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Protective Services

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Baystate Franklin Medical Center Behavioral Health
Beacon House for Men
Beacon House for Women
Better Breathers Support Group
Brattleboro Retreat
Child & Family Service of Pioneer Valley, Inc.
Clinical & Support Options

Crisis Services of Franklin County
Department of Veterans Affairs—Northampton VA Medical Center
East Spoke—Mental Health Unit
Geropsychiatric Services of Baystate Franklin Medical Center
Heywood Hospital
Information & Caregiver Resource Center (ICRC)
Massachusetts Department of Mental Health (DMH)
Medical Behavioral Inpatient Services
National Alliance for the Mentally Ill of Western Massachusetts
Neuro-Psychology Associates
Pastoral Counseling
Peer Counseling Program
Psychological Services Center/UMASS
Support Groups
UMASS—Everywoman's Center Counseling Advocate Program

Employment & Training

Catholic Charities of Worcester County Senior Employment Program
Experience Works, Inc.
Franklin Hampshire Career Center
The Literacy Project
Massachusetts Commission for the Blind
Massachusetts Department of Mental Retardation
Massachusetts Rehabilitation Commission

Finance

AARP Tax-Aide
Consumer Credit Counseling Service of Southern New England
Emergency Aid to the Elderly, Disabled and Children (EAEDC)
FarmNet c/o CISA
Franklin County Regional Housing and Redevelopment Authority
Franklin County Registry of Deeds
Fuel Assistance
Fuel Assistance (NEFWC)
Good Neighbor Energy Fund
Heating System Program
Homeowner Options for Massachusetts Elders, Inc. (H.O.M.E.) Housing Search and Services Program
Housing Search and Services Program
Information & Caregiver Resource Center (ICRC)
Internal Revenue Service (IRS)
Massachusetts Department of Transitional Assistance
Massachusetts Electric Company
MassHealth Enrollment Center in Springfield
MassHousing
Money Management Program

Monachusett Opportunity Council, Inc. (MOC)
Rural Development, USDA
Safe and Warm Program
Salvation Army of Athol
Salvation Army of Greenfield
SHINE Program (Serving Health Information Needs of Elders)
Social Security Administration (Gardner)
Social Security Administration (Greenfield)
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Food & Nutrition

Amherst Survival Center
Athol Senior Center
Baystate Nutrition Network
Bernardston Senior Center
Brown Bag Program
Charlemont Luncheon Club & Senior Center
Erving Senior Center
Farmer's Market Coupon Program
Food Bank of Western Massachusetts
Franklin Area Survival Center
Franklin County Community Meals Program
Franklin County Home Care Corporation/Area Agency on Aging
Frontier Senior Center
Gill/Montage Senior Center
Good Neighbors
Greenfield Senior Center
Heath Luncheon Club
Hilltown Churches Food Pantry
Leverett Luncheon Club
Loaves and Fishes
Massachusetts Department of Transitional Assistance
Meals on Wheels
New Salem Luncheon Club
Northfield Senior Center
Orange Senior Center
Petersham Luncheon Club
Phillipston Luncheon Club
Project Bread
Royalston Luncheon Club
Salvation Army of Athol
Salvation Army of Greenfield
Senior Dining Centers and Luncheon Clubs
SERVE New England
Shelburne Senior Center
Shutesbury Luncheon Club

Warwick Luncheon Club

Health & Medical

American Cancer Society
Athol Memorial Hospital
Baystate Dental PC
Baystate Franklin Medical Center
Baystate Health Lifeline
Baystate Home Infusion & Respiratory Services
Better Breathers Support Group
Center for Language, Speech and Hearing
Clarke School for the Deaf Assistive Devices Ctr.
Community health Center for Franklin County
Constant Companion
Cooley Dickinson Hospital
Department of Veterans Affairs Northampton VA Medical Center
Durable Medical Equipment Regional Carrier
EyeCare America
Gardner Visiting Nursing Association
Gentiva Health Services
Healthy Connections
Heywood Hospital
HIV/AIDS Bureau
Hospice and Palliative Care Federation of Massachusetts
Hospice of Franklin County, Inc.
Hospice of the Fisher Home
Information & Caregiver Resource Center (ICRC)
Interim HealthCare of Western Massachusetts, Inc.
International Health Solutions
Lifeline
Lifeline Systems Company
Massachusetts Commission for the Blind
Massachusetts Commission for the Deaf & Hard of Hearing
Massachusetts Dental Society
MassMedLine
Medical Behavioral Inpatient Services
Medic-Alert Plus Foundation
Memory Disorder Clinic
Men's Health Partnership
Mid Life Services/Medical Services
Moriarty Home Medical Supply
National education for Assistance Dog Services (NEADS)
National Federation of the Blind/Diabetes Action Network Physician Referral Service
Prostate Cancer Support Network
Speech and Hearing Services

Springfield Technical Community College Dental Hygiene Clinic
Suffield Oxygen Sales
Tapestry health Systems HIV/AIDS Services
Tapestry Health Systems, Inc.
Wellness Center
Western MA Hospital Dental Clinic
Woman's Health Network

Home Care

Adult Family Care Program
Catholic Charities Home Care Services
Coaching Caregivers LLC
Collective Home Care
Companion Program
Comprehensive Home Care
Franklin Adult Day Health Center
Franklin County Home Care Corporation/.Area Agency on Aging
Gardner Visiting Nursing Association
Gentiva Health Services
GVNA, Inc.
Hamilton Home Health, Inc.
The Highlands Adult Day Health
Home Care Program
Hospice of Franklin County, Inc.
Hudson Home Health care
Information & Caregiver Resource Center (ICRC)
Interim HealthCare of Western Massachusetts, Inc.
International Health Solutions
Lifeline
Lifeline Support and Services
Lifeline Systems Company
Massachusetts Rehabilitation Commission
Overlook Home Health, Inc.
Personal Care Assistance (PCA) Program
Premier Home Health Care
Stavros Center for Independent Living, Inc.
Sunderland Center for Positive Change
VNA & Hospice of Cooley Dickinson

Housing

Adult Family Care Program
Athol Housing Authority
Colonial Acres
Crocker and Cutlery
Elm Terrace
Franklin County Emergency Shelter

Franklin County Regional Housing and Redevelopment Authority
Gibson Drive Apartments
Greenfield Acres
Greenfield Family Inn
Greenfield Gardens Apartments
Greenfield Housing Authority
Highland School Apartments
Highland Village
Homeowner Options for Massachusetts Elders, Inc. (H.O.M.E.)
Homesharing Program
Housing Search and Services Program
Information & Caregiver Resource Center (ICRC)
Keith Apartments
King James Court
Leyden Woods Apartments
Massachusetts Extended Care Federation
MassHousing
Montague Housing Authority
Morgan Allen House
Morton meadows
New England Learning Center for Women in Transition (NELCWIT)
Orange Housing Authority
Park Villa Apartments
Pequoig Apartments
Pine Crest Apartments
Power Town Apartments
Providence Cliff Senior Residence
Red brook Village
Rural Development, USDA
Shelburne Housing Authority
Silver Street Inn
Simon Smikes House
Squakeag Village
The Arbors of Greenfield
Weatherization Program
Weldon Apartments
Winslow Wentworth House

Information & Advocacy

Adaptive Environments
Alzheimer's Association
Alzheimer's Association
Better Business Bureau of Central New England, Inc.
Center for New Americans
Center for Public Representation
Citizen's Information Service/Secretary of State's Office

Consumer Credit Counseling Service of Southern New England
Consumer Protection Division
Department of Telecommunications & Energy
Disability Law Center
Easter Seals Project Action
FarmNet c/o CISA
First Call for Help Franklin County
First Call for Help North Quabbin
Franklin County Chamber of Commerce
Franklin County Home Care Corporation/Area Agency on Aging
Franklin Regional Council on Governments
Governor's Office
Grandparenting Network
Greater Athol Area Advocates for Families with Special Needs (GAAAFSN)
HIV/AIDS Bureau
Hospice and Palliative Care Federation of Massachusetts
Information and caregiver Resource Center
Information Center for Individuals with Disabilities (ICID)
Internal Revenue Service (IRS)
Legal Advocacy & Resource Center
Long Term Care Ombudsman Program
Massachusetts Association for the Blind Community Services
Massachusetts Association of Older Americans (MAOA)
Massachusetts Bar Association Lawyer Referral Service
Massachusetts Commission Against Discrimination
Massachusetts Commission for the Blind
Massachusetts Commission for the Deaf & Hard of Hearing
Massachusetts Department of Mental Retardation
Massachusetts Department of Transitional Assistance
Massachusetts Division of Insurance
Massachusetts Executive Office of Elder Affairs
Massachusetts Extended care Federation
Massachusetts Network of Information Providers
Massachusetts Peer Review Organization, Inc. (MassPRO)
Massachusetts Senior Action Council
MassMedLine
Medicare Advocacy Project (MAP)
Montague catholic Social Ministries
National Alliance or the Mentally Ill of Western Massachusetts (NAMI-WM)
National Federation of the Blind/Diabetes Action Network
New England ADA & Accessible IT Center
North Central Chapter American Red Cross
North Quabbin Chamber of Commerce
North Quabbin Community Coalition
Office of the Attorney general
Physician Referral Service

Prostate Cancer Support Network
Registry of Motor Vehicles
Resources for Community and People (RCAP Solutions)
SHINE Program (Serving Health Information Needs of Elders)
State Representative Anne M. Gobi
State Representative Chris Donelan
State Representative Daniel Bosley
State Representative Denis Guyer
State Representative Robert Rice
State Representative Stephen Kulik
State Representative Benjamin Downing
State Senator Stan Rosenberg
State Senator Stephen M. Brewer
Stavros Center for Independent Living, Inc.
Sunderland Center for Positive Change
Tapestry Health Systems HIV/AIDS Services
US Congressman John W. Olver
US Senator Edward M. Kennedy
US Senator John F. Kerry
United Arc of Franklin and Hampshire Counties
Veterans Service Officers
Victim/Witness Assistance of Northwestern District Attorney

Legal

Center for Public Representation
Dial-A-Lawyer
Disability Law Center
Information & Caregiver Resource Center
Lawyer Referral Service
Legal Advocacy & Resource Center
Massachusetts Bar Association Lawyer Referral Service
Massachusetts Commission Against Discrimination
The Medication and Training Collaborative
Northwestern District Attorney
Office of the Attorney General
Victim/Witness Assistance of Northwestern District Attorney Western Massachusetts
Legal Services

Leisure & Education

Center for New Americans
Companion Program
Division of Fisheries and Wildlife
Division of State Parks & Recreation
Golden Agers Club of Athol
Greenfield Community College
International Language Institute of Massachusetts

The Literacy Project
Montague Catholic Social Ministries
Mount Wachusett Community College
Perkins Braille & Talking Book Library
Salon 107
TRIAD
White House Greetings Office
YMCA- Athol
YMCA – Greenfield

Medicare/Medicaid/Insurance

Blue Cross/Blue Shield – Blue Care 65
Durable Medical Equipment Regional Carrier
Fallon Community Health Plan
Healthy Connections
Information & Caregiver Resource Center
Long Term care Prescreening
Massachusetts Division of Insurance
Massachusetts Peer Review Organization, Inc. (MassPRO)
MassHealth Enrollment Center in Springfield
Medicare Advocacy Project (MAP)
National heritage Insurance Company
Railroad Retirement Board
SHINE Program (Serving Health Information Needs of Elders)
Social Security Administration – Gardner
Social Security Administration – Greenfield

Nursing Facilities/Rest Homes

Anchorage Nursing Home
Applewood Home for Elders
Buckley HealthCare Center
Center for Extended Care at Amherst
Charlene Manor Extended Care Facility
Cozy Corner Nursing and Rehabilitation Center
Division of Health Care Quality – Department of Public Health
Farren Care Center
Hospice of the Fisher Home
LaBelle's Rest Home
Long Term Care Ombudsman Program
Long Term Care Prescreening
Mohawk Manor Rest Home, Inc.
Poet's Seat Health Care Center
Quabbin Valley Health Care

Transportation

American Cancer Society

Athol/Orange Cab Co.
Baystate Franklin Medical Center Oncology Transportation
Baystate health Ambulance
Community Transit Services, Inc.
Easter Seals Project Action
FM Kuzmeskus, Inc.
Franklin Regional Transit Authority (FRTA)
MedRide Program

AARP Tax-Aide
74 Amherst Road
Leverett, MA 01054
Tel:
Toll Free: (888) 227-7669
Fax:
TTY TDD:
aarp.org/taxaide
A free service that prepares income tax returns for seniors.
Contact AARP Tax-Aide to locate the Tax-Aide Site nearest to you

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Adaptive Environments
200 Portland Street
Boston, MA 02114
Tel: (617) 695-1225
Toll Free:
Fax:
TTY TDD:
info@AdaptiveEnvironments.org
www.AdaptiveEnvironments.org

Adaptive Environments is a 30-year-old international non-profit organization based in Boston, committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. We provide education and consultation to public and private entities about strategies, precedents and best practices that goes beyond legal requirements to design places, things, communication and policy

that integrates solutions to the reality of human diversity. Currently two of Adaptive Environments projects provide free technical assistance. The New England ADA Center provides information on the Americans with Disabilities Act, the toll free number is 1-800-949-4232. The second project is the Fair Housing Accessibility First, which in collaboration with beating Point, Inc. and the US Dept. of Housing and Urban Development (HUD), provides design and construction technical assistance on the Fair Housing Act of 1988, the toll free numbers is 1-888-341-7781.

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Adult Family Care Program

Franklin County Home Care Corp.

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530

Tel: (413) 773-5555 (978) 544-2259

Toll Free: (800) 732-4636

Fax: (413) 772-1084

TTY TDD: (413) 772-6566

info@fchcc.org

www.fchcc.org

Adult Family Care is a program for adults, age 16 or older, who are unable to live alone and who need assistance with daily personal and medical care. Clients are cared for in the hosts' home or the client's home within their community by a primary caregiver. Each placement is overseen by professional nursing and social work staff, with 24-hour on call accessibility for emergencies. Clients are carefully matched to the caregivers' capabilities. Family members can be paid.

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Alzheimer's Association

Western Regional Office

264 Cottage St.

Springfield, MA 01104

Tel: (413) 787-1113

Toll Free: (800) 272-3900

Fax: (413) 787-1109

TTY TDD:

www.alzmass.org

Provides information, education, outreach, and support for those dealing with Alzheimer's disease, as well as their families and professional caregivers. If you are concerned about memory loss in yourself or a loved one, please contact the Alzheimer's Association.

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Alzheimer's Association

Central Regional Office
128 Providence Street
Worcester, MA 01604
Tel: (508) 799-2386
Toll Free: (800) 272-3900
Fax: (508) 799-2653
TTY TDD:

julie.mcmurray@alz.org
www.alzmass.org

Provides support, information and referral to
Individuals with Alzheimer's disease and their
Families. Helpline 1-800-272-3900.

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Alzheimer's Support Group
Franklin County Home Care Corporation
330 Montague City Road Suite, 1
Turners Falls, MA 01376-2530
Tel: (413) 773-5555 (978) 544-2259
Toll Free: (800) 732-4636
Fax: (413) 772-1084
TTY TDD: (413) 772-6566

info@fchcc.org
www.fchcc.org

This support group meets the first and third Wednesday of each month at Franklin
County Home Care Corporation's Large Conference Room from 5:00-7:00PM.

* * * * *

American Cancer Society
59 Bobala Drive
Holyoke, MA 01040
Tel: (413) 734-6000
Toll Free: (800) 227-2345
Fax: (413) 393-2199
TTY TDD:

kelly.woods@cancer.org
www.cancer.org

Provides transportation to cancer related appointments, support services, educational
programs, information and referral services, videos, and trains and coordinate volunteers
in all areas. Peer support for breast cancer patients. Volunteer drivers always need!

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Amherst Survival Center

P.O. Box 9629
1200 North Pleasant Street
North Amherst, MA 01059
Tel: (413) 549-3968
Toll Free:
Fax: (413) 549-5860
TTY TDD:
asc@rcn.com

Food provision, clothing, and furniture for Amherst residents. No restrictions for Hot Lunch Program. Volunteer opportunities. Call for information and scheduling.

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Anchorage Nursing Home
904 Mohawk Trail
Shelburne, MA 01370
Tel: (413) 625-2305
Toll Free:
Fax: (413) 625-8422
TTY TDD:
anchorageadmin@comcast.net

Medicare/Medicaid approved skilled nursing facility with 33 residents. Accepting private insurance/managed care, respite, assisted living, and hospice residents.

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Applewood Home for Elders
171 South Royalston Road
Athol, MA 01331
Tel: (978) 249-5110 (978) 249-4229
Toll Free:
Fax: (978) 249-8517
TTY TDD:
Jcasey@mass.rr.com

Rest Home. Very quiet country setting on five acres, two minutes from Route 2.

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Ashfield Council on Aging
1069 Bug Hill Road
P.O. Box 4011
Ashfield, MA 01330
Tel: (413) 628-3879
Toll Free:
Fax:
TTY TDD:

zorem@earthlink.net

Council on Aging for the Town of Ashfield. See also Shelburne Senior Center.

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Athol Council on Aging
584 Main Street, Suite 15
Athol, MA 01331
Tel: (978) 249-8986
Toll Free:
Fax: (978) 575-0277
TTY TDD:

coa@townofathol.org

Multipurpose Senior Center serving the towns of Athol, Phillipston, S. Royalston and Petersham. Services include health clinics, weekly blood pressure clinics, various recreational/educational programs, tax assistance, peer counseling, transportation, health benefits counseling, resources for grandparents raising grandchildren, Meals-on-Wheels, Brown Bag, free legal assistance, intergenerational programs, foot screenings, craft classes, senior arts program, congregate dining, foster grandparents program, biweekly senior fitness program, and money management.

* * * * *

Athol Housing Authority
21 Morton Meadows
Athol, MA 01331
Tel: (978) 249-4848
Toll Free:
Fax: (978) 249-9604
TTY TDD:

athol.housing@verizon.net

The Athol Housing Authority administers Chapter 667 state-aide elderly, disabled and handicapped housing, and Chapter 705 family housing. In addition, it administers a small federal program, and Massachusetts Renter Voucher Program subsidies.

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Athol Memorial Hospital
2033 Main Street
Athol, MA 01331
Tel: (978) 249-9001
Toll Free:
Fax:
TTY TDD:

Full service community hospital with 24-hour emergency room. Outpatient services and a hospital owned satellite office located at West River Health Center, 450 West River

Street, which offers x-ray, lab, physician offices and physical therapy.

* * * * *

Athol Senior Center
Pequoig House
416 Main Street
Athol, MA 01331
Tel: (978) 249-9001
Toll Free:
Fax:
TTY TDD:

Multipurpose Senior Center serving the towns of Athol, Phillipston, S. Royalston and Petersham. Services include health clinics, weekly blood pressure clinics, various recreational/educational programs, tax assistance, peer counseling, transportation, health benefits counseling, resources for grandparents raising grandchildren, Meals-on-Wheels, Brown Bag, free legal assistance, intergenerational programs, foot screenings, craft classes, senior arts program, congregate dining, foster grandparents program, biweekly senior fitness program, and money management.

* * * * *

Athol/Orange Cab Co.
P.O. Box 374
Athol, MA 01331
Tel: (978) 249-7949
Toll Free:
Fax: (978) 249-7999
TTY TDD:

Transportation for Athol area seniors and people with disabilities. Massachusetts Medicaid provider. Wheelchair car service available.

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Baystate Dental PC
1795 Main Street, Suite 215
Springfield, MA 01103-1015
Tel: (413) 733-6651 (413) 525-9500
Toll Free:
Fax: (413) 737-9656
TTY TDD:

info@baystate.dental.com
www.baystate-Dental.com

Baystate Dental Care LLC provides family dental care including dental pediatrics, periodontics, TMJ, cosmetic dentistry, implantology, sports Dentistry, orthodontics,

dental laser, microprep, and portable dentistry. If it is not possible to transport yourself to our office, our portable dental unit allows dental care to be performed at your home or at our facility in Springfield in Hampden County.

* * * * *

Baystate Franklin Medical Center
164 High Street
Greenfield, MA 01301
Tel: (413) 772-0211 (413) 773-2303
Toll Free:
Fax: (413) 773-2098
TTY TDD:
Full service medical facility.

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Baystate Franklin Medical Center Behavioral Health
48 Sanderson Street
Greenfield, Massachusetts 01301
Tel: (413) 773-2679
Toll Free:
Fax:
TTY TDD:
Gero-Psych and small child services. Team approach consisting of Psychiatrist, Psychologist and social worker. For intake appointment call: 413-773-4444

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Baystate Franklin Medical Center Oncology Transportation
164 High Street
Greenfield, MA 01301
Tel: (413) 773-2251
Toll Free:
Fax: (413) 773-2032
TTY TDD:
Courtesy van service that transports BFMC patients to Baystate Medical Center for radiation and other cancer treatment appointments. If space is available, a family member/friend may accompany the patient. There is no charge for this service. The van is air-conditioned and wheelchair accessible. Reservations are made through the BFMC Oncology Department. The van departs from BFMC at 8 a.m. from the main entrance, Monday through Friday and returns approximately 11:30 am. The van also will pick up in Northampton.

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Baystate Health Ambulance
338 High Street
Greenfield, MA 01301

Tel: (413) 773-4100

Toll Free: (800) 280-1825

Fax: (413) 772-2515

TTY TDD:

Bill.Travis@BHS.org

<http://www.baystatehealth.com/BHSAmbulance>

Provides ambulance and chairvan services to Greenfield, Montague, Bernardston, Erving, Northfield, Gill, Leyden and the Shelburne Fire District. Chairvan phone is 413-773-4104

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Baystate Health Lifeline
Baystate Visiting Nurse Association & Hospice
101 Munson Street
Greenfield, MA 01301

Tel: (413) 781-5070

Toll Free: (888) 979-2824

Fax: (413) 773-2172

TTY TDD:

baystatehealth.com/lifeline

Personal Response Systems designed to notify emergency personnel. Medication reminder, medication dispensing system also available.

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Baystate Home Infusion & Respiratory Services
489 Bernardston Road
Greenfield, MA 01301

Tel: (413) 773-2378

Toll Free: (800) 497-7114

Fax: (413) 773-2386

TTY TDD:

Josephine.lajeunesse@bhs.org

www.baystatehealth.com/bhirs

Medical equipment retail store with support services of Infusion, Respiratory & Nutritional therapies. We are conveniently located in Cherry Rum Plaza in Greenfield, with store hours 8:30-5:00 Monday thru Friday. There is a convenient drive up window for patients to pick up supplies. Our staff are experts in their fields including pharmacists, nurses, respiratory therapists, dieticians, intake/insurance specialists, and medical equipment technicians. We are here to service your healthcare needs.

* * * * *

Baystate Nutrition Network
Franklin Medical Center
48 Sanderson Street
Greenfield, MA 01301
Tel: (413) 773-4444
Toll Free:
Fax: (413) 773-7125
TTY TDD:

Provides outpatient counseling on diabetic diets, heart-healthy diets, weight-loss diets, balanced Nutrition, eating disorders, and other conditions. Physician referral is required. Diabetes Program: Counseling on Diabetes Mgt., Meal Planning, Exercise, Short and Long Term Complications, Sick Day Mgt., Pathophysiology of Diabetes, Self Monitoring Blood Glucose, medications (oral or Insulin)

* * * * *

Beacon House for Men
57 Beacon Street
Greenfield, MA 01301
Tel: (413) 773-4609
Toll Free:
Fax: (413) 773-4568
TTY TDD:

thomas.cawley@bhs.org

Safe and supportive transitional living situation for men recovering from alcohol and drug abuse. Sliding fee scale.

* * * * *

Beacon House for Women
53 Beacon Street
Greenfield, MA 01301
Tel: (413) 773-4610
Toll Free:
Fax: (413) 773-4568
TTY TDD: (413) 773-3274

Provides a safe and supportive transitional living situation for women 18 and older recovering from substance abuse. Low structured social model program. Three month to one year stay.

* * * * *

Bernardston Council on Aging
20 Church Street
Bernardston, MA 01337

Tel: (413) 648-5413

Toll Free:

Fax (413) 648-5413

TTY TDD:

A rural Council on Aging, meeting on the second Tuesday of the month for policy and program development. COA has overnight for senior center activities.

* * * * *

Bernardston Senior Center

20 Church Street

Bernardston, MA 01337

Tel: (413) 648-5413 (413) 648-5319

Toll Free:

Fax:

TTY TDD:

Berpi@crocker.com

Multipurpose senior center serving the town of Bernardston and surrounding area. Services available include tax assistance, health benefits counseling, transportation, therapeutic/support groups for Loss and Grief, Caregiver Assistance, Outreach assistance, educational, recreational programs, intergenerational, and exercise programs.

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Better Breathers Support Group

Baystate Franklin Medical Center

164 High Street

Greenfield, MA 01301

Tel: (413) 773-2724

Toll Free:

Fax

TTY TDD:

rosemarie.deskavich@bhs.org

An education/support group for persons and their families who feel physically or emotionally limited by breathing problems such as Asthma, Chronic Bronchitis, Emphysema or Interstitial Lung Disease.

* * * * *

Better Business Bureau of Central New England,
Inc.

35 Center Street, Suite 203

Chicopee, MA 01013

Tel: (413) 594-2160

Toll Free: (866) 566-9222

Fax: (413) 594-2167

TTY TDD:

info@cne.bbb.org

www.cne.bbb.org

The Better Business Bureau (BBB) is a private non-profit corporation funded by the business community. The BBB provides pre-purchase information, mediation, arbitration of consumer complaints, as well as investigation, and corrects misleading advertising.

* * * * *

Blue Cross/Blue Shield- Blue Care 65

P.O. Box 9201

North Quincy, MA

Tel:

Toll Free: (800)678-2265

Fax:

TTY TDD:

HMO insurance coverage. Service area by county: Barnstable, Bristol, Franklin, Norfolk, Middlesex, Plymouth, Suffolk, Worcester, Essex, Hampden, and Hampshire.

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Brattleboro Retreat

P.O. Box 803

Anna Marsh Lane

Brattleboro, VT 05302

Tel: (800) 738-7328

Toll Free: (800) 738-7328

Fax: (800) 258-3791

TTY TDD:

www.retreathealthcare.org

Private, nonprofit psychiatric and addiction treatment center serving children, adolescents and adults.

* * * * *

Brown Bag Program

Franklin County Home Care Corporation

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530

Tel: (413) 773-5555 (978) 544-2259

Toll Free: (800) 732-4636

Fax: (413) 772-1084

TTY TDD: (413) 772-6566

info@fchcc.org

www.fchcc.org

The Food for Elders (Brown Bag) Program is sponsored by the Food Bank of Western Mass and FCHCC. Eligibility for person 55 or older is based on gross annual income and

household size. A small fee is charged. Bags of groceries are distributed from FCHCC Senior Dining centers monthly.

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Buckland Council on Aging
7 Main Street
Shelburne Falls, MA 01370
Tel: (413) 625-2502
Toll Free:
Fax:
TTY TDD:

The Buckland Council on Aging is part of a four town consortium operating the Shelburne Senior Center. See also Shelburne Senior Center.

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Buckley HealthCare Center
95 Laurel Street
Greenfield, MA 01301
Tel: (413) 774-3143
Toll Free:
Fax: (413) 774-3938
TTY TDD:

Medicare/Medicaid/Managed Care approved skilled nursing facility with 120 residents. Providing both long-term care and short-term rehabilitation with an emphasis on orthopedic rehabilitation.

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Bureau of Substance Abuse Services
Massachusetts Department of Public Health
250 Washington Street, 3rd Floor
Boston, MA 02108
Tel: (617) 624-5106
Toll Free: (800) 327-5050
Fax: (617) 624-5185
TTY TDD: (617) 492-2166
Alcohol & Drug Referral Hotline: (800) 327-5050.
Call for a directory of regional substance abuse programs.

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Catholic Charities of Worcester County-Senior Employment Program
c/o Franklin/Hampshire Career Center
One Arch Place

Greenfield , MA 01301

Tel: (413) 774-4361 (508) 860-2241

Toll Free: (800) 457-2603

Fax: (413) 784-1765

TTY TDD:

pcarme@detma.org

Provides part-time employment/training opportunities to those age 55 and older with a goal of developing job skills that will enable participants to secure unsubsidized employment.

* * * * *

Catholic Charities Home Care Services

12 Riverbend Street

Athol, MA 01331

Tel: (978) 249-4563

Toll Free: (800) 244-4563

Fax: (978) 249-2545

TTY TDD:

scoffin@ccworc.org

www.cccworc.org

Provides personal care, homemaking, companion services, and chore services for Franklin County and the Athol area.

* * * * *

Center for Extended Care at Amherst

450 University Drive

Amherst, MA 01002

Tel: (413) 256-8185

Toll Free:

Fax: (413) 256-0138

TTY TDD:

anh@cecaa.com

Medicare/Medicaid approved skilled nursing facility with 134 residents. Offers an Alzheimer's Specialized Unit and transitional Care Unit.

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Center for Language, speech and Hearing

University of Massachusetts

17 Arnold House

Amherst, MA 01003

Tel: (413) 545-2565

Toll Free:

Fax: (413) 545-0803

TTY TDD:

Speech-language@comdis.umass.edu

www.umass.edu/sphhs/comdis

Not-for-profit clinic offering hearing test, hearing aids, evaluations, speech and language testing, and rehabilitation services. Reduced rates available.

* * * * *

Center for New Americans

20 Sanderson Street

Greenfield, MA 01301

Tel: (413) 772-0055

Toll Free:

Fax: (413) 772-0661

TTY TDD:

rodicapm0203@yahoo.com

www.cnam.org

English classes for new Americans, citizenship application assistance, referrals, at no cost to participants, basic computer classes. English classes also held in Northampton and Amherst.

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Center for Public Representation

22 Green Street

Northampton, MA 01060

Tel: (413) 586-6024

Toll Free: (888) 967-6622

Fax: (413) 586-5711

TTY TDD:

www.centerforpublicrep.org

Representation in SS/DI and SSI appeals.

Systemic law reform cases involving disability issues.

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Charlemont Council on Aging

P.O. Box 544

Charlemont, MA 01339

Tel: (413) 339-6658 (413) 339-4201

Toll Free:

Fax:

TTY TDD:

Offers a senior center one day per week, Wednesday 9 a.m.- 2 p.m., at Federated Church social rooms, 175 Main Street, Charlemont. Hot meal served at noon. Reservations one

day in advance by 9 a.m., call Manager 339-5324. First Wednesday of the month is blood pressure screening, 3rd Wednesday is Brown Bag food distribution, 4th Wednesday every other month starting with January is the foot clinic. Call to reserve. Donations accepted. The COA meets once a month on 1st Wed. of month at Sr. Ctr. 11:00a.m. Check the Recorder for date and time for any changes. Annual flu clinic offered last week of October or 1st week of November to elders and chronically ill residents of Charlemont, Hawley and Monroe.

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Charlemont Luncheon Club & Senior Center
Charlemont Federated Church
175 Main Street
Charlemont, MA 01339
Tel: (413) 339-5324 (413) 339-4201
Toll Free:
Fax: (413) 625-8223
TTY TDD:

Meal is served on Wednesday at noon. Call the day before to reserve a meal, before 10a.m. at 339-5324. Blood Pressure Check-ups. Walk-ins always welcome at no charge. Games and visiting before and after lunch. Brown Bag on the 3rd Wednesday of the month. For information call.

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Charlene Manor Extended Care Facility
130 Colrain Road
Greenfield, MA 01301
Tel: (413) 774-3724
Toll Free:
Fax: (413) 774-7390
TTY TDD:

Medicare/Medicaid approved skilled nursing facility with 123 residents. Title IV certified, Joint Commission on Accreditation of HealthCare Organization (JCAHO) accredited, not-for-profit. Physical, occupational and speech therapy provided seven days a week.

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Child & Family Service of Pioneer Valley, Inc.
238 Main Street, 4th floor
Greenfield, MA 01301
Tel: (413) 774-6252
Toll Free: (800) 232-0510
Fax: (413) 773-0477
TTY TDD:

greenfield@cfs.org

www.cfs.org

Counseling services for individuals families through outreach or office appointments. Psychological testing and psychiatric services available. Private insurances, Medicare and Medicaid accepted for service.

Athol Address: 479 Main Street Athol, MA 01331 978-249-0499

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Citizens Information Service/Secretary of State's Office

One Ashburton Place, Rm.1611

Boston, MA 02108-1512

Tel: (617) 727-7030

Toll free: (800) 392-6090

Fax: (617) 742-4528

TTY TDD: (617) 878-3889

cis@sec.state.ma.us

www.sec.state.ma.us/cis

Information and referral on Massachusetts state government and services. In times declared emergencies, this office is a liaison with the Massachusetts Emergency Management Agency.

* * * * *

Clarke School for the Deaf Assistive Devices Ctr.

45 Round Hill Road

McAlister Building

Northampton, MA 0160-2123

Tel: (413) 582-1175 (413) 584-1175

Toll Free:

Fax: (413) 587-0383

TTY TDD: (413) 584-3450

adc@clarkeschool.org

www.clarkeschool.org

Wide range of assistive devices available for demonstration, by appointment, and for purchase (TV listening, vibrating/flashing alarm clocks, door and phone signalers, phone amplifiers). Fee for service Consult Appointment on telephone use and assistive listening systems. Call for brochure and appointment. By appointment only please.

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Clinical & Support Options

Peer Counseling Program

215 Shelburne Road

Greenfield, MA 01301

Tel: (413) 774-1000

Toll Free:

Fax: (413) 774-1197

TTY TDD:

mliebling@cssoinc.org

www.ccssoinc.org

Comprehensive mental health services provided for the people of Franklin County and North Quabbin, as well as Hampshire County. Individual, group and family counseling, as well as specialized outreach elder services. Medication evaluation and monitoring in conjunction with counseling. Insurance accepted. Twenty-four hour crisis intervention and crisis stabilization beds for Franklin county and North Quabbin area.

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Coaching Caregivers LLC

P.O. Box 307

Deerfield, MA 01342

Tel: (413) 775-4570

Toll Free: (888) 527-3561

Fax:

TTY TDD:

jim@coachingcaregivers.com

Private-pay case management for elders services.

* * * * *

Collective Home Care

110 North Hillside Road

South Deerfield, MA 01373

Tel: (413) 397-9933

Toll Free:

Fax: (413) 397-9961

TTY TDD:

mikea@collectivehomecare.com

A privately owned, state approved, agency offering homemaking, personal care, Home Health Aide and nursing care management. Assistance from 1 to 24 hours per day.

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Colonial Acres

200 East River Street, Bldg 3

Orange, MA 01364

Tel: (978) 544-6000

Toll Free:

Fax: (978) 544-1964

TTY TDD:

Subsidized elder housing complex.

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Colrain Council on Aging
21 North Catamount Hill Road
Colrain, MA 01340
Tel: (413) 624-3921
Toll Free:
Fax:
TTY TDD:

Council on Aging for the town of Colrain. The Council is part of the four town consortium operating the Shelburne Senior Center. See also Shelburne Senior Center.

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Community Transit Services, Inc.
573 South Street
Athol, MA 01331
Tel: (978) 575-9966
Toll Free:
Fax: (978) 575-9984
TTY TDD:

communitytrans@verizon.net

Athol/Orange area Dial-A-Ride transportation service to work, G-link fixed route system, medical appointments, shopping, etc.

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Companion Program
Franklin County Home Care Corporation
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: (413) 773-5555 (978) 544-2259
Toll Free: (800) 732-4636
Fax: (413) 772-1084
TTY TDD: (413) 772-6566

info@fchcc.org

The Companion Program provides elders with socialization, transportation to appointments, and volunteer visits in their homes, usually on a weekly basis.

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Comprehensive Home Care
235 Greenfield Road
P.O. Box 573
South Deerfield, MA 01373

Tel: (413) 665-9058 (413) 253-1881

Toll Free:

Fax: (413) 665-3029

TTY TDD:

Chcare@the-spa.com

Provides a range of reliable, around the clock care in home, nursing home or assisted living facilities. Professional, certified staff work in cooperation with all elder service providers. Specialize in health care coordination and total home management. Consultations are free and confidential.

* * * * *

Constant Companion

VNA & Hospice of Cooley Dickinson

168 Industrial Drive

Northampton, MA 01060

Tel: (413) 582-6480

Toll Free: (800) 244-1060

Fax: (413) 582-6476

TTY TDD:

mo_grossberger@cooley-dickinson.org

Next day installation available. No contract. Prices start at \$31 a month. Fully covered by Mass Health, GIC and Commonwealth Care insurances. Free installation if you mention you saw this ad in Silverline. If needed, Personal Response System that is compatible with VOIP is available.

* * * * *

Consumer Credit Counseling Service of Southern New England

8 Winter Street, 10th Floor

Boston, MA 02108

Tel: (617) 960-8136

Toll Free: (800) 208-2227

Fax: (617) 960-8299

TTY TDD:

bill.hylan@moneymanagement.org

www.moneymanagement.org

Offers financial counseling and education on effective budgeting, the practical use of credit, assistance with debt management, and creditor negotiation. There is a sliding scale fee that can be reduced or waived entirely. This agency serves all of Massachusetts with local offices in Amherst, Holyoke, Pittsfield and North Adams.

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Consumer Protection Division

Northwest District Attorney's Office

13 Conway Street
Greenfield, MA 01301
Tel: (413) 774-5102 (413) 586-9225
Toll Free:
Fax: (413) 773-3278
TTY TDD:

Advice to consumers and businesses on their rights and responsibilities, according to consumer protection laws, with regard to problems with goods or services purchased. Call or write for information.

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Conway Council on Aging
P.O. Box 240
Conway, MA 01341
Tel: (413) 369-4284
Toll Free:
Fax:
TTY TDD:

Council on Aging for the town of Conway that meets the first Wednesday of each month at the Town Hall.

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Cooley Dickinson Hospital
30 Locust Street, Route 9
Northampton, MA 01060
Tel: (413) 582-2000
Toll Free:
Fax: (413) 582-2942
TTY TDD: (413) 586-8866
Christina_trincher@cooley-dickinson.org
www.cooley-dickinson.org

Full service community hospital providing a wide range of healthcare services at its main campus and in satellite offices in Hampshire and Franklin Counties. Offers 24 hour emergency care, medical and surgical services, minimally invasive and robotic surgery program, cardiac and cancer care, women's health and childbirth services, speech language, occupational and physical therapy, behavioral health, visiting nurse and hospice care.

* * * * *

Cozy Corner Nursing and rehabilitation Center
61 Old Amherst Road
Sunderland, MA 01375
Tel: (413) 665-2740

Toll Free:

Fax: (413) 665-5027

TTY TDD:

Short-term and Long-term care in a small country setting. Medicare and Medicaid approved beds with personalized rehabilitation services.

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Crisis Services of Franklin County

140 High Street

Greenfield , MA 01301

Tel: (413) 863-9781

Toll Free;

Fax:

TTY TDD:

tminer@fcrhra.org

Forty eight affordable housing apartments in Turners Falls for families or single individuals who meet eligibility requirements.

* * * * *

Deerfield Council on Aging

13 Elm Street

South Deerfield, MA 01373

Tel: (413) 665-2141

Toll Free:

Fax:

TTY TDD:

Council on Aging for the town of Deerfield. See also frontier Senior Center.

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Department of Telecommunications & Energy

1 South Station

Boston, MA 02110

Tel: (617) 305-3500

Toll Free: (800) 392-6066

Fax: (617) 345-9101

TTY TDD: (800) 323-3298

www.state.ma.us/dpu

Customers facing termination of utilities have the right to appeal. Customers should first notify the company of their dispute and try to negotiate a settlement. If dissatisfied with the company's response, the customer can call or contact the Department of Telecommunications and Energy (DTE).

* * * * *

Department of Veterans Affairs Northampton VA Medical Center

421 North Main Street

Leeds, MA 01053-9764

Tel: (413) 584-4040

Toll Free: (800) 893-1522

Fax: (413) 582-3120

TTY TDD:

www.visn1.med.va.gov

Offers acute and extended medical and psychiatric care and serves as a specialized referral center for psychiatric and geriatric disorders. Provides comprehensive programs for Post-Traumatic Stress Disorder and Substance Abuse Rehabilitation, hospice and respite care. The facility houses a 66-bed nursing home unit, mental health clinic and other specialty clinic. Services are available to eligible veterans who reside in Western Massachusetts.

* * * * *

Dial-A-Lawyer

20 West Street

Boston, MA 02111

Tel: (617) 338-0610

Toll Free:

Fax:

TTY TDD:

ESeams@massbar.org

Massachusetts Bar Association attorneys staff the Massachusetts Bar Association Lawyer Referral Service. First Wednesday of every month from 5:30-7:30 p.m.

* * * * *

Disability Law Center

32 Industrial Drive East

Northampton, MA 01060

Tel: (413) 584-6337

Toll Free: (800) 222-5619

Fax: (413) 584-2976

TTY TDD: (413) 582-6919

mail@dlc-ma.org

www.dlc-ma.org

Information and referral on issues related to the legal rights of the disabled. Advocacy and legal representation on a limited basis for certain issues related to the rights of the disabled, primarily special education, discrimination based on disabilities, and department of Mental Retardation services.

* * * * *

Division of Fisheries & Wildlife

251 Causeway Street, Suite 400

Boston, MA 02114

Tel: (617) 626-1590

Toll Free:

Fax: (617) 626-1517

TTY TDD:

www.masswildlife.com

The Commonwealth of Massachusetts offers hunting and fishing licenses at reduced rates or on a no-cost basis to seniors who are residents of the state. Information is available at town halls or by calling the Division of Fisheries & Wildlife.

* * * * *

Division of Health care Quality- Department of Public Health

99 Chauncy St., 2nd Fl.

Boston, MA 02111

Tel: (617) 753-8000

Toll Free: (800) 462-5540

Fax: (617) 753-8095

TTY TDD:

Protects patients in nursing homes from acts of abuse, mistreatment, or neglect under the Massachusetts Patient Abuse Law (Chapter 111). If you have a reasonable cause to believe that someone in a nursing home has been abused or neglected, report such information immediately by calling the patient abuse complaint line at 1-800-462-5540. Thirty-five percent of the cases reported turn out to be justified, so do not hesitate to report information.

* * * * *

Division of State Parks & Recreation

P.O. Box 484

Amherst, MA 01001

Tel: (413) 545-5993

Toll Free:

Fax: (413) 545-5995

TTY TDD:

mass.gov/dcr

Issues Senior Citizens passes free of charge to persons 62 or older for use at all state day use recreational areas- this does not include camping.

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Durable Medical Equipment Regional Carrier

Healthnow New York, Inc.

PO Box 9180

Hingham, MA 02043-9180

Tel:

Toll Free: (800) 842-2052

Fax: (570) 735-9402

TTY TDD:

Federal contractor responsible for processing Medicare Part B claims for durable medical equipment, prosthetics, orthotics, and supplies.

* * * * *

East Spoke – Mental Health Unit

Baystate Franklin Medical Center

164 High Street

Greenfield, MA 01301

Tel: (413) 773-2595

Toll Free:

Fax: (413) 773-2587

TTY TDD:

Short term crisis intervention unit. Locked unit with 24 beds. Ages 18 and older accepted. Possibility of accepting 14-18 years old from Franklin County.

* * * * *

Easter Seals Project Action

1425 K St., NW

Suite 200

Washington, DC 20005

Tel: (202) 347-3066

Toll Free: (800) 528-6278

Fax: (202) 737-7914

TTY TDD: (202) 347-7385

ncst@easterseals.com

www.seniortransportation.net

Project ACTION is a project funded through a cooperative agreement with the US Department of Transportation, Federal Transit Administration, which aims to encourage and facilitate cooperation between the disability and achieving universal access to public transportation for all individuals, regardless of their abilities.

* * * * *

Elm Terrace

1 Elm Terrace
Greenfield, MA 01301
Tel: (413) 774-2932

Toll Free:
Fax: (413) 772-0616
TTY TDD: (413) 773-1909

greenfieldhousingauthority.org

108 subsidized housing units and 4 handicap units designated for elders and individuals with disabilities. Enhanced community support services and case management is provided to maintain independent living at Elm Terrace, Franklin County Home Care Corporation's supportive housing site in Greenfield.

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Emergency Aid to the Elderly, Disabled and Children (EAEDC)

Massachusetts Dept. of Transitional Assistance

600 Washington Street

Boston, MA 02111

Tel: (800) 249-2007

Toll Free: (800) 445-6604

Fax: (617) 348-5479

TTY TDD:

EAEDC is a program to provide income on an emergency, short-term basis to qualified residents of Massachusetts, who are not eligible for TAFDC, SSI, or Veteran's Service benefits. Must have less than \$250 in assets and be disabled from any form of work for 60 days or longer. Process food stamp applications.

* * * * *

Erving Council on Aging

18 Pleasant St.

Erving, MA 01344

Tel: (413) 423-3308

Toll Free:

Fax:

TTY TDD:

ersenctr@mtdata.com

Council on Aging for the town of Erving. See also Erving Senior Center.

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Erving Senior Center

18 Pleasant Street

Erving, MA 01344

Tel: (413) 423-3308

Toll Free:

Fax:

TTY TDD:

ersencr@mtdata.com

Senior center and mealsite for the residents of Erving. Services available include tax return assistance, transportation, shopping trips, health clinics, fitness activities and outings to local restaurants.

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Experience Works, Inc.

55 Lake Street

Gardner, MA 01440

Tel: (978) 630-1203

Toll Free: (800) 562-2776

Fax: (978) 630-1205

TTY TDD:

Sharon-zimmerman2experienceworks.org

www.experienceworks.org

Federally funded employment and training program for low income seniors 55 and over. Enrollees perform community service work 20 hours per week and are paid the highest of the state or federal minimum wage. Assistance in securing unsubsidized employment upon completion of training.

* * * * *

EyeCare America

P.O. Box 429098

San Francisco, CA 94142

Tel:

Toll Free: (800) 222-3937

Fax: (415) 561-8567

TTY TDD:

pubserv@aao.org

www.eyecareamerica.org

Program designed for US citizens or legal residents 65 or older who have not seen an ophthalmologist in 3 or more years and who do not belong to an HMO. If eligible, will be referred to a local volunteer ophthalmologist (a medical eye doctor) who will provide a comprehensive medical eye exam and care for any disease diagnosed for up to one year at no out-of-pocket cost to patient. Medicare and any other insurance will be billed and accepted as payment in full. Uninsured will be seen at no cost.

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F.M. Kuzmeskus, Inc.

52 Main Road (Gill, MA)

P.O. Box 484

Turners Falls, MA 01376
Tel: (413) 863-2595
Toll Free:
Fax: (413) 863-0235
TTY TDD:

kuzbus@AOL.com

Primary transportation provider for elders in Conway, Deerfield, Gill, Hawley, Whately and Orange.

* * * * *

Fallon Community Health Plan
10 Chestnut Street
P.O. Box 15121
Worcester, MA 01615-0121
Tel: (508) 368-9590
Toll Free: (800) 333-2535
Fax; (508) 757-0572
TTY TDD: (877) 608-7677

seniorplan@fchp.org
www.fchp.org

Medicare Advantage health plan celebrating 25 year of caring for seniors. Offers a choice of plans to best fit your health care needs with monthly plan premiums ranging from \$0-\$85. Complimentary SilverSneakers fitness club membership and retiree group coverage are available.

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Farmers Market Coupon Program
Franklin County Home care Corporation
330 Montague City Road, Suite 1
Turners falls, MA 01376-2530
Tel: (413) 773-5555 (978) 544-2259
Toll Free: (800) 732-4636
Fax: (413) 772-1084
TTY TDD: (413) 772-6566

info@fchcc.org
www.fchcc.org

The Farmers Market Coupon Program provides coupons to low income elders 60 and over across Massachusetts. The coupons are redeemable at farmer's market for fresh, locally grown produce. The program is usually available during the summer months.

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FarmNet c/o CISA
Hampshire College

8893 West Street
Amherst, MA 01002
Tel: (413) 549-1483
Toll Free: (800) 327-6002
Fax: (413) 549-5404
TTY TDD:

earthspn@crocker.com

FarmNet is a free information and referral service for farmers, farmworkers, agriculture business owners and others with agriculture-related questions available through a too-free hotline.

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Farren care Center
340 Montague City Road
Turners Falls, MA 01376-2530
Tel: (413) 774-3111
Toll Free:
Fax: (413) 774-7049
TTY TDD:

Skilled care for mentally ill and medically challenged persons with a 122 person capacity. Medicare/Medicaid approved.

* * * * *

First Call for Help Franklin County
Community Action
393 Main Street
Greenfield, MA 01301
Tel: (413) 774-2318
Toll Free:
Fax: (413) 773-3834
TTY TDD: (413) 774-2318

www.fcac.net

Information and referral services for persons residing in Franklin County. Information provided on a range of programs., benefits, agencies, and organizations that serve populations under the age of 60.

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First Call for Help North Quabbin
Community Action
423 Main Street
Athol, MA 01331
Tel: (978) 249-4295 (978) 575-0818
Toll Free:

Fax: (978) 249-4807

TTY TDD:

Satellite offices of Community Action providing advocacy, housing search, information and referral service to people under age 60 who live in the Athol/North Quabbin area.

* * * * *

Food Bank of Western Massachusetts

97 N. Hatfield Road

Hatfield, Massachusetts 01038

Tel: (413) 247-9738

Toll Free: (800) 247-6932

Fax: (413) 247-9577

TTY TDD:

info@foodbankwma.org

www.foodbankwma.org

An affiliate of America's Second Harvest, the Food Bank distributes food to pantries, soup kitchens, and other eligible social service programs in the four counties of Western MA. The Food Bank also operates the Brown Bag program, Nutrition Education, and the Food Bank Farm.

* * * * *

Franklin adult Day Health Center

60 Wells Street

Greenfield, MA 01301

Tel: (413) 774-2275

Toll Free:

Fax: (413) 774-6515

TTY TDD:

A service of the Berkshire Health Care Systems. The licensed, professionally staffed program provides nutritious meals, personal care, recreation, and social activities.

Available to those who have some form of cognitive loss, or are in need of social stimulation, the program has activities designed for all levels of client abilities. The program can also provide personal care for clients and a nurse is available.

* * * * *

Franklin Area Survival Center

96 Fourth Street

Turners Falls, MA 01376

Tel: (413) 863-9549

Toll Free:

Fax: (413) 863-7717

TTY TDD:

fasc469@comcast.net

survivalcenter.blogspot.com

The Center provides emergency food to individuals and families in need from Franklin County. Food for eligible people or families is distributed up to five times per year. The Center also distributes Federal commodities to eligible people and families on a monthly basis. In fire and flood emergencies, the Center gives furniture, clothing, and necessary appliances if items are available to give, to needy individuals and families. The Center runs a Thrift Shop that supports the distribution of food and other materials. The Thrift Store hours are Spring, Summer, Fall on Monday – Saturday, 10-5. Winter hours are M-Thurs, 10-4 and F-Sat, 10-2. The Food Pantry is open from 10a.m. to 1:30 p.m. Monday-Friday.

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Franklin County Chamber of Commerce

395 Main Street

P.O. Box 898

Greenfield, MA 01301

Tel: (413) 773-5463

Toll Free:

Fax:

TTY TDD:

fcc@crocker.com

www.franklincc.org

Organization that provides information on tourism in Franklin County. Also provides referrals to local businesses who are members of the Chamber.

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Franklin County Community Meals Program

P.O. Box 172

Greenfield, MA 01302

Tel: (413) 772-1033

Toll Free:

Fax:

TTY TDD:

dclarke@crocker.com

www.fccmp.org

All meals are free and are held at 5:30 p.m. Meals are served: Mondays at Our Lady of Peace Church on 7th Street in Turners Falls; Tuesdays and Wednesdays at Second Congregational Church on the Common in Greenfield; and Mondays and Thursdays at Bethany Lutheran Church on Cheney Street in Orange. The Orange Food Pantry is located at 7 South Main Street, Orange, and is open Thursday from 10 a.m.- 3 p.m. The Pantry phone is 978-544-2149.

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Franklin County Emergency Shelter
15 Farren Avenue
Turners Falls, MA 01376-2530
Tel: (413) 772-0499 (413) 584-7329
Toll Free:
Fax: (413) 772-8716
TTY TDD:
skarpovich@servicenetinc.org

Short-term overnight emergency shelter that operates year round. Provides a first point of access for homeless individuals (18 years and older) seeking ServiceNet's shelter and housing services. Provides shelter, meals, an address, phone, information and referrals, staff advocacy and such on-site services as youth outreach, relapse prevention, and interim mental health counseling.

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Franklin County Home Care Corporation/Area Agency on Aging
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: (413) 773-5555 (978) 544-2259
Toll Free: (800) 732-4636
Fax: (413) 772-1084
TTY TDD: (413) 772-6566
info@fchcc.org
www.fchcc.org

Franklin County Home Care Corporation/Area Agency on Aging is a private, non-profit corporation that developed, provides and coordinates a range of services to promote the independent living of elders including home & community supports. Some programs also serve people with disabilities. Information and programs work to support elders, caregivers and professional. FCHCC serves all Franklin County towns plus Athol, Petersham, Philipston, and Royalston in the North Quabbin area of Worcester County.

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Franklin County Regional Housing and Redevelopment Authority
42 Canal Road
Turners Falls, MA 01376
Tel: (413) 863-9781 (413) 498-5558
Toll Free:
Fax: (413) 863-9289
TTY TDD:
dbrocklesby@fchra.org
www.fchra.org

The HRS provides rental subsidies and operates subsidized housing developments throughout Franklin County. The HRA offers low and no-cost housing rehabilitation loans to improve properties and to make them handicapped accessible. Through our

housing Consumer Education Center we offer First-time Homebuyers workshops, Post Purchase Education, renter and landlord education and refer individuals and families for low down payment/low interest mortgages. HRS works with communities to make public buildings handicapped accessible with ramps, elevators and special bathrooms as necessary.

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Franklin County Registry of Deeds

425 Main Street

Greenfield, MA 01301

Tel: (413) 772-0239

Toll Free:

Fax: (413) 774-7150

TTY TDD:

www.masslandrecords.com

Repository for all Franklin County land transactions and homestead filings. Hours are: Monday- Friday, 8:30- 4:30 p.m.

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Franklin Hampshire Career Center

One Arch Place

Greenfield, MA 01301

Tel: (413) 774-4361

Toll Free: (800) 457-2603

Fax: (413) 784-1765

TTY TDD:

mtruckey@detma.org

www.fchcc-onestep.com

The overall purpose of the Workforce Investment Act is to establish programs designed to serve dislocated workers, economically disadvantaged youth, adults and other individuals who face barriers to employment. Programs are designed to prepare individuals with the skills necessary to obtain employment and become self sufficient. The Career Center provides career enrichment workshops, employer recruitment, information and referrals to training, resource area and in computer lab. There is a satellite office in Orange, MA at 131 W. Main St., Suite 2, Tel: 978-544-0273

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Franklin Regional Council of Governments

425 Main Street

Greenfield, MA 01301

Tel: (413) 774-3167

Toll Free:

Fax: (413) 774-3169

TTY TDD:

info@frcog.org

Regional municipal services and planning organizations serving the towns of the greater Franklin County region. Members are municipalities that choose to work together for producing public services and advocating for common goals. Services include: land use, transportation and natural resource planning; engineering and surveying; health education and inspection; teen programming; and accounting services.

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Franklin Regional Transit Authority (FRTA)

474 Main Street

Greenfield, MA 01301

Tel: (413) 772-2262

Toll Free: (888) 301-2262

Fax: (413) 772-2202

TTY TDD: (413) 774-2262

tina@frta.org

www.frta.org

FRTA is a coordinating agency, not an operator. Individuals may receive curb transportation, according to established schedules, by making their request 24- hours in advance. Wheelchair lifts and assistance available. FRTA is a Massachusetts Medicaid provider. For service availability in your area, contact the FRTA office.

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Frontier Senior Center

67 North Main Street

South Deerfield, MA 01373

Tel: (413) 665-2141

Toll Free:

Fax:

TTY TDD:

Multipurpose senior center serving the towns of Deerfield, Sunderland, and Whately offering various recreational programs and health clinics. Transportation can be arranged. Trips, speakers, blood pressure clinics, flu clinics, sugar screening and cholesterol clinic and foot clinic. Provides 2 exercising classes each week and Tai Chi every Wednesday. Cards are played each day

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Fuel Assistance

Community Action

393 Main Street

Greenfield, MA 01301

Tel: (413) 774-2310

Toll Free: (800) 370-0940

Fax: (413) 772-2733

TTY TDD:

jhenry@fcac.net

www.fcac.net

Fuel Assistance Program is designed to assist low-income household, both owners and renters, in meeting the high cost of home heating. Eligibility and benefits are determined by gross annual household income, number of household members, and vulnerability to heating costs. The program is not intended to cover the entire cost of home heating, but it can make costs more affordable for a low-income household.

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Fuel Assistance (NEFWC)

New England Farm Workers Council (NEFWC)

473 Main Street 3rd Floor

Fitchburg, MA 01420

Tel: (978) 342-4520

Toll Free:

Fax: (978) 343-8615

TTY TDD:

NEFWC operates the Fuel Assistance Program that helps people and households with a low income to meet the cost of energy during the winter month. This office provides application intake to determine eligibility in Athol, Petersham, Phillipston, and Royalston. The office also arranges for emergency fuel deliveries and can provide advocacy services with local fuel/ electric companies.

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Gardner Visiting Nursing Association

34 Pearly Lane

Gardner, MA 01301

Tel: (978) 632-1230

Toll Free: (800) 382-7305

Fax: (978) 632-4513

TTY TDD: (978) 632-9263

www.gardnervna.org

A Certified Home Health Agency serving the towns of Athol, Royalston, Petersham, Phillipston, Orange, Wendell, Warwick, New Salem, and Erving. Services available include skilled nursing, physical, occupational, and speech therapies, psychiatric nursing, home health aides, medical social work, and Medicare certified hospice services. An adult day health program is located in Athol and provides dementia day care services. See GVNA Inc.

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Gentiva Health Services

1 Arch Place

Greenfield, MA 01301

Tel: (413) 774-7045

Toll Free: (800) 336-8889

Fax: (413) 773-7060

TTY TDD:

Frances.corriveau@gentiva.com

www.gentive.com

Full service Medicare and Medicaid certified home health agency. Skilled nursing and therapy are available as well as homemaking and home health aides.

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Geropsychiatric Services of Baystate Franklin Medical Center

48 Sanderson Street

Greenfield, MA 01301

Tel: (413) 773-2679

Toll Free:

Fax: (413) 773-2749

TTY TDD:

Geropsych@bhs.org

A mental health outpatient clinic that offers a comprehensive array of diagnostic and treatment services for elders. The Geropsychiatric Team responds to the psychological needs of older people and is available for consultation, assessment, medication evaluation, and psychotherapy. The Geropsychiatric Team also has a memory clinic available for individuals with cognitive changes and their families. Services are also offered at local nursing and rest homes, extended care facilities, and assisted living facilities.

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Gibson Drive Apartments

1 Gibson Drive

Athol, MA 01331

Tel: (978) 249-9618

Toll Free:

Fax:

TTY TDD:

Subsidized housing development for the elderly as well as the disabled, located in Athol.

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Gill Council on Aging

325 Main Road

Gill, MA 01354

Tel: (413) 863-4792
Toll Free:
Fax: (413) 863-7775
TTY TDD:

Bdemars2@verizon.net

Gill Council on Aging is a consortium with Montague Council on Aging and Montague Senior Center. See also Gill-Montague Senior Center.

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Gill/Montague Senior Center
P.O. Box 166
62 Fifth Street
Turners Falls, MA 01376

Tel: (413) 863-9357 (413) 863-4500

Toll Free:

Fax:

TTY TDD:

Councilonaging@montague.net

Serving the towns of Montague and Gill. Available programs include: tax return assistance, various health programs, fitness activities, recreational programs, and educational opportunities. Trips scheduled throughout the year. Health benefits counseling available. Transportation provided.

* * * * *

Golden Agers Club of Athol
519 East River Street
Lot 104
Orange, MA 01364

Tel: (978) 544-3747

Toll Free:

Fax:

TTY TDD:

Socialization for seniors residing in Athol, however meeting is held in Orange, MA. The group meets for meals, trips, and companionship.

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Good Neighbor Energy Fund
Salvation Army
72 Chapman Street
Greenfield, MA 01301

Tel: (413) 773-3154

Toll Free:

Fax:

TTY TDD:

Fuel Assistance available, if guidelines are met, for people who are eligible for fuel assistance through Community Action. All Franklin County towns covered.

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Good Neighbors

Wendell Town Offices and Senior Center

Main Street

Wendell, MA 01379

Tel: (978) 544-6850

Toll Free:

Fax:

TTY TDD:

rosser@gis.net

Food provisions to residents of New Salem and Wendell. Sundays only from 1:30-2:30 p.m.

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Governor's Office

State House

Room 360

Boston, MA 02133

Tel: (617) 725-4005

Toll Free:

Fax: (617) 727-9725

TTY TDD:

The Commonwealth of Massachusetts' Governors Office.

* * * * *

Grandparenting Network

Executive Office of Elder Affairs

One Ashburton Place (5th Floor)

Boston, MA 02108

Tel: (617) 222-7421 (617) 727-7750

Toll Free: (800) 243-4636

Fax: (617) 727-9368

TTY TDD: (800) 872-0166

Annette.V.Peele@state.ma.us

www.800ageinfo.com

This office publishes a resource directory called "A Resource Guide for Massachusetts Grandparents Raising Their Grandchildren."

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Greater Athol Area Advocates for
Families with Special Needs (GAAAFSN)

359 Main Street

Athol, MA 01331

Tel: (978) 249-2962

Toll Free: (800) 834-2333

Fax: (978) 249-3683

TTY TDD:

moorep@theassn.org

www.theassn.org

Provides family and individual community based supports and services to those determined eligible by the Department of Mental Retardation. Will assist with referrals for intake and eligibility to the Department of Mental Retardation. A program of the Family Support Division of the Association for Community Living.

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Greenfield Acres

10 Congress Street

Greenfield, MA 01301

Tel: (413) 773-9410 (413) 775-9330

Toll Free:

Fax: (413) 773-9015

TTY TDD: (413) 773-9410

tackerman@congressconstruction.com

Greenfield Acres is a rental development designed for the elderly. A nine-story brick and stucco building consisting of 94 units of one and two-bedroom apartment. The property was developed under the Sec. 236 Program in 1972 and has a community room, lounge, laundry and plenty of close-to-downtown parking. Greenfield Acres is mostly a market rate program, but prospective tenants with a Section 8 Voucher and who are over 60 years of age are welcome to an application.

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Greenfield Community College

One College Drive

Greenfield, MA 01301

Tel: (413) 775-1827

Toll Free:

Fax: (413) 772-1512

TTY TDD: (413) 774-2462

Heather@gcc.mass.edu

www.gcc.mass.edu

GCC offers college credit courses during the day and in the evenings, and non-credit workshops in the evenings both on and off campus, all of which are free to those 60 and over on a “seat available” basis. There is also a senior waiver of some fees for credit classes as well as credit free workshops. Senior Symposia are offered at a special low fee for seniors, and waivers are not available. Interested seniors may contact the College for information about specific offerings.

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Greenfield Council on Aging
54 High Street, Suite 2
Greenfield, MA 01301
Tel: (413) 772-1517
Toll Free:
Fax: (413) 772-1512
TTY TDD:

hopem@townofgreenfield.org
www.townofgreenfield.org

The GCOA board of directors meets monthly to provide policy input, help set goals and support the director and staff in implementing and promoting the GCOA’s mission. Please see “Greenfield Senior Center” Listing for the GCOA’s program description.

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Greenfield Family Inn
128 Federal Street
Greenfield, MA 01301
Tel: (413) 774-6382
Toll Free:
Fax: (413) 774-1241
TTY TDD:

Servicenetinc.org

Homeless shelter for families with children. Satellite shelter located at 88 East Main Street. Orange, MA.

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Greenfield Gardens Apartments
2 Pray Drive
Greenfield, MA 01301
Tel: (413) 772-8710
Toll Free:
Fax: (413) 772-6474
TTY TDD:

greenfield@maloneyproperties.com

These apartments are one-bedroom garden style, two-bedroom townhouse,

and three-bedroom townhouse styled apartments.

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Greenfield Housing Authority

1 Elm Terrace

Greenfield, MA 01301

Tel: (413) 774-2932

Toll Free:

Fax: (413) 772-0616

TTY TDD: (413) 773-7909

greenfieldhousingauthority.org

The Greenfield Housing Authority operates subsidized housing units owned by the state. The units are designated for elders, individuals with disabilities, and low income families.

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Greenfield Senior Center

54 High Street, Suite 2

Greenfield, MA 01301

Tel: (413) 772-1517

Toll Free:

Fax: (413) 772-1512

TTY TDD:

hopem@townofgreenfield.org

www.townofgreenfield.org

The Greenfield Senior Center is your place for fitness, friends, and fun! The Center offers a wide range of social, recreational, educational, cultural, and health & wellness programs for people 55 years of age and up. The center is a lively, vibrant, and light spirited place to explore new interests and build lasting friendships. Advanced painting, tap dance, and computer courses are just a few of the offerings. Ask about our free daily fitness classes! For a complete list of activities or more info- please call, drop by, or visit our website. The center is located on the ground floor of the Weldon building; the entrance and parking are from Union Street. Hours are Monday through Friday, 9:00 am to 5:00 pm. Whether you're new to the area or a long-time resident, the Greenfield Senior Center extends a warm welcome to all. Stop in, you may just want to stay a while.

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GVNA, Inc.

North Quabbin Adult Day Health Services

1471 Main Street

Athol, MA 01331

Tel: (978) 248-9470

Toll Free:

Fax: (978) 248-9530

TTY TDD: (978) 632-9263

gvna@crocker.com

www.gardnervna.org

Adult Day Health Center for adults 18 years of age and over. Services available include nursing care, personal care, social services, activities, an exercise program, and nutritional services. Physical, speech, and occupational services are available as well. Transportation can be arranged. Medicaid or private pay participants accepted. A limited amount of scholarships are available.

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Hamilton Home Health, Inc.

489 Bernardston Road

Greenfield, MA 01301-1234

Tel: (413) 775-9220

Toll Free: (877) 367-4443

Fax: (413) 773-5665

TTY TDD:

Ebster@Sterbinsky.com

When you or a loved one needs nursing care, personal care, homemaker services, medication observation, medication setup, companionship, shopping or errands to maintain or improve the quality of life and maintain independence in the familiar surroundings of the home. A privately owned agency offering personalized care plans provided by compassionate and professional caregivers any time or night.

* * * * *

Hawley Council on Ageing

8 Pudding Hollow Road

Hawley, MA 01339

Tel: (413) 339-5518 (413) 339-6684

Toll Free:

Fax: (413) 339-4959

TTY TDD:

hawgsh@valinet.com

Council on Aging for the town of Hawley.

* * * * *

Healthy Connections

119 New Athol Road

Aubuchon Plaza

Orange, MA 01364

Tel: (978) 249-5634

Toll Free:

Fax: (978) 575-1380

TTY TDD:

healthyconn@fcac.net

www.communityaction.us

Assistance to North Quabbin area residents with access to health services, health insurance issues, free care programs, Prescription Advantage, Medicaid and others.

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Heath Council on Aging

P.O. Box 113

Heath, MA 01346

Tel: (413) 337-5728

Toll Free:

Fax:

TTY TDD:

The Council on Aging for the town of Heath.

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Heath Luncheon Club

Community Hall on the Common

Main Street

Heath, MA 01346

Tel: (413) 337-4847

Toll Free:

Fax: (413) 337-4896

TTY TDD:

Meals served on the first and third Thursday of each month.

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Heating System Program

Community Action

393 Main Street

Greenfield, MA 01301

Tel: (413) 774-2310

Toll Free: (800) 370-0940

Fax: (413) 773-3834

TTY TDD:

jhenry@fcac.net

www.fcac.net

The program provides free emergency repairs and replacements for burners or entire heating systems qualified households

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Heywood Hospital
242 Green Street
Gardener, MA 01440
Tel: (978) 630-6383
Toll Free:
Fax: (978) 630-6492
TTY TDD: (978) 630-6800
PeL.s@heywood.org
www.heywood.org

Heywood Hospital is a community oriented and supported not-for-profit acute care hospital governed by a local Board of Trustees. Its mission reflects the views and ideals of and is upheld by, its trustees, incorporated, employees, physicians, and volunteers. It provides a broad range of high quality medical, surgical, obstetrical, pediatric, and psychiatric services on an inpatient and outpatient basis.

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Highland School Apartments
446 Millers Falls Road
Millers Falls, MA 01349
Tel: (413) 863-8445
Toll Free:
Fax: (413) 863-2142
TTY TDD:
montagueha@verizon.net

Nine units apartments, subsidized elderly housing development located in Millers Falls. Montague Housing Authority contact person is Bellamine Dickerman.

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Highland Village
446 Millers Falls Road
Highland Avenue
Shelburne Falls, MA 01370
dbrockleby@fcrhra.org

46 subsidized apartments in Shelburne Falls for elders 60 years and over or persons with disabilities who meet state income and asset requirements. Tenants pay a portion of their income for rent and utilities.

* * * * *

Highland Adult Day Health (The)
335 Nichols Road
Fitchburg, MA 01420
Tel: (413) 353-7268

Toll Free:

Fax: (413) 353-7361

TTY TDD:

Programs at The Highland Adult Day Health are designed to provide care to individuals 18 years of age or older who are in need of day time nursing, rehabilitative or habilitative care, but are able to return home in the evenings. It is a medical model and takes a holistic/habilitative approach to the dementia program. Clients are accepted who have mental health issues, physical and developmental concerns and dementia's. It is open Monday through Friday, 8 am – 4 pm. Medicaid is accepted, as are other forms of payment.

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Hilltown Churches Food Pantry

First Congregational Church

P.O. Box 161

Ashfield, MA 01330

Tel: (413) 628-4523

Toll Free:

Fax:

TTY TDD:

Hours are 4 – 6 pm every other Monday. Food provisions to residents of Ashfield, Buckland, Charlemont, Conway, Colrain, Goshen, Hawley, Heath, Plainsfield, Rowe, and Shelburne. Call for scheduling and emergency services.

* * * * *

HIV/AIDS Bureau

Massachusetts Department of Public Health

23 Service Center Road

Northampton, MA 01060

Tel: 413-586-7525

Toll Free: 800-445-1255

Fax: 413-784-1037

TTY TDD: 800-769-9991

Referrals for support services for residents of Berkshire, Franklin, Hampden and Hampshire counties with HIV/AIDS.

Home Care Program

Franklin County Home Care

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2350

Tel: 413-773-5555 or 978-544-2259

Toll Free: 800-732-4636

Fax: 413-772-1084

TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Comprehensive services for helping elders stay in their own homes. Care is coordinated by a Case Manager and may include services such as homemaking, personal care, meal preparation, adult day health, transportation, personal emergency, response systems, showers and respite care. Case managers work with the elder, family members and others providing care.

Homeowners Options for Massachusetts Elders, Inc. (H.O.M.E.)

150 Grossman Drive

Braintree, MA 02184

Tel: 781-848-5200

Toll Free: 800-583-5337

Fax: 781-848-5222

TTY TDD

www.elderhomeowners.org

H.O.M.E. provides free in-home counseling to low and moderate income elder homeowners on housing and financial issues. H.O.M.E. can assist with foreclosure prevention, home repair concerns, budgeting, property tax abatements and deferments, income maximization, consumer protection, equity conservation, and equity conversion options. H.O.M.E.'s financial transactions include its term Reverse Mortgage (TRM) and Senior Equity Line of Credit (SELOC), the open-ended reverse mortgage, and handcrafted portfolios.

Homesharing Program

428 Student Union

UMASS

Amherst, MA 01003

Tel: 413-545-4466

cshrc@stuof.umass.edu

Homesharing is a service of the University of Massachusetts and Housing Resource Center. Homesharing is an alternative housing program that matches householders with renters who wish to exchange services for a reduction or in lieu of rent. Most arrangements facilitated through Homesharing are for elder care and/or child care. The situations are tailored to the needs of both the home provider and home-seeker. Homesharing is an excellent way to reduce the cost of services while also gaining companionship and a sense of security.

Hospice and Palliative Care Federation of Massachusetts

1420 Providence Highway #277

Norwood, MA 02062

Tel: 781-255-7077 or 781-255-1848

Fax: 781-255-7078

hospicefed@aol.com

www.hospicefed.org

Provides information and referral regarding hospice and palliative care services across the state of Massachusetts.

Hospice of Franklin County, Inc.

329 Conway Street, Suite 2

Greenfield, MA 01301

Tel: 413-774-2400

Fax: 413-774-2455

www.hospicefc.org

Provides care and services to patients with life limiting diagnosis, in patient's home, family member's home, nursing home, assisted living community or hospital setting. Services are provided by qualified competent staff including RN's, Home Health Aides, Social Workers and chaplain in consultation with the pharmacist and medical director. Bereavement counselors are available with group and individual counseling for both hospice families and anyone in the community who has had a loss. Trained volunteers are part of the hospice team and provide support and respite care to families and patients.

Hospice of the Fisher Home

1165 North Pleasant Street

Amherst, MA 01002

Tel: 413-549-0115

Fax: 413-549-1694

www.fisherhome.org

A residential home in Amherst, MA. It offers compassionate care to people in the final months of life.

Housing Search and Services Program

Community Action

393 Main Street

Greenfield, MA 01301

Tel: 413-774-2318

Fax: 413-773-3834

TTY TDD 413-774-2318

www.fcac.net

Assistance to locate permanent housing for families who are homeless or at risk of being homeless. May include comprehensive case management and referral services.

Counselors also provide budget counseling and information on tenant and landlord rights and responsibilities.

Housing Search and Services Program

Community Action

423 main Street

Athol, MA 01331

Tel: 978-249-4295

Fax: 978-249-4807

dbrewington@fcac.net

Satellite office of Housing Services Program at Franklin Community Action Corporation. Assistance to locate permanent housing for families who are homeless or at risk of being homeless. May include comprehensive case management and referral services. Counselors also provide budget counseling and information on tenant and landlord rights and responsibilities.

Hudson Home Health care
260 Griffith Road
Chicopee, MA 01022
Tel: 413-786-7666
Toll Free: 800-321-4442
Fax: 413-789-2571

www.hudsonhhc.com

Hudson Home Health care and Rehab Equipment provides quality equipment and services enabling individuals to enhance independence and access, thereby improving quality of life. Hudson provides equipment and technology in the areas of wheeled mobility, seating and positioning, access and support surfaces, and home health products and supplies.

Information and Caregiver Resource Center
Franklin County Home Care Corporation (FCHCC)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

The Information and Caregiver Resource Center (ICRC) provides information on programs and resources that best meet the caller's needs. Local, statewide and national service and program resources are provided over the phone or at the FCHCC office. ICRC focuses on inquiries from elders, caregivers, persons with disabilities and professionals in the community. All are encouraged to use ICRC as a first call resource for themselves, their families, clients and patients.

Information Center for Individuals with Disabilities (ICID)
29 Stanhope Street
Boston, MA 02116
Toll Free: 800-462-5015

Information and referral services regarding law, finance, housing and personal care for people with disabilities, their families, care providers, educators, employers, and human service agencies. Food Pantry.

Interim HealthCare of Western Massachusetts, Inc.
442 Westfield Street

West Springfield, MA 01089

Tel: 413-586-7365

Toll Free: 800-606-4519

Fax: 413-730-4282

Linda@interimhealth.com

www.interimhealthcare.com/westernmass

Private agency providing nursing, nurses aides, homemaking & companion services to Franklin, Hampshire & Hampden counties. Office is located in West Springfield. We provide one hour to twenty-four hours of service. Available 24 hours a day, seven days a week. Locally owned and operated since 1974. Employees are thoroughly screened with extensive background checks.

Internal Revenue Service (IRS)

500 north Capital Street, NW

1st Floor, Room 1102

Washington, DC 20221

Toll Free: 800-829-1040

www.irs.gov

Answers questions on tax guidelines, provision of forms and booklets.

International Health Solutions

604 Cottage Street

Springfield, MA 01104

Tel: 413-734-5200 413-627-9772

Fax: 413-734-5445

Service area covering Greater Springfield, Westfield and Franklin County. Full service Medicare and Medicaid certified home health agency. Skilled nursing and therapies available as well as homemaking, home health aides and personal care homemakers.

Translation/Interpretation services available for Spanish, Russian, Romanian, Ukrainian and Polish speaking individuals. Adult Day health program offered in Springfield for Russian and Polish speaking individuals. Transportation may be available.

International Language Institute of Massachusetts

25 New South Street

Northampton, MA 01060

Tel: 413-586-7569

Fax: 413-586-8927

info@languageschoolusa.org

www.languageschoolusa.org

Free classes to immigrants in Franklin, Hampshire and Hampden counties. Classes are for individuals who want to improve their English. Also volunteer tutor program, computer lab and referrals. Call for additional information.

Keith Apartments

19 Canal Street

Turners Falls, MA 01376

Tel: 413-863-8445

Fax: 413-863-2142

montaguehs@verizon.net

31 units apartments subsidized elderly housing development located in Turners Falls downtown. 2 apartments handicap accessible.

King James Court

383 East River Street

Orange, MA 01364

Tel: 978-544-2044

Elder housing complex.

LaBelle's Rest Home

3 High Street

Shelburne Falls, MA 01370

Tel: 413-625-6560 413-625-2827

Fax: 413-625-6104

Community support facility/rest home with 28 residents.

Lawyer Referral Service

c/o Franklin County Bar Association

20 Federal Street, Suite 4

Greenfield, MA 01301

Tel: 413-733-9839

Fax: 413-774-2994

fcbar@franklincountybar.org

www.franklincountybar.org

Assistance in finding a lawyer appropriate for the type of legal assistance you need. Participants are members of Franklin County bar Association and referrals can be made for over 25 different areas of law.

Legal Advocacy & Resource Center (LARC)

197 Friend Street

Boston, MA 02114

Tel: 617-603-1700

Toll Free: 800-342-5297

Fax: 617-371-1188

TTY TDD 617-371-1226

www.larcma.org

LARC operates a free legal hotline for Massachusetts residents who believe they are experiencing a legal problem. LARC staff provides civil legal information, as well as referrals to appropriate legal and social service agencies. LARC's target population is low income clients. Though services are not restricted based on income, intake screeners use income guidelines to determine eligibility for free/reduced fee services. All services are provided over the telephone.

Interpreters for many languages available and can be obtained if not available on site.

Leverett Council on Aging
49 Richardson Road
Leverett, MA 01054
Tel: 413-367-9520

Telephone reassurance, flu clinic, educational programs, volunteer services and luncheons. Help with transportation. Referral services.

Leverett Luncheon Club
PO Box 325
Leverett, MA 01054
Tel: 413-548-9410

Congregate meals served on Friday at Leverett Town hall. Services available include telephone reassurance, tax assistance and educational programs.

Leyden Council on Aging
Box 35713 West Leyden Road
Leyden, MA 01337
Tel: 413-624-5512
Serving elders in Leyden.

Leyden Woods Apartments
24 Leyden Woods Lane
Greenfield, MA 01301
Tel: 413-774-4708
One, two and three-bedroom apartments. Subsidized units available.

Lifeline
Athol Memorial Hospital
2033 Main Street
Athol, MA 01331
Tel: 978-249-3511
Fax: 978-249-4825
jhowland@atholhospital.org

Lifeline is a personal emergency response system available to residents of the nine town North Quabbin area. Rate: \$20 per month, no installation fee.

Lifeline Support & Services
52 Haydenville Road
Williamsburg, MA 01096
Tel: 413-625-9097 413-268-8310

A non-certified home care provider agency serving western Franklin County. Homemaking and personal care assistance is available for up to 24 hours per day.

Lifeline Systems Company
111 Lawrence Street
Framingham, MA 01072-8156
Tel: 800-368-2925
Toll Free: 800-451-0252
Fax: 800-548-7695
govtservices@lifeline.sys
Emergency response service. MassHealth Provider.

Literacy Project, The
15 Bank Row, Suite C
Greenfield, MA 01301
Tel: 413-774-3934
Fax: 413-774-3946
rellen@literacyproject.org
www.literacyproject.org
Non-profit agency providing free adult basic education. Classes held in Greenfield, Orange, Northampton, Amherst and Ware.

Loaves and Fishes
St. Mary's Parish Hall
94 Congress Street
Orange, MA 01364
Tel: 413-772-1103 978-544-6827
Community meal offered on Mondays at 5:30 p.m. The meal is organized by the Franklin Community Meals Program. Call for information.

Long Term Care Ombudsman Program
Franklin County Home Care Corporation (FCHCC)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

The Ombudsman Program advocates for the rights of long-term care facility residents. Through weekly visits by volunteers, the program seeks to resolve concerns residents or their families have about care or quality of life. Ombudsmen work cooperatively with facility staff. Mandated by the Federal Older Americans Act, the program is funded by the Executive Office of Elder Affairs. A Nursing/Rest Home Directory for the FCHCC service area is available free of charge.

Long Term Care Prescreening
Franklin County Home Care Corporation (FCHCC)

330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Person over age 21 seeking placement in a nursing facility are required to be screened for medical eligibility if Medicaid will be the payment source for long-term care.

Community care options are also explored. Screening is also available for a fee to those who will be paying for nursing home services on a private pay basis. Individuals seeking Medicaid coverage for adult day health should call the number above to arrange for a medical screening.

Massachusetts Association for the Blind Community Services

267 High Street
Holyoke, MA 01040
Tel: 413-734-7343
Fax: 413-747-7224

www.mabcommunity.org

Vision rehabilitation—compensatory strategies for living with low vision. Services offered are Case Management and Home Visits; Low Vision Clinic in Partnership with New England Eye Institute; Peer Empowerment Project Support Groups; Volunteers; Medical Transportation; Community Outreach and Education; Leisure & Recreation Activities.

Massachusetts Association for Older Americans (MAOA)

19 Temple Place, 4th Floor
Boston, MA 02111-1305
Tel: 617-426-0804
Fax: 617-426-0070

advocacy@maoamass.org

www.maoamass.org

MAOA has a 28 year history of grassroots advocacy for Massachusetts seniors. Its 10,000 members are kept apprised of events of concern to elders through a quarterly newsletter, "The Older American". People of all ages are invited to receive the paper and become part of the MAOA for an annual dues payment in any amount.

Massachusetts Bar Association Lawyer Referral Service (LRS)

20 West Street
Boston, MA 02111
Tel: 617-654-0400
Toll Free: 866-627-7577
Fax: 617-338-0503
TTY TDD 617-338-0585

lrs@massbar.org
www.masslawhelp.com

Free public service providing referrals to private attorneys based on specific area of law and geographical area needed by client. The LRS offers a Reduced Fee panel of attorneys for some case types to clients who qualify. The LRS does not make referrals to pro-bono services.

Massachusetts Commission Against Discrimination (MCAD)

436 Dwight Street Room 220

Springfield, MA 01103

Tel: 413-739-2145

Fax: 413-784-1056

The MCAD has the authority to investigate complaints concerning age discrimination and will hold hearings to determine whether age discrimination has taken place. The MCAD not only investigate employment discrimination, but also investigates discrimination in housing, credit, public accommodation, education and mortgage cases.

Massachusetts Commission for the Blind

436 Dwight Street, Room 109

Springfield, MA 01103

Tel: 413-781-1290

Toll Free: 800-332-2772

Fax: 413-746-8570

Services provided to legally blind individuals of all ages that include: Information and referral; home rehabilitation teaching; vocational rehabilitation; orientation and mobility (white cane); social services; case management; aides and appliances; medical assistance through MassHealth; etc...

Massachusetts Commission for the Deaf & Hard of Hearing

150 Vernon Street, 5th Floor Suite 550

Dorchester, MA 02125

Tel: 617-740-1600

Toll Free: 800-882-1155

Fax: 413-740-1699

TTY TDD 617-740-1700

www.mass.gov/mcdhh

Case management department provides a wide range of services to adults and children with hearing loss, which include comprehensive needs assessment, service plan development., cross-agency service coordination, communication advocacy, information and referral. Interpreter/CART referral services accepts requests for Interpreters.

Certified Deaf Interpreters and CART providers and matches an appropriate provider with the specifics of the job. Communication Access, Training and Technology Services provide educational in-service training to a wide variety of federal, state and public & private entities.

Massachusetts Dental Society

2 Willow Street, Suite 200

Southboro, MA 01745

Tel: 508-480-9797

Toll Free: 800-342-8747

Fax: 508-480-0002

adotterer@massdental.org

www.massdental.org

Sponsored by the Massachusetts Dental Society, this program provide dental services for reduced rates to low-income families without dental insurance or Medicaid coverage.

Massachusetts Department of Mental Health (DMH)

13 Prospect Street

Greenfield, MA 01301

Tel: 413-772-5600

Fax: 413-772-5638

TTY TDD 413-772-3076

DMH provides case management, day rehabilitation, continuing care respite bed, and clubhouse resources.

Massachusetts Department of Mental Retardation

Franklin/Hampshire Area office

One Roundhouse Plaza

Northampton, MA 01060

Tel: 413-586-4948

Toll Free: 800-248-0424

Fax: 413-584-0611

TTY TDD 413-584-9762

Bill.zimmer@state.ma.us

www.dmr.state.ma.us

Residential services, vocational services, service coordination, employment and individual and family support services for children and adults with mental retardation and children up to age 18 with autism.

Massachusetts Department of Transitional Assistance

One Arch Place, Suite 2A

Greenfield, MA 01301

Tel: 413-772-3400

Fax: 413-774-5266

Transitional Assistance provides income on an emergency short-term basis to qualified residents of Massachusetts who are not eligible for TAFDC, SSI or Veteran's Service benefits. Must have less than \$250 in assets and be disabled from any form of work for 60 days ort longer. Process food stamp applications.

Massachusetts Division of Insurance

1 South Station

Boston, MA 02110
Tel: 617-521-7794
Fax: 617-521-7758
www.state.ma.us/doi

The Division of Insurance is the organization that regulates long term care insurance and Medigap policies in Massachusetts. To register a complaint about insurance agents, brokers, or insurance companies, call the telephone number above.

Massachusetts Electric Company
55 Bearfoot Road
PO Box 960
Northboro, MA 01532-0960
Toll Free: 800-322-3223
Fax: 508-357-4730
maselectric@neesnet.com
www.maselectric.com

Massachusetts Electric Company offers a special rate for eligible customers. The company also has a program of financial incentives for installation of certain energy saving devices. Low cost energy surveys are also available. Call for information.

Massachusetts Executive Office of Elder Affairs
1 Ashburton Place
Boston, MA 02108
Tel: 617-727-7750
Toll Free: 800-243-4636
Fax: 617-727-9368
TTY TDD 800-872-0166
www.mass.gov/elder
www.800ageinfo.com

Provides information and referral about elder services: home care programs, personal care attendants, home delivered meals, adult daycare, transportation, housing, health benefits, caregiving, grandparenting, nursing home, assisted living and community ombudsman programs. Local elder care centers called Aging Services Access Points (ASAP) operate under the auspices of elder Affairs. Reports fo elder abuse can also be filed through this agency by calling the Elder Abuse Hotline; 800-922-2275 (TTY# is the same) 24 hours daily.

Massachusetts Extended care Federation
2310 Washington Street, Suite 300
Newton, MA 02462
Tel: 617-558-0202
Toll Free: 800-227-3367
info@mecf.org
www.masslongtermcare.org

Nonprofit provider association that offers free information and resources to consumers on long term care issues. Publishes a free guidebook that includes a listing of nursing facilities and assisted living residences throughout Massachusetts.

Massachusetts Network of Information Providers (MNIP)

New England Index

Waltham, MA 02452

Tel: 781-642-0248

Toll Free: 800-642-0249

Fax: 781-642-0122

TTY TDD 800-764-0200

info@disability.org

www.disabilityinfo.org

To locate resources, programs, and services for a person with a disability, call the toll free number and an information specialist will link you to resources specific to your needs and where you live. The MNIP is a collaborative effort of over 100+ nonprofit disability-related organizations across Massachusetts. Agencies are connected via a computer network that allows them to share resources and information in a timely and efficient manner. This service is free.

Massachusetts Peer Review Organization, Inc. (MassPRO)

235 Wyman Street

Waltham, MA 02451

Tel: 781-890-0011

Toll Free: 800-252-5533

Fax: 781-890-3223

www.masspro.org

MassPRO is under contract with the federal government to review healthcare provided to Medicare beneficiaries (including Medicare Advantage members). MassPRO processes appeals when a Medicare beneficiary is improperly denied admission to a hospital, or the beneficiary/beneficiary's representative believes he/she is being discharged from the hospital too soon, or that Medicare will no longer pay for continued hospital stay.

MassPRO also views quality of care complaints in hospitals, skilled nursing facilities, home health agencies, and health maintenance organizations. MassPRO is committed to improving the quality of healthcare of MA Medicare beneficiaries.

Massachusetts Rehabilitation Commission

238 Main St.

Greenfield, MA 01301

Tel: 413-774-2326

Fax: 413-774-4654

TTY TDD 413-774-2326

www.state.ma.us/mrc

The Massachusetts Rehabilitation Commission offers services to prepare people with disabilities for employment in the competitive job market, for sheltered employment, or for homemaking. Participants may be eligible for counseling and guidance, aptitude

testing and vocational planning, skills training or education, resume and interview seminars, and job placement. Services available to people with many kinds of physical, mental and emotional disabilities that result in substantial handicaps to employment.

Massachusetts Senior Action Council
Franklin County Chapter Office
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

A statewide elder advocacy group founded in 1981 that now has over 6,000 members and approximately 100 affiliated senior groups throughout the state. The local Franklin County Chapter meets monthly to discuss and plan action to secure elder rights and benefits. Membership is open to any interested resident, regardless of age. Call for information and local member contact.

Masshealth Enrollment Center in Springfield
333 Bridge Street
Springfield, MA 01103
Tel: 413-785-4100
Toll Free: 800-332-5545
Fax: 413-731-3357
TTY TDD 800-596-1276

All new applications for community (over 65) and long-term care Medicaid, as well as QMB, SLMB, and Medicaid deductible should be mailed to this address. This office maintains cases of ongoing Long term Care Medicaid.

MassHousing
59 Interstate Drive
West Springfield, MA 01089
Tel: 413-733-0999
Fax: 413-733-2045
lsaltus@masshousing.com
www.masshousing.com

Program information may be obtained by calling the agency. First time homebuyer mortgages, and home improvement septic repair and lead abatement loans for homeowners who meet income guidelines (lot to moderate income).

MassMedLine
Massachusetts College of Pharmacy & Health Sciences
19 Foster Street
Worcester, MA 01608-1705

Tel: 508-373-0031
Toll Free: 866-633-1617
Fax: 508-373-0032

massmedline@wor.mcphs.edu
www.massmedline.wor.mcphs.edu

Massachusetts College of Pharmacy & Health Sciences, under contract with the Massachusetts Executive Office of Elder Affairs, operates the Pharmacy Outreach program known as MassMedLine. Any Mass resident may utilize MassMedLine to inquire about programs that provide access to prescription medications. Referrals include information on state and federal sponsored pharmacy programs, such as the Medicare drug benefit and Prescription Advantage and MassHealth, manufacturer patient assistance programs and local assistance plans. Pharmacists are available and clients are encouraged to call with questions regarding their medication needs and concerns. Health care providers and social service professionals are encouraged to refer clients.

Meals on Wheels

Franklin County Home Care Corporation (FCHCC)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566

info@fchcc.org
www.fchcc.org

A hot noon meal is delivered Monday through Friday by volunteer drivers to homebound elders in need. The meals are the same as those served at the Senior Dining Centers. Through FCHCC's Meals on Wheels program, over 150,000 meals are delivered to eligible seniors each year. Therapeutic meals are available to support some medical conditions like heart or kidney failure and other diagnoses if prescribed by a physician. Elders are asked to make a voluntary donation for their meal.

The Mediation and Training Collaborative

277 Main St, Suite 401
Greenfield, MA 01301
Tel: 413-774-7469
Fax: 413-774-7460

mediation@fcac.net

Provides mediation, facilitation and other dispute resolution services. Provides mediation services for divorce and family, housing, neighborhood consumer and workplace matters. In addition, offers workshops and trainings in conflict management and resolution, mediation, violence prevention and diversity issues.

Medical Behavioral Inpatient Services

Baystate Franklin Medical Center
164 High St.

Greenfield, MA 01301

Tel: 413-773-2273

Fax: 413-773-2149

Dedicated to the treatment of adults who have acute primary medical and secondary psychiatric disorders who are not responsive to outpatient medical intervention.

Medic-Alert Plus Foundation

Safe Return

2323 Colorado Avenue

Turlock, CA 95382

Toll Free: 800-572-8566

Wander locator equipment and program.

Medicare Advocacy Project (MAP)

One Monarch Place, Suite 400

Springfield, MA 01144

Tel: 413-781-7814

Toll Free: 800-639-1109

Fax: 413-746-3221

www.wmls.org

The Medicare Advocacy Project at Western Massachusetts Legal Services provides free advice and legal representation to Massachusetts beneficiaries in the four western counties of Massachusetts. MAP also provides education and training services about Medicare.

Med-Ride program

Greenfield Senior Center

54 High Street

Greenfield, MA 01301

Tel: 413-772-1517

Fax: 413-772-1512

MaryAnnS@townofgreenfield.org

Provides transportation to medical appointments outside the Franklin County area. Call for information and to arrange specific rides. Volunteer drivers available from many towns.

Memory Disorders Clinic

Baystate Medical Center

3399 Main Street, 4A-B

Springfield, MA 01199

Tel: 413-794-7035

Memory disorder diagnostic clinic.

Men's Health Partnership

Franklin County Home Care Corporation (FCHCC)

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

Provides health services to age-eligible men in Franklin County and the towns of Athol, Royalston, Phillipston and Petersham. Services include prostate cancer and cardiovascular disease screenings.

MidLife Services/Medical Services

Tapestry health Services
80 Sanderson Street
Greenfield, MA 01301
Tel: 413-773-5403
Fax: 413-774-3270

A program of Tapestry health Services/Family Planning Services that offers education and preventative health services focused on the particular needs of women who are beginning or in the midst of menopause. Also offered are confidential, affordable, routine gynecological care, birth control services, pregnancy testing and options counseling, HIV testing and counseling, testing and treatment of STDs and hormone replacement therapy.

Money Management Program

Franklin County Home Care Corporation (FCHCC)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

Assists elders who are having difficulty paying their bills and managing their money. This service is available to people age 60 and over living in Franklin County and Athol, Royalston, Phillipston and Petersham. Trained volunteers can help clients to write checks, balance check books, open organize and send out mail and establish a budget.

Montachusett Opportunity Council, Inc. (MOC)

Weatherization Office
66 Day Street
Fitchburg, MA 01420
Tel: 978-342-7025
Fax: 978-342-0549
mocenergy@yahoo.com

Weatherization and heating system services available to low income households in Athol, Royalston, Phillipston and Petersham. The Massachusetts Electric Appliance Management program and weatherization for electrically heated houses are also offered.

Montague Catholic Social Ministries
36 3rd Street
PO Box 792
Turners Falls, MA 01376
413-863-4804/4805
mcsm@crocker.com

An independent community based non-profit organization whose mission it is to strengthen, encourage and support families in the community. This is done through outreach, family education, positive conflict resolution, leadership development and group empowerment.

Montague Council on Aging
PO Box 166
Turners Falls, MA 01376
Tel: 413-863-9357/4500
councilonaging@montague.net
www.montague.net

Provides information, referral, outreach, nutrition and health services in cooperation with other town departments and are a agencies. Enhances the quality of life for seniors and the community by providing health, education and recreation programs and activities.

Montague Housing Authority
41 Sunrise Terrace
Turners Falls, MA 01376
Tel: 413-863-8445
Fax: 413-863-2142
montagueha@verizon.net

40 apartments subsidized elderly housing development located in Turners Falls. The office is Handicap Accessible.

Morgan Allen House
491 Main Street
Greenfield, MA 01301
Tel: 413-772-2612/413-773-5555
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

Congregate house located within walking distance of the library, post office, stores and YMCA. This Victorian home has 20 apartments, two of which are barrier free. Studio apartments include a private bedroom, kitchenette, and a half bath with a sink and toilet. The kitchen, dining rooms and living room, laundry, library and tub/shower areas are shared. A meal is served at 5 p.m. and a coordinator arranges services and activities.

Moriarty Home Medical Supply
70 Maple Street
Florence, MA 01062
Tel: 413-584-0523
Toll Free: 888-686-9664
Fax: 413-584-6020
www.moriartymedicalsupply.com
Supplier of a full line of home medical products and services.

Morton Meadows
21 Morton Meadows
Athol, MA 01331
Tel: 978-249-4848
Fax: 978-249-9604
atholhousing@verizon.net
Elder subsidized housing development.

Mount Wachusett Community College
444 Green Street
Gardner, MA 01440
Tel: 978-630-9309
Fax: 978-630-9537
jfeldman@mwcc.mass.edu
www.mwcc.edu
Offers college credit courses during the day and in the evenings, and non-credit workshops in the evenings both on and off campus, all of which are free to those age 60 or older on a seat available basis. Interested seniors may contact the college to obtain course listings.

National Alliance for the Mentally Ill of Western Massachusetts (NAMI-WM)
717-1/2 Main Street
Agawam, MA 01001
Tel: 413-786-9139
Fax: 413-789-1137
amiwma@aol.com
Provides support and advocacy for persons with persistent and severe mental illnesses as well as their families and friends. Mutual support groups, advocacy for services, educational programs, lending library, free information and referrals available.

National Education for Assistance Dog Services (NEADS)
PO Box 213
West Boylston, MA 01583
Tel: 978-422-9064
Fax: 978-422-3255
info@neads.org

www.neads.org

Non-profit organization established to provide hearing and service dogs to people who are deaf or are physically disabled.

National Federation of the Blind/Diabetes Action network

1800 Johnson Street

Baltimore, MD 21230

Toll Free: 888-581-4741

ebryant@socket.net

www.nfb.org/voice

A support and information network for all diabetics, especially those blind or losing vision. Publishers of "Voice of The Diabetic" magazine, available free in print, 4-track audio cassette, e-mail and on the web at the above website.

National Heritage Insurance Company

PO Box 3333

Hingham, MA 02044

Toll Free: 800-633-4227

www.medicarenhic.com

Medicare Part B Contractor. Beneficiary/customer service for Medicare Part B. Services include processing and disbursement of Medicare Part B claims and all related inquiries; Medicare education.

Neuro-Psychology Associates

155 Maple Street, Suite 203

Springfield, MA 01105

Tel: 413-734-3331

Fax: 413-739-1652

npoffice@npa-online.com

Offers the Adult Performance Test (APT) for identifying those with Alzheimer's disease and related disorders. NPA also evaluates people with traumatic brain injuries, strokes, Parkinson's disease, depression, and other neurological conditions. Medicare customarily covers 80% of cost. Accepts many private insurance plans as well.

New England ADA & Accessible IT Center

374 Congress Street, Suite 301

Boston, MA 02210

Tel: 617-695-1225

Toll Free: 800-949-4232

Fax: 617-482-8099

adainfo@newenglandada.org

www.adaptiveenvironments.org

Regional resource center on the Americans with Disabilities Act. Information, materials, trainings, and referrals are available.

New England Learning Center for Women in Transition (NELCWIT)

PO Box 520
479 Main Street
Greenfield, MA 01301
Tel: 413-772-0871 or 413-772-0806
Toll Free: 888-249-0806
Fax: 413-772-2743
TTY TDD 413-772-0806
www.nelcwit.org

Provides services to women and their children who have experienced domestic violence and anyone who has experienced sexual assault.

New Salem Council on Aging
19 South Main Street
New Salem, MA 01355
Tel: 978-544-6437
Fax: 978-544-6428
Serving elders in New Salem.

New Salem Luncheon Club
19 South Main Street
New Salem, MA 01355
Tel: 978-544-6437
Fax: 978-544-6428
Meal served the 2nd and 4th Friday of every month.

North Central Chapter American Red Cross
Franklin Region
114 Merriam Avenue
Leominster, MA 01453
Tel: 413-774-4376
Toll Free: 800-207-4444
Fax: 413-774-6083
www.redcrossncm.org

Disaster services (food, clothing, shelter, counseling), services to the military and their families, blood services, first aid, CPR, swimming instruction, AIDS prevention through education, information and referral services on all of the above subjects.

North Quabbin Chamber of Commerce
PO Box 157
512 Main Street
Athol, MA 01331-0157
Tel: 978-249-3849
Fax: 978-249-7151
NQCC1@verizon.net

A non-profit organization that works to make the economic, social and cultural climate better in the North Quabbin region.

North Quabbin Community Coalition

10 School Street
Athol, MA 01331
Tel: 978-249-3703
Fax: 978-575-0474

info@nqcc.org

www.nqcc.org

Advocacy and resource organization serving Athol, Orange, Erving, new Salem, Petersham, Phillipston, Royalston, Warwick and Wendell. Resource directory available on website.

Northfield Council on Aging

69 Main Street
Northfield, MA 01360
Tel: 413-498-2901 Ext 14
Serving elders in Northfield. See also Northfield Senior Center.

Northfield Senior Center

Town Hall
69 Main Street
Northfield, MA 01360
Tel: 413-498-2186
Fax: 413-498-5103

seniorcenter@townnfld.com

Multipurpose senior center and senior dining center serving the town of Northfield. Services available include TRIAD, telephone reassurance, tax assistance, transportation, friendly visitors, education/educational programs, trips, health benefits counseling, intergenerational programs, and fitness programs.

Northwestern District Attorney
Elders & Person with Disabilities Unit

1 Gleason Plaza
Northampton, MA 01060
Tel: 413-586-9225
Fax: 413-584-3635

This unit specializes in the prosecution of crimes committed against elders and person with disabilities. Provides support and advocacy for victims by using a multidisciplinary team approach.

Office of the Attorney General
Consumer Complaint & Information Section

1 Ashburton Place
Boston, MA 02108
Tel: 617-727-2200
Toll Free: 888-243-5337

Fax: 617-722-0184

Services include a consumer hotline for information and referral and consumer complaint mediation.

Orange Council on Aging

135 East Main Street

Orange, MA 01364

Tel: 978-544-1113

Fax: 978-544-1113

Offers Meals on Wheels, mealsite, van transportation, Med Rides, arts and crafts, bingo, foot screenings, hearing clinic, Brown Bag program, whist, nail clipping, blood pressure and SHINE counseling. Referral to Healthy Connections. Free book and magazine swap.

Orange Housing Authority

200 East River Street, Building 3

Orange, MA 01364

Tel: 978-544-6000

Fax: 978-544-1964

Provides subsidies to live in project based apartments and also owns and operates subsidized housing developments throughout Orange.

Orange Senior Center

135 East Main Street

Orange, MA 01364

Tel: 978-544-1113

Fax: 978-544-3677

Senior center serving the towns of New Salem, Orange, and Warwick.

Overlook Visiting Nurse Association

474 Main Street

Greenfield, MA 01301

Tel: 413-772-1993

Toll Free: 800-457-0170

Fax: 413-772-2060

Park Villa Apartments

Park Villa Drive

Turners Falls, MA 01376

Tel: 413-863-9346

Fax: 413-863-9346

ParkVilla@earthlink.net

Housing for elders age 62 and older and individuals with disabilities. Subsidy available for qualified individuals.

Pastoral Counseling Center

116 Federal Street

Greenfield, MA 01301

Tel: 413-773-3484

pccfc@shaysnet.com

www.pastoralcounselingfc.org

Individual, couple, child and family counseling is provided by accredited pastoral psychotherapists and social workers.

Peer Counseling program

Clinical & Support Options

215 Shelburne Road

Greenfield, MA 01301-9522

Tel: 413-774-1000

Fax: 413-774-1197

mquinlan@csoinc.org

www.csoinc.org

The Elder Peer Counseling Program is available to any resident of Franklin County and the Athol/Orange area. Peer Counselors are volunteers trained to work with elders who are having general difficulties with aging, those struggling with multiple losses and those with cognitive difficulties.

Pequoig Apartments

416 Main Street

Athol, MA 01331

Tel: 978-249-2622

Fax: 978-249-2622

Pequoig@aol.com

Subsidized housing for the elderly and individuals with disabilities located in downtown Athol. One and two bedroom bedrooms. 53 apartments total and Senior Center. Waiting list for apartments.

Perkins Braille & Talking Book Library

175 North Beacon Street

Watertown, MA 02472

Tel: 617-972-7243

Toll Free: 800-852-3133

Fax: 617-972-7363

TTY TDD: 617-972-7690

Lana.thelen@perkins.org

www.perkinslibrary.org

Administers a free library program for visually and physically handicapped persons who cannot use standard print materials. Full length books and magazine are available on recorded disc, recorded cassette and in braille. Large Print and Audio Described Videos.

Personal Care Assistance Program (PCA)

Franklin County Home Care Corporation (FCHCC)

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-774-5811
TTY TDD 413-772-6566
info@fchcc.org
www.fchcc.org

PCA is for people of any age with a permanent or chronic disability who are eligible for this MassHealth benefit to hire an aide to provide assistance with activities of daily living. Family members can be paid to provide care.

Petersham Council on Aging
PO Box 4
Petersham, MA 01366-0004
Tel: 978-724-3276
All meetings held in the Town Hall.

Petersham Luncheon Club
Lower Town Hall
PO Box 4
Petersham, MA 01366-0004
Tel: 978-724-3522/3276
Congregate meal served on Mondays except holidays.

Phillipston Luncheon Club
First Congregational Church
Phillipston, MA 01331
Tel: 978-249-3164
Fax: 978-249-8583
Meal served first and third Tuesday of every month.

Physician Referral Service
The Professionals at Baystate Franklin Medical Center
164 High Street
Greenfield, MA 01301
Tel: 413-773-8557
Toll Free: 800-377-4325 (Health)
professionals@bhs.org

Customer service representatives provide referrals to physicians in good standing with Baystate Franklin Medical Center and Baystate Health affiliates who are accepting new patients.

Pine Crest Apartments
419 East River Street
Orange, MA 01364
Tel: 978-544-7433

Privately owned apartments located in Orange.

Poet Seat health Care Center

359 High Street

Greenfield, MA 01301

Tel: 413-774-6318

Fax: 413-773-0060

www.poetseathealthcarecenter.com

We are a 63 bed semi-private room facility. We accept Blue Care 65, Medicare/Medicaid insurances. We have a new respite service available for those needing a two-week break. We also have an in-house hospice program which began in 2007.

Powertown Apartments

152 Avenue A

PO Box 48

Turners falls, MA 01376-0048

Tel 413-863-9433

Fax: 413-863-2832

TTY TDD 413-439-0183

hkptown@verizon.net

Powertown is an 82 unit apartment complex in ten buildings in downtown Turners Falls within walking distance of banks, post office, library, senior center, grocery store.

Powertown is a privately owned project-based Section 8 affordable property. The rent is based on 30% of income and includes heat and hot water. The apartments are carpeted, have electric appliances and garbage disposals. There is an on-site management and 24 hour on call service and off street parking.

Premier Home Health Care

405 Grove Street

Worcester, MA 01605

Tel: 508-792-6880

Toll Free: 800-621-2674

A privately owned agency offering homemaking and personal care services. A branch office is located at 449 Pittsfield Road in Lenox and provides services to persons in western Franklin County.

Project Bread

145 Border Street

East Boston, MA 02128-1903

Tel: 617-723-5000

Toll Free: 800-645-8333

Fax: 617-248-8877

TTY TDD 800-377-1292

www.projectbread.org

Statewide office for food programs, advocacy, and research. Food Source Hotline provides food stamp pre-screenings and referrals to free and low cost food programs.

Prostate Cancer Support Network

336 Falls Road

Aunderland, MA 01375

Tel: 413-665-7741

Fax: 413-665-6725

wwhitmore@student.umass.edu

Resource for information and referral regarding prostate conditions and health. Support for newly diagnosed and advanced stages of prostate cancer. Let's talk: 413-665-7741.

Protective Services

Franklin County Home Care Corporation (FCHCC)

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530

Tel: 413-773-5555 or 978-544-2259

Toll Free: 800-732-4636

24 HOUR HOTLINE 800-922-2275

Fax: 413-774-5811

TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Massachusetts Law (MGL Chapter 19A Sections 14-26) defines elder abuse as acts or omissions resulting in serious physical, sexual, or emotional injury, or financial loss to an elder. Elder abuse includes: physical, sexual, emotional abuse, caretaker neglect, financial exploitation and self neglect. The purpose of Protective Services is to work towards a resolution of the problem and to offer non-judgemental assistance to everyone involved. Anyone can make a report.

Providence Cliff Senior Residence

648 Pleasant Street

Athol, MA 01331

Tel: 978-895-3727 or 617-733-4412

providencecliffhouse@yahoo.com

www.providencecliffsenior.com

A quality retirement home for 30 seniors for over half a century.

Psychological Services Center/UMASS

135 Hicks Way, Tobin 123

Amherst, MA 01003-9271

Tel: 413-545-0040

Fax: 413-577-0947

psc@psych.umass.edu

www.umass.edu/psc

Individual, child, group and family therapy provided by doctoral students in clinical psychology at the University of Massachusetts. Sliding scale fee.

Quabbin Valley Health Care
821 Daniel Shays Highway
Athol, MA 01331

Tel: 978-249-3717

Fax: 978-249-7700

www.qvhc.com

Medicare/Medicaid approved skilled nursing facility with 142 residents. Serving the needs of sub-acute long term care and Alzheimer's populations, respite, and hospice care. Covered by most insurances.

Railroad Retirement Board

Metra Health

Railroad Medicare Claim Service

PO Box 10066

Augusta, GA 30999-0001

Tel: 706-855-3021

Toll Free: 800-833-4455

Processes Medicare Part B claims for railroad retirement beneficiaries and answers questions about benefits.

Redbrook Village

50 Redbrook Lane

Orange, MA 01364

Tel: 978-544-2377

Fax: 978-544-2377

TTY TDD 800-439-2370

Redbrook@earthlink.net

Registry of Motor Vehicles (RMV)

280 Main Street

Greenfield, MA 01301

Toll Free: 800-858-3926

www.massrmv.com

Monday through Friday 8:45 a.m. to 5 p.m. All license, registration and title transactions, license plate returns and suspensions payments.

Leominster: 80 Erdman Way

Monday through Friday 8:30 a.m. to 5 p.m.

Thursday 8:30 a.m. to 7 p.m.

All of the above as well as learns permit testing, and road tests.

Effective October 2008 the Registry of Motor Vehicles will no longer be mailing out

License renewal applications or reminders to renew your driver's license

(<http://www.mass.gov/rmv/> under "Alert"). It is now the drivers responsibility to know when their license is expiring and renew it on their own. This may be a surprise to all of you and it should be, there has been no public information sent out about these changes.

Fortunately enough we received the info in one of our trade publications. This idea could

change in the future but as of right now it's a huge cost savings and they plan to run with it. Below is a blurb from the publications.

The RMV will no longer mail out the following materials to customers:

1. License renewal notices
2. Mass ID renewal notices
3. Vehicle Inspection reminder letters for vehicles that are overdue for inspection
4. Inspector license renewal notices
5. 7D license renewal notices
6. Driver's Education Certificates
7. Junior Operator Brochures for parents
8. Change of address labels

Resources for Community and People (RCAP Solutions)

205 School Street

Garnder, MA 01440

Tel: 978-630-6600

Toll Free: 800-488-1969

Fax: 978-630-2751

TTY TDD: 978-630-6754

www.RCAPsolutions.org

RCAP Solutions is a comprehensive non-profit community development corporation that works with communities of all sizes to address a broad range of needs. We have an integrated multifaceted approach to delivering high quality services customized to each community's unique requirements. RCAP Solutions provides services on a very competitive fee-for-service basis. We also help communities apply for and receive government and private sector grants and contracts. Our efforts often have a ripple effect that leverages millions of additional dollars annually for the communities in which we work. We are here to help with a broad range of needs including community infrastructure, real estate services, housing assistance and client services, loan funds, advocacy and public policy and education and training.

Rowe Council on Aging

321 Zoar Road

Rowe, MA 01367

Tel: 413-339-5520/5733

Fax: 413-339-5316

Collector@ROWE.MA.gov

www.rowe.ma.gov

Council on Aging for the town of Rowe. Group meets the second Thursday of each month at the Rowe Town Hall.

Royalston Council on Aging

Town hall

PO Box 128

Royalston, MA 1368

Tel: 978-249-9641

For inquiries regarding council issues, contact the number listed above.

Royalston Luncheon Club

Town Hall

PO Box 128

Royalston, MA 01368

Tel: 978-249-9641

Congregate meal served on Wednesdays. Other services include health benefits counseling, trips, recreation/educational programming, and intergenerational programs.

Rural Development, USDA

195 Russell Street, B7

Hadley, MA 01035

Tel: 413-585-1000

Fax: 413-586-8648

TTY TDD 413-253-4590

Chong.collette@manorthamp.fsc.usda.gov

www.rurdev.usda.gov

Low (1% interest) loans of up to \$20,000 are available to make home repairs in the areas of safety, health, winterization, weatherization, and energy conservation.

Safe and Warm Program

Community Action

259 Main Street

Greenfield, MA 01301

Tel: 413-774-2318 or 978-249-4295

Emergency assistance for fuel costs can be provided through the Safe and Warm campaign, which is comprised of community donations. Assistance is available on a limited basis for qualified elders and other individuals who reside in Franklin County.

Salon 107

114 Wells Street

Greenfield, MA 01301

Tel: 413-772-0284

Salon 107, known for helping the community since 1985, offers haircuts for persons with disabilities, veterans and anyone over the age of 55 for only \$7. Other services available include saunas, exercise machines, private gym, waxing, hair removal, tanning, endermology (cellulite reduction), pilates classes, massage therapy, body wraps, nails, pedicures, facials, manicures, hot tub coming soon. Call for more information or a tour.

Salvation Army of Athol

107 Ridge Avenue

PO Box 373

Athol, MA 01331

Tel: 978-249-8111 or 978-249-6973

Fax: 978-249-3140

The Food Pantry is for Worcester County and Orange/Athol areas. Also has Federal Emergency management Funds for Worcester County, Athol/Orange for utility assistance (heat, electricity, etc.)

Salvation Army of Greenfield

72 Chapman Street

PO Box 346

Greenfield, MA 01302

Tel: 413-773-3154 or 413-773-3042

Fax: 413-773-0140

www.salvationarmy.org

A food pantry is available for emergency use to Greenfield residents. Some shelter services are also available.

Senior Dining Centers & Luncheon Clubs

Franklin County Home Care Corporation (FCHCC)

330 Montague City Road, Suite 1

Turners Falls, MA 01376-2530

Tel: 413-773-5555 or 978-544-2259

Toll Free: 800-732-4636

Fax: 413-774-5811

TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Noontime meals are prepared according to USDA guidelines and meet 1/3 of the required daily allowances for elders. The meal is a modified regular diet, lower in salt and fat content than a regular diet. Low sugar desserts are also available. The meals are served at Dining Centers and Luncheon Clubs throughout Franklin County and the North Quabbin area.

SERVE New England

145 Bodwell Street

Avon, MA 02322

Tel: 508-436-7663

Toll Free: 888-742-7363

Fax: 508-436-7669

www.servenewengland.org

A non-profit, volunteer based, wholesale food cooperative. No membership fees and no restrictions on quantities ordered. Open to the public statewide, regardless of income or age. Once a month, participants can order from five different food packages ranging from \$12 to \$22 and receive a substantial savings over retail prices. Call for more information.

Shelburne Council on Aging

c/o Shelburne Senior center

7 Main Street
Shelburne Falls, MA 01370
Tel: 413-625-6697

Council on aging for the town of Shelburne including the village of Shelburne Falls.

Shelburne Housing Authority
Highland Avenue
Shelburne Falls, MA 01370
Tel: 413-625-9360
Fax: 413-863-9289
dbrocklesby@fchrra.org

46 subsidized apartments in Shelburne Falls for elders age 60 or older or persons with disabilities who meet state income and asset requirements. Tenants pay a portion of their income for rent and utilities.

Shelburne Senior Center
7 Main Street
Shelburne Falls, MA 01370
Tel: 413-625-2502
Fax: 413-625-2243
sfsrctr@crocker.com
www.townofshelburne.com

Senior dining center and multipurpose center serving the towns of Ashfield, Buckland, Colrain, Shelburne. Services and activities include educational/recreational activities, singing group, craft stores, health clinics, tax assistance, foot clinics, trips, caregivers services, exercise classes, computer classes, home repair program, intergenerational program, outreach and information and referral. Transportation services cover the towns of Ashfield, Buckland, Charlemont, Colrain, Conway, Hawley, Heath, Rowe and Shelburne.

SHINE (Serving Health Information Needs of Elders)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-498-4232
Fax: 413-772-1084
info@fhcc.org
www.fhcc.org

Certified SHINE counselors provide information, counseling, and assistance regarding Medicare, Medicaid and other public benefit programs, supplementing Medicare with Medigap plans, HMOs, and Long Term care Insurance. The service is an unbiased, confidential, free resource for persons with Medicare. SHINE counselors are available at many Senior centers and other sites statewide.

Shutesbury Council on Aging
PO Box 25

Shutesbury, MA 01072
Tel: 413-259-1317 or 413-259-1246
Council on Aging for the town of Shutesbury.

Shutesbury Luncheon Club
Community center
1 Colleyville Road
PO Box 25
Shutesbury, MA 01072
Tel: 413-259-1345 or 413-259-1214
Fax: 413-259-1107
Meal serving day is Tuesday from 10 a.m. to 1 p.m.

Silver Street Inn
219 Silver Street
Greenfield, MA 01301
Tel: 413-774-7234
Fax: 413-773-8518
mmitchell@servicenetinc.org
Transitional living program for adults. Supportive sober environment for homeless adults.
Maximum stay is 24 months.

Simon Smikes House
198 Chestnut Plain Road
Whately, MA 01093
Tel: 413-648-9681
dbrocklesby@fcrhra.org
Two 1-bedroom apartments for Town of Whately elders age 60 or older or person(s) with disabilities who meet income and asset requirements.

Social Security Administration (Gardner)
55 Lake Street
Gardner, MA 01440
Tel: 978-632-1004
Toll Free: 800-772-1213
Fax: 978-632-3712
www.ssa.gov
Administers retirement benefits to covered workers; disability benefits to covered workers and their families; survivors benefits to the families of deceased workers; Medicare health insurance for those age 65 or older and the disabled; and Supplemental Security Income (SSI) benefits based on need for the aged, blind and disabled.

Social Security Administration (Greenfield)
1 Arch Place, 2nd Floor
Greenfield, MA 01301
Tel: 413-774-6031

Toll Free: 800-772-1213

www.ssa.gov

Administers retirement benefits to covered workers; disability benefits to covered workers and their families; survivors benefits to the families of deceased workers; Medicare health insurance for those age 65 or older and the disabled; and Supplemental Security Income (SSI) benefits based on need for the aged, blind and disabled.

Speech and Hearing Services

48 Sanderson Street

Greenfield, MA 01301

Tel: 413-773-2227

Fax: 413-773-2510

TTY TDD 413-773-4566

www.bhs.org

Speech, language, and hearing services, including screenings, evaluations, and consultations. Complete hearing aid fitting and repair service by nationally certified and licensed audiologists.

Springfield Technical Community College Dental Hygiene Clinic

One Armory Square

Springfield, MA 01105

Tel: 413-755-4900

szlachetka@stcc.edu

www.stcc.mass.edu

Periodontal services exclusively by students in Dental Hygienist Program at Springfield Technical Community College. Call for appointment. Fee: \$30.

Squakeag Village

88 Main Street

Northfield, MA 01360

Tel: 413-498-5558 or 413-863-9781

Fax: 413-863-9289

dbrocklesby@fcrhra.org

Owned and managed by Franklin County Regional Housing and Redevelopment Authority. There are 20 apartments for elders age 60 or older or people with disabilities who meet state income and asset requirements.

State Representative Anne M. Gobi

State House, Room 473F

Boston, MA 02133

Tel: 617-722-2210

Toll Free: 800-650-4624

RepAnnegobi@hou.state.ma.us

Represents Petersham and Phillipston. District Office: 98 Mechanic Street, Spencer, MA 01562.

State Representative Chris Donelan
State House, Room 167
Boston, MA 02133

Tel: 617-722-2230 978-544-2180

Repchristopherdonelan@hou.state.ma.us

Represents Athol, Erving, Gill, Greenfield, Orange, Warwick. District Office: 186
Walnut Hill, Orange, MA 01364

State Representative Daniel Bosley
State House, Room 42
Boston, MA 02133

Tel: 617-722-2370 413-663-7486

Rep.danielbosley@hou.state.ma.us

Represents Charlemont, Hawley, Heath, Monroe, Rowe. District Office: 3 Elmwood
Avenue, North Adams, MA 01247.

State Representative Denis Guyer
State House, Room 443
Boston, MA 02133

Tel: 617-722-2430

denis.guyer@state.ma.us

www.MASS.gov

Represents Ashfield, Bernardston, Northfield, Leyden, Buckland, Colrain, Shelburne.
District Office: 12 Depot Street, Dalton, MA 01226.

State Representative Robert Rice
State House, Room 33
Boston, MA 02133

Tel: 617-722-2060 978-632-3255

Rep.robertrice@hou.state.ma.us

Represents the town of Royalston. District Office: 95 Pleasant Street, Gardner, MA
01440.

State Representative Stephen Kulik
State House, Room 236
Boston, MA 02133

Tel: 617-722-2210 413-665-7200

Fax: 413-665-7101

Rep.stephenkulik@hou.state.ma.us

Represents Conway, Deerfield Leverett, Montague, New Salem, Shutesbury, Sunderland,
Wendell, and Whately. District Office: 1 Sugarloaf Street, South Deerfield, MA 01373.

State Representative Benjamin Downing
State House, Room 413F
Boston, MA 02133

Tel: 617-722-1625 or 413-422-4008

benjamindowning@state.ma.us

Represents Ashfield, Charlemont, Conway, Hawley, Heath, Monroe and Rowe in Franklin County. District Office: 20 bank Row, Pittsfield, MA 01201.

State Senator Stan Rosenberg
State House, Room 320
Boston, MA 02133
Tel: 617-722-1532 or 413-584-1649

Stan.Rosenberg@state.ma.us

Represents Bernardston, Buckland, Colrain, Deerfield, Erving, Gill, Greenfield, Leverett, Leyden, Montague, New Salem, Northfield, Shelburne, Shutesbury, Sunderland, Wendell, and Whately. District Office: 1 Prince Street, Northampton, MA 01060.

State Senator Stephen M. Brewer
State House, Room 109B
Boston, MA 02133
Tel: 617-722-1540

stephen.brewer@massmail.state.ma.us

Represents Athol, Orange, Petersham, Phillipston, Royalston and Warwick. District Office: 20 Common Street, PO Box 258, Barre, MA 01005.

Stavros Center for Independent Living, Inc.
55 Federal Street
Greenfield, MA 01301
Tel: 413-774-3001
Fax: 413-772-2556
TTY TDD 413-772-2556

jkruidenier@stavros.org

www.stavros.org

Agency that serves adults and children with disabilities and provides information and referral, peer advocacy counseling, periodic workshops on disability topics, recreation and support groups, community education, employment services, information on accessibility, healthcare, legal services, help with obtaining assistive devices, personal care assistance and skills training.

Suffield Oxygen Sales
31 Main Street
PO Box 531
Chicopee, MA 01021
Tel: 413-594-2121
Toll Free: 800-462-5556
Fax: 413-594-2722

Distributor of home medical equipment including wheelchairs, walking aids, incontinence pads, ostomy products, surgical dressing supplies and a full line of oxygen equipment. Medicare/Medicaid certified. Serves Franklin County and the Athol Area.

Sunderland Center for Positive Change

108 North Main Street
PO Box 448 Sunderland, MA 01375
Tel: 413-665-9675

sunderlandcenter@comcast.net

Center was developed to respond to the ever increasing desire of people to make positive changes within their lives. The variety of services offered reflects a broad range of individual, family and organizational needs. From On Site and Home Based tutoring and caregiving, to job matching and support groups to transitional and life skills coaching, playgroups, and space for your program. Day and Respite programs.

Sunderland Council on Aging

137 Hadley Road
Sunderland, MA 01375
Tel: 413-665-3313

Council on Aging for the town of Sunderland. See also Frontier Senior Center.

Support Groups

Athol Memorial Hospital
2033 Main Street
Athol, MA 01331
Tel: 978-249-1143
Fax: 413-772-1804

Support groups offered: ALS, Athol Tobacco Quitters, Bereavement, Cancer, Diabetes Education, Fibromyalgia, Healthy Hearts Club, HIV/AIDS, SMART Recovery. Call for more information.

Tapestry Health Systems HIV/AIDS Services

80 Sanderson Street
Greenfield, MA 01301
Tel: 413-773-8888
Fax: 413-774-3270

kmeveigh@tapestryhealth.org

www.tapestryhealth.org

Services include support and referrals for people with HIV/AIDS, as well as for family members, partners or caregivers of people with HIV/AIDS. Other services include a housing program, and emergency food pantry. Call for more information.

Tapestry Health Systems, Inc.

Women's Health Network
80 Sanderson Street
Greenfield, MA 01301
Tel: 413-773-5403
Fax: 413-774-3270

www.tapestryhealth.org

Provides physical exams, breast and pelvic exams, PAP smears and referrals for free mammograms to eligible women.

The Arbors of Greenfield
15 Meridian Street
Greenfield, MA 01301
Tel: 413-774-4400
Fax: 413-774-4415

www.arborsassistedliving.com

Assisted Living Residential Community offers seniors personal care and household services in the privacy of their own apartments. Bright and cheerful studio, 1 and 2 bedroom apartments have room for family visits as well as cherished family traditions.

TRIAD

One Gleason Plaza
Northampton, MA 01060
Tel: 413-586-9225 or 413-774-3186
Fax: 413-584-3635

TRIAD is a community policing initiative between seniors, law enforcement agencies and service providers to increase safety through education and crime prevention. Its goals are to reduce criminal activity that target older Americans, to alleviate seniors' fear of victimization, build confidence, and improve quality of life.

TRIAD—Franklin County

Lt. James Carpenter
Tel: 413-774-4726 or 413-223-8026
Fax: 413-223-8027
jcarpenter@crocker.com

TRIAD is a community policing initiative between seniors, law enforcement agencies and service providers to increase safety through education and crime prevention. Its goals are to reduce criminal activity that target older Americans, to alleviate seniors' fear of victimization, build confidence, and improve quality of life.

US Congressman John W. Olver
1111 Longworth House Office Building
Washington, DC 20510
Tel: 202-225-5335

olver@hr.house.gov
www.house.gov/olver

Represents the First Congressional District. Representative Olver also has offices located at: 57 Suffolk Street, Holyoke, MA 01040, 413-532-7010 and at 463 Main Street, Fitchburg, MA, 01420, 978-342-8722.

US Senator Edward M. Kennedy
315 Russell Senate Office Building
Washington, DC 20510

Tel: 202-224-4543

Fax: 202-224-2417

senator@kennedy.senate.gov

Represents all of Massachusetts on federal agency matters (legislation). For all health care issues contact: Health Care Subcommittee, 527 Hart Senate Office Building, Washington, DC 205010, 202-224-7675. State office is located at Suite 2400, JFK Federal Building, Boston, MA 02203, 617-565-3170.

US Senator John F. Kerry

304 Russell Senate Office Building

Washington, DC 20510

Tel: 202-224-2742

Fax: 202-224-8525

john-kerry@kerry.senate.gov

Represents all of Massachusetts. Senator Kerry can also be reached at: 1 Bowdoin Square, 10th Floor, Boston, MA 02114, 617-565-8519.

UMASS—Everywoman's Center Counselor Advocate Program

513 East Pleasant Street

Nelson House

Amherst, MA 01003

Tel: 413-545-0800 413-545-0883

Toll Free: 888-337-0800

Fax: 413-545-3649

counselor-advocate@stuaf.umass.edu

www.umass.edu

Sexual Assault Crisis Services. Advocates are available through a 24-hour on-call system to assist people who have been raped, sexually assaulted, or battered. Short term counseling, crisis intervention, medical, and legal advocacy, referrals, and support groups.

United ARC of Franklin and Hampshire Counties

111 Summer Street

Greenfield, MA 01301

Tel: 413-774-5558 413-586-4053

Fax: 413-774-2585

arc@unitedarc.org

www.unitedarc.org

The United ARC provides a wide variety of support and advocacy services for individuals with developmental disabilities and their families.

Veterans Services Officers

Commonwealth of Massachusetts

Department of Veterans Services

600 Washington Street, Suite 1000

Boston, MA 02111-1704

Tel: 617-727-3578

mdvs@vet.state.us

www.state.ma.us/veterans/VETAGT

Veteran's Service officers are available through your city or town hall to provide information or assistance in the area of Veteran's benefits and services. Find officer's contact info for Franklin County and the North Quabbin area at www.fchcc.org. Click on resources and scroll down to "Other".

Victim/Witness Assistance of Northwestern District Attorney

13 Conway Street

Greenfield, MA 01301

Tel: 413-774-3186

Fax: 413-773-3278

Information and support for victims and witnesses of crimes through the court process. Case status and court appearances notification, information concerning victims' rights, including compensation for victims of violent crimes. All services are free.

VNA & Hospice of Cooley Dickinson

168 Industrial Drive

Northampton, MA 01060

Tel: 413-584-1060

Fax: 413-586-0914

Jeanne_Ryan@cooley-dickinson.org

www.vnaandhospice.org

Visiting Nurse & Hospice (VN&H) of Cooley Dickinson is committed to providing superior home health care to patients and their family primarily in the home setting. Whether recovering from illness or surgery, VN&H develops care plans and offers services to help keep patients independent while achieving the highest quality of living possible.

We have the expertise to meet individuals' needs by bringing highly qualified nurses, therapists, social workers and home health aides to patients' homes. We strive to teach patients and family members how to care for themselves to the best of their ability.

We offer a comprehensive range of services to meet patient and family health needs: home health care, hospice care, palliative care, and a visiting physician program. We offer community programs: Lifeline, a community care management program offering education and management of Congestive Heart Failure or Chronic Obstructive Pulmonary Disease, maternal child health, the Hospice Shop, and flu prevention clinics. Our professional staff works closely with physicians to provide the appropriate care at home.

Warwick Council on Aging

12 Athol Road

Warwick, MA 01378

Tel: 978-544-8500

Council on Aging group offers information and support on aging issues in the town of Warwick.

Warwick Luncheon Club

Town Hall
12 Athol Road
Warwick, MA 01378
Tel: 978-544-6315
Fax: 978-544-6929

Congregate meals served on Tuesdays. "Helping Hands" chore service available to Warwick seniors at no cost and provided by local students.

Weatherization Program

Community Action
393 Main Street
Greenfield, MA 01301
Tel: 413-774-2310
Toll Free: 800-370-0940
Fax: 413-773-3834

mmaynard@fcac.net
www.fcac.net

Provides free extensive conservation improvements for low income individuals' homes and apartments (insulation, air sealing, window and door replacement, weather-stripping, etc...)

Weldon Apartments

54 High Street
Greenfield, MA 01301
Tel: 413-772-6543

Housing for elders and persons with disabilities building located in Greenfield. Section 8 designated for elders.

Wellness Center

54 High Street, Suite 2
Greenfield, MA 01301
Tel: 413-772-1517
Fax: 413-772-1512

kimm@townofgreenfield.org
www.townofgreenfield.org

The Greenfield COA's Wellness Center offers healthy lifestyle support to people age 55+. Most services are free of charge, some request a modest fee or donation. For a schedule of activities stop by or call. From the website, link to the monthly "Senior News" for current wellness offerings. Free fitness classes are offered daily in addition to other physical activity options, such as Tai Chi. Services include positive health presentations, blood pressure assessment, flu vaccine clinics. Health lifestyle workshops

are offered such as foods for fitness, stress management techniques, ways to maintain you brain, understanding food labels, improving your sleep, and more.

Individual consults with Registered Nurse focus on increasing understanding of one's health conditions and more. There is no charge to see the nurse. Drop-ins are welcome, however, appointments are suggested. All urgent health needs should be brought to your primary care provider.

Wendell Council on Aging
c/o Town Offices
Wendell, MA 01379
Tel: 978-544-2020
TTY TDD 978-544-2020
swaim@crocker.com

monthly health screenings (blood pressure and Body Mass Index), foot care, annual flu shot clinics, annual cholesterol and diabetes screenings.

Wendell Senior Center
PO Box 75
Wendell, MA 01379
Tel: 978-544-6850
rosser@gis.net

Senior Center at town office building. Multipurpose senior center serving Wendell.

Western MA Hospital Dental Clinic
91 East Mountain Road
Westfield, MA 01085
Tel: 413-562-4131
Fax: 413-562-1494

Services include: complete oral exam including oral cancer screening, x-rays, dental cleaning, filings, limited endodontics, limited fixed prosthodontics (crowns), urgent care during clinic hours by appointment and extractions.

Western Massachusetts Legal Services
20 Hampton Avenue, Suite 100
Northampton, MA 01060-3890
Tel: 413-774-3747 or 413-584-4034
Toll Free: 800-639-1309
Fax: 413-585-0418

Free legal advice and representation for seniors 60 and over on issues concerning Medicaid, Social Security/SSI, Veterans' benefits, EAEDC (Emergency Assistance of the Elderly, Disabled and Children), Food Stamps, Qualified Medicare Beneficiary Programs, tenant's rights, durable power of attorney and health care proxy documents, homestead protection, physical or emotional abuse or financial exploitations, and oppositions to guardianship/conservatorship. Greenfield walk-in hours are Monday and Thursday from 9 a.m. to 1 p.m. or scheduled by appointment.

Whatley Council on Aging
202 River Road
South Deerfield, MA 01373
Tel: 413-665-8440

francesymanski@wmconnect.com

Council on Aging offering information and support on aging issue in Whately.

White House Greeting Office
Washington, DC 20502-0039
Tel: 202-456-5447
Fax: 202-395-1232

The Greetings Office is available to provide birthday, anniversary, and special occasion greetings from the office of the President. Please include honoree's home address, date of birth and full name.

Winslow Wentworth House
60 J Street
Turners Falls, MA 01376
Tel: 413-863-3525 413-773-5555
Fax: 413-772-1084
TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Congregate housing located within walking distance of stores, post office, library, senior center, banks and a park. The house contains seventeen apartments on two floors. The units consist of a private bedroom, kitchenette, and a semi-private bathroom that is shared with another resident. There are two barrier free apartments and one two-bedroom unit. Residents share a noontime meal. The main kitchen, dining and living areas, a tub and shower room on each floor are also shared. There is a laundry room with coin operated washer and dryer for resident use. A coordinator arranges services and activities.

Women's Health Network
Franklin County Home Care Corporation (FCHCC)
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
Tel: 413-773-5555 or 978-544-2259
Toll Free: 800-732-4636
Fax: 413-772-1084
TTY TDD 413-772-6566

info@fchcc.org

www.fchcc.org

Provides free health services to income eligible women in Franklin County and the Worcester County towns of Athol, Royalston, Phillipston and Petersham who are uninsured or underinsured. Services include breast and cervical cancer screenings and diagnostic services.

YMCA—Athol
545 Main Street
Athol, MA 01331
Tel: 978-249-3305
Fax: 978-249-4009

jhawkins@ymcaathol.com

The Athol area YMCA offers those over 65 years old more than a 50% discount in membership with no cost to those in financial difficulty. There are also special Senior Fitness classes that include nutritional information.

YMCA in Greenfield
451 Main Street
Greenfield, MA 01301
Tel: 413-773-3646
Fax: 413-774-4312

info@ymcaingreenfield.org

The YMCA in Greenfield offers a variety of classes and programs for seniors including activities in the pool, fitness classes, support groups, strength training and cardio machines. Specialty classes such as Introduction to Strength Training, Tai Chi, Yoga and Pilates are offered, as well as a 12-week Personal Fitness Program.

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