

DOUGLAS RESIDENTS RESOURCE GUIDE

Douglas Housing Authority

**Residents of the Town of Douglas
Service Numbers**

- Emergency Services**.....[911](tel:911)

- Douglas Police Department**.....[508-476-3333](tel:508-476-3333) or douglasmapolice.com

- Douglas Fire Department**.....[508-476-2267](tel:508-476-2267) or douglasfiredept.com

- Worcester Community Action Council**.....[508-754-1176](tel:508-754-1176)
 This agency is a referral agency that handles issues such as food needs and fuel assistance.

- Food Service Hot Line**.....[1-800-645-8333](tel:1-800-645-8333)
 This service will provide information assistance or referrals.

- St. Denis Church Food Pantry**.....[508-476-2002](tel:508-476-2002)

- AARP**.....[1-202-434-2277](tel:1-202-434-2277)
 This agency provides general information for people age 50 and older.

- Tri Valley Elder Services**.....[508-949-6640](tel:508-949-6640)
 This agency is able to provide help in a variety of areas from friendly visiting to house keeping.

- Central Mass Council on Aging**.....[1-800-244-3032](tel:1-800-244-3032)
 This agency provides information and referral only.

- Massachusetts Equipment Distribution**.....[1-800-974-6006](tel:1-800-974-6006)
 This agency can assist with equipment to make using the telephone easier for the hearing impaired.

- Elder Affairs Office**.....[1-800-Age-Info](tel:1-800-Age-Info)

- Attorney General Elder Hotline**.....[1-888-243-5337](tel:1-888-243-5337)
 This agency can assist with a wide variety of important senior issues or services.

- Shine**.....[1-800-234-4636](tel:1-800-234-4636)
 This agency offers assistance with Medicare Related questions.

- Elder Abuse Hot Line**[1-800-2275](tel:1-800-2275) or [1-800-286-6640](tel:1-800-286-6640)
 To report and obtain information regarding suspected abuse cases.

- Elder Bus**.....[1-800-321-0243](tel:1-800-321-0243)

Is available for a small fee, to provide food shopping services, medical appointments transportations and other rides to the disabled or elderly. They work in a limited area and do not provide transportation to Milford.

Massachusetts Office on Disability Client Assistance Program.....1-800-322-2020

- Blind and Vision Impaired Services
- Deaf, Late-Deafened and Hard of Hearing
- Head Injury
- Learning Disability
- Mental Health
- Mental Retardation

Fallon Community Health member service.....1-800-333-2535

Blue Cross and Blue Shield member service.....1-617-832-5000

Rape Crisis Center.....1-800-870-5905

Child Assault.....1-800-792-5200 (DSS 24 hrs.)

Domestic Violence.....1-508-755-9030

Alcoholics Anonymous.....1-508-752-9000

Narcotics Anonymous.....1-800-861-6864 (narcotic abuse services)

Gambling Anonymous.....1-617-338-6020

National Grid (local electric supply provider)

Customer Service.....1-800-322-3223

Outage Center (to report loss of power).....1-800-465-1212

Hearing/Speech Impaired.....1-800-793-5046

*Any specific questions, services or needs on Low Income Housing or Rental Property within the Town of Douglas or the Housing Authority please contact:

Diane St. George..... [508-476-3828](tel:508-476-3828) or dianest@charter.net

NOTE: Messages are received and referrals are available 7 days per week.

*Any specific questions, services or needs for anyone over the age of 60 or disabled persons within the Town of Douglas or the Senior Center please contact:

Patrice Rousseau or Alyssa Graveson.....[508-476-0116](tel:508-476-0116) or [508-476-2283](tel:508-476-2283)

NOTE: Messages are received and referrals are available 7 days per week.

*Any specific questions, services or needs within the Town of Douglas or the Board of health regarding nutrition, health and wellness programs please contact:

Douglas Board of Health.....[508-476-4000](tel:508-476-4000) x352

*To obtain sand and salt for your walkways during the winter season and/or to obtain a list of local contractors who provide snow removal, yard services and landscaping please contact:

Douglas Highway Department.....[508-476-3378](tel:508-476-3378)

WIC Nutrition Program (Massachusetts Women, Infants and Children Nutrition Program)

WIC's goal is to provide pregnant and breastfeeding women and children under age 5 with healthy food.

Services: Personalized nutrition consultations

Checks to buy free, healthy food such as; milk, cheese, 100% fruit juices, cereals, infant formula, peanut butter, carrots, tuna, dried beans and eggs.

Referrals for medical and dental care, health insurance, childcare, housing and fuel assistance and other services that can benefit the whole family.

To learn if you are eligible for this program you may write to:

Massachusetts WIC Program, Massachusetts Department of Public Health

250 Washington Street, 6th Floor, Boston, MA 02108-4619

or call or email:.....[1-800-wic-1007](tel:1-800-wic-1007) or massgov/dph/dphhome.htm

Locally: Worcester WIC Program

25 Queen Street, Worcester, MA 01610

or call:.....[1-508-860-7744](tel:1-508-860-7744)

Fuel Assistance

Fuel Assistance is a federal and state funded program to help low income households with their heating bills. Both home owners and renters are allowed to apply.

To learn if you qualify please call

Worcester Outreach Office.....[1-508-754-1176](tel:1-508-754-1176) or [1-877-Joe-4-Oil](tel:1-877-Joe-4-Oil)

Serve New England Food Program

Serve is a smart alternative to food shopping. It is a food coop with 350 locations throughout New England. EVERYONE, regardless of age or income can participate. Our ONLY requirement is 2 hours of volunteer service per month, which many of our residents are already doing. In short, if you are giving or planning to give of your time and energy to ANYONE outside of your immediate family then Serve New England wants to reward you with top quality food at a 40% discount.

To qualify for “volunteer service” you may:

*Give an elderly or handicapped neighbor a ride to the doctor’s office.

*Watch a neighbor’s children while the mom works.

*Drive the soccer team to its away games.

*Coach the varsity basketball team at your child’s school.

*Be a girl or Boy Scout leader.

*If you already help at your church, school, municipal government, youth groups or Senior Centers you already qualify.

An example of food coop meal package:

You pay \$20.00 and will receive:

1 lb. boneless pork chops (4 pieces)

1 lb. hamburger

1 lb. farm fresh white fish

26 ounces Chicken Pot Pie (all meat, no vegetables)

3 lb. bag of apples

4 pears, 5 bananas and 5 oranges

butternut squash, carrots, onions and potatoes

For more information contact:

Ann Adams:.....[1-888-742-7363](tel:1-888-742-7363) or [1-508-436-7663](tel:1-508-436-7663) extension #17

Peapod Food Service by Stop & Shop

Shop Peapod by Stop & Shop and do your grocery shopping without leaving your home. You order online, staff do your shopping for you and Stop & Shop delivers right to your door. Yes, they do deliver to Douglas. You may shop weekly, stock-up monthly and order heavy items. It is all up to you. The delivery fees vary: Over a \$100.00 order you will pay \$6.95 for delivery, orders less than \$100.00 you will pay \$9.95. You must order a minimum of \$50.00 worth of items to participate.

You may pay by Personal Check, Credit Card, ATM Card (with Visa or MasterCard logo) or a Peapod Direct Check.

For more information contact:

Customer Service:..... [1-800-peapod](tel:1-800-peapod) or www.peapod.com

Massachusetts Department of Transitional Assistance

This state agency is designed to help the most vulnerable families and individuals with dignity and respect, ensuring that those eligible for our services have access to those services in an accurate, timely, and culturally sensitive manner, and in a way that promotes clients' independence and long-term self-sufficiency.

In short, families new to our community who are struggling with day to day living, unemployed individuals and emergency services to our elderly citizens.

Food Stamp Benefits

To obtain information and apply for Food Stamps call:

[1-800-645-8333](tel:1-800-645-8333) or [1-800-377-1292](tel:1-800-377-1292) or website www.gettingfoodstamps.org

Emergency Assistance

Emergency Assistance may be available to needy families with dependent children under the age of 21 or to a pregnant woman without any dependent children. Emergency Assistance may also pay for accommodations in a family shelter if the family is homeless.

Transitional Aid to Families with Dependant Children

This service may provide time-limited cash benefits to certain families with dependent children and pregnant women in the last 120 days of pregnancy.

Emergency Aid to the Elderly, Disabled and Children

This service may provide cash benefits to individuals who are eligible because they are:

Unable to work due to a physical or mental incapacity which has lasted or will last at least 60 days and meets the Department-established medical standards for disability.

Over 65 waiting for SSI payments to begin or if found ineligible for SSI, if all other eligibility requirements are met.

Caring for a child living in the home and not related to the individual.
Participating in a Mass. Rehabilitation Commission Program.

Required in the home to care for an incapacitated individual who would have to be institutionalized if someone does not provide the care in the home.

Employment Services Program

This is a joint federal and state funded program whose primary goal is to provide a way to self-sufficiency for qualifying families. This is based on a “work first” approach.

Job Skill Training and Education

There are a variety of educational programs offered for qualifying recipients under the Employment Services Program. The primary goal of the program is to provide recipients with the basic job skills, education and support services needed to acquire and retain jobs.

Job Search Assistance

The Department of Transitional Assistance provides programs and services under the Employment Services Program to assist recipients in finding jobs and resolving barriers to employment.

Post Employment Support

The Department of Transitional Assistance offers a variety of programs to support recipients in the transition to employment.

For information regarding the Department of Transitional Assistance for the Town of Douglas please write to 25 Birch Street, Milford, MA 01757.

Or call:.....[1-508-634-7100](tel:1-508-634-7100)

Massachusetts Legal Assistance

“When do I need a lawyer?”

- *If you are buying or selling a home, adopting a child, signing an important contract, making a will or organizing a business.
- *If you’ve been in an accident where someone was hurt or property was damaged.
- *If you are the victim of an abusive spouse.
- *If you are accused of a crime.
- *If you have been injured at work.
- *If you are going through a divorce.
- *If you are having problems with your landlord or tenant.
- *If you need help with an alternative dispute resolution.
- *If you need help with fee disputes.
- *If you need advice on consumer law.

Dial-A-Lawyer

Since March of 1991, the Massachusetts Bar Association has sponsored a Dial-A-Lawyer program that encourages members of the public to call the program with their legal problems and questions.

This program was created in order to assist the people of Massachusetts that have fallen through the cracks of the legal and criminal-justice system.

On the first Wednesday of each month, attorneys volunteer at the Boston headquarters by providing free basic legal information by phone to callers between 5:30 – 7:30 PM. Questions cover a wide range of legal topics.

The phones tend to be extremely busy during that two hour time period so please keep trying to get through.

To use Dial-A-Lawyer please call:.....[1-617-338-0610](tel:1-617-338-0610)

Massachusetts Bar Association Lawyer Referral Service

If you need help finding the right lawyer for your needs call:.....[1-800-342-LAWS](tel:1-800-342-LAWS)

If you can't afford a lawyer, you may qualify for reduced-fee representation. If you meet income requirements, the MBA can refer you to a reduced-fee attorney or to resources that offer free legal help.

For assistance please call:.....[1-866-627-7577](tel:1-866-627-7577)

For hearing impaired clients call:[1-617-338-0585](tel:1-617-338-0585)

Support Kids

If you have a court order for child support and are owed money Support Kids may be able to help. This is a national enforcement program which serves every state. It does not matter where you live or what state your support was ordered. Child Support is not a privilege, it is your child's right to financial support.

For assistance please call: Support Kids.....[1-800-691-kids](tel:1-800-691-kids) or www.supportkids.com