

Northborough Community Resource Guide

A guide to social services, resources, and benefits available to Northborough residents.

NORTHBOROUGH SENIOR CENTER

NORTHBOROUGH FAMILY & YOUTH SERVICES

PUBLIC SCHOOLS OF NORTHBOROUGH & SOUTHBOROUGH

www.town.northborough.ma.us

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This is a partial listing courtesy of the Northborough Senior Center. The Senior Center does not endorse or recommend any providers. Please call 508-393-5035 with any information updates, or questions.

Northborough Community Resource Guide, last update 11-17-20

NORTHBOROUGH COVID-19 RESOURCES

NORTHBOROUGH SENIOR CENTER: 508-393-5035

The Senior Center can assist you with personalized outreach services, food assistance, heating assistance, medical equipment loan, emergency funds, caregiver support, housing resources, insurance assistance, emotional support, and social connection.

NORTHBOROUGH YOUTH AND FAMILY SERVICES: 508-393-5020

NFYS is the town's centralized source of social services for individuals, youth and families providing residents with an array of human services such as individual & family counseling; case management, application assistance for fuel and food; referrals and linkage to local, state and federal resources.

NORTHBOROUGH FOOD PANTRY: 508-393-6897 / info@nfpantry.org

A source for supplemental food to those who are on a limited income or have an acute need. Residents of Northboro or persons with active membership in a church located in Northboro may shop at the pantry 1 time each week on Wednesday morning 9-10:30 or Thursday evening 6:30-8 at 37 Pierce St., Northborough

MASS 211

Residents may call 2-1-1 for information, resources, and referrals regarding COVID-19. Operators are staffing this hotline 24/7 and translators are available in multiple languages. Use any landline or cellphone or the live chat option on the Mass 2-1-1 site.

FREE MEALS

[Our Father's Table](#) at New Hope Church, 204 Main St. Marlboro, is serving meals to-go every Monday and Thursday from 5-6pm.

[Community Meals Curbside Pickup](#) at Trinity Church, Northborough. Every Wednesday 6pm - 7pm, to-go meals delivered to your car

COPING WITH COVID-19 STRESS AND ANXIETY

[CDC's Coping with Stress Resources](#) A resource page from the CDC for pandemic-related stress and anxiety, with resources and information for recovery and ending isolation, crisis support, and mental health information.

RESOURCES FOR RENTERS, HOMEOWNERS, AND LANDLORDS

The State has resources available for individuals and families struggling to make rent or mortgage payments due to COVID-19. Visit: <https://www.mass.gov/covid-19-getting-help-with-housing-costs>

NORTHBOROUGH TOWN DEPARTMENTS

TOWN HALL FAX: 508-393-6996

Accounting
508-393-5003

Administration
508-393-5040

Animal Control
978-897-5596

Assessors
508-393-5005

Board of Health
508-393-5009

Building Dept.
508-393-5010

Cable Access Studio
79 Bartlett Street
508-393-6195

DPW/Water/Cemetery
508-393-5030

Engineering
508-393-5015

Family & Youth Services
508-393-5020

Fire Department
11 Pierce Street
508-393-1537

Library
34 Main Street
508-393-5025

MIS/GIS
508-393-1525

Northborough Extended Day
Program (NEDP, Inc.)
508-393-7020

Planning & Conservation
508-393-5019

Police Department
211 Main Street
508-393-1515

Recreation
508-393-5034

Senior Center
119 Bearfoot Road
508-393-5035

Town Clerk
508-393-5001

Treasurer / Tax Collector
508-393-5045

Veterans Agent
774-293-2208

CRISIS HOTLINES

ALWAYS CALL 911 IN AN EMERGENCY.
HERE ARE SOME OTHER HELPFUL NUMBERS:

DOMESTIC VIOLENCE / ABUSE / NEGLECT

Voices Against Violence: 508-626-8686

Located in Framingham, Voices provides free and confidential services to victims and survivors of sexual and domestic violence in the MetroWest area. Voices Against Violence is available 24/7 on our support line. Call2talk text line is: C2T to 741741

Elder Abuse / Elder At Risk: 800-922-2275

National Domestic Violence Hotline: 800-799-7233

National Runaway Safeline (Youth): 800-786-2929

MENTAL HEALTH

Advocates Crisis Intervention: 800-640-5432

If you are experiencing a mental health or emotional crisis, please call to speak to an Advocates crisis clinician. They are available to help 24 hours a day, every day.

CALL2TALK: 508-532-2255 OR TEXT C2T TO 741741

Mental health, emotional support, and suicide prevention program run by Mass211. It operates 24/7 and provides confidential, compassionate listening to assist people - including those who may be considering suicide - during stressful times.

Samaritans Statewide Helpline: 877-870-4673

Available to anyone in Massachusetts who is need of emotional support. Anyone can call or text the helpline to receive help from specially trained volunteers.

VETERANS

Veterans Crisis Line:

Dial 1-800-273-8255 and Press 1 to talk to someone.

Send a text message to 838255 to connect with a VA responder.

Start a confidential online chat session at VeteransCrisisLine.net/Chat.

LGBTQ+ SUPPORT

SAGE's National LGBT Elder Hotline: 877-360-5428

Trevor Lifeline: 1-866-488-7386

Trans Lifeline: 877-565-8860

FOOD RESOURCES

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAMS (SNAP): 978-446-2400

SNAP provides a monthly benefit to buy nutritious foods. To get SNAP, you must be low-income and be a U.S. citizen or legal noncitizen. Eligibility for SNAP benefits depends on financial and nonfinancial criteria. Contact FYS 508-393-5020 or the Senior Center for help applying 508-393-5035.

BAYPATH ELDER SERVICES, HOME DELIVERED MEALS: 508-573-7246

Dietician services also available, call 508-573-7200.

NORTHBOROUGH FOOD PANTRY: 508-393-6897

Wednesday: 9:00a - 10:30a, Thursday: 6:30p - 8:00p, delivery available.

PROJECT BREAD'S FOODSOURCE HOTLINE: 800-645-8333

Assistance locating food resources with translation services available.

GROCERS THAT DELIVER

Lowe's Variety and Market, Northborough: 508-393-6594

Whole Foods Sudbury by Amazon.com: 508-358-7700

Wegmans: 508-936-1900

Roche Brothers: 508-836-3600

Stop and Shop (PeaPod): 508-366-9190

SENIOR CENTER DINING

Bistro @ 119 at the Senior Center: 508-393-5035

SCHOOL LUNCHES

The Public Schools of Northborough & Southborough, (For families of school-aged children)

Specific questions: Keith Lavoie, Director of Operations - klavoie@nsboro.k12.ma.us

Sign up for lunches through this link:

<https://docs.google.com/forms/d/e/1FAIpQLScioYeZsFGAqNkqCJLS5azo5lx7M4LkdMF9-cZVAPf2ghObmw/viewform>

MASSACHUSETTS WOMEN INFANTS & CHILDREN NUTRITION PROGRAM (WIC)

WIC is a nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services, free of charge, to Massachusetts families who qualify. Call 800-942-1007

Apply online at: www.mass.gov/forms/apply-for-wic-online



GENERAL ASSISTANCE

HOUSEHOLD ITEMS

Household Goods Recycling of MA: 978-635-1710

Fresh Start Furniture Bank, Hudson: 508-485-2080

LAUNDRIES THAT PICK UP AND DELIVER

Spin Cycle Laundry Service: 860-224-7746

Zee Cleaners: 508-393-9654

Champion Cleaners: 508-481-1110

SOCIAL SERVICES

Northborough Family and Youth Services: 508-393-5020

Northborough Senior Center Outreach: 508-393-5035

Northborough Veterans Agent: 774-293-2208

BLIND / VISUALLY IMPAIRED

MA Commission for the Blind: 800-392-6450

Visions of Independence: 781-784-3320

MAB Community Service: 800-852-3029

DEAF / HARD OF HEARING

Mass Relay Service: 800-720-3479

MA Comm. For the Deaf and Hard of Hearing

TTY: 800-530-7570 or Voice: 800-882-1155

TRANSPORTATION

WRTA Senior Center Bus: 508-752-9283

MART (Medicaid Transportation): 800-854-9928

Blackstone Valley Livery: 877-278-4464

Tommy's Taxi: 508-872-3500

Ruiz Transportation Services : 774-707-7290 (door to door & escorts)

LEGAL ASSISTANCE

Community Legal Aid: 855-252-5342

Mass Legal Help: www.masslegalhelp.org/

FINANCIAL ASSISTANCE

NORTHBOROUGH HELPING HANDS: 508-393-5020

The mission of Northborough Helping Hands Association (NHHA) is to coordinate programs to assist those in need in the form of Thanksgiving food baskets, Christmas gifts, clothing, medical equipment, and emergency aid for special services. Referrals processed through NFYS and the Senior Center.

NORTHBOROUGH INTERFAITH CLERGY ASSOCIATION: 508-393-8156

The clergy from local parishes provide vouchers to local vendors for use by those in need. Vouchers are available to Northborough residents or individuals related to one of the congregations.

SOCIAL SECURITY ADMINISTRATION, INFORMATION & REFERRAL: 800-772-1213

MA DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

If you have recently lost your job due to Covid-19 you can apply for DUA benefits online. Assistance with applying is available, call Jocelyn at the Senior Center 508-393-5035 or NFYS 508-393-5020.

Web: www.mass.gov/orgs/departement-of-unemploymentassistance

MASSACHUSETTS DEPARTMENT OF TRANSITIONAL ASSISTANCE

DTA is provides benefits to children, adults, families, elders, and people with disabilities. DTA is also the lead agency for SNAP (formerly known as food stamps). Assistance with applying is available, call the Senior Center 508-393-5035 or NFYS 508-393-5020.

Web: <https://www.mass.gov/orgs/departement-oftransitional-assistance>

Senior Assistance Office (SAO) at the DTA is available for assistance to people age 60+. The SAO phone number is 833-712-8027

BAYPATH ELDER SERVICES MONEY MANAGEMENT PROGRAM: 508-573-7200

BayPath's Money Management Program provides support for elders who have difficulty managing their day-to-day finances. Clients benefit from free assistance with bill-paying, budgeting, reading mail, advocating with service providers, and more.

GOOD NEIGHBOR ENERGY FUND: 508-875-3341

Assistance with applying is available, call the Senior Center 508-393-5035 or NFYS 508-393-5020.

HOUSING ASSISTANCE

HOUSING AUTHORITY / SUBSIDIZED HOUSING

Northborough Housing Authority, 26 Village Drive, Northborough, MA: 508-393-2408

Colonial Village, Summer Street, Northborough, MA: 508-393-2408

Heritage Village, Center Drive, Northborough, MA: 508-393-2408

CHAMP (COMMON HOUSING APPLICATION FOR MASSACHUSETTS PUBLIC-HOUSING)

Apply for state-aided public housing and/or find any existing applications you may have.

Web: <https://publichousingapplication.ocd.state.ma.us/>

ASSISTED LIVINGS

Whitney Place Assisted Living and Memory Care: 508-393-5655

Coleman House: 508-351-9355

Horizons At Home: 508-393-7039

SHELTERS

Our Father's House Inc.

Emergency Shelter Program, (Dry Shelter for Men) Fitchburg: 978-345-3050

Elizabeth House Transitional Program (Women in Recovery), Fitchburg: 978-343-5720

West Street Sober House, Permanent Housing for Men in Recovery, Leominster: 978-343-5720

Our Fathers House Inc. Mobile Outreach Unit: 978-855-5184

Willis House Shelter, 53 Church St. Hudson MA: 978-562-2749

Abby's House, Worcester, MA: 508-756-5486 x230, shelter for women with or without children.

Montachusett Interfaith Hospitality Network, Leominster MA: 978-466-1704

Alternative House (Domestic Violence) Lowell: 978-937-5777 OR 888-291-6228

House of Hope Family Shelter, 812 Merrimack St. Lowell MA: 978-458-2870

Lowell Transitional Center, 205-209 Middlesex St. Lowell MA: 978-458-9888

Traditional Living Center, 189 Middlesex St. Lowell MA: 978-452-5509

HEALTH RESOURCES

YOUR PRIMARY CARE PHYSICIAN

IF YOU HAVE QUESTIONS REGARDING YOUR HEALTH, THE FIRST PLACE TO CALL IS YOUR PRIMARY CARE PHYSICIAN. 911 FOR ALL EMERGENCIES.

HEALTH INSURANCE ASSISTANCE

SHINE (Serving Health Insurance Needs of Everyone) at the Senior Center: 508-393-5035

STATE PROGRAMS FOR IN-HOME ASSISTANCE

BayPath Elder Services, 508-573-7200

State Homecare Programs for in-home personal care, homemaking, companionship, medication reminders, case management.

PHARMACY DELIVERY

Bouvier Pharmacy, 515 Lincoln st, Marlborough: 508-485-0432

Walgreens Pharmacy 186 Main st, Hudson: 978-562-5096

Wegman's Pharmacy Northborough: 508-936-1945

PRESCRIPTION DRUG ASSISTANCE

SHINE at the Northborough Senior Center: 508-393-5035

Mass Medline: 866-633-1617

Prescription Advantage: 800-243-4636

HOSPITALS

UMass Memorial Medical Center: 508-334-1000

UMass Memorial – Marlborough Hospital: 508-481-5000

UMass Memorial Health Alliance –Clinton Hospital: 978-368-3000

St. Vincent Hospital Worcester: 508-363-5000

Framingham Union: 508-383-1000

NORTHBOROUGH PUBLIC SCHOOLS

The school nurses are available to assist you throughout the school closure. Don't hesitate to reach out to your school nurse with any questions or concerns.

<https://sites.google.com/nsboro.k12.ma.us/covid-19/?authuser=0>

Ask the Nurse Online Help Form:

https://docs.google.com/forms/d/e/1FAIpQLSdFsOmetVmec01Fp9tfhUtZwy51laDiToGc9rz3jq05_Clxcw/viewform

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH: 617-624-6000

MEDICAL EQUIPMENT LOAN

Helping Hands: 508-393-5035

RECOVERY RESOURCES

SUBSTANCE ABUSE & MENTAL HEALTH ADMINISTRATION: 1-800-662-HELP (4357)

Federal hotline offering referrals to local treatment and support services

Web: www.samhsa.gov/find-help/national-helpline

LEARNTOCOPE.ORG

A support group for parents and family members coping with a loved one addicted to opiates or other drugs. Meetings in the area and virtual meetings.

NARCOTICS ANONYMOUS

Meetings worldwide for people struggling with drugs. Directory of online meetings available.

Web: www.na.org

SMART RECOVERY

Abstinence-based international organization that uses a cognitive behavioral therapy tool kit. Has a directory of online meetings.

Web: www.smartrecovery.org

AA-ALCOHOLICS ANONYMOUS

The worldwide 12-step abstinence program has extensive online resources

Web: www.aa.org

RECOVERY DHARMA

This organization uses Buddhist practices and principles to support individuals in recovery. Directory of daily online meditations and meetings.

Web: www.recoverydharma.org

WOMEN FOR SOBRIETY

Dedicated to helping women recover from substance use disorders, with online gatherings.

Web: www.womenforsobriety.org

LIFERING

Organization focusing on practical, secular support, with online meetings.

Web: www.lifering.org

MODERATION MANAGEMENT

For people seeking to moderate their drinking & not necessarily abstain, has online meetings.

Web: www.moderation.org

DEMENTIA RESOURCES

ALZHEIMER'S ASSOCIATION 24/7 HELP LINE: 800-272-3900

NORTHBOROUGH DEMENTIA/COGNITIVE ISSUES ALERT

This is a cooperative effort of the Northborough Police Department and the Northborough Council on Aging to assist caregivers of individual's with dementia or cognitive issues. The data provided is to be used to assist in the investigation of a person who is reported missing. Please contact the Senior Center for assistance with the form: 508-393-5035
Or email the Police Dept at: ccarleton@town.northborough.ma.us

IN-HOME CARE / STATE HOMECARE PROGRAMS

BayPath Elder Services, Inc.: 508-573-7200

Massachusetts Home Care Programs, Meals on Wheels, Money Management Program, and Caregiver Support Program, as well as provide information and referrals for senior services such as home care, public benefits, hospice care, the ombudsman program, health insurance, senior companions, Adult Foster Care program, and adult day care.

SUPPORTIVE SOCIAL ADULT DAY PROGRAMS

Daybreak, offered in Hudson, Marlborough, Northborough: 508-393-5035

A Better Day, Marlborough: 508-481-0809

SUPPORTIVE MEDICAL MODEL DAY PROGRAMS

Aging Well ADH, 420 Maple St, Marlborough: 508-485-7700

SUPPORT GROUP

Alzheimer's Caregiver Support Group, facilitator Felicia Cardone

Call 888-377-4446 or 508-393-8338. Third Monday of the month, 10-11:30 a.m.

VIRTUAL SUPPORT GROUP

Better Day Adult Social Day Program is hosting a weekly caregiver support group on Zoom. It is held on Mondays from 5:30-6:30. Interested persons should email Regina Wolf Fritz at regina@betterdayprogram.org for an invitation.

EARLY STAGE SOCIAL ENGAGEMENT

Virtual opportunities for engagement: https://www.alz.org/events/event_search?etid=8&cid=87

NORTHBOROUGH REAL ESTATE TAX EXEMPTIONS

An exemption is a partial or full deduction in taxes, as determined by State law MGL Ch 59 § 5. Exemptions cover a number of situations. Listed below are some of the most popular. Please call the Assessors Office at 508-393-5005 for more information or if you feel you may qualify.

Web: <https://www.town.northborough.ma.us/assessors-department/pages/tax-relief-exemptions>

EXEMPTIONS FOR SENIORS:

CLAUSE 17D: ELDERLY OR SURVIVING SPOUSE EXEMPTION

Reduces property tax liability. Amount of tax exemption: \$175.00 Eligible age: 70 by July 1. Income limit: No. Asset limit \$40,000 excluding domicile. Owned & occupied a residence in MA for 5yrs.

CLAUSE 41C: ELDERLY EXEMPTION

Reduces property tax liability. Amount of tax exemption: \$1,000 Eligible age: 65 by July 1. Income Limit \$29,611 Single, \$44,417 Married. Asset limit \$57,924 Single, \$81,431 Married excluding domicile. Must have owned & occupied a residence in MA for 5yr, lived in MA for the preceding 10 years.

CLAUSE 41A: SENIOR DEFERRAL

Defers taxes owed until house sold or senior dies. Amount of tax exemption: Taxes whole, part & not to exceed 50% of value of property. Eligible age: 65 by July 1. Income Limit \$20,000 Single, \$40,000 Married. No asset limit. Must have owned & occupied a residence in MA for 5yr, lived in MA for the preceding 10 years.

CHPT. 60 SEC. 3D ELDERLY & DISABLED TAXATION FUND

Reduces Property Tax Liability. Amount of tax exemption: Determination based on need & funds available. Eligible age: 60. Income Limit \$29,500 Individual; total household income not more than \$45,000. Property Value not more than \$447,273/Avg. single family home.

SENIOR "CIRCUIT BREAKER" TAX CREDIT

This is a credit you claim on your Mass. income tax if your taxes exceed 10% of income. Please speak with your tax preparer. Amount of exemption: Maximum of \$1,100. Eligible age: 65. Income limit \$58,000 Single, \$88,000 Married, \$73,000 Head of Household. Asset limit \$778,000 for assessed value of domicile.

EXEMPTIONS WITH NO AGE RESTRICTION:

CLAUSE 22 VETERAN: Reduces tax liability for qualifying veterans or their spouses. No income or asset limit. Amount of tax exemption is \$400.00 to \$1,000.00 depending on the applicable clause. Full exemption for surviving spouse if the veteran's death is service-related.

CLAUSE 37 BLIND: Reduces property tax liability. No income or asset limit. Amount of tax exemption is \$437.50 (Legally blind as of July 1 of the Tax Year & registered with Mass Comm. for the Blind.)

CLAUSE 18 HARDSHIP: Exemption based on discretion of Board of Assessors. No income or asset limit. Amount of tax exemption is in the opinion of the Assessors when unable to contribute due to age, infirmity, and/or poverty. Must have lived in Massachusetts for the preceding 10 years.

COMMUNITY PRESERVATION ACT EXEMPTION: Exemption from the 1.5% surcharge on tax bill. Income Limit based on age & family size; under age 60 \$54,700-\$103,200, age 60+ \$68,400-\$129,000. Amount of tax exemption: 1.5% surcharge.