

COVID-19 Community Resources

There are many resources to help you and your family during the COVID-19 (coronavirus) pandemic. Below are resources for food, work, housing, mental health and more.

If you have questions about COVID-19, please call:

- Your primary care physician's office. If you do not have one, you can call the Partners HealthCare COVID-19 Hotline: 617-724-7000.
- Massachusetts Department of Public Health (DPH) Hotline: 617-983-6800. TTY: 617-624-6001.
- The New Hampshire Department of Health and Human Services: 866-444-4211. TTY: 603-634-3388.

If you have questions about help in your community or resources, call 211, a hotline for critical health and human services in your community. Works for Massachusetts and New Hampshire.

Food Resources

- **Project Bread®** offers food assistance across Massachusetts. Help is available in 160 languages: Call 800-645-8333 | www.projectbread.org/get-help/

Work Resources

- **Massachusetts Department of Unemployment:** If you lost your job because of COVID-19, or because your child's school or care center closed. Call 617-626-6800 | www.mass.gov/how-to/apply-for-unemployment-benefits
New, secure application for Spanish speakers: www.mass.gov/desempleo
- **Massachusetts Attorney General's Office, Fair Labor Division:** If you are unable to work because you are sick or must care for a sick family member. 617-727-3465. Also see web: www.mass.gov/service-details/frequently-asked-questions-about-covid-19-employee-rights-and-employer-obligations
- **Occupational Safety and Health Administration (OSHA)** if you are working in unsafe conditions: 800-321-6742

Housing Resources

There is a temporary statewide eviction ban. You may also want to contact your landlord or mortgage company about reducing or deferring your rent or mortgage payments.

- **Housing Consumer Education Center**
If you are concerned about homelessness prevention resources, such as Residential Assistance for Families in Transition (RAFT): You may be eligible for RAFT even if you are not documented. RAFT Program (PDF): <https://bit.ly/2yqq2qX>

Mental Health Resources

If you are feeling alone, scared, or stressed, reach out to any of the following helplines:

- **The Crisis Text Line:** A free, 24/7 helpline to support those in crisis. Text TALK to 741741.
 - **Disaster Distress Helpline**
A free, 24/7 helpline for crisis counseling and support for people experiencing emotional distress from natural or human-made disasters. Help is available in English and Spanish: 800-985-5990
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Immigrant Rights and Resources

Residents of Massachusetts will not be charged for COVID-19 testing. Testing and treatment for COVID-19 will not be counted against immigrants in the Public Charge rule.

- **Massachusetts Immigrant & Refugee Advocacy Coalition (MIRA Coalition)**

The largest coalition in New England that promotes rights and integration of immigrants and refugees. 800-327-5050 | www.miracoalition.org

Substance Use – Harm Reduction Resources

- If possible, prepare your drugs yourself.
- Wash your hands thoroughly for 20 seconds with soap and water. Keep your surfaces clean and wipe them down before and after use with microbial wipes, alcohol (at least 60%) or bleach.
- Prepare for overdose. Have naloxone on hand.
- Stock up on supplies. Check the link from the Harm Reduction Coalition below for more information: www.harmreduction.org/blog/covid-19-resources-for-people-who-use-drugs-and-people-vulnerable-to-structural-violence/

For more information on substance use disorder (SUD) treatment, please contact:

- **Massachusetts Substance Use Helpline**

A statewide, public resource for finding licensed, approved services for substance use treatment and recovery: 800-327-5050 | www.helplinema.org

Personal Safety

Anyone who has been hurt, or who fears for their life or the lives of their children, or is otherwise in immediate danger, should call 911. Many resources are available:

- **SAFELINK** (Massachusetts domestic violence hotline)
Anyone not in immediate danger can speak to a counselor at the SAFELINK hotline. Phones are answered **24 hours/day: 877-785-2020**
- **U.S. National Domestic Violence Hotline**
800-799-SAFE (7233), TTY: 800-787-3224
<http://www.thehotline.org/>

- **Commonwealth of Massachusetts (Mass.gov)**

For a list of programs in Massachusetts:

www.mass.gov/service-details/domestic-violence-programs

Resources for people with disabilities

If you have a physical or sensory disability (difficulty with hearing, seeing, walking/climbing stairs, dressing or bathing) or intellectual disability (difficulty concentrating, remembering, making decisions), additional resources are available.

- If you are having difficulties obtaining your medications, home care, or assistance from a PCA, please call the Statewide Independent Living Council at 508-620-7452 (<https://www.masilc.org/contact>) or the PCA hotline at 1-844-422-6277.
 - If you or someone you know is experiencing violence or abuse, call the Disabled Persons Protection Commission at 1-800-426-9009.
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