



# Transportation and Escort Services Guide 2019-2020

*for the Elderly and Persons with Disabilities  
in Greater Boston*

**Boston**



**FriendshipWorks**





Spring 2019

Dear Reader,

In response to Boston's growing senior population and the need for transportation options, FriendshipWorks is publishing this 2019 *Transportation & Escort Services Guide*. Twenty years ago we printed our first guide, which included valuable information from agencies and companies that served the elderly and disabled in Greater Boston.

It is FriendshipWorks' ongoing mission to replace social isolation with the warmth and comfort that only a caring and dedicated friend can provide. FriendshipWorks volunteers extend themselves 52 weeks a year by providing assistance and companionship to those who need it most. We hope that by distributing this guide, we can further improve the quality of life of elders and adults with disabilities in the Greater Boston area.

This guide will also be available on our website: [www.fw4elders.org](http://www.fw4elders.org). If you would like to update any information in this guide, please contact our office.

Sincerely,

A handwritten signature in black ink, reading "Janet Seckel-Cerrotti". The signature is fluid and cursive, with the first letter of each name being capitalized and prominent.

Janet Seckel-Cerrotti

Executive Director

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# Glossary

## **Curb-to-curb service**

A service that helps passengers with pick-up and drop-off at the curb or roadside.

## **Door-to-door service**

A service that meets passengers at the door and delivers them to the door of their destination.

## **Door-through-door service**

A service that helps passengers with personal, hands-on service from their home through the door of their destination.

## **Clients only**

Describes a service that is only available to individuals enrolled in a specific program or have been assigned a case manager. Additional steps may be required to receive transportation services.

## **Escort provided**

Indicates that an individual will accompany and/or assist a recipient throughout the transportation and appointment.

## **Council on Aging**

A municipally appointed agency that provides services to elders, families, and caregivers. Services provided are offered to residents of the designated city or county.

## **PACE Program**

The Program of All-Inclusive Care for the Elderly (PACE) provides comprehensive long-term services to Medicaid and Medicare enrollees. With PACE, an interdisciplinary team of health professionals coordinates patient care. This comprehensive service package enables most patients to receive care at home rather than in a nursing home.





## Friendly Tip #1

### How to make an appointment for a Medical Escort

The Medical Escort program is a free volunteer service. There are qualifications and an intake process, so let's go through what you will talk about when you call. (617-482-1510 x 126)

The FriendshipWorks Medical Escort Program works with everyone who is 60 years-old or older who lives in Boston or Brookline.

**FriendshipWorks does not provide transportation**, but we do have this book to help you look for options.

**FAQ1:** I live in Quincy/Cambridge/Winthrop/Watertown, do those areas qualify as Boston?

**Answer:** Those areas do not qualify as Boston.

**The next thing you will need to make sure you have for our conversation is the paper the hospital gave you with all of the details about your appointment.**

When is the appointment?

Which hospital or clinic are you going to?

Who is the doctor you are seeing?

What department and floor is your appointment on?

**FAQ2:** How much advance notice about an appointment, do I need to provide FriendshipWorks to schedule a Medical Escort?

Answer: We can take requests for Medical Escorts 14 days prior and up to 3 years in the future. The more time we are given, the better we are able to coordinate a volunteer for your appointment, especially as some days and weeks book quicker than others.

If the day of your appointment is full, we can offer other potential days over the next month to find a time that works for you, the doctor, and a volunteer.

The last piece of information we will need for your appointment is what kind of transportation you will be using.

**Please call FriendshipWorks at 617-482-1510x126 to talk to the Medical Escort Coordinator**



# Agencies

## American Cancer Society

800-227-2345

[www.cancer.org](http://www.cancer.org)

### Serving

Massachusetts

ELIGIBILITY	Must be ambulatory or have caregiver
COST	Free
ADVANCE NOTICE	4 business days
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes, but no escort provided
HOURS	24 hours a day; 7 days a week
LANGUAGES	English & Spanish translator

Individuals who need help walking should bring a companion

Service depends on availability of volunteer drivers

Transports to cancer-related appointments only

Provides door-to-door service but must have a time of trip estimate

Hotline is able to answer questions 24/7

Wheelchair access; client must be able to manage device or travel with a companion



## Age Strong Commission

617-635-3000

[www.cityofboston.gov/elderly/services/transportation.asp](http://www.cityofboston.gov/elderly/services/transportation.asp)  
Formerly known as Boston Elderly Commission Senior Shuttle

### Serving

Metro Boston

ELIGIBILITY	60+, Boston residents
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COST	Free
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ADVANCE NOTICE	3 business days or more First come, first served
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SOCIAL EVENTS	Yes, but priority given to medical appointments
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ESCORT PROVIDED	No
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WHEELCHAIR ACCESS	Yes
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HOURS	Mon - Fri: 8 am - 4 pm Scheduled pick-up/return times
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LANGUAGES	English
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Provides curb-to-curb service

Clients should come with someone who speaks their language

## Best Home Care

781-279-1900

[www.bestmakesithappen.com](http://www.bestmakesithappen.com)

### Serving

North Shore

COST	\$37.00/hour for under 4 hours \$28.00/hour for 4+ hours
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ADVANCE NOTICE	48 hours
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SOCIAL EVENTS	Yes
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ESCORT PROVIDED	Yes
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WHEELCHAIR ACCESS	Lightweight wheelchairs
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HOURS	7 days a week
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LANGUAGES	English
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Will make trips into Boston- Additional fee for car rides include- \$20 for local rides & \$75 for out of town rides

## Boston Coach

800-672-7676

[www.bostoncoach.com](http://www.bostoncoach.com)

### Serving

Greater Boston

ELIGIBILITY	N/A
COST	\$8 - \$150 per hour, Flat rates available for fixed routes
ADVANCE NOTICE	Same day allowed, but notice preferred
SOCIAL EVENTS	Yes
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	No
HOURS	24 hours a day; 7 days a week
LANGUAGES	Bilingual drivers may be available upon request

## Boston Senior Home Care

617-451-6400

[www.bostonseniorhomecare.org](http://www.bostonseniorhomecare.org)

### Serving

Beacon Hill  
Chinatown  
Charlestown  
Dorchester  
East Boston  
Mattapan  
North End  
West End

ELIGIBILITY	Clients only, 60+ or disabled 16+
COST	Varies by contractor
ADVANCE NOTICE	As soon as possible
SOCIAL EVENTS	No
ESCORT PROVIDED	Limited availability
WHEELCHAIR ACCESS	Varies by contractor
HOURS	Varies
LANGUAGES	English

# Central Boston Elder Services

617-277-7416  
[www.centralboston.org](http://www.centralboston.org)

## Serving

Allston  
Back Bay  
Brighton  
Dorchester  
Jamaica Plain  
Mattapan  
Roxbury  
South End

ELIGIBILITY	Clients only, 60+
COST	Income dependent
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon - Fri: 9 am - 5 pm
LANGUAGES	English





## CCA: 866-610-2273 (TTY 711)

781-593-2532

### Serving

Greater Boston  
Area

ELIGIBILITY	Must be a member. 65+ years old
COST	Check your membership
ADVANCE NOTICE	Requires 7-day notice.
SOCIAL EVENTS	Yes, requires an additional 2-day notice
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	8AM – 8PM – 7 days a week
LANGUAGES	English and Spanish

## Client Care Solutions, Inc

781-593-2532

### Serving

Greater Boston  
North Shore

ELIGIBILITY	Clients only, on MassHealth Standard
COST	Varies
ADVANCE NOTICE	3 business days or more
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon - Fri: 6 am - 4 pm
LANGUAGES	English, Russian

## Door 2 Door Transportation by SCM

617-625-1191 x0

[www.scmtransportation.org](http://www.scmtransportation.org)

### Serving

Cambridge  
Everett  
Malden  
Medford  
Somerville

ELIGIBILITY	60+ or disabled
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COST	Requested donation
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ADVANCE NOTICE	2 - 14 days First come, first served
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SOCIAL EVENTS	Group trips to arts and culture events
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ESCORT PROVIDED	No
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WHEELCHAIR ACCESS	Yes
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HOURS	Mon - Fri: 9:30 am - 4 pm
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LANGUAGES	English, Spanish, Creole
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Provides door-to-door service

Will make trips into Boston

## ETHOS

617-522-6700

### Serving

Hyde Park  
Jamaica Plain  
Mattapan  
Rosindale  
West Roxbury

ELIGIBILITY	Clients only
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COST	Paid by care plan
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ADVANCE NOTICE	5 days
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SOCIAL EVENTS	No
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ESCORT PROVIDED	Yes
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WHEELCHAIR ACCESS	Yes
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HOURS	Varies
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LANGUAGES	English
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Limited Grocery shopping assistance offered

## FriendshipWorks

617-482-1510

[www.fw4elders.org](http://www.fw4elders.org)

### Serving

Boston  
Brookline

ELIGIBILITY	60+
COST	Free
ADVANCE NOTICE	2 weeks
SOCIAL EVENTS	No, medical appointments only
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No Restrictions
HOURS	Mon - Fri: 9 am - 5 pm
LANGUAGES	English, Spanish

Provides door-through-door service

Does NOT provide transportation, escort only

## Go-Go-Grandparent

1-(855)464-6872

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

### Serving

100-mile radius  
from Boston

ELIGIBILITY	50+ years old
COST	Varies.
ADVANCE NOTICE	30 minutes
SOCIAL EVENTS	Yes
ESCORT PROVIDED	No, but the driver may help put a walker into the vehicle.
WHEELCHAIR ACCESS	No
HOURS	24/7
LANGUAGES	Varies



# Guardian Medical Companions

617-964-7433

[www.guardianrides.com](http://www.guardianrides.com)

## Serving

New England

### ELIGIBILITY

Must be ambulatory

### COST

First hour \$45  
Additional hours \$40  
Rates differ for one-way rides

### ADVANCE NOTICE

1 - 2 weeks recommended

### SOCIAL EVENTS

Yes, with adequate notice

### ESCORT PROVIDED

Yes

### WHEELCHAIR ACCESS

No

### HOURS

Mon - Fri: 6:30am - 7:00pm  
Weekends vary

### LANGUAGES

English

Provides door-through-door service



# HouseWorks, LLC

617-928-1010

[www.house-works.com](http://www.house-works.com)

## Serving

Greater Boston  
Western Suburbs  
South Shore

ELIGIBILITY	Clients only
COST	Transportation services: \$40/hr plus 56 cents/mile, plus parking
ADVANCE NOTICE	48 hours
SOCIAL EVENTS	Yes
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No
HOURS	8am - 7pm
LANGUAGES	English, Haitian Creole
	Round-trip rides only
	Accepts new clients for transportation requests

# Kit Clark Senior Services/Bay Cove

617-825-5000

[www.baycovehumanservices.org](http://www.baycovehumanservices.org)

## Serving

Dorchester  
Mattapan  
Roxbury  
Hyde Park  
Roslindale  
South Boston  
South End  
Milton

ELIGIBILITY	Clients of Bowdoin St. Health Center or Kit Clark/Bowdoin St. Senior Health Center
COST	Covered by insurance
ADVANCE NOTICE	Varies, booked through clinic
SOCIAL EVENTS	Yes, for adult day health
ESCORT PROVIDED	Yes, through Kit Clark Health Center only
WHEELCHAIR ACCESS	Yes
HOURS	Kit Clark: 8 am - 3:45 pm Bowdoin: 8 am - 4:30 pm
LANGUAGES	Spanish, Creole, Vietnamese

# Little Brothers Friends of the Elderly

617-524-8882

[www.littlebrothers.org](http://www.littlebrothers.org)

## Serving

Metro Boston

ELIGIBILITY	70+, ambulatory
COST	Free
ADVANCE NOTICE	2 weeks
SOCIAL EVENTS	Yes, for LBFE events or small tasks
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	Lightweight wheelchairs only
HOURS	Mon - Fri: 9 am - 5 pm
LANGUAGES	English

Provides door-through-door service

# MassHealth Prescription for Transportation (PT-1)

800-841-2900

[www.massresources.org/masshealth-transportation](http://www.massresources.org/masshealth-transportation)

## Serving

Massachusetts

ELIGIBILITY	MassHealth members
COST	Free
ADVANCE NOTICE	Must schedule in advance
SOCIAL EVENTS	No- Medical appointments only!
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Varies
LANGUAGES	Varies

## Mass Tran

978-223-4020

[www.masstran.biz](http://www.masstran.biz)

### Serving

North Shore  
Gloucester

ELIGIBILITY	MassHealth members
COST	Varies
ADVANCE NOTICE	3 - 5 business days
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon - Fri: 6 am - 5 pm Weekends vary
LANGUAGES	Spanish, Russian, English

Will make trips into Boston

## MBTA Reduced Fare Program

617-222-3200

[www.mbtacom/fares\\_and\\_passes/reduced\\_fare\\_programs](http://www.mbtacom/fares_and_passes/reduced_fare_programs)

### Serving

Metro Boston

ELIGIBILITY	65+ or disabled; Requires Senior Charlie Card
ADVANCE NOTICE	N/A
COST	Local Bus: \$0.80 Subway: \$1.05 50% off commuter rail/boats
SOCIAL EVENTS	Yes
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Varies
HOURS	Varies
LANGUAGES	Not Restricted

# Mystic Valley Elder Services

781-324-7705  
MVES.org

## Serving

Chelsea  
Everett  
Malden  
Medford  
Melrose  
North Reading  
Reading  
Revere  
Stoneham  
Wakefield  
Winthrop

ELIGIBILITY	60+, not on MassHealth
COST	Minimum donation required
ADVANCE NOTICE	24 hours
SOCIAL EVENTS	No, medical appointments only
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Varies on referral
HOURS	Mon - Fri: 9 am - 5 pm
LANGUAGES	English

Will make trips into Boston

## Neighbors Who Care

781-893-1860

## Serving

Waltham,  
Watertown,  
Arlington,  
Belmont,  
parts Newton.  
Newton  
Wellesley and  
Mount Auburn

ELIGIBILITY	62+ years old. Requires a home intake.
COST	Free, but does ask for a donation.
ADVANCE NOTICE	Varies- minimum of 3-week notice. Limited slots available every month.
SOCIAL EVENTS	Sometimes
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No
HOURS	9 AM – 5 PM
LANGUAGES	English



# Newton Senior Center

617-655-8019 or use by APP on any smart phone

## Serving

Newton, but only goes to the following medical centers, Newton-Wellesley Hospital, Saint Elizabeth's hospital, The VA hospitals, and all clinics in Newton.

ELIGIBILITY	Newton Resident 60+ years old. Call Newton Senior Center to start the process of making an account. 1-671-796-1660
COST	Up to \$5.00 per trip.
ADVANCE NOTICE	minimum of 30 minutes.
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes, upon request.
HOURS	8 am - 5 pm
LANGUAGES	English

# REM Services, LLC

617-876-0444

## Serving

Greater Boston

ELIGIBILITY	N/A
COST	\$25 pick-up \$1.50/mi
ADVANCE NOTICE	Prior day
SOCIAL EVENTS	No
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	Yes
HOURS	24 hours a day 7 days a week
LANGUAGES	Spanish, Portuguese, Russian, Armenian

Cannot accommodate oversize wheelchairs

## The RIDE (MBTA)

877-765-7433

[www.mbta.com/accessibility/theride](http://www.mbta.com/accessibility/theride)

MBTA offers Blind Access Charlie Card for the Blind and Low Vision

### Serving

58 cities/towns

ELIGIBILITY	Clients who cannot use general transit due to disability
COST	One-way fare: \$3.15-\$5.25
ADVANCE NOTICE	1-7 days
SOCIAL EVENTS	Yes
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	5 am - 1 am
LANGUAGES	Varies

## Senior Care Inc.

978-281-1750 x573

[www.seniorcareinc.org](http://www.seniorcareinc.org)

### Serving

Beverly  
Essex  
Gloucester  
Hamilton  
Ipswich  
Manchester  
by-the-Sea  
Rockport  
Topsfield  
Wenham

ELIGIBILITY	60+, Ambulatory, Not oxygen dependent
COST	No fee, requested donation
ADVANCE NOTICE	3 days
SOCIAL EVENTS	No
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	No
HOURS	9 am -12 pm (reservations), 8 am - 4 pm (rides)
LANGUAGES	English

Limited availability for rides into Boston

## Somerville-Cambridge Elder Services

617-628-2601 x3118

[www.eldercare.org](http://www.eldercare.org)

### Serving

Cambridge  
Somerville

ELIGIBILITY	Priority given to clients, 60+
COST	Varies
ADVANCE NOTICE	10 days
SOCIAL EVENTS	Yes
ESCORT PROVIDED	Yes
WHEELCHAIR ACCESS	Yes
HOURS	Mon - Fri: 8 am- 5 pm
LANGUAGES	Varies

## South Shore Hospital Courtesy Coach

781-624-8800

[www.southshorehospital.org/courtesy-coach](http://www.southshorehospital.org/courtesy-coach)

### Serving

South Shore

ELIGIBILITY	Clients not eligible for other transportation services
COST	Free
ADVANCE NOTICE	1 - 2 weeks, First come, first served
SOCIAL EVENTS	No
ESCORT PROVIDED	No
WHEELCHAIR ACCESS	Yes
HOURS	Mon - Fri: 8 am - 3 pm
LANGUAGES	English

Single bus providing rides to 6 South Shore health care locations

## Serving

Belmont  
Brookline  
Needham  
Newton  
Waltham  
Watertown  
Wellesley  
Weston

ELIGIBILITY	60+, Must be ambulatory
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COST	Suggested one-way donation: \$4 plus tolls and parking
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ADVANCE NOTICE	2 weeks
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SOCIAL EVENTS	No
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ESCORT PROVIDED	Yes
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WHEELCHAIR ACCESS	No, but escorts can accompany clients on the RIDE
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HOURS	Mon - Fri: 9 am -5 pm
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LANGUAGES	English
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Volunteer escorts can either drive or accompany elders on another transportation service





## Friendly Tip #2

### Senior Care Options

Older adults on MassHealth Standard may be eligible for free transportation, as well as dental care, prescription coverage, and other preventative care services at no cost, through Senior Care Options plans (SCOs). There are three SCO programs in Massachusetts:

- Senior Whole Health: **1-617-494-5353**
- Commonwealth Care Alliance: **1-866-610-2273**
- United Health Care: **pt-1; 1-800-841-2900**



## Friendly Tip #3

### Important Numbers for Boston Seniors

Age Strong: **(617) 635-4366**

Boston Elder Info: **(617) 292-6211**

Boston 311 Non-emergency issues: **(617) 635-4500**

Mass Health: **(888) 665-9993**

SHINE (**S**erving the **H**ealth **I**nformation **N**eeds of **E**lders) Program:

**(617) 348-6226**

# Councils on Aging

## Arlington

781-316-3400 (general info)  
781-643-7600 (direct request line)  
[www.arlingtonma.gov](http://www.arlingtonma.gov)

MEDICAL APPOINTMENTS	Yes
SHOPPING	Stop & Shop Bus on Thursdays
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	No
OTHER SERVICES	Dial-A-Ride, Medical Escorts, Taxi Coupons

1 week notice is requested for medical escorts

## Belmont

617-993-2980

MEDICAL APPOINTMENTS	Medi-Van for appointments in Belmont and surrounding towns
SHOPPING	Belder Bus, Weekly grocery trips
SENIOR CENTER TRANSPORT	Can be scheduled
SOCIAL EVENTS	Can be scheduled for social events in Belmont
OTHER SERVICES	Food pantry transportation

Rides are first-come, first-served  
Suggested \$2 donation for rides

## Brookline

617-730-2777 (general info)  
617-730-2740 (BETS)  
[www.brooklinema.gov](http://www.brooklinema.gov)

MEDICAL APPOINTMENTS	Brookline Elder Bus
SHOPPING	Brookline Elder Bus
SENIOR CENTER TRANSPORT	Brookline Elder Bus
SOCIAL EVENTS	No
OTHER	Taxi coupons (BETS)

Brookline Elder Taxi System (BETS) provides 50% discount on cabs

The Brookline Elder Bus operates along a fixed route

## Cambridge

617-349-6055  
617-349-6220 (Taxi Coupons)

MEDICAL APPOINTMENTS	Cambridge Senior Shuttle, within Cambridge only
SHOPPING	Cambridge Senior Shuttle
SENIOR CENTER TRANSPORT	Yes, Limited Availability
SOCIAL EVENTS	Case-by-Case
OTHER	Monthly trips to the mall

The Cambridge Senior Shuttle operates on a set schedule

# Needham

781-455-7555

MEDICAL APPOINTMENTS	No
SHOPPING	No
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	No
OTHER	N/A

# Newton

617-796-1000

MEDICAL APPOINTMENTS	Yes
SHOPPING	Yes
SENIOR CENTER TRANSPORT	Yes
SOCIAL EVENTS	Yes
OTHER	N/A

Transportation run through voucher program  
with Veteran’s Taxi  
1 day notice requested



# Quincy

617-376-1506

[www.quincyma.gov/Government/ELDERSERV/ProgramsServices.cfm](http://www.quincyma.gov/Government/ELDERSERV/ProgramsServices.cfm)

MEDICAL APPOINTMENTS	Yes, in Quincy and all major Boston Hospitals
SHOPPING	Yes, limited availability
SENIOR CENTER TRANSPORT	Transvan Program
SOCIAL EVENTS	Transvan Program
OTHER SERVICES	N/A

The Transvan Program is membership based  
Medical transportation is provided free of charge

# Waltham

781-314-3000

MEDICAL APPOINTMENTS	Yes, within Waltham
SHOPPING	Yes
SENIOR CENTER TRANSPORT	No
SOCIAL EVENTS	Group day trips
OTHER SERVICES	Taxi coupons

## Watertown

617-972-6490

MEDICAL APPOINTMENTS	Through Springwell
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SHOPPING	Yes, Stop and Shop
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SENIOR CENTER TRANSPORT	No
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SOCIAL EVENTS	Group day trips
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OTHER SERVICES	Wednesday trips to the mall
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## Wellesley

781-235-3961

508-479-9301 (volunteer driver program)

MEDICAL APPOINTMENTS	Yes
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SHOPPING	Yes, free grocery shopping trips on Wednesdays and monthly general shopping trips
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SENIOR CENTER TRANSPORT	Yes
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SOCIAL EVENTS	Yes
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OTHER SERVICES	Wellesley Council on Aging Bus Volunteer Driver program
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The Bus Service costs \$1 each way, at least 2 days notice required

Requests to the Volunteer Driver program should be made at least 3 days in advance

## Other Area COAs

Councils on Aging across the state offer transportation services. Check with your town's COA to find out if these services are available in your area. The following COAs offer transportation for medical purposes into Boston or to other local hospitals:

BRAINTREE (DEPARTMENT OF ELDER AFFAIRS)	781-848-1963
CANTON	781-828-1323
COHASSET (ELDER AFFAIRS)	781-383-9112
DEDHAM	781-326-1650
DOVER	508-315-5734
HANOVER	781-924-1921
HINGHAM (DEPARTMENT OF ELDER SERVICES)	781-741-1458
HULL (SENIOR CENTER)	781-925-1239
LINCOLN	781-259-8811
MARSHFIELD	781-834-5581
MEDFIELD	508-359-3665
MILLIS	508-376-7051
MILTON	617-898-4893
NORFOLK	508-528-4430
NORWOOD (SENIOR CENTER)	781-762-1201
PEMBROKE	781-294-4645
PLYMOUTH	508-830-4230
SCITUATE	781-545-8722

# Taxis



## Ambassador Brattle Cab

617-492-1100

Uses wheelchair vans

Serves Cambridge, Boston

## Bay State Taxi & Courier

617-566-5000

Senior vouchers accepted

No special handicap access

Serves Allston, Brookline, Brighton, Boston, and Cambridge

## Checker Cab Co.

617-497-1500

No special handicap access

Serves Greater Boston

## Green Cab & Yellow Cab of Somerville

617-625-5000

Somerville seniors receive 20% discount

No special handicap access

Serves Greater Boston

## Metro Cab

617-782-5500

Uses wheelchair vans

Serves Greater Boston

## Veterans Taxi Service

617-527-0300

[www.veteranstaxi.com](http://www.veteranstaxi.com)

65+ senior discount on airport trips

No special handicap access

Serves Greater Boston



## Friendly Tip #4

### Taxi Coupons: A Valuable Resource for Seniors

Several cities offer taxi coupons for elders and adults with disabilities. In Boston, seniors can purchase coupon “books” at a 50% discount rate (\$5 buys \$10 worth of cab fare). Boston residency is a requirement for eligibility. All licensed taxis in Boston are required to accept these coupons. Coupons are distributed by Boston City Hall, but can be purchased at various sites throughout the city. For more information, please call **617-635-4366**. Similar programs operate in Brookline and other towns. Call your local council on aging to see if a taxi coupon program is available in your area.

# Ambulances

## Brewster Ambulance Service

617-983-1000

[www.brewsterambulance.com](http://www.brewsterambulance.com)

### Serving

Greater Boston

#### COST

Accepts Mass Health/Medicaid.  
Medicare does not cover price.

#### ADVANCE NOTICE

One hour notice preferred but not  
required

#### ESCORT PROVIDED

No

#### WHEELCHAIR ACCESS

Yes

#### HOURS

24 hours a day

## EasCare Ambulance

617-464-1600

### Serving

Boston  
South Shore  
Worcester

#### COST

Accepts Mass Health/Medicaid,  
Medicare, all major insurers

#### ADVANCE NOTICE

1 Day preferred or at least 1 hour

#### ESCORT PROVIDED

Under 20 minutes only

#### WHEELCHAIR ACCESS

Yes, chair cars available

#### HOURS

24 hours a day

## Eastern Ambulance

781-246-5223

### Serving

Boston  
North Shore

#### COST

Accepts Medicare, Medicaid, and all commercial insurance plans

#### ADVANCE NOTICE

24 hours preferred

#### ESCORT PROVIDED

No

#### WHEELCHAIR ACCESS

Yes, chair cars available

#### HOURS

24 hours a day

## Fallon Ambulance

617-745-9999

### Serving

Greater Boston

#### COST

Accepts Medicare, Medicaid, and all commercial insurance plans

#### ADVANCE NOTICE

24 Hours preferred or at least 30 minutes

#### ESCORT PROVIDED

Bedside-to-bedside service

#### WHEELCHAIR ACCESS

Yes

#### HOURS

24 hours a day

Medical appointments only

Will not wait during appointment

# PACE Programs

## **Elder Service Plan of the Cambridge Health Alliance**

617-575-5850

[www.challiance.org/Services/ElderServicePlan.aspx](http://www.challiance.org/Services/ElderServicePlan.aspx)

270 Green Street  
Cambridge, MA 02139

## **Elder Service Plan of the East Boston Neighborhood Health Center**

617-568-4602

<http://ebnhc.org/en/elder-service-plan.html>

10 Gove Street  
East Boston, MA 02128

## **Elder Service Plan of Harbor Health Services**

617-533-2400

[www.elderserviceplan.org](http://www.elderserviceplan.org)

1135 Morton Street  
Mattapan, MA 02126

## **Upham's Elder Service Plan**

617-288-0970

[www.uphamscornerhealthctr.com/index\\_esp.php](http://www.uphamscornerhealthctr.com/index_esp.php)

1140 Dorchester Avenue  
Boston, MA 02125





## Friendly Tip #5

### Beyond Greater Boston: Out of Town Travel Guide

For destinations outside the Greater Boston area, there are a variety of transportation options. Be sure to check with each service about handicap accessibility, senior discounts, and any special requests.

#### **Bus Service:**

Greyhound Lines (Boston South Station) **(617) 526-1801**

Peter Pan Bus Lines (Boston South Station) **(800) 343-9999**

Concord Coach Lines (Boston South Station) **(617) 426-8080**

#### **Train Service:**

Amtrak Intercity Rail - **(800) 872-7245**

MBTA Commuter Rail - **(617) 222-8126**

#### **Airport Service:**

Massport - **(800) 235-6426**

(Transportation to and from Logan Airport)

The MBTA provides a variety of transportation options to & from Logan Airport, including the Silver Line, Blue Line, and Commuter Ferry. For more information, call **(617) 222-3200**.

# Areas Served

## Arlington

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## Belmont

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Springwell	19

## Boston

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City of Boston Senior Shuttle	5
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## Boston neighborhoods, specific (cont'd)

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Brighton	
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Boston Senior Home Care	6
Chinatown	
Boston Senior Home Care	6
Dorchester	
Boston Senior Home Care	6
Central Boston Elder Services	7
East Boston	
Boston Senior Home Care	6
Hyde Park	
ETHOS	9
Jamaica Plain	
Central Boston Elder Services	7
ETHOS	9
Mattapan	
Boston Senior Home Care	6
Central Boston Elder Services	7
ETHOS	9
North End	
Boston Senior Home Care	6
Rosindale	
ETHOS	9
Roxbury	
Central Boston Elder Services	7
South End	
Central Boston Elder Services	7
West End	
Boston Senior Home Care	6
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ETHOS	9

## **Brockton**

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## **Brookline**

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Bay State Taxi & Courier	27
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## **Cambridge**

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## **Camden**

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## **Chelsea**

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## **Everett**

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## **Framingham**

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## **Greater Boston**

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## **Lexington**

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## **Malden**

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## **Merrimack Valley**

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## **Needham**

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## **Newton**

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## **North Shore**

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## **South Shore**

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## **Waltham**

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## **Wellesley**

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## **Weston**

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## **Winthrop**

Mystic Valley Elder Services	15
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## **Worcester**

EasCare Ambulance	29
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FriendshipWorks would like to thank our many volunteers and donors who, in cooperation with our staff, provide invaluable support and companionship to seniors living in Boston, Brookline, and Newton.

Through our **Friendly Visiting, Friendly Helping, Medical Escort, and PetPals** programs, FriendshipWorks is able to enhance the day-to-day quality of life for our recipients.

For more information on FriendshipWorks, including program descriptions, referrals, volunteer and donation opportunities, please visit our website:

[www.fw4elders.org](http://www.fw4elders.org)



105 Chauncy Street, 8th floor  
Boston, MA 02111  
617-482-1510



# Reducing Elder Isolation in Boston and Brookline

FriendshipWorks offers a variety of volunteer programs to people age 60+ to reduce social isolation, enhance quality of life, and preserve the dignity of older adults in Boston and Brookline. In 2019, 450 volunteers provided over 49,000 hours of unpaid service, bringing joy, friendship, music, art, purpose, and assistance to more than 2,000 elders.

**Friendly Visiting** - Volunteers are matched with area elders to provide weekly companionship for 1-2 hours.

**Medical Escorts** - Volunteers accompany elders to medical appointments, providing personalized support before, during, and after the visit. Transportation needs to be arranged by recipient.

**Friendly Helpers** - Volunteers provide short-term assistance to elders who have a specific need, but no one to help.

**PetPals** - The pet visitation program brings volunteers and their pets to visit elders living in long-term care facilities. PetPals is a program that provides comfort in a unique way for everyone involved.

**La Cadena de Amistad (The Chain of Friendship)** - This neighborhood office in Jamaica Plain offers bilingual and culturally sensitive Medical Escort and Friendly Visiting services in English and Spanish.

**MusicWorks** - The music program brings the joy of live music to older adults in their buildings, offering them the opportunity to engage through singing, playing musical instruments, and dancing!

**Relaxing Through the Arts** - This nursing home outreach program connects residents with the natural world and with each other through art projects, haiku poetry, and conversation.

Visit FriendshipWorks at [www.fw4elders.org](http://www.fw4elders.org) or call 617-482-1510.

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# Notes

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[fw4elders.org](http://fw4elders.org)



**Waverley**

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Age Strong Commission

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**Watertown**

**Allston**



**FriendshipWorks**

105 Chauncy Street  
Boston, Massachusetts 02111

617.482.1510  
[fw4elders.org](http://fw4elders.org)

**Jamaica Plain**