



# A FEW GRAY HAIRS



A Newsletter of the Georgetown Council on Aging  
Email: [cfiorello@georgetownma.gov](mailto:cfiorello@georgetownma.gov)

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Website: [www.georgetownma.gov](http://www.georgetownma.gov)

## September is National Senior Center Month

**Director's Notes...** As summer sojourns end and fall schedules resume, the arrival of National Senior Center Week and Grandparent's Day this month provides us with the opportunity to honor and celebrate local and national elder programs. With a long commitment to programs and services designed to meet the health, social, economic and cultural needs of elders and their families, the addition of new community partnerships allows the COA to continue to expand programs and services. Along with indoor walking at the Penn Brook School, computer classes and an intergenerational reading program are all scheduled to resume this fall. In the past year, the Georgetown COA served more than 1,002 elders and their families in a variety of ways. The COA received 2,145 telephone calls for information, assistance and referrals and made 474 reassurance calls. Volunteer drivers provided 127 rides to medical appointments while 1,035 lunches were served and participants exercised 1,294 times during weekly fitness classes. Enriching our lives, volunteers continue to provide crafts, floral projects, discussion groups and other activities. Last year, more than 131 volunteers gave 2,552 hours of service, an estimated value of \$49,700. Join us on Tuesday Sept. 15 as we celebrate the gifts of the past year and welcome the start of a new year. Thanks to a grant from the Georgetown Cultural Council, Rockin' Ron Toleos will be on hand to provide music and fun. Refreshments will be served before lunch. With the warmth of friendship certain to be on hand, the chill of autumn won't even be noticed!



### COA Updates Mailing List



As the Georgetown COA updates the newsletter mailing list to comply with new U.S. Postal Service regulations, some addresses have been eliminated from the COA newsletter mailing list. If you no longer receive the COA newsletter and would like to be added back to the newsletter mailing list, please call the COA at (978) 352-5726 to update your contact information.

**Perley Pal Readers**



**Resume Volunteer Program**

The Council on Aging and Georgetown School Department are pleased to announce the continuation of the Perley Pal Readers program this fall. Now in its second year, the intergenerational guest reader program links Georgetown elders with early elementary classrooms at the Perley School. Although in its early stages of planning this year, interested elders are asked to donate approximately ½ hour each month to read. "I'm so looking forward to returning to the program," one participant recently said. "The children were just wonderful and the teacher was just the greatest." As the COA and Georgetown School Department plan the guest reader program at the Perley School, interested volunteers are asked to call the COA at (978) 352-5726. More details are soon to follow!

# September Activities

ACTIVITIES ARE HELD AT THE SENIOR CENTER LOCATED AT THE FIRST CONGREGATIONAL CHURCH  
UNLESS OTHERWISE NOTED. CALL US AT 978-352-5726

## SEPTEMBER VAN SCHEDULE 2009

Shopping Date	Location	Recreation Date	Location
Sept. 1 <sup>st</sup>	NO VAN – Brown Bag Only	Sept. 3 <sup>rd</sup> 9:30	Super WalMart/Salem, NH
Sept. 8 <sup>th</sup> 9:30	Rowley	Sept. 10 <sup>th</sup> 9:30	York, Maine
Sept. 15 <sup>th</sup> 9:30	Newburyport	Sept. 17 <sup>th</sup> 10:30	Plaistow, NH
Sept. 22 <sup>nd</sup> 9:30	Seabrook, NH	Sept. 24 <sup>th</sup> 10:30	North Shore Mall, Peabody
Sept. 29 <sup>th</sup> 9:30	Riverside, Haverhill	October 1 <sup>st</sup> 9:30	Super Walmart/Salem NH

**MEN'S BREAKFAST:** Join us for **Men's Breakfast** on **Thursday, Sept. 3<sup>rd</sup>, 9:30 a.m.** at **Trestle Way**. **Dr. Dan Tollman of Essex Inpatient Physicians**, a hospitalist at Merrimack Valley Hospital, will speak on **Disease & Prescription Management**. To make reservations, please call the COA at (978) 352-5726. Next breakfast: Oct. 1<sup>st</sup>, 2009. Come and meet the new interim Town Administrator, Mike Farrell. Thanks to Crosby's Market & the Georgetown Housing Authority for supporting our monthly program.

**CRAFT CLASSES RETURN:** Spend a morning creating a fun and **COLORFUL BEADED BRACELET** as Georgetown resident Susan Hough leads a morning craft program **Tuesday Sept. 8, 10 a.m.** To assist the COA in planning for the event, please call the COA at (978) 352-5726 as soon as possible.

**VISITING NURSE RESCHEDULED TO SEPT. 9:** Rescheduled from September 2, Public Health Nurse **Judy Anderson** will be available to take blood pressure readings, check blood glucose levels and discuss medical concerns with elders **Wednesday Sept. 9, 10-11 a.m.** A visiting nurse will be available for Trestle Way residents in their Community Building will be available Wednesday Sept. 2, noon-2:00 p.m.

**ESMV CASE MANAGER:** **ESMV Case Manager Jennifer Cook** will hold office hours at the Senior Center on **Mon. Sept. 14, 10:00 a.m.** She will be available to meet with local elders to discuss programs and services available through Elder Services of the Merrimack Valley (ESMV).

**SHINE Office Hours:** Do you have health insurance questions? **SHINE Counselor Jerry Goldberg** will be here on **Mon., Sept. 14, 9:00 - 11:30 a.m.** If you cannot come to the scheduled hours, contact the COA and we will contact our SHINE counselor for you. Call (978) 352-5726.

**ROCKIN' RON RETURNS:** **Tuesday Sept. 15<sup>th</sup> at 10 a.m.** See page 3 for details. To assist the COA in planning for the event, please call the COA at (978) 352-5726.

**STROKE AWARENESS PROGRAM:** Join us on **Wednesday Sept. 16 at 10 a.m.** See page 3 for details.

**WRITING WORKSHOP:** As we celebrate National Grandparent's Day this month, join us **Tuesday Sept. 22<sup>nd</sup>, 10 a.m.** for a writing workshop that will feature memories of your grandparents or fun stories about life with grandchildren. To assist us in planning for the event, please call the COA office at (978) 352-5726.

**SEPTEMBER BIRTHDAY PARTY:** Join us on **Tues. Sept. 29<sup>th</sup> at 11:30 a.m.** for the celebration! Birthday celebrants will receive a free lunch (everyone else is \$2). Lunch reservations are required. **RSVP before 9/22//09 to assist with planning.**

**GARDEN CLUB CRAFTS RESUME IN OCTOBER:** Join us for a new season of fun and crafts on **Tuesday, October 6 at 9:30 a.m.** as members of the **Georgetown Country Gardeners** guide us in the creation of **Pressed Flower Plaques**. Future classes will meet on the first Tuesday of each month unless otherwise noted. Next class: 11/3/09 – Fall Flower Pots. **Classes are always free, but it is extremely helpful for planning if you would sign-up a week in advance.**

### Senior Citizen's Day at Topsfield Fair

Topsfield Fair is America's Oldest Agricultural Fair (1818). There's something for everyone: animals, gardening, crafts...and food! Come & enjoy a day in the fresh autumn air. The van will be taking a group of seniors to the **Topsfield Fair on Monday, October 5<sup>th</sup>**. Senior admission to the fair is \$7. Space is limited so sign-up early! Call (978) 352-5726 for more details.

<b>Health &amp; Wellness Classes</b> Classes are held at Trestle Way Community Room. Newcomers & beginners welcome. There is a SUGGESTED DONATION of \$3.00 per class for all classes.			<b><u>*WALKING CLUB*</u></b>
Class	Meets on	Time	<b>Will resume 9/14/09</b> <b>Monday &amp; Wednesday</b> <b>3:30 – 6 p.m.</b> <b>Penn Brook School</b> Walkers are asked to sign in and out in the COA log book at the school's front desk.
Yoga (Bring a mat or towel)	Mondays	10:30 a.m.	
	Wednesdays	9:00 a.m.	
Strength Training	Tuesdays	12:30 p.m.	
	Thursdays	11:00 a.m.	

<b>B</b>	<b>I</b>	<b>N</b>	<b>G</b>	<b>O</b>
12	21	38	49	63
<b>Georgetown Senior Center</b>		40	<b>Trestle Way Community Room</b>	
Every Monday at noon	Cost: \$1.00/card covers up to 10 Games	Free Space	1 <sup>st</sup> & 3 <sup>rd</sup> Wednesdays each month at 1:00 p.m.	Cost: 50¢ & 75¢ per game.
For more info, call (978) 352-5726		33	Contact: Bill Kittredge (978) 352-4968	
2	29	45	50	72

### Stroke Education and Prevention

As the third leading cause of death in the United States and the leading cause of adult disability, stroke awareness and prevention is a critical component of wellness for all. Join us as we welcome **Thom Kelly, MSN, RN, Clinical Coordinator for Stroke/PCI Programs at Beverly Hospital** as he presents an important health education program on **Stroke Education and Prevention Wednesday Sept. 16, 10 a.m.** To assist the COA in planning for the event, please call the COA at (978) 352-5726.

### Computer Program to resume

The Council on Aging and Georgetown School Department are excited to report that computer classes will continue this fall as the school year resumes. Taught by Penn Brook School Technology Teacher Marianne Fravel, a series of four computer classes last spring brought new skills and confidence to more than 14 participants. "I would gladly go back for another round of classes," one participant recently said. Although still in the planning stages, the COA and School Department anticipate offering a series of classes that will include computer technology basics, Email and Internet information. In addition, a plan is underway to offer elders an opportunity to use the school's Computer Lab for Internet or Email use. More details are soon to follow! For more information, call the COA office at (978) 352-5726.

### Join the Celebration!

### Grandparent's Day...

### National Senior Center Week...



### \*\*\*Rockin' Ron\*\*\*

Sept. 15 ~ 10:00 a.m.

In honor of National Senior Center Week and Grandparent's Day, join us for a morning of fun and music as we welcome back **Rockin' Ron Toleos** for a performance **Tuesday Sept. 15 10 a.m.** Presenting a mix of golden oldies, pop tunes and a maybe a little Elvis, Rockin' Ron's performance will feature something for everyone. Make a full day of it and plan on staying for lunch (\$2 with reservations required).

Refreshments will be served; generously provided by Ashland Farms of North Andover.

To assist the COA in planning for the event, please call the COA at (978) 352-5726 before 9/8/09.



This program is supported in part by a grant from the Georgetown Cultural Council, a local agency which is supported by the Massachusetts Cultural Council, a state agency.





## Fire Safety Tips



As a critical component of good health for older adults, injury prevention can often include simple changes in daily routine or the layout of the home. Along with the Centers for Disease Control and Prevention, the National Fire Protection Association suggests the following tips and strategies for older adults to reduce their risk and to live safely at home.

- Provide smokers with large, deep ashtrays. Wet butts and ashes before emptying ashtrays. Never smoke in bed.
- Keep space heaters at least three feet away from anything that can burn. Unplug space heaters when not in use.
- Wear tight-fitting or rolled up sleeves when cooking. Never leave cooking unattended. If a pan of food catches fire, slide a lid over it and turn off the burner.
- Stop, drop and roll. If your clothing catches on fire: stop, drop gently to the ground, cover your face with your hands and roll over and over to smother the flames. If you cannot do that, smother the flames with a towel or blanket. Immerse burns in cool water for only 10-15 minutes.
- Install smoke alarms outside of all sleeping areas and on every level of your home. Test monthly and replace the battery annually.
- Plan and practice an escape route. Know two ways out of every room in your home.
- Know your local emergency number (911). Call after you have escaped from your home.
- Have a telephone in your bedroom so that you can call if you become trapped.

A few small changes in our lifestyle can make a big difference in our wellbeing!

## Georgetown Women's Club Announces Fall Schedule

The Georgetown Women's Club will hold their first meeting of the year on Friday, Oct. 2, noon at the First Congregational Church. Women of all ages are invited to attend the monthly meetings. Participants bring a lunch and the club provides dessert and beverage. Monthly programs present a variety of different topics. For further information, call Norine Cronin (978-352- 2386).

## **Community Action Heating Assistance applications available**

With the heating season soon to begin, Community Action has announced the start of its Heating Assistance Program. Funded through a combination of federal, state, city, utility and private grants, Community Action provided heating and weatherization assistance to almost 5,000 homes in the local area this past year. In addition to direct payments on oil, gas, and electric heating bills, Community Action can also pay a portion of each month's rent for apartment dwellers whose heat is included in the rent.

Eligible residents also receive automatic discounts if they are customers of National Grid Gas and Electric and Verizon Landline Telephone. In addition, funding is also available for home energy efficiency projects such as the replacement of furnaces and boilers at no cost to eligible homeowners. Eligibility is based on gross income according to the number of people in the home and does not include money in savings accounts or CD accounts.

Maximum gross incomes allowed for the program are:

**One person in the home:**

\$560 per week; \$2,427 per month or \$29,126 per year

**Two people in the home:**

\$732 per week; \$3,173 per month or \$38,087 per year.

**More than two people in the home:**

Income guidelines are available at Community Action.

Heating Assistance Program Application Packets have been mailed to all households that were eligible for the program last year. Households that did not apply for the program last year, can apply for the program by calling Community Action at (978) 373-1971 after September 8. Once the application packet has been received, the application can be completed as outreach at the Council on Aging office, saving a trip to the Community Action offices located in Haverhill, Amesbury or Newburyport. For more information, call the COA office at (978) 352-5726.

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## **Home Modification Loan Program Available to Eligible Residents**

The Home Modification Loan Program, a program of the Massachusetts Rehabilitation Commission, provides affordable loans to eligible homeowners seeking to make modifications to their homes. Depending on household income, loans are available at 0 percent or 3 percent to income eligible homeowners. Eligible projects include home security features, air filtration systems, ramps, lifts, widened doorways, and bathroom and kitchen modifications. Those eligible for the 0 percent loan make no monthly payments and no interest accrues and the homeowner does not have to repay the loan until the property is sold or transferred. Three percent loans are also available to landlords with buildings with fewer than 10 units. Brochures and information are available at the COA office, (978) 352-5726. For additional information, visit [www.mass.gov/mrc/hmlp](http://www.mass.gov/mrc/hmlp) or call (617) 204-3739.

# Council on Aging Services

For information on any of the following services, contact the COA at (978) 352-5726.

## VISITING NURSE

On the first Wednesday of each month, from 10:00AM – 11:30 AM, Judy Anderson, RN is available at the Senior Center to perform Blood Pressure checks, shots, etc. Trestle Way residents may also visit with the nurse in the Community Building on the first Wednesday of each month, 1:00 PM-3:00PM.

## TRANSPORTATION: SHOPPING

The Van is available door-to-door for shopping and errands. Reservations should be made at least two days in advance by calling the COA office at (978) 352-5726. Please check the Van Schedule for this month's days and destinations. A small donation is suggested to help with program expenses.

## TRANSPORTATION: NORTHERN ESSEX ELDER TRANSPORTATION PROGRAM

This program provides rides for senior citizens to medical appointments. Arrangements should be made at least THREE days in advance of the appointment by calling the Council on Aging office at (978) 352-5726. If the office is closed, please leave a message (and remember that we are not open on Fridays). After the ride is arranged, the DRIVER will call you the day before the ride. A donation of 43 cents per mile is suggested to help support the program. However, no one would ever be turned down due to inability to pay. Please remember: Reservations must be made through the Council office and clients should not be calling the drivers directly.

Meals on Wheels Available to eligible seniors.

Congregate Meals The Senior Center offers nutritious lunches Monday-Wednesday at 11:30 a.m. Please make reservations at least three business days in advance by calling the COA or in person at the Center.

Ring & Ride Ring & Ride is a free bus service to Georgetown residents. It requires 24 hour notice for reservations made through MVRTA (978-469-6878, option #3). The bus can be used for any purpose to a limited service area (Georgetown, Haverhill, Groveland, area hospitals & trains). For a brochure contact the COA.

S.H.I.N.E. Serving Health Information Needs of Elders will help you understand your health insurance concerns. Call COA to set up an appointment with their representative.

## EQUIPMENT LENDING PROGRAM

COA has medical equipment (Walkers, Canes, Wheelchairs, Bath Seats, etc.) for long- or short-term lending.

## FILE OF LIFE & YELLOW DOT PROGRAMS

Both programs provide a health history document to be used by emergency personnel in case of illness or injury. One is for your home, the other for your car.

## HANDICAP PLACARDS

Are you in need of a HANDICAP placard for your car? The Council on Aging has a number of applications available from the Registry of Motor Vehicles.

## HEALTH CARE PROXIES

COA has fact sheets and Health Care Proxy forms available upon request.

## THE FILE

Handy folder which serves as a summary record of Financial Information, Investments and Insurance, Legal Documents and Estate Management information.

## FOOD RESOURCES

For more information, contact the COA office at (978) 352-5726.

Updated 5-6-09

Georgetown Council on  
Aging  
Memorial Town Hall  
1 Library Street  
**Return Service Requested**

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We strive to keep our mailing list up-to-date. Your assistance is important. Please let us know if you would prefer not to receive the newsletter or if the addressee is no longer at this address.

“A Few Gray Hairs” Newsletter is made possible by a grant from the Executive Office of Elder Affairs.

**Georgetown Council on Aging**  
1 Library Street  
Georgetown, MA 01833  
(978) 352-5726

**Office Hours:**  
Monday – Thurs. 9 am – 1 pm

**Georgetown Senior Center**  
@ 1<sup>st</sup> Congregational Church  
Andover St. ~ Georgetown, MA  
(978) 352-8443

**Open:**  
Monday – Wed. 9 am – 1 pm

**PUBLIC NOTICE**

C.O.A. board meetings are open to the public. They are held at noon on the 4<sup>th</sup> Tuesday of each month at the **First Congregational Church Andover Street, Georgetown**

**NEXT BOARD MEETING:**  
Tuesday September 22, 2009

**Georgetown Council on Aging:**  
**Director:** Colleen Ranshaw-Fiorello  
**Office:** Julie Pasquale, Newsletter  
Alice Girrior, Outreach  
Dave Hall, Van Driver  
Jeannine DesJardins, Volunteer  
**Mealsite Coordinator:** Ginny Ryder  
**Board Members:**

Claire Maimone, Chairman  
Corona Magner, Vice Chairman  
Chandler Noyes, Treasurer  
Barbara Miller, Secretary/Clerk  
Marian Jordan – Diane Prescott  
Ginny Ryder - Cynthia Tardif  
Alternates: Esther Palardy

**Town of Georgetown:**  
Michael Farrell, Town Administrator  
Philip Trapani, Board of Selectmen  
Evan O'Reilly, Board of Selectmen  
David Surface, Board of Selectmen  
Steve Smith, Board of Selectmen  
Gary Fowler, Board of Selectmen

**Georgetown COA Webpage** is located on the town's official website [www.georgetownma.gov](http://www.georgetownma.gov).

**Council on Aging Mission Statement:** The main objectives of the Georgetown Council on Aging are to advocate on behalf of older adults, to identify their needs, to develop and implement services to meet their health, economic, social and cultural needs, to encourage maximum independence and to improve their quality of life.

**Inclement Weather Policy:** The Georgetown Council on Aging and Senior Center will be open for business in inclement weather unless all Georgetown town offices are closed. If the Georgetown Public Schools are closed, there will be no van rides or NEET rides, and all COA activities/programs will be cancelled. If the Merrimack Valley Nutrition Project is closed, there will be no lunches served at the Senior Center.

## September Lunch Menu - Make reservations 3 days in advance. Call (978) 352-5726.

**Lunch is served Monday through Wednesday at the First Congregational Church at 11:30 a.m. Cost is \$2.00.**

The MVNP is made possible in part by funding from the Older Americans Act as granted by Elder Services of the M. Valley

Nutritional information regarding meals is available upon request by calling the COA office at (978) 352-5726.

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>
8/31 Apricot Glazed Chix, Chive Whip Pot, Harvard Beets, Apple, Snowflake Roll	9/1 OJ, Stuffed Cabbage/Tomato Sauce, Mixed Veggies, Mixed Fruits, Bread Stick	2 Haddock a la Ritz, Whip Pot, Succotash, Butterscotch Pudding, Multigrain Bread
7 Closed for Labor Day	8 Apple Juice, Chicken Croquettes/Sauce, Mixed Veggies, Pears, Multigrain Bread	9 Veal Parm/Ziti/Sauce, Peas & Mushrooms, Tossed Salad/Drsg, Fig Bar, Garlic Bread
14 Chicken/Broccoli/Ziti, Peas & Carrots, Ice Cream Cup, Oatmeal Bread	15 Breaded Fish Strips, Garlic Mash Pot, Mixed Veggies, Fruit Cup, Multigrain Bread	16 Sloppy Joes/Wh Wh Roll, Chuckwagon Corn, LS Chips, Mandarin Oranges
21 Stuffed Pepper/Tomato Sauce, Green & Gold Beans, Fruit Smoothie, Wh Wh Bread	22 Chix Marsala, Confetti Rice, Peas & Onions, Mandarin Oranges, LF Apple Muffin	23 Meatloaf/Gravy, Whip Pot, Carrots & Turnips, Tossed Salad, Chocolate Pudding, Oatmeal Bread
28 Grape Juice, Ziti/Meatballs/Sauce, Broccoli & Cauliflower, Fruit Smoothie, Multigrain Bread	29 LS Hot Dog/Roll, Baked Beans, Cole Slaw, Peaches	30 Baked Chix ¼ , Loaded Whip Pot, Oregon Blend Veggies, Fresh Fruit, LF Cranberry Muffin

### COA Lunch and Activities to Continue During Fellowship Hall Renovation

While a new floor is installed during a two-week renovation of the Fellowship Hall at First Congregational Church, the COA meal site and morning programs will relocate to the Chapel, located on the third floor of the church. The third floor is air conditioned and accessible by elevator. Volunteer Charlie Locke will be on hand to usher participants into the church and up to the third floor. Work on the project is expected to begin Thursday Aug. 27 and to be complete Monday Sept. 14.

## **SEPTEMBER VAN & ACTIVITIES CALENDAR**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
	<b>1</b> VAN: Brown Bag Only 11:30 Lunch 12:30 Strength Training	<b>2</b> 9:00 Yoga 10:00 Visiting Nurse 11:30 Lunch	<b>3</b> 9:30 <b>Men's Breakfast</b> 9:30 <b>VAN:</b> Walmart/Salem NH 11:00 Strength Training
<b>7</b> <span style="border: 1px solid black; padding: 2px;">CLOSED: Labor Day</span>	<b>8</b> 9:30 <b>VAN:</b> Rowley 11:30 Lunch 12:30 Strength Training	<b>9</b> 9:00 Yoga 11:30 Lunch	<b>10</b> 9:30 <b>VAN:</b> York, ME 11:00 Strength Training
<b>14</b> 9:00 SHINE 9:30 Dolls 10:00 Jen Cook, ESMV 10:30 Yoga 11:30 Lunch 12:00 Bingo 3:30-6 Walking/Penn Brook	<b>15</b> 9:30 <b>VAN:</b> Newburyport 10:00 Rockin' Ron 11:30 Lunch 12:30 Strength Training	<b>16</b> 9:00 Yoga 10:00 Stroke Awareness 11:30 Lunch 3:30-6 Walking/Penn Brook	<b>17</b> 10:30 <b>VAN:</b> Plaistow, NH 11:00 Strength Training
<b>21</b> 9:30 Dolls 10:30 Yoga 11:30 Lunch 12:00 Bingo 3:30-6 Walking/Penn Brook	<b>22</b> 9:30 <b>VAN:</b> Seabrook, NH 10:00 Writing Group 11:30 Lunch 12:00 COA Board Mtg. 12:30 Strength Training	<b>23</b> 9:00 Yoga 11:30 Lunch 3:30-6 Walking/Penn Brook	<b>24</b> 10:30 <b>VAN:</b> North Shore Mall/Peabody 11:00 Strength Training
<b>28</b> 9:30 Dolls 10:30 Yoga 11:30 Lunch 12:00 Bingo 3:30-6 Walking/Penn Brook	<b>29</b> <b>VAN:</b> Riverside/Haverhill 11:30 Birthday Lunch 12:30 Strength Training	<b>30</b> 9:00 Yoga 11:30 Lunch 3:30-6 Walking/Penn Brook	<b>10/1</b> 9:30 <b>Men's Breakfast</b> 9:30 <b>VAN:</b> Walmart/Salem NH 11:00 Strength Training

**Van Trips:** The cost is \$2.00 roundtrip. The pick-up time for Tuesday shopping trips, as well as the monthly Thursday trip to Super Walmart in Salem, NH, is 9:30 a.m. The pick-up time for all other Thurs. trips is 10:30 a.m., unless otherwise noted. Please confirm pick-up times when you call. Make your reservations ASAP by calling the COA at (978) 352-5726.