COVID-19 Senior Resource Guide

Town of Milton
Milton Council on Aging
10 Walnut Street, Milton, MA 02186
Phone: 617-898-4893
www.townofmilton.org/council-aging

Note: This is a resource guide only and does not constitute an endorsement by the Town of Milton or the Milton Council on Aging. Be an educated consumer and ask questions about specific services and check references.
INTRODUCTION

During these difficult times it can be unsettling when you do not know where to turn. The Milton Council on Aging is here to assist you. Whether it be for a friendly conversation, assistance locating something, or anything else that may come up, we want to be a resource for you.

We have assembled a list of COVID-19 resources for your use. Every effort has been made to ensure the information in this guide is accurate. If you find a listing that is incorrect or inactive, or would like to suggest additional information be added, please contact the Milton Council on Aging and let us know.
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## Town Departments & Government Agencies

For emergencies please dial 9-1-1

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<th>Town Departments/Agencies</th>
<th>Phone Number</th>
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<tr>
<td>Assessor's Office</td>
<td>617-898-4863</td>
</tr>
<tr>
<td>Building Permits/Inspection</td>
<td>617-898-4925</td>
</tr>
<tr>
<td>Council on Aging</td>
<td>617-898-4893</td>
</tr>
<tr>
<td>Dept. of Public Works</td>
<td>617-898-4900</td>
</tr>
<tr>
<td>Elder Affairs - Milton Police</td>
<td>617-698-3800</td>
</tr>
<tr>
<td>Fire/EMS (911 if emergency)</td>
<td>617-898-4901</td>
</tr>
<tr>
<td>Health Department</td>
<td>617-898-4886</td>
</tr>
<tr>
<td>Library</td>
<td>617-698-5757</td>
</tr>
<tr>
<td>Milton Housing Authority</td>
<td>617-698-2169</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>617-898-4940</td>
</tr>
<tr>
<td>Planning &amp; Community Development</td>
<td>617-898-4929</td>
</tr>
<tr>
<td>Police (911 if emergency) incl. Elder Affairs</td>
<td>617-698-3800</td>
</tr>
<tr>
<td>Select Board</td>
<td>617-898-4846</td>
</tr>
<tr>
<td>Town Clerk’s Office</td>
<td>617-898-4859</td>
</tr>
<tr>
<td>Trash, Recycling, and Yard Waste</td>
<td>617-898-4900, ext. 1</td>
</tr>
<tr>
<td>Treasurer/Tax Collector</td>
<td>617-898-4853</td>
</tr>
<tr>
<td>Veteran's Service</td>
<td>617-251-7767</td>
</tr>
<tr>
<td>Zoning Board of Appeals</td>
<td>617-898-4924</td>
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<tr>
<th>Government/State Agencies</th>
<th>Phone Number</th>
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<tr>
<td>800AgeInfo/Exec. Ofc. Elder Affairs</td>
<td>800-243-4636</td>
</tr>
<tr>
<td>Community Care Ombusman</td>
<td>617-727-7750</td>
</tr>
<tr>
<td>Department of Mental Health (main)</td>
<td>617-626-8000</td>
</tr>
<tr>
<td>Deptment of Mental Health Crisis Line</td>
<td>877-382-1609</td>
</tr>
<tr>
<td>Executive Office of Veterans' Services</td>
<td>617-210-5480</td>
</tr>
<tr>
<td>Mass Commission for the Blind</td>
<td>617-727-5550</td>
</tr>
<tr>
<td>Mass Commission for the Deaf</td>
<td>617-740-1600</td>
</tr>
<tr>
<td>Mass Health Customer Service</td>
<td>800-841-2900</td>
</tr>
<tr>
<td>Medicare Hotline</td>
<td>800-633-4227</td>
</tr>
<tr>
<td>Registry of Deeds, Norfolk County</td>
<td>781-461-6101</td>
</tr>
<tr>
<td>RMV (ID's, Handicap permits, etc.)</td>
<td>857-368-8000</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>800-772-1213</td>
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# Hotlines & 24-Hour Resources

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<th>Hotlines/24-Hour Resources</th>
<th>Phone Number</th>
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<tr>
<td>Abuse of Persons in Long-Term Care Facilities (Dept. of Public Health)</td>
<td>800-462-5540</td>
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<tr>
<td>COVID-19 Mass Dept. of Public Health (referral hotline)</td>
<td>211</td>
</tr>
<tr>
<td>Dept. of Mental Health: Emergency/Crisis Services</td>
<td>877-382-1609</td>
</tr>
<tr>
<td>Disabled Person Abuse/Neglect Reporting (ages 18-59)</td>
<td>800-426-9009</td>
</tr>
<tr>
<td>Domestic Violence (911 if emergency)</td>
<td>877-785-2020</td>
</tr>
<tr>
<td>Elder Abuse/Neglect Hotline</td>
<td>800-922-2275</td>
</tr>
<tr>
<td>Emergency Services Program/Mobile Crisis Intervention (MassHealth)</td>
<td>800-528-4890</td>
</tr>
<tr>
<td>Eversource (Electric)</td>
<td>800-592-2000</td>
</tr>
<tr>
<td>LGBTQ Relationship Violence</td>
<td>800-799-7233</td>
</tr>
<tr>
<td>Massachusetts Substance Abuse Hotline</td>
<td>800-327-5050</td>
</tr>
<tr>
<td>National Grid (Gas Emergency)</td>
<td>800-233-5325 or 911</td>
</tr>
<tr>
<td>Poison Control</td>
<td>800-222-1222</td>
</tr>
<tr>
<td>Rape Crisis Center</td>
<td>800-841-8371</td>
</tr>
<tr>
<td>Suicide (Samaritans)</td>
<td>877-870-4673</td>
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Resources

Abuse, Neglect, Scams, Self-Neglect, and Exploitation

Massachusetts Elder Abuse Hotline
Toll-free Elder Abuse Hotline: 800-922-2275
Online reporting webpage: https://www.mass.gov/report-elder-abuse
The Elder Abuse Hotline is open 24 hours a day, 7 days a week. Reports can be made anonymously via the hotline. Elder Protective Services only has jurisdiction to investigate cases of abuse where the individual is over age 60 and resides in the community. To file online visit webpage listed above.

- To report abuse of a patient by nursing home or medical staff, contact the Massachusetts Dept. of Health at 800-462-5540.
- Call 911 if you have an emergency or life-threatening situation.

Milton Police – Elder Affairs Officer
Tel: 617-698-3800
Ofc. Patty Mandeville
The Milton Police have assigned an officer to address the concerns of seniors in our community and check on their well-being. Some crimes aimed at our senior citizens include: Telemarketing Fraud, Scams, Identity Theft, Abuse or Neglect, and Financial Exploitation. If you believe you, or someone you know, is a victim of any type of elder abuse, please contact the Milton Police.

Computer (Tech) Support

*Council on Aging
Tel: 617-898-4893
Please reach out and we will try to assist you.

Apple Support
Toll-free: 1-800-275-2273
Remote support: https://support.apple.com/repair
Support by phone for Apple products, i.e. iPhone, iPad, Mac, Watch, TV, etc. Wait times may be longer than normal.

Best Buy – Geek Squad (Tablets and Non-Apple, i.e. Dell, HP, etc. products)
Toll-free: 1-800-Geek Squad (1-800-433-5778)
Remote support: https://www.bestbuy.com/services/remotesupport
Offering remote support for computers and tablets remotely. Wait times may be longer than normal. They ask that you turn your router off, wait 30 seconds, then turn it back on. Then follow the same process for your computer/laptop/tablet by turning it off, waiting 30 seconds and turning it back on. If you continue to have an issue, please reach out to them.
**Dell Computers**
Toll-free: 1-800-288-4410  
Website: [https://www.dell.com/en-us/shop/fix-your-pc-or-tablet/ab/fix-your-pc-or-tablet](https://www.dell.com/en-us/shop/fix-your-pc-or-tablet/ab/fix-your-pc-or-tablet)  
Offering online support for Dell computers and tablets.

**HP**
Toll-free: 1-800-474-6836  
Website: [https://support.hp.com/us-en](https://support.hp.com/us-en)  
Customer support for desktop and laptop computers, printers, webcam, audio,

**COVID-19 Updates and Information**

**Council on Aging, Town of Milton**
Tel: 617-898-4893  
Website: [https://www.townofmilton.org/council-aging](https://www.townofmilton.org/council-aging)  
COA COVID-19 Updates Website: Click [HERE](https://www.townofmilton.org/council-aging)  
Facebook – Follow us at: Milton, MA Council on Aging  
Up to date information, including links to informational videos produced by the Health Department on COVID-19 and a COVID-19 Resource Guide.

**Health Department, Town of Milton**
Website: [https://www.townofmilton.org/health-department](https://www.townofmilton.org/health-department)  
Heath Dept. COVID-19 Updates Website: Click [HERE](https://www.townofmilton.org/health-department)  
Up to date information from the Health Department and the State of Massachusetts on COVID-19 including a daily update, how to prevent infection, symptoms, and important links to other sources of information.

**Massachusetts Department of Public Health**
Toll-free Informational and referral hotline: Call 2-1-1  
Everything you need to know about COVID-19 in Massachusetts. Hotline is available for non-emergency calls 24 hours a day, 7 days a week. All calls are free and confidential. Interpreter services are available in multiple languages.

**Milton Access TV**
Please check Comcast Channel 9 and RCN Channel 13 for updates and programming.

**COVID-19 Supplies: Masks, Hand Sanitizer, Soap, Toilet Paper, & Wipes**

**Council on Aging**
Tel: 617-898-4893  
If you are having difficulty obtaining a mask, toilet paper, hand sanitizer, soap, or wipes please call us. We are here as a resource and would like to assist you.
Financial Hardship

Milton Residents Fund
Tel: 617-696-1214
Email: miltonresidentsfund@gmail.com
If you, or another Milton resident, are facing financial hardship please reach out to the Milton Residents Fund.

Food Pantry

Milton Community Food Pantry
Tel: 617-696-0221
Saturday 9:30 a.m. – 12:00 p.m.
Parkway Methodist Church
158 Blue Hills Parkway, Milton, MA 02186
The Milton Community Food Pantry has suspended all food donations from residents to the pantry due to the possible transfer of COVID-19. Monetary donations are welcome, and checks can be made payable to Milton Community Food Pantry at 158 Blue Hills Parkway, Milton, MA.

Groceries – Home Delivery

Council on Aging
Tel: 617-898-4893
Website: www.townofmilton.org/council-aging
We continue to make weekly trips to grocery stores and are taking every precaution, including sanitizing our vehicles daily. If you would prefer to have your groceries or prescriptions delivered to you during the COVID-19 pandemic we have volunteers who may be available to assist you. Please reach out to us. Other options are listed below.

Eagle Farms
Tel: 617-698-9564
Email: eaglefarms@comcast.net
Open: 9 a.m. 5 p.m. daily, closed Wednesday. For home delivery please email your order to the email address above. Your order will be delivered after 5 p.m. the following day.

Instacart
Website: https://www.instacart.com/
Online grocery delivery service partnering with local stores. Order online and will deliver your order to your door. Think of it as the Uber of grocery delivery. Stores include CVS, Market Basket, Shaw’s, Star Market, Stop & Shop, Wegmans, Petco, Target, Total Wine & More, plus additional. Delivery is free for your first order. After that there is a fee. Information can be found on their website. An article with more in-depth explanation on how it works can be found HERE
Lamberts
Tel: (Dorchester): 617-436-2997
Tel: (Westwood): 1-781-326-5047
Website: https://lambertsfruit.com/curbside-order/
Order online and pick up curbside at their location. Lambert’s will call you for a credit card. They will pick the order for you and package it up. You pull up at the store and pick up your order. You never leave your vehicle. There is a service fee.

Peapod by Stop & Shop
Toll-free Customer Care line: 1-800-573-2763
Website: https://www.peapod.com/
Order online and they will deliver. Due to high demand they are currently experiencing some delivery delays.

Home Repair and Maintenance

Council on Aging
Tel: 617-898-4893
If you are having difficulty obtaining home repair and maintenance services, please call us. We are here as a resource and would like to assist you.

Mental Health Resources

BID-Milton Hospital: Social Work Dept.
Tel: 617-696-4600, ext. 1128
Website: https://www.bidmilton.org/services/social-work/
Social work services are provided by master’s degree prepared clinicians. Areas include anxiety, depression, grief, loss, coping with a new illness or condition, violence, abuse, alcohol, or drug use, and assisting with connections to community resources. For people experiencing acute mental health crisis BID-Milton has a long-standing partnership with South Shore Mental Health (SSMH).

Department of Mental Health (DMH)
Toll-free Emergency/Crisis Services: 1-877-382-1609
If you, or a family member are experiencing a mental health or substance use disorder crisis, the Emergency Service Program/Mobil Crisis Intervention (ESP/MCI) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact them for assistance.

INTERFACE Mental Health Hotline
Toll-free Mental Health Hotline: 1-888-244-6843
Website: https://interface.williamjames.edu/
The INTERFACE Referral Service is a mental health and wellness referral Helpline available Monday – Friday from 9 a.m. to 5 p.m. This is a free, confidential referral service for individuals
across the lifespan. Callers, from Milton and other participating communities, are matched with licensed mental health providers from their extensive database, on average, within 2 weeks of their call to INTERFACE. Each referral best meets the location, insurance, and specialty needs of the caller.

South Shore Mental Health (Aspire Health Alliance)
Toll-free: 1-800-528-4890
Tel: 617-378-1049
Website: https://www.aspirehealthalliance.org/about/
Multiple locations in Quincy, Braintree and throughout the South Shore.
Provide an array of counseling and evaluation services to adults and their families.

Prescription Drugs

CVS
Tel: 617-698-2805
10 Bassett St., Milton MA 02186
Senior only hours from 9 a.m. – 10 a.m. daily. Also offering free RX delivery either through their website or by calling them at the above number. If you are calling in your prescription refill and would like it delivered it is taking 1-3 days. Please plan accordingly.

Walgreens
Tel: 617-298-6634
Website: https://www.walgreens.com/locator/walgreens-90+river+st-mattapan-ma-02126/id=17257
90 River St., Mattapan, MA 02126 (Corner of River St. & Central Ave.)
Offering prescription ordering for delivery online via their website, or you may call the number above and they will assist you. If you are calling in your prescription refill for delivery it is taking 24-48 hours. Please plan accordingly.

Sick/COVID-19

Massachusetts Department of Public Health
Toll-free Informational and referral hotline: Call 2-1-1
Tel: 1-617-983-6800
Website: https://www.mass.gov/info-details/covid-19-updates-and-information
If you are sick, with influenza-like symptoms, stay at home. If you have a fever and or lower respiratory symptoms, call your primary care doctor (PCP). If you do not have a PCP call the Massachusetts Department of Public Health at 1-617-983-6800 or call 2-1-1.
**Tax Information**

**AARP Foundation Tax-Aide**
Website: [https://taxaideqa.aarp.org/hc/en-us](https://taxaideqa.aarp.org/hc/en-us)
Tax-Aide is providing online methods only for the preparation of taxes this year at no cost. Taxpayers can request the help of a volunteer coach in preparing their tax returns, or Tax-Aide can connect you with software and you can prepare and file your own tax returns. Find information [HERE](https://taxaideqa.aarp.org/hc/en-us).

**H&R Block – Stoughton Office**
Tel: 781-344-0748
Website: [https://www.hrblock.com/](https://www.hrblock.com/)
733 Washington St., Stoughton
Drop off and in person appointments available at Stoughton office in addition to online options. $25 off coupon available at retailmenot.com [HERE](https://www.hrblock.com/) for first time customers. If you need a coupon and do not have a computer, please call us at the COA. We will print it out for you.

**IRS – Free Tax Return Preparation for Qualifying Taxpayers**
Tel Boston Office: 617-316-2850
Website: [https://www.irs.gov/help/contact-your-local-irs-office](https://www.irs.gov/help/contact-your-local-irs-office)
Face-to-face service unavailable until further notice.

**Things to Do**

**Brain Training**
Daily games to keep your brain sharp

**Continuing Education**
**Ted Talks** - [https://www.ted.com/talks](https://www.ted.com/talks)
**Talks at Google** - [https://www.youtube.com/user/AtGoogleTalks](https://www.youtube.com/user/AtGoogleTalks)
**BigThink** - [https://bigthink.com/videos/](https://bigthink.com/videos/)

**Exercise Videos (Click your Control key and the word HERE to start video):**
Short home workout exercise videos. Take care when exercising and if you do not already exercise or have not for a while please take it slowly at first.
- Seated Chair Exercises for Seniors (17 minutes): [HERE](https://bigthink.com/videos/)
- 10 Minute Home Workout for Seniors – Grab a chair and tune in (11 minutes): [HERE](https://bigthink.com/videos/)
- 7-Minute Yoga Workout for Adults (Great stress reliever): [HERE](https://bigthink.com/videos/)
- 30-Minute Standing Pilates for Seniors: [HERE](https://bigthink.com/videos/)

**Games**
[https://games.aarp.org/](https://games.aarp.org/)
[https://www.arkadium.com/free-online-games/](https://www.arkadium.com/free-online-games/)
[https://thejigsawpuzzles.com/](https://thejigsawpuzzles.com/)
Lifelong Learning: The Great Courses®
Website: https://www.kanopy.com/
Head back to school in the comfort of your home. With your Milton Public Library card (MPL), you have access to The Great Courses®, a series of college-level audio and video courses on a wide array of topics. The best part? No final exams! There are over 700 courses and 6,200 videos on the website, Kanopy. You will be asked to enter your MPL card number. Once you are on the homepage scroll down to the 6th row, The Great Courses: https://www.kanopy.com/

Movies, Documentaries, and Television Shows
With your Milton Public Library card (MPL), you have access to up to 10 movies, documentaries, or television shows per month at no charge on the website, Kanopy. You will be asked to enter your MPL card number: https://www.kanopy.com/

Museum Exhibits
JFK Library: “Moonshot” App and Online Interactive
National Museum of the U.S. Navy
National Women’s History Museum
Smithsonian Learning Lab
The Field Museum: The Brain Scoop (YouTube)
MoMA Learning
Royal Albert Memorial Museum: Exeter Time Trail (Interactive timeline)
10 Amazing Virtual Museum Tours

Music:
Online music websites. Basic membership is free.
https://www.pandora.com/
Spotify - https://open.spotify.com/

Reading
The Milton Public Library building is currently closed; however, online services are being offered.

Suggested reading: The 2020 Milton Reads books is Voyage of Mercy by Stephen Puleo. This year, the Library is excited to partner with the Forbes House Museum to create an even deeper Milton Reads Experience.

Voyage of Mercy: the USS Jamestown, the Irish Famine, and the Remarkable Story of America's First Humanitarian Mission is a compelling story of tragedy, initiative, generosity, and hope with a strong connection to the town of Milton.
This engaging book describes how shipping magnate Robert Bennet Forbes of Milton harnessed his wealth and influence to provide humanitarian support to Ireland during the Great Hunger, the famine in 1847. This mission became America's first international relief effort and established an everlasting connection between Boston and Ireland.
Virtual programs and events begin in May. Copies of the book (and others) can be borrowed as eBooks through Overdrive (https://ocln.overdrive.com/). Please visit the library website: https://miltonlibrary.org/ for additional information.
**Town Happenings - Milton Access TV**
Please check Comcast Channel 8 and RCN Channel 13 for updates, town board and committee meetings, and other programming.

**Transportation Services**

**Council on Aging**
Tel: 617-898-4893  
Website: [www.townofmilton.org/council-aging](http://www.townofmilton.org/council-aging)  
Limited transportation services are currently available. We are taking every precaution including sanitizing our vehicles daily. If you would prefer to have your groceries or prescriptions delivered to you during the COVID-19 pandemic we have volunteers who have offered to assist you. Please call us at 617-898-4893.

**MBTA “The Ride”**
Tel: 800-533-6282 or 617-222-5123  
Reservations: 887-765-7433  
Eligibility Center: 617-337-2727  
Web: [https://mbta.com/accessibility/the-ride](https://mbta.com/accessibility/the-ride)  
THE RIDE provides door-to-door para-transit service to eligible customers who cannot use public transit due to a physical, mental, or cognitive disability. THE RIDE is currently operating on a reduced schedule due to the COVID-19 epidemic. Please call for information. Rides are now being scheduled up to 3 days in advance. Fares apply each way based on distance from an MBTA bus or subway stop. All RIDE vehicles are cleaned and disinfected every 24 hours. No tipping.