



**RESOURCES** \* As of July 24, 2020 this list shows local services and resources with their current plans for providing access to consumers during this time. As the state of Massachusetts opens up, we continue to encourage you to wear masks, practice social distancing and stay at home except for essential errands. We are listing these services based on information from public sources and suggest members use their own judgement in their use. The details of local resources change often so please check these regularly. We will update this document as we receive new information and add resources as we learn of them.

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# GENERAL ASSISTANCE

## Amherst Senior Center

Home delivery of Highland Valley Elder Services meals for homebound seniors, free take-out cold lunches for seniors (Register at 259-3164), distribution of food bags from Western Mass Food Bank and Amherst Survival Center. Free hand-sewn masks. Well-being phone calls. Social work consultations by phone for emergent social work needs such as: nutritional support, health insurance assistance, medication assistance, critical housing issues. Phone: 259-3060.

## Amherst Free Grab and Go Lunches for Seniors 60 and over

Monday through Friday. No registration required. Questions: Chris Fisher at [cmfisher@umass.edu](mailto:cmfisher@umass.edu) or 413-577-1365. Provided by UMass Dining and the USDA.

### Pickup Locations and Times

You don't need to live at one of these locations – just come by to pick up lunch

Place	Address	Pickup Time
North Village	990 N. Pleasant St.	10:30-10:45am
Olympia Oaks	85 Olympia Rd	10:55-11:05am
Village Park	497 E Pleasant St.	11:15-11:30am
South Point	266 E. Hadley St.	11:45-12:00pm
Butternut Farms	12 Longmeadow Dr.	12:10-12:20pm
Colonial Village	81 Belchertown Rd.	12:30-12:45pm
Rolling Green	1 Rolling Green Dr.	12:55-1:10pm

# **FOOD-SHOPPING/DELIVERY&CURBSIDE PICKUP/PREPARED MEALS/ FREE OR SUBSIDIZED FOOD/ FOOD SOURCE HOTLINES/ GOVERNMENT FOOD PROGRAMS**

**Grocery Store Hours with special hours for seniors +60 or compromised immune systems**

**Atkins Market** (South Amherst) 413-253-9528

Seniors 60+ and people with compromised immune systems: 7:00 – 8:00 am.

Regular hours 8:00 am – 4:00 pm, Monday through Saturday.

**BIG Y** (University Drive) 413-253-0416

Seniors 60+ and people with compromised immune systems: 7:00 - 8:00 am

daily. Regular hours: 8:00am -8:00 pm until further notice

**Stop & Shop** (Campus Plaza) 413-253-3227

Seniors 60+: 6:00 - 7:30 am, regular hours: 7:30am - 8:00 pm until further notice

**Target** (Hampshire Mall) 413-586-5945

Seniors 60+ and people with compromised immune systems: 8:00 am – 9:00 am daily.

Regular hours: 9:00am - 9:00pm until further notice

**Trader Joe's** (Hampshire Mall) 413-587-3260

Seniors 60+ and people with compromised immune systems: 8:00 am – 9:00 am daily.

Regular hours: 9:00 am-7:00 pm until further notice

**Walmart** (Mountain Farms) 413-586-4231

Seniors 60+ 8:00 am- 9:00 am daily. Regular hours: 9:00 am-8:00 pm until further notice

**Whole Foods Market** (Mountain Farms) 413-586-9932

Seniors 60+ 8:00 am- 9:00 am daily. Regular hours: 9:00 am-8:00 pm until further notice.

## **Food Delivery and Curbside Pickup Services**

All are very busy, ever changing, and likely need considerable lead time.

**Amherst Food Delivery** Online ordering and delivery from Big Y, Target, Trader Joe's, Aldi, Whole Foods \$20 per order plus a \$15 charge on pre tax bill.

[amherstfooddelivery.com](http://amherstfooddelivery.com)

**Atkins Farms** Delivers groceries. Home delivery has been requiring seven days notice and will be delivered to your curb. Minimum order \$25 required. They charge a 15% packing fee plus a \$10 delivery fee in Amherst. Service representative will respond by phone, requesting emailed shopping list and credit card. Phone (413) 253-9528, hours 8am - 4pm. Website: [atkinsfarms.com](http://atkinsfarms.com)

**Atkins Farms Savory Suppers** Prepared meals - a variety of fresh and frozen meals are available for your helper to pick-up in the store. Website: [Atkins Savory Suppers](http://AtkinsSavorySuppers) or see contact Atkins Farms above.

**Delaney's Market:** Fresh individually packaged meals delivered to your door. 413-438-0887 or [delaneysmarket.com](http://delaneysmarket.com).

**Door Dash** Delivery of take-out food from your favorite restaurant. Website: [doordash](http://doordash)

**Fresh and Lean** Ships refrigerated meals right to your door! A variety of meal plans and meal selections are available. Website: [freshnlean.com](http://freshnlean.com)

**GoGo Gourmet** Order and delivery of takeout & groceries. Participant must register an account and pay by debit card, prepaid card (min \$50), Uber gift card or credit card. \$4 fee on top of any vendor fees. Service available from 7:00am -1:00 am. Phone: 1-855-754-5328

**Instacart: Groceries, Sundries and Household Products Delivered** Home delivery of online grocery orders from Big Y, Target, Aldi's, and CVS. First delivery is free. 5% service fee for orders. Minimum fee is \$2. Website: [instacart.com](http://instacart.com)

**Maple Farm Foods Grocery Store** 10 South Maple Street Hadley: Curbside Pickup with no in store shopping. Text a picture of your grocery list to 413-585-1117, and the staff will call you when it's ready to pick up (usually the same day). Put your credit card on your windshield, open your trunk, and they'll take care of the rest. Phone: 413-585-1117. Email: [maplefarmfoods@aol.com](mailto:maplefarmfoods@aol.com).

**Mass Food Delivery** Groceries from local farms. Website: [massfooddelivery.com](http://massfooddelivery.com)

**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 this number. Phone: 1-877-508-6667 Phone for Elderly Waivers: 1-800-243-4636, Website: [nomsmeals.com](http://nomsmeals.com)

**Peapod Deliveries through Stop N Shop** Seniors or caregivers can sign up and shop for grocery delivery online at [peapod.com](http://peapod.com). Or call 1-800-573-2763. The wait times are quite high at around 30 minutes or longer. Their delivery service is overwhelmed. Availability will likely be over one week out.

**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: [schwans.com](http://schwans.com)

**Simple Gifts Farm** Online orders; curbside pick up of groceries. Trying to fill orders within one hour of placing the order. Hours: 10am - 7pm weekdays, 8am - 7pm. 1089 North Pleasant, Amherst. 413-230-3262 [Simple Gifts Farms](http://Simple Gifts Farms)

**Sunderland Farms Collaborative** Order organic vegetables, flour and other items from local farms. Contact at [hello@sunderlandfarmco.com](mailto:hello@sunderlandfarmco.com) or website: [sunderlandfarmcollaborative](http://sunderlandfarmcollaborative)

#### **Other resource listings for delivery or curbside pickup of food:**

**The Amherst Chamber of Commerce** produces a comprehensive listing of area restaurants offering takeout and delivery during the current Covid-19 crisis. Website: [Amherst Open for Business](http://Amherst Open for Business).

**CISA (Community Involved in Sustaining Agriculture)** provides a weekly listing of area farms offering home delivery during the Covid-19 crisis. Website: [CISA Local Farm Listing](http://CISA Local Farm Listing)

#### **Free or Subsidized Food**

**Amherst Senior Center** Offers several options. See top of page 2.

**Amherst Free Grab and Go Lunches.** See page 2.

**Amherst Survival Center** 138 Sunderland Rd North Amherst. Walk-in site for groceries and "To Go" meals available Monday, Tuesday, Thursday, Friday 12 -3. Phone: 413-549-3968

**First Baptist Church of Amherst - Food Pantry** 413-549-3596  
434 North Pleasant Street. The Food Pantry has been meeting needs in the community for twenty years. Food, diapers, paper products, hygiene supplies, and more at the Food Pantry. Hours Wednesday 2-4 p.m. [First Baptist Church of Amherst - Food Pantry](http://First Baptist Church of Amherst - Food Pantry)

**Not Bread Alone** 413-256-0128.

First Congregational Church, 165 Main Street, Amherst. Free homemade, hot meals at noon every Saturday and Sunday and at 4 pm on every Wednesday. Donated groceries are distributed every Saturday at 12:45. [CHD Not Bread Alone](#)

**Highland Valley Elder Services** Meal Delivery if a senior is ill and needs delivery, they can 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. See also Amherst Senior Center.

### **Food Source Hotlines**

**Food Source Hotline** 1-800-645-8333

Comprehensive information and referral service for people living anywhere in Massachusetts. Operated by Project Bread.

### **Food Banks.Org**

Comprehensive national listing of food banks, food pantries and soup kitchens. Shows Massachusetts listings by town. [Foodbanks.org](#)

### **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). 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 shared below.

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)

**Department of Transitional Assistance SNAP Senior Assistance Office (833) 712-8027.DTA Assistance Line** Call DTA Assistance Line at (877) 382-2363 for questions about your benefits. Due to COVID 19, you cannot apply in person at DTA. Apply online: DTACConnect.com. Download the SNAP application at Mass.gov/SNAP and 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.

**Apply over the phone** by calling Project Bread's Food Source 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 they are open.) Talk to a case manager between 8:15am-4:45pm, M-F. During off hours you can access case information via their automated syst

## **COVID-19 DRIVE THROUGH TESTING**

**CVS Pharmacy** 366 King Street, Northampton

No cost drive through testing. Must sign up online to receive an appointment. Online site includes a questionnaire that determines if you meet criteria for testing. Like other testing locations, it appears that you must qualify based on symptom and health conditions. If you still have questions, the best person to answer them is your health care provider. Also available at West Springfield CVS. Sign up on web site: [www.cvs.com/store-locator/cvs-pharmacy-address/366+King+Street-Northampton-MA-01060/storeid=447](http://www.cvs.com/store-locator/cvs-pharmacy-address/366+King+Street-Northampton-MA-01060/storeid=447)

## **MASKS**

**Amherst Senior Center**

Free hand-sewn cloth masks are available to seniors. Call 259-3114.

**Amherst Masks4All**

Free masks for all Amherst residents. Town of Amherst initiative to provide 2 masks to anyone requesting them. More information at Town Managers office, 413-259-3002 or sign up online at: <https://www.amherstma.gov/FormCenter/Communications-32/Amherst-Masks4All-173>

**Western Mask Project.**

Local nonprofit originally founded to provide masks to essential frontline workers is now providing masks by mail to Massachusetts residents for \$3 - \$6 each.

<https://www.westernmaskproject.com/>

## **MOBILE MEDICAL SERVICES**

### **Dispatch Health**

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. Website: [DispatchHealth](#)

## **TAXES**

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

The Massachusetts Department of Revenue is aware that the IRS has issued this guidance with respect to tax returns and payment. They are working on a plan to provide relief with respect to Massachusetts returns and payments as well.

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/>

## **PUBLIC 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.



- PVRTA 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 whenever possible 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.

## **MEDICATION DELIVERY**

**Amherst Pharmacy** Offers medication delivery for fee. (413) 253-0387

**CVS Pharmacy Deliveries** CVS offers home delivery for some medication orders. Controlled substances and medications requiring refrigeration cannot be delivered. Sign up online at <https://www.cvs.com/> Free delivery.

**Louis & Clark Pharmacy** Provides home delivery. There is no charge for the delivery. Call (413) 781-2996 option #7 and enter the extension 302 when prompted. You can also sign up online at <https://www.medibubble.com/contact/> Check with your Part D Medicare provider to see if home delivery is an option. The number is on your Part D card.

## **OTHER VOLUNTEER ASSISTANCE ORGANIZATIONS**

In addition to Amherst Neighbors, the following organizations respond to individual requests for volunteer service. Amherst Neighbors has not worked directly with these organizations and does not know if volunteers from these organizations are available, background checked or trained. We suggest you ask questions and use sensible judgement in arranging for services.

**Western Mass Community Mutual Aid** Western Massachusetts mutual assistance organization, initiated by community members to address needs stemming from the COVID 19 pandemic. Offers rides, grocery shopping, pickups, Spanish and Portuguese translation services and opportunities to volunteer in Western Massachusetts. Hotline Phone: (413) 351-2300 (shared with Pioneer Valley Workers Center), Email: [wmamutualaid@gmail.com](mailto:wmamutualaid@gmail.com). Website: [wcamca](http://wcamca.org)

**NextDoor** For profit organization offering online communication platform for neighborhoods to exchange news, post classified ads, real estate ads, request and offer help to neighbors. Website: [nextdoor.com](http://nextdoor.com)

**Shopping Angels** National volunteer agency with shoppers in our area. Many of the shoppers are students. Specializes in delivering groceries to people at higher risk for COVID 19, such as seniors. Will buy and deliver groceries – you pay when you receive them. Sign up through their Facebook page [Shopping Angels](#)

## **OTHER TRANSPORTATION**

*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 a 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.*

**GoGo Grandparent** Will connect seniors to rides via UBER or LYFT. Seniors do not have to have an app or cell phone to use this service. (855) 464-6872. More information available at: [gogograndparent.com](http://gogograndparent.com)

**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. 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.

## **RENTAL ASSISTANCE – TOWN OF AMHERST**

Amherst renters who have lost income due to Covid-19 may be eligible for assistance from the Town and Amherst Municipal Affordable Housing Trust Fund if they have limited assets or income. Assets must be insufficient to cover their rent for a three-month period. Income may not exceed 80% of the Area Median income (limit is \$54,650 for a family of two). Other limitations apply. For questions, or to obtain an application, contact [Community Action Pioneer Valley](#) or call 413-475-1570.

## **TECHNOLOGY – INTERNET SERVICE**

### **Xfinity Internet Essentials**

Comcast Community Outreach program to assist lower income households. Until December 31, 2020 you may apply for 2 free months of Internet service, with service \$9.95/month after that, unless you choose to cancel.

You may qualify if you are eligible for almost any public assistance program such as the SNAP, National School Lunch Program, Housing Assistance, Medicaid, or SSI. If you are not a Comcast customer and have questions about applying for Internet Essentials please call 1-855-8-INTERNET (1-855-846-8376) between 8 am and midnight, seven days a week.

## **HOME & PERSONAL CARE/ CHECK IN CALLS**

**Highland Valley Elder Services** Provides homecare 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 Website: [highlandvalley.org](http://highlandvalley.org)

**Amherst Neighbors** Currently providing information and friendly phone check-ins. 413-345-2555, P.O. Box 3428, Amherst, MA 01004 or amherstneighbors01002@gmail.com. Website: <https://amherstneighbors.org>

## **COVID-19 PUBLIC HEALTH INFORMATION AND DATA**

### **AMHERST COVID 19**

Town of Amherst Health Department website. As of May 19 updated with latest information from Governor Baker. [www.amherstma.gov/3519/Coronavirus](http://www.amherstma.gov/3519/Coronavirus)

### **MASS STATE OF EMERGENCY**

Updates, Emergency Orders and Guidance at: [www.mass.gov/info-details/covid-19-state-of-emergency](http://www.mass.gov/info-details/covid-19-state-of-emergency)

**MASS COVID-19 INFO HOTLINE:** Massachusetts 2-1-1 The Massachusetts Department of Public Health (DPH) is providing real-time COVID-19 information, resources, and referrals in multiple languages. Just dial 211. The hotline is open 24 hours a day, 7 days a week and all calls are free and confidential.

**MASS/GOV COVID-19 Website:** Contains a wide variety of data and news for residents of Massachusetts, updated daily. Scroll down to dashboard to see current case numbers by town and county. [Mass.Gov website](#)

## **U.S. CENTER FOR DISEASE CONTROL**

Description of who is at higher risk for severe illness. [High Risk Populations](#)

## **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 service are background checked.

## **EMOTIONAL SUPPORT RESOURCES**

**Network of Care Massachusetts** - Massachusetts mental health and COVID-19 resources. Includes more than 5,000 mental health, substance use, and related social services programs across the Commonwealth, providing information about locations, contact information, eligibility, and more. Compiled by Massachusetts Association for Mental Health. Website: [Network of Care](#)

**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.

### **Tips and Tools for Coping**

**CDC Emergency Preparedness and Response - “Coping with a Disaster or Traumatic Event”** <https://emergency.cdc.gov/coping/index.asp>

**CDC Mental Health Resources - “Mental Health and Coping During COVID 19”**  
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

**National Alliance on Mental Illness (NAMI) Mental Health Resources - “Covid 19 Resource and Information Guide”**  
<https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf>

**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 until 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.

## **SUGGESTED BY OUR MEMBERS**

### **Information And Entertainment**

#### **Jones Library**

Open via the Internet during the COVID-19. Offers a wealth of free online books, reference materials and services such as movies, access to the NY Times and Wall Street journal and popular magazines, online courses, and musical events. Check out their website at [Jones Library](#).

#### **American Association of Retired Persons (AARP)**

This national organization, formed to lobby the federal government around issues of importance to seniors, provides a website full of news, resources and advice for older individuals. They also have a Massachusetts Chapter with events and volunteer opportunities closer to home.

[National AARP Website](#)

### **Local Service Providers Open During Covid-19**

#### **Amherst Optical Shoppe 413-256-6403**

Open by appointment

<https://amherstopical.com/>

**The Amherst Chamber of Commerce** produces a comprehensive, updated listing of area restaurants and businesses operating during the current Covid-19 crisis.

Website: [Amherst Open for Business](#).

### **Library Curbside Pickup**

#### **Jones Library**

Pickup service in front of library. Drop off areas also available. Additional services will be added during month of July. Library phone: 413-259-3090. Website: [Jones Library](#)

## **Pelham Public Library**

Pelham Library is open for contact-free materials pick-up. Call 413-253-0657 or email [library.pelham@gmail.com](mailto:library.pelham@gmail.com) to make your request. Librarians will assist in signing up for a Pelham library card if you need one. Pelham residence not required. Website: [Pelham Public Library](#)

## **Hadley Public Library**

Materials may be requested from the Goodwin Library by telephone (413-584-7451), email ([goodwinlibrary@hadleyma.org](mailto:goodwinlibrary@hadleyma.org)) or the [C/MARS](#) catalogue (Goodwin Library items only). When an item is available you may schedule a pick-up at the Russell Street entrance by appointment with staff.