

Watertown  
Council on Aging  
Senior Center



Directory of  
Senior Services

# Emergency Numbers

My Doctor:

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My Emergency Contact:

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Emergency	911
Advocates Psychiatric Emergency	781-893-2003
Disabled Person Abuse/ Neglect	1-800-426-9009
Crisis Service Hotline	1-877-870-4673
AGEInfo (MA State Elder Services)	1-800-882-2003
Domestic Violence Hotline	877-785-2020
Elder Abuse Hotline	1-800-922-2275
Medicare Info	1-800-882-1228
Social Security Info	1-800-772-1213
Springwell	617-926-4100
Watertown Housing Authority	617-923-3950
Watertown Council on Aging	617-972-6490
Watertown Comm. on Disabilities	617-972-6486
Mass Options	1-844-422-6277
MassMedline	1-866-633-1617
Attorney General's Elder Hotline	1-888-243-5337
Community Care Ombudsmen	617-727-7750
MA Executive Office of Elder Affairs	617-727-7750
Executive Office of Veterans Services	617-210-5480
Mass Commission for the Blind	617-727-5550
Veterans Crisis Line	1-800-273-8255



This is a resource guide only and does not constitute an endorsement by the Town of Watertown, the Watertown Council on Aging/Senior Center or any funding sources. Be an educated consumer: ask questions about specific services and service limits and make sure to check references!

The Electronic Version of this directory can be found at  
<https://www.ci.watertown.ma.us/128/Council-on-AgingSenior-Center>

The Watertown Council on Aging/Senior Center has made every effort to ensure that the information in this resource guide is accurate. If you find a listing that is incorrect or inactive, please call us at (617) 972-6490, and we will make the necessary change. Thank you.

Last revised: January 2020.

Funded in part by grants from the Marshall Home Fund and the Massachusetts Executive Office of Elder Affairs. Thank you.



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## ORGANIZATIONS FOR SENIORS

### Watertown Council on Aging/Senior Center

<http://www.ci.watertown.ma.us/128/Council-on-AgingSenior-Center>

**617-972-6490**

The Watertown Council on Aging/Senior Center provides a variety of social, health, educational, recreational, advocacy and support programs designed to help Watertown's older adults age well in the community. The Senior Center is accessible for individuals with physical disabilities, and is equipped with WiFi and personal assistive listening devices. Free monthly newsletter.

### Springwell

<http://www.springwell.com/home>

**617-926-4100**

Watertown's ASAP (Aging Services Access Point) is the point of entry for state-subsidized elder services, and Area Agency on Aging (AAA) federally funded programs for elders such as Meals on Wheels, elder protective services, home health/homemaker and caregiver support services.

### Mass Executive Office of Elder Affairs (EOEA)

<http://www.mass.gov/elders/>

**617-727-7750**

EOEA is the state government office for seniors. EOEA operates the Information and Referral Hotline 1-800-AGE-INFO (1-800-243-4636, [www.800ageinfo.com](http://www.800ageinfo.com)) and the ***Elder Abuse 24/7 Hotline*.....800-922-2275**

## HELPFUL PHONE NUMBERS AND WEBSITES

**American Association of Retired Persons (AARP)** 866-448-3621  
[www.aarp.org/states/ma](http://www.aarp.org/states/ma)

**Massachusetts Association of Older Americans**  
617-426-0804

**ElderINFO (Boston area)** 617-292-6211  
[www.elderinfo.org](http://www.elderinfo.org)

**MA Senior Action Council** 617-350-6722  
[www.masssenioraction.org](http://www.masssenioraction.org)

**UMASS Gerontology Institute** 617-287-5000  
[www.geront.umb.edu](http://www.geront.umb.edu)

**Administration on Aging** 202-401-4634  
<https://www.acl.gov>

**National Institutes of Health (NIH)**  
[www.nih.gov](http://www.nih.gov)

**National Council on Aging (NCOA)**  
[www.ncoa.org](http://www.ncoa.org)

**MedlinePlus**  
<http://www.nlm.nih.gov/medlineplus>

**NIH Senior Health**  
<https://nccih.nih.gov/>

**Benefits Checkup**  
[www.benefitscheckup.com](http://www.benefitscheckup.com)

**The Massachusetts Network of Information Providers (MINP)**  
<https://disabilityinfo.org/mnip/>

**US Department of Veterans Affairs**  
[www.va.gov](http://www.va.gov)

**Boston Cancer Support** [www.bostoncancersupport.org](http://www.bostoncancersupport.org)

## HEALTH INSURANCE

### Medicare

**1-800-633-4227**

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

Medicare is the federal health insurance program for people aged 65 and older. Medicare is divided into two parts: Part A - Hospital insurance which covers hospital costs, (after a deductible) some skilled nursing care, and home health visits, and Part B, which covers 80% of certain other medical fees (after a deductible). Part B is voluntary and requires payment of a premium that is usually deducted from your Social Security check each month. Seniors usually supplement Medicare coverage with additional insurance purchased individually through 'medigap' or HMO policies (listed below). "The Medicare Handbook" outlines the most current information about coverage and may be obtained by calling Social Security [www.ssa.gov](http://www.ssa.gov) at **1-800-772-1213**.

### Medicare Supplement Plans Offered in MA:

**Medex** Blue Cross & Blue Shield of MA

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

**1-800-262-2583**

**AARP** United HealthCare Insurance Company

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

**1-888-687-2277**

## HEALTH INSURANCE

### Medicare HMO Plans Offered in Massachusetts:

**First Seniority** by Harvard Pilgrim Health Care  
[www.harvardpilgrim.org](http://www.harvardpilgrim.org) 1-888-888-4742, 617-509-1000

**Blue Care 65** 1-800-678-2265  
<http://www.bluecrossma.com>

**Medicare Preferred and Options Plans** 1-866-857-8434  
<https://www.tuftsmedicarepreferred.org>

### Medicaid /MassHealth Enrollment Center

<http://www.mass.gov> 1-800-841-2900

Medicaid (MassHealth) is a medical assistance program for people with very low income: MassHealth is provided automatically to individuals who receive SSI (Supplemental Security Income) through Social Security. Download Senior Guide and application for health care coverage from [www.mass.gov](http://www.mass.gov).



## HEALTH CARE ADVOCACY

Serving Health Insurance Needs of Everyone (SHINE)  
**1-800-243-4636, TTY: 877-610-0241**

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

The SHINE program is a free, federally-funded service that assists seniors by sorting out Medicare, health insurance and prescription drug coverage. The SHINE counselor can evaluate and advise on health insurance options, help fill out forms, and make necessary phone calls. Call the Watertown Senior Center (617-972-6490) to schedule an appointment with a SHINE counselor.

Division of Insurance (DOI)

**877-563-4467**

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

The DOI administers the laws of the Commonwealth as they pertain to the protection of the insurance consumer through the regulation of the insurance industry.

MA Executive Office of Elder Affairs (EOEA)

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

**617-727-7750**

Through the statewide elder services network, the EOEA (Elder Affairs) provides services locally via Aging Services Access Points (ASAPs), Councils on Aging (COAs) and senior centers in communities across the Commonwealth. This network reaches out to elders in need of services that include home care and caregiver support, nutrition programs, protective services, health and wellness services, housing options, SHINE counseling, and counseling services for elders with limited English proficiency.



## HEALTH CARE ADVOCACY

### Health Care for All

**1-800-272-4232**

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

**617-350-7279**

A statewide health care advocacy group.

### Client Assistance Program (CAP)

**617 727 7440**

[www.icdri.org/legal/MassachusettsCAP.htm](http://www.icdri.org/legal/MassachusettsCAP.htm)

CAP is a division of the Massachusetts Office on Disability. It provides advocacy and information services. It helps people get services from the Massachusetts Rehabilitation Commission, the Massachusetts Commission for the Blind and the Independent Living Centers in Massachusetts, all of which receive federal money under the Vocational Rehabilitation Act.

### Dentistry for All

**1-800-342-8747**

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

This program, run by the Mass Dental Society, provides access to dental care for seniors with limited income, as well as the 'Find a Dentist' referral service: Call for more info.

### FreeDentalCare

[www.freedentalcare.us/ci/ma-boston](http://www.freedentalcare.us/ci/ma-boston)

FreeDentalCare is a website created, maintained and regularly updated by volunteers that provides listings of free, sliding scale, low cost, and non-profit dental clinics in the Boston area.



# HEALTH CARE ADVOCACY



## HELP WITH PRESCRIPTION COSTS

### Prescription Advantage

**1-800-243-4636**

**TTY 1-800-813-7787**

[www.800ageinfo.com](http://www.800ageinfo.com)

Prescription Advantage is a prescription drug insurance program for all Massachusetts residents age 65 and older. The program was created by the Commonwealth, and is administered by the Mass Executive Office of Elder Affairs. A maximum out-of-pocket ceiling exists for all income levels. Call for more information.

### Medicare Endorsed Discount Cards

**800-810-1437**

<https://medicare.net/prescription-discount-cards>

Medicare has endorsed prescription drug discount cards that provide, on average, a 10-15% discount off the price of your prescriptions drugs. Card sponsors offer special pricing on a list of drugs they cover, provide access to an extensive retail pharmacy network, operate call centers, and have a process to respond to beneficiary concerns. These issues are particularly prevalent when Medicare participants are within the coverage gap (donut hole). This is the period of time after Medicare and the participant jointly pay \$3,700 a year (2017) on prescription-related costs. The donut hole includes copays, deductibles and the cost of the drugs.

## HELP WITH PRESCRIPTION COSTS

### Mass MedLine (Pharmacy Outreach Program)

**866-633-1617**

<https://www.mcphs.edu/patient-centers/pharmacy-outreach-program>

Mass Medline, known as the Pharmacy Outreach Program, is a free program to assist Massachusetts residents in obtaining affordable prescription drugs and information about their medications. The program is funded by the State and administered through the Mass Executive Office of Elder Affairs.

### Manufacturer Discount Card Programs

Discount Cards - Some companies offer discount cards to people within certain income ranges. The cards tell the local pharmacist to give that customer a discount for that company's drugs only. There are many different cards offering an array of discounts and having distinct eligibility guidelines making it difficult to decide which card is right for you. Income eligibility guidelines generally restrict individuals whose incomes are higher than \$30,000/\$40,000 for an individual/couple.

### Veterans Benefits

[www.benefits.va.gov/boston](http://www.benefits.va.gov/boston)

Veterans Affairs (VA) can help registered veterans obtain prescription drugs at reduced rates. To do so, you must be seen by a VA doctor. You may maintain your own doctors as well. Most prescriptions can be filled at a VA hospital or clinic. Contact any VA health care facility or the Watertown

## HELP WITH PRESCRIPTION COSTS

Veterans Agent Office at 617-972-6416.

### Veterans Justice Outreach Program (VJO)

[www.boston.va.gov](http://www.boston.va.gov)

**617-659-0207**

The VJO coordinates outreach to VA eligible Veterans, with a known or suspected service-related mental health condition(s) that shows some connection to their criminal behavior, and who are currently involved with the judicial system.

### Retiree Plans

If you have a retiree health insurance plan, please review your policy or contact your employer's benefits office to find out if it includes a prescription drug benefit.



## MEDICAL TRANSPORTATION

### **Senior Medical Escort Program** **617-926-4100**

Springwell administers this program that matches volunteers with frail seniors to drive and/or accompany them to medical appointments.

### **Watertown COA/Senior Center** **617-972-6490**

Residents 60+ of Watertown are eligible for 5 round trips annually via grant-funded taxi cab program. To schedule a ride call the Senior Center two days in advance. Program operates as funding permits. Suggested donation may apply.

### **In Case of Emergency** **911**

Watertown maintains an emergency response team, and an enhanced 911 system that pinpoints the address of the caller. Any resident experiencing what they suspect to be a medical emergency should call 911 for help.



## MEDICAL EQUIPMENT / SUPPORT SYSTEMS

### Medical Alert Service

Medical alert systems, also known as emergency response systems, are modern devices that notify emergency responders whenever a user needs immediate attention. Those agencies are operating in Watertown:

***Philips Lifeline*** **855-681-5351**

[www.lifeline.philips.com/](http://www.lifeline.philips.com/)

***Mt. Auburn Lifeline*** **617-499-5525**

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

***American Wheelchairs*** **1-800-449-8991**

<http://www.americanwheelchairs.com>

Modular kits for wheelchair ramps that provide temporary wheelchair access to homes.

Places that accept donations of and/or loan used medical equipment:

**Lexington Lions Club** **781-862-4710**

**AMRF (may pick up)** **508-946-0026**

**H.E.L.P (Hospital Equipment Loan Program)**

<http://smd-help.org/> **781-322-1052**

**Watertown COA/Senior Center** **617-972-6490**

**Spaulding Rehab Hospital** **1-800-261-9841**

**508-688-9599**

## HELPFUL PHONE NUMBERS & WEBSITES

<b><i>Alcoholics Anonymous</i></b>	<b>617-426-9444</b> <a href="http://www.aaboston.org">www.aaboston.org</a>
<b><i>Alzheimer's Association</i></b>	<b>1-800-272-3900</b> <a href="http://www.alzmassnh.org">www.alzmassnh.org</a>
<b><i>American Academy of Ophthalmology</i></b>	<a href="http://www.aao.org">www.aao.org</a>
<b><i>Seniors EyeCare Program</i></b>	<b>1-800-222-3937</b> <a href="http://www.allaboutvision.com">http://www.allaboutvision.com</a>
<b><i>American Cancer Society</i></b>	<b>1-800-227-2345</b> <a href="http://www.cancer.org">www.cancer.org</a>
<b><i>American Diabetes Association</i></b>	<b>1-800-342-2383</b> <a href="http://www.diabetes.org">www.diabetes.org</a>
<b><i>Prescription Assistance Program/American Diabetes Association</i></b>	<a href="http://www.diabetes.org">www.diabetes.org</a>
<b><i>American Heart Association</i></b>	<b>1-800-242-8721</b> <a href="http://www.americanheart.org">www.americanheart.org</a>
<b><i>American Parkinson's Disease Association</i></b>	<b>617-244-1800</b> <a href="http://www.apdaparkinson.org">www.apdaparkinson.org</a>
<b><i>Arthritis Foundation</i></b>	<b>1-800-283-7800</b> <a href="http://www.arthritis.org">www.arthritis.org</a>
<b><i>Mass Department of Mental Health</i></b>	<b>1-800-221-0053</b> <a href="http://www.mass.gov">www.mass.gov</a>
<b><i>Day Surgery Companionship Service (through Home Instead Senior Care)</i></b>	<b>781-314-0153</b> <a href="http://www.homeinstead.com/">www.homeinstead.com/</a>
<b><i>MAB Community Services</i></b> (low vision resources)	<a href="http://www.mabcommunity.org">www.mabcommunity.org</a>
<b><i>Mass Commission for the Blind</i></b>	<b>617-727-5550</b> <a href="http://www.mass.gov/mcb">www.mass.gov/mcb</a>

## HELPFUL PHONE NUMBERS & WEBSITES

**Mass Commission for the Deaf & Hard of Hearing**

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

**Mass. Office on Disability**

**617-727-7440**

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

**McLean Hospital** (Geriatric Psychiatry Outpatient /Outreach)

**1-800-333-0338, 617-855-2300**

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

**Assisted Living Ombudsman Office**

**617-727-7750**

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

**Perkins School for the Blind**

**617-924-3434**

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

**Talking Book Library**

**617-972-7240**

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

**Perkins Library**

**617-972-7240**

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

**Massachusetts Low Vision Resources**

**1-888-811-3161**

<https://www.enhancedvision.com>

**Watertown Commission on Disabilities**

**617-972-6443**

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

**Free Government Cell Phones**

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





## CARE IN THE HOME

### SENIOR HOME CARE SERVICES

Many services are geared toward seniors who wish to remain in their own homes for as long as possible. The Massachusetts Home Care Program administered locally by Springwell provides state subsidized support services to income eligible elders with daily living needs.

**Springwell**

**617-926-4100**

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

Springwell is the Aging Services Access Point (ASAP) and Area Agency on Aging (AAA) for Watertown and surrounding communities and coordinates services for elders including: case management, placing home health aides and homemakers, Meals on Wheels and congregate meal programs, respite services, and some financial assistance for adult day health care. Eligibility is based on need and income. Fees are determined on a sliding scale. Caregiver support resources are available regardless of income. Seniors ineligible for funding or subsidy are referred to local home health/homemaker agencies for private pay.

The Massachusetts Family Caregiver Support Program administered through Springwell, provides free services such as an in-home assessment, information and referral, education, and training for spouses, family members and friends who care for an elder.

## CARE IN THE HOME

### A Program of All-inclusive Care for the Elderly (PACE)

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

PACE provides comprehensive medical and social services to certain frail, elderly people (participants) still living in the community. To enroll in PACE you must contact a PACE organization that serves the area where you live. The PACE organization will guide you through the application and enrollment process. You can check the availability of PACE organizations near you at: [www.mass.gov](http://www.mass.gov).

### Guide to Choosing a Home Care Agency

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

**617-727-8400**

To order a free guide, call the Mass Attorney General's Office at the above number. The *Guide to Choosing a Home Care Agency: Important Questions You Should Ask* was developed jointly by the Attorney General's Office and the Home and Health Care Association of Massachusetts, and provides basic information on home care issues.

## HOME HEALTH CARE

Home health agencies today provide a full range of health and supportive services which may include skilled nursing, home health aides, homemaker/housekeeping, social services, physical, occupational, and speech therapy, emergency response, nutrition counseling, and case management. For individuals who need assistance with certain activities of daily living, such as bathing, dressing,

## CARE IN THE HOME

grooming, and getting in and out of bed, home health agencies can provide home health aides or personal care homemakers.

### List of Home Health Care Agencies

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

Massachusetts Extended Care Federation publishes, and lists on their website, a list of approved agencies in the area:

<b><i>Griswold Special Care</i></b>	<b>781-559-0073</b> <a href="http://www.griswoldhomecare.com">www.griswoldhomecare.com</a>
<b><i>VNA Care Network</i></b>	<b>1-800-728-1862</b>
<b><i>CareGroup Parmenter Home Care &amp; Hospice</i></b>	<b>617-673-1700</b> <a href="http://www.mountauburnhospital.org">www.mountauburnhospital.org</a>
<b><i>Visiting Angels</i></b>	<b>617-795-2727</b> <a href="http://www.visitingangels.com">www.visitingangels.com</a>
<b><i>Home Instead Senior Center</i></b>	<b>617-229-7962</b> <a href="http://www.homeinstead.com/">www.homeinstead.com/</a>
<b><i>Watertown Home Care</i></b>	<a href="http://www.care.com">www.care.com</a>
<b><i>Mount Auburn Hospital Home Health Care</i></b>	<a href="http://www.mountauburnhospital.org">www.mountauburnhospital.org</a> <b>617-492-3500</b>

## CARE IN THE HOME

### CAREGIVER RESOURCES & SUPPORTS

***Springwell Caregiver Support Program***      **617-926-4100**  
[www.springwell.com](http://www.springwell.com)

The Caregiver Support Program helps those who provide care make informed decisions, solve problems, reduce stress, and maintain overall physical and emotional health. A consultation with the Caregiver Specialist often includes an assessment of caregiving needs, suggestions about resource options, and follow-up assistance. The Caregiver Specialist is also available for family meetings to help multiple caregivers identify and communicate their role in the care of a loved one.

***Facing Cancer Together***      **617-332-5777**  
[www.facing-cancer.org](http://www.facing-cancer.org)

The programs and services offered are all based on an understanding of the emotional and social needs of people with cancer that is grounded in research and training. All of our clinicians and instructors are trained and experienced in working with people facing serious illness.

### GERIATRIC CARE MANAGERS

***Springwell Private Geriatric Care Management***  
<http://www.springwell.com>      **617-926-4100**

Springwell's Private Geriatric Care Management service provides licensed, experienced Geriatric Care Managers who work with seniors, adults with disabilities, and families

## CARE IN THE HOME

to help support decision making, to find and connect to services, and to help ensure that you are receiving the care you want.

### ***Aging Life Care Association Experts NE Chapter (ALCA)***

<http://www.gcmnewengland.org> **617-277-4669**

Professional ALCA Experts are specialists who assist older people and their families in designing plans for the elder which maximize independence and well-being.

## PALLIATIVE CARE

### ***Elizabeth Evarts de Rham Hospice House/ VNA Care (Cambridge)***

<http://www.facebook.com/vnacare.org> **617-661-4944**

### ***Miriam Boyd Parlin Hospice House (Wayland)***

**508-358-3000 x252**

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

### ***Sawtelle Family Hospice House (Reading) 781-439-6123***

[www.facebook.com/pages/Sawtelle-Family-Hospice-House](http://www.facebook.com/pages/Sawtelle-Family-Hospice-House)

### ***Stanley R. Tippet Hospice House/ VNA Care (Needham)***

[www.vnacarenetwork.org/services](http://www.vnacarenetwork.org/services)

**781-569-2888**

### ***Hospice & Palliative Care Federation of Massachusetts***

[www.hospicefed.org](http://www.hospicefed.org) **781-255-7077**

The HPCFM is a non-profit organization, founded in 1980, dedicated to advancing and promoting excellence in end of life care. Call or go online for a listing of hospice and support groups that serve the area.

# ALTERNATIVE LIVING ARRANGEMENTS

## ASSISTED LIVING

Assisted Living is a residential setting that offers choices in personal care and health related services designed for seniors who need regular help with daily activities (bathing, dressing, toileting, walking, and medication reminders) but who do not need a nursing care facility. Such facilities offer a custodial level of care for seniors with some functional impairments, either physical or cognitive. Each residential unit has an emergency call system supported by 24-hour security and staff availability. These facilities may also offer three meals a day served in a common dining room, housekeeping services, transportation, health promotion and exercise programs, medication management, personal laundry services, and social and recreational activities.

Also, check Planning for Long Term Care in Massachusetts [www.chlpi.org](http://www.chlpi.org) for further information about the continuum of long term care services and facilities available in Massachusetts.

### ***Assisted Living Facilities Near Watertown:***

***Waltham Crossings***

**781-466-9912**

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

126 Smith Street

Waltham, MA 02451

## ALTERNATIVE LIVING ARRANGEMENTS

### **Brigham House**

**617-923-7779**

341 Mount Auburn Street

Watertown, MA 02472

<http://hallkeenal.com/brigham-house-watertown>

### ***The Residence at Watertown Square***

**617-924-8100**

20 Summer Street

Watertown, MA 02472

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

## ALZHEIMER'S CARE FACILITIES

These facilities specialize in caring for patients with Alzheimer's disease or other forms of dementia. In the early or mid-stages of the disease, patients may be able to live in an assisted living facility. Specialized dementia units may be offered by Residential, Assisted Living or Nursing facilities.

For additional assistance, contact the Alzheimer's Association.

### ***Alzheimer's Association***

**1-800-272-3900**

Massachusetts Chapter:

**617-868-6718**

[www.alz.org/manh](http://www.alz.org/manh)

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research.



# ALTERNATIVE LIVING ARRANGEMENTS

## NURSING HOMES

Nursing homes are for individuals who need 24-hour supervision, and skilled nursing care. Comprehensive information can be found in *A Consumer's Guide to Nursing and Rest Homes* [www.mass.gov](http://www.mass.gov) available from the Executive Office of Elder Affairs, 1-800-AGE-INFO or 1-800-243-4636.

Some nursing homes in the area are:

**Watertown Health Center (Watertown)** 617-924-1130  
<http://watertownhc.com/>

**Maristhill Nursing Home (Waltham)** 781-893-0240  
<https://www.maristhill.org/>

**Meadow Green Nursing & Rehab (Waltham)**  
781-899-8600

<http://www.meadowgreenrehabandnursing.com/>  
**Sancta Maria Nursing Facility (Cambridge)** 617-868-2200  
<http://sanctamaria.org/>

**Presentation Nursing & Rehab (Brighton)** 617-782-8113  
<http://presentationrehab.com/>

## ADULT DAY HEALTH CARE

Facilities that provide community-based day health care in a safe environment to individuals with a variety of cognitive and functional limitations who do not require 24-hour institutional care, yet are not capable of full-time,

## ALTERNATIVE LIVING ARRANGEMENTS

independent living. They are designed to assist the individual obtain his/her maximum level of health, prevent further disabilities, and provide respite for family members/caregivers.

### Local Sites:

<b><i>Arevik (Watertown/ Armenian)</i></b>	<b>617-924-5900</b>
<b><i>Rainbow Adult Day Health Care of Waltham</i></b>	<b>781-216-8730</b>
<b><i>Windsor House (Cambridge)</i></b>	<b>617-547-7836</b>
<b><i>Gtr. Boston Chinese Golden Age Center</i></b>	<b>617-789-4289</b>
<b><i>Second Home (Watertown/ Russian)</i></b>	<b>617-924-1228</b>

## CONGREGATE HOUSING

Congregate Housing is a shared living environment designed to integrate the housing and service needs of income eligible elders and younger disabled individuals. Residents have their own room, and share the common areas of a house. Individuals in need of 24-hour supervision are not appropriate for congregate housing. Locally, there are two sites managed by Newton and Waltham Housing Authorities in conjunction with Springwell. Springwell coordinates support services and placement for elder residents. Call Springwell at 617-926-4100 for more information.

# ALTERNATIVE LIVING ARRANGEMENTS

## PUBLIC & PRIVATE SUBSIDIZED HOUSING

**Watertown Housing Authority (WHA) 617-923-3950**

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

The WHA maintains three housing complexes for seniors and persons with disabilities: Woodland Towers, McSherry Gardens, and E. Joyce Munger Apartments. Eligibility is determined by income level and age.

### **State/Federal Housing**

<b>McSherry Gardens</b>	15 Quirk Street
<b>E. Joyce Munger Apts.</b>	100 Warren Street
<b>Woodland Towers</b>	55 Waverley Ave

### **Private Housing**

<b>Arsenal Apartments (Gilbane Properties)</b>	<b>617-924-5565</b>
<b>Marshall Place Apartments</b>	<b>617-923-3505</b>
<b>The Apartments at Coolidge School</b>	<b>844-363-2717</b>
<b>St. Joseph's Hall</b>	<b>617-923-3505, x5</b>

These are privately-owned subsidized units specially designed for the elderly or persons with physical disabilities. Eligibility is determined by income level and age. The waiting list for an apartment is long, so apply early.

**Metro West Collaborative Development 617-923-3505**

<https://metrowestcd.org/>

Metro West Collaborative Development is a private non-

## ALTERNATIVE LIVING ARRANGEMENTS

profit community development corporation. The mission of Metro West CD is to organize residents, resources and good ideas to resolve community problems and improve the quality of life for all residents of Metro West neighborhoods.

### ***Section 8 and Affordable Housing Programs:***

<https://section-8-housing.org>

A limited number of Section 8 vouchers are available periodically through the Watertown Housing Authority (617-923-3950).

## ROOMING HOUSES AND SHELTERS

If you just need a roof over your head, you may look into rooming houses, where you rent a room, often with shared kitchens and/or bathrooms, or you may need to find a shelter bed until you can get back on your feet.

***Caritas*** [www.caritascommunities.org](http://www.caritascommunities.org)

**781-843-1606**

***Mass Dept. of Housing***

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

**800-231-4337**

### ***Shelters:***

**First Church Shelter** (Cambridge)

**617-661-1873**

**Bristol Lodge Women's Shelter** (Waltham)

**781-894-1225**

**Harvard Square Shelter** (Cambridge)

**617-876-3256**

## ALTERNATIVE LIVING ARRANGEMENTS

### Homeless Shelter Directory:

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

### HomeBASE (Short Term Housing)

**617-426-1228**

<http://children.massbudget.org>

HomeBASE provides short-term assistance to help low-income families eligible for shelter through the Emergency Assistance (EA) program to secure permanent housing.

### Boston Public Health Commission

**617-534-2526**

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

The mission of the Boston Public Health Commission's Homeless Services Bureau is to improve the quality of life for Boston's homeless citizens by providing emergency shelter, social services, and housing search services.

## RENTAL ASSISTANCE

### Residential Assistance for Families in Transition (RAFT)

<http://children.massbudget.org>

**800-224-5124**

Residential Assistance for Families in Transition (RAFT) provides low-income families who are at risk of becoming homeless with one-time housing assistance. RAFT helps low-income families, earning between 30 and 50% of area median income. It provides assistance of up to \$4,000 in a 12-month period to help families pay security deposits, first and last month's rent, moving expenses, rent, utility and mortgage arrears, and other housing-related expenses.

# ALTERNATIVE LIVING ARRANGEMENTS

## Resources

### ***Housing Services for Senior Citizens/ Mass.Gov Blog***

<http://blog.mass.gov>

Website provides wide range of information on public and private housing options in Massachusetts that address seniors' different needs; from independent living and active senior communities to assisted living, continuing care, and nursing homes.

### ***New Lifestyles***

**800-869-9549**

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

New LifeStyles publication *The Source for Seniors*, provides comprehensive, quality information on senior residences and care options.

***“Assisted Living in Massachusetts-2018 Resource Guide”*** – a free statewide guide to assisted living published by the Assisted Living Facilities Association (Mass-ALA), is available at <http://www.mass-ala.org> or by calling 781-622-5999.

Additional information about housing options is also available online on these websites:

[www.retirementliving.com/massachusetts.html](http://www.retirementliving.com/massachusetts.html)

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



## HEAT AND UTILITIES

### Fuel Assistance (LIHEAP)

**978-459-6161**

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

Fuel Assistance is a combined state and federal program that funds a portion of heating expenses for income eligible households. Applications are accepted from November through April. Watertown residents apply through Community Teamwork, Inc. To apply, call the Council on Aging/Senior Center at 617-972-6490 to set up an appointment. Once eligible for fuel assistance, an individual becomes automatically eligible for weatherization assistance, and discounts on their water/sewer bill.

### Weatherization Assistance Program

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

The U.S. Department of Energy (DOE) Weatherization Assistance Program reduces energy costs for low-income households by increasing the energy efficiency of their homes, while ensuring their health and safety.

### Menotomy Weatherization

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

**781-316-3436**

WAP funds energy conservation home improvements, and repairs. Applications are accepted year-round.



## INFO FOR HOMEOWNERS AND TENANTS

Community Action Programs Inter-City, Inc.

**617-884-6130**

[www.capicinc.org/Eng/E\\_Weatherization.html](http://www.capicinc.org/Eng/E_Weatherization.html)

The CAPIC Weatherization Program provides energy conservation measures to make the home more energy efficient year round.

Good Neighbor Energy Fund

**1-800-334-3047**

<http://magoodneighbor.org/>

This fund is operated by your local Salvation Army for limited-income households not eligible for fuel assistance.

Citizens Energy Oil Assistance Program

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

**877-JOE-4-OIL, 877-563-**

**4645**

This program pays for a portion of an oil delivery for income-eligible households.

MASS ENERGY

**1-800-287-3950**

[www.massenergy.org/heating-oil](http://www.massenergy.org/heating-oil)

Members receive discounts on oil and service prices. Membership fee is on a sliding scale, and is free for Fuel Assistance clients.

Residential Efficiency & Renewable Energy Hotline

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

**1-866-527-7283**

Massachusetts Home Energy Service (MA HES) provides one-stop shopping to Massachusetts residential utility

## INFO FOR HOMEOWNERS AND TENANTS

customers for energy efficiency and renewable energy services. The Residential Efficiency and Renewable Energy Hotline provides information, matches residents' needs with appropriate resources, and identifies residents who require a Home Energy Assessment.

### Energy Savings Plan

**1-800-592-2000**

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

Provides a detailed analysis of your energy usage by category, and can show incentives to reduce your energy consumption. Learn more about your energy use at your home or business.

### Utility Cut-Off Protection

**617-727-8400**

<https://www.mass.gov/keeping-your-utilities-on>

In residences where all the adults are 65 or over, public utilities (gas and electric) cannot discontinue service without written approval from the Mass. Dept. of Public Utilities. It is important to fill out the notification card that comes periodically with your bill and/or call your utility company. **During November 15 to March 15, utility companies cannot shut off service because of an inability to pay.**

### National Grid Discount Rate Application

<https://nationalgridus.com>

### Eversource Discount Rate

## INFO FOR HOMEOWNERS AND TENANTS

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

Verizon LifeLine

**1-800-837-4966**

<https://www.verizon.com>

Through the LifeLine Discount Program, a reduction in the monthly bill is available for income eligible individuals.

## MAINTAINING YOUR HOME

Springwell

**617-926-4100**

Home modifications covered by MassHealth typically include accessibility improvements like wheelchair ramps, handrails and grab bars. Call Springwell for information.

HUD Loan Programs

**1-800-225-5342**

<https://portal.hud.gov>

The Department of Housing and Urban Development offers Home Improvement Loans, which are insured loans made by private lenders for home improvement projects.

Homeowner Options for Mass. Elders (H.O.M.E.)

<http://elderhomeowners.org/>

**1-800-583-5337**

H.O.M.E. provides information on refinancing options, subsidized home repair, and financial management, help with credit, and advice on obtaining property tax abatements or deferrals.

HouseWorks

**617-928-1010**

## INFO FOR HOMEOWNERS AND TENANTS

[www.house-works.com/home-modification](http://www.house-works.com/home-modification) or **1-800-928-3393**  
HouseWorks offers a wide variety of large and small home repair, modification, heavy cleaning and moving services. All workers are screened and insured, and supply free written estimates.

**International Elders** **617-469-4640**  
[www.internationalelders.com/index.php](http://www.internationalelders.com/index.php)  
Offers a variety of home repair and chore services.

## YARD WORK/SNOW SHOVELING

**Smart Cleaning Services** **781-228-0904**  
[www.homeadvisor.com](http://www.homeadvisor.com)

**International Elders** **617-467-4640**  
[www.internationalelders.com](http://www.internationalelders.com)

## TAX HELP

**Property Tax Work-Off Program** **617-972-6490**  
This Watertown program allows a number of seniors yearly to work a certain number of hours in a Town Department in exchange for a reduction in their property tax bill. The applicant's skills must match those needed by participating Town departments. Preference is given to individuals whose annual income is 300% of the federal poverty level or less. Call Watertown Council on Aging/Senior Center for more information.

## INFO FOR HOMEOWNERS AND TENANTS

### Property Tax, Water/Sewer: Exemptions/Deferrals

**617-972-6490**

Check with the Watertown Assessor's Office for eligibility for tax exemptions or deferrals, which may defray part of the property tax and/or water/sewer bill.

## TENANT RIGHTS

### Watertown Health Department

**617-972-6446**

Landlords must maintain certain health and safety standards. Call the Health Department if there are health or safety problems with the condition of your rental unit.

### The Fair Housing Center

**617-399-0491**

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

Housing Center of Greater Boston investigates cases of housing discrimination and provides legal advocacy.

### Waltham Alliance to Create Housing (WATCH)

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

**781-891-6689**

The WATCH can help resolve tenant-landlord disputes.

***State Office of Consumer Affairs and Business Regulation***

**Consumer Hotline**

**888-283-3757, 617-973-8787**

<https://search.mass.gov>

The Massachusetts State Sanitary Code provides an outline of landlord obligations. To find out more information on the Massachusetts State Sanitary Code, or for any other tenancy questions, contact the consumer hotline.

## INFO FOR HOMEOWNERS AND TENANTS

**Home Improvement Information** **617-973-8787**

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

Information about home improvement for homeowners including the Home Improvement Contractor Law which provides for an arbitration program, a Guaranty Fund, sample contracts and checklists. Find *A Massachusetts Consumer Guide to Home Improvement* on [www.mass.govresources](http://www.mass.govresources)

**Home Improvement Contractor Lookup** **617-727-3200**

<https://services.oca.state.ma.us>

Listing of contractors who are registered with the State.



## DELIVERED TO YOUR HOME

### Pharmacy Delivery:

Belmont Pharmacy

**617-489-1616**

Service that will deliver prescriptions free to Watertown residents.

### Grocery Delivery:

Peapod

**1-800-573-2763**

### Laundry:

Town Line Laundry (pick-up and delivery)

**617-923-1022**

## SAFETY & ADAPTIVE EQUIPMENT

### MAB Community Services (formerly Vision Foundation)

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

**617-926-4232**

Evaluations, services and adaptive equipment for individuals with low vision.

### MA Residential Fire Injury Prevention Program

**617-972-6565**

Free smoke detectors for the elderly and disabled, funded through a grant and distributed by the Watertown Fire Department and the Senior SAFE Program.



## Verizon Center for Customers with Disabilities

<https://gethuman.com>

**1-800-974-6006**

If you are a Massachusetts resident with a permanent disability that in the majority of circumstances limits your ability to use the telephone effectively, you may be eligible to receive assistive telephone equipment free of charge or at a reduced rate.

### ***Online information about home safety and adaptive equipment:***

AARP Universal Design

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



LEGAL ASSISTANCE

**B.C. Legal Assistance Bureau (BCLAB) 617-552-0248**

<http://bclawlab.org/>

B.C. Legal provides free legal information, referral, and advice on civil matters such as tenant/landlord disputes involving security deposits, eviction notices or leases.

**MetroWest Legal Services 508-620-1830**

<http://www.mwlegal.org>

or **800-696-1501**

MetroWest Legal Services provides free civil legal aid to low-income people who would be denied justice without their help. Priority practice areas include: Family Law, Housing, Homeless Advocacy, Government Benefits (including Social Security), Education, Elder Law & Immigration.

**Greater Boston Legal Services**

Legal Advocacy Resource Center (GBLS)

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

**617-371-1234**

GBLS represents low-income individuals and families in Boston and 31 additional cities and towns in the Greater Boston area. GBLS gives advice and represents people in court, before agencies, and before city councils and the state legislature.

**Honoring Choices Massachusetts**

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

## LEGAL, FINANCIAL, AND CONSUMER INFO

Dedicated to informing & empowering adults to make health care choices that are right for them in a personalized health care plan. See their *Getting Started Tool Kit* and *Next Steps Tool Kits* to start your personal health care plan.

### Community Legal Services & Counseling Center

<http://clsacc.org/history.html>

**617-661-1010**

This Center provides free civil legal aid and affordable psychological counseling to low-income people. The Center draws on the expertise of dedicated volunteer professionals to provide direct services to our community's most vulnerable members.

### Massachusetts Bar Association

**617-338-0500**

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

***Lawyer Referral Service* 866-627-7577 or 617-654-0400**

Call to receive an instant referral; first half-hour consultation will cost no more than \$25.

***Dial-a-Lawyer***

**617-338-0556**

Call in and talk to a lawyer free of charge. This service operates from 5:30 - 7:30 p.m. on the first Wednesday of the month.

### Mass Health Care Proxy Law

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

This law gives individuals a way to ensure that their wishes regarding medical care will be honored if they lose the ability to decide for themselves. A Health Care Proxy is a

## LEGAL, FINANCIAL, AND CONSUMER INFO

legal document that allows you to appoint someone you trust to make medical decisions for you. The form must be signed in front of two witnesses but need not be publicly filed. Give a copy of your health care proxy form to your health care agent. Remember to talk about your medical care preferences with your health care agent.

### Declaration of Homestead

The Homestead Act: Q&A

**617-727-7030**

<https://www.sec.state.ma.us>

Elderly persons, regardless of marital status, will be personally exempt up to five hundred thousand dollars (\$500,000) each. If two (2) owners qualify for the elderly or disabled homestead protection, the aggregate protection on the home shall be one million dollars (\$1,000,000). Forms must be filed at the Registry of Deeds for a fee. Homestead forms may be obtained at <http://www.sec.state.ma.us> and most Registries of Deeds.

## RETIREMENT FINANCIAL INFORMATION

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

This retirement toolkit is completed by the three federal agencies involved in key elements of retirement planning and security: the Department of Labor, the Social Security Administration and the Centers for Medicare & Medicaid Services.

## LEGAL, FINANCIAL, AND CONSUMER INFO

### Social Security

**1-800-772-1213**

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

Social Security is a federal insurance program that pays a monthly stipend to workers or their families when the worker retires, becomes disabled, or dies. Social Security is an entitlement program, however, one must apply either in person, or online <https://secure.ssa.gov>, or by mail at your local Social Security office at least three months before retirement.

### Supplemental Security Income (SSI)

**1-800-772-1213**

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

SSI is a financial assistance program administered by the Social Security Administration to help individuals with very low income. Call Social Security for more information. The SSI eligibility can be also checked at <https://ssabest.benefits.gov/benefits>.

A SHINE counselor can help negotiate the process. Call the Watertown COA/Senior Center at 617-972-6490 to schedule a SHINE appointment (see pg. 5).

### Community Dispute Settlement Center

**617-876-5376**

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

Community Dispute Settlement Center (CDSC) is a private, nonprofit mediation and training center dedicated to providing an alternative and affordable forum for resolving conflicts.

## LEGAL, FINANCIAL, AND CONSUMER INFO

**Emergency Assistance to Elderly, Disabled, and Children (EAEDC)** **1-877-382-2363**

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

EAEDC is a state funded program administered by the Department of Transitional Assistance to help individuals with very low income. The qualifications are not as stringent as those for SSI. Apply at your local welfare office. Call the Department of Transitional Assistance for more information.

***'Virtual Gateway'*** to Health and Human Services

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

MassHealth, SNAP (Food Stamps), and Child Care are just a few examples. The Virtual Gateway brings information and access together in a single location on the Internet for individuals, families, providers, and government.

**Veterans Benefits** **617-972-6416**

Veterans who meet income, assets and military requirements, and their families may be eligible for benefits through the Veterans Administration. Call the Watertown Veterans Agent for more information.

**Emergency Assistance** **617-972-6490**

Limited financial assistance is available for residents through the Town and the Marshall Home Fund. Call the Watertown COA/Senior Center for more information.

**Money Management** **617-926-4100**

## LEGAL, FINANCIAL, AND CONSUMER INFO

Help with bill paying and check-writing chores is available to eligible seniors through Springwell.

### Income Tax Assistance

**617-972-6490**

<https://www.aarp.org>

The AARP Tax-Aid Program operates locally at local Senior Centers from mid-February through April 15. Trained volunteers complete simple personal tax returns by appointment for no charge. Call the Watertown COA/Senior Center to make an appointment.

## JOBS FOR SENIORS

### Operation A.B.L.E.

**617-542-4180**

<https://operationable.net/>

This program offers paid training opportunities and job search assistance to income eligible individuals age 45 and older.

### Senior Community Service Employment Program

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

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors. Participants also have access to employment assistance through American Job Centers.

## LEGAL, FINANCIAL, AND CONSUMER INFO

### One-Stop Career Centers / Mass Rehabilitation Commission

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

**Career Source Cambridge**

**617-661-7867**

Job seekers can find the tools to research careers, find training, polish their resume, and more.

## INFORMATION FOR CONSUMERS

### The Attorney General's Elder Hotline

**1-888-243-5337 or TTY: 617-727-4765**

<http://www.mass.gov>

The Elder Hotline is available to callers Monday through Friday, from 9:00 a.m. to 5:00 p.m. The hotline provides a valuable service to Massachusetts' senior citizens, their families, and others seeking information about elder-related issues and programs throughout the Commonwealth.

### Attorney General's Office

[www.ago.state.ma.us/](http://www.ago.state.ma.us/) **617-727-2200, TTY (617) 727-4765**

Call here to register a complaint about problems with nursing home abuse, insurance frauds, investment scams and other consumer issues.

### Consumer Hotline

**617-973-8787 or 888-283-3757**

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

This state office provides information and advice on legal rights concerning consumer issues.



## Do Not Call Registry

**1-866-231-2255**

[www.madonotcall.govconnect.com](http://www.madonotcall.govconnect.com)

Register online to reduce the number of telemarketing calls you receive.

## Junk Mail

<http://junkmail.com/>

Limit the amount of junk mail entering your home by removing your name from national mailing lists.

**Direct Marketing Association    212-768-7277,    Ext. 1888**

<https://dmachoice.thedma.org>

This toolkit educates on the myths and misperceptions about direct marketing's environmental impact, as well as the benefits and convenience of direct mail, including the importance of direct mail to America's economy.



## LGBTQ SUPPORTS

### LGBT Aging Project

**857-313-6590**

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

The LGBT Aging Project is a Boston-based non-profit organization dedicated to ensuring that lesbian, gay, bisexual, and transgender older adults have equal access to life-prolonging benefits, protection, and services.

### SAGE

**888-234-SAGE**

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

SAGE is the country's largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual, and transgender (LGBT) older adults.

### National Resource Center on LGBT Aging

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

**212-741-2247**

The resource center that is improving the quality of services and supports offered to LGBT older adults. They provide training, technical assistance and educational resources to aging providers, LGBT organizations and LGBT older adults.

### Boston Pride

**617-262-9405**

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

The Boston Pride is local non-profit organization that produces events and activities to achieve inclusivity, equality, respect, and awareness.

### LGBT National Senior Hotline

**888-234-7243**

## LGBTQ SUPPORTS

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

The hotline provides telephone peer-support, as well as provide local senior resource information for cities and towns across the United States. All services are free and confidential.

**Fenway Health**

**617-267-0900**

<https://fenwayhealth.org/>

The health center that specializes in medical and behavioral health care to the lesbian, gay, bisexual, and transgender adults of all ages, including the aging and elderly. Other care and services available include dental care, eye care, a pharmacy, and complementary therapies.

**Greater Boston PFLAG**

**781-891-5966**

<https://gbpflag.org/>

The Greater Boston PFLAG is a local chapter of the national organizations PFLAG that offers support groups, community forums and evening programs, and confidential telephone support and information to LGBTQ individuals, their families, friends and allies.

**GLBTQ Legal Advocates & Defenders**

**617-426-1350**

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

GLAD is a local legal advocacy organization that is committed to providing legal services, information, and resources to lesbian, gay, bisexual, transgender people and people living with HIV.

## IMMIGRANT SUPPORTS

### Watertown Free Public Library Immigration Clinic

**617-972-6431, 617-600-1154**

<http://reservations.watertownlib.org>

The Watertown Free Public Library & Kandilian Law Offices conduct monthly immigration clinics offering free legal advice to the immigrant community of Watertown and the surrounding neighborhoods.

### Immigrant Learning Center

**781-322-9777**

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

**TTY: 800-439-2370**

The center offers literacy classes, senior conversation class (age 60 and older), U.S. citizenship preparation classes, and entrepreneurship class. The center also provides individual counseling on skills and trainings, jobs, as well as college and career readiness.

### Office for Refugees and Immigrants (ORI)

**617-727-7888, TTY: 617-727-8147**

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

ORI supports services that meet cultural and linguistic needs of refugees and immigrants through a network of service providers in Massachusetts.



## FOOD AND NUTRITION

### Congregate Lunch Program

**617-924-9801**

Springwell administers the federally funded Congregate Lunch Program at Woodland Towers in Watertown. A \$2.00 donation is requested and you need to call to make a reservation.

#### ***Woodland Towers***

Monday – Friday at 11:30 a.m.

At 55 Waverley Ave.

Saturday and Sunday at 12:30 p.m.

Call one day in advance between 9:00 and 10:30 a.m. to reserve Monday-Friday. Call by 12:30 on Thursday for weekend reservation.

### Meals on Wheels

**617-926-4100**

Meals on Wheels is federally funded and administered by Springwell for homebound elders and hospital discharges who find it difficult to prepare meals. A hot meal is delivered Monday through Friday. Frozen meals for weekends, and accommodations for special diet requirements are available. A nominal donation is requested.

### Local Food Pantries

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

#### ***Watertown Food Pantry***

**617-972-6490**

Belmont-Watertown United Methodist Church

Tuesdays 10 - 11:30 a.m. and Thursdays 4- 6 p.m.

80 Mt. Auburn Street, Rear

## FOOD AND NUTRITION

**Watertown Catholic Collaborative Food Pantry 617-926-7121**

Located at Sacred Heart Church (Rectory)

Tuesday and Thursday 10:00 – 11:45 a.m.

770 Mount Auburn Street

Open to any Watertown resident in need, these food pantries may be accessed once per month. Volunteer assistance may be available for delivery to homebound and infirmed elders.

**Food Stamps (SNAP)**

**1-877-382-2363**

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

**SNAP Line for Seniors**

**1-833-712-8027**

<https://www.mass.gov>

Food Stamps may be used at grocery stores to purchase food. Income eligibility restrictions apply. Call for qualification information and an application or visit the website. The website, supported by Project Bread, provides up-to-date information about food stamp eligibility and an application form that may be downloaded.

**Project Bread FoodSource Hotline:**

**1-800-645-8333**

Download the Application for seniors from [www.mass.gov](http://www.mass.gov).

Apply online at [www.mass.gov](http://www.mass.gov). The DTA Connect app, which lets you view and manage your case information, can be downloaded from Google Play or the App Store.

### Watertown COA/Senior Center Shopping Bus

**617-972-6490**

The Watertown Senior Shuttle travels a route throughout Watertown to take seniors grocery shopping. The bus goes to the Stop & Shop on Watertown St. on Tuesdays and Wednesdays, the Super Stop and Shop on Pleasant St. on Fridays, and the Watertown Mall on Wednesdays. Call 617-972-6490 for information. We frequently adjust the route to accommodate new riders, and request a \$1.00 donation round trip. 3 bag limit per rider.



## TRANSPORTATION INFORMATION

**MBTA Reduced Fare Senior Pass** **617-222-3200**

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

The MBTA issues a pass that entitles seniors (over 65) to a reduced fare on subways, buses and commuter rail. No application is needed. Visit the CharlieCard Store in Downtown Crossing: 7 Chauncy Street, Boston. Present a valid, government-issued license or ID to prove age 65 or older. You will be issued a temporary 30-day Senior CharlieCard Ticket. The card will arrive in the mail 7-10 business days later. Get the information on reduced fares at: [www.mbta.com](http://www.mbta.com)

**THE RIDE Eligibility Center** **617-337-2727**

<https://commerce.mbta.com>

The MBTA RIDE program provides door-to-door transportation for any individual with a disability that prevents them from using public transportation. Check the brochure at:

<https://cdn.mbta.com>

**Senior Medical Escort Program** **617-926-4100**

<http://www.springwell.com>

Springwell's volunteer Medical Escorts provide seniors with an escort to medical appointments. Medical Escorts wait during the appointment (up to 1.5 hours) and provide accompaniment home, providing transport and companionship. As staffing permits.

**American Cancer Society** **800-227-2345**



## TRANSPORTATION INFORMATION

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

The Road to Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. Please contact the American Cancer Society for details.

### Watertown COA/Senior Center Transportation

**617-972-6490**

The Watertown COA/Senior Center works with local taxi services to transport Watertown seniors to local medical appointments up to 5 round trip rides per year. The service must be reserved at least two days in advance. As funding permits. Suggested donation may apply.

### Local Taxi Services

***Watertown Taxi***

**617-923-9003**



## COUNCIL ON AGING/ SENIOR CENTER

### **Watertown COA/Senior Center**

**617-972-6490**

31 Marshall Street

Watertown, MA 02472

*Hours: Monday through Friday, 8:30 AM -5:00 PM*

<http://www.ci.watertown.ma.us>

The Watertown Council on Aging (COA)/Senior Center provides a variety of social, health, educational, recreational, advocacy and support programs designed to help Watertown's older adults age well in the community. The Senior Center is accessible for individuals with physical disabilities, and is equipped with free WiFi.

**Services and Programs for seniors and their families include:**

#### ***Information & Referral:***

Call the Senior Center to find out about services available for seniors. The *Watertown Senior News* is published monthly, and can be downloaded from the Town website and contains information about lectures, trips, movies, and a daily calendar of activities at the Senior Center. The newsletter is free and available at the Town Hall, Senior Center, and Libraries all month, and distributed to banks, post offices, the malls, places of worship and senior housing at the beginning of each month. Mailed to homes upon request.

### ***Case Management:***

The Senior Center Case Worker is a licensed social worker who advocates for frail elders in the community by directing individuals to appropriate services and working with outside agencies. The Case Worker provides emotional support to elders and their families through home visits and phone contact, and helps with completing applications, emergency assistance requests, counseling and referral. The Case Worker is fluent in Russian and English.

### ***Senior Shuttle Bus:***

The Watertown Senior Shuttle travels a route throughout Watertown to take seniors grocery shopping. The bus goes to the Stop & Shop on Watertown St. on Tuesdays and Wednesdays, the Super Stop and Shop on Pleasant St. on Fridays, and the Watertown Mall on Wednesdays of the month. Call 617-972-6490 for information. We frequently adjust the route to accommodate new riders, and request a \$1.00 donation round trip. 3 bag limit per rider.

### ***Watertown Senior News:***

The Senior Center's free monthly newsletter with articles about our weekly lectures, monthly trips, movie series, and daily calendar of activities is available at Watertown Town Hall, the Senior Center, libraries, banks, post offices, the malls, places of worship and senior housing at the beginning of each month.

## COUNCIL ON AGING/ SENIOR CENTER

### ***Medicare Health Insurance Counseling:***

A SHINE Counselor (Serving the Health Information Needs of Everyone) is available at the Senior Center Wednesday mornings by appointment. SHINE is a State-funded service that provides free counseling about Medicare, health insurance and prescription drug coverage.

### ***Watertown Food Pantry:***

<http://www.ci.watertown.ma.us>

The Watertown Council on Aging administers the Watertown Food Pantry which provides food assistance to any Watertown resident in need. The Food Pantry is located at the rear of the Belmont-Watertown UMC, 80 Mt. Auburn Street and is open Tuesdays from 10:00 to 11:30 a.m. and Thursdays from 4:00 to 6:00 p.m. Call the Senior Center for more information, eligibility, or to make a donation.

### ***Activities, Classes and Workshops at the Senior Center:***

***Exercise Classes:*** Aerobic, Strength Training and Balance Classes, Line Dancing , Tai Chi, Chair Exercise and Yoga.

***Health Screenings:*** Monthly Blood Pressure Screenings and Podiatry Care Clinic, Flu Shots.

***Lectures/Workshops/Classes:*** Art, Music, Theatre, Crafts, Floral Arranging, Health, Financial, Safety, Fraud, Scams, Public Safety Coffees with Police and Fire

## COUNCIL ON AGING/ SENIOR CENTER

Departments, Travel, Culture, and Current Events.  
Monthly legal clinics by Metrowest Legal Services.

***Social Activities:*** Bingo, Open Art Studio Class, Knitting, Co-ed Choral Group, Weekly Movies, Book Club, Smartphone and Tablet help, Chess, Card Groups (Bridge, Cribbage, Canasta, Whist), Games (Rummikub), Day Trips, and Seasonal Parties.

***Drop-In:*** Seniors are welcome to relax in our lounge area and make use of the book & magazine exchange, resource materials and free WiFi.

Consult the calendar insert in the Watertown Senior News for program days and times, or go online to [www.watertown-ma.gov](http://www.watertown-ma.gov) and click on Watertown Senior News and Calendar.

### ***Senior Parking Permits***

For Watertown residents 65 and older, parking permits are available for up to two-hours of free parking at meters in municipal lots. Permits are \$3 for two years, and \$2 for one year. Visit the Senior Center with your driver's license and car registration to purchase one.



## VOLUNTEERING

### ***Volunteer for Project Literacy***

**617-924-8797**

<http://watertownlib.org>

Project Literacy tutors are caring members of community who provide an important service to adult learners. The volunteer tutors are fluent in English and are willing to spend two hours a week with adult learners, most of whom are learning or improving their English communication skills.

### ***Cambridge Neighbors***

**617-864-1715**

<http://cambridgeneighbors.org/>

Cambridge Neighbors (CN), a nonprofit organization that offers a helping hand to people who are determined to enjoy their retirement years in their own homes and neighborhoods. CN serves residents 50+ of Arlington, Belmont, Cambridge, Somerville & Watertown. Services include information and referral, door-to-door grocery shopping, transportation for members 75 and older, volunteer outreach, help with technology, and discount programs.



## ENRICHMENT & RECREATION

**Watertown COA/Senior Center** **617-972-6490**

[www.ci.watertown.ma.us](http://www.ci.watertown.ma.us)The Senior Center offers a variety of recreational and educational programs for seniors that are listed on monthly Watertown Senior Newsletter and online.

**Watertown Free Public Library** **617-972-6431**

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

The library extends beyond its walls to connect people to ideas, information, education, creative opportunities, and to each other. The library provides free recreation, entertainment, and enrichment. It welcomes and serves everyone.

**Watertown Recreation Department** **617-972-6494**

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

The mission of the Watertown Recreation Department is to provide the citizens of the Town with varied and comprehensive passive and active recreational, leisure and seasonal opportunities for a wide range of age groups and abilities.

**Watertown Adult Education** **617-923-7653**

<https://sites.google.com/a/watertown.k12.ma.us>

Classes offered in the fall and spring mostly at Watertown High School. Senior discounts are available for some courses.

## ENRICHMENT & RECREATION

**Watertown Boys and Girls Club**                      **617-926-0968**

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

Seniors pay a reduced rate for membership. The pool offers adult lap swim times.

**A Senior Citizen Guide for College**

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

Seniors (over 60) are eligible for free tuition at state universities and community colleges in courses where space is available. For more information, call the admissions office of the college or university you are interested in attending.

**UMass Boston Senior Tuition Benefits**                      **617-287-7324**

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

This benefit applies to undergraduate students who are Massachusetts residents. The credit does not apply to fees.

**RoadScholar (former Elderhostel)**                      **1-800-454-5768**

[www.road scholar.org/](http://www.road scholar.org/)

Founded as Elderhostel in the summer of 1975, Road Scholar began as a learning program conceived to combine not-for-credit classes with inexpensive lodging for older adults.

**Tufts Institute for Lifelong Learning**                      **617-627-5699**

<http://ase.tufts.edu/lli/>

The Osher Lifelong Learning Institute at Tufts University is pleased to provide any "third-ager" the opportunity to



## ENRICHMENT & RECREATION

return to the classroom with on-campus study groups and on-line E-learning courses. Course offerings focusing on subjects as varied as modern art, the world economy and memoir writing, ensure a wealth of options for your intellectual inquiry. There are no examinations, course credits, or degrees awarded.

**Ambassadors Program (CAP) 617-627-5885**

<http://ase.tufts.edu/lii>

CAP is an outreach service to local community groups interested in having an Osher LLI study group leader speak to their group or organization.

**Boston University Evergreen Program 617-358-1350**

[www.bu.edu/lifelong/evergreen](http://www.bu.edu/lifelong/evergreen)

The Boston University Evergreen Program invites elders (58+ y/o) of the community to enrich their lives through opportunities to participate in the intergenerational setting of the University through lectures and discussion groups.

**Cambridge Center for Adult Education 617-547-6789**

<https://ccae.org>

The Cambridge Center for Adult Education is a self-supporting non-profit organization providing community members with the opportunity to explore their interests and nurture their talents and potential in small groups and in an informal, affordable and social setting.

## ENRICHMENT & RECREATION

### Middlesex Community College MILES Program

<http://noncredit.middlesex.mass.edu>

**781-280-3570**

MILES (Middlesex Institute for Lifelong Education for Seniors) offers informal learning opportunities, use of their Fitness Center, and library in exchange for a membership fee.



## WATERTOWN TOWN DEPARTMENTS

<b>Assessor</b>	<b>617-972-6410</b>
<b>Auditor</b>	<b>617-972-6460</b>
<b>Community Development &amp; Planning</b>	<b>617-972-6417</b>
<b>Council on Aging/Senior Center</b>	<b>617-972-6490</b>
<b>Fire</b>	<b>617-972-6512</b>
<b>Health</b>	<b>617-972-6446</b>
<b>Information Technology</b>	<b>617-972-6463</b>
<b>Personnel</b>	<b>617-972-6443</b>
<b>Police</b>	<b>617-972-6500</b>
<b>Public Works</b>	<b>617-972-6420</b>
<b>Purchasing</b>	<b>617-972-6414</b>
<b>Recreation</b>	<b>617-972-6494</b>
<b>School Department</b>	<b>617-926-7700</b>
<b>Skating Rink - John A. Ryan Arena</b>	<b>617-972-6494</b>
<b>Town Clerk</b>	<b>617-972-6486</b>
<b>Town Manager</b>	<b>617-972-6465</b>
<b>Treasurer / Collector</b>	<b>617-972-6450</b>
<b>Veterans Services</b>	<b>617-972-6416</b>
<b>Animal Control</b>	<b>617-972-6446</b>
<b>Watertown Free Public Library</b>	<b>617-972-6431</b>

To receive news, alerts and communications from any Town Department right to your inbox, sign up via ***Notify Me*** on the Town of Watertown website.

<https://www.watertown-ma.gov/list.aspx>

**Watertown Council on Aging/ Senior Center  
31 Marshall Street  
Watertown, MA 02472**

**Phone: 617-972-6490**

**FAX: 617-972-6493**

[www.watertown-ma.gov](http://www.watertown-ma.gov)

**Follow us on Facebook**

[www.facebook.com/WatertownMACouncilOnAging](http://www.facebook.com/WatertownMACouncilOnAging)