



# North Andover Council on Aging

## RESOURCE GUIDE

Compiled by  
The North Andover Council on Aging  
120R Main Street  
North Andover, MA 01845  
Telephone: 978/688-9560; Fax: 978/688-9563  
Website: <http://netway.com/~nacoa>

North Andover Council on Aging  
120R Main Street  
North Andover, MA 01845

Bulk Rate  
U.S. Postage  
PAID  
No. Andover, MA 01845  
Permit No. 191

# RESOURCE GUIDE



**We are most appreciative to  
the  
Triad Group  
of North Andover & the  
Essex County Sheriff's  
Department  
who greatly supported  
the publication of this  
Resource Guide**

*Published October 2005*



We encourage you to support the advertisers  
who made this publication possible at no cost to  
the elders of the community.

## ADVOCACY / ASSISTANCE

**Insurance Hotline:** If you have questions regarding health insurance coverage, you may call the hotline at 1-888-830-6277.

**Consumer Hotline:** To report unfair or deceptive practices, call the Consumer Hotline at 1-617-727-8400 or visit their website at [www.ago.state.ma.us](http://www.ago.state.ma.us)

## DONATIONS TO THE COA

### Direct Donations

If you would like to make a direct donation to the North Andover Council on Aging, you may do so by sending your check to the COA at 120R Main Street, North Andover, MA 01845. It will be deposited in the COA's Gifts and Donations account and will not become part of the town's general fund; therefore, it will directly benefit the provision of services to the seniors of North Andover.

COA/Senior Activity Center  
Telephone # 978/688-9560



## MISSION

*Our Mission is to advocate for older adults, to identify their needs, to help meet their health, economic, social and cultural needs, to encourage maximum independence and to improve their quality of life.*



## ADVOCACY / ASSISTANCE

### Health Information

**The Center for Medicare and Medicaid Services:** This agency administers the Medicare Program, including: Medicare prescription drug discount cards and Medicare Part D prescription drug benefit. Call 1-800-633-4227 or visit their website at [www.cms.gov/medicareform/](http://www.cms.gov/medicareform/)



**SHINE:** In addition to the SHINE services provided at the North Andover Senior Center, Massachusetts seniors with questions about Medicare or other private and public health care programs can call 1-800-243-4636 or visit their website at [www.800ageinfo.com](http://www.800ageinfo.com)

**RxAssist:** This organization provides information about financial assistance for prescription medications from pharmaceutical manufacturers' patient assistance programs and other sources. Visit their website at [www.rxassist.org](http://www.rxassist.org).

**Elder Hotline:** If you have general questions or need assistance regarding the Medicare Prescription Drug Benefit, call 1-888-243-5337.

## ADVOCACY / ASSISTANCE



### Advocacy Groups

**AARP**, 1 Boston Place, Suite 1900, Boston, MA 02108  
617/720-5600

**MassPirg**, 29 Temple Place, Boston, MA 02111  
617/292-4800

**Elder Services of the Merrimack Valley**  
360 Merrimack Street, Building 5, Lawrence, MA 01843  
800/892-0890

**Women's Crisis Center**  
Emergency 978/388-1888

**North Andover Housing Authority**  
310 Greene Street, North Andover, Ma 01845  
978/682-3932

**Merrimack Valley Legal Services, Inc.**  
35 John Street, Suite 302, Lowell, MA 01852  
978/458-7701

**Food Stamp Program**  
Mass. Department of Transitional Assistance  
Lowell, MA 01854  
800/645-8333

## TABLE OF CONTENTS

Introduction.....	9
COA Staff.....	10
Friends.....	13
Senior Activity Center.....	14
Outreach.....	17
Transportation Programs.....	18
Food Programs.....	20
Health Services.....	24
Assistance Programs.....	22
Health & Safety Programs.....	23
Volunteer Program.....	25
Miscellaneous Programs.....	26
Activities.....	28
Resources.....	32
Directions to the Senior Center.....	35
North Andover Contacts.....	36
Advocacy / Assistance.....	38
Donations to the COA.....	40

**COUNCIL ON AGING POLICY  
FOR SENIOR ACTIVITY CENTER  
PARTICIPATION**

**It is the policy of the Council on Aging to expect that all attendees of activities provided at the Senior Center must be able to be physically and mentally capable of participating in the activities and programs independently. It is the responsibility of the person or their family to provide a personal care provider (PCP), or an attendant if necessary for a participant that needs assistance.**

**Hours of Operation:  
Monday through Friday, 8:30 AM – 4:30 PM,  
with the exception of Holidays.**

**NORTH ANDOVER CONTACTS**

Continued

**Municipal Department Phone Numbers**

- Recreation Department.....978/688-9579
- School Department
  - Superintendent’s Office..... 978/794-1503
  - Atkinson School.....978/794-0124
  - Bradstreet School .....978/794-1677
  - Franklin School..... 978/794-1990
  - High School.....978/794-1711
  - Kittredge School.....978/794-1688
  - Middle School.....978/794-1870
  - Sargent School.....978/725-3673
  - Thomson School.....978/794-1545
- Sealer of Weights and Measures...978/688-9533
- Selectmen’s Office.....978/688-9510
- Senior Citizen’s Center.....978/688-9560
- Town Clerk..... 978/688-9501
- Town Manager.....978/688-9510
- Town Moderator.....978/688-9510
- Treasurer/Collector.....978/688-9550
- Veteran’s Services.....978/682-6378
- Youth Services.....978/682-9000

# NORTH ANDOVER CONTACTS

## Municipal Department Phone Numbers

### Emergency Numbers

Fire/Police/Ambulance.....911  
Poison Control.....800/682-9211

### Your Town Government

General Information.....978/688-9500  
Accounting Office.....978/688-9520  
Animal Control Officer.....978/683-3168  
Animal Inspector.....978/475-3600  
Assessor’s Office & Services.....978/688-9533  
Building Department.....978/688-9545  
Conservation Department.....978/688-9530  
Health Department.....978/688-9540  
Planning Department.....978/688-9535  
Zoning Board of Appeals.....978/688-9541  
Emergency Mgmt. Agency.....978/688-9580  
Fire Department-General.....978/688-9590  
Housing Authority.....978/682-3932  
Library—Stevens Memorial.....978/688-9505  
Police Department-General.....978/683-3168  
Public Works:  
Trash & Recycling.....978/685-0950  
Water & Sewer.....978/688-9570  
Water Treatment Plant.....978/688-9574

# INTRODUCTION

**Councils on Aging (COA)** are the principal agencies of local government, which serve the elderly. First authorized by special legislation in 1956, there are now over 350 Councils in the Commonwealth. The three core responsibilities of the Councils on Aging are:

- ◆ To identify the needs of senior citizens as well as available resources within the community.
- ◆ To educate the community-at-large regarding senior issues and advocate for the needs of its seniors.
- ◆ To design, promote and implement needed services and to coordinate the efforts of agencies which serve seniors.



**COA/Senior Activity Center**  
**Telephone # 978/688-9560**

**North Andover  
Council on Aging (COA)  
Resource Guide**

*First Edition*

**COA Executive Director  
Irene O'Brien**

**COA Staff**

Paula Crudale	Administrative Secretary
Barbara Champigny	Program Director
Donna Delaney	Outreach Coordinator
Nancy Stevenson	Office Assistant
Jeanne McCusker	Receptionist
Ann Marie Cole	Receptionist
Barbara Joseph	Nutrition Volunteer Coordinator
Judith Lalmond	Nutrition
Maryann Ramsey	Nutrition
Jose Morel	Van Driver
Charles Rivers	Van Driver

**DIRECTIONS TO THE SENIOR CENTER**

From 495N: Take exit 43, right off the exit ramp, Left at set of lights (Waverly Rd.), right onto Main Street (appx. 1/2 mile), Senior Center is across from Star Market and next to Town Hall, parking around back of Town Hall.

From 495S: Take exit 43, left off the exit ramp, cross under highway, left at lights (Waverly Rd.), same directions as above.

From 125/133: Right at Merrimack College/ Bertucci's Restaurant, left at 3rd set of lights—Main St., about 1/2 mile to Town Hall/Senior Center on right across from Star Market, parking in back of Town Hall.

**COA/Senior Activity Center  
Telephone # 978/688-9560**

## RESOURCES

### Elected Officials:

#### Board of Selectmen

##### Term Expires

Rosemary Connelly Smedile, Chairman	(2010)
Richard A. Nardella	(2011)
Daniel P. Lanen	(2012)
Tracy M. Watson	(2011)
William F. Gordon	(2012)

#### Council on Aging Board Members

##### Term Expires

John Graham, Chairperson	2011
Albert S. Movsesian	2009
Maria V. Rosati	2009
William P. Callahan	2010
Elizabeth Poirier	2010
Patricia A. Long	2011
Margaret V. Shaheen	2010
Priscilla Cole	2010
Peter Aziz	2011

## RESOURCES



### **Elected Officials:**

#### **Representative in Congress**

John Tierney 508/531-1669

#### **State Representatives**

14th Essex—Precincts 1,2,3,4,5 and 6

David Torrisi 617/722-2396

#### **18th Essex—Precincts 7 & 8**

Barbara A. L'Italien 617/722-2100

#### **State Senators**

1st Essex Precincts 1,4,6 and 8

Steven Baddour 617/722-1604

1st Essex and Middlesex Precincts 2,3,5 and 7

Bruce E. Tarr 617/722-1600

#### **Precinct Voting Locations**

Precincts 1 through 8

North Andover High School

Osgood Street

Polls open 7:00 a.m. until 8:00 p.m.

Call Town Clerk's Office at 978/688-9501 for information.

#### **Social Security Office**, Suite 4208

439 South Union St, Lawrence, MA. 01843

978/686-6171 or 1-800/772-1213

## RESOURCES



### **Elected Officials:**

#### U. S. President Barack Obama

The White House, 1600 Pennsylvania Avenue, NW  
Washington, DC 20500  
202/456-1414

#### U.S. Senator Edward M. Kennedy

2400A JFK Federal Building  
Boston, MA 02203  
617/565-3170

Or

Russell Senate Office Building, Room 315  
United States Senate  
Washington, DC 20510

#### U.S. Senator John F. Kerry

One Bowdoin Square  
Boston, MA 02114  
617/265-8519

Or

10th Floor Russell Senate Office Building, Room 362  
United States Senate  
Washington, DC 20510-2102  
202/224-2742

Governor Deval Patrick - State House  
Office of the Governor, Room 280  
Boston, MA 02133  
617/725-4005

## FRIENDS OF THE NORTH ANDOVER SENIOR CENTER (Friends)

The Friends is a group of concerned individuals working to create awareness, to educate and identify senior needs. To promote, sponsor and support programs and services whose primary activities are by and for the senior population of the Town of North Andover in accordance with the goals and policies of the N. A. Council on Aging Board.

Volunteers are needed in a variety of areas, such as:

- ◆ Joining the Friends, attending the monthly meetings, making suggestions, soliciting new members.
- ◆ Promoting and participating in Friends fundraising events.
- ◆ Spreading the word on the Council of Aging, via the radio, cable TV, newspapers and flyers.
- ◆ Volunteer to lead a committee, be part of a committee, fundraiser, class, discussion group or seminar.

Friends meet the last Thursday of the month at 5:15 PM (except holidays) at the Senior Center. Please join us!  
Enrollment forms are located on page 42 of this Guide.

## SENIOR ACTIVITY CENTER

The Senior Activity Center is a community focal point for programs and services that will enhance the quality of life for our retired or not yet retired elders. They can participate in programs and activities that reflect their experience and skills, respond to their diverse needs and interests, support their independence, develop their creativity and encourage their involvement in and with the Center and the community.

The Senior Activity Center staff is privileged to serve North Andover's seniors. We provide services and function as a resource for the entire community regarding information on aging, support for family caregivers and for development of innovative approaches to addressing aging issues.

The Center is open Monday through Friday, 8:30 AM – 4:30 PM, with the exception of Holidays.

The COA Storm Policy states that when the North Andover Schools are closed due to inclement weather, all scheduled Senior Center activities are also cancelled for the day. No meals are served. The Center will remain open for emergencies.

## ACTIVITIES

### Regularly Scheduled Activities:

**Trips:** Trips to interesting and educational locations are scheduled periodically. Watch the newsletter and local newspapers for advance sign-up and cost information.

**Woodcarving:** Bird and animal carvings. Great social group; beginners through advanced are welcome.

**Yoga:** Gentle stretching with breathing techniques to open tense muscles, stiff joints and to maintain strong bones. Wear loose, comfortable clothing and bring a floor mat.



**Writing Workshop:** Banish writers' block forever. Liberate your imagination. Put your memories into memos. No experience necessary.

## ACTIVITIES

### Regularly Scheduled Activities:

**News and Views:** An informative and stimulating group covering current events, local, national and international issues. Each individual is encouraged to express his or her point of view on various subjects.

**Quilting:** All levels welcome. We bring our work for “show and tell”, tips on colors, patterns and quilting styles.

**Socials:** Every year the Center organizes many socials which include a Mother’s Day Breakfast, Thanksgiving Feast, Holiday Parties and St. Patrick’s Day Party to name a few. Consult your Newsletter for dates and cost.

**Strength Training:** Increases functional strength by exercising with comfortable and motivational music. Starts with a warm-up and continues with light aerobics. Hand and leg weights optional (bring your own).



COA/Senior Activity Center  
Telephone # 978/688-9560

## SENIOR ACTIVITY CENTER

(continued)

We rely heavily on volunteers at the Center to facilitate the programs and services.

The following pages list the programs, services and activities offered at the Senior Activity Center. Please do not hesitate to call us if you need more information. Also listed are telephone numbers of Town departments and other numbers that may be helpful to you.

Every effort was made to provide correct and up-to-date information. However, telephone numbers and information are subject to change. Please call the Senior Activity Center at 978/688-9560 if you need assistance.



The Senior Activity Center is wheelchair Accessible.

## ACTIVITIES

### Regularly Scheduled Activities:

**Heart to Heart:** Weekly fellowship and fun social program that meets at the Center and at a local restaurant once a month.

**Joy of Exercise:** Low impact aerobic/dance increases coordination, balance and strength, utilizing a variety of equipment from stretch bands to light weights (provided). Men and women welcome.



**Knitting & Crocheting:** Open to all; group knitting and crocheting session from 9:30 - 11:30 AM. Individuals should bring their own projects and a smile. Members will be able to help each other solve any problems. Join to learn something new or for fun. Yarn is available.

**Lecture Series:** People from all different backgrounds, professions or interests give presentations and insight into a variety of subjects. Keeping our minds open and alert helps our overall health and well being.

**Line Dancing:** Beginners through advanced; this is a great social group while incorporating exercise through light dance routines. No experience necessary. Check with the Center for dates and times.

## ACTIVITIES

### Regularly Scheduled Activities:

**Bingo**: Tuesdays at 1:30 PM and the 1st Saturday of the month at 7:00 PM \$1.00 per card. Coffee, tea and donuts will be available. Doors open at 6:00 PM for Saturday bingo.



**Book Club**: Meets the first Friday of the month at 10:30 AM

**Bowling**: At Academy Lanes in Bradford, \$7.50 per week, includes bowling and shoes. League forms in September.



**Bridge**: Experienced players meet to enjoy a friendly afternoon of bridge. Partners not needed. All are welcome. Drop-in on Monday and Friday afternoons.

**Cards**: 45's, Nickels and Poker (nickel and dime, dealers' choice); experienced and beginners welcome.



**Intergenerational Programs**: Students and seniors working together. Watch for monthly forums, and computer classes. Check with the Center for dates and times.

## OUTREACH

The Outreach coordinator makes home visits to assess needs and provide information and referral services. Visits are made to hospitalized seniors as well as Nursing Homes, Housing, and Assisted Living facilities. The Outreach department responds to emergencies and provides on-going assistance, when needed, for homebound seniors to remain safe, secure and independent in their homes.

### **The Friendly Visitors Program**

The Friendly Visitors Program is a service to the homebound. Volunteers are assigned to seniors at their home for company and support. This program greatly assists our Outreach Program by having a volunteer out in the community. This volunteer will inform our Outreach department of any concerns they may have regarding a particular client.

### **Telephone Reassurance**

Telephone Reassurance is a volunteer base service that offers a friendly voice each day or once a week to any elder who may not have family or friends nearby to check in and see that they are okay. This program is a lifeline to many of our homebound elders and also another way that volunteers reach out to make sure our seniors are safe in their homes.

## TRANSPORTATION PROGRAMS

Many of our seniors already avail themselves of one or more of the following programs. There are no financial criteria to be met, and services are provided within the confines of the COA budget. Some of these programs include:



### Medical Transportation:

#### Northern Essex Elderly Transport (NEET)

This (curb-to-curb) service is provided for doctor and therapy appointments for seniors who have no other means of transportation. The suggested donation is 30¢ a mile. Appointments must be made at least 4 days in advance by calling the Senior Activity Center. Companions are required if assistance is needed.

Veteran Medical Transport - This service is available for medical appointments, errands and banking for Veterans. Call Community teamwork's Senior Programs at 978/459-0551 or call the Veterans Agent, Edward Mitchell, at 978/688-6378.

COA/Senior Activity Center  
Telephone # 978/688-9560

## Activities to Watch for in upcoming Newsletters:

- ◆ 45's Tournament w/Police & Fire Departments
- ◆ Miniature Golf Tournament at Cedardale
- ◆ Veteran's Breakfast
- ◆ Tai Chi classes
- ◆ Walking Group
- ◆ Newcomer's Breakfast

*May is  
'Older Americans Month'*

*Watch your Newsletter and newspaper for activity details*

## MISCELLANEOUS PROGRAMS

**COA Newsletter:** “Four Seasons” is published quarterly with monthly updates. Copies are available at the Senior Center. Volunteers distribute Four Seasons to the library, banks, and area stores. It contains information on upcoming events, interesting articles, and also lists activities.

## ACTIVITIES PROGRAMS

The Senior Activity Center offers a variety of activities such as Yoga, Strength Training, Line Dancing, Oil Painting, Woodcarving, Knitting, Bingo, Bridge and Book Club. The quarterly newsletter, *Four Seasons*, provides a calendar with date and time of each activity.

### Storm Policy:

The COA Storm Policy states that when the North Andover Schools are closed due to inclement weather, all scheduled Senior Center activities are also cancelled for the day. No meals are served. The Center will remain open for emergencies.

COA/Senior Activity Center  
Telephone # 978/688-9560

## Shopping Transportation:

**Shopping Services** - Groceries (door-to-door) transportation to Market Basket on Tuesdays and Wednesdays - \$2.00 round trip. Rockingham Mall (door-to-door) transportation offered on the last Monday of the month - \$4 round trip. Reservations for shopping services must be made 2 days in advance by calling the Senior Activity Center.

### **Personal Needs Transportation (Non-ADA)**

**EZ Trans** - EZ Trans provides (curb-to-curb) service within North Andover and to Lawrence, Methuen and Andover for \$3 each way. Service to Haverhill and Merrimac is \$5.00 each way. Service to Amesbury and Newburyport is \$9.00 each way. Discount ticket books for travel within 1 zone (10-ride book for \$20; 20-ride book for \$40) are available at the Center. For more information: 978/469-6878 or [www.MVRTA.com](http://www.MVRTA.com).

**Interfaith Caregivers:** Interfaith Caregivers is a coalition of churches in the North Andover Faith Community, Council on Aging/Senior Activity Center and Elder Services working together to pool resources to meet the needs of homebound residents of our community. Call the Center for information.

**Circle of Friends:** Provides personal needs transportation. Call 978/686-4050.

## FOOD PROGRAMS

**Meals at the Center:** Merrimack Valley Nutrition Project provides hot meals Monday - Friday at noon at the Senior Activity Center. Call 2 days in advance for your reservation at 978/975-3884. Suggested donation is \$2.00.



**Meals on Wheels:** A federal program which is available for eligible homebound seniors. Call the Center for details.

**Monthly Meals:** The Senior Center staff prepares a home cooked meal each month for the seniors. Call the Center for date and cost.

**Men's Breakfast:** Enjoy a delicious home-made breakfast. Held on the 1st Thursday from September through June. Check your newsletter for dates. Join Man Talk following breakfast with a guest speaker. Donations accepted.

## VOLUNTEER PROGRAM

COA volunteers are one of its most valuable assets. They provide seniors with:

- ◆ Transportation to medical appointments
- ◆ Food shopping assistance
- ◆ Friendly home visits
- ◆ Telephone reassurance

Volunteers offer their services at Congregate Meals, Meals on Wheels, SHINE, Cuddles, Fundraising, Health Care Events, Income Tax Assistance, Social Events, Intergenerational Activities, Office Work, Triad Program and Special Functions. We encourage you to consider the COA's volunteer opportunities.



*We make a living by what we get.  
We make a life by what we give.*

## HEALTH AND SAFETY PROGRAMS

**File of Life Program:** This program provides Police, Fire and EMS with essential information for securing the most accurate medical treatment in the event of an emergency in the home. File of Life Cards are available in wallet form and as a refrigerator magnet pouch. Check with the Senior Center for more information on obtaining this service.

**Wanderer's ID Program:** This program is conducted in conjunction with the Police Dept. and the North Andover Triad Program to develop a wanderer's registry with current photo and information for at-risk seniors suffering from dementia.

**Benefits CheckUp:** This program will help seniors identify federal and state benefits they may be eligible to receive. Questionnaires are available at the Senior Center or can be completed online at [www.benefitscheckup.org](http://www.benefitscheckup.org).

## HEALTH SERVICES

**Blood Pressure Clinics:** Walk-in blood pressure clinic is held every Wednesday at the Center from 9:00 - 11:00 AM.



**Outreach Clinics:** Held at different Senior Housing complexes once a month. Check your newsletter for locations and times or call the Center. A nurse from the VNA will take your blood pressure and check your blood glucose level. Our outreach worker will be available during clinic hours if you have any issues that you want to discuss.

**Foot Care:** This clinic is held at the Center each month from 9:00 AM to 1:00 PM; the fee is \$30. Please call the Center for the date.

**Massage:** A certified Massage therapist is at the Center once a month from 10:00 AM till 12:00 noon. A donation of \$10 per session will be given to charity. Call the Center for an appointment.

**Hearing Clinic:** Held on the 3rd Thursday of the month. Please call the Center for an appointment.

COA/Senior Activity Center  
Telephone # 978/688-9560

## ASSISTANCE PROGRAMS

**S.H.I.N.E.** (Serving the Health Information Needs of the Elderly) : A SHINE Counselor is available, by appointment, to assist seniors with health insurance and Medicare questions.

**Tax Relief Program:** If you are age 60 or over and own your own home, you can take advantage of the Senior Citizens Property Tax Relief Work-Off Program. You can work for the Town and receive up to a \$500 credit on your tax bill. There are a variety of assignments available, both in the municipal and school departments, such as typing, data entry, filing, and outdoor and indoor maintenance. To apply, please call the Volunteer Coordinator.

**Tax Program:** AARP-trained volunteers assist seniors in completing income tax forms each year, February 1st through April 15th. Donations are accepted.

## HEALTH AND SAFETY PROGRAMS

**TRIAD:** The TRIAD program's Mission is to develop and implement policies and programs to reduce criminal victimization, promote crime prevention and safety awareness, and serve the needs of the senior community. The group meets on the 3rd Tuesday at 11:00 AM every month at the Center.

**Yellow Dot Program:** Your photograph and your medical history, such as prescriptions, allergies and contact information that you supply us with will be put on a card to be kept in your glove compartment. A Yellow Dot sticker will be placed in your vehicle's rear window to alert medical personnel to the presence of the information in case of emergency.

**Photo ID Program:** This program provides seniors with a no-cost identification card for use locally or while traveling. It is issued by the city or town's Council on Aging and most often used as a second form of identification. Check with the Senior Center for more information on obtaining this service.

COA/Senior Activity Center  
Telephone # 978/688-9560