

NORTHAMPTON SENIOR SERVICES RESOURCE LIST FOR SENIORS & CAREGIVERS DURING THE COVID-19 PANDEMIC

We are here to help! Although the center is closed we can be reached by phone and email to answer questions and provide assistance in accessing the resources listed here*. Please leave a message and we will get back to you!

Phone: 413-587-1228

Email us at seniorservices@northamptonma.gov

RESOURCES * This list is updated daily, it shows local services and resources with their current plans for providing access to consumers during this time in which social distancing is required to prevent the spread of the virus. We will update this document as we receive new information about changes and add resources as we learn of them.

Lists of Local Resources:

LOOK4HELP

<https://www.look4help.org/guided-search/covid-19-updates-to-resources/>

NORTHAMPTONMA.GOV

<http://northamptonma.gov/2104/Coronavirus-COVID-19>

Food/ Shopping / Delivery/ Prepared Meals/Food Subsidies

Manna Community Kitchen

Will be giving meals to-go until further notice at these two sites:

St. John's Episcopal Church, 48 Elm St.: Mon/Tues/Thurs, 11:30 am - 12:30 pm

Edwards Church, 297 Main St.: Wed, 6-7 pm, Sat, 11:30 am-12:30 pm

For Emergency Food: For help with food resources in your community, call Project Bread's FoodSource Hotline: 1-800-645-8333

Stop and Shop: Senior Shopping Hours Only

Starting March 19, Stop and Shop will have shopping hours specifically for seniors from 6:00 am to 7:30 am

Peapod Deliveries -

Seniors or caregivers can sign up and shop for grocery delivery online at [peapod.com](https://www.peapod.com). Or call 1-800-573-2763. The wait times are quite high at around 30 minutes or longer. Limited availability due to high demand. Delivery options have dwindled due to high volume. Order your deliveries well in advance.

Big Y: Senior Shopping Hours Only 7:00-8:00am

State Street Deli & Grocery

Food delivery from a local grocery store. \$5 dollars for delivery. Orders need to be called in by 10:30 for delivery that day. Any orders called in after 10:30 will be delivered the following day. Orders can be paid by credit card when they get called in or can be paid with cash upon delivery. There is a \$5.00 delivery charge. Curbside pick-up is available at the store.

Phone: 413-584-2301

Address: 51 State St, Northampton, MA 01060

Atkins Farms: Delivers groceries to your home Mon-Sat

Atkins Prepared meals -a variety of fresh and frozen are available for your helper to pick-up in the store. Home delivery requires 48 hours notice and will be delivered to your curb. Minimum order \$25 required, \$10 delivery fee in Amherst.

Service representatives will help the senior shop over the phone.

Call (413) 253-9528, 8am - 4pm

Website: www.atkinsfarms.com

Schwan's Home Delivered Meals

A large variety of single-serving meals sold in "4 meal packets". Vegetarian and heart-healthy options. Delivered frozen by a Schwan's truck or UPS to your doorstep. This is a great way to stock up! Website: www.schwans.com or call 1-888-742-9267

Mom's Meals: Prepared Meal Delivery Service

Refrigerated meals shipped to your home, ready to heat and eat! Multiple meals made to accommodate dietary restrictions. Some Medicare users may qualify for **Elderly Waivers** to help cover the costs of meals. Either contact your caseworker or contact the numbers below.

Phone: 1-877-508-6667

Phone for Elderly Waivers: 1-800-243-4636

Website: <https://www.momsmeals.com/>

Fresh and Lean

Ships refrigerated meals right to your door! A variety of meal plans and meal selections are available.

Website: <https://orders.freshnlean.com/fnl-b>

Mass Food Delivery: Groceries from local farms etc.

<https://massfooddelivery.com/>

Instacart: Groceries, Sundries and Household Products Delivered

Home **delivery** of online grocery orders from Big Y, Target, Aldi's, and CVS. There are limited delivery options due to high volume.

First delivery is free. 5% service fee for orders. The minimum fee is \$2.

Website: www.instacart.com

Door Dash

Delivery of Take-Out food from your favorite restaurant.

Website: www.doordash.com

GoGo Gourmet

Order and Delivery of Take Out & Groceries

Participants must register an account and pay by debit card, pre-paid card(min \$50) Uber gift card (no min, order 24 hr prior) or credit card (instant use).

\$4 fee on top of any vendor fees. Service available from 7:00 am -1:00 am , 1-855-754-5328

Amherst Food Delivery: **Groceries** order from a variety of stores, pay online, delivered to your door. Shopping is limited to one store per order

<https://www.amherstfooddelivery.com/blank-page>

Grubhub This website (grubhub.com) or phone app lists the restaurants in town that will deliver meals. You can order and pay directly through the app.

Simos Produce Company This is a produce company that generally delivers to foodservice establishments in the area. With many restaurants closing due to the corona virus Simos has started making **grocery boxes** of items (see attachment) available for pick up or delivery. The boxes cost \$55.00 and need to be called in 24 hours prior to pick up or delivery. There is a two box minimum for delivery which is probably more than most people need but if the individual has family members or friends in the area that they can split with this may be another option. Orders can only be phoned in.

Simos Produce Company, 62 Avocado Street, Springfield, MA. 413-734-8232

Highland Valley Elder Services

Meals for Pick-up

Any senior (age 60+) can go to the Walter Salvo House between 9:00 am- 12:30 pm M-F to register for meals that they can pick up from there and take home. A Highland Valley staff person will be there doing those intakes. Northampton Senior Center is also able to organize pick up and **delivery for seniors** who cannot go themselves- call 413-587-1228, press option 5 and leave a message with your name and phone number.

Meal Delivery Seniors who are homebound, have no help for food access or are on home quarantine with COVID19 can receive meal deliveries- call Highland Valley at 413-586-2000, option 2 for intake. If they qualify for the three-week delivery plan, this may be extended if necessary.

Northampton Survival Center

Emergency Food Distribution Program

Your options for healthy food during the COVID-19 pandemic

Starting Monday, April 6th, two new food distribution systems are being put in place in the midst of the Northampton Survival Center's temporary closure due to the COVID-19 pandemic. Together with community partners Grow Food Northampton and Community Action Pioneer Valley, we will continue to provide healthy food to those in need in new and creative ways. Read on to learn about your options:

What is available and where can I get it?

Pre-bagged packages of food will be made for you by staff and volunteers using rigorous health precautions. Bags will include shelf-stable pantry items and fresh produce, much purchased from local farms with dairy and meat options to be included as soon as possible.

Your two options for getting this food:

1. **'Drive-up' at Jackson Street School, 120 Jackson Street, Northampton**

BEST FOR people who don't live at one of the housing sites listed below, including Northampton Survival Center clients from outside of Northampton.

Bags will be distributed to clients directly outside the school cafeteria Monday, Wednesday, and Friday from 12:00 pm - 3:00 pm.

2. **Pick-up in Northampton at Hampshire Heights, Florence Heights, Meadowbrook Apartments, and 236 Pleasant St. (The Lumber Yard building)**

BEST FOR those who live in or near these housing communities.

Bags will be available for pickup at the school meal distribution site Tuesdays from 11:00 am - 12:00 pm. Doorstep delivery is also available at Hampshire Heights, Florence Heights and Meadowbrook. Signup is required for doorstep delivery. Please fill out this form or call your resident services coordinator: <https://cutt.ly/growfoodshares>

Hilltown Food Pantry, 40 Main St, Goshen: Wednesday 1 pm to 3 pm; 3rd Wednesday 1 to 6 pm (CLOSED UNTIL FURTHER NOTICE)

- Will provide pre made packages through outdoor distribution.
- if you are sick or otherwise not able to come to the Center, you are welcome to send a healthy friend or relative to get food for you.

- If you need to avoid being in the building because you or someone with you is sick or immunocompromised, please call us at 413-268-7578. We will do what we can to meet your food needs safely and flexibly. We have prepared for this need by pre-bagging food which we can bring you in the driveway, as needed.
- Call to check about any changes/updates.

Fuel Assistance- **income guidelines and seasonal amounts have been adjusted** due to COVID-19. New Applications can be taken over the phone. They are continuing to certify applications, authorize deliveries, and pay vendors. Call : 413-774-2310
<https://www.communityaction.us/>

Government Food Programs

If you currently receive subsidies from a government food program these are the latest updates we have on the status of these benefits

Income Guidelines have become more accessible due to COVID19!

Department of Transitional Assistance (DTA)

No negative case actions for current DTA cash assistance (TAFDC/EAEDC) cases DTA is stopping all negative cash assistance case actions during the COVID-19 crisis. This means that, prospectively, no one should be terminated or reduced for any reason-- including sanctions, failure to verify information, reaching the time limit, etc. DTA has not yet worked out what to do about clients whose cash assistance cases are being reduced due to a sanction or overpayment.

This is currently a policy for TAFDC and EAEDC cases only - SNAP policies and procedures to be shared in the coming days. Thank you to DTA for quick action to ensure some of our lowest income families do not lose cash assistance during the crisis.

Policy re. allowing friends/family to use EBT card to purchase food**

A reminder that households can give permission to friends, family, or other trusted people to use their EBT card on their behalf, with no need for formal documentation or written paperwork. The federal rule about this says: "*States shall not require households to notify or provide the State information regarding individuals making purchases permitted by the household on an ad-hoc basis.*"

7 CFR 273.8(f)((9)

****This may be helpful to remind seniors, persons with disabilities, and other populations who are particularly vulnerable and at risk from COVID-19, and who may need to ask others to go shopping on their behalf.**

NEW INFO 3/24/2020

Because of COVID-19, you currently cannot apply in person at DTA.

Apply online: DTAConnect.com Download the SNAP application at Mass.gov/SNAP then fax the paper application to DTA's fax line: 617- 887-8765 or mail it to DTA Document Processing Center, PO Box 4406, Taunton, MA 02780.

Apply over the phone by calling Project Bread's FoodSource Hotline at (800)645-8333, the Food Bank of Western MA at (413) 247-9738, the Greater Boston Food Bank (617)427-5200, or other MA SNAP outreach partners listed here: Mass.gov/snap-outreach. (Note: not all SNAP outreach partners are able to take phone applications during the crisis, so call first to see if open.)

Department of Transitional Assistance SNAP Senior CVS Pharmacy Deliveries

Assistance Office(833) 712-8027 DTA Assistance Line Call (877) 382-2363 for questions about your benefits. Talk to a case manager between 8:15 am-4:45 pm, M-F.

During off hours you can access case information via their automated system.

MEDICATION DELIVERY/MEDICAL EQUIPMENT*

CVS offers home delivery for some medication orders. Controlled substances and medications requiring refrigeration cannot be delivered.

Sign up online at www.CVS.com

Free delivery is being offered until May 10, 2020, according to the website.

Louis & Clark Pharmacy provides home delivery. There is no charge for delivery.

Call (413) 781-2996 option #7 and enter the extension 302 when prompted. You can also sign up online at www.medibubble.com Check with your Part D Medicare provider to see if home delivery is an option. The number is on your Part D card.

Serio's Pharmacy at 63 State Street provides **curb side pick up**- call ahead 584-8980 or will deliver to Northampton area for \$2.00. They are open M-F 9:00-7:00pm, Sat 9:00-3:00 Closed Sundays

Amherst Pharmacy offers **medication delivery** for a fee (413) 253-0387

Walmart Pharmacy in Northampton will mail or **provide curbside service** to any individual who pays for their medication with a credit card. There is no extra fee for this service but it must be paid for with a card. Call 413-587-0001

* Due to health risks in sharing medical equipment the Sheriff's office is not providing medical equipment at this time. Walmart and Amazon are good resources to order and get equipment delivered and there are many affordable/low cost products to choose from.

MOBILE MEDICAL

DispatchHealth - Through Baystate Medical will conduct a screening over the phone and will dispatch a Nurse Practitioner and Medic to the home to assist with urgent care. They will not test or treat for the virus but can prescribe medications and refer people for further medical assistance if necessary. They will not go out to nursing homes, assisted living or apartments. They will only go to single-family homes. They bill insurance including Medicare. The number to call is 720-647-5329 or go to the link for more information online.

<https://www.dispatchhealth.com/blog/coronavirus-disease-2019-covid-19-how-dispatchhealth-is-responding/>

TAXES

The IRS has extended the Federal filing and tax payment due date to July 15, 2020.

The Massachusetts State filing and tax payment due date has been extended to July 15, 2020. This income tax relief is automatic and taxpayers do not need to file any additional forms to qualify.

If you make under \$69,000 a year, you may qualify for free online filing through companies working with the IRS. Check here:

<https://apps.irs.gov/app/freeFile/>

TRANSPORTATION

PVTA Service Update: Starting Monday, March 23, 2020, PVTA will begin operating on a Modified Saturday Schedule in the Springfield and Northampton Service Areas. Service will follow a Saturday Schedule, Monday – Saturday with modified service hours of 6:00 A.M. to 9:00 P.M. Routes that usually operate Monday – Friday only, may have service during the week with modified hours of 6:00 A.M. to 9:00 P.M. Sundays will continue to operate on a Sunday Service Schedule. Please click Service Adjustments for the UMass Service Area schedule changes and detailed route information for the entire system. Van service will follow the Modified Saturday Schedule.

- All vehicles are being thoroughly cleaned daily with disinfectants. We have increased the amount of time and attention our maintenance department spends cleaning each vehicle.
- PVTA has acquired new disinfecting systems that will allow us to disinfect each vehicle more frequently.
- PVTA drivers continue to clean high contact areas of the vehicle throughout their shifts, and we continue to provide them with sanitizer, gloves, and disinfecting wipes to use on the vehicle.
- Passengers are also encouraged to participate in helping to limit the spread of this virus. You can help by maintaining distance between each other while riding. Limit seating in the wheelchair accessible seats except for the elderly and disabled. Other things you can do include covering your nose and mouth when coughing or sneezing (or by coughing or sneezing into your elbow), not littering or leaving any waste behind when

you leave the vehicle, and most importantly by not riding if you have symptoms such as: a cough, fever or shortness of breath.

GoGo Grandparent (855) 464-6872

Will connect seniors to rides via UBER or LYFT. Senior does not have to have an app or cell phone to use this service. More information available here gogograndparent.com or here is a brochure [Go Go Grandparent Brochure](#), or call 1(855)464-6872

Uber Health Rides

Healthcare professionals order rides for patients going to and from the care they need. Ask your doctor about Uber Health when making your next appointment. It allows healthcare professionals to order rides for patients going to and from the care they need. Ask your doctor about Uber Health when making your next appointment.

***Note:** If you are experiencing symptoms indicative of the COVID-19 virus you must first speak with your doctor to determine the best care and course of action. You should not book a ride with service as you may need to be transported by ambulance. Doctor's offices are screening and scheduling patients who are high risk, potentially presumptive and or symptomatic, at different times and locations, in order to decrease the spread of the virus.*

TECHNOLOGY & TECH SUPPORT

Northampton Senior Services-volunteers available for tech support by phone. Call us to request this help at 413-587-1228 and leave a message.

Northampton Neighbor's- volunteer tech support by phone, to request a tech support session call 413-341-0160

Internet Essentials- Anyone who gets state or federal assistance is eligible for basic internet for \$9.95+ tax a month. If they sign up by 4/30 Comcast is giving the first two months of service free. There are no contracts or credit checks and no activation or rental fees for equipment. Through this program they also get the option to purchase a refurbished laptop or desktop for \$150. See the link to the website for more information

<https://www.xfinity.com/support/articles/comcast-broadband-opportunity-program>.

Or call 1-855-8 INTERNET,(1 (855) 846-837638) from 8AM-Midnight. It is recommended that you apply online because it's the quickest way to apply but you can apply over the phone-wait times are currently high.

FCC's LifeLine Program. This program gives those eligible \$9.25 towards a phone or internet bill. Unfortunately Comcast isn't a part of this program yet but if someone has a phone through Verizon, Safeline Wireless or Assurance Wireless these companies are participating in Northampton. To qualify the person needs to receive federal assistance or have a household income at 135% or less than of the federal poverty guidelines.

<https://www.lifelinesupport.org/how-to-get-lifeline/>

HOME & PERSONAL CARE/ COMPANION SERVICES

Highland Valley Elder Services

Provides home care services, personal care, meals, personal emergency alert systems, etc.
Currently, intake/screenings are being conducted by phone.

413-586-2000 or 1-800-322-0551

<http://www.highlandvalley.org>

Northampton Neighbors-

Currently providing information and friendly phone check-ins

P.O. Box 231, Northampton, MA 01060

413-341-0160

RESOURCES FOR CAREGIVERS

Alzheimer's Association: Free Alzheimer's Association virtual educational program: call our 24/7 Helpline at 800-272-3900 to register or check out

<https://www.communityresourcefinder.org/> to view upcoming programs. Telephone Caregiver Support Group! To register Call 617-393-2100

HELPFUL COVID-19 INFORMATION

- [Cooley Dickinson Health Care Call Center](#): Call if you have symptoms or general questions 1-888-554-4234 M-F 8:00 a.m. to 6:30 p.m. Saturday & Sunday 8 a.m. to 5 p.m.
- [Antimicrobial Products for Use Against COVID-19](#) – list of dozens of EPA-approved products to fight coronaviruses
- [Coronavirus Scams: What the FTC is doing](#) – a list of current scams and how to avoid them
- [UPDATED: Coronavirus: What Older Adults Need to Know](#), (*Spanish version*) National Councils on Aging Personal information and protection tips
- [Coronavirus Prevention](#) – OSHA-based information
- [Video](#) – National Institute on Aging regarding COVID-19 and how older adults should deal with the virus
- MASS 211 HOTLINE
<https://www.mass.gov/news/state-health-officials-announce-launch-of-2-1-1-to-provide-covid-19-information-and-referrals>
- COVID-19 State & Federal Updates
<https://senatorjocomerford.org/covid-19-state-federal-updates/>

EMOTIONAL SUPPORT RESOURCES

National Disaster Distress Hotline at 1-800-985-5990

For immediate support 24/7 call line for emotional support and crisis counseling for anyone experiencing distress or other mental health concerns. Calls and texts (text TalkWithUs to 66746) are answered by trained counselors who will listen to your concerns, explore coping and other available supports, and offer referrals to community resources for follow-up care and support

AARP Get Help. Give Help.

We may be apart, but we don't have to be alone. Across the country, people are informally organizing new online mutual aid groups to stay connected, share ideas, and help those most affected by the Coronavirus. Whether you want to start a group, find a

group, or get assistance yourself, our directory can help you connect with people in your community. <https://aarpcommunityconnections.org/>

Tips and Tools for Coping

<https://emergency.cdc.gov/coping/index.asp>

Tip on how to calm your nervous system- sit down, concentrate on feeling your feet planted on the ground beneath you, put your hand on the back of your neck, scan the room and name objects of different colors and shapes while breathing deeply in through the nose and out through the mouth. Do this for at least 5 minutes or until you feel some relief. This calms the part of our brain that is activated by fear. Call a friend, call the senior center, or the hotline listed above.

ELDER AND DOMESTIC ABUSE HOTLINE

Elder Abuse Hotline

Abuse can include mistreatment by another or self-neglect. If you are concerned for an older adult it is important to report this so that they can get the support they need!

To Report Elder Abuse

There are 2 ways to report elder abuse: by calling the Massachusetts Elder Abuse Hotline or by filing a report online. Call (800) 922-2275 or online www.mass.gov/how-to/report-elder-abuse

Do not use the online system if:

- This is an emergency or life-threatening situation that must be dealt with immediately. Call 911 or make a verbal report to the Massachusetts Elder Abuse Hotline at (800) 922-2275.
- You want to report anonymously, as filing online requires you to submit your name.
- You do not have the name and address of the victim. The online reporting system will not allow you to file such reports.

If any of these situations apply you must make a verbal report to the Massachusetts Elder Abuse Hotline at (800) 922-2275

SCAMS

Unfortunately, scammers are taking advantage of fears surrounding the coronavirus. The **Federal Trade Commission** has identified several of them and is offering tips to protect yourself and others. These include watching for emails claiming to be from the CDC saying they have information about the virus and ignoring online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges, or other prescription or over-the-counter products available to treat or cure COVID-19 online or in stores. <https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>

Check out this blog from the Federal Trade Commission for examples of scam robo-calls: https://www.consumer.ftc.gov/blog/2020/03/socially-distancing-covid-19-robocall-scams?utm_source=govdelivery

HELP WITH PETS

Rover.com

Dog walking & drop-in services to help feed or play with your pets(cats included). Services starting at \$10. Those providing services are background checked.

UNEMPLOYMENT

If you have lost your job or been laid off you may be eligible for unemployment benefits.

The quickest way to apply for benefits is online at <https://www.mass.gov/how-to/apply-for-unemployment-benefits>

Or by phone: TeleClaim Call Center phone 877-626-6800
Monday-Friday 8:30 am – 4:30pm.

If you are unable to apply for Unemployment Benefits online or by TeleClaim, please call the Greenfield Career Center at 413-774-4361 or 800-457-2603 and we will do our best to assist over the phone.