

COMMUNITY RESOURCE GUIDE January 2023

COMMUNITY RESOURCE GUIDE

The Wayland Human Rights, Diversity, Equity, and Inclusion Committee strives to ensure that all persons enjoy an equal opportunity to access community resources and services. This guide was developed as a tool to help you find general and legal information in town and within the state. It is not meant to be comprehensive, but a starting point for your search.

Resources in this document were originally compiled by the Dedham, MA, Human Rights Commission in 2019. With grateful permission, the Wayland, MA, Human Rights, Diversity, Equity, and Inclusion Committee has updated and adapted the resources.

This guide is for informational purposes only. The inclusion of resources in this guide does not constitute an endorsement.

COMMUNITY RESOURCE GUIDE

Information as of January 2023

Note: *Y= Includes services for Youth; O = Includes services for Older Adults. Hotlines are noted in **bold** font.

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TOPIC	*	ORGANIZATION	PHONE	WEBSITE	DESCRIPTION
Addiction & Recovery	Υ	Adolescent Substance Abuse Program (ASAP) Children's Hospital, Boston	617-355- 2727	https://www.childrenshospi- tal.org/centers-and-ser- vices/programs/ae/adoles- cent-substance-use-and-addic- tion-program	Evaluates and treats children and adolescents with substance use problems and disorders.
		Alcoholics Anonymous	800-839- 1686	https://alcoholicsanony- mous.com/aa-meetings/mas- sachusetts/wayland-massachu- setts/	Based on the 12-Steps method, assists people who are struggling with an addiction to alcohol. Several meetings are held regularly in Wayland.
	Y	Mass. Al-Anon/Al-ateen	888-425- 2666	https://alanonma.org	Helps people overcome the frustration and helplessness caused by close association with an alcoholic. Al-ateen is for younger members of Al-Anon.
		Mass Substance Abuse Hotline	800-327- 5050	www.helpline-online.com	Free and confidential services for finding substance use treatment, recovery, and problem gambling.
	Υ	Massachusetts General Hospital Center for Addic- tion Medicine	617-643- 4691	http://www.mghaddiction- medicine.com/treatment-and- services/treatment/	Offers treatment for teens and young adults; treatment for adults with alcohol and drug addictions, co-occurring mental health disorders and other types of addictive behaviors; and provides easy-to-understand information about addiction and its treatment.
Disabilities	Y	Disability info		https://disabilityinfo.org	Helps people with disabilities find information they need. Using the searchable database, you can search for programs and services as well as other information.

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TOPIC	*	ORGANIZATION	PHONE	WEBSITE	DESCRIPTION
Domestic Violence, Abuse & Neglect		Boston Area Rape Crisis Center Hotline	800-841- 8371	https://barcc.org	Provides free, confidential support and services to survivors of sexual violence ages 12+ and their family and friends. Empowers survivors of all genders to heal and seek justice.
	Υ	Department of Children and Families (DCF)/Massa- chusetts	617-748- 2000	https://www.mass.gov/orgs/massachusetts-department-of-children-families	Protects children from abuse and neglect and supports young adults, age 18-22, who are transitioning from DCF custody to independent living. When necessary, arranges foster care and finds new permanent families through kinship, guardianship or adoption.
	0	Elder Protective Services/Massachusetts	800-922- 2275	https://www.mass.gov/report- ing-elder-abuse-neglect	Investigates cases of abuse of people aged 60+ who live in the community, including physical, sexual, and emotional abuse, caretaker neglect, self-neglect and financial exploitation. (To report abuse of a person by a nursing home or hospital, call the Department of Public Health at (800) 462-5540.)
	Y	Key Program, Inc., Children's Charter	781-894- 4307	https://www.key.org/pro- grams/childrens-charter	Located in Waltham, offers specialty out-patient mental health services for survivors of sexual, physical, emotional, and interfamilial/multigenerational trauma.
		National Domestic Vio- lence Hotline	800-799- 7233, or chat or text	https://www.thehotline.org	Provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse. Includes Spanish, deaf, and Native American services.
		National Sexual Assault Hotline	800-656- 4673	https://www.rainn.org/about- national-sexual-assault-tele- phone-hotline	Connects callers to a trained staff member from a sexual assault service provider in their area.

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Domestic Violence, Abuse & Neglect (continued)		REACH Beyond Domestic Violence	800-899- 4000	https://reachma.org	Provides comprehensive domestic violence services including hotline, crisis intervention, shelter, and community support.
		SafeLink	877-785- 2020 TTY: 877- 521-2601	https://www.mass.gov/info- details/massachusetts-safelink- resources	Offers a State-wide, toll-free domestic violence hotline. Deaf and hard-of-hearing callers can reach SafeLink via video relay service using the main number 877-785-2020, or via TTY.
		Sudbury Wayland Lincoln Domestic Violence Roundtable		https://www.domesticvio- lenceroundtable.org/domestic- violence-roundtable.html	Raises public awareness about abusive and controlling behaviors and provides referrals to hotlines, counseling, clergy, hospitals and other local resources.
		The Second Step	617-965- 2538	https://thesecondstep.org	Partners with survivors to address the aftermath of abuse and build brighter futures for survivors and their children. Serves people from around the Boston Metro area. Transitional residences are located in Newton.
		Voices Against Violence	800-593- 1125 508-626- 8686	https://www.smoc.org/voices- against-violence.php	Provides free and confidential services to victims and survivors of domestic and sexual abuse and their families in the MetroWest area. Services are provided in English, Spanish and Portuguese. Services include hotline, crisis intervention, emergency shelter, support groups, referrals, and medical, legal and criminal justice advocacy.
Food		A Place to Turn	508-655- 8868	https://www.aplacetoturn-na- tick.org	Located in Natick, provides emergency food, diapers and personal care items to people in the MetroWest area.

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TOPIC	*	ORGANIZATION	PHONE	WEBSITE	DESCRIPTION
Food (continued)		Bristol Lodge Soup Kitchen, Bristol Lodge Food Pantry, and Mobile Market Com- munity Nutrition Program/ Middlesex Human Service Agency	781-894- 6110	https://www.mhsainc.org	Located in Waltham, provides take-out meals, a weekly food pantry, and a once-a-month mobile market.
		My Brother's Table/ Good Shepherd Parish	508-650- 3545	https://www.goodshepherd- wayland.org/123	Located in Wayland, provides food for those in need. Formerly the Parmenter Food Pantry.
		Celebration International Church Food Pantry	508-653- 6864	https://www.cicalive.org/food- pantry	Provides groceries to people in the MetroWest area who are struggling financially and need emergency assistance.
		Loaves and Fishes Food Pantry/ Trinitarian Congregational Church	508-358- 7717	https://www.tccway- land.org/food-pantry	Located in Wayland, provides food for those in need.
		Open Table	978-369- 2275	https://www.openta- ble.org/guest-programs/	Located in Concord and Maynard, offers groceries, prepared meals and senior (60+) lunches. Service area includes Wayland.
		SNAP Benefits (Supplemental Nutrition Assistance Program)/Massachusetts		https://www.mass.gov/snap- benefits-formerly-food-stamps	Provides monthly funds on an EBT (Electronic Benefits Transfer) card to buy food. Provides education and training opportunities and free nutrition classes.
		WIC (Women, Infants and Children) Nutrition Pro- gram/Massachusetts		https://www.mass.gov/wic-in- formation-for-participants	Serves pregnant and breastfeeding women and children under five years old. Provides healthy food, nutrition education, breastfeeding support and referrals to families who qualify.

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TOPIC	*	ORGANIZATION	PHONE	WEBSITE	DESCRIPTION
Hate Incidents		End Hate Now Hotline	833-634- 8669 83-END-H8- NOW		Offers hotline for reporting hate-based incidents or potential criminal activity. Part of Attorney General's Office. English, Spanish, Cantonese, French.
		Wayland Police Depart- ment	911 508-358- 4721		
Housing		MA Coalition for the Homeless	781-595- 7570	www.mahomeless.org	Provides housing support services and advocacy for low-income households at risk of or currently experiencing homelessness.
		Middlesex Human Service Agency	781-894- 6110	https://www.mhsainc.org	Provides emergency and long-term shelters in the MetroWest area for families, individuals, and people with substance use disorders.
		WATCH Community Development Corporation	781-891- 6689	https://watchcdc.org/contact- watch/	Provides guidance and resources on a range of housing concerns. Located in Waltham and open to people from nearby communities.
		Wayland Housing Authority	508-358- 7701	https://www.way- land.ma.us/wayland-housing- authority	Provides, maintains and advocates for housing for low- and moderate-income people in Wayland. Administers Section 8 Voucher Rental Assistance Program and other housing programs for the town.
Human Trafficking		National Human Traffick- ing Hotline	888-373- 7888	www.humantraffickinghot- line.org	Connects victims and survivors of sex and labor trafficking with services and supports to get help and stay safe. Also receives tips about potential situations of trafficking.

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ТОРІС	*	ORGANIZATION	PHONE	WEBSITE	DESCRIPTION
Immigrants & Refugees		Boston Center for Refugee Health & Human Rights/ Boston Medical Center	617-414- 1994	https://www.bmc.org/boston- center-refugee-health-and-hu- man-rights	Provides physical, mental health and social services to refugees, asylum seekers, torture survivors and immigrants.
		Refugee & Immigrant Services/Catholic Charities	617-464- 8500	https://www.ccab.org/refu- gee-services	Provides resettlement support, community interpreters, legal and employment assistance and English to Speakers of Other Languages (ESOL).
		Framingham Adult English as a Second Language <i>PLUS</i> (FAESL Plus)	508-626- 4282	https://faesl.org	Offers 10 levels of English Language instruction, to individuals, age 18+, from over 30 countries. Also offers GED and Citizen Preparation classes.
		International Institute of New England	617-695- 9990	https://iine.org	Offers immigrants and refugees services including: refugee resettlement, case management, health services navigation, employment, education and literacy, and citizenship programming.
		Jewish Family Services of MetroWest	508-875- 3100	https://jfsmw.org/contact/	Offers citizenship and immigrant programs along with other social services.
		Mass Immigrant & Refugee Advocacy Coalition (MIRA)	617-350- 5480	https://www.miracoalition.org	Offers immigrants and refugees services including: citizenship application assistance, civics education, professional development and job training, ESOL (English to Speakers of Other Languages), legal assistance and advocacy support.
		Office for Refugees & Immigrants/Massachusetts	617-727- 7888	mass.gov/eohhs/gov/depart- ments/ori	Offers Citizenship for New Americans Program, Financial Literacy for Newcomers, employment services for refugees, and education, youth and other services and resources.

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Immigrants & Refugees (continued)		Project Citizenship	617-694- 5949	https://projectcitizenship.org	Provides services to permanent residents to help them become U.S citizens.
		Rian Immigration Center	617 542-7654	https://www.riancenter.org/who	Offers free immigration legal services, education and career services, advocacy and community building opportunities.
		Tutors for ESOL (English to Speakers of Other Lan- guages)/Wayland Free Public Library	508-358- 2311	https://waylandli- brary.org/esol-for-students/	Offers one-on-one tutoring for speakers of other languages who want to learn English.
Legal		AIDS Action Committee of MA, Inc.	857-313- 6841	https://aac.org/legal-services- client-advocacy/	Provides legal representation and referrals to those living with HIV/AIDS for housing, public benefits, consumer debt, and legal services.
		American Civil Liberties Union Foundation of MA	617-482- 3170	https://www.aclum.org/en/se eking-legal-help-aclu	Represents civil liberties and civil rights cases. Generally doesn't represent individual cases, but can make referrals.
		Attorney General of MA	General: 617-727- 2200 Consumer complaints: 617-727- 8400 TTY: 617- 727-4765	https://www.mass.gov/orgs/of fice-of-attorney-general- maura-healey	Enforces civil rights laws, investigates and prosecutes crimes, protects workers, consumers and the environment, and combats fraud and corruption.

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Legal (continued)			Civil Rights Complaints: 617-963- 2917	Report hate crimes: https://www.mass.gov/ago/civ ilrightscomplaint	Accepts and reviews complaints alleging civil rights violations and brings enforcement action under state and federal laws that prohibit discrimination in employment, housing, financial services, public education, and public accommodation on the basis of disability, race, national origin, gender, religion, gender, identity, sexual orientation, age, veteran or marital status, and recent of public assistance.
	Υ	Children's Law Center of MA	1-888-KID- LAW8	https://www.clcm.org	Provides legal services and advocacy for low-in-come children and youth.
		Committee for Public Counsel Services	617-482- 6212	https://www.public- counsel.net/	Provides legal representation, in matters where the law requires appointment of counsel, for those who cannot afford a lawyer.
		Disability Law Center	617-723- 8455 800-872- 9992 617-892- 4404 (VP)	https://www.dlc-ma.org	Provides protection and advocacy for MA residents living with disabilities.
	Υ	The Education Law Project	617-910-5829	https://www.youthadvocacyfoundation.org/the-edlaw-project	Provides education advocacy for Massachusetts' high-risk, low-income youth, providing assistance to kids, parents, and community organizations.
	0	Elder Abuse Hotline	855-484- 2846	https://victimcon- nect.org/learn/types-of- crime/elder-abuse-and-ne- glect/	Provides information and assistance in locating services that can help a person or their loved one experiencing elder abuse.

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Legal (continued)	0	Elder Protective Services	800-922- 2275	https://www.mass.gov/report- ing-elder-abuse-neglect	Provides a hotline for reporting abuse of a person age 60 or older in Massachusetts who lives in the community. (To report abuse of a person in a MA nursing home or hospital, call the Department of Public Health at (800) 462-5540.)
		FBI (Federal Bureau of Investigation) Mass. office	857-386- 2000	https://www.tips.fbi.gov	Accepts reports of suspicious activities and crime, including hate crimes, 24 hours a day, seven days a week.
		GLBTQ Legal Advocates and Defenders (GLAD)	617-426- 1350 800-455- GLAD	https://www.glad.org/ https://www.glad.org/know- your-rights/glad-answers/	Advocates to end discrimination based on sexual orientation, HIV status, gender identity and expression. GLAD Answers provides free and confidential legal information, assistance and referrals.
		Health Law Advocates	617-338- 5241 855-218- 2519	https://healthlawadvo- cates.org	Provides free legal representation to low-in- come residents experiencing difficulty accessing or paying for needed medical services.
	0	Homeowner Options for MA Elders (HOME)	800-583- 5337	http://www.elderhomeown- ers.org/	Assists low- and moderate-income, elder home- owners avoid foreclosures and make informed housing decisions to keep their homes and age in place.
		Lawyers for Civil Rights	800-669- 4000	http://lawyersforcivilrights.org	Provides representation, advice, and referrals primarily for residents of Massachusetts and surrounding communities who experience discrimination or harassment in employment, housing, education, or voting. We also provide free legal support to qualifying entrepreneurs and small businesses.

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Legal (continued)		Mass Commission Against Discrimination	617-994- 6000	https://www.mass.gov/orgs/m assachusetts-commission- against-discrimination	Investigates and prosecutes complaints of discrimination that occur in employment, housing, public places, access to education, lending, and credit.
		Mass Legal Help		https://www.massle- galhelp.org	Provides practical information about your legal rights in Massachusetts.
		Mass Legal Resource Finder		https://masslrf.org/en/about- this-site https://masslrf.org/en/home	Helps Massachusetts residents find legal information and help from programs offering free or low-cost services.
		Mental Health Legal Advisors Committee (MHLAC)	617-338- 2345 800-342- 9092 617-227- 6500 (for TTY us- ers and call- ers from jails and prisons)	www.mhlac.org http://mhlac.org/legal-help/	Provides legal and policy advocacy for people living with mental health challenges. The MHLAC Intake Line provides information and advice to individuals involved with the Massachusetts mental health system.
		MetroWest Legal Services	508-620- 1830	https://www.mwlegal.org/	Provides legal assistance to people who cannot afford an attorney on a range of matters including domestic violence, housing, elder law, and workers' rights.
		Political Asylum/Immigration Representation	617-742- 9296	https://www.pairproject.org/	Provides free immigration services to indigent asylum seekers and detained immigrants, assuring fairness and access to justice.

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Legal (continued)		Prisoners' Legal Services of MA	617-482- 2773	http://www.plsma.org	Provides legal representation and administrative advocacy in non-criminal matters related to prisoners' treatment in Massachusetts prisons and jails, and upon release from parole. Speed-dial number authorized on MA DOC (state prison) PIN cards: 9004 For those incarcerated in MA county facilities, call collect: (617) 482-4124
		Project Citizenship	617-694- 5949	https://projectcitizenship.org	Provides free assistance to eligible permanent residents who seek to become US citizens.
		Volunteer Lawyers for the Arts of MA	617-350- 7600	https://artsandbusinesscoun- cil.org/volunteer-lawyers- forthe-arts/	Provides legal services, advice, and educational programming to artists and cultural organizations.
		Women's Bar Foundation of MA	617-973- 6666	https://wbawbf.org/con- tent/wbf	Provides free non-criminal legal services to women who are domestic abuse survivors; elder women who need help with wills and related legal documents; and women who are incarcerated or involved with the criminal legal system.
Lesbian, Gay, Bisex- ual, Transgender, Queer or Questioning (LGBTQ+)		AIDS Action Committee	617-437- 6200	https://aac.org/client-visitor- information-mh/locations- hours/	Located in Cambridge, provides support services to help HIV-negative people stay negative and to keep HIV-positive people in good health.
		Bisexual Resource Center		https://biresource.org/about/	Offers support groups in the Boston area and resources for bisexual youth, adults and allies.

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iance of Gay Les- ual Transgender ith (BAGLY) Aging Pro- ay Health amission on uth 617-624 5495	-6590 www.fenwayhealth.org/the-fenway-institute/lgbt-aging-project	dividuals.
ay Health mission on 617-624	fenway-institute/lgbt-aging- project	
	l- https://ma-lgbtq.org	Man of resources to halm wouth formilies to the
		Map of resources to help youth, families, teachers, and providers find LGBTQ services near to them.
ork/la Red 617-742 4911	http://www.tnlr.org/en/24- hour-hotline/	Confidential emotional support, information, referrals, safety planning and crisis intervention for LGBTQ+ individuals who are being abused or have been abused by a partner.
oWest 508-875 2122	https://outmetrowest.org	Offers free support programs for LGBTQ+ youth in the MetroWest area.
866-427 3524	/- https://gbpflag.org	Offers free support for parents, families, caregivers, and friends of LGBTQ+ individuals. Locations include Metrowest, Waltham and Framingham.
•	,	Provides suicide prevention and crisis intervention hotline for LGBTQ+ youth.
BHHL (2	445) details/community-behaviora health-centers	
ı	or chat of Health Help 833-773 BHHL (2	or chat or text ject.org/get-help/ Health Help ne) 833-773- BHHL (2445) https://www.mass.gov/info-details/community-behaviora health-centers health-centers health-centers health-centers

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Mental Health, Counseling, Suicide Prevention (continued)		Behavioral Health Partners MetroWest	844-528- 6800	www.bhpmw.info	Provides individuals and families with access to behavioral health, housing and social services through the Metrowest Referral Line (844-528-6800) and Behavioral Health Community Partners, a collaboration among five provider agencies: Advocates , <a health-systems"="" href="South Middlesex Opportunity Council (SMOC), Spectrum Health Systems , Wayside Youth & Family Support Network , and Family Continuity .
		Jewish Family & Children's Services	781-693- 5562	https://www.jfcsboston.org	Connects callers with expert advice and appropriate resources through Mental Health Connect, a free confidential referral service.
		Department of Mental Health (DMH)/Massachu- setts	800-221- 0053	https://www.mass.gov/orgs/m assachusetts-department-of- mental-health	Provides access to services and support to meet mental health needs of all ages.
		National Alliance on Mental Illness/Massachusetts Chapter	617-580- 8541 Compass Helpline: 617-704- 6264 or 800- 370-9085	www.namimass.org	Provides education and support for people living with mental illness and their families and allies. Through its Compass Helpline, provides information and resources to help people navigate the mental health system and related systems of care, and problem solve in difficult circumstances.
		National Suicide Prevention Lifeline	800-273- 8255	https://suicidepreventionlifelin e.org/chat/	Connects individuals with counselors for emotional support and other services via web chat. Includes Spanish and Deaf/Hard of Hearing options.
		Samaritans	877-870- 4673	https://samaritanshope.org	Serves the MetroWest area. Provides 24/7 help- line. Also provides grief support services and community education.

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Reproductive Health Services		Planned Parenthood, Greater Boston Health Center	617-295- 7235	https://www.plannedparentho od.org/health-center/massa- chusetts/bos- ton/02215/greater-boston- health-center-3293-90610	Provides a range of women's health services, including abortion and birth control
		Planned Parenthood, Central Mass Health Center of Worcester	508-854- 3300	https://www.plannedparentho od.org/health-center/massa- chusetts/worces- ter/01609/central-massachu- setts-health-center-2660- 90610	Provides a range of women's health services, including abortion and birth control
		Women's Health Services, Brookline	617-277- 0009	https://women- shealthservice.com	Provides skilled and confidential abortion care.
Safety		Wayland Emergency Services	911 508-358- 4721 508-358- 4747	Police and Fire	
Unemployment		Department of Unemploy- ment Assistance/Massa- chusetts	617-626- 6800	https://www.mass.gov/orgs/department-of-unemployment-assistance	Provides temporary income assistance to eligible workers in Massachusetts.
Wayland Community Services		Wayland Community Fund	781-531- 5435	https://www.way- land.ma.us/wayland-commu- nity-fund	Provides short-term emergency financial assistance to Wayland residents who have lived in Wayland for at least one year. Provides funding for basic needs such as utilities, rent, food, medical bills, and other living expenses.

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Wayland Community Services (continued)	0	Wayland Council on Aging	508-358- 2990	https://www.way- land.ma.us/council-aging	Provides programs and outreach services to and on behalf of seniors to enhance quality of life and promote independent living; offers counseling and information on a wide range of concerns including health insurance, housing, transportation and more.
	Υ	Wayland Youth and Family Services	508-358- 4293	https://www.way- land.ma.us/wayland-youth- family-services	Provides counseling and resources for Wayland teens, parents and families. Provides a directory of <u>local resources</u>
Wayland Cultural Organizations		Chinese American Association of Wayland			
		The Wayland Desi		https://www.face- book.com/groups/3347066936 78887	A private Facebook group to bring all people of South Asian descent together to crowdsource problems of daily life and celebrate festivals.



For additional information visit the Wayland Human Rights, Diversity, Equity and Inclusion Committee webpage.

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