

**Westfield Council On Aging**  
**45 Noble Street, Westfield, MA 01085**  
**(413) 562-6435**

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

**Hours of operation: Monday through Friday (8:30 a. m. to 4:30 p.m.)**

Services and programs provided include:

- \*Information and Referrals
- \*Congregate Meal Site
- \*Wellness Nurse
- \*Fuel/Nutrition Assistance Applications
- \*Medical Equipment Loans
- \*Support Groups
- \*Educational Sessions
- \**Retire the Fire!* Fire Prevention and Safety Program
- \*Fitness, Painting, Craft, Computer Classes
- \*Themed Events and Parties
- \*Senior Citizen Property Tax Work-Off Program
- \*Tax Preparation Assistance (February through April)
- \*Annual *Holiday Gala* and *Senior Options* Events
- \*Brown Bag Food Distribution Program
- \*Salvation Army Emergency Vouchers for Food, Fuel, Furniture, (age 60+)

\*Health Insurance Counseling: Senior Benefits Coordinator provides free, one-on-one health insurance information, counseling, and assistance to Medicare beneficiaries. The Senior Benefits Coordinator will review present coverage, review eligibility for financial assistance, provide health insurance plan comparisons, prevent consumers from buying unnecessary or duplicate coverage, and help to prepare health benefit claim forms, appeals, and applications.

\*Companion Program: Frail, homebound adults aged 60 and older who are considered at risk of institutionalization are provided a variety of services so that they may age in place in their own homes. Services include grocery shopping, errands, companionship, hazardous weather check-ups, home assessments to determine the level of safety and convenience in the home for those who are most at-risk, low-cost transportation to medical appointment, Spanish-speaking volunteers for those clients who do not speak English, as well as fire and home safety checks and education.

**Alzheimer's Association (Springfield Regional Office)**

**264 Cottage Street, Springfield, MA 01104**

**(413) 787-1113**

**Helpline 24/7: 1-800-272-3900**

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

Assistance is provided in the forms of a 24/7 telephone helpline, confidential and individualized care consultation, support groups, educational programs and materials, and the 'Safe Return' program.

**Baystate Noble Hospital**

**115 West Silver Street, Westfield, MA 01085**

**(413) 568-2811**

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

A regional community hospital, providing a broad range of services. A member of Baystate Health.

\*Center for Comprehensive Breast Health

\*Diagnostic Imaging and X-Ray

\*Emergency Department

\*Inpatient Services

\*Orthopaedic Services

\*Outpatient Services

\*Patient Transportation Service

\*Primary Care

\*Psychiatric Services

\*Rehabilitation

\*Surgical Center

\*Urology

\*Visiting Nurse and Hospice

**Carson Center for Human Services**

**77 Mill Street, Westfield, MA 01085**

**(413) 568-6141**

**Westfield Crisis Services: 413-568-6386**

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

A wide range of services is offered for those struggling with addiction, depression, anxiety or other emotional problems, relationship difficulties, traumatic brain injury, and serious mental health issues. Outreach services are available on the phone or in person, in the hospital or in the community. Psychologists, social workers, mental health counselors, and psychiatrists are available for crisis help twenty-four hours a day, seven days a week.

**Elder Law Project ~ Community Legal Aid**

**20 Hampton Avenue, Suite 100, Northampton, MA 01060**

**(413)584-4034; TTY/TDD: (508) 755-3260**

**(413) 774-3747**

**1-855-252-5342 (toll free)**

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

**Hours of operation: Monday through Friday (9 a.m. to 5 p.m.)**

Advocates provide free advice and representation on issues concerning government benefits, tenant's rights, home ownership, durable power of attorney and health care proxy documents, long term care including involuntary transfers and discharges from nursing homes, and legal issues related to elder abuse.

**Greater Springfield Habitat for Humanity ~ *A Brush with Kindness Program***

**268 Cold Spring Avenue, West Springfield, MA 01089**

**(413) 739-5503**

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

A home preservation program which provides a zero interest microloan to the homeowner for the repair work to be completed on their property. Work is done by unpaid volunteers with assistance by the homeowner (in whatever capacity they are able). Jobs include yard cleanup, brush/trash removal, winterizing the home, ramps, grab bar and stair railing installation, and a variety of additional small home repairs.

**Highland Valley Elder Services**

**320 Riverside Drive, Suite B, Florence, MA 01062**

**(413) 572-0802**

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

**Hours of operation: Monday through Friday (9 a.m. to 5 p.m.)**

Provides help with a wide range of needs to adults aged 60 and older who fall within certain need and income guidelines. Services offered include homemaking, personal care, home delivered meals, money management, chore services for heavier cleaning, and financial support for caregiving.

(See next page for list of HVES programs)

## **Highland Valley Elder Services (continued)**

\*Take Charge Program: Older adults are offered the choice of hiring and supervising their home care workers. (Must be a MassHealth recipient.)

\*Homemaker and Personal Care Services: Housecleaning, meal planning and preparation, laundry, shopping, and personal care.

\*Respite Services: Brief periods of planned relief for individuals who provide daily care for an older adult. Respite care can involve care in the home or in a different location.

\*Protective Services: Intervention for older adults who are in abusive situations. The abuse may be physical, psychological and/or emotional, financial exploitation, caregiver neglect, or self neglect. Intervention and assistance may be in the forms of short-term counseling, legal assistance, advocacy, as well as information and referrals to other agencies and programs.

\*Money Management Services: Trained community volunteers assist older adults who meet income guidelines with budgeting, managing their checking accounts, paying routine bills, and keeping track of their personal financial matters.

\*Family Caregiver Program: A range of services designed to support the needs of family caregivers.

\*Caregiver Initiative Grant Program: The Caregiver Initiative Grant provides support in situations where one person in a family works as the primary caregiver to another family member. The Grant is an award of \$500. The money can be used for transportation to doctor appointments, respite care, medication, or supplies for the person needing care. Applicants can be interviewed in their home or over the phone. There is no eligibility requirement. Applicants can reapply every other year.

\*Home Delivered Meals: Meals are provided Monday through Friday to those 60 and older who are unable to prepare nutritious meals, have no one to assist them with meal preparation, and are unable to attend a congregate meal site. Modified diabetic diets can be accommodated. Frozen meals can be delivered with lunch for the evenings and weekends for those who meet certain eligibility requirements.

**Massachusetts Commission for the Blind**  
**436 Dwight Street, Springfield, MA 01103**  
**(413) 781-1290**

**Local Office: 1-800-332-2772**

**Boston Office: 1-800-392-6450**

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

**Hours of operation: Monday through Friday (8:45 a.m. to 5 p.m.)**

Once a doctor declares and registers an individual as “legally blind” that person is entitled to receive several benefits from Massachusetts Commission for the Blind. Benefits include an assigned case worker available locally, home assessment to make things ‘easier’ around the home at no charge, a legally recognized cane for the blind, and an assessment for oversized sunglasses which come in a variety of colors and tints. State and Federal benefits include:

\*Income tax exemptions/deductions

\*Real estate tax exemption

\*Auto excise tax

\*Disabled parking placard/plate

\*Travel/identification card

\*Voting right information

\*Supplemental Security Income (SSI) for eligible persons with limited income and resources.

**Massachusetts Commission for the Deaf and Hard of Hearing**  
**(Western MA Regional Office) Springfield State Office Building**  
**436 Dwight Street, Suite 204, Springfield, MA 01103**

**413-788-6427 Voice/TTY      413-301-0915 Video Phone**

[www.mass.gov/eohhs/gov/departments/mcdhh/](http://www.mass.gov/eohhs/gov/departments/mcdhh/)

Programs include:

\*Case management for infants, children, and adults and their families who require complex social service and multi-agency care coordination

\*The Deaf and Hard of Hearing Independent Living Services (DHILS) contracted providers assist adult consumers with advocating, reaching and maintaining self-sufficiency, managing wellness, accessing information for informed decision-making about healthcare and safety, parenting skills, and emergency preparedness

\*Referral of interpreters

**Mercy Adult Day Health of Westfield**  
**24 Clifton Street, Westfield, MA 01085**  
**(413) 568-0555**

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

**Hours of operation: Monday through Friday (9 a.m. to 3 p.m.)**

(Cost is covered by most insurance, including MassHealth)

Designed to help older adults and those with disabilities maintain their lifestyle at home. Services provided by Mercy Adult Day Health are:

- \*Assessment of medical and non-medical problems
- \*Intervention for unstable medical conditions and risk assessment
- \*Medication management and administration
- \*On-site lab testing
- \*Blood glucose monitoring
- \*Podiatry services
- \*Personal care assistance
- \*Education programs
- \*Nutritious meals and snacks
- \*Social activities such as arts and crafts, gardening, trivia, card games, movies, manicures, and exercise programs
- \*Nail care and hair salon services
- \*Physical, occupational, and speech therapies

**Mercy Continuing Care Network**  
**(413) 539-2917**

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

A member of the Sisters of Providence Health System and Trinity Health. Services include hospitalization at Mercy Medical Center, Skilled Nursing Care, Rest Homes, Respite Care, Supportive Living, Mercy Home Care, Mercy Lifeline, Mercy Companions, as well as Mercy Life, a program of All-Inclusive Care for the Elderly (PACE).

**Stavros (Springfield Office)**

**227 Berkshire Avenue, Springfield, MA 01109**

**(413) 781-5555**

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

**Hours of operation: Monday through Friday (9 a.m. to 4:30 p.m.)**

The mission is to help individuals with disabilities and those who are deaf develop the tools and skills they need to take charge of their own lives.

Programs available include services for the deaf and hard of hearing, housing services, durable medical equipment, building services, options counseling, transition to adulthood program, outdoor access, personal care attendant (PCA) services, and fiscal intermediary services.

**Westfield Food Pantry**

**101 Meadow Street, Westfield, MA 01085**

**(413) 572-0802**

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

**Hours of operation: Monday and Tuesday (10 a.m. to Noon); Thursday (5:30 p.m. to 6:30 p.m.); Friday (10 a.m. to Noon) Closed: Wednesday, Saturday, and Sunday**

Open to residents of Westfield, MA who provide proof of address, date of birth for all household members, and basic statistical information. Clients can receive a basic food bag on a monthly basis depending on the number of people residing in the home. Items generally available are: pasta, pasta sauce, macaroni and cheese, canned fruits and vegetables, soup, rice, peanut butter, cereal, meats, drink items, tuna, fresh breads, dessert, and seasonal fresh produce. Weekly items available are bread, dessert, and seasonal produce.

**Westfield Housing Authority**

**12 Alice Burke Way, Westfield, MA 01085**

**(413)568-9283**

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

**Hours of operation: Monday through Friday (8 a.m. to 4:30 p.m.)**

Older adults and individuals with disabilities may apply for housing at a reduced cost. In order to be considered for housing, an individual must fill out an application and provide a valid social security number, date of birth, and financial documentation such as proof of income and assets. Once information is received and processed, the applicant will be placed on a waiting list.

Preference is given to current residents of Westfield, MA. Walk-in appointments are available during regular business hours.

