

Senior Resources

During the COVID-19 Outbreak



Senior Resource Hotline: 207-699-5302

The Town of Falmouth has established a Senior Resource Hotline managed by the Falmouth Parks and Community Programs Office. Seniors, caregivers, and family members of seniors may call 207-699-5302 Monday-Thursday 8am-5pm and Friday 8am-Noon for assistance with the following non-medical needs:*

- Food and Critical Supply Needs (prescription drugs, toilet paper, etc.)
- Food Emergencies and General Assistance
- Falmouth Community Programs We Miss You TOO! Program (phone call check-ins from FCP staff)
- Falmouth Police Department Reassurance Program
- Delivery Service Options from Local Businesses (restaurants and pharmacies)
- Personal Assistance with Town Services (tax payments, vehicle registrations, permits, etc.)
- Sign Up for Mailing Lists (for senior-related information distributed electronically and via mail)

On weekends and evenings, seniors with immediate needs may contact Falmouth Police Department dispatch at their **non-emergency** number: 781-2300.

NOTE: This is NOT a medical emergency hotline number.

In the case of medical emergency, always call 9-1-1.

*Descriptions for all these resources can be found in this fact sheet.

Food and Critical Supply Needs (prescription drugs, toilet paper, etc.)

For those seniors sheltering in place who are having difficulties getting groceries, not due to financial concerns, but in an attempt to self-isolate and minimize exposure, the following resources may be helpful to you:

Meals on Wheels will continue to be delivered at this time, albeit one day per week. Please e-mail info@smaa.org or call 396-6595 to sign up. Requirements include: age 60 or older, primarily homebound or getting out with difficulty, unable to regularly prepare nutritious meals, able to accept meals during the delivery time frame.

Town of Falmouth Senior Resource Hotline: The Town will work with individuals on a case-by-case basis to meet critical needs during this crisis. Call 699-5302 for non-emergency assistance.

Simply Delivered for ME is an alternative program for those who do not qualify for Meals on Wheels. It is a service available to anyone regardless of age. They deliver frozen meals and have reduced their rates to \$5 per meal during the outbreak. They do accept all forms of payment including checks and SNAP. Visit www.smaa.org/wellness/simply-delivered.html to apply or call 396-6507.

Food Emergencies

For those seniors approaching a food emergency due to financial hardship, the following resources may be helpful:

Town of Falmouth's General Assistance Program

The Town of Falmouth offers a General Assistance program for people in need. This program provides confidential financial assistance to residents who are having difficulty meeting basic needs for housing, utilities, and food. The program is funded by local property taxes with 50% reimbursement from the state. If you are having difficulty meeting basic needs such as housing, utilities (electricity and heating fuel), and food, call Valerie Fitzgerald at 553-5937 to discuss your needs. If this is an EMERGENCY and the office is closed, please call 807-2055. More information can be found at: www.falmouthme.org/town-clerk/faq/general-assistance-faqs

Falmouth Food Pantry

The Falmouth Food Pantry is currently closed. They are planning to reassess operations in two weeks. To be clear, the Food Pantry facility at Falmouth Town Hall is closed, but the

Food Pantry's mission to distribute food to those in need is still operational. During the next two weeks, existing clients that have urgent food needs should contact the Food Pantry emergency telephone numbers 632-2687 (primary), 781-2996 (secondary). Falmouth residents with emerging needs that need to become a new client should also use the emergency telephone numbers.

Town of Falmouth Services

The Town is now conducting all business transactions remotely and electronically. We offer the following services electronically at www.falmouthme.org/home/pages/online-services, including: Drivers License Renewals, Burning Permits, Crash Reports, and Portland Water District Payments. The services listed below are also offered remotely and a directory of departments is provided if you would like assistance.

Registration Renewals (ATV & Snowmobile, Boat, Motor Vehicle): 781-5253 Press 1

Licenses (Hunting & Fishing): 781-5253 Press 1

Tax Payments: 781-5253 Press 1

Public Works Permits (Street Excavation, Driveway/Entrance, Street Acceptance, Storm Drain Connection): 781-3919

Code Enforcement Office (Permits, Inspections, Zoning, BZA Applications): 699-5310

Assessing: 871-8380

Public Works (Road Work, Other Inquiries): 781-3919

Planning Office (Planning Board Applications, Minor Site Review Applications): 699-5303

Falmouth Police Department Reassurance Program

The Falmouth Regional Communications Center offers a call-in service at no charge to senior citizens who live alone in the towns of Falmouth and Yarmouth. Between 5:00am and 10:00am, individuals registered with the program call the Falmouth Police Department and speak with the dispatcher on duty. If the Communications Center has not received a call by 10:00am, the dispatcher will call the individual. If they do not receive an answer, they will send a police officer to check on the individual's well-being. To join this program, contact Falmouth Regional Communications Center at 781-2300.

FCP - We Miss You TOO! Program

Falmouth Community Programs staff will call you to brighten your day (and ours!). Please e-mail or call us to let us know if you would like to receive a phone call from a staff member on occasion to help us all brighten our days during these uncertain times. E-mail Denise Macaronas, Senior Program Coordinator dmacaronas@falmouthme.org or Kim Doyon, Senior Services Coordinator kdoyon@falmouthme.org or call FCP at 699-5302. We look forward to hearing from you!

Sign Up for Mailing Lists

The Town of Falmouth is sending out regular updates to residents and seniors both online and via mail. Sign up for these important updates by calling the Senior Resource Hotline to subscribe to our mailing list or visit www.falmouthme.org/subscribe to receive e-mail updates. Select Town News & Announcements and other e-mail lists that interest you.

Keep Engaged

Falmouth Community Programs Facebook page will offer a variety of activities, videos, and resources to keep you engaged and active during this time. Watch for regular updates at www.facebook.com/Falmouth-Parks-Community-Programs-146817128713038/. They will also send weekly e-mails on how to cope during this difficult time with mental health resources, tips on staying connected, and helping others through emotional stress. Call the Senior Resource Hotline to sign up at 699-5302.

Delivery Options from Local Businesses

**Note this list is subject to change.*

Local Pharmacies

- Walgreens 781-4414
- Walmart 781-3754
- Martin's Point Pharmacy 791-3756
- CVS Northgate 797-3393
- Shaw's Northgate 797-4304

**Most pharmacies allow a representative to pick up your prescriptions for you.*

Local Restaurants

- Leavitt & Sons 781-3753
- Orchid Thai 747-5262
- Rivalries 747-4020
- Town Landing Market 781-2128
- Ricettas 781-3100
- Foreside House of Pizza 781-5267
- Rosemont Market 956-7997

**Most local restaurants and eateries are offering curbside pick-up and take out.*

Trusted Resources

AARP www.aarp.org

Maine Council on Aging www.maineCouncilonaging.org

Southern Maine Agency on Aging
www.smaaa.org/covid19.html or 1-800-427-7411

211 COVID-19 Information Line Dial 211 (or 1-866-811-5695), text your ZIP code to 207-898-211, or e-mail info@211maine.org

Maine Center for Disease Control
www.maine.gov/dhhs/mecdc