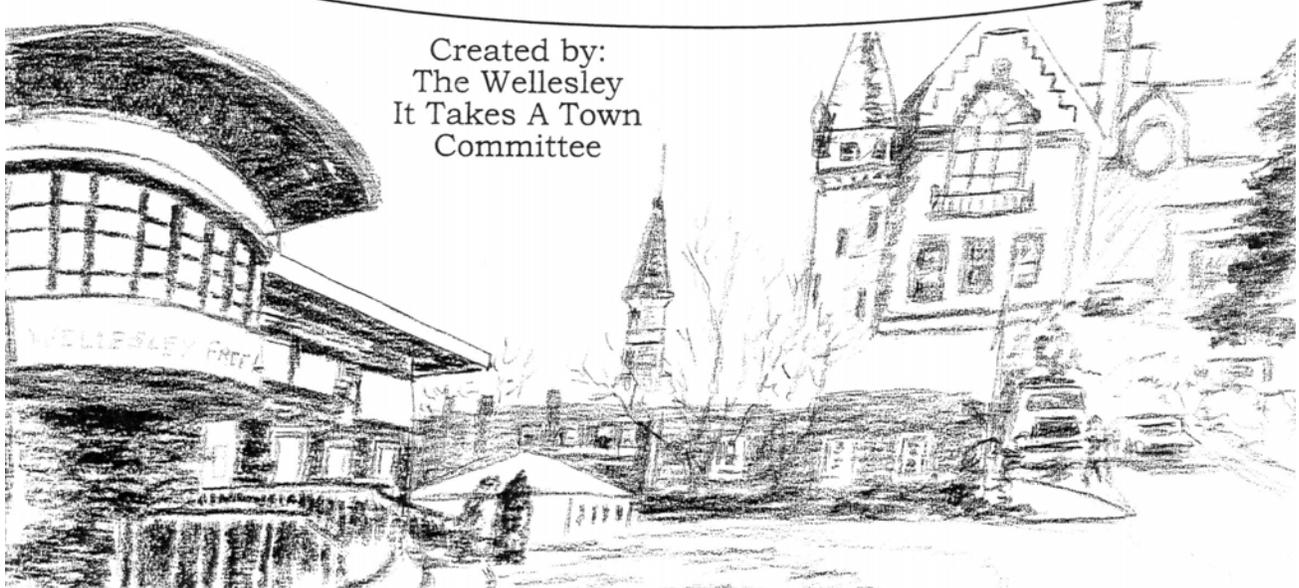


**Wellesley Elder Resource Guide  
2006**

Created by:  
The Wellesley  
It Takes A Town  
Committee



Cover artwork by: Helen Turner

## **ADULT DAY HEALTH PROGRAMS**

Adult Day Health is a program for adults who live in the community, but require a supervised setting during daytime hours. Day programs make it possible for caregivers to continue working and/ or gain needed respite and peace of mind. Adult Day Health Care Centers typically offer transportation, social activities, arts and crafts, off site trips, education programs, noonday meals, support groups and counseling as well as a medical component. Medical services may include medication monitoring, medical and nursing care, pharmacy and laboratory services, and physical and occupational therapies. Some centers specialize in caring for or can accommodate people with Alzheimer's disease and other memory loss disorders. These programs offer simple, structured activities in a safe environment. The staff members are specially trained to handle the challenges of dementia. Adult Day Health Centers are usually open Monday through Friday from 8:00am until 3:00pm, but some may have extended weekday or weekend hours.

There are no federal standards for Adult Day Health Programs. Licensing and regulation vary among states. In Massachusetts, The Division of Medical Assistance certifies adult day programs.

### **Helpful Questions for You To Ask:**

- What percentage of clients is memory-impaired?
- Is the program certified?
- Are nutritious meals served?
- What training do staff members receive?
- What does a typical day look like?
- What is on the activities calendar?
- Is transportation available?
- Are there any additional services available: showers, weekend or extended hours, outings, monitoring medication schedules, transport for dental or medical appointments with escort, podiatry, rehab services?

**Adult Day Health Programs**

The following is a sample of Adult Day Health Programs available in the Wellesley area:

**Wellesley Active Day Center**

165 Worcester Road  
Wellesley Hills, MA 02481  
781-237-8877  
[www.activeservices.com](http://www.activeservices.com)

**The Adult Care Center Inc.**

89 Bethany Road  
Framingham, MA 01701  
508-879-1771

**Newton Community Services  
Adult Day Care**

492 Waltham Street  
West Newton, MA 02465  
617-969-5906, EXT 118  
[www.ncscweb.org/a\\_day.html](http://www.ncscweb.org/a_day.html)

**Adult Day Health at  
Hebrew Rehab Ctr for Aged**

1200 Centre Street  
Roslindale, MA 02131  
617-363-8515  
[www.hebrewrehab.org](http://www.hebrewrehab.org)

**Whitney Place At Natick**

Three Vision Drive  
Route 9 West  
Natick, MA 01760  
508-655-3344, EXT 3905

**Rogerson House**

434 Jamaica Way  
Boston, MA 02130  
617-983-2300  
[www.rogersonalz.org/day.html](http://www.rogersonalz.org/day.html)

**Windsor House Adult Day**

806 Massachusetts Avenue  
Cambridge, MA 02139  
617-547-7836  
[www.windsorhouse.org](http://www.windsorhouse.org)

**Senior Place Adult Day**

2222 Centre Street  
West Roxbury, MA  
617-325-9447  
[www.vnacarenetwork.org](http://www.vnacarenetwork.org)

**AGING SERVICE ACCESS POINT (ASAP)**

An Aging Service Access Point is a federally funded and state funded agency designated to provide a variety of services to elders in a particular geographic area. Services are meant to be comprehensive and include home care, respite, nursing, crisis intervention, and many other services. Every town is covered by one ASAP. Wellesley is covered by:

**Springwell, Inc.**

125 Walnut Street  
 Watertown, MA 02472  
 617-926-4100  
[www.springwell.com](http://www.springwell.com)

Springwell, Inc. (formerly known as West Suburban Elder Services) is a private, non-profit organization. They provide access to information and services necessary for the coordination of care that is comprehensive, cost-effective, and compassionate. Their goal is to maximize the independence and self-determination of those they serve. Established in 1977, Springwell is a part of a state-wide network of agencies directed by the Executive Office of Elder Affairs to plan, develop, deliver, and monitor services that enable elders to live independently. Because Springwell is state funded, some of their programs have certain eligibility requirements. Some programs are:

**Abuse and Neglect / Protective Services:**

617-926-4100 (Monday through Friday 9:00am to 5:00pm) or  
 1-800-922-2275 (5:00pm to 9:00am and on weekends)

In any community, there are elders who suffer from abuse, physical exploitation or neglect. And there are elders who put themselves at risk. Springwell's Protective Services Program is designed to help eliminate or alleviate the abuse or neglect of an elder (someone age 60 or older). Caseworkers work in conjunction with community agencies providing health, mental health, legal, and social services. Springwell is the state designated protective services agency for Wellesley and several other towns. The support offered may include, but is not limited to: counseling, safety planning, family intervention, homemaker/health aide services, transportation, housing, legal assistance, and advocacy .

## **Aging Service Access Point**

### **Who Can Report Elder Abuse?**

Anyone who has reasonable cause to believe an elder has been abused may make a report of elder abuse. The identity of the reporter is always kept confidential.

### **How Do I Report Elder Abuse?**

During regular work hours, Monday through Friday from 9 am to 5 pm, abuse may be reported by calling the Protective Services Department at Springwell at 617-926-4100. After work hours, nights, and weekends, abuse should be reported to the state-wide Elder Abuse toll-free hotline: 1-800-922-2275. The HOTLINE will contact a Springwell Protective Services worker to respond to appropriate reports.

### **What Happens Then?**

A Protective Services caseworker is assigned to investigate the situation. The caseworker determines whether abuse is present and the nature and extent of the abuse. If abuse is confirmed, the caseworker will offer the elder a choice of services designed to alleviate or end the abuse. Protective Services staff, sensitive to the needs of elders, will balance the mandate to protect elders with an elder's right to self-determination. If there is reasonable cause to believe abuse has taken place, a case will be opened and protective services offered. Protective services may include in-home services, medical treatment, counseling, legal services, information and support. Staff will exercise the least restrictive means of intervention, with the goal of maintaining elders in their own homes. A competent elder has the right to accept or refuse protective services.

### **What if Someone is Self Neglecting and not being Abused by Someone Else?**

Call Springwell. The staff will conduct an assessment and help ensure that the elder is safe.

*The elder's rights and wishes are always respected.*

### **Care Advisement:**

Every client of Springwell receives a Care Advisor free of charge who develops, arranges, and monitors the client's service plan. In addition to completing an initial home visit within 3 days of a referral, the Care Advisor also sees clients on a regular basis, usually every 3 to 6 months. The Care Advisor also acts as an advocate for clients and works with clients between visits as needed.

**Family Caregiver Support Services:**

Seniors and individuals providing assistance to older family members or friends are invited to use Springwell's caregiver services such as: Lending Library, In-Home Assessments and Consultations, Training for Family Caregivers, Educational Presentations, and Care Management.

**Home Care:**

Serving people age 60 and over who meet both income and need guidelines, this program provides services such as homemaking, shopping, personal care, Adult Day Health Care, personal emergency response, and care advisement. Income is used to determine eligibility as well as to determine a sliding fee scale level.

**Home Delivered Meals:**

This program delivers meals to people 60 and older who are homebound, unable to prepare nutritionally adequate meals and who lack a support system to help with meal preparation. See page 18 under the "Delivery Services" section of this guide for more information.

**Information and Referral:**

The Information and Referral Program offers free information about community resources. Their trained staff is able to answer questions on all aspects of elder services, on the local, state, and national levels. They have many educational materials as well as a nationwide elder service database. They also take referrals in their department for Home Care, Respite, Protective Services, and many other Springwell programs.

**Money Management:**

This is a volunteer program of Springwell for people who need assistance with writing checks, budgeting, organizing bills, etc. A money management volunteer visits eligible elders on a regular basis after an initial visit by the head of the program. To be eligible, a person must meet certain income and asset requirements. You may complete a referral form by contacting Springwell and asking for Money Management.

**Aging Services Access Point****Respite:**

This is a program for people age 60 and over whose full-time caregiver is feeling overwhelmed. Income is not looked at for eligibility, but will determine a person's sliding fee scale level. A service plan is developed with a Care Advisor to help provide relief for a caregiver.

**Springwell Senior Options - Private Care Management:**

For those people who may not be eligible for subsidized care advisement, privately paid care advisement is an option. This program offers expertise, advice, and links to services to enable seniors to grow older with dignity and provide peace of mind for caregivers. Through this program, Springwell can: conduct an in-home needs assessment in consultation with caregivers; assist in service provider selection and service arrangement; monitor care quality and report to the family; assist with selection/ transition to assisted living or nursing facility; assist with completing applications and claims forms; provide specialized consultation and training on caring for someone with Alzheimer's Disease or other dementia; serve as a liaison with health and social service providers; escort seniors to medical appointments; make referrals for legal, financial, or mental health needs; and more. Call Springwell for rate information.

**Volunteer Programs**

Springwell offers many volunteer programs which you will find listed under the "Volunteerism and Employment" section of this guide, beginning on page 87.

**ALZHEIMER'S DISEASE REFERRALS:****Alzheimer's Association of Eastern Massachusetts**

311 Arsenal Street  
 Watertown, MA 02472  
 617-868-6718 or  
 1-800-272-3900  
 www.alzmass.org

This organization is an alliance for professionals, family members, and people with Alzheimer's Disease or another memory loss disorder. Their HelpLine will assist you in locating support groups, ongoing legislation and public policy committees, current research areas, publications, training sessions, and conferences. Monthly family orientations are held throughout the area, state, and country. A speakers' bureau and multicultural outreach programs are also available. The Safe Return Wanderer's Alert Program helps to identify members who may be at risk of getting lost or wandering in their community. Scholarships may be available for conferences and Safe Return fees.

**Diagnostic Centers for Alzheimer's Disease and Related Disorders:****Beth Israel Deaconess, Boston**

Gerontology Dept. 617-667-2073

**Massachusetts General Hospital, Boston**

Dept. of Psych Testing 617-726-5571

**Massachusetts General Hospital, Boston**

Memory Disorder Unit 617-726-1728

**McLean Hospital Belmont**

Geriatric Disorders Dept. 617-855-3267

**Project Lifesaver**

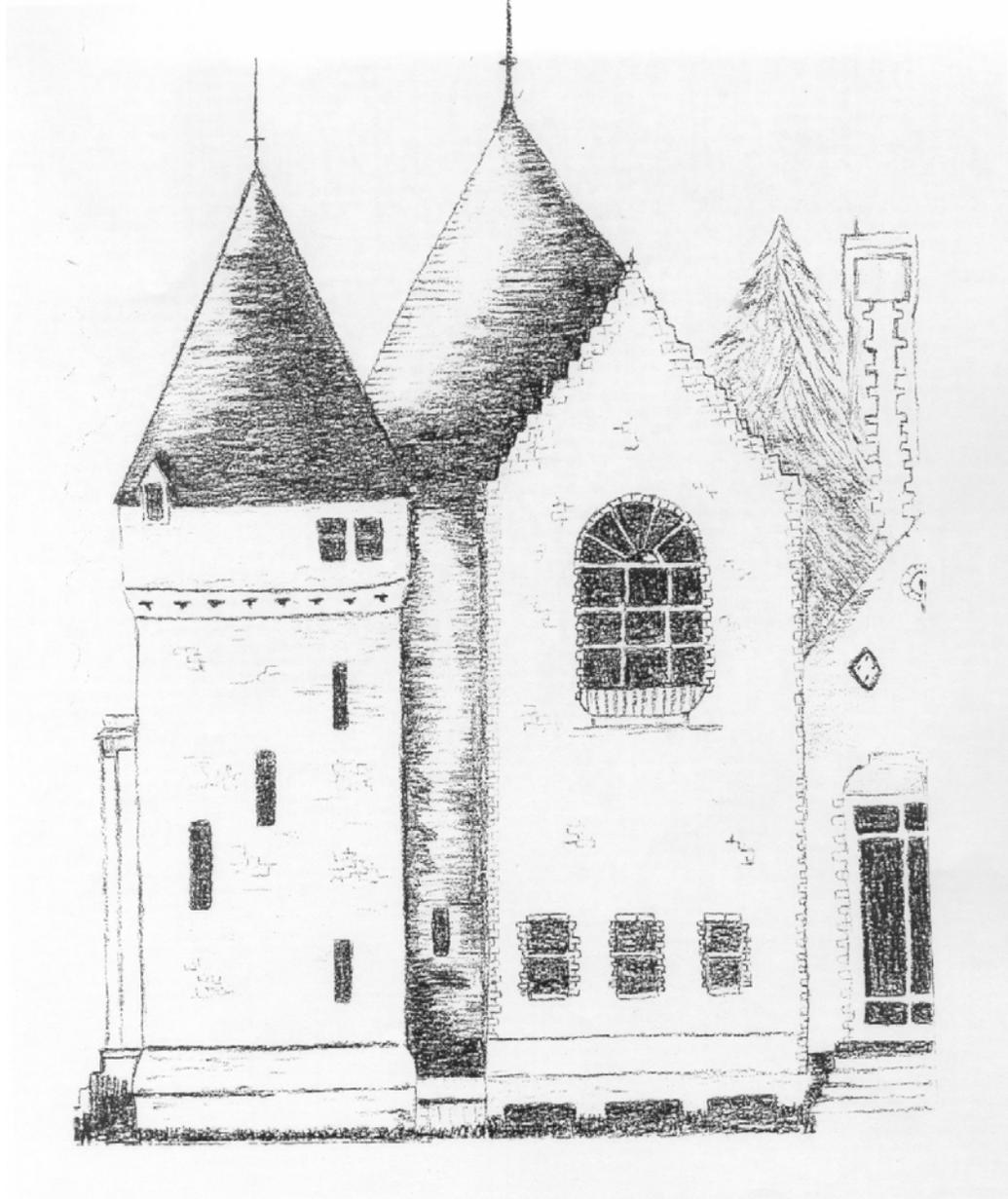
Norfolk County Sheriff's Office/ Braintree Public Safety Complex  
 2015 Washington Street  
 PO Box 850267  
 Braintree, MA 02184  
 781-751-3505

You may also contact Wellesley Council on Aging (781-235-3961) or Wellesley Police Department (781-235-1212) to register for this program.

Project Lifesaver is a program that dispatches highly trained search and rescue units to find reported missing persons, usually those with

**Alzheimer's Disease Referrals**

Alzheimer's, other memory loss disorders, or other disorders such as autism and Down Syndrome who may wander and become lost. Those in the program wear a device that emits a personalized radio signal that can be picked up by search and rescue teams using mobile tracking equipment. Call for a brochure, for more information or to register for the program.



Artwork by: Tess Griffin

**ASSISTANCE PROGRAMS FOR PEOPLE WITH LOW INCOME**

The State of Massachusetts and the Town of Wellesley both offer programs to assist those people who have a lower income. The income guidelines for each of the following programs change every year, so those eligibility amounts will not be listed here. You need to call the individual agencies to receive the most up-to-date information. If you prefer, you can call the Wellesley Council on Aging at 781-235-3961 or the Information and Referral Department at Springwell 617-926-4100.

**Dentistry Programs****Massachusetts Dental Society**

1-800-342-8747

You may contact the above number to have a listing of low cost clinics mailed to your home.

**Mount Ida Dental Center**

777 Dedham Street

Newton, MA 02459

617-928-7360

Supervised students perform low cost cleanings and other services during the academic year.

**Food Resources****Wellesley Food Pantry**

Wellesley Hills Congregational Church

207 Washington Street

Wellesley Hills, MA 02481

781-235-3960

Run by the Wellesley Friendly Aid, the food pantry provides necessary food items to people who would otherwise be unable to afford nutritious foods. The pantry has canned and dry goods as well as bread and other items. You must complete a one-page application and be approved before utilizing the pantry. Once approved, the pantry is open every Tuesday morning from 9-11 and the 4<sup>th</sup> Wednesday evening of each month 6:30-7:30. You can complete an application at the Friendly Aid office. You must be a Wellesley resident.

**Assistance Programs for People With Low Income****Food Stamps - Department of Transitional Assistance**

110 Mount Wayte Avenue  
Framingham, MA 01702  
508-661-6600

[www.gettingfoodstamps.org](http://www.gettingfoodstamps.org)

Food stamps provide financial assistance to people who have a lower income so they can obtain nutritious foods at the grocery store. The benefit is offered as a debit card programmed with a specific dollar amount. Food stamps are exchanged at the grocery store just like cash using this “debit” card at the register. Call the number listed above to schedule an appointment to complete an application at the office in Framingham. If you are disabled, a caregiver caring for an elderly person or have transportation issues which makes going to this location difficult, you have several options. You may call the above number and explain your situation and a form may be mailed to you or you may complete an application with the Outreach Worker at the Wellesley Council on Aging, 781-235-3961.

If you would like to know if you are eligible before going out to complete an application, call the Food Source Hotline at

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

They can tell you over the phone if you are eligible. Hours at the Framingham location are 8:15AM-5PM

**Fuel Resources****Salvation Army Good Neighbor Energy Fund**

617-542-5420 or 1-800-334-3047

This is a private fund set up through the Salvation Army churches to provide fuel assistance to people who may not be eligible for fuel assistance through the state run South Middlesex Opportunity Council. Call the above number for an application and assistance with locating the local committee that administers this plan.

**South Middlesex Opportunity Council (SMOC)**

300 Howard Street  
Framingham, MA. 01702  
508-620-1230

Fuel Assistance is a Massachusetts program designed to assist people in keeping their homes heated during the coldest months of the year. It also provides weatherization and repair services. The program covers all fuels including but not limited to oil, natural gas, propane,

**Assistance Programs for People With Low Income**

wood, etc. A person of any age may apply. Depending on the size of the household and total household income, eligibility and benefit amounts may vary. If you rent and your fuel is included in your rent, you may still be eligible for this program. In order to receive this benefit, you must make an appointment to have a trained worker complete your application with you. Wellesley residents should contact the **Wellesley Council on Aging** 781-235-3961.

If you prefer, you may call the SMOC office to schedule an appointment there. Once your application has been completed, it will take approximately 30-45 days to find out if you are eligible.

Applications may be completed from November 1<sup>st</sup> through April 30<sup>th</sup> only.

**Mail Order Prescription Companies**

Often people have to pay for medications out-of-pocket. Mail order companies sometimes can provide discounts on medications.

<b>AARP Pharmacy</b>	800-456-2277
<b>Harvard Pilgrim (Script Pharmacy)</b>	800-347-3216
<b>Medscript</b>	800-279-3784
<b>Precision RX</b>	800-905-9218
<b>Kohl's RX Meds by Mail</b> (formerly Unicare)	800-438-2014
<b>Tufts Secure Horizons (Caremark)</b>	800-424-6618

**Questions to ask mail order companies before purchasing:**

- Do you carry my medications?
- What is the cost?
- What is my discount?
- What are the shipping and handling fees?
- Do I need insurance to use the program?
- Do you carry other medical supplies (incontinence products, vitamins, bandages, syringes, diabetic supplies, scooters or Wheelchairs)?
- Do I have to be a member of your group to order prescriptions?
- May I use your group for short term prescriptions (antibiotics) or just for ongoing prescriptions?

## **Assistance Programs for People With Low Income**

### **Prescription Assistance Programs**

(Also see Medicare Part D in the section titled “Insurance Programs”)

Despite having insurance through Medicare Part D or other sources, it is still often necessary for assistance in paying co-payments, deductibles, and insurance costs. There are programs in Massachusetts that may help you if you have limited income and resources. If you have any questions, make an appointment with the SHINE counselor at the **Wellesley Council on Aging** 781-235-3961.

### **Medicare Part D Extra Help Social Security**

1-800-772-1213

On January 1, 2006, a new program began providing prescription drug coverage under Medicare (Part D). Now, a Medicare prescription drug plan may be a better deal for you if you are a Medicare beneficiary with limited income and resources. You may qualify for extra help that will make your monthly premiums, deductibles and co-payments even lower. If you are not getting the extra help automatically, it is easy to apply. Here’s how:

Get an application or apply over the phone by calling Social Security at **1-800-772-1213** (TTY **1-800-325-0778**), or apply online at ***www.socialsecurity.gov***.

After you apply, Social Security will review your application and send you a letter to let you know if you qualify for the extra help. You will need to enroll in a Medicare-approved prescription drug plan to get this extra help.

### **Prescription Advantage**

1-800-243-4636 (1-800-AGE-INFO)

This program, administered by the Commonwealth of Massachusetts Executive Office of Elder Affairs, is a prescription insurance plan that is available to Massachusetts residents age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines. It works in conjunction with Medicare Part D and can help to make Medicare Part D more affordable. Call for more specific information and guidelines.

**Mass Med Line**

1-866-633-1617

Mass College of Pharmacy, a state-funded resource, searches for benefit programs offered by pharmaceutical manufacturers who provide reduced cost or free prescription and non-prescription drugs to qualified individuals. The hotline has trained pharmacy professionals who also assist callers with questions on drug interactions and other pharmaceutical-related matters.

**Citizens Health (Express Scripts)**

1-800-563-5479

Offers discounts of 35-50% on generic and 12-25% on brand name medications. To qualify, an individual must have no other prescription coverage.

**Veterans' Benefits**

1-877-222-8387

The Veterans' Administration can help any registered veteran obtain prescription drugs at reduced rates with a small co-payment. To do so, you must be seen by a VA doctor. You may maintain your own doctors as well but the VA doctor must write any prescriptions that other doctors may prescribe.

**AARP**

617-720-5600

AARP sells discount drugs to members through a program called Member's Choice.

**Rx Assist**

Volunteers in Health Care

111 Brewster Street

Pawtucket, RI 02860

Phone: 401-729-3284

[www.rxassist.org](http://www.rxassist.org)

Patient assistance programs are run by pharmaceutical companies to provide free medications to people who cannot afford to buy their medicine. RxAssist offers a comprehensive database of these patient assistance programs. You can also ask your prescribing doctor to contact the pharmaceutical to see if you may be eligible for free medications.

**Assistance Programs for People With Low Income****Public Benefits:**

There are many benefits, run by either the state or federal government, which can assist people with health care and other services. Some of these benefits are as follows:

**MassHealth (formerly known as Medicaid)**

21 Spring Street, Suite 4  
Taunton, MA 02780-0711  
800-242-1340 or 508-828-4600

Run by the state of Massachusetts, this is a benefit that provides assistance to those people living in the community (not in a nursing facility) who would otherwise be uninsured and unable to afford health care. There are specific income and asset guidelines. Please call the Medicaid office for more information, to learn about coverage, or to receive an application.

**Long Term Care MassHealth (Medicaid)**

21 Spring Street, Suite 4  
Taunton, MA 02780-0711  
800-242-1340 or 508-828-4600

This type of MassHealth is for people who need assistance paying for long term care in a skilled nursing facility and other long term care options. This program has specific income and asset requirements. There are allowances in income and assets for a spouse/family caregiver who is living in the home. Please call the MassHealth office (8:15 AM - 5 PM) to find out more about eligibility and other information.

**Supplemental Security Income (SSI)**

Social Security Administration  
100 Concord Street, 2<sup>nd</sup> Floor  
Framingham, MA 01702  
800-772-1213 or 1-800-MEDICARE

[www.socialsecurity.gov](http://www.socialsecurity.gov)

This is a benefit program that supplements the income of those people receiving Social Security to raise that person's income to a more adequate amount. Eligibility and benefit amounts change yearly. Call the Social Security Administration for more specific information. You can apply for this program over the phone. If you are eligible, you will automatically receive Medicaid (MassHealth). SSI will not pay for

Assistance Programs for People With Low Income

residence in a skilled nursing facility. For nursing home residence payment assistance, you must use Long Term Care Medicaid.

**Emergency Assistance for Elders, Disabled, Children (EAEDC)**

Department of Transitional Assistance

110 Mount Wayte Avenue

Framingham, MA 01702

508-661-6600 or 617-629-1400

This program can provide emergency funding for services, housing or shelter and payment of up to 3 months back rent for homeless and prevention of homelessness. This program can also help to pay for a Rest Home or Community Support Facility. It does not pay for a skilled nursing facility. You cannot receive this benefit if you receive SSI.

**Property Tax Programs**

**Wellesley Board of Assessors**

525 Washington Street

Wellesley, MA 02482

781-431-1019, ext 274

[http://www.wellesleyma.gov/Pages/WellesleyMA\\_Assessor/index](http://www.wellesleyma.gov/Pages/WellesleyMA_Assessor/index)

Call to receive a current brochure on the many property tax relief programs available for seniors and others, the eligibility requirements for the programs, or to receive an application for tax deferral, tax exemptions or tax work off programs. The current property tax relief programs are: Elderly Exemption, Senior Deferral, Senior Work-Off, Community Preservation Act Exemption, Elderly/ Disabled Taxation Fund, Senior "Circuit Breaker" Tax Credit, Blind Exemption, and Veterans' Exemption.

A staff member at the Council on Aging (781-235-3961) can also help you to acquire and/ or complete an application for these programs.

**Delivery Services****DELIVERY SERVICES**

There are many goods and services that can be delivered to a person who is homebound or unable to get transportation. Some delivery services are grocers, laundries, pharmacies, restaurants and caterers, and home delivered meals (meals on wheels)

**Grocers:****Fells Market**

326 Weston Road  
Wellesley, MA 02482  
781-235-1555

There is a delivery charge; deliveries Monday through Friday; must call before 10:00 am. Minimum order \$25.00

**Peapod Delivery Service (A service of Stop and Shop)**

Headquarters at:  
9933 Woods Drive  
Skokie, IL 60077  
800-573-2763  
www.peapod.com

Peapod delivery service is a service of Stop and Shop covering the Wellesley area. You may register at the local store or on your home computer. A computer is not required to use this service. You do need a credit card to use this service. Call for information on delivery and fees.

**Roche Brothers**

165 Linden Street  
Wellesley, MA 02482  
781-237-5070  
www.rochebros.com

Call for information on delivery.

**Laundries****Anton's Cleaners**

277 Linden Street  
Wellesley, MA 02482  
781-235-7977

**Highlander Laundry**

71 Waltham Street  
West Newton, MA 02465  
617-527-4348

Delivery Services**Holly Cleaners**

290 Washington Street  
Wellesley, MA 02482  
781-444-5195

**Sarni Cleaners**

445 Washington Street  
Wellesley, MA 02482  
781-235-9800

**Zoots**

776 Beacon Street  
Newton Center, MA 02459  
617-527-7700  
www.zootcleaners.com

**Pharmacies:****Andrews Pharmacy**

324 Weston Road  
Wellesley, MA 02482  
781-235-1001

**Brooks Pharmacy**

452 Washington Street  
Wellesley, MA 02482  
781-235-4878

**Eaton Apothecary**

266 Washington Street  
Wellesley, MA 02481  
781-235-1464

**Professional Pharmacy**

183 Linden Street  
Wellesley, MA 02482  
781-235-8144  
781-235-0249 (Pharmacy)

**Restaurants That Deliver****College Square Pizza**

Wellesley Square  
Wellesley, MA 02482  
781-431-8585

**Deli Max**

Route 9, Natick  
508-651-9601  
Delivery to Wellesley of  
subs, deli, desserts, dinners.

**Dining In**

617-278-2121  
www.diningin.com  
Taxi service to pick up meals at  
participating local restaurants.  
Call for brochure – delivery charges,  
service fees and tips.

**Domino Pizza**

Weston Road, Wellesley  
781-235-6800

**Delivery Services****Gourmet Decisions**

57 Washington Street  
 Wellesley, MA 02481  
 781-237-8895

**Horizon Foods**

www.horizonfoods.com  
 617-763-8811  
 Delivers prepared frozen  
 foods – ask about minimum  
 orders and fees.

**Peter's Pizza**

200 Linden Street  
 Wellesley, MA 02482  
 781-235-0031

**Shanghai Tokyo**

Rt. 135, Natick  
 508-651-0818  
 Japanese and Chinese  
 cuisine delivered to  
 Wellesley.

**Home Delivered Meals (Meals on Wheels)****Springwell, Inc.**

125 Walnut Street  
 Watertown, MA 02472  
 617-926-4100  
 www.springwell.com

The Meals on Wheels Program is run by Springwell. The program delivers meals to people 60 and older who are homebound, unable to prepare nutritionally adequate meals and who lack a support system to help with meal preparation. A specially trained care advisor will help determine if you are eligible.

You can receive meals up to five days a week. Meal delivery will be between 10 AM and 1 PM. Each meal provides one third of the daily nutritional requirements for older adults. Meals are also available for those on special diets.

If you receive a meal, there is a requested donation of \$1.75 for a regular meal and \$2.50 for a therapeutic or clinical meal.

For more information on the Meals on Wheels Program, contact the nutrition department at Springwell, 617-926-4100.

**DISABILITY ASSISTANCE****Adjusting your home following an illness or accident**

Sometimes an accident or illness occurs that may temporarily or permanently alter your ability to function independently. Following are some sources for assistance with setting up your home with equipment and personnel to make the adjustment. There are many agencies that can also assist you in locating local resources. If you are not sure where to start or what kinds of help may be useful to you, you can call the Wellesley Health Department or Council on Aging to get resource information.

**Wellesley Health Department**

781-235-0135

**Wellesley Council on Aging**

781-235-3961

**Disability Services****Massachusetts Assistive Technology Partnership Center (MATP)**

617-355-7820

617-355-7801 (TTY)

[www.matp.org](http://www.matp.org)

Provides access to information and referral on assistive technology for individuals with disabilities, funding sources, insurance advocacy and ATT language line interpreters

**Disability Law Center**

617-723-8455

Provides information on Independent Home Modifications, Low Interest Loans, Community Development Block Grants, and reviewing Eligibility for Disability Services.

**Massachusetts Network of Information Providers  
For People With Disabilities**

617-642-0248 or 1-800-642-0249

1-800-764-0200 (TTY)

[www.mnip-net.org](http://www.mnip-net.org)

The Massachusetts Network of Information Providers for People with Disabilities (MNIP) is a collaborative effort of nonprofit agencies in Massachusetts. Network members disseminate disability-specific

**Disability Assistance**

information and make referrals to the public for free. Consumer contact with any of the member agencies provides access to the expertise of the entire network.

**State of Massachusetts Disability Programs:****Architectural Access Board**

One Ashburton Place, Room 1310

Boston, MA 02108

Phone: 617-727-0660 / 1-800-828-7222

[www.mass.gov/aab](http://www.mass.gov/aab)

The board develops and enforces regulations designed to make public buildings accessible to, functional for, and safe for use by persons with disabilities.

**Disability Determination Services**

617-727-1600

1-800-223-3212 (TTY)

Disability examiners and physician consultants help to determine if people are eligible for Supplemental Security Disability Income (SSDI) or Supplemental Security Income (SSI).

**Disabled Persons Protection Commission**

50 Ross Way

Quincy, MA 02169

617- 727-6465

[www.mass.gov/dppc](http://www.mass.gov/dppc)

This agency protects adults with disabilities from abusive acts and omissions of their caregivers through investigation, oversight, public awareness, and prevention.

**Home Modifications for Persons with Disabilities Loan Program**

Metropolitan Boston Housing Partnership

125 Lincoln St., Boston MA 02111

617-204-3724 or 617-204-3600

This state-funded loan program provides loans for access modifications to the principle residence of elders, adults with disabilities and families with children with disabilities. The intent of the program is to allow people to live independently in their communities.

Disability Assistance**Massachusetts Equipment Distribution Program**

Verizon Center for Customers with Disabilities

1-800-300-5658

If you have a permanent disability that in the majority of circumstances limits your ability to use the telephone effectively, you may be eligible to receive assistive telephone equipment free of charge or at a reduced rate. Call for an application or more information.

**Massachusetts Office on Disability**

One Ashburton Place, Room 1305

Boston, MA 02108

727-7440 or 1-800-322-2020

This is the state advocacy agency that serves people with disabilities of all ages.

**Massachusetts Rehabilitation Commission**

Fort Point Place

27 Wormwood Street

Boston, MA 02210-1616

1-800-245-6543 or (617) 204-3600

[www.mass.gov/mrc](http://www.mass.gov/mrc)

MRC is responsible for Vocational Rehabilitation Services, Community Services, and eligibility determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs.

**Office of the Attorney General-Civil Rights Division****The Disability Rights Project**

One Ashburton Place

Boston, MA 02108

627-727-2200 ext. 2901

[www.ago.state.ma.us](http://www.ago.state.ma.us)

**Federal Programs****Charles River Association for Retarded Citizens**

59 East Militia Heights Road

Needham, MA 02492

781-444-4347

[www.CRARC.org](http://www.CRARC.org)

**Disability Assistance**

Charles River ARC provides residential, vocational, and recreational services and advocacy to elders and individuals who are also developmentally disabled.

**Department of Veteran's Affairs**

1-800-827-1213

**Disabled Women's Alliance**

[www.disabilityhistory.org/women](http://www.disabilityhistory.org/women)

**New England Index/Shriver Center**

200 Trapelo Road

Waltham, MA 02452

781-642-0248

[www.disabilityinfo.org](http://www.disabilityinfo.org)

Coordinates the Massachusetts Network of Information Providers of People with Disabilities.

**Rehabilitation Services Administration**

1-800-872-5327

[www.ed.gov/offices/osers/rsa](http://www.ed.gov/offices/osers/rsa)

**US Social Security Administration**

1-800-772-1213 or 508-875-5047

[www.ssa.gov](http://www.ssa.gov)

**Hearing Services****Boston Guild for the Hard of Hearing**

1505 Commonwealth Ave. Suite 420

Brighton, MA 02135

617-254-7300

617-267-3496 (TTY)

Free hearing screening testing for seniors, affordable hearing aids from licensed audiologists, speech reading classes and self-help groups.

Programs are offered on a sliding scale determined by family size and income.

**Massachusetts Commission for the Deaf and Hard of Hearing**

150 Mt. Vernon Street Suite 550

Boston, MA 02125

617-740-1600

617-740-1700 (TTY)

Hearing aid funding, free informational literature and books, needs determination and assistance.

**Massachusetts Eye and Ear Infirmary**

242 Charles Street

Boston, MA 02114

617-573-3266

**Self-Help for Hard of Hearing People (SHHH)**

P.O. Box 95

Essex, MA 01929

617-720-2196

617-787-8162 (TTY)

[www.bradingrao.com/SHHH.Bos/](http://www.bradingrao.com/SHHH.Bos/)

**Vision Services****Carroll Center for the Blind**

779 Centre Street

West Roxbury, MA 02132

617-969-6200

[www.carroll.org](http://www.carroll.org)

Assistance and training for persons who are visually impaired or blind. Various programs are offered to assist those who are struggling to adapt to their vision loss.

**Greater Boston Aid to the Blind**

1980 Centre Street

West Roxbury, MA 02132

617-323-5111

[www.gbab.org](http://www.gbab.org)

This agency is devoted to personal support and rehabilitation of adults aged 50 and over who are visually impaired. The goal of all the programs is to help clients remain independent and safe.

**Disability Assistance****MAB Community Services**

(Formerly MA Association for the Blind)

23 A Elm Street

Watertown, MA 02472

617-926-4232 or 1-800-852-3029

617-923-2790 (Recorded information)

[www.mablind.org](http://www.mablind.org)

The Vision Community Services include Visually Impaired Elders Project; Peer Empowerment Project (support group held in Needham); community volunteers; information and referral, recording studio, Braille Department.

**Massachusetts Commission for the Blind**

88 Kingston Street

Boston, MA 02111

617-727-5550 or 1-800-392-6450

[www.mass.gov/mcb](http://www.mass.gov/mcb)

**Massachusetts Eye and Ear Infirmary**

243 Charles Street

Boston, MA 02114

617-523-7900

**Perkins School for the Blind**

175 North Beacon Street

Watertown, MA 02472

617-924-3434

[www.perkins.org](http://www.perkins.org)

Dedicated to providing services to people of all ages who are blind, visually handicapped, deaf-blind, and multi-handicapped.

**Wellesley Main Library**

530 Washington Street

Wellesley, MA 02482

781-235-1610, ext 114

[www.wellesleyfreelibrary.org](http://www.wellesleyfreelibrary.org)

Contact the Coordinator for the Outreach Library Resources if you are interested in large print books or in using/ borrowing one of the library's Optelec machines.

**Adapting Your Home With Rehab Equipment:**

Occasionally it becomes necessary to rent equipment or remodel your home because of a temporary, extended or permanent disability. There are businesses that install chair lifts, electric beds, fixtures on stoves, signal lights for the hearing impaired, and many other devices to make a person more independent. Always check references and licenses to be sure the company you hire meets your needs appropriately and efficiently. There are many people out there that advertise their services, but some have “learned on the job” while others have had specific training following rehab codes established by ADA guidelines. As with any contractor, get a written quote for any job to be performed, ask to see their professional license, make sure they are insured and are not relying on your homeowners’s policy to cover them if they have an accident at your house. Find out what fees are not included in your quote; and always check warranty.

**To check on licensure or registration call the Massachusetts Department of Public Safety, Division of Inspection at 617-727-3200**

**Home Remodeling:**

Make entrances, bathrooms, and kitchen areas more accessible with structural accommodations such as grab bars or handrails, ramps, shower redesign, etc. Below are resources to help:

**AFCO Equipment Company**

175 California Street  
Newton, MA  
617-244-7200

**The Home Handyman**

781-235-0984

**Home Maintenance Organization**

345 Boylston Street  
Newton, MA 02459  
617-559-0127

[www.homemaintenance.com](http://www.homemaintenance.com)

Plumbers, electrician, carpenters, handyman. Mention this listing to have senior membership fee waived for Wellesley.

**HouseWorks**

400 Centre Street  
Newton, MA 02458  
617-928-1010

[www.house-works.com](http://www.house-works.com)

**Disability Assistance****International Elders**

“Serving people over 55”  
 P.O.Box 1798  
 Brookline, MA 02446  
 617-469-4640

**Southeast Railing and Iron Works**

901 Turnpike Road  
 Canton, MA  
 1-800-528-9700  
 Installs handicap railings.

**Mobility Solutions**

370 Lennox Street  
 Norwood, MA 02062  
 781-278-8885  
 mobilitysolutionsline.com  
 Ramp vans and scooters

**Stannah Chairlifts**

1-800-877-8247

**Whitaker Company**

6 Industrial Road  
 Milford, MA 01757  
 508-634-2400 or  
 1-800-752-0163  
 www.stairlift.com  
 Installs chair lifts

**More homecare equipment and supplies****Apria Healthcare**

1-800-678-3442  
 Electric hospital beds,  
 oxygen, wheelchairs

**Byrne Home Health Center**

16 Main Street  
 Natick, MA 01760  
 508-655-3656

**Design-ABLE**

1-866-735-2313  
 Wheelchair repair

**Lincare**

591 North Avenue, Door #5  
 Wakefield, MA 01880  
 1-800-281-0005

**Belmont Medical Supplies**

185 Belmont Street  
 Belmont, MA 02478  
 617-484-3888  
 www.belmontmedical.com  
 Extensive rehab supplies  
 and wheelchair repair on  
 site.

**Eaton Apothecary**

266 Washington Street  
 Wellesley Hills, MA 02481  
 781-235-1464

**Professional Pharmacy**

183 Linden Street  
 Wellesley, MA 02482  
 781-235-8144

**Resource Catalogs:****Bruce Medical Supply**

411 Waverly Oaks Road  
 P.O.Box 9166  
 Waltham, MA 02454  
 781-894-6262  
 1-800-225-8446

**Fred Sammons, Inc.**

“Self Help Aids”  
 P.O.Box 5071  
 Bolingbrook, IL 60440  
 1-800-323-5547  
[www.sammonspreston.com](http://www.sammonspreston.com)

**Wardrobe Wagon**

“Special Needs Clothing”  
 555 Valley Road  
 West Orange, NJ 07052  
 1-800-992-2737  
[www.wardrobewagon.com](http://www.wardrobewagon.com)

**Rehabilitation Equipment Programs****Wellesley Friendly Aid**

219 Washington Street  
 Wellesley, MA 02481  
 781-235-3960  
 Free medical equipment such  
 as wheelchairs, walkers, canes,  
 commodes, etc. for loan.

**Wheelchair Recycler**

508-460-6328  
 Wheelchairs and scooters  
 are repaired and recycled  
 for individuals who need  
 a chair or a change to  
 their current chair but do  
 not have insurance. There is  
 a sliding scale for charges to  
 cover parts and equipment.  
 Chair donations are  
 accepted.

**Driver Safety****DRIVER SAFETY**

Several special driver safety programs are available for seniors.

**The American Association of Retired Persons (AARP)**

866-448-3621

[www.aarp.org](http://www.aarp.org)

This group offers an eight- hour course on Driver Safety. Classes are held at a sponsoring agency such as the local Senior Center. The course costs \$10.00 and you do not have to be an AARP member to participate. Call or go on-line to locate a class near you.

**Health South Braintree Rehabilitation Hospital**

Driving Evaluation Program

1-800-333-2561 Ext. 4017

This program has been developed to provide assessment of individuals with a variety of disabilities in order to facilitate independent mobility within the community. The assessment is completed by an Occupational Therapist in conjunction with the treating physician. Candidates must be referred by a physician. Call to learn more about the program or to obtain a referral form.

**DriveWise**

Beth Israel Deaconess Medical Center

Boston

617-667-4074

**Newton Wellesley Hospital Drive Safe Program**

2014 Washington Street

Newton, MA

617-243-6172

**Spaulding Rehabilitation Center Boston**

Driver Evaluation Program – Assistive Devices Dept

617-573-2928

**EDUCATION and EXERCISE:**

Below is information on agencies and programs that offer educational opportunities and resources in Wellesley and nearby communities.

**In Wellesley:****Council on Aging**

219 Washington Street

Wellesley, MA 02481

781-235-3961

[www.wellesleyma.gov/coa](http://www.wellesleyma.gov/coa)

The Council on Aging offers many social, educational, and recreational programs. Call or go on-line for information or a copy of their bi-monthly newsletter.

**Massachusetts Bay Community College**

50 Oakland Street

Wellesley, MA 02481

781-237-1100 (Main)

781-239-2500 (Admin)

All state colleges allow senior citizens to audit courses, but you must pay a small fee.

**Recreation Department**

Town of Wellesley

90 Washington Street

Wellesley, MA 02482

781-235-2370

<http://www.wellesleyma.gov/Recreation>

The Recreation Department offers many adult classes throughout the year. Call or go on-line for their most recent brochure.

**Service Opportunities After Retirement (SOAR)**

Lifetime Learning Program

Waltham Street

Newton, MA 02465

617-969-5906, ext 114

This program offers courses on computer skills, languages, the arts and more. Call for a brochure or course schedule. Classes are held at locations throughout Wellesley.

**Education/ Exercise****Wellesley College**

106 Central Street  
Wellesley, MA 02481  
781-283-2307 (Registrar)

This college allows senior citizens to audit courses free of charge. You must register on specific days before the beginning of each semester. These days are announced in the *Wellesley Townsman*, or you can call the college Registrar at the phone number listed above to find out the dates. Not all courses are available for auditing. Information about registration and courses offered during the upcoming semester are available at the Wellesley Free Library prior to the registration period.

**Wellesley Free Library**

530 Washington Street  
Wellesley, MA 02482  
781-235-1610  
[www.wellesleyfreelibrary.org/](http://www.wellesleyfreelibrary.org/)

Introductory courses on basic computer skills, the Internet (both basic and advanced), and use of library databases are offered on an ongoing basis free of charge. Many are drop-in but some require advance registration. Call for further information.

**Wellesley Service League**

219 Washington Street  
Wellesley, MA 02481  
781-235-0669 (Pam Conover)  
781-235-7825 (Donna Gibson)  
Friendship Circle (Group for senior women)  
Men's Club (Group for senior men)

The Wellesley Service League has supported The Friendly Aid Association for years and also runs the popular Friendship Circle and Men's Club. The goal is to provide Wellesley's seniors a comfortable, stimulating setting in which to socialize and learn. They provide refreshments and a monthly program catering to the interests of the participants. Meetings are held in the Friendly Aid Building and rides are provided for those needing transportation. Call to find out about specific schedules and speakers.

**Near Wellesley:**

Nearby communities offer a wide variety of adult educational programs. These are available to residents of neighboring communities. Information and catalogs can be obtained by calling or e-mailing.

**Dover-Sherborn Community Education**

508-785-0722

[www.dover-sherborn.org](http://www.dover-sherborn.org)

**Needham Community Education**

1330 Highland Avenue

Needham, MA 02492

781-455-0400 ext. 235

**Newton Community Education**

360 Lowell Avenue

Newtonville, MA 02460

617-559-6998

**Brandeis Osher Lifelong Learning Institute (BOLLI)**

Brandeis University/ Gosman Sports Center

South Street

Waltham, MA 02453

781-736-2992

[www.brandeis.edu/programs/bali/](http://www.brandeis.edu/programs/bali/)

The Bolli Program comprises a diversity of courses, seminars, lectures, and programs combined with social events and local and regional activities designed to meet the unique needs of the adult learner.

**Evergreen Program**

Boston University

808 Commonwealth Avenue

Boston, MA 02215

617-353-9852

<http://www.bu.edu/lifelong/evergreen/>

Operated through Boston University's Metropolitan College, this program allows senior citizens to audit courses after paying a fee.

**Education/ Exercise****Framingham State College**

100 State Street

P.O.Box 9101

Framingham, MA 01701

508-620-1220

[www.framingham.edu](http://www.framingham.edu)

Seniors may audit classes free of charge when space is available.

**Regis College**

Lifelong Learning Office

235 Wellesley Street

Weston, MA 02193

781-768-7073

[www.regiscollege.edu/acad/llarc/](http://www.regiscollege.edu/acad/llarc/)

Offers inexpensive courses for enrichment.

**Lifelong Learning Program – Boston College**

140 Commonwealth Avenue

Chestnut Hill, MA 02467

617-552-8000 (Main) or 617-552-3300 (Registrar)

[www.bc.edu/friends/alumni/ilr/](http://www.bc.edu/friends/alumni/ilr/)**Harvard Institute for Learning in Retirement (HILR)**

Harvard University

1350 Massachusetts Avenue

Cambridge, MA 02138

617-495-1000

[www.dce.harvard.edu/hilr/](http://www.dce.harvard.edu/hilr/)**Exercise:**

Many of the places listed under EDUCATION offer exercise classes such as the following:

Wellesley Council on Aging

781-235-3961

Recreation Department

781-235-2370

Brandeis Adult Learning Institute

781-736-2992

The **Regis College swimming pool** may also be used for a senior citizen fee. Call 781-768-7073 or 781-768-7322.

**Education/ Exercise**

Special exercise centers are listed below. They offer a variety of equipment, instruction, etc. Some have year-round swimming.

**Boston Sports Club**

140 Great Plain Avenue  
Wellesley, MA 02482  
781-263-5700

Adjacent to the Babson Campus, this facility offers a swimming pool as well as exercise classes.

**Fitness Club for Women**

200 Linden Street  
Wellesley, MA 02482  
781-235-3638

**Longfellow Sports Club**

203 Oak Street  
Natick, MA 01760  
781-237-2301 or 508-653-4633

**Maugus Club**

40 Abbott Road  
Wellesley, MA 02481  
781-235-8151

**Wellesley High School****Fitness Center**

50 Rice Street  
Wellesley, MA 02481  
781-446-6210 ext 4516  
Free for Wellesley seniors  
Call for hours and information.

**YMCA**

863 Great Plain Avenue  
Needham, MA 02492  
781-444-6400  
This facility offers a swimming pool as well as exercise equipment and classes.



Artwork by: Svetlana Bogolyubov

Emergency Services**EMERGENCY SERVICES****Fire:****Emergency/ EMT/Ambulance  
9-1-1****Business/Non-Emergency:**457 Worcester Road  
Wellesley, MA 02481  
781-235-1300  
www.wellesleyma.gov/fire**Police:****Emergency/EMT/Ambulance  
9-1-1****Business/Non-Emergency:**485 Washington Street  
Wellesley, MA 02482  
781-235-1212  
www.wellesleyma.gov/police**Abuse and Neglect/ Crisis****Springwell**125 Walnut Street  
Watertown, MA 02472  
617-926-4100 (Mon- Fri 8am-5pm)  
1-800-922-2275 (5 p.m.-8 a.m. and 24 hours on weekends.)  
[Further information is available under **Aging Service Access Point - Abuse and Neglect** on page 3 of this guide.]**Comfort Care****COMFORT CARE Coordinator  
Massachusetts Department of Health**Office of Emergency Medical Services  
2 Boylston Street, 3<sup>rd</sup> Floor  
Boston, MA 02116  
617-753-7300[www.mass.gov/dph/oems/comfort/whycom.htm](http://www.mass.gov/dph/oems/comfort/whycom.htm)

When the ambulance is called, the crew must often make split-second decisions about treatment. In some cases, certain patients and their families desire COMFORT CARE measures from the EMS (Emergency Medical Services) crew, but not life-prolonging resuscitation. In the past, the inability to immediately verify a DNR (Do not Resuscitate) Order made it difficult, legally and practically, to honor patient wishes when treatment decisions have to be made in a matter of seconds. The Massachusetts Department of Public Health's (MDPH) COMFORT CARE / DNR Order Verification Program, commonly known as Comfort Care, was developed for the benefit of patients, whose healthcare providers have deemed them to be appropriate for this

**Emergency Services**

program and who choose not to have CPR and other related procedures performed when EMS is called.

The program requires "COMFORT CARE" procedures such as oxygen administration and pain relief procedures, when appropriate. The keys to this program are COMFORT CARE / DNR ("CC/DNR") Order verification Forms and Bracelets, which can be readily recognized by EMS crews.

In order to obtain a Comfort care form, you must consult with your personal physician, physician assistant, or nurse practitioner, who will determine if it is appropriate for you to receive the form. If you are, they will give you the form and a bracelet. Forms and bracelets can only be obtained from a medical professional.

If you have access to the internet, it may be very helpful for you to view the information about Comfort Care on the Massachusetts DPH website.

**File of Life****Wellesley Council on Aging**

219 Washington Street

Wellesley, MA 02481

781-235-3961

Sponsored by the Norfolk County Sheriff's Office and Triad, The File of Life is a magnetized emergency information card for you to fill out and place on your refrigerator. In the event of an emergency, if police, fire, EMTs, or other emergency personnel come to assist you, and you are unable to convey necessary information to them, this card will help them in determining appropriate care and contacting the right people to help you.

If you need a new card or if you require assistance in filling out the card, please contact the Council on Aging office.

## Housing

### **HOUSING**

The following describes the different types of housing available to senior citizens in Massachusetts.

#### **Assisted Living:**

Assisted living combines apartment living with supportive services. Each person has their own private apartment (though some facilities will offer a shared apartment option to reduce cost if desired), with private bathroom and efficiency kitchen. The apartments are studios, one-bedrooms, or two bedrooms. Included in the monthly cost are some standard services, which usually consist of 3 meals per day; weekly housekeeping; laundry; linens; limited personal care (if needed); social and recreational activities; 24 hour security; 24 hour staff (including nurses and home health in case of emergency); and help with medications (if needed). Some facilities will also offer incontinence care and dementia care. Monthly cost is usually based on the apartment size and location, as well as on the level of service needed. Some facilities will allow a resident to purchase additional services.

Cost usually ranges from \$3,500.00 per month to \$6,000.00 per month, depending on needs, services, apartment size, and other factors specific to each facility.

Many facilities offer some limited subsidies:

Some facilities offer their own “affordable apartment” options. You need to inquire at each facility to find out if they have any subsidy programs and what those programs are.

The most common subsidy is called Group Adult Foster Care (GAFC). Please be aware that not every facility offers GAFC; and those that do often have a waiting list because there are only a limited number of subsidized apartments within the facility.

Group Adult Foster Care is the MassHealth/ Medicaid component that applies to assisted living facilities in Massachusetts. The income eligibility guidelines are different for GAFC than for regular Medicaid. The individual would apply for COMMUNITY MEDICAID. You would need to write “Group Adult Foster Care” at the top of every page of the application. Financial eligibility for Group Adult Foster Care changes each calendar year and is based on income and asset levels. There is a “look-back period” for which financial records are examined. This is a statewide guideline for Massachusetts. Once a person is determined

**Housing**

eligible for Community Medicaid, they will be placed on the benefit program called SSI-G. This would supplement the person's income to reach a state-set income limit per month. Of that amount, a portion goes to the assisted living facility for room and board; and the remainder would be returned to the elder for personal expenses. In addition to income guidelines, a person must be in need of daily assistance with personal care or another activity of daily living and be willing to accept the help.

Please contact the individual facilities to learn more about availability of GAFC units.

To obtain an application for the GAFC program, call:

**Division of Medical Assistance**

21 Spring Street, Suite 4  
Taunton, MA 02780-0711  
(800) 242-1340  
508-828-4600

**Local Assisted Living Resources:**

Note: There are no Assisted Living Facilities in Wellesley at the time of printing.

**Avery Crossing**

110 West Street  
Needham, MA 02494  
781-444-6655

**Boylston Place at  
Chestnut Hill**

615 Heath Street  
Chestnut Hill, MA 02467  
617-244-6400

**Brighton Gardens of Dedham**

391 Common Street  
Dedham, MA 02026  
781-407-7711

**Cabot Park Village**

280 Newtonville Avenue  
Newton, MA 02460  
617-965-7707

**Dorothy Frances Home**

704 Beaver Street  
Waltham, MA 02452  
781-891-0840

**Evans Park**

430 Centre Street  
Newton, MA 02458-2036  
617-965-9400

**The Falls at Cordingly Dam**

2300 Washington Street  
Newton, MA 02452  
617-928-0007

**Norumbega Point Weston**

99 Norumbega Road  
Weston, MA 02493  
781-899-5505

**Housing****Orchard Hill at Sudbury**

761 Boston Post Road  
Sudbury, MA 01776  
978-443-0080

**The Stone Institute**

277 Elliot Street  
Newton, MA 02464  
617-527-0023

**Sunrise of Weston**

135 North Avenue  
Weston, MA 02493  
781-893-2936

**Waltham Crossing**

126 Smith Road  
Waltham, MA 02451  
781-466-9912

**Scandinavian Living Ctr**

206 Waltham Street  
West Newton, MA 02465  
617-527-6566

**Sunrise of Wayland**

285 Commonwealth Road  
Wayland, MA 01778  
508-652-6300

**Traditions of Wayland**

10 Green Way  
Wayland, MA 01778  
508-358-0700

**Whitney Place at Natick**

3 Division Drive, Rt 9 West  
Natick, MA 01760  
508-655-5000

**Questions To Ask About Assisted Living Facilities:**

- Is there a waiting list for your facility?
- Do you have Group Adult Foster Care or any subsidy programs?
- What services and amenities are included in the monthly fee?
- What happens if a resident spends down all of his or her funds?
- Is this Assisted Living affiliated with a Skilled Nursing Facility?
- What are the refund policies if a lease or contract is terminated?
- What is the procedure for responding to a resident's medical emergency?
- Can special dietary needs be met?
- What activities are available?
- Do you offer transportation? How flexible is the transportation policy?

**Continuing Care Retirement Community (CCRC)**

Also called a Life Care Community, a Continuing Care Retirement Community offers three levels of living all on the same grounds: private independent apartments, assisted living, and nursing home. All three are on the same campus so that a person can “age in place” from complete independence to 24 hour nursing care. These communities can be expensive and usually do not offer subsidies. Most CCRC’s will have a buy-in fee ranging anywhere from \$30,000.00 to \$400,000.00, with an additional monthly fee ranging from \$3,000.00 to \$6,000.00.

**Local CCRC Resources:**

Note: There are no continuing care retirement communities in Wellesley at the time of printing.

**Brookhaven at Lexington**

1010 Waltham Street  
Lexington, MA 02421  
781-863-9660

**Carleton Willard Village**

100 Old Billerica Road  
Bedford, MA 01730  
781-275-8700

**Fox Hill**

10 Longwood Drive  
Westwood, MA 02090  
781-329-4433

**Freedom Commons**

95 Mill Street  
Belmont, MA 02478  
617-489-0008

**North Hill**

865 Central Avenue  
Needham, MA 02492  
781-433-6520

**Questions To Ask About a Continuing Care Retirement Community or Life Care Community:**

- Is there a waiting list?
- What services and amenities are included in the monthly fees?
- Who owns the facility?
- What activities are available?
- How and who makes decisions about changes in a resident’s level of care?
- Can a potential resident stay in a guest suite for a few days to evaluate your facility?
- What is your entrance or buy-in fee?

**Housing**

- What is the refund policy?
- Is the Skilled Nursing Facility run and owned by the same organization as the rest of this community?
- Is parking available if a resident has a car?

**Congregate Housing:**

Congregate housing is typically co-sponsored by both the local Housing Authority and the local Aging Service Access Point.

Congregate housing is subsidized; with rent being 30% of income. The income eligibility guideline varies from town to town and changes each year.

Congregate housing is a specialized form of subsidized apartment. It is considered shared living, which means that each resident has his or her own small efficiency apartment, and then shares common areas such as a full kitchen and living room, and shared showers. Every congregate house is set up differently. Some have efficiency kitchens and half baths within the private apartment. Congregate housing is appropriate for someone who is mainly independent and who enjoys socialization and shared space, as well as privacy. Congregate houses usually have built-in services such as homemaking, meals, and some other programs, depending on residents' need. Many houses also have activities and a lot of socialization.

Each congregate house has a congregate coordinator. This person is the director of the house and is typically there during business hours. There are no 24 hour staff people on duty. Consequently, this type of house is for independent people who do not need 24 hour supervision or care. Most people in congregate housing are active. Some work during the day. People can come and go as they please.

**Memorial House**

317 Hollis Street  
Framingham, MA 01701  
508-820-0337

**South Street**

300 South Street  
Waltham, MA  
781-899-1985  
617-926-4100

**Nonantum Village**

Watertown Street  
Newton, MA  
617-926-4100

**William Coolidge House**

72 South Main Street  
Natick, MA 01760  
508-650-4764

**Subsidized Independent Senior Apartment:**

This type of apartment is usually sponsored by a town's local Housing Authority. These apartments are either state subsidized or federally subsidized. The income limit for a person to be eligible varies from town to town and is different for a single person vs. a couple. There is no asset limit, but any income earned from assets would be counted toward total income. Rent is typically 30% of income. Income limits change every year and may vary from town to town. There are often waiting lists for subsidized apartments.

These apartments are in complexes for people age 62 and over, and for younger disabled adults. The apartments are completely independent. There are no services built in such as homemaking or meals, etc. Some of the buildings have community rooms, though activities are not typically scheduled. Some people have subsidized or private in-home services if assistance is needed, and often go to the local Council on Aging or senior center for activities.

**Local Resources:****Wellesley Housing Authority:**

109 Barton Road  
Wellesley, MA 02481  
781 235-0223

The Wellesley Housing Authority runs 4 subsidized housing sites in Wellesley. A person must be income eligible to receive state housing. The Housing Authority can tell you what the current income guidelines and waiting lists are. Rent is 30% of income for those eligible for residency. One of the sites, Barton Road, is for younger families. There are 3 sites for seniors and younger persons with disabilities:

41 River Street (Near the Newton town line/Lower Falls area)  
497-513 Washington Street (Morton Circle – behind police station)  
315 Weston Road (near Route 9, the Fells area)

**Glen Grove Apartments**

Equity Management  
50-60 Grove Street  
Wellesley, Ma. 02482  
781-237-7634

50 and 60 Grove street comprise a senior citizen complex near Wellesley Square. Apartments are subsidized but managed privately.

**Housing****Surrounding Areas:****Merriam Village**

23 Village Road  
Weston, MA 02493  
781-891-7010

**Natick Housing Authority**

4 Cottage Street  
Natick, MA 01760  
508-653-2971

**Needham Housing Authority**

28 Robert Cook Drive  
Needham, MA 02492  
781-444-3011

**Newton Housing Authority**

82 Lincoln Street  
Newton, MA  
617-552-5501 or  
617-964-8387

**Sherwood Village**

143-145 Mill Street  
Natick, MA 01760  
508-651-1811

**Watertown Housing Authority**

55 Waverly Street  
Watertown, MA 02472  
617-923-3950

**To receive an affordable housing guide, visit this website:  
[www.affordablesearch.com](http://www.affordablesearch.com)**

**Private Independent Apartment:**

This type of apartment is of the same basic set-up and philosophy of the subsidized independent apartment. The main difference is that the rents are usually market value, with no subsidies available. Apartment size may be larger than that of a subsidized apartment. Sometimes, there are meals, programs or activities available, but only at limited numbers of facilities. You would need to call the building management to find out if those programs are available.

**Local Resources:****Phillips Park Apartments**

324 Washington Street  
Wellesley, MA 02482  
781-237-1295

**Wellesley Green**

Condominiums  
65 Grove Street  
Wellesley, MA 02482  
781-237-1295

**Housing****Surrounding Areas:****Charlesbank Garden**

56 Charles River Road  
Waltham, MA 02453  
781-893-5038

**Curtis Arms**

128 North Street  
Newtonville, MA 02453  
781-237-3125

**Kendall Crossing**

20 Woodbine Road  
Natick, MA 01760  
508-655-5710

**Natick Village**

17 Village Way  
Natick, MA 01760  
508-651-2728

**Webster Green**

757 Highland Avenue  
Needham, MA 02494  
781-444-5800

**Chestnut Hollow**

141 Chestnut Street  
Needham, Ma 02492  
781-453-0294

**Francis Cabot Lowell Mill**

190 Moody Street  
Waltham, MA 02453  
781-891-4108

**Lakeview Gardens**

8 Lakeview Gardens  
Natick, MA 01760  
508-653-0088

**Nehoiden Glen**

Central Avenue  
Needham, MA 02492  
781-444-0990

**Questions To Ask About Subsidized Or Private Independent Senior Apartments or Congregate Housing**

- Are there on-site managers?
- Do you have maintenance services?
- What is the monthly rental fee?
- How often are maintenance checks or inspections done?
- What is the waiting list?
- Can I have a car? If so, is parking available?
- Can I have a pet?

## In-Home Services

### **IN-HOME SERVICES**

There are a variety of services that are often able to prolong a person's ability to live independently in their own home. Listed in this section are some of the most commonly utilized in-home services, including information on home delivered meals (Meals on Wheels), home health care, homemaking and visiting nurses associations

#### **Home Delivered Meals:**

##### **Springwell**

Nutrition Department

125 Walnut Street

Watertown, MA 02472

617-926-4100

[www.springwell.com](http://www.springwell.com)

See page 18 in the Delivery Services Section of this guide for more information on this program.

#### **Home Health Agencies**

A Home Health Agency (HHA) provides in-home health care ranging from companion services all the way up to nursing services and rehabilitative therapies. Depending on the agency you choose and the level of care needed, health insurance may cover part of the cost on a short-term basis. If an agency does not provide medically-oriented services, they will not be certified to accept health insurances, though their private pay costs may be slightly lower. If an agency does provide medically-oriented services, they can accept health insurance if you are eligible for coverage. Private pay costs will be slightly higher. Agencies that are certified to accept health insurance are called Certified Home Health Agencies (CHHA).

There are several levels of care within home health agencies. Those levels of care are as follows:

**Companion:** No hands-on care or household tasks; just supervision and companionship, safety checks, verbal reminders, etc. Cost will range from approximately \$18 to \$22 per hour. This service is not covered by Medicare or other health insurance. It may be covered by Long Term Care Insurance, depending on the package purchased.

**Homemaker:** Able to do all tasks that a companion does, **plus** light housework such as vacuuming, dusting, cleaning the bathroom and kitchen, washing dishes, mopping, doing the laundry, preparing

**In-Home Services**

meals, and food shopping. Homemakers do not provide any hands-on care. Most homemakers are not allowed to transport clients unless transportation is a specific service offered by the agency the homemaker works for. Check each specific agency as guidelines may vary. Cost will range from approximately \$18 to \$30 per hour. This service is not covered by health insurance, but may be covered by Long Term Insurance, depending on the package purchased.

**Personal Care Worker:** Able to do all tasks that a homemaker does, **plus** assistance with bathing, getting into and out of the bath tub, ambulation, incontinence care, grooming, and toileting. A Personal Care Worker cannot do any lifting of clients and cannot transport clients. They also cannot handle medications although they can verbally remind a person to take their medications. Costs will range from \$18 to \$40 per hour. This service is not covered by health insurance, but may be covered by Long Term Care Insurance, depending on the package purchased.

**Home Health Aid:** Able to do all of the tasks that a homemaker or personal care worker will do, plus lift clients, do more complex personal care, change bandages and dressings, operate devices such as Hoyer Lifts, etc. A Home Health Aid cannot handle or give medications, but can verbally remind clients to take their medications. Costs will range from approximately \$25 to \$50 per hour. This service may be covered by Medicare, MassHealth (Medicaid), or other health insurance if approval and referral are given by the primary care physician or hospital and if guidelines for insurance coverage are met. Most agencies will do an initial evaluation on the first home visit to see if insurance will cover services.

**Nurse:** A Licensed Practical Nurse (LPN) or Registered Nurse (RN) can handle and give medications, do injections, change dressings and bandages, work with feeding tubes, and complete other medically necessary tasks. Cost for an LPN will be slightly less than that of an RN. LPN will range from approximately \$30 to \$60 per hour. RN will range from approximately \$60 to \$100 per hour. This service may be covered by Medicare, MassHealth (Medicaid), or other health insurance if approval and referral are given by the primary care physician or hospital and if guidelines for insurance coverage are met. Most agencies will do an initial evaluation on the first home visit to see if insurance will cover services.

**In-Home Services**

**Rehabilitative Therapies:** Physical Therapy, Speech Therapy , and Occupational Therapy can be provided in the home by a Certified Home Health Agency if ordered and approved by a physician or hospital. This service may be covered by Medicare, MassHealth (Medicaid), or other health insurance if approval and referral are given by the primary care physician or hospital and if guidelines for insurance coverage are met. Most agencies will do an initial evaluation on the first home visit to see if insurance will cover services. Please see the separate section in this guide for more information on rehabilitative therapies.

**Listing of Local Home Health Agencies:****ABC Home Healthcare**

233 Albion Street  
Wakefield, MA 01880  
781-245-1880

**ComforCare**

329 Chestnut Street  
Needham, MA 02492  
781-433-0080

**Companions In Care**

14 Wichita Road  
Medfield, MA 02052  
508-359-4675

**Family Friends**

13 A Highland Circle  
Needham, MA 02494  
781-449-1567

**Home Instead Senior Care**

2 Clark's Block, Suite 9  
Natick, MA 01760  
508-647-3773

**Care Solutions**

2000 Commonwealth Ave  
Newton, MA 02466  
617-964-5470

**Comfort Keepers**

73 Lexington Street  
Newton, MA 02466  
617-965-5200

**Ebenezer Home Care**

175 Lowell Street  
Lexington, MA 02420  
781-274-0860

**Griswold Special Care**

1329 Highland Avenue  
Needham, MA 02492  
781-449-0402

**Homewatch Caregivers**

1 Edgell Road, Suite 24  
Framingham, MA 01701  
508-626-1944

**In-Home Services****Interim Health Care**

480 Washington Street  
Brighton, MA 02135  
617-782-5858

**Jewish Family and  
Children's Services**

1340 Centre Street  
Newton, MA 02459  
617-227-6641

**Medical Resources**

433 Watertown Street  
Newton, MA 02458  
617-969-7517

**North Hill Home Health**

865 Central Avenue  
Needham, MA 02492  
781-433-6308

**Right At Home**

1191 Chestnut St, Suite 2-6  
Newton, MA 02464  
617-597-1500

**Senior Bridge Family**

1330 Boylston St, Suite 501  
Chestnut Hill, MA 02467  
617-734-9700

**Senior Care Alternatives, Inc.**

44 Washington St, Suite 100  
Wellesley, MA 02481  
781-431-1484

**Sostek Homecare**

1647 Beacon Street  
Newton, MA 02468  
1-888-4-SOSTEK

**TLC**

1101 Worcester Road  
Framingham, MA 01701  
508-879-7070

**Visiting Angels**

44 Mechanic St, Suite 206  
Newton, MA 02464  
617-795-2727

**Visiting Nurses' Associations and Certified Home Health Agencies**

Visiting Nurses' Associations provide nurses, home health aides, rehabilitative therapists, and social workers. They are contracted to work with people who have acute nursing needs, usually on a short-term basis. Medicare, MassHealth (Medicaid), or other health insurances typically cover these services short-term, if the client is eligible for coverage based on needs and situation. If chronic care becomes necessary, insurance typically stops payment, except in some extenuating circumstances. Most agencies will offer private pay rates as well so that the person can continue to be serviced by the agency once insurance stops payment. A person must be willing and able to pay the private pay rate of the agency, however, in order to continue service. The client can also obtain private pay services through another agency of their choice.

**In-Home Services**

Referrals to a visiting nurse or certified home health agency can come from anyone, but a doctor must approve (or sign off on) the order for service. A person must have a primary care physician in order to utilize a certified home health agency, even if they will be paying privately.

As stated earlier in this section, insurance coverage of services is usually short and includes a limited number of hours. At the first home visit, which is conducted by a nurse, it will be determined how many service hours a client may receive and for how long. The nurse will also determine which services are most needed and will develop a service plan. After the initial home visit, the nurse will continue to come on a regular basis, usually every 6 weeks or so, unless needed more often. The nurse will supervise the other services from that agency such as Home Health Aides, rehabilitative therapies, etc.

**Some local Visiting Nurses' Associations****@ Home VNA**

25 Burlington Mall Rd #300  
Burlington, MA 01803  
617-416-9591

**Dedham Visiting Nurses**

1100 High Street  
Dedham, MA 02026  
781-329-9603

**Natick Visiting Nurses**

209 West Central Street  
Natick, MA 01760  
508-653-3081

**Parmenter**

266 Cochituate Road  
Wayland, MA 01778  
508-358-3000

**Partners Home Care**

1589 Beacon Street  
Newton, MA 02468  
617-964-4920

**VNA Care Network**

175 Highland Avenue  
Needham, MA 02494  
781-455-6661

***Questions to Ask When Hiring In-Home Services:***

- Do you have a minimum number of hours required to provide service?
- How does your agency supervise the workers going into homes?
- Do you have substitutes for workers who are out sick or on vacation?
- Do you offer special rates for large blocks of service?
- How long does it take to fill a request for service?

## **INSURANCE PROGRAMS**

### **Health Insurance**

There are many health insurance programs in Massachusetts, each with different premiums and benefits. Choosing the proper insurance for you can often be a very difficult task. To help you in the process, the town of Wellesley has a volunteer SHINE (Serving the Health Information Needs of Elders) counselor at the Council on Aging.

### **Serving the Health Information Needs of Elders (SHINE)**

Wellesley Council on Aging  
219 Washington Street  
Wellesley, MA 02481  
781-235-3961

This program provides free health insurance information, assistance, and counseling to Medicare beneficiaries of all ages and their caregivers. The Massachusetts Executive Office of Elder Affairs supports the SHINE program in partnership with elder service agencies and Councils on Aging. SHINE is partially funded by the Centers for Medicare and Medicaid Services (CMS).

**What do SHINE Counselors do?** SHINE counselors are dedicated community volunteers who are trained and certified by the Executive Office of Elder Affairs to explain many areas of health insurance including Medicare, Medigap, Medicare HMO's, prescription drug programs, MassHealth (Medicaid), and other health care assistance programs. SHINE counselors help seniors and all Medicare beneficiaries understand their rights and benefits under Medicare and their other health insurance coverage. Counselors also review present coverage, provide written benefits comparisons, prevent consumers from buying unnecessary or duplicate coverage, and help prepare health benefit claim forms, appeals, and applications.

All information is kept strictly confidential.

Please call to schedule an office visit or a telephone appointment.

## Insurance

### **Insurance Options:**

Some of the different insurance options available to elders living in Massachusetts are as follows:

### **Medicare**

#### **Social Security Administration (SSA)**

JFK Federal Building, 19<sup>th</sup> Floor, Room 1900

Boston, MA 02203

800-772-1213 (7 AM – 7PM) or 1-800-633-4227

[www.ssa.gov](http://www.ssa.gov)

[www.medicare.gov](http://www.medicare.gov)

Medicare is a federally funded program for people age 65 and over. Once you turn 65, you are automatically eligible for Medicare. If you are under 65, but meet the disability guidelines of Massachusetts and have been disabled for at least the past 24 consecutive months, you may be eligible to receive Medicare earlier. Once eligible to receive Medicare, you can participate in one or both of the two parts to Medicare. Medicare Part A is given to people automatically when they turn 65. Medicare part B is optional. You must make a decision on whether or not you want Part B. The enrollment period is February and March of each year.

Medicare Part A covers hospital stays, home health services, hospice, and some medical equipment. This part of Medicare is free of charge. Medicare Part B has a monthly premium and covers doctors' visits and some other medical needs. The premium changes each year.

Neither Parts A nor B will cover prescription drugs.

Prescription Drugs are covered by Medicare Part D.

### **Medicare Part D**

Medicare Part D is the new outpatient Medicare Prescription Drug Plan (PDP) that began January 1, 2006. This is an optional plan provided through private companies contracting with the federal government. No matter what your age or income, if you are eligible for Medicare Part A or enrolled in Medicare Part B, you are eligible to enroll in a Medicare Part D plan.

Coverage starts depending upon when you enroll in a plan. The "open enrollment" period is November 15<sup>th</sup> to December 31<sup>st</sup> each year for a January 1<sup>st</sup> effective date. If you did not join a PDP when you were first eligible you may have to pay a higher monthly premium to join one later. This "late enrollment penalty" will only apply if, during the time you delayed joining a PDP, you had no prescription drug coverage

**Insurance**

or you had coverage that wasn't considered "creditable". Creditable means that your coverage must be equal to or better than a Plan D. If you have a Medicare Advantage HMO or PPO be sure to choose their version of the plan. If a person is on Medicare Disability or Medicare and MassHealth, help is available to assist in paying for the cost of Medicare Part D.

For information and help in selecting a Medicare Part D plan, call the SHINE counselor at the Council on Aging, 781-235-3961.

**You can also call Medicare at 1-800-633-4227**

Or go to [www.medicare.gov](http://www.medicare.gov) for an on-line Prescription Plan Finder tool to compare the various plans.

**Supplemental Insurance:**

Also known as Medigap Insurance, this is a special kind of health insurance coverage that provides protection by filling in some of the gaps in Medicare coverage. Under state and federal law, Medigap Insurance is defined as an individual or group policy designed to supplement Medicare benefits. There are three supplemental insurance programs in Massachusetts: Blue Cross/ Blue Shield Medex; United Healthcare through AARP; and Banker's Life. These plans no longer cover prescription drugs. If, before the advent of Medicare Part D, you already had Medex Gold or a Supplemental Plan with drug coverage, you may stay on your plan. If you drop your plan, you will not be able to buy back into it. You must be at least 65 to enroll in a Medigap Plan. The "open enrollment" period is during the first 6 month's of your Medicare Part B enrollment. For persons who work past age 65 and delay joining Part B, their enrollment starts when their Part B coverage begins. For information, call:

**Blue Cross/Blue Shield Medex**  
1-800-678-2226/ 1-866-270-8022  
[www.bluecrossma.com](http://www.bluecrossma.com)

**Banker's Life & Casualty**  
1-800-231-9150  
[www.bankerslife.com](http://www.bankerslife.com)

**United Healthcare/ AARP Healthcare Options**  
**MedicareRxInfoSource.com**

**Note:** Depending on the carrier, changes in plans may be made only during February & March of each year with coverage starting June 1.

**Insurance*****Medicare Advantage Plans (formerly HMOs)***

Having a Medicare Advantage Plan means that instead of having Medicare as a primary payer and a supplemental insurance to cover the gaps in Medicare, these particular health insurance carriers handle all Medicare benefits as well as their own. Being part of a Medical Advantage Plan means signing with a primary care physician that is in their plan. He/she then makes referrals to specialized physicians and hospitals that are part of the plan's referral circle. Enrollment is usually made at the same time a person is eligible for Medicare.

**Medicare Advantage Plans in Norfolk County are:****Blue Care 65**

100 Newport Ave Ext  
Quincy, MA 02171  
1-800-678-2265

**Harvard First Seniority**

3 Allied Drive  
Dedham, MA 02026  
1-800-779-7723

**Tufts Medicare Preferred**

333 Wyman Street  
Waltham, MA 02254  
1-800-246-2400

***Questions to ask When Deciding Which Insurance Plan to Purchase:***

- May I keep my present doctor (s)?
- Which hospitals in the area are covered by the plan?
- What are your monthly or quarterly premiums?
- What does your benefit package include?
- How will your plan differ from the plan I have now?
- When is your enrollment period?

**Long Term Care Insurance:****Massachusetts Division of Insurance**

470 Atlantic Avenue (One South Station)

Boston, MA 02110

1-617-521-7794

Long Term Care Insurance (LTCI) provides coverage for extended care, either in a medical facility such as a hospital or nursing home or for in home health care. Most Long Term Care Insurance policies cannot be purchased over 80 years of age.

LTCI can be purchased to cover hospital care, home care or both.

Premiums are based on a person's age, medical history, insurance company and type and amount of coverage chosen. For assistance in choosing a LTCI plan, call the Massachusetts Division of Insurance. A list of all approved LTCI companies in the area can be mailed to you as well as a free copy of "The Consumer's Guide to Long Term Insurance". This booklet is extremely helpful in deciding whether or not to purchase LTCI and which company to choose.



Artwork by: Mary Jane T. Madsen

**Legal Services****LEGAL SERVICES**

Many seniors are affected by legal problems best handled by an attorney who specializes in Elder Law. Elder Law attorneys handle such issues as estate planning, management of trusts and estates, Medicare and Medicaid, long term care such as assisted living and nursing homes, power of attorney, health care proxy and living trusts and wills. There are many Elder Law attorneys in the Wellesley area, and the following resources will help you to find one.

**Alzheimer's Association HelpLine**

617-868-6718 Ext. 2031 or 2032

A HelpLine counselor will give you resources for attorneys in your area who have experience in working with issues around Alzheimer's Disease and other memory loss disorders.

**American Association of Retired Persons (AARP)****Legal Services Network (LSN)**

1-888-687-2277

[www.aarp.org/families/legal\\_issues/lsn/](http://www.aarp.org/families/legal_issues/lsn/)

LSN is a benefit for AARP members that provides easy access to over 1,000 attorneys across the country that reduces legal fees for AARP members and their spouses/partners.

**Boston College Legal Assistance Bureau**

24 Crescent Street, Suite 202

Waltham, MA 02454

781-893-4793

The Elder Project of the Boston College Legal Assistance Bureau, through a grant from Springwell, Inc., provides free legal information, referral, and advice on civil matters to people 60 years of age and over who live in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, and Weston.

For low income elders, BC Legal Assistance Bureau is also able to provide free legal representation on a limited number of civil cases involving: Social Security, SSI, Tenants Rights, Medicaid, Unemployment, Public benefits, Domestic Problems, and Rent Control.

**Dial-A-Lawyer (A service of the Massachusetts Bar Association)**

617-338-0610

Call and speak to an attorney, free of charge, first Wednesday of the month ONLY, from 5:30pm to 7:30pm.

**Lawyer Referral Service**

A Public Service of the Massachusetts Bar Association

20 West Street

Boston, MA 02111-1218

617-654-0400

1-866-MASSLRS (toll free)

[www.massbar.org](http://www.massbar.org)

This program is designed to assist you in finding available resources to help solve your legal problem. There are two steps to this process: first, determining whether you need to see a lawyer, and second, referring you to a lawyer or to an appropriate agency. Call one of the telephone numbers listed above, and your call will be answered by an LRS staff representative. If the representative determines that you need the help of a lawyer and that you can afford to pay one, you will be given the name and phone number of a lawyer. It is your responsibility to contact the lawyer directly.

**masslawhelp.com – a Program of the Massachusetts Bar Association**

20 West Street

Boston, MA 02111-1218

[www.masslawhelp.com](http://www.masslawhelp.com)

Find free legal information on this website or at

[www.massbar.org/help](http://www.massbar.org/help)

**National Academy of Elder Law Attorneys - Massachusetts Chapter**

P.O. Box 67137, Chestnut Hill, MA, 02467

617-566-5640

[www.manaela.org](http://www.manaela.org)

The National Academy of Elder Law Attorneys is dedicated to developing awareness of issues surrounding legal services for the elderly. Over 550 attorneys are members of the Massachusetts Chapter. They work directly with our elderly population in areas as diverse as planning for catastrophic care costs, disability planning, age discrimination in employment and housing, benefits planning, estate planning, and more.

You may call the Massachusetts chapter of the National Academy of Elder Law Attorneys to get a listing of attorneys in your area who may be able to meet your needs. You are responsible for inquiring about cost, references, etc. You may also search their website to find an attorney.

Medical Services**MEDICAL SERVICES**

There are several types of medical services available to evaluate, diagnose, and care for elders. Among those services are Geriatric Assessment Units, hospice programs, and geriatric physicians.

**Geriatric Assessment Unit (GAU)** is a term used for a medical facility (hospital, clinic, doctor's office, etc.) that conducts comprehensive evaluations of an elder's condition and follows up that evaluation with care recommendations. The assessment typically takes part in two phases:

1. The first appointment lasts approximately 2 to 3 hours and involves the elder meeting with a geriatric physician for a complete physical exam; a geriatric nurse practitioner and geriatric social worker to conduct any nervous system exams/tests, etc. Typically, the neurologist is involved only if there is any memory loss present.
2. After the first visit, the evaluation team meets to discuss their findings and determine the most appropriate care options. A second appointment can then be scheduled. This appointment lasts approximately one hour and takes place one or two weeks after the initial appointment. The elder meets with the physician who presents the team's findings and makes recommendations for care. Family is welcome and encouraged to attend, if the elder agrees.

The Geriatric Assessment is covered 80% by Medicare. The other 20% can either be paid for privately or covered by supplemental insurance, if the elder has it.

These evaluations are often useful if an elder is experiencing memory loss or has multiple physical and/or mental health problems. Many elders and their families also choose to have a geriatric assessment if the elder is experiencing new health problems or a recent decrease in functional level. Some local facilities that offer comprehensive Geriatric Assessments are:

**Beth Israel Deaconess  
Medical Center**  
Geriatric Assessment Unit  
11 Reisman Center  
East Campus  
330 Brookline Avenue  
Boston, MA 02111  
617-632-8696

**Lemuel Shattuck Hospital**  
170 Morton Street  
Jamaica Plain, MA 02130  
617-522-8110

Medical Services**Massachusetts General Hospital**

Beacon Hill Senior Health  
 100 Charles River Plaza  
 Suite 502  
 Cambridge Street  
 Boston, MA 02114  
 617-726-4600

**McLean's Hospital**

115 Mill Street  
 Belmont, MA 02478  
 617-855-3183, ext. 3267

**Metro West Medical Center**

Leonard Morse Hospital  
 Geriatric Psych. Unit (in ER)  
 67 Union Street  
 Natick, MA 01760  
 508-650-7000

**Mt. Auburn Hospital**

330 Mt. Auburn Street  
 Cambridge, MA 02138  
 617-492-3500

**Hospice**

This type of service provides home health care and nursing to people who have a terminal illness and who have a prognosis of six months or less. In addition to health care, the hospice programs offer pastoral care, respite, social workers for the patient and family, bereavement counseling and support, and volunteer services when possible.

Medicare and other health insurance can cover hospice for a certain period of time. If a person comes onto hospice service with a prognosis of 6 months or less but requires service for a longer period of time, s/he will not be terminated from service, unless the diagnosis or prognosis has been drastically changed, improved, or increased. The number of service hours provided is limited, so some people opt to hire private health workers to supplement their hospice care.

There are two types of Hospice:

- In-Home Hospice (care in your own home) and
- Hospice Houses (care in a hospice nursing facility)

***In-Home Hospice:*****HealthCare Dimensions**

48 Woerd Avenue  
 Suite 102  
 Waltham, MA 02453  
 781-894-1100  
 1-800-696-6424  
[www.hedhospice.org](http://www.hedhospice.org)

**Hospice of the Good Shepherd**

2042 Beacon Street  
 Newton, MA 02468  
 617-969-6130

**Medical Services****Metrowest Hospice**

85 Lincoln Street  
 Framingham, MA 01702  
 508-383-7000  
 1-800-357-6060

**Visiting Nurse Associates**

175 Highland Avenue  
 Needham, MA 02494  
 781-455-6661  
 1-800-563-8603

**VistaCare of MA**

690 Canton Street  
 Westwood, MA 02090  
 781-407-9900  
[www.vistacare.com](http://www.vistacare.com)

**Wayside Hospice/Parmenter**

266 Cochituate Road  
 Wayland, MA 01778  
 508-358-3000  
[www.parmenter.org](http://www.parmenter.org)

***Hospice Houses:***

When managing serious illness at home becomes difficult, some people opt for a Hospice House, an alternative that is made as home-like as possible. Hospice Houses typically offer pain management, symptom control, and other support services. Services include skilled nursing, social workers, home health aides, pastoral care, therapists, and trained volunteers. Clinical services are usually covered by insurance. Room and board may also be covered, depending on insurance type. Residents must pay for any services not covered by insurance. Some local Hospice Houses area:

**Chilton House**

65 Chilton Street  
 Cambridge, MA 02138  
 1-800-728-1862  
 617-661-4944

**Stanley R. Tippett Home**

920 South Street  
 Needham, MA 02492  
 1-800-728-1826  
 781-433-5800

**Miriam Boyd Parlin Residence**

10 Green Way  
 Wayland, MA 01778  
 508-358-3000

**Finding a Physician:**

*Massachusetts Physician Profiles* is a "First in the Nation" consumer protection initiative by the Commonwealth of Massachusetts, Board of Registration in Medicine. The profiles provide details of each physician's practice, his/her education and training, awards received and participation in peer reviewed publications as well as disciplinary history and paid malpractice claims. All this is available simply by typing in the name of a physician who is licensed in Massachusetts. The web site also provides access to a Managed Care Guide and to the Office of the Managed Care Ombudsman.  
<http://profiles.massmedboard.org/Profiles/MA-Physician-Profile-Find-Doctor.asp>

**Physician Referral Lines:****CareFinder**

Newton Wellesley Hospital

617-243-6566

[www.nwh.org/physicianSearch.asp?categoryID=332](http://www.nwh.org/physicianSearch.asp?categoryID=332)

**Find A Physician**

Metrowest Medical Center – Leonard Morse Hospital

1-800-400-DOCS

[www.mwmc.com/FindAPhysician](http://www.mwmc.com/FindAPhysician)

**Beth Israel Deaconess Medical Center**

Needham Campus

781-453-3000

[www.bidneedham.org/default.asp?node\\_id=4703](http://www.bidneedham.org/default.asp?node_id=4703)

**Mental Health Services****MENTAL HEALTH SERVICES**

Outpatient mental health clinics, hospitals, and private agencies offer mental health services. Types of services are evaluations, counseling, consultations, and various kinds of psychotherapy including crisis intervention as well as short and long term therapy. Patients may be seen individually, in the context of the family, or with a meaningful group. Counseling and/or psychotherapy can be accomplished in various settings such as a hospital, agency, or in the home.

**Counseling Services:****Crossroads Counseling Inc.****Senior Counseling Services Program**

219 Washington Street

Wellesley, MA 02481

781-431-2277 ext. 51

Contact Person: Linda Cohen LICSW

Crossroads Counseling offers counseling services to senior citizens and their families to help them deal with issues around aging such as depression, anxiety, and coping with loss and change. Counseling is provided to seniors and their families in their own homes, to help them understand options and to deal with their concerns.

Assessments, counseling and information about community resources are an integral part of the program.

Insurances, including Medicare, Medex, Blue Cross/Blue Shield, First Seniority, Secure Horizons, Fallon, Tufts, Harvard Pilgrim Health Care and UBH can be used to cover cost of services. The program is subsidized by a Title III grant from Springwell.

**The Human Relations Service (HRS)**

11 Chapel Place

Wellesley, MA 02481

781-235-4950

[www.hrshelps.org](http://www.hrshelps.org)

The Human Relations Service (HRS) is the private, non-profit mental health agency serving families and children in Wellesley, Weston, and Wayland. HRS offers a full range of outpatient diagnosis, counseling, and crisis intervention. For referral, contact Dr. Jeanne Whitehouse at 781-235-4950. Residents in need are eligible for a sliding fee scale. Call or go to the website for information about insurance and other questions.

**Interfaith Counseling Services**

60 Highland Street  
 Newton, MA 02465  
 617-332-3856

[www.interfaithcounseling.org](http://www.interfaithcounseling.org)

Interfaith Counseling Service, Inc., is a community-based, not-for-profit counseling service. Psychotherapy enhanced by spiritual and religious traditions is provided in a supportive environment. ICS welcomes people of all races, ethnic origins, religious beliefs and spiritual values. To the extent allowed by available funds, ICS seeks to serve all regardless of their ability to pay. ICS is both a resource and a provider of consultation and educational services.

**Senior Care Alternatives, Inc.**

44 Washington St, Suite 100  
 Wellesley, MA 02481  
 781-431-1484

[www.vnab.org](http://www.vnab.org)

Offers counseling, crisis intervention, and consultation to seniors and their families and to non-seniors. One hour complimentary consult.

**Crisis Intervention:****Riverside Psychiatric Emergency Services**

190 Lenox Street  
 Norwood, MA 02062-3416  
 781-769-8674

Twenty-four hour, 7 day a week, on site and mobile team providing emergency psychiatric evaluation, intervention, and crisis stabilization. The Emergency Services collaborates with other community resources and hospitals.

**Riverside Care Management**

255 Highland Avenue  
 Needham, MA 02494-3023  
 781-433-0672

Services for families who need to manage the complexities of providing quality care for their aging parent or disabled loved one through a comprehensive assessment, consultation, care coordination and monitoring, and/or direct services. Care management is available for family members who have a mental illness, developmental disability, traumatic brain injury or who are elders.

**Mental Health Services****Psychiatric Services****Edinburgh Center** (formerly Ctr for Mental Health and Retardation)

169 Elm Street

Waltham, MA 02453

781-894-8440

781-860-0570 (crisis intervention)

781-862-3600 (administration/ information)

Medicare, Medicaid, and private insurance are accepted.

**Jewish Family and Children's Service**

1340 Centre Street, Room 202

Newton Center, MA 02459

617-558-1278

Home visits can be made. The staff consists of psychiatrists, psychologists, and licensed social workers. Russian and Hebrew speaking staff members are available. Accepts Medicare, Medicaid, private insurance and private pay. For information, call the intake coordinator at the above number.

**McLean Hospital – Geriatrics****Emergency Mental Health Services** (24 hours a day)

115 Mill Street

Belmont, MA 02478

617-855-3183 or 617-855-2000

Both inpatient and outpatient services are available. Inpatient service has a Special Care Unit for Alzheimer patients, where a variety of activities are offered. Unlimited visiting is allowed. Anyone 50 years old or over is eligible for service. **Fees:** Outpatient treatment is accepted by Medicare, Medicaid, Blue Cross as well as private insurance. Medicaid does not cover inpatient.

There are two outpatient clinics:

- **Memory Diagnostic Clinic**

- 617-855-3183**

- Patient receives an intensive and comprehensive evaluation for any type of memory problem.

- **Geriatric Outpatient Clinic**

- 617-855-3183**

- Deals with behavior problems, depression, and medication management.

**Mental Health Services**

There is also a ***Geriatric Partial Hospitalization*** plan for those older individuals in need of psychiatric assistance at a more intensive level than is available on an outpatient basis but who do not require inpatient hospitalization. This office is open 8:30 a.m. - 3:00 p.m. All professional workers are certified by their respective Boards. For information ask for the Geriatric Psychiatry Service.

**Newton Outpatient Center Crisis Team  
(24 hours a day)**

A Branch of Riverside Community Care  
64 Eldredge Street  
Newton, MA 02458  
617-969-4925 or 800-529-5077

**Hours:** 9:00 a.m. – 7:00 p.m., Monday – Friday, and evenings by appointment

Newton Outpatient covers Belmont, Brookline, Newton, Waltham, Watertown, Wellesley, and Weston. It is accessible to people with disabilities. Staff includes social workers, psychologists and psychiatrists. All professionals are certified by their respective Boards. **Fees:** Are on a sliding-scale basis.

**Questions for the consumer:**

- How long have you worked with the senior population?
- Do you have a Geriatric Psychiatrist as a consultant?
- What insurance do you take?
- Do you have a sliding scale?

**Other Mental Health Resources:**

**Alliance for the Mentally Ill**

Needham Heights, MA 02494  
781-444-0750  
www.nami.org

NAMI (the National Alliance on Mental Illness) is the nation's largest grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families.

**Monitoring Agencies****MONITORING AGENCIES**

A monitoring agency is an agency that oversees another agency or program. These agencies are usually on the state or federal level and can give you licensing information as well as inspection report and complaint information. Many people choose to call a monitoring agency when they are making a decision on a nursing home, assisted living facility, or health care agency; or when they wish to file a complaint on a particular agency. These are some of the most commonly requested monitoring agencies. If the monitoring agency you wish to reach is not listed here, please call the Council on Aging at 781-235-3961 or the Information and Referral Department at Springwell, Inc. at 617-926-4100.

**Department of Public Health**

617-624-6000

Monitors and inspects skilled nursing facilities and home health care agencies. Departments within DPH:

Health Care Quality Office:

617-753-8000

For information and complaints on skilled nursing facilities and hospitals (except for patient abuse).

Patient Abuse Advisory

800-462-5540

Complaints of abuse or neglect in skilled nursing facility or hospital or by a home health care worker.

**Executive Office of Elder Affairs**

One Ashburton Place

Boston, MA 02108

617-727-7750

Oversees Aging Service Access Points and Councils on Aging; licenses Assisted Living Facilities.

**Massachusetts Division of Insurance**

One South Station, 5<sup>th</sup> floor

Boston, MA 02110

617-521-7794

General insurance information and information on your rights under provisions of insurance policies, state laws, and regulations.

**Monitoring Agencies****Medicare Advocacy Project**

Greater Boston Elderly Legal Services  
197 Friend Street  
Boston, MA 02114  
1-800-323-3205

Handles complaints of inappropriate Medicare decisions for Wellesley residents.

**Massachusetts Peer Review Organization  
(MassPRO)**

1-800-252-5533

For Medicare beneficiaries: Appeals for hospital admissions, stays and discharges; reviews of quality of care complaints.

**Nursing Home Ombudsman Program**

(For nursing facilities in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, and Weston)

Jewish Family and Children's Services  
1340 Centre Street  
Newton, MA 02459  
617-558-1278

Volunteers visit nursing homes and nursing home residents and act as a mediator between residents and nursing home management. They can handle complaints for general nursing home issues, excluding abuse. For complaints of abuse, see information for Department of Public Health above.

**Moving Services****MOVING SERVICES**

Moving companies will help seniors pack, unpack, organize rooms and closets, and remove boxes. Some may arrange to consign items for resale or deliver to charity organizations items that are not being moved to the new location. They may also arrange for long-term storage. Call for rates, local or long distance service areas and availability. Movers are required to be licensed by the Massachusetts Department of Utilities **(617-305-3559)**.

**Brookline Moving Co. Inc.**

47 Unity Ave  
Belmont, MA 02478  
617-566-6922

**EJ McCabe Company**

44 York Avenue  
Randolph, MA 02368  
781-961-5791  
Limited out of state moves

**Isaac's**

285 Newtonville Avenue  
Newton, MA 02460  
617-630-0303

**Houseworks**

400 Centre Street  
Newton, MA 02458  
617-928-1010  
(packing/ cleaning out only)

**Mark's Moving and Storage**

1455 Concord St.  
Framingham, Ma 01701  
508- 872-1099  
[www.marksmoving.com](http://www.marksmoving.com)

**Charles River Movers**

1010 Pleasant Street  
Belmont, MA 02478  
617-734-8283

**HMS Moving Services**

Agent for Global Van Lines  
275 Central Street  
Holbrook, MA 02343  
781-237-9505

**NE Household**

Agent for Atlas Van Lines  
104 Bartzak Drive  
Holliston, MA 01746  
508-893-6300

**It's Your Move**

15 Fieldstone Land  
South Natick, MA 01760  
508-651-8921

**ROI Moving Services &**

New Freedoms 55 + Program  
267 Libbey Industrial Pkwy  
Weymouth, MA 02189  
781-682-6210  
1-800-589-1803  
[www.relooutsourcing.com](http://www.relooutsourcing.com)

**Unpacking Solutions**

PO Box 626  
Dover, MA 02030  
508-785-2075

**Women on the Move**

20 Sewall Street  
Marblehead, MA 01945  
781-631-7588

**Questions for Consumers:**

- Have any complaints been lodged with the Better Business Bureau or the local Chamber of Commerce?
- What redress do you have if your belongings are lost or damaged?



Artwork by: George W. price

## Nursing Homes

### **NURSING HOMES**

Nursing homes are now known as skilled nursing facilities, and provide more services than in the past. Routine nursing care, meals, and help with bathing, eating, dressing and toileting are administered by professional nurses, certified nursing assistants, and rehab aides. Skilled nursing facilities also offer physical, occupational, and speech therapies in addition to specialized nursing services. Some nursing facilities offer specialized programs in Alzheimer's Disease management, hospice, dialysis, or respite care. Many people enter nursing homes for long-term care; however, seniors are also sometimes transferred from a hospital to a skilled nursing facility for short-term rehabilitation before discharge home.

Admission to a skilled nursing facility is often arranged by a nurse or social worker (sometimes called a discharge planner) during a hospital stay. The discharge planner will call a list of area nursing homes to find any available beds that match the needs of the patient. The facility's nurse will then come to "screen" the patient while still in the hospital. Referrals to nursing homes can also be made by family members and others, but a medical professional must be involved in the admissions process.

#### ***How to Choose a Nursing Home***

Ask family, friends, clergy, your physician, volunteers and staff at the nursing home what their impressions are. Go to your computer or phone and look at recent state surveys of the nursing homes that are licensed and inspected by the **Department of Public Health**. The surveys and a guide to choosing a nursing home is available free to the public and can be obtained by calling the **Department of Public Health at 1-800-493-8333**.

Survey results are also available at:

<http://mass.gov/dph/qtool/qthome.htm>

**The Massachusetts Executive Office of Elder Affairs** provides free referrals and coordinates services to Massachusetts's elders. The office can be reached at **617-727-7750 or 1-800-882-2003**

If you request information/referral, you will be automatically switched to the **ASAP** office, which in this area is **Springwell**.

You can contact them directly at **617-926-4100**.

**The Executive Office of Elder Affairs** funds the state's **Ombudsman** program. Ombudsman are volunteers that visit nursing home residents and are authorized to investigate complaints from residents and families and resolve complaints. The Ombudsman office can be reached at **617-558-1278** for free information and referrals to skilled nursing facilities. They will not make specific recommendations.

Get a free guide to **New Lifestyles** which lists skilled nursing facilities, congregate housing, rest homes, assisted living, rehabilitation and retirement communities in selected area of the country, by calling **1-800-869-9549** or visiting their website at [www.newlifestyles.com](http://www.newlifestyles.com). Not all facilities are included in this guide as there is a cost for advertising.

**American Association of Retired Persons** (AARP) offers free publications including "Rights of Nursing Home Residents", "Nursing Home Admission Contract", and "Choosing Good Care". Find the publications at

**AARP Fulfillment**

601 E. Street, NW  
Washington, DC 20059  
[www.aarp.org](http://www.aarp.org)

**How to Pay for Long Term Care:**

**Medicare Part A** pays for a small portion of the cost of nursing home care. In order to qualify you must have spent 3 nights in the hospital before admission to the Skilled Nursing Facility. You must also be receiving services that only a professional therapist or nurse provides. Medicare does not cover **Assistance with Activities of Daily Living (ADL's)** such as eating, bathing, dressing or moving around. If you do qualify, Medicare covers 100% of the care for the first 20 days and all but a deductible during days 21-100. One hundred days is the maximum Medicare covers for an episode or illness. In most cases, the Medicare benefit ends before 100 days because the skilled care criteria is no longer met. For more information

Call Medicare's toll free number

**800-633-4227**

The number for TTY/TDD line is

**877-486-2048**

When visiting facilities, ask if they participate in the Medicare program.

### Nursing Homes

**MassHealth (Medicaid):** This program pays the nursing home costs of individuals with documented limited resources. To find out more about the program and how to apply, call **MassHealth at 1-800-242-1340**.

When visiting facilities ask if they participate in the MassHealth program. **Once you become eligible for Medicaid, you will not be able to stay at a facility that does not participate.**

People who will require long term care MassHealth must also have a medical screening. Call Springwell's Nursing Department at 617-926-4100 for more information.

**Long Term Care Insurance:** This is a private insurance that covers all or some nursing home costs. Today's policies may also cover alternatives to nursing home care such as Home Health, Assisted Living or Adult Day Health. Long Term Care Insurance should be purchased many years before you will need it. Many policies will not open a policy for you after age 80 or if you are diagnosed with Alzheimer's Disease or other dementias. They also may not cover you if you have complications of a chronic illness like diabetes. Premiums are higher the older you are when you join. See the Long Term Care Insurance section in this guide under the heading "Insurance Programs".

**Medicare Advantage Plans (formerly HMO'S):** Some people over age 65 are enrolled in HMO'S as an alternative to Medicare. Most of these plans have an arrangement with specific skilled nursing facilities for short-term care. You must go to one of these facilities if the HMO is covering the cost. Call customer service at your health plan to ask about skilled nursing and rehabilitation coverage in a skilled nursing facility for either long-term or short-term care.

**Supplemental Medicare Policies:** These private insurance policies cover gaps in Medicare. Most plans provide some coverage in a skilled nursing facility, though usually only while Medicare is paying as well. Call customer service at your plan for specifics.

**Self- Pay:** Many individuals pay for care out-of-pocket at least until becoming eligible for MassHealth (spending down).

**Skilled Nursing Facilities in the Wellesley Area:****Local Wellesley Resources:****Elizabeth Seton Residence**

125 Oakland Street  
 Wellesley, MA 02481  
 781-237-2161

**Newton Wellesley**

Alzheimer's Center  
 694 Worcester Street  
 Wellesley, MA 02482  
 781-237-6400

**Surrounding Areas:*****Natick:*****Beaumont Rehabilitation and Skilled Nursing Center**

3 Vision Drive, Rt 9 West  
 Natick, MA 01760  
 508-651-9200

**Eliot Healthcare Center**

168 West Central Street  
 Natick, MA 01760  
 508-655-1000

**Mary Ann Morse Nursing and Rehabilitation**

45 Union Street  
 Natick, MA 01760  
 508-650-9003

**Riverbend of South Natick**

34 Lincoln Street  
 South Natick, MA 01760  
 508-653-8330

***Needham:*****Avery Manor**

100 West Street  
 Needham, MA 02494  
 781-433-0202

**Briarwood Healthcare and Rehabilitation Center**

150 Lincoln Street  
 Needham, MA 02492  
 781 449-4040

**Skilled Nursing Facility at North Hill**

865 Central Avenue  
 Needham, MA 02492  
 781-433-6229  
 781-433-6599

**Wingate at Needham**

589 Highland Avenue  
 Needham, MA 02494  
 781-455-9090

**Nursing Homes***Newton:*

**Chetwynde Health  
and Rehabilitation Center**  
1650 Washington Street  
West Newton, MA 02465  
617-244-5407

**Newton Health Care**  
2101 Washington Street  
Newton, MA 02462  
617-969-4660

**Waban Health  
and Rehabilitation Center**  
20 Kinmonth Road  
Waban, MA  
617-332-8481

**West Newton Health  
and Rehabilitation**  
25 Armory Street  
West Newton , MA 02465  
617-969-2300

**The Stone Institute**  
277 Elliot Street  
Newton Upper Falls, MA 02464  
617-527-0023

*Weston:*

**EPOCH Senior Healthcare**  
75 Norumbega Road  
Weston, MA 02493  
781-891-6100

*Westwood:*

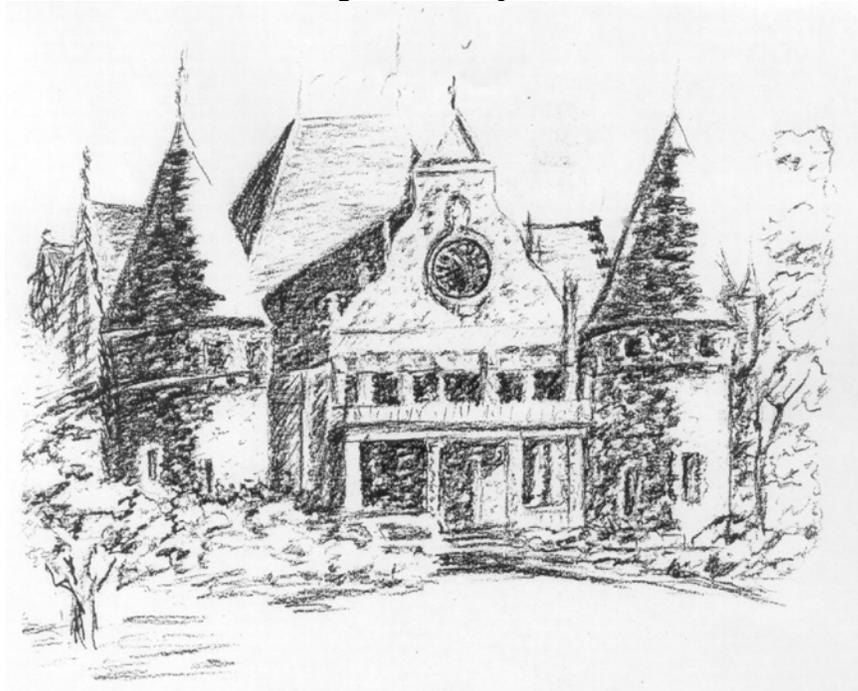
**Clark House of of Weston  
Fox Hill Village**  
30 Longwood Drive  
Westwood, MA 02090  
781-326-5652

**What to Look for and Questions to Ask When Visiting a Nursing Home:**

- If you are interested in the facility, visit several times on the weekend or during the evening. It is fine, even a good idea, to arrive unannounced, but stick to public areas unless you have permission to go elsewhere.
- What levels of care are offered? Will the resident have to move to another nursing home if she/he is no longer eligible for Medicare?
- Ask to see where the results of the Department of Public Health Surveys are posted. Ask the Admission Director or Administrator to discuss areas that need improvement and how these issues are being addressed.
- How does the staff interact with each other? How do they address residents in the hall or dining room? Are they respectful and kind? How long is the call light left on?

**Nursing Homes**

- How do residents look? Are they properly dressed? Are their clothes clean?
- Are there smells? Persistent odor can mean either poor housekeeping or poor hygiene.
- Will I be given a list of MD's that come in to this facility or can my own physician be my doctor?
- Where should I get my medications?
- Ask how the facility deals with problems/complaints.
- Is the facility attractive? Does the lobby furniture look better than the furniture in resident's rooms? Are residents allowed to bring in their own furniture, paintings, and belongings?
- Is there an accessible outdoor space for residents to use throughout the year or just in warm weather? Is there a secured outdoor area for dementia residents?
- Ask to see the dining room. Do residents choose from a menu? Are special diets available? Is there a special meal service for residents that cannot feed themselves? Are meals to satisfy religious and dietary requirements available 7 days a week, 3 meals a day?
- What are the activities? Are they appropriate for your family member?
- Are religious services available at the facility? Do they have a contract with a rabbi, priest, lay minister, etc.?



Artwork by: Helen Turner

**Personal Emergency Response Services****PERSONAL EMERGENCY RESPONSE SYSTEMS**

A Personal Emergency Response System (PERS) gives you access to emergency assistance 24 hours per day, even if you are not near your phone when an emergency occurs. You wear a pendant either around your neck or on your wrist. In an emergency, you simply press the button. There is a receiver unit in the home, which can pick up your voice from anywhere in the house. When the button is pushed, the emergency response headquarters will try to reach you by phone. If you do not answer or are unable, they will contact you through the receiver unit. If you still cannot respond or they cannot hear you, they will try to reach an emergency contact or send emergency vehicles/ assistance. If you can speak, they can hear you through the receiver, and will respond accordingly.

Typically, there is both an installation/ activation fee as well as a monthly fee for this service. Sometimes, the installation fee can be waived if you install the unit yourself. They are very simple to install, much like a telephone answering machine. You should call each company to determine individual costs and/ or fees.

Sometimes Medicaid (not Medicare) can cover the cost of these systems.

If you are a recipient of Home Care services through Springwell, you may be eligible to receive the Personal Emergency Response System as part of your service plan. The service would have to be provided by a company with whom Springwell contracts for the Personal Emergency Response System.

**Colonial Medical**

Medi-Mate  
1-800-323-6794

**Interim Health Care  
In-Touch System**

1-800-679-6744 or  
617-630-5700

**Pioneer**

1-800-338-2303

**LifeLine**

1-800-451-0525 ext 3034 or  
1-800-543-3546

**New England Emergency  
Response Systems**

7 Church Street  
Dover, NH 03820  
1-800-888-0338

**PETS****Wellesley Animal Control**

485 Washington Street  
 Wellesley, MA 02482  
 781-235-8460

This agency enforces town bylaws regulating licensing and housing of animals within Wellesley. Wellesley Animal Control monitors rabies vaccinations, provides information on spay/neuter clinics, and provides education programs for school and community. The agency works with state, federal and local emergency groups to provide planning for animal care during natural and man-made emergencies.

**Stray Pets in Need of Massachusetts, Inc. (SPIN)**

P. O. Box 812143  
 Wellesley, MA 02482  
 781-235-1218

Stray Pets in Need of MA, Inc. (SPIN) promotes the well-being of animals and responsible human/animal relationships. SPIN works on adoptions of stray pets, a microchip program for cats and dogs, a spaying/neutering program, Senior to Senior Pet Adoption Program, volunteer opportunities, and more. They also run a limited-admission animal shelter. SPIN works with Animal Control Officers in Wellesley and nine surrounding towns to reunite owners with lost pets, care for sick and injured animals, offer vaccination and spay/neuter services to abandoned and surrendered animals and find homes for animals.

**Questions that SPIN can answer for you:**

- What happens to my pet if I need to be admitted to a hospital, rehabilitation center, or nursing home?
- How do I write a care-plan for my pet?
- What short-term solutions are available until I can take care of my pet again?
- What happens to animals when there is limited shelter space?
- What happens to animals that are sick, injured, or unable to be adopted now or in the future?
- What are the rules for having pets in public housing?
- How do I prepare my pet in case of a disaster or emergency?
- What should I put into a pet supply disaster kit?

**www.Petfinders.com** is a web site to locate lost, found or stolen pets. It also provides listing of breed rescue groups. It will also help you to search for the right animal to adopt from a local shelter.

**Private Care Management****PRIVATE CARE MANAGEMENT**

Geriatric Care Managers (GCMs) assist older people and their families in designing plans for elders which maximize independence and well being. Services may include comprehensive assessment of an elder's needs followed by a recommendation of a plan of care and a referral to the resources that can provide this care. It may include arranging home care or alternate housing options, counseling, and referrals to medical, legal, and financial resources.

There are many private geriatric care managers in the Wellesley area who would be willing to work with you. For a complete listing of private geriatric care managers in the area, call

**The New England Chapter of**

**The National Association of Professional Geriatric Care Managers  
617-426-3533**

**or visit their web site:**

**[www.gcmnewengland.org](http://www.gcmnewengland.org)**

**Questions for the Consumer:**

- What makes your business different from other geriatric care manager agencies?
- Do you belong to the National Association of Geriatric Care Managers or the New England Chapter?
- Do you have an on-site visit for supervision of health aides?
- Does your agency provide its own homemakers and Home Health Aides?

**REHABILITATION HOSPITALS**

The following resources offer either outpatient rehabilitation or acute/short-term stays.

**Braintree Rehab/Metrowest**

67 Union Street  
Natick, MA 01760  
508-650-7950  
www.healthsouth.com

**Fairlawn Rehab**

189 May Street  
Worcester, MA 01602  
508-791-6151  
www.fairlawenrehab.org

**Hebrew Rehabilitation  
Center for the Aged**

1200 Centre Street  
Roslindale, MA 02131  
617-325-8000  
www.hebrewrehab.org

**New England Sinai Hospital  
and Rehab**

150 York Street  
Stoughton, MA 02072  
781-344-0600  
www.newenglandsinai.org

**Whittier Rehab Hospital**

150 Flanders Road  
Westboro, MA 01581  
508-870-2222  
www.whittierhealth.com

**Braintree Rehab**

250 Pond Street  
Braintree, MA 02184  
781-848-5353

**HealthSouth New England  
Rehab Hospital**

2 Rehab Way  
Woburn, MA 01801  
781-935-5050

**Jewish Memorial Hospital**

59 Townsend Street  
Boston, MA 02119  
617-989-8215  
www.jmhrc.com

**Spaulding Rehabilitation  
Hospital Network**

125 Nashua Street  
Boston, MA 02114  
617-573-7000  
www.spauldingrehab.org

**Youville Hospital  
and Rehab Center**

1535 Cambridge Street  
Cambridge, MA 02138  
617-876-4344  
www.youville.org

## Safety Programs

### **SAFETY PROGRAMS**

Several organizations provide special safety programs for seniors. Safety problems seniors may need assistance with include, fire evacuation, medical emergency response and wandering among those with memory impairment.

#### **TRIAD**

Triad is a component of community policing is a partnership between law enforcement, senior citizens and senior services such as the Council on Aging. TRIAD programs can be accessed through the Wellesley Council on Aging at 781-235-3961.

Some TRIAD programs are:

- \***File of Life:** A magnetized plastic pocket containing important information for use by rescuers in an emergency. The file can be attached to your refrigerator or carried in a pocket.
  
- \***Are you OK:** Once enrolled in this program the individual receives a daily phone call. If there is no response, emergency services are dispatched
  
- \***Project Lifesaver:** This is a program of the Norfolk County Sheriffs Office designed to locate memory impaired individuals who have wandered or become lost.

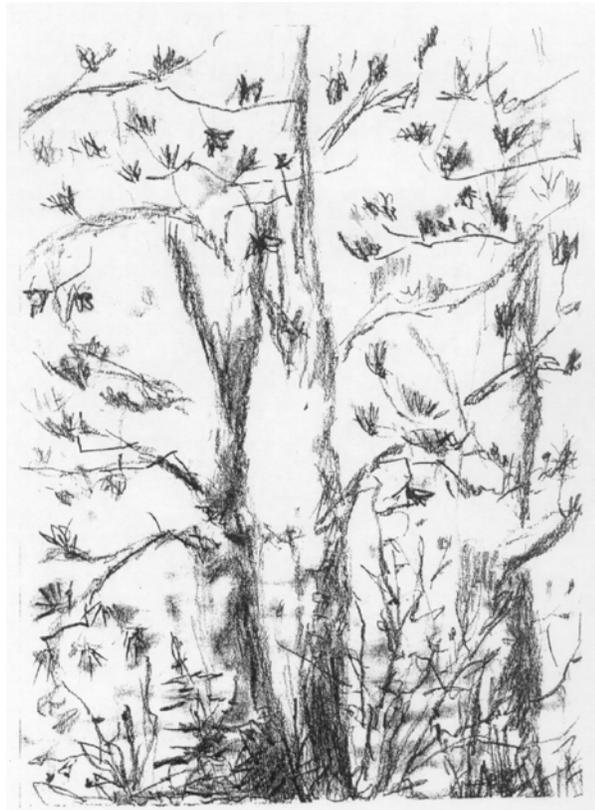
#### **Fire Safety List**

This is a list of residents who are unable to exit their dwelling independently in case of fire or other emergency. The list is given to the fire department so that they know there is a person to rescue inside if there is a fire or other emergency at the address. To be placed on this list contact the Wellesley Council on Aging at 781-235-3961. You will be asked the name, address, phone number, type of disability (including memory loss), number of stories, what floor the person is usually on, and if the person uses a mobility assistance device such as cane, walker, or wheelchair, or if the person is bed-bound.

## **SUPPORT GROUPS**

Support groups are created to provide professional as well as peer support in times of crisis or need. They are typically run by a social worker or a nurse and have anywhere from 2 to 20 or more members. They provide an opportunity to share information, coping strategies, and emotions; they can, therefore, be helpful for people who feel alone when dealing with a particular issue or crisis. The most commonly requested types of support groups for elders are bereavement, caregiver, and Alzheimer's caregivers. Although many support groups do not charge participants, you should ask if a particular support group charges fees. Meeting types, dates, times, and locations change often, so a listing of specific groups is not included here.

**Call your Council on Aging at 781-235-3961 or Springwell at 617-926-4100 and ask them to help you find the support group you are looking for.**



Artwork by: Svetlana Bogolyubov

**Town Services****TOWN SERVICES**

The Town of Wellesley has many departments that provide services and assistance to Wellesley residents. Some town services that may be of particular interest to residents age 60 and over are:

**Board of Assessors**

525 Washington Street  
Wellesley, MA 024581  
781-431-1019 ext. 275  
[www.ci.wellesley.ma.us/asr](http://www.ci.wellesley.ma.us/asr)

The Assessors' Department has a full time Chief Assessor and office staff along with an elected three member board who serve on a part-time basis. The Assessors' Office is responsible for administering Massachusetts property tax laws effectively and equitably and for producing accurate and fair appraisals of all taxable property. The Assessor's Office manages several exemption programs for senior citizens, veterans, and people who are blind. The Chief Assessor and staff are available to answer your questions during regular office hours and are happy to provide assistance in filling out abatement applications, exemptions or deferral forms.

**Council on Aging**

Wellesley Community Center  
219 Washington Street  
Wellesley, MA 02481  
781-235-3961  
[www.ci.wellesley.ma.us/coa](http://www.ci.wellesley.ma.us/coa)

The Council on Aging serves Wellesley residents who are age 60 and over and their families. It is funded through local taxes, state, federal and private contributions. The Council on Aging is overseen by a Board of Directors and is staffed by a full-time Director of Senior Services, a full-time Health and Social Services Administrator, and a part-time Senior Program Coordinator.

The mission of the Wellesley Council on Aging is to serve as a supportive family resource as emerging needs of Wellesley residents become more complex; and to advocate for and provide, in a cost-effective manner, a safe, congenial environment where seniors may participate in social, education, and cultural programs reflective of their needs.

**Town Services**

The Council on Aging offers many programs and services including information and referral; outreach; crisis intervention; transportation; bi-monthly newsletter mailed to every senior in Wellesley; Senior Room Activities; Health benefits Counseling (SHINE); weekday lunches sponsored by Springwell; income tax counseling and preparation by AARP during tax seasonal volunteer opportunities; assistance from the Simons Fund; in-home assessment by the Health and Social Services Administrator; educational programs; exercise classes recreational programs; day trips; Video travel programs; walking group; Bridge; intergenerational programs; book discussion group; investment group; needlepoint; community service teddy bear project; free Friday movies; BINGO; art classes; and more.

**Health Department**

Annie F. Warren Building  
90 Washington Street  
Wellesley, MA 02481  
781-235-0135

[www.ci.wellesley.ma.us/hth](http://www.ci.wellesley.ma.us/hth)

The mission of the Wellesley Health Department is to protect and improve the health and quality of life of its residents and workforce. Under the supervision and guidance of the Board of Health, the Health Department assesses the public health needs of the Wellesley community and addresses those needs by providing disease prevention programs, health promotion initiatives, community and environmental health, as well as public health nursing services. The Health Department runs the following community health programs: Public health nursing services such as Keep Well Clinics, health counseling, referrals, immunizations (including the yearly flu vaccine clinic and pneumococcal vaccine clinics) blood pressure checks, and blood glucose checks; communicable disease surveillance, senior services such as home visits, fall and medication risk assessments and accompanying programs; and public health awareness campaigns.

**Town Services****Recreation Department**

Annie F. Warren Building  
90 Washington Street  
Wellesley, MA 02481  
781-235-2370

[www.ci.wellesley.ma.us/rec](http://www.ci.wellesley.ma.us/rec)

The Recreation Department offers adult education classes as well as day trips and other social activities for adults. They co-sponsor senior Tai Chi with the Council on Aging, and also hold an annual luncheon for senior citizens. Call to request a catalogue of their events, classes, and activities.

**Veterans' Services**

525 Washington Street  
Wellesley, MA 02482  
781-431-1019, ext 209

[www.ci.wellesley.ma.us/vet](http://www.ci.wellesley.ma.us/vet)

The Department of Veterans' Services for the Commonwealth of Massachusetts is a consolidation of two separate activities: Veterans' Benefits (financial) and Veterans' Services (non-financial). There are many services and assistance programs available on the federal, state, and local levels. Richard Dillon of Wellesley's Veterans' Services at Town Hall can go over the various benefits with you to help you determine which is the best veterans office to call for a particular benefit or service. Some categories of assistance for veterans are:

FEDERAL: Disability; education; rehabilitation; home loans; burial

benefits; health care; life insurance.

COMMONWEALTH: Financial and medical assistance benefits; housing; annuities.

MUNICIPALITY: Assistance with forms; information and referral; death and burial services; tax abatements.

NATIONAL AND STATE: Appeals; transportation; government oversight.

LOCAL: Ceremonial functions; community and volunteer service; patriotic observances.

MISCELLANEOUS: Applications for awards and decorations and military records.

**Wellesley Free Library**

530 Washington Street

Wellesley, MA 02482

781-235-1610

[www.wellesleyfreelibrary.org](http://www.wellesleyfreelibrary.org)

The mission of the Wellesley Free Library is to satisfy the information, intellectual, and cultural needs of the Wellesley community, and to enhance and enrich all patrons' life-long reading, learning, and educational experiences.

Collections include an extensive Large Print Collection. Many popular magazines may be checked out. Newspapers and current magazines may be used in the library including Elderhostel catalogs.

Computer Classes are offered by the library's Reference Staff.

Reference Librarians are available to help seniors and others to find books and information in the library either by phone or in person.

Internet Access is available to the public at all times that the library is open.

Senior Outreach Service provides delivery of materials from the Wellesley Free Library to older members of the Wellesley community who are unable to visit the Library. These materials can be delivered to your home every 4 to 6 weeks. If you are a resident interested in the Senior Outreach Service, please call the Wellesley Free Library at 781-235-1610, ext 114. Leave a message including your name and daytime phone number. The Senior Outreach Librarian will call you to discuss your reading preferences and set up a delivery schedule at your convenience.

Assistive Technology is assistance for readers with low vision.

The Library owns two Optelec reading machines which were donated by the Friends of the Wellesley Free Libraries. These low-vision reading machines allow people experiencing limited vision to read books, newspapers, magazines, personal correspondence, recipes, bills crossword puzzles and even photographs through a Closed Circuit TV (CCTV) magnification system. The Optelec machine is self-contained, compact unit which requires only 14 inches of table space. One machine is available on a first-come first-served basis in the reference department of the Main Library. The second machine is available for loan to interested patrons.

Transportation**TRANSPORTATION**

While it can often seem difficult to get from one place to the other if you are without a car, there are some options for seniors in Wellesley.

**Wellesley Council on Aging Bus****Wellesley Council on Aging**

219 Washington Street

Wellesley, MA 02481

For Information: 781-235-3961

To Schedule a Ride: 781-938-7841

The Council on Aging bus, contracted through M&L Transportation, is an affordable way for seniors (age 60 and over) to get to any destination within Wellesley.

The bus is wheelchair accessible.

The bus also goes to these locations outside of Wellesley:

**Newton Wellesley Hospital** in Newton; **Beth Israel-Deaconess**

**Hospital** in Needham; **Metrowest Medical Center** in Natick

(Leonard Morse); **Woodland T Stop** in Newton; **Natick Mall** (mall trips are the last Thursday of the month only).

The Council on Aging bus costs \$1.00 each way (\$2.00 round trip).

You must have tickets to use the bus. Tickets are \$1.00 each and you may buy as many or as few as you like.

**Do you need Council on Aging bus tickets? Here's how to obtain them:**

- You can come to the Council on Aging office Monday through Friday 9:00 am to 4:00 pm to buy them in person.
- You can send us a check (payable to the Town of Wellesley) along with a stamped-self addressed envelope, and we'll send your tickets by return mail, usually within 2 to 3 days.
- If these options for obtaining bus tickets are difficult for you, please call the Council on Aging at 781-235-3961, and we will make other arrangements with you to get your tickets.

**How Does the Service Work?**

The transportation service runs Monday through Friday from 9:00 am to 4:00 pm. It is recommended that you call at least 2 business days

Transportation

in advance to schedule a ride, though it's best if you can give more notice because the bus gets booked very quickly.

The bus company is occasionally able to accommodate last minute requests, if the schedule allows.

M&L Transportation will accept bus reservations up to one month in advance. You should call M&L directly at 781-938-7841.

When your appointment is finished, you should call M&L directly to let them know you are ready for your return trip home.

**FREE Trip every Tuesday at 10:00 am to Roche Brothers and Star Market.**

**Busy Bee Transportation:**

Ashland, MA

1- 800-427-0230

The Busy Bee is funded through a grant from Springwell. Busy Bee does not go to doctors' offices or medical buildings within Wellesley, but they will take you to destinations outside of Wellesley, such as Belmont, Brookline, Needham, Newton, Waltham, Watertown, Weston, and to hospitals and medical appointments in Boston. Service is available Monday through Friday from 9:00 am to 4:30 pm (doctors' appointments should be scheduled no earlier than 10 am and no later than 2 pm to ensure a ride each way). You must call at least 3 business days in advance, but it is recommended that you call as soon as you have scheduled your medical appointment. The cost of this service is a voluntary donation of \$4.00 each way. Be sure to call between the hours of 9:00 am and 3:00 pm.

**MBTA's The Ride**

Boston, MA

617-222-5123

The Massachusetts Bay Transportation Authority (MBTA) offers a program for elders and people with disabilities called The Ride. A person must be unable to use standard public transportation, unable to walk from the door to the curb unassisted, have a vision impairment or be otherwise disabled in order to be eligible for this service. The Ride operates 7 days per week, and is primarily used for medical appointments, though you can use it for other purposes if there is availability. To use The Ride, you must fill out an application. Your doctor or social worker must fill out one page of the application, stating your disability and the reason you need this service. Once you

**Transportation**

have been determined eligible, you should call at least 24 hours in advance to schedule a ride. Cost ranges from \$1.50 to \$4.50 each way, depending on length of trip.

**Springwell Volunteer Medical Escort Program:**

Watertown, MA

617-926-4100

Contact: Senior Medical Escort Coordinator

This program matches frail seniors with a volunteer to drive and/or accompany them to medical appointments between 9:00 am and 5:00 pm in Boston and the Springwell area (Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, Weston). A person must be 60 years of age or older, be unable to get to medical appointments independently, and be able to get in and out of a car with minimal assistance. An individual is asked to pay for tolls and parking fees. A voluntary donation of \$4.00 each way is requested. Call at least one week before your appointment.

**MBTA Pass Program/ Senior Access Office:**

Boston, MA

617-222-5438

Call to find out how and where to get your MBTA Senior Citizen and Transportation Access Pass (T.A.P.) IDs.

**Wheelchair Transportation****Thompson Transit**

167 Franklin Street  
Framingham, MA 01701  
508-626-9405

**Wheelchair Ambulette**

local /long distance transfer  
253 Webster Street  
Needham, MA  
781-444-4655

**Volunteerism and Employment**

**VOLUNTEERISM**

Volunteering is a wonderful way to give to the community, meet new people, and feel good about yourself. There are many opportunities in the Wellesley area for seniors who wish to volunteer their time or who would like to benefit from using a volunteer service. Here are just some of the resources for volunteer programs in the Wellesley area:

**SCORE**

Service Corps of Retired Executives Association  
 Thomas P. O'Neill Federal Building  
 10 Causeway Street  
 Boston, MA 02222-1093  
 617-565-5591

Volunteers who provide advice and counseling to individuals who seek information about starting a small business.

**Stray Pets in Need of Massachusetts, Inc. (SPIN)**

P. O. Box 812143  
 Wellesley, MA 02482  
 781-235-1218

**Springwell**

125 Walnut Street  
 Watertown, MA 02472  
 617-926-4100

Contact: Volunteer Coordinator

The Volunteer Program at Springwell encompasses many different services. If you are interested in either receiving one of these services, or in becoming a volunteer, please call Springwell and ask for the Volunteer Coordinator. The following are volunteer services provided by Springwell: Friendly Visitors, Medical Escorts/ Drivers, Shopping Assistants, Telephone Reassurance Volunteers, Money Managers, Home Delivered Meals Drivers, Congregate Lunch Site Assistants, and more.

**SOAR - Service Opportunities After Retirement**

492 Waltham Street  
 West Newton, MA 02465  
 617-969-5906

Volunteer services as well as educational programs and Lifetime Learning classes for seniors.

**Volunteerism and Employment**

**Volunteer Solutions Website**

[www.volunteersolutions.org/boston/volunteer](http://www.volunteersolutions.org/boston/volunteer)

**Wellesley Council on Aging**

219 Washington Street  
Wellesley, MA 02481  
781-235-3961

**EMPLOYMENT**

For those people who may prefer to find paid employment, and want a search option in addition to the “Help Wanted” section of the newspapers, you might try the following:

**Operation A.B.L.E.**

131 Tremont Street, Suite 301  
Boston, MA 02111  
617-542-4180

[www.operationable.net](http://www.operationable.net)

A senior community service employment program for people age 55 and over. When you call, be sure to ask for the Norfolk County Representative.

**[www.RetirementJobs.Com](http://www.RetirementJobs.Com)**

An on-line job search engine for people age 55 and over

**WASTE REMOVAL AND RECYCLING**

There is no town-wide curbside trash removal. Residents may obtain a sticker to use the Recycling and Disposal Facility located at 169 Great Plain Avenue in Wellesley. Contact the Department of Public Works at 781-235-7600 for information about hours, specific types of recycling, availability of compost bins, purchase of mulch, and collection days for household hazardous products.

Private contractors will pick up your trash and recycle materials for a fee based on the frequency and volume of your pick-ups.

Some companies are:

**Bluestar Waste Management**

Needham, MA  
781-444-4474

**Roy's Recycling**

Wellesley, MA  
781-237-1147

**Town-Line Disposal**

Needham, MA  
800-553-3357

**Zaccaria Trucking**

Wellesley, MA  
781-239-1268

**WASTE REMOVAL AND RECYCLING ASSISTANCE PROGRAM**

The Wellesley Council on Aging, in conjunction with the Department of Public Works Recycling and Disposal Facility (RDF), and the Wellesley Health Department, are managing the new Waste Removal and Recycling Assistance Program (WRRAP) for Wellesley residents age 60 and over and younger adults with a permanent disability who do not have a means of transporting their trash to the RDF and who are unable to afford the full rate of private waste removal. The program is intended to provide a percentage discount off the full price of private waste removal on a weekly, bi-weekly, or monthly basis. The discount is based on the rate structure of the waste removal companies. Each participating company will take a limited number of clients. Clients will be accepted by a waste removal company on a first-come, first-served basis for a one-year agreement, as space permits.

**Call the Council on Aging at 781-235-3961 for more information on eligibility and guidelines, or to apply for this program.**

## **DISCLAIMER**

Due to space limitations, not every available resource is mentioned in this guide.

If the resource you are looking for is not listed, call the Council on Aging.

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Mention of products and services in this guide is provided as an informational service. This does not indicate endorsement by this publication or the It Takes A Town Committee.

The It Takes A Town Committee does not license, monitor, or endorse any provider listed in this guide.

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If you are able to provide additional information, please contact the Wellesley Council on Aging,  
781-235-3961

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Artwork by: Gloria Wrobel

# Introduction

The *Wellesley Elder Resource Guide* is a collection of information, resources, and helpful tips to assist you in finding the appropriate elder services for you or your loved one. In this guide, you will find descriptions of many types of services; a list of corresponding providers of each service; and, where appropriate, helpful questions that you should ask when choosing from a list of providers. Every effort has been made to ensure that the information in this guide is accurate and up-to-date. If you see any incorrect information or if you know of a service or agency that should be listed in our next edition, please let us know. We welcome suggestions and comments. It is our hope that this guide will help elders, their families, and friends to find needed services and make community connections that will assist them in the future.

## **It Takes A Town Members:**

Wendy Adlerstein	Springwell, Inc.
William Blount	Wellesley Council on Aging, Board of Directors
David Calnan	North Hill Retirement Community
Linda Cohen	Crossroads Counseling
Mary Dummer	Wellesley Resident
Gina Herron	Briarwood Healthcare and Rehabilitation Center
Kimberly Hoff	Wellesley Council on Aging
Frances Kerchner	Frances D. Kerchner & Associates
Cheryl Lefman	Wellesley Health Department
Donna McGlone	Elder Care Provider
Janice Trainor-Tellier	Wellesley Health Department

**The Wellesley It Takes A Town Committee is a group of volunteers dedicated to enhancing the quality of life of Wellesley senior citizens and their families by conveying information and resources and responding to seniors' changing needs.**

## **THANK YOU!**

The Wellesley It Takes A Town Committee wishes to thank the Village Churchwomen of the Wellesley Congregational Church and North Hill Retirement Community for their generous financial contributions toward the printing of this guide.

The It Takes A Town Committee also wishes to offer its heartfelt thanks and gratitude to Rose Anderson who volunteered countless hours to complete the data entry and editing of this guide. Without Rose, this guide would not have been possible.

We would also like to thank the Fine Arts Class of the Wellesley Council on Aging and George W. Price for the artistic contributions seen in this guide. The theme of their artwork is “What Wellesley Means To Me”. Our cover artist is Helen Turner. Additional artists highlighted throughout the guide are Svetlana Bogolyubov, Tess Griffin, Mary Jane T. Madsen, George W. Price, and Gloria Wrobel.

Finally, we would like to thank the following for their support and input in the writing and distribution of this guide:

Briarwood Healthcare and Rehabilitation Center  
Crossroads Counseling  
Gerda Plouffe, Volunteer  
Jeanne Dickie, Volunteer  
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North Hill Retirement Community  
Senior Care Alternatives, Inc.  
Springwell, Inc.  
Sue Webb, Wellesley Animal Control Officer  
Wellesley Council on Aging  
Wellesley Fire Department  
Wellesley Health Department  
Wellesley Police Department  
Wellesley Service League

## CHECKING REFERENCES

References are statements attesting to personal qualifications, character, and dependability. Seniors should use every means to verify a person's references.

- Ask for names and telephone numbers of previous clients.
- Speak directly to the individuals giving references and ask:
- Did they show up on schedule?
- Did they complete their work in a timely manner?
- Did they clean up their work area?
- Would you hire them again?

Important details to keep in mind:

- Involve family and neighbors in the hiring process so the potential employee knows that there will be others involved in and informed about their employment.
- Confirm that the potential employee has documentation of professional licensure, social security number and documentation of eligibility to work in this country.
- Confirm home address, not a Post Office Box number.
- Maintain a paper trail - Always pay by check and record the check number and amount in your records. These are essential for tax preparation.
- If asked to pay cash or to cash another person's check, refuse.

Reviewing a person's personal/criminal record is another essential but involved step. This is very difficult in Massachusetts, as there are laws enacted to protect the rights of criminals once they have served their time. Once you have obtained the written permission to review the potential employee's personal record, you may pay a \$25 fee to the Criminal History Systems Board (address and phone follows). This inquiry will give you only information regarding the last two years for felony convictions resulting in incarceration or the last one year of a misdemeanor which resulted in incarceration. A more extensive review of a person's history is called a CORI (Criminal Offense Record Inquiry) check.

In this state, you must be certified to review this information by applying in advance and undergoing a CORI check yourself. You are then given an application form that the potential hire may or may not sign. Under our laws, you may not discriminate against someone who refuses to sign to undergo a criminal records examination. So if you pass the check and if the potential or new hire agrees to let you examine this record, you then sign a form that stipulates how the information may be examined and with whom you may share this information. The 6 page application will be processed for a \$10 fee and will reveal convictions (probations and incarcerations) and non-convictions (continued without a finding, etc.).

Due to this complicated process, many seniors use agencies that screen their employees. To confirm that an agency is certified as a third party reviewer contact:

**Criminal History Systems Board**

Commonwealth of Massachusetts Public Safety  
200 Arlington Street, Suite 2200  
Chelsea, MA 02150  
617-660-4600

**Important questions to ask an agency include:**

- How do you verify employment and personal references of employees?
- Is the information you are providing to me limited only to crimes done in Massachusetts or does the record follow from state to state?
- What date was the CORI check done? Recently or several years ago when the employee first started working for your agency?
- Does it contain the most current information regarding convictions?

If you are a victim of a scam, do not be embarrassed. Con artists target seniors and are very good at what they do. Reporting them quickly to your housing security officer, local police, and state attorney general's office may prevent them from defrauding other senior citizens.

## **General questions to keep in mind when considering many of the resources available in this book**

1. How long has your company/ agency been in business?
2. Do you have references?
3. What is the ratio of staff person/ caregiver to client?
4. What is the staff turnover?
5. What is the screening process for your employees? Do employees undergo a CORI (Criminal Offense Record Inquiry)?
6. What credentials must an employee have? Are they licensed?
7. Do you have employees who speak my language?
8. Who licenses/ monitors your agency?
9. What is the cost? Do you have a subsidy or sliding fee scale?
10. Does my insurance cover this service?
11. Is your agency certified to accept Medicare, MassHealth (Medicaid), or other health insurance?

**Please note that some sections in this book may have additional suggested questions for you to ask providers. Those additional questions will be listed in the specific sections.**

**KEY AGENCIES  
FOR  
WELLESLEY ELDERS**

EMERGENCY NUMBER 9-1-1 Ambulance/ Fire/ Police
--

AARP 617-720-5600

Council on Aging 781-235-3961

Council on Aging Bus 781-938-7841

Executive Office of Elder Affairs 617-727-7750

Fire Local Number 781-235-1300

**HOSPITALS**

BI Deaconess-Needham 781-453-3000

MetroWest Medical Center 508-650-7000

Newton-Wellesley Hospital 617-243-6000

Police Local Number 781-235-1212

Springwell, Inc. 617-926-4100

Town Hall 781-431-1019

Wellesley Free Library 781-235-1610

Wellesley Friendly Aid 781-235-3960

Wellesley Health Department 781-235-0135