

# North Shore Elder Services

*Life. Made Easier.*

**North Shore Elder Services** is a team of specialists making life easier for elders and those who care for them by offering information, support and solutions.

We offer a wide variety of services and programs to meet elder care needs. Our specially trained staff is ready to help, whether it's simple answers or more complex guidance.

For over three decades, North Shore Elder Services has provided thousands of families with answers on aging. If you have questions or concerns about any aging-related issue, please contact us — we can help!

## Elder Care Checklist

Do you need help with:

- Personal Care
- Meal Preparation
- Household Chores
- Grocery Shopping
- Home Safety Modifications
- Nursing Home Selection
- Medication Reminders
- Personal Emergency Response Systems
- Transportation
- Laundry
- Companionship
- Bill Paying
- Caring For an Aging Loved One

North Shore Elder Services is a not-for-profit organization serving older adults and their families since 1976. NSES and its programs are funded in part by contracts with the Massachusetts Executive Office of Elder Affairs and the Older Americans Act.

*Welcome to*

# North Shore Elder Services

*Life. Made Easier.*

• Danvers MA 01923  
978-750-4540 • TTY: 978-624-2244  
info@nselder.org • www.nselder.org

*Serving Danvers, Salem, Middleton,  
Peabody, and Marblehead*

All MA residents may find help at:  
1- 800-AGE-INFO (1-800-243-4636)

## Information

The **Information and Referral Department** at North Shore Elder Services offers free information about elder care services and aging issues. With access to hundreds of elder care resources, our caring staff is ready to provide callers with:

- **Information** on any age related issues, elder care services, and community programs.
- **Guidance and Support** in navigating the vast network of elder care services and resources.
- **Referrals** to local and out-of-state providers of health care, in-home assistance, and other professional services.
- **Advice** around setting up elder care services, planning for long-term care, and other sensitive aging issues.
- **Seminars** conducted by experienced staff members for businesses or community groups who want to learn more about elder care.

*"... an example of North Shore Elders' exemplary customer service ..."*

*...L.U., Social Worker  
Danvers*

## Solutions

North Shore Elder Services offers a number of services that help older adults and caregivers lead independent lives.

**Care Management** by social service and nursing professionals offers individualized assessments and services. Ongoing support and coordination ensures the consumer's needs continue to be met.

**Home Care Services** include a number of options such as housekeeping, home delivered meals, grocery shopping, personal care, home health services, and adult day health programs.

**Options Program** - Our knowledgeable, trained counselors can help you find answers by providing unbiased information, support, and follow-up with you and your family about available options for long-term care, housing, services, and more.

**Family Caregiver Support** empowers caregivers by providing information, education, and services.

**Elder Care Advice** offers families an in-home meeting with an elder care specialist to discuss options and receive information about available resources.

**Health Benefits Advice** provides unbiased, up-to-date health insurance information.

**Money Management** assists qualified elders with personal financial tasks such as bill paying and check writing.

**Home Delivered Meals** are available to North Shore residents age 60 or older who are homebound and unable to prepare meals on their own.

**Senior Dining** locations throughout the North Shore offer older adults an opportunity to share a hot nutritious meal with good company.

**Nursing Services** include health care consultations and nursing home screenings for consumers on Mass Health.

**Nursing Home and Community Care Ombudsmen** advocate for the rights of elders residing in nursing homes or receiving in-home care.

**Elders in Crisis Workers** investigate reports of elders who may be abused, exploited, neglected, or self-neglecting.

**Housing Options** include shared living in local supportive living and congregate residences.

**Transportation** connects older adults with reliable, affordable rides to doctors' offices and major medical centers.

*"Thank you for the many people and things that make life more comfortable."  
...D.M., Marblehead*