veteran's Agent** 508-210-5529

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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 such as a hurricane or ice storm, the Town will give you telephone updates via Code RED. CodeRED is the new reverse 911, which calls all landlines in the Town data base. If you would also like to receive CodeRED messages via cell phone or email, you can sign up for this on the Town website (www.holdenma.gov). The Town Emergency Information Line is 508-210-5555.

In extreme weather conditions, or if there is extended loss of power, the the Town may open an emergency shelter where anyone in need, regardless of age, can warm up in the winter, cool off in the summer, and receive a meal. The Senior Center, the Holden Public Safety Building, or Wachusett Regional High School can serve as shelters.

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

- **The Loan Program**. . . 1-800-244-2756 ext. 431 or ext. 428
.....1-800-564-9700 (TTY) / www.massatloan.org
Alternative financing project giving people with disabilities and elders access to low interest cash loans to purchase assistive devices and services. Assistive technology (AT) is any device that helps a person achieve greater independence and lead a more productive life.

BEREAVEMENT SUPPORT GROUPS

Note: Call for dates and times.

- **Hospice Services of Western Mass.** 508-753-3595
Meetings held at Odd Fellows Home.
- **Overlook Visiting Nurse Assoc.** 1-866-657-7000
- **UMASS Memorial Hospice.** 508-754-0052
- **Visiting Nurse Assoc. Care Hospice.** 508-754-0052
- **You Are Not Alone Grief Management Program**
..... 508-752-4200

CAREGIVER INFORMATION

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

CAREGIVER SUPPORT GROUPS

- **Auburn Senior Center** 508-832-7799
General meeting on fourth Thursday at 6:30 pm.
4 Goddard Drive, Auburn, MA 01501.

- **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**
..... www.SeniorConnection.org
Online support group. Click on “connection for caregivers.”
- **Christopher House of Worcester** 508-754-3800
Alzheimer’s Support Group meetings are held quarterly.
Call for date and information.
- **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
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 ext. 23
Alzheimer’s Support Group.
383 Mill Street, Worcester, MA 01602.
- **Parson Hill Nursing & Rehab Center**..... 508-791-4200
Alzheimer’s / Dementia Support Group meets monthly.
1350 Main Street, Worcester, MA 01603.
- **Saint Francis Adult Day Health** 508-752-2546
General Caregiver Group meets monthly.
101 Plantation Street, Worcester, MA 01604.
- **St. Mary’s Health Care** 508-753-4791
Support group meets monthly.
39 Queen Street, Worcester, MA 01610.

- **Millbury Health Care Center**..... 508-793-0088
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 Thursday of the month at 10 am,
Conference Room A.
 - Central Massachusetts Limb Loss Support Group
..... 978-365-2580
Meets second Tuesday of each month at 10 am,
Conference Room A. (r.grandrose2@verizon.net)
 - National Alliance on Mental Illness (NAMI) – Family
and Friends Support Group. Meets second and fourth
Friday of the month at 7 pm, Conference Room A.
(ediescott@verizon.net or Scotty62@verizon.net)
 - National Alliance on Mental Illness (NAMI) –
Connection Recovery Support Group for Consumers
(those people who have a mental illness)
..... 978-602-0089 or 978-368-1765
Meets second and fourth Friday of the month at 7 pm,
Conference Room B. (wetmashmallow@yahoo.com
or frannadeau@comcast.net)
- **Whittier Rehab. Hospital** 508-870-2222 ext. 2165
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 first 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
..... info@cne.bbb.org www.worcester.bbb.org
340 Main Street, Suite 802, Worcester, MA 01608.
- **Federal Trade Commission**
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 www.ftc.gov/consumer
 - Credit, loans, and mortgages. www.ftc.gov/credit

- Credit report 1-877-322-8228
For a free copy of your credit report, go to
www.annualcreditreport.com
- Energy Savings www.ftc.gov/energysavings
- Health and Fitness..... www.ftc.gov/health
- National Do Not Call Registry 1-888-382-1222
..... www.DoNotCall.gov
- Online safety www.OnGuardOnline.gov
- Phone fraud..... www.ftc.gov/phonefraud
- Report Identity theft..... 1-877-ID-THEFT
..... 1-877-43-84338 www.ftc.gov/idtheft

CRISIS INTERVENTION

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

DEBT MANAGEMENT

- **American Consumer Credit Counseling**
..... 1- 800-769-3571 ext. 276
Matt Paradise, Community Outreach Coordinator and
Certified Credit Counselor.

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

■ American Red Cross

..... 1-866-GET-INFO or 1-866-438-4636
..... www.redcross.org

■ American Red Cross of Central Massachusetts

..... 508-595-3700
..... www.redcrossworchester.org
2000 Century Drive, Worcester, MA 01606.

■ Federal Emergency Management Agency

..... 1-202-646-2500
..... www.fema.gov
..... www.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 508-555-1611
Charter Repair 1-888-438-2427
..... www.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

- **Energy All Stars** 508-259-9785
..... www.TheEnergyAllStars.com
Does house tours and highlights items that will improve heating efficiency.
- **Energy New England (ENE) Energy Hotline**
..... 1-888-772-4242
Representatives are available to provide assistance regarding questions on energy conservation and energy efficiency. Home energy audits are available.

FINANCIAL HEALTH / MONEY MANAGEMENT

- **Benefits Checkup** www.BenefitsCheckUp.org
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** 508-756-1545
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** 508-860-2249
- **Congregate Meals at the Holden Senior Center**
..... 508-210-5570
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)
Jody Wood 508-852-3205
or the 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** 508-829-2749
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** 508-767-3100
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.

■ **Food Stamp Hotline** 1-866-950-3003
..... www.gettingfoodstamps.org

■ **Joseph's Project** 508-829-6610
..... www.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
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

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

■ **Serve New England**

A program designed to promote volunteer service by offering deep discounts on the highest quality grocery, meat, and vegetable items to community-minded individuals willing to volunteer 2 hours of their time each month to a worthy cause. There are no eligibility requirements other than 2 hours of volunteer service.

The program is open to people of all ages, races, and income levels.

• Greendale Peoples Serve located at
Greendale Peoples Church 508-852-1342
25 Francis Street, Worcester, MA 01606.

■ **Saint Vincent DePaul** 508-853-1577

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

Formerly the Massachusetts Food Stamp Program

■ **WIC (Women, Infants, and Children)** 508-860-7744

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.

FORECLOSURE

■ **AARP** www.aarp.org
Typing foreclosures in the search box will provide articles and tips.

■ **Bay State Savings Bank**

Holden Branch 508-829-0887 or 508-829-6122

■ **Home Loan Learning Center**

..... www.homeloanlearningcenter.com
Website provides step-by-step information on how to become financially literate.

■ **Homeownership Preservation Foundation**

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

- **HUD (U.S. Department of Housing and Urban Development)**..... 1-800-569-4287
 www.hud.gov
 Offers a list of HUD-approved national and regional housing counseling agencies. Call to contact a housing counseling agency.
- **Mortgage Bankers Association**
 www.mortgagebankers.org/
 ForeclosurePreventionEfforts.htm)
 Offers consumer information.
- **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
 Assists low-income Massachusetts residents who are facing foreclosure.
- **RCAP Solutions (Resources for Communities and People)** 978-630-6770
 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**
 www.ftc.gov/idtheft
 This website provides detailed information to help you deter, detect, and defend against identity theft.
- **SMP** 1-978-683-7747 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
 http://medicareoutreach.org
 lprates@ESMV.org

FUEL ASSISTANCE

- **No Heat Hotline** 508-799-8581
- **Appliance Management Program** 1-800-322-3223
 Helps reduce energy costs for low-income customers with electricity bills averaging more than \$30 per month. An energy manager from a local Community Action agency will provide an appliance analysis indicating how much each appliance costs to operate and potential savings.

- **Citizens' Energy** 1-877-563-4645 or 1-617-338-6300
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 1-617-524-3950
. 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
. www.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 Discounted Rate** 1-800-566-2080
Helps lower the costs of energy for low-income families in areas serviced by NSTAR.

- **NSTAR Mass Saves Home Energy** 1-800-445-9727
No-cost home energy assessments are available through participating utilities, such as NSTAR.
- **NStar 65 Plus and Double Notice Protection**
. 1-800-592-2000
Prevents households with all members 65 years of age or older from receiving a final notice on their electric bill, with an option to allow NSTAR to notify a relative or friend about overdue bills.
- **Worcester Community Action Council Fuel Assistance**
. 508-754-1176

GENERAL INFORMATION

- **AudioJournal** 508-797-1117
. www.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
Provides services to seniors and their caregivers in sixty-one towns and cities in the Central Massachusetts region.

- **The Edith Stewart Chase Foundation**
 1-781-893-5308
 Assists members of the Massachusetts Retired Teachers' Association.
- **Elder Services of Worcester, Inc.**..... 508-756-1545
 Provides a variety of assistance and information to seniors.
- **Family Mediation Services** 508-754-1176 ext.148
 www.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.
- **Massachusetts Department of Public Welfare**
 508-792-7200
- **Massachusetts Resources**
 www.massresources.org
 Provides useful information about a wide range of assistance programs for people living in Massachusetts.

- **Project Just Because** 508-435-6511
 www.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** 978-796-3771
 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.
- **Wee-Aide**..... Call Gwen Callahan at 508-829-0565
 www.weeaide.org
 The goal is to get as many Wee Aide boxes, holiday care packages made with donated items, to as many folks who are in need as possible.
- **Welcome Aldrich Relief Fund**..... 508-210-5570
 www.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** 617-204-3724
..... www.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)
Linda Dellasanta 978-630-6725 or 1-800-488-1969
..... ldellasanta@rcapsolutions.org
- **Home Repair Program** 508-755-1105
Central Massachusetts Housing Alliance, Elder Home Repairs.
- **United Way of Central Massachusetts** 508-757-5632
Assists homeowners with building handicap ramps.

HOUSING

- **Catholic Charities** 508-798-0191
- **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
- **Housing Information Center** 508-757-2150

■ **Independent Living Centers Program**

Center for Living and Working 508-798-0350
..... TTY: 508-755-1003
..... www.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**

- Mae Beth Skidmore at Montachusett Opportunity Council 1-800-286-3441 or 978-345-8501 ext. 311
- AARP has booklets that talk about Reverse Mortgages www.aarp.org
- HUD (U.S. Department of Housing and Urban Development) 1-800-569-4287
.. www.hud.gov/offices/hsg/sfh/hecm/rmtopten.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
..... www.moneymanagement.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
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)
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 312-C, 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

..... 1-617-972-7240 or 1-800-762-0085
.....www.perkinslibrary.org
.....library@perkins.org talkbook@cwmar.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

.....www.holdenma.gov
..... 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 • CCTV
- 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

■ File of Life

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

■ Citizens Health Savings Program 1-800-214-5697

Offers members discounts on health care services through a nationwide network of providers.

■ Citizens Health Prescription Drug Program

..... 1-800-JOE-K-4RX (1-800-563-479)
Reduces the costs of medications to senior citizens and uninsured working families.

■ Commonwealth Health Insurance Connector Authority

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

■ 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.
- **Medicare Advocacy Project (MAP)** 1-800-323-3205
 MAP 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.
Greater Boston Legal Services:
 Main Office: 197 Friend St., Boston, MA 02114.
 Voice: 617-371-1234 TDD: 617-494-1757
 Or: 60 Gore St., Suite 203, Cambridge, MA 02141.
 Voice: 617-603-2700 TDD: 617-494-1757
- **Medicaid Long Term Care** 508-752-6771
 1-800-332-5545
- **Medicare (Social Security Administration)**
 1-800-772-1213
- **PhRMA – Pharmaceutical Research and Manufacturers of America** 1-888-477-2669
 www.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-AGE-INFO (1-800-243-4636)
 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

TELEMARKETING OR UNWANTED CALLS

- **Do Not Call Program, Mass. Office of Consumer Affairs**
Register for Massachusetts “Do Not Call.”
..... <https://www.govone.com/man/welcome.asp>
- **The National “Do Not Call” Registry**
Federal Trade Commission <https://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.
- **Worcester Regional Transit Authority Van Division**
..... 508-798-4015

UTILITIES

- **Cable Television: Charter Communications**
..... 508-853-6600
- **Electric** non-emergency 508-210-5400
Holden Municipal Light Department,
1 Holden Street, Holden, MA 01520.
Emergency numbers:
 - Weekdays 508-210-5400
 - Nights and weekends 508-829-4444
- **Gas Supplier: NSTAR** 1-800-592-2000
- **Public Works**
 - Snow Removal 508-210-5550
- **Telephone**
 - AT&T 1-800-232-0300
 - Choice One Communications 1-888-832-5801
 - MCI 1-800-950-5555
 - Sprint 1-800-877-4646
 - Verizon 1-800-870-9999
- **Trash**
 - Billing questions 508-210-5402
 - Other 508-210-5540
- **Water**
 - Billing questions 508-210-5401
 - Emergencies, nights and weekends 508-210-5650
 - 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

TOWN OF HOLDEN DEPARTMENTS

■ **Town Website** www.holdenma.gov

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

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.



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