

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.

Table of Contents

Town Departments & Government Agencies.....	4
Hotlines & 24-Hour Resources.....	5
Abuse, Neglect, Scams, Self-Neglect, and Exploitation	6
Computer (Tech) Support	6-7
COVID-19 Updates and Information	7
COVID-19 Supplies: Masks, Hand Sanitizer, Soap, Toilet Paper and Wipes.....	7-8
Financial Hardship.....	8
Food Pantry.....	8
Groceries – Home Delivery	8-9
Home Repair and Maintenance	9
Mental Health Resources.....	9-10
Prescription Drugs.....	10
Sick/COVID-19.....	10
Things to Do	10-12
Transportation Services	12

Town Departments & Government Agencies

For emergencies please dial 9-1-1

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

Hotlines & 24-Hour Resources

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

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>

Offering online support for Dell computers and tablets.

HP

Toll-free: 1-800-474-6836

Website: <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>

COA COVID-19 Updates Website: Click [HERE](#)

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>

Health Dept. COVID-19 Updates Website: Click [HERE](#)

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

Website: <https://www.mass.gov/info-details/covid-19-updates-and-information>

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.

Things to Do

Brain Training

Daily games to keep your brain sharp

<https://www.lumosity.com/en/brain-games/>

Continuing Education

Ted Talks - <https://www.ted.com/talks>

Talks at Google - <https://www.youtube.com/user/AtGoogleTalks>

BigThink - <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](#)
- 10 Minute Home Workout for Seniors – Grab a chair and tune in (11 minutes): [HERE](#)
- 7-Minute Yoga Workout for Adults (Great stress reliever): [HERE](#)
- 30-Minute Standing Pilates for Seniors: [HERE](#)

Games

<https://games.aarp.org/>

<https://www.arkadium.com/free-online-games/>

<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/](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

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>

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.