

UPDATE

HELP AT H.O.M.E. BOOKLET – 2010

Assistive Technology

- Massachusetts Assistive Technology Loan Program
..... www.massatloan.org
..... 1-800-244-2756 Ext. 428 or 431; TTY: 1-800-564-9700
Operated by Easter Seals Massachusetts, an alternative financing project that gives people with disabilities and elder's 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. Many different items fall under the category of assistive technology including: hearing aids, computers with special programs, flashing doorbells, electric wheelchairs or scooters, adapted vehicles, home modifications such as ramps and widened doorways. This program also helps people determine which device may be right for them. In addition, it helps people locate and purchase devices, trains them on their use and provides maintenance and repair.

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

- 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; 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; 978-368-1765
Meets second and fourth Friday of the month at 7 pm
Conference Room B wetmashmallow@yahoo.com
..... or frannadeau@comcast.net

Consumer Protection

- Better Business Bureau of New England.....info@cne.bbb.org;
..... www.worcester.bbb.org

BBB's mission is to be the leader in advancing marketplace trust. They accomplish this mission by: creating a community of trustworthy businesses; setting standards for marketplace trust; encouraging and supporting best practices; celebrating marketplace role models; and denouncing substandard marketplace behavior

- 340 Main Street, Suite 802, Worcester, MA 01608866-566-9222

- 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
..... 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..... 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

Disaster / Emergency Preparedness

- In the event of a local emergency, 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 for:
 - Drinking water
 - Canned / no-cook food (bread, crackers, dried fruit)
 - Non-electric 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 radio
 - List of important telephone numbers
 - File of Life
 - List of illnesses and/or chronic conditions
 - Whistle to signal for help

- American Red Cross 1-866-GET-INFO; 1-866-438-4636
..... www.redcross.org
- American Red Cross of Central Massachusetts www.redcrossworcester.org
 - 2000 Century Drive, Worcester, MA 01606 508-595-3700
- Federal Emergency Management Agency 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 202-646-2500
- Important Storm Contacts and Information
 - Electric Power: HMLD 508-829-0276
 - Verizon Repair 508-555-1611
 - Charter Repair 1-888-438-2427
 - Charter Support www.charter.com/customers/support.aspx
 - Any lines on the ground should be presumed to be live
DO NOT TOUCH!!! Call 508-829-0276 to report

Food

- Angel Food Ministries 1-877-FOOD-MINISTRY
..... 1-877-366-3646
Provides quality, nutritious food at significant discounts. The cost for a box of Angel Food is \$30. There are no applications or qualifications necessary to purchase as well as no purchase limit for boxes. They do participate in the food stamp program.
..... www.angelfoodministries.com; angelfood@angelfoodministries.com
Closest host sites –
 - Charlton, Charlton Baptist Church 774-262-0261; 508-248-4488
 - Hudson, Grace Baptist Church 978-562-8550
 - Warren, Emmanuel Orthodox Catholic Church ... 413-436-7074; 413-436-5582
- Project Bread [description has been expanded]
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.
..... 1-800-645-8333; TTY: 1-800-377-1292
- Joseph's Project
A non-profit organization that provides and delivers food to those in need in the Wachusett area.
 - 1010 Main Street, Holden, MA 01520 508-829-6610
..... www.josephsproject.org
- 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. The program is open to people of all ages, races, and income levels.
 - Greendale Peoples Serve located at Greendale Peoples Church
25 Francis Street, Worcester, MA 01606 508-852-1342

- Supplemental Nutrition Assistance Program (SNAP) - (Formerly the Massachusetts Food Stamp Program)

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.

Senior Medicare Patrol (SMP)978-683-7747; 1-800-892-0890
Formerly known as Senior Medicare Patrol programs, SMP helps Medicare and Medicaid beneficiaries avoid, detect, and prevent health care fraud and preserves 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>
.....lpbrates@ESMV.org

Fuel Assistance

- **Massachusetts Fuel Assistance**
.....click on “heating assistance” at www.mass.gov/dhcd

General Information

- Audio Journal..... 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 508-797-1117
- 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.

Independent Living Centers Program

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

Library Services

- Perkins School Braille and Talking Book Library talkbook@cwmars.org
..... www.perkinslibrary.org; library@perkins.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..... 617-972-7240
..... 1-800-762-0085

- Gale Free Library..... 508-829-0228
23 Highland Street, Holden, MA 01520..... www.townofholden.net

Medical

- Alzheimer’s Association, Massachusetts Chapter..... 1-800-272-3900
Provides free and confidential information and assistance with Alzheimer concerns with a 24/7 helpline
 - Central MA Regional Office, 128 Providence Street, Box 5
Worcester, MA 01604..... 508-799-2386
- Mass Medline [additional information] www.massmedline.com
Has a center where a case management staff member will meet with you one-on-one
 - 25 Foster Street, Worcester, MA 01605

Medical

- Elder Services of Worcester Area, Inc..... 1-800-2535111
Primary goal is to keep eligible elders safe at home for as long as is possible by providing in home and community services.
 - 411 Chandler Street Worcester, MA 01602 508-756-1545
- MassHealth..... search under “MassHealth” at www.mass.gov
- Massachusetts Health Care Quality and Cost Council .. www.mass.gov/healthcare
The Council works to: establish statewide goals for improving health care quality and containing health care costs.
 - 2 Boylston Street, 5th Floor, Boston, MA 02116..... 617-988-3360
- Medicare www.medicare.gov
- Medicare (Social Security Administration [adding website])
..... search under either “800ageinfo” or “SHINE” at www.mass.gov
- Partnership for Healthcare Excellence..... www.partnershipforhealthcare.org
Dedicated to helping Massachusetts consumers improve the quality of their health care. The goals of the Partnership are: to educate the public about variations in health care quality; to provide consumers with the information and tools they need to improve the quality of their own care; and to encourage consumers to become advocates for the overall change necessary to improve the safety and effectiveness of the health care system.
 - 1135 Tremont Street, Suite 420, Boston, MA 02120 617-399-8368
- Senior Whole Health..... www.seniorwholehealth.com

A healthcare plan for “dual-eligibles” – people who qualify for both Medicare and Medicaid. It is both an approved Medicare Special Needs Plan (SNP) and a Medicare Part D Plan.

- 58 Charles St. Cambridge, MA 02141 617-494-5353

Poison Control

- Regional Center for Poison Control and Prevention 1-800-222-1222
..... www.maripoisoncenter.com

A free 24 hours a day, 7 days a week, emergency telephone service for confidential treatment advice about any kind of poison.

Professional Organizers and Trash Removal

- All Things Organized 617-947-1730
..... allthingsorganized@charter.net;
..... www.allthingsorganized.net

Helps people find peace and order in their lives. Organized living creates energy, creativity and most importantly, time.

- c/o Doreen Doyle 413-245-0088

- Generations on the Move, Inc..... kim@generationsonthemove.com
A service-based business meeting the current needs of baby boomers and senior citizens looking to downsize their current homes

- 800 Main Street Suite 156, Holden, MA 01520 508-210-0345

- A Spacious Place™ rebecca@thespaciousplace.com
..... www.thespaciousplace.com

Helps you create the life and space you want by listening to your preferences and needs then builds organizing strategies

- P.O. Box 593, Clinton, MA 01510 978-895-6362

- 1-800-GOT-JUNK..... 1-800-468-5865
..... www.1800gotjunk.com

Removes anything from old furniture, tired appliances, garden waste, construction debris to unwanted televisions and computers (e-waste). They do all of the loading, sorting, disposal and clean-up.

- Discount Rubbish Removal www.discountrubbishremoval.com
Provides the dumpster rental needs of homeowners, businesses, civic organizations and governmental agencies throughout Worcester, MA

- 5 Mason Street, Worcester, MA 01606 508-755-2949

Registry of Motor Vehicles

Worcester RMV..... www.mass.gov/rmv
611 Main Street, Worcester, MA..... 1-800-858-3926

Safety

- RUOK / Calling Care

Social Security

- Social Security General Benefits Information 1-800-772-1213
 TTY: 1-800-325-0778
 select “Apply for Retirement Benefits” at www.socialsecurity.gov
 Workers who are 62 or older, people with disabilities, the spouse and children of a deceased worker or worker with a disability who paid into the Social Security Program are eligible. You must make an appointment at your local Social Security office to apply
 - Madison Place, 51 Myrtle Street, Worcester, MA 01608..... 866-331-9069
- Supplemental Security Income (SSI) 1-800-772-1213
 TTY: 1-800-325-0778
 select “Disability” and “SSI” at www.socialsecurity.gov
 People who are 65 or older, who are blind or have disabilities and have a very low income and assets may be eligible. You must make an appointment at your local Social Security office to apply
 - Madison Place, 51 Myrtle Street, Worcester, MA 01608..... 866-331-9069

Tax Abatements / Assistance

- Senior Circuit Breaker Income Tax Credit 617-887-6367
 1-800-392-6089; www.dor.ma.state.us
 Makes certain taxpayers eligible for a refundable credit on their state income tax for real estate taxes paid during the tax year on the residential property they own or rent in Massachusetts that is used as their principle residence.

Therapies

- TLC Visiting (TLC) / Therapy Dog Program..... 508-829-2666
 Has puppies and trained dogs available to visit, entertain and do Pet Facilitated Therapy
 - Trained Loving Companion (TLC) Assistance Dogs, Inc.
 17 Whitney St., Jefferson, MA 01522

Utilities

- Telephone Assistance
 ...click on Massachusetts at www.lifelinesupport.org/li/low-income/lifelinesupport
 Helps pay for the cost of basic local telephone services for qualified low-income older adults. To apply, call your local telephone company and tell the sales department you want to apply for “Link-up” or “Lifeline.”

Helpful Holden Telephone Numbers

All Emergencies	911
Citizen Information Service and TTY.....	1-800-392-6090
Securities Division.....	1-800-269-5428

Local Services

Animal Control Officer	508-829-0215
Board of Assessors	508-829-0222
Board of Selectmen and Town Manager	508-829-0225
Board of Health	508-829-0254
Building Inspector.....	508-829-0253
Cable Television (Charter Communications)	508-853-6600
Council on Aging	508-829-0270
Department of Public Works.....	508-829-0249
Fire Department (non-emergency)	508-829-0266
Gale Free Library	508-829-0228
Gale Free Library TTY.....	508-829-0289
Housing Authority.....	508-829-9182
Planning Board.....	508-829-0242
Police Department (non-emergency).....	508-829-4444
Post Office.....	1-800-275-8777
Recreation Department	508-829-0263
Wachusett Food Pantry.....	508-829-2749
Wachusett Regional School District	508-829-1670
Town Clerk (Birth, Death, Marriage Certificates; DBA; Dog Licenses)	508-829-0265
Treasurer & Collector (Excise, Personal Property, Real Estate, Water).....	508-829-0235
Utilities	
NSTAR	1-800-572-9300
Holden Municipal Light Department	508-829-0275
Verizon	1-800-870-9999
Veteran's Services	508-829-0244
Water Department.....	508-829-0255

Toll Free Numbers

Blind, Commission for the	1-800-392-6450
Deaf, Commission for the.....	1-800-882-1155
Disability Determination.....	1-800-882-2040
Elder Affairs.....	1-800-882-2003
Internal Revenue Service	1-800-829-1040
Food Stamps.....	1-800-645-8333
MassHealth (Medicaid)	1-800-841-2900
Medicare	1-800-882-1228
Public Safety, Department of.....	1-800-223-0933
Registry of Motor Vehicles	1-800-858-3926
Revenue, Department of	1-800-392-6089
Social Security Administration.....	1-800-772-1213
Transitional Assistance, Department of.....	1-800-249-2007
WIC Nutritional Program	1-800-942-1007
Workers' Compensation	1-800-323-3249