INTRODUCTION

The Senior Resource Directory is a collaborative effort of the Rose Baker Senior Center staff and members of the Gloucester Council on Aging. Our goal is to be informative, user-friendly, and to provide a beginning point for seniors, their family, and friends to learn about, compare, and contrast programs as well as care options. Inclusion of any organization or service does not constitute a recommendation. Please use due diligence in thoroughly researching information, service providers, and options to help seniors age safely in their home and community.

This document is reviewed frequently as we add more resources for seniors, their families, and friends. **We need your help**. Let us know what you need to find, the activities, services, and support you want, and how we can improve this resource directory to better meet those needs. To request a service or agency be listed call the Rose Baker Senior Center at 978-325-5800 or e-mail Director of Elder Services Elise Sinagra at esinagra@gloucester-ma.gov .

In this rapidly changing world of technology, healthcare improvements, and services for seniors, information is also constantly changing. If the information about your agency has changed contact us and we'll make the changes as soon as possible. We are here to serve you and make this directory a trusted source of information.

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RESOURCES FOR SENIORS

1623 Studios

11 Pleasant Street, Gloucester, MA 01930
Telephone: 978-281-2443
Website: https://1623studios.org

1623 Studios is a community cable TV media center in Gloucester, MA serving Cape Ann. 1623 Studio's mission statement reads "We represent the four communities of Cape Ann: Gloucester, Rockport, Manchester-By-The-Sea, and Essex. Our mission is to provide a forum for the free exchange of information and ideas. We strive to be a vital information resource for Cape Ann and to make sure that we are always evolving to meet the needs of our community." This mission is accomplished by local TV cable access and programming. Seniors can access the cable TV programming to learn about Cape Ann, its people, issues, and especially senior issues on Comcast/Xfinity channels 12, 20 and 67. Current senior programs include Living Wisely – Living Well, Unleash the Power of Age, and the fitness program Nia with Linda: No Impact Fitness for Any Age. The pandemic has, as with so many workplaces, required remote work for programming. The Staff and Board of Directors of 1623 Studios look forward to returning to the studios for all operations when possible. Once our Studios are in full operation, we will encourage senior participation for program development. This will present unique opportunities for seniors to develop and present programs on air and build skills in a high tech, cutting edge, cable TV media outlet.

Action Inc.

180 Main Street
Gloucester, MA 01930
Telephone: 978-282-1000
Website: https://actioninc.org

Action Inc. helps people find stable housing, access public benefits programs like Social Security/Disability, provides an emergency shelter, offers job training and education programs, and more. Their Energy office helps people pay heating bills, manage energy arrears, and weatherize their homes. For general information, please email help@actioninc.org or call 978282-1000. Seniors are encouraged to explore and apply for their Fuel Assistance program which helps thousands of Cape Ann residents pay their energy bills each year. To apply, call the Action Inc. Energy Office, located at 47 Washington St., Gloucester MA at 978-281-3900. The Energy Office email address is fuelassistance@actioninc.org.

Addison Gilbert Hospital - Senior Adult Unit (SAU)

298 Washington Street
Gloucester, MA 01930
Telephone: 978-283-4001 ext.790 Website:

INPATIENT CARE TO THE ELDERLY
The Senior Adult Unit (SAU) provides inpatient care to the elderly who have experienced a sudden change in mental status or who are experiencing an acute phase of a chronic disability or mood disorder. Such changes result in behaviors which may place them at risk in their homes or community-based settings. The primary goal of the program is the stabilization of symptoms through interventions of:

- Medical and psychiatric evaluation
- Pharmacologic assessment
- Patient and family education
- Physical rehabilitation

- Group and individual therapy
- Nutritional assessments
- Supportive case management

The Senior Adult Unit is an ACE (Acute Care of the Elderly) program which aims to improve clinical outcomes by providing multidisciplinary care in a safe and comfortable environment. The SAU team is trained in the specialized care of the elderly. As a result, Addison Gilbert Hospital is designated a NICHE (Nurses Improving Care of Health System Elders) site. This SAU is one of only eleven in Massachusetts and the only NICHE designated site on the North Shore. The Senior Adult Unit team includes:

- Medical Director
- Clinical Nurse Manager
- Nurse Practitioner
- Registered Nurses
- Social Workers
- Clinical Associates

Patients also have access to Northeast Hospital staff consisting of internal medicine physicians and hospitalists as well as medical consultations with specialists in such areas as neurology, cardiology, surgery, endocrinology, urology, and pulmonary medicine. Rehabilitation services provided include physical, occupational, speech and language, and respiratory therapy.

THE PROGRAM

Services focus on the emotional aspects of illness while managing chronic, sub-acute medical conditions. Patients are provided with daily clinical services available through group or individual therapies. Each patient is seen daily by the medical director or the nurse practitioner. Patient and family communication is a key element in the care offered. Social work services are provided for the patient and his or her family members to ensure coordinated contact and discharge planning. Meetings with patients and their families are routinely held so that the hospitalization plan is understood and so aftercare plans are developed in coordination with patient and family needs. The clinical team meets daily to review the patient's plan of care, monitor the patient's progress towards goals, and to ensure implementation by all caregivers of the program. Communication with family members and community care providers is a routine part of the individualized care plan for each patient.

HOW TO ACCESS SERVICES

You may call the admissions coordinator between 8 a.m. and 5 p.m. Monday through Friday at 978-283-4001, ext. 790. For unscheduled, after-hours admissions, patients are evaluated and

admitted through the Emergency Departments of Addison Gilbert and Beverly Hospitals. When it is necessary to evaluate and triage patients for unscheduled, after-hours admissions, patients are evaluated and admitted through the Emergency Departments of Addison Gilbert and Beverly Hospitals. Referrals are accepted from other healthcare settings such as acute or long-term care providers, as well as primary care physicians, patients, and their family members.

Cape Ann Seniors on the Go

City of Gloucester Health Department – Cape Ann Mass in Motion Program
3 Pond Road
Gloucester, MA 01930
For reservations: (978) 283-7916
For general inquiries email: jdonnelly@gloucester-ma.gov

Cape Ann Seniors on the GO is a regional initiative providing free transportation for those age 65+ residing on Cape Ann with a focus to increase access to healthy food and opportunities for physical activity to improve health. A calendar of scheduled trips to grocery stores, the food pantry, farmers markets and more changes with each season. This collaborative effort led by the Gloucester Health Department's Cape Ann Mass in Motion Program is in partnership with local Councils on Aging, transportation providers and housing groups. Grant funding is provided by the MA Community Health & Healthy Aging Fund and Beth Israel Lahey Health's Beverly Hospital and Addison Gilbert Hospital.

Gloucester residents age 65+ are welcome to participate in this service. Those interested in obtaining general information or a current schedule of trips may contact Cape Ann Mass in Motion Coordinator Jennifer Donnelly by email at jdonnelly@gloucester-ma.gov. Free transportation is provided via a 16 passenger, ADA compliant vehicle with public health measures in place. Currently there are capacity limits on the bus to ensure safety for all. Limit of two bags per individual on the bus. Advanced registration at least one day prior to any trip is required by calling Cape Ann Transit Authority (CATA) (978) 283-7916.

CATA (Cape Ann Transportation Authority)

3 Pond Road, Gloucester, MA.
Telephone: 978-283-7916
Website: canntran.com

The Cape Ann Transportation Authority provides transportation services in Gloucester and surrounding communities. CATA operates buses on six routes with published schedules, specific designated stops, and stops along the routes arranged with the driver. CATA's bus services offer special accommodations to senior and disabled residents and all buses are wheelchair accessible. CATA Dial-a-Ride service is an appointment-based door-to-door service for persons over 60 years old or those with disabilities. Dial-a-Ride provides round trip transportation to medical appointments, personal care appointments, and for shopping on your schedule. CATA also provides medical transportation to the North Shore Regional Dialysis Center in Beverly as well as for other scheduled medical appointments. For more information on CATA's transportation services, we hope you will explore CATA's website and call them with any questions about transportation options for seniors in Gloucester and beyond.

Element Care

29A Emerson Avenue, Gloucester, MA 01930
Telephone: 978-283-7375 (Gloucester)
Telephone: 877-803-5564 (Info and referrals)
Website: Https://elementcare.org

Element Care PACE's Wellness/Adult Day Health Center in Gloucester is one of the organization's six facilities in Massachusetts that provides care for older adults through the Program of All-Inclusive Care for the Elderly (PACE). Eligibility requirements for the all-inclusive care program include:

- 55 or older
- Live within the PACE service area (the North Shore and Merrimack Valley)
- Want to live in the community (your home) but need enough assistance to qualify for nursing home care
- Can continue to live safely within your community (your home) as assessed by our team of experts.

Program costs depend on your income and assets. If you are on Medicare and eligible for MassHealth, there are no monthly premiums, co-pays, or out-of-pocket expenses. Options are also available for Medicare only and private pay.

At Element Care, your care team meets every morning to discuss any changes in your health and well-being and then works with you to develop a treatment plan and begins to implement the plan immediately. Program services include primary, specialty and emergency care; home care including nursing, homemaking, and personal care services; medications, medical equipment and supplies; physical, occupational and behavioral health therapy; transportation services to the PACE Wellness/Adult Day Health Center (in Gloucester) and to medical appointments arranged by PACE staff.

In addition, Element Care provides full dental care, hearing aids, vision coverage for routine eye exams and glasses, and podiatry. Many PACE services are provided remotely at the participants home due to COVID-19 or at the nearest PACE Wellness/Adult Day Health Center.

The goal of the PACE program is to help older adults, who otherwise may require long term nursing home care, to live safely and comfortably in their own home for as long as they can keeping their stays in hospitals and nursing facilities as minimal as possible. Please call us at 1877-803-5564 or view our website at elementcare.org for additional information or to make a referral.

Gloucester Housing Authority (GHA)

259 Washington Street, Gloucester, MA
Telephone: 978-281-4770
Website: http://www.ghama.com

The Gloucester Housing Authority (GHA) is the lead agency for senior/disabled affordable housing in Gloucester. There are five senior/disabled housing developments in Gloucester including the George W. McPherson Park located at 31 Prospect Street in a six-story elevator equipped building having 97 one-bedroom apartments. The John W. Sheedy Park Building located at 88 Pleasant Street is a five-story elevator equipped building with 81 one-bedroom apartments and the Curtis B. Clark Building located at 99 Prospect Street, is a six-story elevator equipped building with 56 one-bedroom apartments. There are 2 garden style single story

housing developments including Lincoln Park, a 52-unit complex located at the intersection of Emerson Avenue and Lincoln Avenue, and Poplar Park, with 76 one-bedroom apartment with 2 street entrances off Poplar Street in Gloucester. The GHA offers a Senior Resident Services Initiatives program. These initiatives provide information, referrals, educational workshops, group services and individual case management to residents of the GHA's Elderly/Disabled Housing Developments under the GHA's DHCD (State Department of Housing and Community Development) Resident Services Coordinator (RSC) Grant. The goal of the RSC is to provide resources to residents, to access community-based services, to ensure lease compliance, to support well-being, independence, and a positive living environment. The Senior Supportive Housing Initiative at McPherson Park seeks to bring some of the benefits of assisted living developments. Jointly developed by DHCD and the Executive Office of Elder Affairs and managed by SeniorCare, this program seeks to assist seniors to maintain their independence and "age in place". In addition, for seniors exploring buying a home, the GHA offers the Cape Ann Homeownership Center providing education and counseling to assist home buyers in the daunting process of buying a home, especially for the first time.

MASSOPTIONS

Website: www.massoptions.org
Telephone: 1-800-243-4636

MassOptions is a resource directory service of the Massachusetts Executive Office of Health and Human Services (EOHHS). This resource directory is accessed through their website www.massoptions.org. The MassOptions website provides resources for seniors, as well as for people with disabilities, and people seeking mental/behavioral health or substance abuse support. There are multiple ways to interact with this resource directory. The first way is through the website to explore the resources, find specific agencies that assist consumers in general, and contact the agencies directly. Should you have questions or need additional information, MassOptions call center provides Monday through Friday, 9 AM to 5 PM, telephone assistance by dialing 1-800-243-4636. The website also offers online chat services from 9 AM to 5 PM, Monday through Friday. After hours, and for those who prefer to contact MassOptions in writing, there is a referral request form accessible on the home page. This is particularly useful for people who work and cannot call between 9 AM and 5 PM. The referral form allows a person to write specific questions and seek additional information via this email

linked form. The MassOptions staff will respond to the referrals within one business day, either by email or by a calling the telephone number you provide. This website is massive and the direct contact via phone, chat, or email may be necessary to more quickly be directed to the resources you are seeking. The availability to reach out to the MassOptions call center is by telephone at 1-800-243-4636, through the online chat with a MassOptions staff member, or through the online referral form for help in locating local services. The staff at MassOptions will assist you with being connected to the local resources you need in addition to answering questions about service options in your area.

The Open Door

28 Emerson Avenue, Gloucester, MA
Telephone: 978-283-6776
Website: https://www.foodpantry.org

The mission of The Open Door is to alleviate the impact of hunger in our community. Practical strategies connect people to good food, to advocate on behalf of those in need, and to engage others in the work of building food security. The Open Door provides food distribution programs for those in need as well as free and nutritious community meals for local people, including seniors, who need meals or companionship. This non-profit, charitable organization also operates Second Glance Thrift Store. This shop takes donations of furniture, household goods and clothing and sells these items at reduced cost. The shop also makes referrals for low cost and/or free goods and items for those in need. The Open Door also operates mobile and senior markets connecting low-income residents with fresh produce and protein choices including one at the Rose Baker Senior Center. In addition to these services, The Open Door provides food stamp assistance, a food rescue program, a job training program, and collaborative meals programs that helps other organizations feed their clients. The collaborative meals program has been operating at the Rose Baker Senior Center for more than 5 years and the Senior Center looks forward to expanding and improving this partnership in the coming years. The Open Door now offers a SmartChoice™ online shopping program. Customers access the online shopping through their account or by creating an account at **https://www.foodpantry.org .** The program allows online ordering of groceries as well as choosing a pickup date and time for your order at the Open Door. Customers who cannot access the online SmartChoice™ program, are encouraged to call 978-282-6776 and the call center will assist you in placing an order as well as setting a pickup date and time at The Open Door. Translation services are available when contacting The Open Door call center as well as

the online SmartChoice™ sign in and online shopping order forms are provided in English, Spanish, Italian, Portuguese and Arabic.

Rose Baker Senior Center

6 Manuel F. Lewis Street, Gloucester MA 01930
Telephone: 978-325-5800
Website: http://gloucester-ma.gov/291/Council-on-Aging
Facebook: Rose Baker Senior Center Gloucester

The Rose Baker Senior Center is a City of Gloucester facility staffed by City employees and volunteers. Elise Sinagra is the Director of Elder Services. We are all thankful the Center has reopened for seniors to meet and participate in programs. Many programs have returned, and we are working to add new programs and opportunities for seniors to be active as well as meet old and new friends. While there may be some changes, we value your feedback on old programs you loved and new programs you would like to see at your senior center.

Our collaboration with 1623 Studio continues through production of episodes of Unleash the Power of Age and additional fitness, health, and special entertainment that appears on the Cape Ann Virtual Senior Center on local cable channel 67. Check local cable TV channels 12 and 67 for programs and times.

Senior Center programs and activities include: bingo, an Art Program, memoir writing group, legal and financial consultations, shopping and lunch trips on the Senior Center bus, Rosie's Picnic Lunch, Thursday movies, non-emergency medical transportation, friendly phone call program, chess club, knit and crochet group, duplicate bridge, cribbage tournament, appointments with the VNA North Shore Care's Keep Well & Blood Pressure Clinics, listening and dancing to the Ole Salty Jazz Band, S.H.I.N.E counseling, Constituent Services from the Office of State Senator Bruce Tarr, the Open Door Mobile Market Brown Bag grocery program, Arthritis Exercise, Zumba, Line Dancing class, and Chair Yoga Plus offered via Zoom.

For a schedule of Senior Center programs and information of interest to seniors, please subscribe to the monthly mailed hardcopy or emailed versions of Coastline News, the Rose Baker Senior Center Newsletter by emailing mfeeney@gloucester-ma.gov or call 978-325-5800 and press 4 to speak with Michael. An electronic version of the hardcopy Coastline News is also available here: https://mycommunityonline.com/find/gloucester-council-on-aging .

Please call the Center at 978-325-5800 to confirm dates and times for specific programs and events.

The Senior Center's Outreach Social Workers help seniors, their families, and friends by assessing the needs of Gloucester elders to match them with appropriate services as well as provide counseling and support to elders, their families, and friends with issues such as:

- Food Insecurity
- Social Isolation
- Financial Concerns
- Housing
- Insurance
- Legal matters
- Medical issues/concerns
- Transportation

Outreach also provides follow-up to referrals, case management as needed, as well as advocacy for elders and their families to prevent exploitation, neglect, or abuse.
We hope to see you at the Rose Baker Senior Center and look forward to your input and assistance to explore new programs to meet the needs of Gloucester's diverse seniors. We look forward to seeing you soon!

Sawyer Free Library

2 Dale Avenue, Gloucester MA Telephone: 978-325-5500.
Website: https://sawyerfreelibrary.org

The Gloucester Lyceum & Sawyer Free Library operates as a public charitable corporation and City of Gloucester supported facility. In addition to being an excellent library for books and audiobooks, the Sawyer Free is an archive for books and newspaper articles written in and about Gloucester. Sawyer Free also hosts lectures, educational programs, and community meetings. The Children's library on the ground floor is an excellent place for seniors to bring grandchildren to explore books, read, or take books home to be enjoyed together. The Library has embraced technology to broaden public access and services including public access computers, access to e-books and e-audiobooks, a loaner program for digital equipment like

e-readers as well as access to online newspapers, magazines, and databases. Volunteer opportunities abound and can be explored at http://sawyerfreelibrary.org/about/getinvolved/volunteer/ . Senior book clubs are specifically mentioned as the Library looks for participants and volunteers for groups at the library, outside, or online using group meeting platforms like Zoom. Please visit the Sawyer Free Library in person or through their user-friendly website at https://sawyerfreelibrary.org .

SeniorCare, Inc.

49 Blackburn Center, Gloucester MA 01930
Telephone: 866-927-1050 or 978-281-1750
Website: https://seniorcareinc.org

SeniorCare
Elder Services | Information | Solutions

SeniorCare is the area lead agency for senior information and services. They are the Federally designated and funded Area Agency on Aging (AAA) and the State designated and funded Aging Services Access Point (ASAP). SeniorCare is a partner with the Rose Baker Senior Center. Gloucester is one of nine communities served by SeniorCare in the North Shore Public Service Area (PSA). Their services include home care, protective services, transportation, nursing home ombudsmen, money management, Medicare & Medicaid insurance counseling, caregiver support programs, nutrition education and counseling services, preventative health services, legal services, Meals on Wheels (home delivered meals) and congregate dining meals, and the Retired & Senior Volunteer Program (RSVP). SeniorCare operates STAY (Serving the Animals You Love), a fee-based pet service program including in-home pet services, dog walking, pet transportation, and trips to dog parks. Other services provided for seniors include Loss & Grief counseling, nursing assessments, nursing home advocacy, medication management assistance, supportive living/housing assistance and wellness programs. SeniorCare also offers Options Counseling to anyone over the age of 22 with a disability.
SeniorCare has a regular local cable TV program "Living Wisely, Aging Well" on channel 12 in Gloucester. SeniorCare coordinates the Age and Dementia Friendly Cape Ann initiative with community partners. For more information on the Age and Dementia Friendly Cape Ann initiative please visit our website at www.adfca.org. SeniorCare operates under the principle of "no wrong door" for seniors calling to seek help. Simply put, SeniorCare will make referrals to other agencies and partners that have the services and assist the callers with the contact if SeniorCare does not provide the service themselves.

SHINE - Serving the Health Insurance Needs of Everyone

Website: shinema.org OR www.esmv.org; search for SHINE

SHINE (Serving the Health Insurance Needs of Everyone on or eligible for Medicare) is the Massachusetts name for the national SHIP (State Health Insurance Assistance Program) program. Certified SHINE counselors provide free counseling for anyone eligible for Medicare, or those approaching Medicare eligibility.

SHINE counselors provide unbiased and confidential health insurance counseling and have your best interest in mind. All SHINE counselors are trained and certified and can speak knowledgably about all Medicare coverage options and will always screen to help you determine the most cost-effective plans for you.

Medicare options include parts A & B, Medicare Advantage Plans (Part C), Medicare Prescription Drug Plans (Part D) and Medicare Supplement Plans (Medigap). Counselors will also review eligibility for programs such as Prescription Advantage, Extra Help from Social Security, Medicare Savings Programs, MassHealth and other programs that assist with various health care costs.

The Rose Baker Senior Center is fortunate to have several certified SHINE counselors available for appointments. To schedule an appointment with a SHINE counselor, call the Center at 978-325-5800. These appointments will be in person, by phone, or remotely using computers on Facetime or Zoom platforms.

SHINE counselors recommend meeting with a counselor before applying for Medicare, reviewing Medicare options during Medicare Annual Open Enrollment period (October 15 – December 7), and throughout the year as needed.

The SHINE website www.shinema.org is a helpful resource, and more information can be found at www.esmg.org; search for SHINE. In addition to Medicare information, you will find informational multilingual videos, information, and links to MassHealth, Social Security, veterans and their families and other helpful resources.