

# Greater Lynn Senior Services

A ride, a hot meal, someone to help at home . . .  
. . . and so much more





## Information & Referral

With just one phone call, you can find the answers to so many questions.

If you or someone in your family is 60 or older, we make it easy for you to get exactly the services you're looking for. All it takes is a phone call.

The first time you call us here at GLSS, you'll speak with our Information & Referral Department. Our friendly, well-trained staff will answer all your questions about services and benefits. We'll help you find home care, meals, transportation, an advocate... whatever you need. We can help you or a loved one:

- connect to the services you need
- unravel Medicaid, Medicare and other health benefits
- tap into a vast pool of supportive resources, here and across the country
- find appropriate solutions for a range of elder care problems
- stay independent longer
- and more...

Why wonder or wait? Call us today, at (781) 599-0110.



## Home Care Services

Doing whatever we can to help you maintain your independence.

Every day in the Greater Lynn area, we're at work in the homes of more than 2,000 seniors and people with disabilities. Why? So that they can hold on to something of immeasurable value: their ability to live independently. GLSS Home Care services include:

- homemaking (cleaning, cooking, laundry)
- personal care (bathing, dressing, getting in and out of bed)

- heavy chores
- grocery shopping
- personal emergency response systems
- adult day health programs

We also offer respite services for caregivers. Our staff includes bi-cultural Russian, Spanish, and Khmer case managers to ensure culturally sensitive care. We provide translation for other languages as well.



## Advocacy: Protecting Elders

Elder abuse and neglect happen all too often. But we're doing something about these problems.

In a year, GLSS will advocate for and help protect over 400 elders within the community. We'll also make hundreds of visits to area nursing homes, to assess their quality of care. GLSS is deeply committed to protecting the safety and dignity of elders.

- Our Protective Services unit investigates reports of elder abuse or neglect and intervenes as needed.
- Our Elder at Risk program evaluates “self-neglect” situations. When an elder is having difficulty maintaining independence in their home, we can make a real difference.
- Our Long-Term Care Ombudsman program sends trained volunteers into all area nursing and rest homes regularly. We speak with residents about their care, make sure their rights are respected, and work to resolve problems.



## Housing

Each year, GLSS finds safe and affordable housing for elders, including many who have lost their homes.

We help seniors find good housing they can afford. We help relocate elders who have been displaced. And we work to resolve landlord-tenant conflicts.

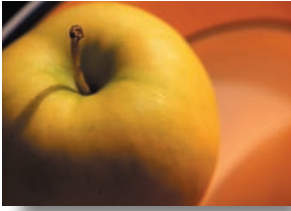
GLSS also provides full-time Service Coordinators for five senior housing facilities in Lynn and Saugus. These professionals help residents solve problems, obtain services, and take advantage of special benefits available to the elderly. Service Coordinators also regularly visit all residents, to prevent isolation and make sure they're doing okay.

**800AgeInfo**  
For Massachusetts Elders  
& Their Families



Call Now!  
(800) 243-4636  
TTY: (800) 872-0166

We are ready to help



## Meals

Tasty, nutritious. *And* we deliver.

Every weekday, Monday through Friday, our Meals on Wheels drivers visit 600 homebound seniors to deliver a hot, nutritious lunch. At the same time, hundreds of others join us for lunch or supper at one of our convenient community cafés in the five-town area. A GLSS meal:

- is well-balanced nutritionally, providing at least one-third of the recommended daily dietary allowance (RDA)
- can include no-sugar desserts, for diabetics and weight watchers
- can be specially prepared, with a doctor's order
- can be Kosher
- is either free or by a small donation (no one is ever denied a meal for lack of funds)
- provides an opportunity for socialization with others.



## Transportation

Door-to-door service, for people 60 and older, or for anyone with a disability.

You've probably seen our cars and vans. We put more than 100 of them at your service. All vans are handicapped accessible and have wheelchair lifts. Together, they'll make some 450,000 door-to-door trips in a year. Do you need a ride?

- To a medical appointment. **If you are 60 or older, GLSS can schedule door-to-door transport** in Lynn, Lynnfield, Nahant, Saugus, and Swampscott.
- To anywhere. **If you're any age and have a doctor-certified disability prohibiting you from using public transportation, you're eligible for affordable door-to-door service** 365 days a year, throughout the North Shore and Greater Boston area, thanks to the MBTA's "THE RIDE." Go wherever you like: THE RIDE is not restricted to medical appointments. You must apply to the MBTA to qualify. For more information, call GLSS.



## Do you ...

### **Need a ride?**

Door-to-door service, from your home to your doctor's office? To the grocery store?

### **Need a meal?**

A hot, nutritious meal that you don't have to cook? Served at any of 15 convenient locations? Or delivered to your home, if you can't get out?

### **Need help around the house?**

Help with chores like cleaning, laundry or grocery shopping? Help with grooming and other personal care? Help installing home modifications such as safety rails?

### **Need help finding a place to live?**

Safe, affordable housing? Where you have your own apartment, and get help if you need it with chores, meals, or transportation?

### **Need someone on your side?**

To listen to your problem and help you solve it? To help you apply for programs like fuel assistance or food stamps? To help stop abuse, neglect or financial exploitation of someone 60 or older?

**Call Greater Lynn Senior Services**

**(781) 599-0110**

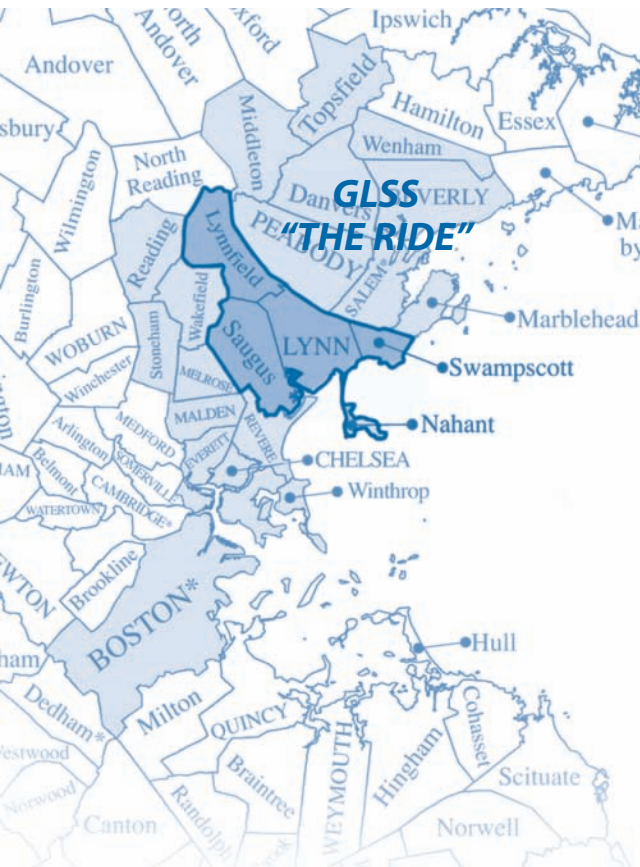
**Toll free 1-800-594-5164**

**TDD 781-477-9632**

Office hours: 8:00 AM – 5:00 PM, Monday–Friday

[www.glss.net](http://www.glss.net)

# What do we do in your community? A quick portrait



- GLSS serves Lynn, Lynnfield, Nahant, Saugus and Swampscott.
- Delivers 200,000 “Meals on Wheels” to homes each year, and serves an additional 140,000 meals at our 9 community cafés.
- Provides over 450,000 rides annually for seniors and the disabled who live in 23 North Shore communities, including Boston.
- Operates with an annual budget of more than \$25 million.
- Employs 500 trained staff.
- Has 100 caring people who donate their time to help.
- Is not exclusively a low-income agency: 80% of our clients pay for their services on a sliding scale.
- Is a non-profit agency. The GLSS Board of Directors includes representatives from each of the five local Councils on Aging. A majority of board members are themselves 60 or older.
- Is a federal Area Agency on Aging and is also certified as an Aging Services Access Point.

Te podemos ayudar, llámanos

**ЗВОНИТЕ НАМ МЫ МОЖЕМ ВАМ ПОМОЧЬ**

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Call GLSS at (781) 599-0110

GLSS values diversity and provides services and employment to all members of the community without regard for race, color, national origin, age, sexual orientation, disability, religion or gender.

Although many of our programs are funded in whole or in part by the Massachusetts Executive Office of Elder Affairs and the United States Administration on Aging, we depend on and welcome community support to help us meet the needs of local elders.

