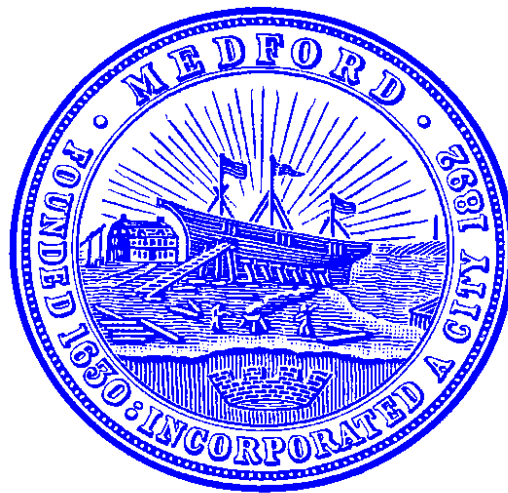


# WELCOME!

## City of Medford

Medford City Hall  
85 George P. Hassett Drive  
Medford, MA 02155  
Phone: 781-396-5500



The Office of Human Diversity  
The Jonathan M. Tisch College of Citizenship and  
Public Service at Tufts University  
The Medford Human Rights Commission





## City of Medford

Office of The Mayor

Rooms 202-204, City Hall

Medford, Massachusetts 02155

Telephone (781) 393-2408

MICHAEL J. MCGLYNN  
MAYOR

FAX (781) 393-2514  
TDD (781) 393-2516

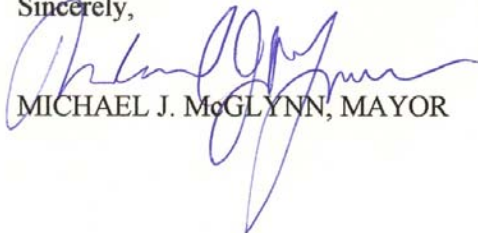
### A Message from the MAYOR...

It is with great pleasure that I welcome you to the City of Medford, established in 1630 and incorporated a City in 1892. Medford was settled by ship builders, rum distillers and brick makers, and its residents took a very active and historic role during the Revolutionary War. Today, Medford takes pride in providing brand new elementary and middle schools, new parks, affordable housing units, green space and recreational areas. In addition, we feel it is necessary to provide a healthy environment for our residents by adopting energy efficient practices throughout the City.

The purpose of this booklet is to provide new residents with information about various programs and services available in our community. In this booklet you will find information regarding public safety, employment, voter registration, Medford Public Schools, the Medford Library, local transportation services, health centers, childcare programs, ESL programs, elder and housing services, and much, much more.

This booklet is the result of a collaborative effort by the Office of Human Diversity and Tufts University's Tisch College of Citizenship and Public Service. We hope you will find it useful. Please also feel free to access our City's new website at [www.medford.org](http://www.medford.org). Again, welcome to Medford, "the Ford by the Meadow".

Sincerely,



MICHAEL J. MCGLYNN, MAYOR





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## **Public Safety**

### **Emergency Services (Fire, Police, or Ambulance)**

911

#### **Police Department**

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

100 Main St.

*Business:* 781-391-6404

*Detectives:* 781-391-6767

*Drug and Crime Hotline:* 781-391-6171

*Community Services Unit:* 781-391-6770

*Domestic Violence:* 781-391-6778 or 6779

*Other calls:* 781-395-1212

#### **Fire Department**

[www.medford.org/Pages/MedfordMA\\_Fire/index](http://www.medford.org/Pages/MedfordMA_Fire/index)

120 Main St.

*Business:* 781-396-9400

*Emergency:* 911 or 781-396-3900

## **Public Works**

### **Department of Public Works**

[www.medford.org/Pages/MedfordMA\\_DPW/talk](http://www.medford.org/Pages/MedfordMA_DPW/talk)

City Hall, Room 304

781-393-2419

Maintains city roads, trees, parks, playgrounds, other recreational areas, the water and sewer system, and the cemetery. Manages trash and recycling collection.

#### **Forestry Division (to report fallen trees or limbs)**

781-393-2117

#### **Highway Division (to report snow issues, pot holes and road kill)**

781-393-2402

#### **Water and Sewer Division (to report leaks and sewer problems)**

781-393-2502

*Emergency:* 781-393-2403

## **Trash and Recycling**

### **Department of Public Works**

[www.medford.org/Pages/MedfordMA\\_DPW/talk](http://www.medford.org/Pages/MedfordMA_DPW/talk)

City Hall, Room 304

781-393-2419

[www.medford.org/Pages/MedfordMA\\_Recycle/index](http://www.medford.org/Pages/MedfordMA_Recycle/index)

Trash is collected weekly and must be out on the curb by 7:00 a.m. on your trash collection day. Trash collection will be delayed one day during a holiday week. Household trash includes food waste, clothing, soiled items, and unwanted items. Appliances need a sticker to be picked up. You may purchase a sticker at the Public Works office. No building materials, hazardous materials, tires, or propane tanks will be collected.

#### *Please Recycle!*

If you need a recycling bin, you can pick one up at City Hall, Room 304. Recycling brochures are also available and list all recyclables collected. Recycling is collected every other week and determined by either a green or blue bin.

You can recycle glass, tin, aluminum, plastic (#'s 1-5 and #7), newspapers, magazines, junk mail, paper, and cardboard. Other disposables (such as batteries, light bulbs, paint, etc.) can be dropped off at City Hall or the City Yard on James St.

## **Rights and Resources**

### **Office of Human Diversity**

City Hall, Room 214

781-393-2501

[www.medford.org/Pages/MedfordMA\\_Diversity/index](http://www.medford.org/Pages/MedfordMA_Diversity/index)

Through outreach, education, and compliance oversight, addresses issues including affirmative action, contract compliance, fair housing, disability, human rights, discrimination, hate incidents, and hate crimes.

- **Commission for Persons with Disabilities**

[http://medford.org/Pages/MedfordMA\\_Disability/index](http://medford.org/Pages/MedfordMA_Disability/index)

Volunteer group that meets monthly. Provides persons with disabilities equal opportunity, access to, and participation in education, employment, and public and private services in Medford.

- **Human Rights Commission**

[http://medford.org/Pages/MedfordMA\\_HumanRights/index](http://medford.org/Pages/MedfordMA_HumanRights/index)

Volunteer group that meets monthly. Protects the civil rights of Medford residents, reinforces a positive, community atmosphere, works with community groups and agencies to educate, promotes understanding to eliminate prejudice and intolerance, and mediates within the community when needed.

- **Fair Housing Commission** (a sub-committee of the Human Rights Commission)

[http://www.medford.org/Pages/MedfordMA\\_Diversity/housing](http://www.medford.org/Pages/MedfordMA_Diversity/housing)

Publicizes State and Federal Fair Housing Laws and provides enforcement referrals.

## **Voting Registration**

### **Registrar of Voters**

City Hall, Room 102

781-393-2491

[http://medfordma.virtualtownhall.net/Pages/MedfordMA\\_Clerk/voteinfo](http://medfordma.virtualtownhall.net/Pages/MedfordMA_Clerk/voteinfo)

To register to vote, you must be 18 years old, a United States citizen, and a resident of Massachusetts. You may register in person by going to the Registrar of Voters. Or you may register by mail, by requesting and completing a voter registration form.

## **Library**

### **Medford Public Library**

111 High St.

781-395-7950

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

Open to all Medford residents. Hours: Monday-Thursday: 9:00 a.m. – 9:00 p.m.;

Friday: 9:00 a.m. – 6:00 p.m.; Saturday: 9:00 a.m. – 5:00 p.m. Closed Saturdays mid-June

through Labor Day. Library cards available at the library with proof of residence in Medford.

Offerings include books, DVDs, videos, tapes, audio books, museum passes, reading groups, and other special programs.

## **Post Offices**

Medford Post Office

20 Forest St.

781-396-2444

Tufts University Post Office

470 Boston Ave.

617-625-5755

West Medford Post Office

485 High St.

781-483-3090

## **Health and Hospital**

**Lawrence Memorial Hospital** 170 Governors Ave. 781-306-6000

**Medford Health Department** City Hall 781-393-2565  
[www.medford.org/Pages/MedfordMA\\_Health/index](http://www.medford.org/Pages/MedfordMA_Health/index)

Improves, preserves, and protects the health of the citizens of Medford. Advocates for a safe environment, for reduction of known health risks, and for application of known preventive health measures. Provides immunizations and flu shots.

**Hallmark Health** 100 Hospital Rd. 781-338-7575  
[www.hallmarkhealth.org](http://www.hallmarkhealth.org) Malden, MA

A not-for-profit health system of more than 1,200 physicians and 4,600 employees. Includes three home health agencies and hospice care services, a family medicine residency program, a school of nursing, multiple physician group practices, and two nursing care centers.

**Medford Health Matters** 146 Exchange Ave. 781-391-0247  
[www.medfordhealthmatters.org](http://www.medfordhealthmatters.org)

A community coalition that works to improve the health status and quality of life for people who live or work in Medford. Incorporates concerns about the environment into a healthy living lifestyle, holds an annual Walk-a-Thon, provides linkages and information for Medford residents to existing services for social and emotional support and emotional disorders treatment, prevents substance abuse, and has a Youth Advisory Council (also known as Teens Against Drinking and Drugs).

**Greater Medford Visiting Nurses Association** 278 Mystic Ave. 781-396-2633  
[www.gmvna.com](http://www.gmvna.com)

Provides skilled home health services including nursing, physical therapy, occupational therapy, speech therapy, medical social work, home care aides, and personal care workers.

**Poison Control Center** 1-800-222-1222  
Toll-free number to call for a poisoning emergency.

## **Domestic Violence**

**Domestic Services Unit** 781-391-6778  
**Medford Police Department** or 781-391-6779

[www.medfordpolice.com/Domestic.htm](http://www.medfordpolice.com/Domestic.htm)

Provides police help in domestic issues, from physical to sexual abuse.

## **Young Children and Family Services and Childcare Programs**

**Medford Family Network** 489 Winthrop St. 781-393-2106  
[www.medford.k12.ma.us](http://www.medford.k12.ma.us)

A family support and parenting education program for children and caregivers who live or work in Medford. Designed to help nurture the development of children from birth through age six and support the families that care for them. Conducts on-going family groups to bring families together to share parenting experiences, study early childhood development, form a support network, develop community leadership capability, and learn about community resources. All services are offered free of charge.

Contact the Medford Family Network for information on childcare programs in Medford.

**Tri-City Early Intervention Program** 22 Church St. 781-306-4820  
Everett, MA

Provides assessment and treatment services for developmentally delayed or at-risk children from birth to age three.

**Criterion Early Intervention Program** 8F Henshaw St. 781-935-5751  
[www.criterionchild.com/ei.html](http://www.criterionchild.com/ei.html) Woburn, MA

Enables parents and other caregivers to assess their child's developmental needs, incorporate educational and therapeutic strategies into daily routines with the help of early intervention specialists, and use community resources. Services are provided in the family's home, the child's daycare, the early intervention center, or other community locations.

**Head Start, Tri-CAP** 493 Main St. 781-397-8071  
[www.tri-cap.org/Trichild.htm](http://www.tri-cap.org/Trichild.htm) Malden, MA

A free child and family development program for low-income families with children ages three to five. Offers education, health services, social services, nutrition, parent involvement activities, mental health services, and services to those with disabilities.

## **Youth and Adult Services**

**Gene Mack Clubhouse** 30 Forest St. 781-391-3619

**Boys & Girls Club of Middlesex County**

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

Full-service club for children and youth ages six to fifteen. Open from 2:00 p.m. to 6:00 p.m. during the school year and 9:00 a.m. to 4:00 p.m. in the summer. Provides after-school programs and summer camps. Has a full-size gym, a game room, an art room, a learning center with a library and reading area, a computer room, and a teen room. Membership is \$30 per year, and \$115 per week for the summer programs. Scholarships are available.

**Medford Community Schools** 489 Winthrop St. 781-393-2226

Provides year-round youth and adult educational and recreational activities. Has a before-school program, school vacation week programs, and summer programs.

**West Medford Community Center** 111 Arlington St. 781-483-3042

See "Recreation and Parks" category (on page 9) for full description and list of programs.

## **Public Schools**

Brooks Elementary School  
388 High St.  
781-393-2166  
Kindergarten through 5<sup>th</sup> grade

McGlynn Elementary School  
3002 Mystic Valley Parkway  
781-393-2333  
Pre-school through 5<sup>th</sup> grade

Andrews Middle School  
3000 Mystic Valley Parkway  
781-393-2228  
6<sup>th</sup> through 8<sup>th</sup> grades

Fulton Heights Academy  
349 Fulton Ave.  
781-393-2250  
1<sup>st</sup> through 8<sup>th</sup> grades

Medford High School  
489 Winthrop St.  
781-393-2325  
9<sup>th</sup> through 12<sup>th</sup> grades

Columbus Elementary School  
37 Hicks Ave.  
781-393-2177  
Kindergarten through 5<sup>th</sup> grade

Roberts Elementary School  
35 Court St.  
781-393-2155  
Kindergarten through 5<sup>th</sup> grade

McGlynn Middle School  
3004 Mystic Valley Parkway  
781-393-2333  
6<sup>th</sup> through 8<sup>th</sup> grades

Curtis Tufts Alternative High School  
437 Main St.  
781-393-2343  
9<sup>th</sup> through 12<sup>th</sup> grades

Medford Vocational-Technical High School  
489 Winthrop St.  
781-393-2260  
9<sup>th</sup> through 12<sup>th</sup> grades

## **English-as-a-Second Language (ESL) and English for Speakers of Other Languages Programs (ESOL) and Translation/Interpretation Services**

**English At Large** 400 High St. 781-395-2374  
[www.englishatlarge.org](http://www.englishatlarge.org)

Provides free basic English and basic literacy classes to adults through one-to-one and small-group tutoring, conversation practice, and direct referrals to human-services organizations.

**Medford Family Network ESOL Classes** 489 Winthrop St. 781-393-2106  
[www.medford.k12.ma.us](http://www.medford.k12.ma.us)

Provides free beginner and intermediate English language classes to adults living or working in Medford. Also provides free child care and public bus passes during the classes. Classes are twice a week at Medford High School.

**Medford Public Schools, English Language Learners Department** 781-393-2348  
**Translator/Interpreter Services** 781-393-2341

English Language Learners (ELL) Parents are entitled to translator services if needed. Haitian-Creole, Portuguese, Vietnamese, Spanish, and Chinese are provided, and other languages are available through outside services contracted by the school district.

## **Elder Services**

**Council on Aging** 101 Riverside Ave. 781-396-6010  
[www.medford.org/Pages/MedfordMA\\_COA/index](http://www.medford.org/Pages/MedfordMA_COA/index)

Open daily from 9:00 a.m. to 4:00 p.m. Provides information on elder benefits and programs. Offers services and activities to elders (who are at least 60 years of age), including classes, trips, informational seminars, social services, a Home Maintenance Program, volunteer opportunities, legal assistance, daily lunch programs on weekdays, and transportation to certain places.

**Senior Citizens Drop-In Center** 101 Riverside Ave. *Mon. and Wed.:* 781-396-0377  
Open daily from 10:00 a.m. to 3:00 p.m. *All other times:* 781-396-6010  
Programs include daily lunch, card playing, Bingo games, and day and overnight trips.

**Mystic Valley Elder Services** 19 Riverview Business Park 781-324-7705  
[www.mves.org](http://www.mves.org) 300 Commercial St., Malden, MA  
Promotes safe, independent living for elders, and is an entry point through which elders, families, caregivers, and health care professionals can access a wide variety of programs and services.

**Meals-On-Wheels, Mystic Valley Elder Services** 781-324-7705  
Monday-Friday, served at noon. Call the morning of the day before to reserve a meal.

**SCM Community Transportation** 617-625-1191  
Call weekdays from 9:00 a.m. to 1:00 p.m. Gives elders and persons with disabilities free rides to medical appointments, the supermarket, and other locations.

**The Community Family,** 121 Washington St. 781-395-5542  
**The Buddy Coholan Memory Loss Center**  
[www.communityfamily.org](http://www.communityfamily.org)  
Open from 9:00 a.m. to 3:00 p.m. Provides nursing care, nutrition help, social work services, therapeutic activities, transportation, and caregiver support groups for people experiencing memory loss and their families.

**Elder Abuse Hotline** 1-800-922-2275  
24-hour toll-free number to call to report incidents of elder abuse.

**West Medford Community Center** 111 Arlington St. 781-483-3042  
See "Recreation and Parks" category (on page 9) for full description and list of programs.

## **Veterans' Services**

**Veterans' Services Office** City Hall, Room 100 781-393-2504  
[www.medford.org/Pages/MedfordMA\\_Veteran/index](http://www.medford.org/Pages/MedfordMA_Veteran/index)

Provides assistance and services to Veterans of wars and their dependents to access local, state, and federal benefits. Services include payment of all Veterans' related benefits; assistance for Veterans in need of shelter, clothing, food, employment, training, and education; lobbying; counseling and advice for referral to Supplemental Social Security, Social Security Disability Insurance, and Medicare/Medicaid; and completion and processing of federal forms.

## **Housing and Shelters**

**Medford Housing Authority** 121 Riverside Ave. 781-396-7200  
[www.medford.org/Pages/MedfordMA\\_Housing/index](http://www.medford.org/Pages/MedfordMA_Housing/index)  
Contact to apply for public housing, Section 8 vouchers for subsidized housing, and senior citizen housing.

**Housing Families, Inc.** 354 Cross St. 781-322-9119  
[www.housingfamilies.org](http://www.housingfamilies.org) Malden, MA  
Provides safe, temporary shelter; creates affordable housing; and offers individualized supportive services to family members of all ages.

**Tri-CAP Housing Search** 341A Forest St. 781-322-4125  
Malden, MA  
Assists homeless and at-risk families in finding and keeping permanent affordable housing and guides families through the housing and benefits systems.

**Medford Family Life and Education Center (Shelter, Inc.)** 2 Central Ave. 781-391-9116  
[www.shelterinc.org](http://www.shelterinc.org)  
A transitional shelter with capacity for eight families. Run by Shelter, Inc., an organization that provides affordable housing and intensive support services to individuals and families.

## **Special Assistance (food stamps, fuel, energy)**

**Tri-City Community Action Program (Tri-CAP)** 110 Pleasant St., 3<sup>rd</sup> floor 781-322-4125  
Malden, MA  
[www.tri-cap.org](http://www.tri-cap.org)  
Offers advocacy services, housing search help, legal assistance, fuel assistance, and a Headstart program to qualifying residents.

**Medford Women, Infants, and Children Nutrition (WIC) Program** 0 Governors Ave. 781-391-2753  
A program that provides nutrition and health education, healthy food, and other free services to Massachusetts families who qualify.

**Tri-CAP Energy Assistance Programs** City Hall, Room 207 781-393-2408  
[www.tri-cap.org/Trienrgy.htm](http://www.tri-cap.org/Trienrgy.htm)  
Pays for a portion of home heating costs for low-income homeowners and renters from November to April. Eligibility is based on current income and household size. Offers a heating emergency assistance program, a free weatherization program, and energy efficiency programs.

**Food Stamps** 781-388-7300 or 781-322-4125

**FoodSource Hotline** 1-800-645-8333  
Call to receive information about emergency food programs and information on other food and nutrition programs.



## **Recreation and Parks**

**Department of Recreation** City Hall 781-393-2486  
[www.medford.org/Pages/MedfordMA\\_Rec/index](http://www.medford.org/Pages/MedfordMA_Rec/index)  
Has sport leagues and 7-week summer park activities and programs for children and youth ages six to fourteen.

**West Medford Community Center** 111 Arlington St. 781-483-3042  
[www.wmcc.us](http://www.wmcc.us)

For over sixty years, has worked to build community and connect the diverse people of West Medford and the Mystic River Valley through social, educational, cultural, health, and recreational activities. Programs and services include senior lunches, exercise classes, advocacy, and health programs; performing art classes in dance, music, and singing; health fairs and health education; teen programs and a teen center; a technology lab; “Meet Your Neighbor” potluck dinners; and lectures, forums, and community meetings.

**Middlesex Fells Reservation** Fellsway West 781-662-2340  
[www.fells.org](http://www.fells.org)

A state park with 2,500 acres of protected woods with hiking trails, ponds, and wildlife. Protects land and water and is a place where you can enjoy recreational activities and leisure, such as hiking, fishing, biking, skiing, and picnicking.

**Wrights Pond** Elm St. 781-393-2417

Bicycling, cross-country skiing, freshwater fishing, swimming, general play, hiking, picnicking, walking, and jogging. Resident passes available to Medford residents for \$5 and car stickers available for \$20 in June. Must have driver’s license and Massachusetts registration to purchase a pass by mail or in person from the Department of Public Works (City Hall, Room 304).

## **Historical and Cultural Sites and Organizations**

**Medford Historical Society** 10 Governors Ave. 781-391-8739  
[www.medfordhistorical.org/](http://www.medfordhistorical.org/)

Collects and preserves the history of Medford, corrects myths that have developed over the years, has a historical library and artifacts of local history, and celebrates historical anniversaries.

**Royall House Association** 15 George St. 781-395-7766  
[www.royallhouse.org/index.php](http://www.royallhouse.org/index.php) or 781-396-9032

A museum that is a cultural and educational resource for the general public. It is dedicated to the preservation of the buildings, site, and the research and interpretation of the history of the Royall House and Slave Quarters.

**Springstep** 98 George P. Hassett Dr. 781-395-0402  
[www.springstep.org](http://www.springstep.org)

Supports active community participation in dance and music traditions from around the world. Offers classes, performances, and other programming, and collaborates with small nonprofit groups and community-based artists. Provides free or reduced price access to lower-income individuals and families.

## **Transportation**

### **Massachusetts Bay Transportation Authority (MBTA)**

617-222-3100

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

Provides public rail, bus, and ferry (boat) transportation.

## **Media**

### **Inside Medford**

781-526-1997

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

Local news website for Medford news only.

### **Medford Mercury**

277 Commercial St.

781-321-8000

Daily Medford newspaper.

Malden, MA

### **Medford Transcript**

57 High St.

781-396-1982

Weekly Medford newspaper.

### **TV3 Community Television**

5 High St.

781-395-5993

[www.tv3medford.org](http://www.tv3medford.org)

Public access television channel (channel 3). Medford residents can produce programs for the community.



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For more information:

Office of Human Diversity  
City Hall, Room 214  
85 George P. Hassett Drive  
Medford, MA 02155  
Phone: 781-393-2501  
[dmcleod@medford.org](mailto:dmcleod@medford.org)  
[www.medford.org](http://www.medford.org)

*April 2008*