Welcome to the
Lincoln Council on Aging

A department of the Town of Lincoln serving Lincoln residents 60 and older, their families, caregivers, and the community.

Location: Bemis Hall, 15 Bedford Road
(Mailing address: 16 Lincoln Road),
Lincoln, MA 01773
781-259-8811
www.lincolncoa.org

Hours: Monday through Friday, 8:30 am to 4:30 pm

Carolyn Bottum, Director (bottumc@lincolntown.org)
Pam Alberts, Assistant Director (albertsp@lincolntown.org)

- Lectures, Classes, and Workshops
- Art Exhibits featuring local artists
- Tai Chi, fitness and chair exercise classes
- Blood pressure and podiatry clinics
- Day Trips
  - Socialize at Senior Men’s Coffee, Senior Dining and conversation groups
- Discussion Groups on What’s Next, Change Your Thinking and Life, and De-cluttering
  - Volunteer Opportunities
- Transportation to medical appointments or Bemis Hall
- Help with tax preparation, health insurance, or Fuel Assistance
  - Assistance in financial emergencies
  - Medical Equipment Loan Program
- Help finding in-home care, caregiver information, counseling
  - And much more!

Inclusion of a service provider in this directory does not constitute an endorsement of that service provider by the Town of Lincoln, the Lincoln Council on Aging, or the agents of either.
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Appendix A: Some Questions to Ask When Selecting a Home Health Agency
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Adult Day Programs

Cooperative Elder Services
7 Chamberlin Drive
Concord, MA 01742
(978) 318-0046
elderdayservices.com
Provides a safe and caring environment to frail and disabled adults. Offers social & recreational activities, hot lunches, transportation. Specializes in services for Alzheimer clients.

Hearthstone C-MAP Memory Program
The Groves
1 Harvest Circle
Lincoln, MA 01773
(781) 305-7100
grovesinlincoln.org
An innovative lifelong learning program for those with early cognitive impairment and memory loss that features cultural experiences and cognitive stimulation, as well as opportunities for socialization and physical activity. Fee.

Advocacy & Consumer Protection

AARP Massachusetts
One Beacon St. Ste. 2301
Boston, MA 02108
(866) 448-3621
aarp.org/states/ma

Better Business Bureau
(508) 652-4800
boston.bbb.org

Consumer Products Safety Commission
(800) 638-2772
cpsc.gov

Office of the Attorney General
1 Ashburton Pl.
Boston, MA 02108
(617) 727-2200
mass.gov/ago
Maintains several important consumer hotline telephone numbers including elder hotline, consumer complaint, and Medicare fraud.

MA Executive Office of Elder Affairs
1 Ashburton Pl. 5th Floor
Boston, MA 02108
(617) 727-7750
(800) 243-4636
mass.gov/elders

Alcohol & Substance Abuse

AlAnon Family Support
(508) 366-0556
ma-al-anon-alateen.org

Alcoholics Anonymous
(617) 426-9444
aaboston.org

Emerson Hospital Addiction Services
133 ORNAC
Concord, MA 01742
(978) 287-3520
emersonhospital.org
Inpatient and outpatient detoxification, rehabilitation and consultations.

Massachusetts Substance Abuse Helpline
Health Resource in Action
(617) 292-5065
(800) 327-5050
helpline-online.com
McLean Hospital
115 Mill St.
Belmont, MA 02478
(800) 333-0338
(617) 855-2000
mcleanhospital.org
Alcohol and drug abuse treatment center.

Alzheimer’s Information

Alzheimer’s Association MANH Chapter
480 Pleasant St.
Watertown, MA 02472
(800) 272-3900
(617) 868-6718
alz.org/MANH
Resource for information pertaining to Alzheimer’s including a helpline for referrals and Alzheimer’s related-questions.

Mclean Memory Diagnostic Clinic
115 Mill St.
Belmont, MA 02478
(617) 855-2300
mclean.harvard.edu/patient/geriatrics

Minuteman Senior Services
26 Crosby Dr.
Bedford, MA 01730
(781) 272-7177
(888) 222-6171
TTY: (781) 275-1285
minutemansenior.org
In-home consultation, education and support for the caregiver.

Cooperative Elder Services
7 Chamberlin Drive
Concord, MA 01742
(978) 318-0046
elderdayservices.com
Provides a safe and caring environment to frail and disabled adults. It offers social & recreational activities, hot lunches, transportation. Specializes in services for Alzheimer clients.

Overlook C.A.R.E
(781) 430-6050
overlook-mass.org
An Alzheimer’s support group is offered at the Groves. Call for information.

Cancer Information

American Cancer Society
Metro West Office
30 Speen St.
Framingham, MA 01701
(508) 270-4600
(800) 227-2345
cancer.org

Emerson Hospital
133 ORNAC
Concord, MA 01742
(978) 369-1400
emersonhospital.org
Offers a wide variety of cancer support groups.
**Concierge Services**

Carleton-Willard at Home  
(781) 276-1910  
carleton-willardathome.org  
Access to screened providers of discounted in-home services such as maintenance, plumbing, landscaping, in-home health care, housecleaning, etc. Membership fee.

**Extended Family**  
185 Commonwealth Rd.  
Wayland, MA 01778  
(508) 318-4885  
extended-family.net  
A wide variety of services from personal care assistance, meals, light housekeeping, transportation and home repair and modification. Membership fee.

**De-Cluttering**

Lincoln Council on Aging  
(781) 259-8811  
Provides an extensive list of resources that will take/or get rid of many unwanted items. Contact the COA or view the list at the web site above.

**Dental Health**

**Dental Hygiene Program**  
Middlesex Community College  
Health, Science, and Technology Center  
Talbot Bldg.  
44 Middle St.  
Lowell, MA 01852  
(781) 280-3250  
www.middlesex.mass.edu/dhclinic  
Low cost dental hygiene by supervised students in Lowell.

**Harvard School of Dental Medicine**  
188 Longwood Ave.  
Boston, MA 02118  
(617) 432-1434  
www.harvardedentalcenter.harvard.edu

**Tufts School of Dental Medicine**  
One Kneeland St.  
Boston, MA 02111  
(617) 636-6828  
dental.tufts.edu

**Assistance for People with Disabilities**

**The Carroll Center for the Blind**  
770 Centre St.  
Newton, MA 02458  
(617) 969-6200  
(800) 852-3131  
carroll.org  
Offers services that enable blind and visually impaired persons to navigate their surroundings.
D.E.A.F., Inc
215 Brighton Ave.
Allston, MA 02134
Voice/TYY: (617) 254-4041
deafinconline.org
Specializes in deafness-related services, including education, evaluation, employment and independent living.

Easter Seals
89 South St. 1st Floor
Boston, MA 02111
(617) 226-2640
Disability Help-line: (800) 244-2756
ma.easterseals.com
Provides services for adults and children with disabilities. Information on disability resources.

Massachusetts Office on Disability
1 Ashburton Pl. #1305
Boston, MA 02108
Voice/TTY: (617) 727-7440
Voice/TTY: (800) 322-2020
mass.gov/mod
Provides information and advocacy for people with disabilities.

Massachusetts Commission for the Deaf & Hard of Hearing
600 Washington St.
Boston, MA 02111
Voice: (617) 740-1600
TTY: (617) 740-1700
Voice: (800) 882-1155
TTY: (800) 530-7570
mass.gov/mcdhh
Offers a wide range of services including case management, sign language classes & independent living programs.

Mass. Commission for the Blind
600 Washington St.
Boston, MA 02111
Voice: (617) 727-5550
Voice: (800) 392-6450
TDD: (800) 392-6556
mass.gov/mcb
Provides information and referral, rehabilitation and peer support groups, to individuals who are blind or visually impaired.

Massachusetts Rehabilitation Commission
600 Washington St.
Boston, MA 02111
Voice/TDD: (800) 245-6543
(617) 204-3600
mass.gov/mrc
Offers vocational rehabilitation, independent living, employment services, home modifications and home care assistance.

The Demo Center at Perkins Products
37 Fifield St.
Watertown, MA 02472
(617) 972-7308
perkins.org/store/about/contact.html
Offers free demonstrations and evaluations of the many different assistive devices and technology that enable individuals with low vision to read comfortably.

Elder Abuse and Neglect

Elder Abuse Hotline
(800) 922-2275
MA Executive Office of Elder Affairs
mass.gov/elders
24-hour hotline to report where elder abuse, neglect, and at-risk elders.
Protective Services Program
Minuteman Senior Services
26 Crosby Dr.
Bedford, MA 01730
(781) 272-7177
(888) 222-6171
TTY: (781) 275-1285
minutemanseniorman.org/protect.html
Services for elders living at home who are self-neglectful and those who are being abused, neglected, or financially exploited.

Lincoln Police Department
911 emergencies
(781) 259-8111 non-emergencies
www.lincolntown.org/police/main.htm
Assistance in situations involving violence and abuse.

Reach
(800) 899-4000
(781) 891-0724
reachma.org
Provides emergency shelter, legal advocacy, specialized children services and support groups.

Domestic Violence Services Network, Inc.
(888) 399-6111
www.dvsn.org
Assistance to families with domestic violence issues.

Emergency Services

Lincoln Fire Department
911 emergencies
(781) 259-8111 non-emergencies
lincolntown.org/fire_dept/main.htm
Fire services and emergency medical care.

Lincoln Police Department
911 for emergencies
(781) 259-8111 non-emergencies
lincolntown.org/police/main.htm
Assistance in crime and violence-related emergencies.

File of Life
Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Plastic holders for medical information in case of emergency.

Employment

The Career Place
Trade Center Park
100 Sylvan Rd.
Suite G100
Woburn, MA 01801
(888) 273-9675
(781) 932-5500
careerplacejobs.com
Job placement assistance.

Career Source @Cambridge
186 Alewife Brook Pkwy Suite 310
Fresh Pond Mall
Cambridge, MA 02138
(617) 661-7867
yourcareersource.com
Job placement assistance.

Operation Able of Greater Boston
131 Tremont St. Suite 301
Boston, MA 02111
(617) 542-4180
operationable.net
Provides computer and office skills training, counseling and job assistance workshops to mature workers.
Energy Saving Program

Mass Save
(800) 632-8300
massave.com
A state energy program which offers no-cost energy assessments.

ESL Services

Greater Boston Chinese Golden Age Center
(617) 357-0226
gbcgac.org
Offers a variety of services to the Asian community. Call for eligibility.

Financial Assistance - Emergency

Lincoln Emergency Assistance Fund
Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Emergency assistance up to $500 when such amount would allow a Lincoln resident to remain in our community.

Small Necessities Project
Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Emergency food, medication, lodging in extreme and unusual circumstances for Lincoln residents of all ages.

Lincoln Recreation Department
(781) 259-0784
lincolnrec.com
A wide variety of activities for all ages including fitness and adult education classes.

Carleton-Willard at Home
(781) 276-1910
carleton-willardathome.org
Fitness classes. Membership fee.

Financial Assistance - Ongoing

Department of Transitional Assistance
80 Everett Ave.
Chelsea, MA 02150
(617) 551-1700
mass.gov/dta
Provides cash, food and nutritional assistance and employment supports to low income individuals and families.

Fitness Programs

Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Offers a variety of fitness classes including Tai Chi, strength and chair exercises for Lincoln residents. A class fee is charged.

Massachusetts Senior Games
(413) 748-3810
maseniorgames.org
Athletic competition for all Massachusetts seniors. Call the Senior Games to sign up.
**Food and Nutrition**

**Senior Dining**  
Minuteman Senior Services  
Newbury Court  
Lincoln Council on Aging  
Friends of Lincoln Council on Aging  
(781) 259-8811  
Nutritious lunches served once a month at St. Anne’s; $5 donation. All Lincoln residents 60 and over are eligible. Call the Lincoln COA for more information or to sign up.

**Meals on Wheels**  
Minuteman Senior Services  
26 Crosby Drive  
Bedford, MA 01730  
(781) 272-7177  
(888) 222-6171  
TTY: (781) 275-1285  
minutemansenior.org/mow.html  
Nutritious and inexpensive meals delivered to homebound elders. If requested, frozen dinners can be provided for weekends.

**Project Bread**  
Food Source Hotline  
(800) 645-8333  
TTY: (800) 377-1292  
(617) 723-5000  
projectbread.org  
Provides information regarding food stamps and emergency food.

**Food Pantry**  
St Vincent de Paul Society  
St. Julia Parish of Weston & Lincoln  
(781) 899-2611  
stjulia.org  
Distribution of food the last Wednesday of each month at St. Joseph Church; emergency financial assistance. Call for more information.

**Fuel Assistance**

**SMOC**  
South Middlesex Opportunity Council, Inc.  
300 Howard St.  
Framingham, MA 01702  
(800) 286-6776  
(508) 620-1230  
An annual cash benefit to help pay for heating fuel for those who meet income and other requirements. **All Lincoln residents must apply by contacting the Council on Aging.**

**Geriatric Care Managers**

**Senior Options**  
Minuteman Senior Services  
26 Crosby Dr.  
Bedford, MA 01730  
(888) 222-6171  
(781) 272-7177  
TTY: (781) 275-1285  
minutemansenior.org/cpm.html  
Provides an in-home assessment, recommending options and coordinating care. Private pay basis.
Overlook C.A.R.E  
(781) 430-6051  
overlook-mass.org  
Provides consultation, advocacy and resources for elders and their families in both short and long term capacities.

Groceries-On-Line

Peapod by Stop and Shop  
(800) 573-2763  
peapod.com  
Groceries delivered to your home for $6.95 to $9.95 with a minimum order of $60. Payments can be made electronically (Peapod Direct Check), Visa/ Mastercard debit cards or credit cards. Gift cards can also be used.

Roche Bros.  
387 Mass Ave  
Acton, MA 01720  
(781) 694-5280  
rochebros.com  
Delivery to Lincoln for $9.95. Phone orders are an additional $5.00. Orders can be placed online 4 hours or more before delivery.

Health Insurance

Commonwealth Care  
(877) 623-6765  
TTY: (877) 623-7773  
State-subsidized health insurance for MA residents with low to moderate incomes who do not have health insurance.

MassHealth/Medicaid  
Mass Office of Health and Human Services  
(888) 665-9993  
TTY: (888) 665-9997  
mass.gov/masshealth  
Health coverage for costs not paid by Medicare for those who meet income and other eligibility requirements.

QMB/SLMB (Senior Buy-In)  
Mass Office of Health and Human Services  
(888) 665-9993  
TTY: (888) 665-9997  
mass.gov/masshealth  
QMB and SLMB programs that pay Medicare premiums, co-pays and deductibles for those who meet eligibility guidelines.

Medicare  
(800) 633-4227  
TTY: (877) 486-2048  
medicare.gov  
Health coverage for in-patient and out-patient care for those who are 65 years old and meet eligibility requirements.

S.H.I.N.E. Program  
Minuteman Senior Services  
Lincoln Council on Aging  
(781) 259-8811  
lincolncoa.org  
Counseling on health care coverage and related benefits.
**Health Care and Coverage**

**Complaints**

MassPRO  
245 Winter Street  
Waltham, MA 02451  
(800) 252-5533  
www.masspro.org  
Resolves complaints about inadequate hospital care, including early discharges, for Medicare beneficiaries. Contact immediately when you have a concern about a discharge or other Medicare coverage-related situation.

Medicare Helpline  
(800) 633-4227  
TTY: (877) 486-2048  
medicare.gov  
Questions/complaints about claims for all Medicare beneficiaries.

Medicare Advocacy Project  
Greater Boston Legal Services  
197 Friend St.  
Boston, MA 02114  
617) 371-1234  
(800) 323-3205  
TDD: (617) 371-1228  
gbls.org  
Advice and free legal representation to Medicare beneficiaries who have problems with Medicare coverage.

**Home Care Agencies**

(See Appendices A and B)

Caring Companion Connections  
33 Bradford Street  
Concord, MA 01742  
(800) 869-6418  
caringcompanion.net  
Services include personal care, medication reminders, companions, transportation, meal prep and errands.

Emerson Hospital Home Care  
(978) 287-8300  
(888) 220-5343  
emersonhospital.org  
Skilled nursing, home health aides, disease management programs.

Home Instead Senior Care  
139 Billerica Road A-2  
Chelmsford, MA 01824  
(978) 256-5950  
homeinstead.com/331  
Services range from companion services, respite care, and homemaking services.

**Health Services**

Lincoln Board of Health  
(781) 259-2613  
lincolntown.org/depts/boh.htm  
Influenza immunizations for eligible Lincoln residents.

**Healthy Community Project**  
Town of Lincoln  
(781) 259-8811  
Two clinics monthly for info and referral, nutrition and fitness counseling, blood pressure, BMI calculation. Free to Lincoln residents.

Lincoln Council on Aging  
(781) 259-8811  
lincolncoa.org  
Offers basic foot care and health screenings.
Overlook V.N.A
(781) 430-6050
masonichealthsystem.org
Provides nursing, occupational and physical therapies as well as home health aides and companions.

Parmenter Community Health Care
266 Cochituate Rd
Wayland, MA 01778
(508) 358-3000
parmenter.org
Skilled nursing, home health aides, hospice care. Insurance only.

Partners Health Care at Home
281 Winter Street, Suite 240
Waltham, MA 02451
(781) 290-4000
www.partnershomecare.org
Skilled nursing, home health, nutrition, hospice care.

Right-At-Home
60 Great Rd
Bedford, MA 01730
(781) 275-1400
rightathomecare.com
Companionship and homemaking services, ambulatory assistance and personal care.

Senior Helpers
3 Littleton Rd Unit 3
Westford, MA 01886
(978) 467-4300
seniorhelpers.com/westford
Provides a variety of home care services.

Visiting Angels
142 North Road Suite S
Sudbury MA 01776
(978) 287-2002
visitingangels.com/sudbury
Non-medical senior care.

VNCH (Visiting Nurse and Community Health)
37 Broadway Ste 2
Arlington, MA 02474
(781) 643-6090
thevisitingnurses.com
Skilled nursing, home health aides, rehabilitation therapies and case management.

Home Equity Conversion Counseling

HOME (Homeowner Options for Massachusetts Elders)
87 Hale St, 2nd Floor
Lowell, MA 01851
(978) 970-0012
(800) 583-5337
www.elderhomeowners.org
Information and referral, counseling, and consumer protection on equity conversions, reverse mortgages, refinancing, and loans, and foreclosure prevention.

Home Safety

Home Safe Project
Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Free home safety evaluations by a physical therapist to prevent falls. Funded by Ogden Codman Trust.
Hospice

Palliative Care Federation
(800) 962-2973
hospicefed.org
Referrals to hospice programs.

Parmenter Wayside Hospice
266 Cochituate Rd
Wayland, MA 01778
(508) 358-3000
parmenter.org/hospice.asp
Provides medical and emotional support to patients with a terminal illness and their families.

VNCH (Visiting Nurse and Community Health)
37 Broadway Ste 2
Arlington, MA 02474
(781) 643-6090
thevisitingnurses.com/hospice.htm
Provides medical and emotional support to patients with a terminal illness and their families.

Housing

Information and Referral

Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Information about housing options.

Age Restricted

The Ryan Estate
140 Lincoln Road
Lincoln, MA 01773
(781) 259-9622
ryanestate.com
24-unit condominium complex for adults 55+

Assisted Living

Newbury Court
100 Newbury Court
Concord MA 01742
(978) 369-5151
nedeaconess.com/newbury-court/
A residential campus that offers a wide range of services to allows individuals to age in place.

Traditions of Wayland
10 Green Way
Wayland MA 01778
(508) 358-0700
traditionsofwayland.com
Assisted and independent living, memory care and transitional care.

Waltham Crossing
126 Smith St
Waltham, MA 02451
(781) 609-7145
walthamcrossings.com
Assisted living, memory care, respite, and short term care.

Concord Park
68 Commonwealth Ave.
Concord, MA 01742
(978) 369-4728
concordpark.net
Independent and assisted living. Compass memory support.

Atria Longmeadow Place
42 Mall Rd
Burlington, MA 01803
(781) 270-9008
atriaseniorliving.com

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Billerica Crossing
20 Charnstoffe Lane
Billerica, MA 01821
(978) 600-8503
billericacrossings.com
Assisted living, and memory care. Respite and short term care is based on availability.

Continuing Care Retirement Community

Carleton-Willard Village
100 Old Billerica Road
Bedford, MA 01730
(781) 275-8700
cwvillage.org/
Independent living, skill nursing and rehab, assisted living. Care for Alzheimer’s and other forms of dementia.

Brookhaven at Lexington
1010 Waltham Street
Lexington, MA 02421
(781) 863-9660
(800) 283-1114
brookhavenatlexington.org
Independent living, skill nursing and assisted living.

Independent Living

The Groves in Lincoln
1 Harvest Circle
Lincoln, MA 01773
(781) 259-0800
grovesinlincoln.org
Independent Living Community for those who are 62 plus in age.

Nursing Homes/Rehabs

LifeCare in Acton
One Great Road
Acton, MA 01720
(978) 263-9101
www.lcca.com/171
A skilled nursing facility.

Bethany Health Care Center
97 Bethany Road
Framingham, MA 01701
(508) 872-6750
bethanyhealthcare.org
Short and long term care, respite, hospice care, Alzheimer’s unit.

Rivercrest Wellness and Rehab
80 Deaconess Road
Concord, MA 01742
(978) 369-5151
nedeaconess.com/rivercrest
Skilled nursing facility, short-term rehab, respite.

Maristhill Nursing & Rehab Center
66 Newton St
Waltham, MA 02453
(781) 893-0240
marishill.org
Provides skilled nursing care, rehab, short-term and respite care.

Meadow Green Rehab & Nursing Center
45 Woburn St
Waltham, MA 02452
(781) 899-8600
meadowgreenrehabandnursing.com
Short-term rehab and long term care, Alzheimer’s Unit.
Riverbend of South Natick
34 Lincoln St
S Natick, MA 01760
(508) 653-8330
rehabassociates.com/riverbend
Provides short-term rehab, long term care, Alzheimer’s Unit

Pine Knoll Nursing Center
30 Watertown St
Lexington, MA
(781) 862-8151
longtermcentersgroup.com
24 hour admissions, respite and hospice care

Belmont Manor Nursing Center
34 Agassiz Ave
Belmont, Ma 02478
(617) 489-1200
belmontmanor.com
Skilled and intermediate nursing care, short-term rehab, respite care, Alzheimer’s Unit

Aberjona Nursing & Rehab Center
184 Swanton St
Winchester, MA 01890
Admission: (781) 729-2200
salterhealthcare.com/aberjona.htm
Sub-acute care, respite care and hospice care, Alzheimer’s Unit

Walden Rehabilitation
785 Main St.
Concord, MA 01742
(978) 369-6889
waldenrehab.com
Respite, short-term in-patient care. Call for eligibility, costs.

Rehabilitation Hospitals

New England Rehabilitation Hospital
2 Rehabilitation Way
Woburn, MA 01801
(781) 935-5050
TDD: (781) 939-3286
newenglandrehab.com
Provides comprehensive inpatient and outpatient rehabilitation services.

Spaulding Rehabilitation Hospital
(617) 573-7000
spauldingrehab.org
Provides comprehensive inpatient and outpatient rehabilitation services.

Rental/Subsidized Housing

Lincoln Woods
50 Wells Road
Lincoln, MA 01773
(781) 259-0150
lincolnwoods.org
Rental apartments, including subsidized units.

Section 8 Housing
www.section8listmass.org
(877) 868-0040
Applicants can apply on line or request an application from a participating housing authority. Name is then placed on a central waiting list. Check with any local housing authority for other housing options. (See Appendix C)

Mass Access
massaccesshousingregistry.org
An on-line resource that helps locate affordable and accessible housing in MA.
HUD
hud.gov/apps/section8
Boston Office: (617) 994-8200
TTY: (617) 565-5453
Able to locate low rent apartments in MA

Information and Referral

Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Free information and referral to local, statewide and national resources.

Aging Information Center
Minuteman Senior Services
(888) 222-6171
(781) 272-7177
TTY: (781) 275-1285
minutemansenior.org
Free information and referral to local, statewide, national resources.

Edercare Locator
(800) 677-1116
dercare.gov
Free referral to agencies nationwide for elders and those with disabilities.

Executive Office of Elder Affairs
(800) 243-4636
TTY: (800) 872-0166
800AGEINFO.com
Free statewide information and referral for elder services.

Massresources.org
An on-line resource for Massachusetts residents looking for assistance in finding housing, health care, food, and other basic needs.

Overlook C.A.R.E
(781) 430-6051
overlook-mass.org
Provides consultation, advocacy and resources for elders and their families in the Lincoln area in both short and long term capacities.

Legal Services

Greater Boston Legal Services
197 Friend St.
Boston, MA 02114
(800) 323-3205
(617) 371-1234
TDD (617) 371-1228
gbls.org
Legal services on housing, guardianship, benefits, and other issues for those who are eligible.

Mass Bar Association Lawyer Referral Service
(617) 654-0400
(866) 627-7577
masslawhelp.com
Assists in locating lawyers.

Dial-A-Lawyer Program
(617) 338-0610
(877) 686-0711
massbar.org/for-the-public
Call on the first Wednesday of any month to speak directly to a lawyer, 5:30 p.m.-7:30 p.m.
Disability Law Center
11 Beacon Street
Boston, MA 02108
(800) 872-9992
(617) 723-8455
TTY:(617) 227-9464
(800) 381-0577
dlc-ma.org
Provides information, referral, and legal representation to people with disabilities.

Massachusetts Senior Legal Help Line
(866) 778-0939
Offers free legal information and referral services, on a wide variety of topics, to MA senior citizens.

Libraries

Lincoln Public Library
(781) 259-8465
lincolnpl.org
Delivers and retrieves library books, videos, tapes from homebound Lincoln residents.

Emerson Hospital Library
(978) 287-3090
medicallibrary@emersonhosp.org
Health information, and journals.

Perkins School for the Blind
175 North Beacon Street
Watertown, MA 02472
(800) 852-3133
(617) 972-7240
perkins.org/community-programs/btbl
Provides free service to individuals who are unable to read printed material Application required. Call for eligibility.

Medical Equipment

Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Loan of small durable medical equipment such as canes, walkers, commodes, and shower seats to Lincoln residents.

Mental Health Services

Eliot Community Mental Health Center
(978) 369-1113
eliotchs.org
Services for adults and families: individual and family treatment, group therapy, support groups, medication consultation. In some instances, the Town of Lincoln may help pay for services. For more information, contact the Board of Health at 781-259-2613.

NAMI of Massachusetts
400 West Cummings Pk., Ste 6650
Woburn, MA 01801
(781) 938-4048
Helpline: (800) 370-9085
www.namimass.org

Money Management

Money Management Program
Minuteman Senior Services
26 Crosby Dr.
Bedford, MA 01730
(888) 222-6171
(781) 272-7177
TTY: (781) 275-1285
minutemansenior.org/money.html
Assist eligible seniors with writing checks, organizing their bills and balancing check books.
Consumer Credit Counseling Service
(866) 889-9347
creditcounseling.org
Counseling and other assistance to help reduce debt and learn about money management.

Nursing Home Services

Lincoln Council on Aging
(781) 259-8811
lincolncoa.org
Information and referrals about local facilities and choosing a home.

Minuteman Senior Services
(888) 222-6171
(781) 272-7177
TTY: (781) 275-1285
minutemansenior.org
Free pre-admission screening for Medicaid recipients or applicants and private pay screening for others.

Department of Public Health
Division of Health Care Quality
(800) 462-5540
(617) 753-8000
mass.gov/dph/dhcq
“Report card” on all nursing homes in the state.

Minuteman Senior Services
Ombuds Program
26 Crosby Drive
Bedford, MA 01730
(781) 221-7017
(888) 222-6171
minutemansenior.org/nhombuds/html
Advocacy for nursing home residents and families who have complaints or concerns.

Prescriptions

MassMedLine
MCPHS
25 Foster Street
Worcester, MA 01608
(866) 633-1617
A confidential help line that helps seniors with any questions that they may have about their medications. Available to all Massachusetts residents.

Physical Health

American Diabetes Association
(800) 342-2383
(617) 482-4580
diabetes.org

American Heart Association
(800) 242-8721
(508) 620-1700
americanheart.org

American Parkinson’s Disease Association
(800) 223-2732
apdaparkinson.org

Arthritis Foundation of MA
(800) 766-9449
(617)-558-7686
arthritis.org/massachusetts
Respite Care

Minuteman Senior Services
(888) 222-6171
(781) 272-7177
TTY: (781) 275-1285
minutemansenior.org
In-home care; Call for eligibility, costs.

Atria Longmeadow Place
(781) 270-9008
atriaseniorliving.com
Respite, short term in-patient care; Call for eligibility, costs.

Billerica Crossings
(978) 600-8503
billericacrossings.com
Respite, short term in-patient care; Call for eligibility, costs.

Walden Rehabilitation
(978) 369-6889
waldenrehab.com
Respite, short-term in-patient care. Call for eligibility, costs.

Mount Auburn Lifeline
330 Mt Auburn St.
Cambridge, MA 02138
(617) 499-5525
Offers a personal response system with a personal help button. A monthly fee.

Philips Lifeline
111 Lawrence St.
Framingham, MA 01702
(800) 543-3546
Provides medical alert and support services to seniors, enabling them to maintain their independence.

Alzheimer’s Association
Medic Alert and Safe Return
Enrollment Tel: (888) 572-8566
Report a missing person:
(800) 625-3780
A 24 hour nationwide emergency response service for individuals with Alzheimer’s or dementia who wander or have a medical emergency. There is a yearly fee.

Safety

Lincoln Police Department
911 emergencies
(781) 259-8111 non-emergencies
lincolntown.org/police/main.htm
Well-being checks, home security checks; assistance with concerns about crime prevention, traffic, etc.

Social Security

Social Security Administration
135 Beaver Street
Waltham, MA 02453
(800) 772-1213
ssa.gov
Cash benefit to retirees who meet age and working qualifications.

Supplemental Security Income
Social Security Administration
(800) 772-1213
ssa.gov/ssi
Supplement to Social Security for Social Security recipients who meet income requirements.
**Social and Recreational Programs**

**Lincoln Council on Aging**  
(781) 259-8811  
lincolncoa.org  
Social events, trips, classes, groups.

**Friends of the Lincoln COA**  
PO Box 143  
Lincoln, MA 01773  
Social events, trips. Dues.

**Lincoln Recreation Department**  
(781) 259-0784  
lincolnrec.com  
A wide variety of fitness and other activities and adult education classes.

**Lincoln Public Library**  
(781) 259-8465  
lincolnpl.org/  
Lectures, book discussions music and other programs.

**Drumlin Farm**  
208 South Great Road  
Lincoln, MA 01773  
(781) 259-9500  
(800) 283-8266  
massaudubon.org  
Tours and lectures.

**Bemis Lectures**  
bemislectures.com  
Free. Spring and Fall

**DeCordova Museum and Park**  
(781) 259-8355  
decordova.org  
Tours and arts and crafts classes.

**Lincoln Historical Society**  
PO Box 6084  
Lincoln Center, MA 01773  
lincolnhistoricalsociety.org  
Preserves the town’s rich history by offering educational lectures, historical publications and exhibits.

**Road Scholar**  
(800) 454-5768  
roadscholar.org  
Trips for those 55 and older.

**The Groves in Lincoln**  
(781) 430-6000  
grovesinlincoln.org  
Provides a multitude of educational lectures, classes and musical entertainment to the community. Check the local newspaper or call The Groves for current offerings.

**Support Groups**

**Lincoln Council on Aging**  
(781) 259-8811  
lincolncoa.org  
Discussion groups on various topics.

**Emerson Hospital**  
(978) 369-1400  
emersonhospital.org  
A variety of support groups.

**Lahey Clinic**  
41 Mall Road  
Burlington, MA 01803  
(781) 744-3496  
lahay.org/supportgroups  
Offers a variety of support groups.
Parmenter Community Health Care  
(508) 358-3004  
parmenter.org  
Bereavement support group.

**Transportation**

LINC  
Lincoln Council on Aging  
(781) 259-8811  
lincolncoa.org  
Rides to medical and other appointments, local shopping, and COA. Call Lincoln Concord Coach at 781-259-8722 at least three days ahead to book a ride.

MBTA Senior Pass  
Downtown Crossing Station  
Underground Concourse  
7 Chauncy St  
Boston, MA 02111  
(617)222-3200  
TTY: (617) 222-5854  
Available at the CharliCard store, during normal business hours. You can renew your card by calling the store at the above number.

THE RIDE from the MBTA  
(800) 533-6282  
(617) 222-5123  
TTY: (617) 222-5415  
mbta.com  
Wheelchair-accessible rides for those with disabilities who qualify. Call COA or MBTA for an application.

Alter-Ride Van Service  
(978) 758-9490  
Wheelchair accessible. A fee is charged. Call to arrange rides.

Carleton-Willard at Home  
(781) 276-1910  
cwathome.org  
Transportation. Membership fee.

American Cancer Society  
(781) 894-6633  
(800) 227-2345  
cancer.org  
Offers rides by volunteers to cancer treatment centers. Call the ACS.

**Utility Discount Programs**

Assurance Wireless  
(888) 898-4888  
assurancewireless.com  
Provides a free cell phone, 250 free minutes and 250 text each month for individuals who are income eligible.

Safe Link Wireless  
safelinkwireless.com  
(800) 977-3768  
Provides a free cell phone, 250 free minutes per month for individuals who are income eligible.

Verizon –Landline  
(800) 837-4966  
www22.verizon.com/support/residential  
Offers a discount on telephone service. Call for eligibility requirements.

National Grid (Electric)  
(800) 322-3223  
nationalgridus.com/masselectric/home  
Offers discounts and other payment options. Call for eligibility requirements.
National Grid (Gas)
(800) 233-5325
www2.nationalgridus.com/customer/payh
Offers discounts and other payment options.
Call for eligibility requirements.

NStar
(800) 592-2000
nstaronline.com/residential/customer
Offers discounts and other payment options.
Call for eligibility requirements.

Veterans Services

Veterans Services Officer
Call Council on Aging
(781) 259-8811
For assistance with veterans benefits and other issues.

Retiree Activity Office
Hanscom AFB
(781) 225-1310
www.hanscom.af.mil/rao
Assistance with military retiree benefits.
Some Questions to Ask When Selecting a Home Health Care Agency

Shop for a home health care agency that meets the needs of your love one. Call various home health care agencies to compare services and prices.

What type of services does the home health care agency offer? Ask for a written list of the agency’s services.

Does the agency require a minimum number of service hours?

What is the cost of the requested services?

Is the agency bonded and insured? Is it licensed?

How does the home health care agency screen potential employees?

Are reference checks and criminal background checks performed prior to their employment and on an ongoing basis?

Have the employees received training in dementia care?

Will the home care services be consistently provided by the same employee? Who supervises that person?

Who should be contacted regarding concerns about the provided services?

Are family members kept informed about the care received by their loved ones? Is it written documentation or verbal? How often can you expect formal communication?
APPENDIX B: Home Care Assistance

**Hygiene**

Assistance with bathing and showering  
Grooming  
Oral Hygiene  
Toilet and incontinent care

**Physical Assistance**

Ambulatory assistance  
Light Exercise  
Getting dressed  
Transfer between bed and chair  
Wheelchair assistance

**Companion/Homemaking**

Medication reminders  
Transportation  
Socialization  
Meal Preparation  
Light housekeeping  
Laundry Assistance  
Organization  
Errands and Shopping  
Alzheimer’s and Dementia Care  
Respite care for family caregivers
APPENDIX C: Local Housing Authorities That Will Accept Section 8 Applications

Acton Housing Authority
68 Windsor Ave., P. O. Box 681
Acton, MA 01720
(978) 263-5339

Belmont Housing Authority
59 Pearson Rd
Belmont, MA 02478
(617) 484-2160

Concord Housing Authority
34 Everett St
Concord, MA 01742
(978) 369-8435

Framingham Housing Authority
One John J. Brady Drive
Framingham, MA 01702
(508) 879-7562

Lexington Housing Authority
One Countryside Village
Lexington, MA 02420
(781) 861-0900

Natick Housing Authority
4 Cottage St.
Natick, MA 01760
(508) 653-2971

Waltham Housing Authority
110 Pond St.
Waltham, MA 02451
(781)-894-3357

Wayland Housing Authority
106 Main St.
Wayland, MA 01778
(508)- 655-6310

For a complete list of participating housing authorities see www.section8listmass.org.