



TOWN OF SHREWSBURY
Council on Aging
Shrewsbury Senior Center
98 Maple Avenue, Shrewsbury, Massachusetts 01545-5398

Dear Neighbor,

Seniors are very important members of our community. They are people who have contributed positive values into today's society to make it a great place to live, work and raise a family.

Therefore, I am proud to bring you 2020 "Shrewsbury Senior Resource Guide," a comprehensive publication that is designed to provide a wide variety of information to both seniors and their service providers.

The "Shrewsbury Senior Resource Guide" serves as a vital tool to seniors and their families by helping them navigate and take advantage of the many services and programs that Shrewsbury has to offer. It is my hope that this guide will help make their lives a little easier.

If you have any questions, please contact Hollie Lucht, Director of Council on Aging, at 508-841-8640 or you may email at hlucht@shrewsburyma.gov.

Sincerely,

Hollie Lucht
Director Council on Aging

Table of Contents

LOCAL SENIOR CENTERS/ COUNCILS ON AGING	4
SENIOR LOCATIONS LISTED IN WORCESTER COUNTY	4
FINANCIAL BENEFITS AND RESOURCES FOR SENIORS	5
SOCIAL SECURITY	5
SUPPLEMENTAL SECURITY INCOME (SSI).....	5
FUEL ASSISTANCE	5
HELP WITH MORTGAGE & FORECLOSURE PREVENTION	5
AARP	6
HEALTH AID AND RESOURCES FOR SENIORS	7
WORCESTER COUNTY MAIN HOSPITALS	7
HEALTH SAFETY NET FUND (Free Care)	7
MASS HEALTH.....	7
COMMONWEALTH CARE.....	7
MASSACHUSETTS PRESCRIPTION ADVANTAGE PROGRAM.....	7
MEDICARE IN MASSACHUSETTS	8
MEDICARE RESOURCES IN MASSACHUSETTS	9
EXECUTIVE OFFICE FOR HEALTH AND HUMAN SERVICES	9
MEDICAID.....	9
<i>Worcester MA Medicaid – Food Stamp – Welfare Office.....</i>	<i>10</i>
ALZHEIMER’S & DEMENTIA	10
MASSACHUSETTS COMMISSION FOR THE BLIND	10
NUTRITIONAL BENEFITS FOR SENIORS	11
SENIOR FARMERS MARKET NUTRITION PROGRAM.....	11
MEALS ON WHEELS	11
HOUSING OPTIONS.....	12
NURSING HOMES/ ASSISTED LIVING NEAR SHREWSBURY	12
SENIOR HOUSING	13
<i>Shrewsbury Housing Authority.....</i>	<i>13</i>
<i>Supportive Housing.....</i>	<i>13</i>
<i>Congregate Housing</i>	<i>14</i>

PUBLIC HOUSING	15
RENTAL VOUCHERS	15
SHREWSBURY HOUSING AUTHORITY	15
VA SUPPORTIVE HOUSING (VASH)	15
SERVICES FOR SENIORS	16
MASSACHUSETTS HOME CARE SERVICES FOR SENIORS	16
ADULT DAY SERVICES	17
TRANSPORTATION OPTIONS	17
<i>Council on Aging Transportation Services</i>	<i>17</i>
FAMILY CAREGIVER SUPPORT PROGRAM	18
SHREWSBURY YOUTH AND FAMILY SERVICES	18
SOUTH MIDDLESEX OPPORTUNITY COUNCIL	18
RESOURCES FOR SENIORS AND THE LAW	20
CRIME	20
REPORTING ELDER ABUSE & NEGLECT	20
REPORTING ELDER ABUSE & FRAUD	20
WORKFORCE AND VOLUNTEERING	21
VOLUNTEER PROGRAMS	21
WORKFORCE	21
OTHER RESOURCES	22
UTILITY COMPANY	22
WORCESTER LGBT ELDER NETWORK (WLEN)	22

LOCAL SENIOR CENTERS/ COUNCILS ON AGING

Senior centers serve persons 60 years-old and over by providing nutritious meals and a wide range of social, recreational, educational, counseling and other support services. For more information, please contact:

Executive Office of Elder Affairs

McCormick Building
1 Ashburton Place
STE 517
Boston, MA 02018
617-727-7750

SENIOR LOCATIONS LISTED IN WORCESTER COUNTY

Shrewsbury Senior Center
98 Maple Avenue
Shrewsbury, MA 01545
508-841-8640

West Boylston Senior Center
120 Prescott Street
West Boylston, MA 01583
508-835-6916

Worcester Senior Center
128 Providence Street
Worcester, MA 01604
508-799-1232

Westborough Senior Center
4 Rogers Road
Westborough, MA 01581
508-366-3000

Grafton Senior Center
30 Providence Road
Grafton, MA 01519
508-839-9242

Millbury Senior Center
1 River Street
Millbury, MA 01527
508-865-9154

Northborough Senior Center
119 Bearfoot Road
Northborough, MA 01532
508-393-5035

FINANCIAL BENEFITS AND RESOURCES FOR SENIORS

SOCIAL SECURITY

886-331-9069

Social Security offers you a cash benefit based on your work history and the amount you paid into Social Security. The cash benefit helps you meet your needs due to loss of income as a result of retirement, disability, or death. You and your dependents or surviving spouse can receive the Social Security benefit. The benefit amount you will get depends on the earning records for the person who worked.

You can get the Social Security retirement benefits starting as early as age 62. To get the Social Security disability benefit, you must have become severely disabled while working. You can get this benefit at any age and must meet the work requirements. The number of quarters you will have needed to work depends on your age.

You can apply for Social Security online at: www.socialsecurity.gov and click on “Retirement” or “Disability.” You can also apply in person at your local Social Security office. You can call 1-800-772-1213.

Worcester County Social Security Administration
51 Myrtle Street, Worcester, MA 01608
886-331-9069

SUPPLEMENTAL SECURITY INCOME (SSI)

SSI provides a cash benefit to you every month to make sure you have a minimum level of income so that you can pay for basic needs such as food, clothing, and shelter.

SSI is a monthly payment to people with low-income who are 65 or older or blind or otherwise disabled. Payments supplement Social Security and/or other income. With some exceptions, United States citizenship is required. In addition, you must have limited income and resources. Some resources such as your home, car, and certain portions of life insurance and burial accounts may not be counted when determining whether you meet the program guidelines. Visit: ssa.gov/ssi

FUEL ASSISTANCE

508-841-8647

The Fuel Assistance Program helps income-eligible households pay a portion of their winter heating bills. You may qualify for fuel assistance and discounts on utility and telephone bills.

HELP WITH MORTGAGE & FORECLOSURE PREVENTION

800-882-1154

Massachusetts also has a mortgage assistance program that will help residents with refinancing a mortgage, and it also assists with preventing foreclosures. This is a statewide agency. For more details, or to apply, MassHousing can be reached at 800-882-1154.

AARP

1-888-687-2277

AARP is an interest group that focusses on issues that may pertain to the elderly. AARP offers services with its membership such as auto services, help with working and jobs, health and wellness services, help with finances, and benefits with shopping. Along with this, AARP also offers help with health, pet, property, and vehicle insurances. AARP can be reached at 1-888-687-2277 and more information can be found on <https://www.aarp.org>

HEALTH AID AND RESOURCES FOR SENIORS

WORCESTER COUNTY MAIN HOSPITALS

UMASS Memorial Medical Center- University Campus
55 North Lake Avenue, Worcester - 508-334-1000

UMASS Memorial Medical Center – Memorial Campus
119 Belmont Street, Worcester – 508-844-1000

UMASS Memorial Medical Center- Hahnemann Campus
281 Lincoln Street, Worcester - 508-334-1000

UMASS Memorial Marlboro Hospital
157 Union Street, Marlboro – 508-481-5000

Saint Vincent Hospital
123 Summer Street, Worcester – 508-363-5000

HEALTH SAFETY NET FUND (FREE CARE)

508-860-7700

The Health Safety Net is a government health care assistance program. It will provide help for people who are not eligible for health insurance or people who cannot afford their medical bills and insurance. Massachusetts residents who qualify for the Safety Net can get medically necessary health services at hospitals as well as community health centers in Massachusetts either at no charge or at a reduced charge.

MASS HEALTH

1-888-665-9993

MassHealth is a public health insurance program for residents of Massachusetts.

COMMONWEALTH CARE

1-877-623-6765

Commonwealth Care is a Massachusetts state-government funded health insurance program that covers uninsured low and moderate-income as well as uninsured Massachusetts residents who do not qualify for MassHealth aid above.

MASSACHUSETTS PRESCRIPTION ADVANTAGE PROGRAM

800-243-4636

Prescription Advantage is the Massachusetts State Pharmaceutical Assistance Program (SPAP), which is overseen by the Commonwealth of Massachusetts Executive Office of Elder Affairs. It is one of the most comprehensive SPAPs in that the program provides financial assistance to both Medicare and non-Medicare qualified individuals.

Individuals who are eligible for Medicare must enroll or be enrolled in a Medicare Part D plan or a Medicare Advantage plan that has prescription coverage. When filling a prescription, Medicare is the first payer, and costs not covered by Medicare are then eligible to be paid for by the Prescription Advantage program.

For persons ineligible for Medicare, the program serves as the individual's primary coverage for prescription drugs. It helps with prescription costs directly, requiring only small deductibles or co-payments from the program participant.

There is also an annual maximum out-of-pocket spending amount set for individuals enrolled in this program, regardless of whether they are Medicare eligible or not.

The Prescription Advantage program provides different benefits depending on if the enrolled individual is or is not on Medicare. For those individuals on Medicare, Prescription Advantage will help them with the cost of their Part D drug coverage. For those individuals who are not enrolled in Medicare, the program, which has no monthly premium, will pay for their prescription medications. This is provided they have reached their individual out-of-pocket spending limit. The out-of-pocket limits vary depending on their income level.

The Prescription Advantage program does not have application or enrollment fees.

For more information about this program or to receive an application, call the toll free number at 800-243-4636 and press option #2.

MEDICARE IN MASSACHUSETTS

Medicare is a federal health-care program for seniors and certain disabled individuals. You are eligible for Medicare benefits if you are 65 or older; qualify through disability; or if you have certain health conditions, such as end-stage renal disease or amyotrophic lateral sclerosis (ALS, also known as Lou Gehrig's disease).

Original Medicare, the government-run program, comes in two parts: Medicare Part A covers hospital and skilled nursing facility services, while Part B covers medical services, including doctor visits, lab tests, and durable medical equipment. If you stay enrolled in Original Medicare, you can also add on a stand-alone Medicare Prescription Drug Plan, since Original Medicare's prescription drug benefits are limited. A second option is to purchase a Medicare Supplement (Medigap) insurance plan, which works with your Original Medicare coverage.

A third option for Massachusetts beneficiaries is to enroll in a Medicare Advantage plan instead, also known as Medicare Part C. You will get at least the same level of coverage as Original Medicare, Part A and Part B, through a Medicare Advantage plan. In addition, some Medicare Advantage plans may also cover additional benefits, such as routine vision or dental, hearing, or prescription drugs. You must continue to pay your Medicare Part B premium. Medicare Part C is an alternative way to get your Original Medicare coverage; it does not replace it. Instead, you receive your Medicare Part A and Part B benefits in a different way. In 2018, 24% of Medicare beneficiaries in Massachusetts had Medicare Advantage plans and other Health plans.

To help residents understand their Medicare coverage options in Massachusetts, the state offers a number of free resources specifically dedicated to Medicare and related insurance coverage issues. These resources are available throughout the state to provide easy access for every Massachusetts resident, so they can find the information necessary to manage their Massachusetts Medicare.

MEDICARE RESOURCES IN MASSACHUSETTS

Executive Office of Elder Affairs: This state office was created to support the needs of seniors living in Massachusetts. The office provides a variety of programs and services for seniors to promote their independence and well-being. The Executive Office of Elder Affairs includes a number of specialized programs that offer information about Medicare options in Massachusetts:

- **SHINE - 1-800-243-4636** - Serving the Health Information Needs of Everyone, also known as SHINE, is a statewide program that provides insurance information and counseling to Massachusetts residents, including seniors with Medicare.
- **Prescription Advantage - 800-243-4636, press 2** - This program provides supplemental prescription drug insurance for Massachusetts Medicare beneficiaries with limited income. If you are a Medicare beneficiary, Prescription Advantage acts as a secondary payer and can help with certain Medicare prescription drug costs, such as cost sharing. Participation in the program is based on income eligibility.
- **Massachusetts Medicaid - 800-841-2900** - Medicare beneficiaries in Massachusetts with limited income may qualify for help with certain Medicare costs. Medicare Savings Programs are run through state Medicaid programs and help with costs like premiums, copayments, coinsurance, or deductibles. To find out if you qualify and to apply, contact the Medicaid department in Massachusetts.

EXECUTIVE OFFICE FOR HEALTH AND HUMAN SERVICES

617-573-1600

This office oversees dual enrollment for both Medicare and Medicaid for qualifying individuals. If you are a disabled Massachusetts resident with Medicare, you may be eligible for One Care, a state health plan that combines Medicare coverage with MassHealth (the state's Medicaid program). One Care gives disabled Medicare beneficiaries the option to get expanded health-care coverage under MassHealth through one coordinated health plan. To be eligible, you must be between 21 and 64 years old; have Medicare Part A and Part B; and be eligible for Medicare Part D. You must also currently have MassHealth Standard or MassHealth CommonHealth.

MEDICAID

800-841-2900

Massachusetts Medicaid (MassHealth) pays for health care for certain low and medium income people living in Massachusetts. MassHealth offers health-care benefits directly or by paying part or all of your health-insurance premiums. MassHealth offers different types of coverage based on your age, whether you are a parent, pregnant, disabled, HIV positive or have breast or cervical cancer, and whether you work for a small employer. MassHealth will decide if you are eligible and give you the most complete coverage that you qualify for.

In order to qualify for this benefit program, you must be a resident of the state of Massachusetts, a U.S. national, citizen or qualified noncitizen in need of health care/insurance assistance, whose financial situation would be characterized as low income or very low income.

To receive MassHealth, you may apply online or call MassHealth Customer Service to apply by phone or to request an application at 800-841-2900.

Worcester MA Medicaid – Food Stamp – Welfare Office
508-767- 3100

Worcester MA Medicaid – Food Stamp – Welfare Office administrates your local program under Massachusetts State guidelines. Medicaid provides health care for low-income people. Welfare programs give assistance to those who have little or no income, while Supplemental Nutrition Assistance Program (SNAP) or Food Stamps helps low-income families buy food.

9 Walnut Street, Worcester, MA 01608- 508-767-3100

ALZHEIMER’S & DEMENTIA
1-800-272-3900

The Alzheimer's Association leads the way to end Alzheimer's and all other dementia — by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support. They have local chapters across the nation, providing services within each community. Speaking to one of their 24/7 Helpline Specialists is a great way to get an overview of their programs and services as well as suggestions based on the specific information you might need. To speak with someone directly, call the 24/7 Helpline at 1-800-272-3900.

The Alzheimer’s Association [24/7 Helpline \(1-800-272-3900\)](https://www.alz.org/24-7-helpline) is available around the clock, 365 days a year. Through this free service, specialists and master’s-level clinicians offer confidential support and information to people living with the disease, caregivers, families and the public.

The MA/NH chapter offers scheduled Care Consultations at no cost to families. Care Consultation can be provided by phone or in person at each [regional offices](#). The goal of a Care Consultation is to help families develop an understanding of a dementia diagnosis, identify available resources, develop strategies for best possible symptom management and communication, and make a plan for the future.

They also have a number of programs for individuals living with mild Alzheimer’s disease or a memory disorder and their families or loved ones. In addition to support groups and education programs, they offer Alz MeetUps, which are small, organized group activities that are designed to connect individuals living with mild memory loss through enjoyable activities.

MASSACHUSETTS COMMISSION FOR THE BLIND
508-754-1148

MCB is the point of entry for vocational and social rehabilitation services for residents of the Commonwealth who are declared legally blind by an eye professional. Under a newly created category, MCB will expand service to qualifying individuals who have low vision with a progressive visual impairment. These services help individuals to work toward independence and full community participation.

Central Massachusetts - 390 Main Street, Suite 620, Worcester, MA 01608

NUTRITIONAL BENEFITS FOR SENIORS

SENIOR FARMERS MARKET NUTRITION PROGRAM

The Farmers Market Nutrition Program gives seniors and families coupons to buy fresh fruits and vegetables at farmers markets. Every summer, cities and towns hand out coupons to seniors and WIC families. Senior Nutrition Agencies distribute coupons to eligible seniors in July. Contact your local Council on Aging/ Senior Center.

MEALS ON WHEELS

508-756-1545

Popularly known as “Meals-on-Wheels”, this federally sponsored home delivered meal service is a national program administered locally to deliver well-balanced, lunchtime meals to homebound individuals who are at least 60 years of age. Recipients are asked to make a \$2.50 donation per meal to help defray the cost of the meal.

Elder Services of Worcester Area delivers hot lunches to seniors living in Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, and Worcester. Meals are delivered Monday through Friday and include regular hot meals, modified meals for diabetics, supper meals and frozen meals, depending upon a client’s needs. Kosher and therapeutic meals are available in the City of Worcester and frozen therapeutic meals are available in all towns. For information about Meals on Wheels, contact Elder Services of Worcester Area’s Information & Referral Department at 508-756-1545.

HOUSING OPTIONS

NURSING HOMES/ ASSISTED LIVING NEAR SHREWSBURY

Shrewsbury Nursing and Rehabilitation Center

40 Julio Drive

Shrewsbury, MA 01545

855-221-7955

<https://www.senioradvice.com/providers/view/shrewsbury-nursing-and-rehabilitation-center-shrewsbury-ma>

Benchmark Senior Living at Shrewsbury Crossings

311 Main Street

Shrewsbury, MA 01545

508-224-5130

<https://www.senioradvice.com/providers/view/benchmark-senior-living-at-shrewsbury-crossings-shrewsbury-ma>

Notre Dame Health Care

559 Plantation Street

Worcester, MA 01605

508-221-7955

<https://www.senioradvice.com/providers/view/notre-dame-long-term-care-center-worcester-ma>

Beaumont at Northborough

238 West Main Street

Northborough, MA 01532

508-221-7955

<https://www.senioradvice.com/providers/view/beaumont-at-northborough-northborough-ma>

Worcester Health Center

25 Oriol Drive

Worcester, MA 01605

508-224-5130

<https://www.senioradvice.com/providers/view/worcester-health-center-worcester-ma>

Coleman House

112 West Main Street

Northborough, MA 01532

508-238-4376

<https://www.senioradvice.com/providers/view/coleman-house-northborough-ma>

Knollwood Nursing Center

87 Briarwood Circle

Worcester, MA 01606

508-240-2530

<https://www.senioradvice.com/providers/view/knollwood-nursing-center-worcester-ma>

Whitney Place at Westborough
5 Lyman Street
Westborough, MA 01581
508-222-1541

<https://www.senioradvice.com/providers/view/whitney-place-and-whitney-suites-westborough-ma>

Beaumont Rehab and Skilled Nursing Center - Westborough
3 Lyman Street
Westborough, MA 01581
508-241-4685

<https://www.senioradvice.com/providers/view/beaumont-rehab-and-skilled-nursing-center-westborough-westborough-ma>

Worcester Rehabilitation and Health Care Center
119 Providence Street
Worcester, MA 01604
508-240-2530

<https://www.senioradvice.com/providers/view/worcester-rehabilitation-and-health-care-center-worcester-ma>

The Residence at Orchard Grove
258 Walnut Street
Shrewsbury, MA 01545
508-841-5735

SENIOR HOUSING

Shrewsbury Housing Authority

36 North Quinsigamond Ave., Shrewsbury, MA 01545 - 508-757-0323

Elder Services of Worcester Area

508-756-1545

Supportive Housing

Supportive Housing combines housing with services for older adults and people with disabilities.

Supportive Housing Coordinators:

- Help residents access community resources
- Work with the local housing authority
- Oversee a 24/7 emergency response system
- Arrange meals
- Plan social activities

Supportive Housing Coordinators also manage issues that arise in housing to foster stability and a sense of community

The private apartments include a bedroom, bathroom, and kitchen/dining area. Residents have a lease with the local Housing Authority that runs the building. There are 41 Supportive Housing sites around the state with 6,060 units available.

Supportive Housing Eligibility

To be eligible for Supportive Housing you must be either:

- “Elderly” as defined by the housing agency (either age 60 and older or 62 and older, depending on the type of housing), or
- Have a documented disability

You must meet the financial eligibility guidelines and pass any housing authority screening (e.g., criminal records, housing history, etc.).

Congregate Housing

Congregate Housing is a shared living arrangement that combines housing and services for older adults and people with disabilities.

Congregate Housing Coordinators:

- Help residents access community resources
- Manage issues that arise from shared living
- Plan social activities

Coordinators work with the housing providers to ensure a stable environment and to foster a sense of community. Congregate Housing does not offer 24-hour care or supervision. At every site, each resident must have their own bedroom. Residents may share kitchen, dining, and bathroom facilities.

There are currently 43 Congregate Housing sites in Massachusetts with the capacity to house 561 residents.

Congregate Housing Eligibility

To be eligible for Congregate Housing you must be either:

- “Elderly” as defined by the housing agency (either age 60 and older or 62 and older, depending on the type of housing)
- Non-elderly and disabled (with a documented disability)

You must meet the financial eligibility guidelines for the housing and pass any screening criteria (e.g., criminal records, housing history, etc.) used by the housing agency to process applicants.

Finally, you must:

- Be able to take part in a shared living environment

- Be capable of independent living and not need 24-hour care to carry out activities of daily living
- Be medically stable and oriented to person, place, and time
- Not exhibit behaviors that would be a disturbance to other Congregate Housing residents.

PUBLIC HOUSING

Shrewsbury Housing Authority (508-757-0323) is a politic, corporate and duly organized public housing agency. State and Federal lawmakers promulgate rules and regulations by which the housing authority must abide. The authority's funding is received directly from state and federal agencies.

RENTAL VOUCHERS

Rental assistance programs provide financial rental assistance to low-income persons renting apartments on the private market.

What is required to apply for a rental voucher:

You need to determine if you are applying for a mobile voucher, a project based voucher or both. With a mobile voucher, you need to find a housing unit on the private market. A project-based voucher is tied to one housing unit and can only be used at that address.

SHREWSBURY HOUSING AUTHORITY

36 North Quinsigamond Avenue, Shrewsbury, MA 01545
508-757-0323

VA SUPPORTIVE HOUSING (VASH)

1-877-4AID-VET

This is a federal voucher program for eligible Veterans. Apply at your local Veteran's Administration Hospital. You can find more information by calling 1-877-4AID-VET.

SERVICES FOR SENIORS

MASSACHUSETTS HOME CARE SERVICES FOR SENIORS

1-800-243-4636

The Home Care Program provides care management and in-home support services to help eligible elders in Massachusetts successfully age in place. Eligibility for the Home Care Program is based on age, residence, income, and ability to carry out daily tasks such as bathing, dressing and meal preparation. Call 1-800-243-4636 to get additional information about the services listed below.

- Adaptive housing/equipment
- Adult day health
- Alzheimer's / dementia coaching
- Behavioral health services
- Certified Older Adult Peer Specialists (COAPS)
- Chore services
- Companion services
- Complex Care Training and Oversight
- Dementia day care
- Emergency shelter
- Evidence Based Education Programs
- Family caregiver support program
- Goal Engagement
- Grocery shopping/delivery
- Home based wandering response systems
- Home delivered meals
- Home delivery of pre-packaged medication
- Home health services
- Home Safety –Independence Evaluation
- Homemaker services
- Information and referral
- Laundry service
- Medication dispensing system
- Money management
- Nutritional assessment
- Options counseling
- Orientation and mobility
- Personal care
- Personal emergency response system
- Respite care
- Supportive day care
- Supportive home care aide
- Transitional assistance
- Translation/interpreting service
- Transportation
- Vision rehabilitation

ELDER SERVICES OF WORCESTER 67 Millbrook Street, STE 100 Worcester, MA 01606
508-756-1545

ADULT DAY SERVICES

Day Care is an excellent option for both caregivers and the person they care for. It gives caregivers an entire day to be alone, work or do errands. It gives the elder important social stimulation and can help alleviate some of the agitation that is unfortunately so common with dementia. ESW, Inc. can sometimes subsidize Day Care costs. They have a complete listing of Day Cares available:

Age Center for the Gathering Tree 508-755-4388

This adult day care program is available for individuals with dementia.

The Elder Service Plan at Fallon (Dementia) 508-852-2026

This innovative day care is the only one of its kind in the area, and you need not be a member of Fallon to participate. This adult day health program is more involved than social day care and is all-inclusive. Even the frailest people are able to attend, as they can handle nursing home eligible participants.

The Westborough Connection 508-836-3378

Formerly run by the Assabet Valley VNA, this adult day health program provides a variety of social and health services to its participants, and offers special support to caregivers who need help

TRANSPORTATION OPTIONS

Seniors who are in need of transportation can choose from three forms of service:

- ADA (Americans with Disabilities Act) van service
- Regular van service
- [Worcester Regional Transit Authority \(WRTA\)](#)

Council on Aging Transportation Services 508-841-8640

Shrewsbury Council on Aging offers Regular and ADA van service that are available to qualified town residents who are elderly and/or disabled.

Under the ADA Civil Rights Law, individuals who qualify are entitled to equal or comparable service to what they would receive if they were able to use a WRTA city bus. Since the COA has two vans, trips are also available to Westborough and for group outings.

FAMILY CAREGIVER SUPPORT PROGRAM

844-422-6277

Are you caring for an older family member? Are you a grandparent (55+) caring for a grandchild? Or a relative (55+) caring for an individual with a disability? The Family Caregiver Support Program may be able to help you. Find out more by calling 844-422-6277 and asking to speak with a Caregiver Specialist.

Elder Services of Worcester
67 Millbrook Street, STE 100 Worcester, MA 01606
508-756-1545

Central Mass Agency on Aging
360 West Boylston St. West Boylston, MA 01583
508-852-5539

SHREWSBURY YOUTH AND FAMILY SERVICES

508-845-6932

The mission of Shrewsbury Youth and Family Services, Inc. (SYFS) is to provide counseling and other supportive services to members of our community.

SOUTH MIDDLESEX OPPORTUNITY COUNCIL

508-872-4853

SMOC'S Mission is to improve the quality of life of low-income and disadvantaged individuals and families by advocating for their needs and rights; providing services; educating the community; building a community of support; participating in coalitions with other advocates and searching for new resources and partnerships.

South Middlesex Opportunity Council, Inc.
7 Bishop Street, Framingham, MA 01702
508-872-4853

Marlborough Resource Center 508-460-9699
Greater Worcester Housing Connection 508-757-8331
Open Pantry Community Services (Springfield) 413-737-5354
Martin Luther King, Jr. Opportunity Center 508-756-6330
Lowell Transitional Living Center 978-458-9888
Child Care & Head Start 508-820-8380
WIC (Women Infants, Children Nutrition)
 Framingham 508-620-1445
 Marlborough 508-481-1605
 Waltham 781-642-7194
Behavioral Health Service (Mental health and substance abuse)
Framingham 508-879-2250, Marlborough 508-480-0092
Voices Against Violence 508-820-0834
Emergency Hot Line 508-626-8686, (Toll Free) Hot Line 800-593-1125

Housing Services Center 508-872-0765

SMOC Housing 508-879-6691

Energy & Financial Assistance 508-620-1230, (Toll Free) 800-286-6776

Rental Assistance 508-620-2335

Common Ground Resource Center 508-620-2690

SMOC Financial Services (844)766-2737 or 844-SMOCSFS

Employment and Education Services 508-620-2677

Administrative Office 508-620-2300

RESOURCES FOR SENIORS AND THE LAW

CRIME

Crime is an issue that deserves the attention of all citizens. You should take certain precautions to protect yourself and your home. Some suggestions are as follows:

- Do not automatically open your door to salesmen or repairmen
- Keep outside doors locked
- Do not allow strangers to use your phone. Instead you can place the call for assistance for them
- If you receive many wrong number calls, contact the police
- When away from home temporarily, be sure your house looks lived-in
- Do not leave keys under doormat or inside a mailbox, over a doorway or in other obvious places
- If you will be away from your home for a prolonged time, discontinue deliveries or notify the post office to forward your mail

Shrewsbury Police Station for Emergency call 911
508-845-4681

REPORTING ELDER ABUSE & NEGLECT **(800) 922-2275**

Elder Abuse reports can be filed 24 hours a day either online (see instructions below) or by phone at (800) 922-2275. Elder abuse includes physical, sexual, and/or emotional abuse, caretaker neglect, and financial exploitation and self-neglect. Elder Protective Services can only investigate cases of abuse where the person is age 60 and over and lives in the community. To report abuse of a person with a disability under the age of 60, call the Disabled Persons Protection Commission at (800) 426-9009. To report abuse of a person by nursing home or hospital, call the Department of Public Health at (800) 462-5540. Call 911 or local police if you have an emergency or life-threatening situation.

REPORTING ELDER ABUSE & FRAUD **1-800-922-2275**

Elder financial abuse is the illegal or improper use of an elder's money by a family member, friend, neighbor, acquaintance or stranger. Individuals over the age of 60 make up the largest growing segment of our population. This age group may be at risk for abuse, and are often targeted by dishonest people. One of the most devastating and unrecognized forms of abuse is financial abuse.

The Division of Banks (DOB) recommends your financial institution assign a person to report suspected elder financial abuse. By assigning one person responsible for reporting, your institution can reduce the chances of violating consumer confidentiality. The DOB also recommends your institution's front line staff receive training on how to spot elder financial abuse.

Notify your institution's point person to report the suspected financial abuse using the Elder Abuse Hotline 1-800-922-2275.

WORKFORCE AND VOLUNTEERING

VOLUNTEER PROGRAMS

Senior Tax Work-off Program- (508) 841-8640

The Senior Citizen Tax Work-Off Program is open to seniors (60 years of age and older) who own property and pay real estate taxes to the Town of Shrewsbury. The program participant's name must appear on the property deed. Participants must complete 68.2 hours of service in the program year, which runs from March 1st to October 31st.

A \$750 property tax credit will be applied to the participant's real estate tax bill in the following fiscal year, not current year's property tax bill.

WORKFORCE

MassHire Worcester Career Center- 340 Main Street, Suite 400, Worcester, MA 01608
508-799-1600

OTHER RESOURCES

UTILITY COMPANY

Shrewsbury Electric and Cable Operations – SELCO – 508-841-8500

WORCESTER LGBT ELDER NETWORK (WLEN)

<https://eswa.org/about-us/lgbt/>

Worcester LGBT Elder Network (WLEN) promotes access to education, support, resources and social opportunities for LGBTIQA* seniors and caregivers. WLEN connects LGBTIQA individuals to services that will allow them to maintain or regain their independence. WLEN sponsors periodic educational and social events.

**Lesbian, Gay, Bi-Sexual, Trans-Gender/Sexual, Inter-Sex, Questioning, & Allies.*

WLEN Peer Workers Available by Phone for Socialization and Referrals/Resources

LGBT Elder Networks

LGBT Community Meals <https://eswa.org/about-us/lgbt/rainbow-lunch-club/>

Principles of Care <https://eswa.org/wp-content/uploads/2018/08/Principles-of-Care-Booklet-8-21-2018.pdf>

Elder Services of Worcester

67 Millbrook Street, STE 100 Worcester MA 01606

508-756-1545