

Resource Guide for Residents - Massachusetts

POAH Communities understands that you and your family may have concerns and questions during this time of uncertainty regarding the COVID-19 pandemic. We are sharing the below resource guide with you in order to provide you with information and resources that will to keep you safe and comfortable in your home.

This Resource Guide lists contact information and links to local food distribution “grab and go” centers, school-based breakfast and lunch programs for children, senior services, emergency childcare, state unemployment applications, emergency funds, and more. POAH Communities will be updating this document on a regular basis as the situation changes, posting it on the POAH Communities website under our COVID-19 Response to Residents page.

If you or any member of your household need individual referral assistance, we encourage you to reach out to your on-site Management Office and/or Community Impact Coordinator. As a reminder, please contact your Primary Healthcare Provider or 911 immediately for any medical needs, as POAH Communities is not a healthcare provider.

| Resource | Website | Region(s) Served | Phone Number | Assistance Type | Notes |
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| Massachusetts Updates – COVID19 | https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19 | Statewide | 211 | Information & Updates | State of MA’s main website for state-specific up-to-date information regarding the COVID-19 pandemic. |
| Centers for Disease Control and Prevention (CDC) | https://www.cdc.gov/coronavirus/2019-nCoV/ | Statewide | 800-232-4636 | Health / Medical | The CDC is a reliable source of accurate information regarding the COVID-19 pandemic. |
| COVID-19 Unemployment Assistance in MA | https://www.mass.gov/resource/information-on-unemployment-and-coronavirus-covid-19 | Statewide | 1-866-487-9243 | Federal Family and Medical Leave Act (FMLA) | Employers are required to give eligible FMLA workers up to 12 weeks of job-protected (but not necessarily paid) leave if they are sick, including complications from the flu or similar illness and/or if they need to care for an immediate family member (children, spouse, parents) who are ill. |
| HomeBASE Assistance | https://www.mass.gov/service-details/homebase | Boston; Central; Northeast; Metro West; Southeast; Western | 866-584-0653 | Housing | To apply for HomeBASE Assistance, call 1-866-584-0653 to reach the Dept of Housing and Community Development (DHCD). All DHCD field |

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| | | | | | offices are closed to the public due to the current COVID-19 Pandemic. |
| Instacart – Groceries Delivered | https://www.instacart.com/ | Boston; Central; Western; Northeast; Metro West; Southeast | | Food / Meals | Home delivery of online grocery orders. First delivery is free. 5% service fee for orders. Minimum fee is \$2. |
| Cambridge Health Alliance | https://www.somervillema.gov/COVID19Testing | Boston; Northeast | | Health / Medical | CHA is providing COVID-19 testing to CURRENT CHA primary care patients. Testing is conducted in a tent located at Crown Street parking lot adjacent to Somerville Hospital (33 Tower St.) Testing is provided 7 days a week from 9 AM – 3 PM. Call your PCP to be screened; tests will not be provided without prior authorization. |
| Salvation Army of MA | https://massachusetts.salvationarmy.org/ | Boston; Northeast; Metro West; Southeast; Central; Western | | Health / Medical; Food / Meals; Housing | Brockton, MA (Food Assistance) – Every Tuesday & Friday from 1 PM-3 PM (arrive early!). Must bring photo ID and proof of residency. 508-583-1896 x302 |
| Community Servings | https://www.servings.org/ | Boston; Southeast; Metro West | 617-204-3853 | Food / Meals | Provides home delivered meals and can bring bags of food to folks under 60 who are sick and home bound. (During COVID-19, may not be able to accept new clients). |
| MBTA | https://mbta.com/covid19 | Boston; Southeast; Metro West; Northeast; Central; Western | | Transportation | Use MBTA website to find reduced service information. MBTA's The RIDE still operating as usual. |
| Project Bread | https://mbta.com/covid19 | Boston; Southeast; Metro West; Northeast; Central; Western | 1-800-645-8333 | Food / Meals | Call Project Bread's Hunger Hotline at 1-800-645-8333 and they will connect you with food resources across the state of MA. |
| Dollar General | https://www.dollargeneral.com/ | Boston; Southeast; Metro West; Northeast; Central; Western; Rhode Island; New Jersey | | Other | Dollar General's first hour of business daily is dedicated to seniors, before opening to the public. |
| Comcast | https://www.xfinity.com/wifi | Boston; Western; Central; Northeast; Metro West; Southeast | 1-855-846-8376 | Other | Comcast will be pausing their data plans. There will be no disconnects or late fees. They also offer additional cost savings |

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| | | | | | programs for low income households and students. |
| EMPath (resources and services organization) | https://www.empathways.org/covid19resources | Boston; Western; Central; Northeast; Metro West; Southeast | | Health / Medical; Food / Meals; Financial; Housing | MA-based resources for general public, this page will be continually updated. |
| CVS – Rx Delivery | https://www.cvs.com/content/delivery?icid=cvs-home-covid19-banner-Rx-delivery | Boston; Western; Central; Northeast; Metro West; Southeast | 888-300-4419 | Health / Medical; Food / Meals | Please call your local store or visit the website for more info regarding Rx delivery. CVS COVID-19 information hotline: 1-888-300-4419 |
| Department of Labor | https://dol.gov/agencies/whd/fmla/pandemic | Boston; Western; Central; Northeast; Metro West; Southeast | 1-866-487-9243 | Federal Family and Medical Leave Act (FMLA) | Employers are required to give eligible FMLA workers up to 12 weeks of job-protected (but not necessarily paid) leave if they are sick, including complications from the flu or similar illness and/or if they need to care for an immediate family member (children, spouse, parents) who are ill. |
| Market Basket | https://www.shopmarketbasket.com | Boston; Western; Central; Northeast; Metro West; Southeast | | Food / Meals | Stores are open exclusively to seniors from 5:30 AM – 7:00 AM on Tuesday, Wednesday, Thursday ONLY (Please call local store via website information to confirm). |
| Meals on Wheels | https://www.mealsonwheelsamerica.org/find-meals | Boston; Western; Central; Northeast; Metro West; Southeast | 1-888-998-6325 | Food / Meals | Please visit the website or call to reach out to your local Meals on Wheels service. |
| Aging Service Access Points (ASAPs) | https://www.mass.gov/service-details/aging-services-access-points-asap | Boston; Western; Central; Northeast; Metro West; Southeast | | Health / Medical; Food / Meals; Financial; Housing; Services | ASAPs connect residents over 60 with local services and resources. Find the ASAP that serves your area by visiting this website: https://contactus.800ageinfo.com/FindAgency.aspx |
| WestMass Elder Care, Inc. | http://www.wmeldercare.org | Western | 413-538-9020 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Chicopee, MA |

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| Elder Services of Berkshire County, Inc. | http://www.esbci.org | Western | 413-499-0524 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Pittsfield, MA |
| Greater Springfield Senior Services, Inc. | http://www.gsssi.org | Western | 413-781-8800 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Springfield, MA |
| Highland Valley Elder Services | http://www.highlandvalley.org | Western | 413-586-2000 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Northampton/Florence, MA |
| BayPath Elder Services | http://www.baypath.org | Central | 508-573-7200 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Hudson, MA & Framingham, MA |
| Elder Services of Cape Cod and the Islands | http://www.escci.org | Southeast | 508-394-4630 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Barnstable, Bourne, Brewster, Dennis, Hyannis, Orleans, and Sandwich, MA |
| Coastline Elderly Services | http://www.coastlineelderly.org | Southeast | 508-999-6400 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for New Bedford, MA |
| Old Colony Elder Services | https://www.ocesma.org | Southeast | 508-584-1561 | Health / Medical; Food / Meals; Financial; Housing; Services | ASAP for Wareham, MA |
| Target | https://www.target.com/ | Boston; Western; Central; Northeast; Metro West; Southeast | | Health / Medical; Food / Meals | Target is dedicating an hour each week for the elderly and those with underlying health concerns – who are the most vulnerable to COVID-19 – to shop. Please call your local store to learn more or visit the website. |

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| Unemployment – Massachusetts | https://www.mass.gov/applying-for-unemployment-benefits | Boston; Western; Central; Northeast; Metro West; Southeast | 617-626-6800 | Financial | If you've lost your job or have had your hours greatly reduced, you may qualify for unemployment benefits. Unemployment guidelines have been modified due to COVID-19 to provide additional assistance in some cases. |
| Walgreens – Rx Delivery | https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp | Boston; Western; Central; Northeast; Metro West; Southeast | | Health / Medical; Food / Meals | Please call your local store or visit the website to learn more. |
| Walmart | https://www.walmart.com/ | Boston; Western; Central; Northeast; Metro West; Southeast | | Health / Medical; Food / Meals | Please visit the website or call your local store to learn more about delivery services. |
| Manage Anxiety & Stress | https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html | Boston; Western; Central; Northeast; Metro West; Southeast; New Jersey; Rhode Island | | Health / Medical | The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. |
| Soup Kitchen 411 | https://soupkitchen411.com/ | Boston; Western; Central; Northeast; Metro West; Southeast; New Jersey; Rhode Island | | Food / Meals | |
| Stop and Shop | https://stopandshop.com/ | Boston; Western; Central; Northeast; Metro West; Southeast | 978-837-6660 | Food / Meals | Senior hours from 6 AM – 7:30 AM. |
| Shaws | https://www.shaws.com | Boston; Western; Central; Northeast; Metro West; Southeast | | Food / Meals | Offering seniors only shopping hours every day from 7 AM – 8 AM. Please visit the website to find your local store. |
| ABCD | https://bostonabcd.org/2020/03/18/coronavirus-causes-abcd-closings/ | Boston | 617-348-6559 | Food / Fuel Assistance / Services | Boston-based service organization. Visit website to learn more. |

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| Boston Elder Info | https://elderinfo.org/ | Boston | 617-292-6211 | Food / Meals | Resource and information hub for residents 60 years of age and older. Meals on Wheels offers hot meals, 2 froze. If more is needed let Boston Elder Info know. |
| Free Breakfast and Lunch for Public School Students | http://www.doe.mass.edu/sfs/emergencyplan/covid19.html | Boston; Western; Central; Northeast; Metro West; Southeast | | | Information about state-wide school closures, school meals, and more. |
| Food Access – Boston | https://www.boston.gov/departments/food-access | Boston | 617-635-3717 | Food / Meals | This site features a map of meal site locations across the city for school-aged children and youth in Boston. |
| Massachusetts Nonprofit Network | http://massnonprofitnet.org/nonprofit-resources/coronavirus-massachusetts-nonprofits/ | Boston; Western; Central; Northeast; Metro West; Southeast | 617-330-1188 | Food / Meals | Information on all nonprofits in the state of MA working to support communities regarding COVID-19. |
| Community Teamwork Inc. (CTI) | https://www.comteam.org/ | Northeast | 978-654-5607 | Food / Meals; Financial; Housing | Please visit the website to learn more about emergency programming. All buildings will be closed, but staff is available by phone, email and in extreme circumstances to meet with clients on an appointment-only basis. You may also email at covidresponsecti@commteam.org |
| Elder Services of Merrimack Valley | http://www.elderservicesofthemerrimackvalley.com | Northeast | 978-683-7747 | Health / Medical; Food / Meals; Social Isolation | They will continue to offer daily updates regarding services during the COVID-19 pandemic on their website. |
| Food for the World | https://www.foodfortheworld.org/contact.html | Northeast | 978-683-9949 | Food / Meals | |
| The Cape Cod Hunger Network | http://www.capecodhungernetwork.org/Food-Pantries | Southeast | | Food / Meals | Use this website to find food pantry locations across Cape Cod. |
| St. Vincent de Paul Food Pantry | http://www.capecodhungernetwork.org | Southeast | 508-775-3073 | Food / Meals | Food Pantry in Hyannis on Tuesdays and Fridays from 10 AM to 12 PM. |

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| The Family Pantry | https://www.thefamilypantry.com/ | Southeast | 508-432-6519 | Food / Meals | Harwich, MA. Check website for latest updates. Client hours: Tues 10 AM – 3:30 PM, Wed 10 AM – 12 PM, Thursday 10 AM – 3:30 PM and 5 PM – 7 PM, Saturday 10 AM – 12 PM. |
| Sandwich Food Pantry | http://sandwichfoodpantry.org/ | Southeast | 508-888-3816 | Food / Meals | Pantry open to public every Wednesday from 10 AM – 12 PM, on the last Wednesday of each month extended ours include 6 PM – 7:30 PM, and on the 3 rd Saturday of the month from 10 AM to 12 PM. |
| Behavioral Health Network (BHN) | https://www.bhninc.org/ | Western | 413-737-2439 | Health / Medical | Monday – Friday, 7 AM – 7 PM. |
| Mental Health Association | https://www.mhainc.org | Western | 844-642-9355 | Health / Medical; Social Isolation | If interested in receiving virtual therapy (TeleWell) services please call 844-642-9355. You can access this service through your smart phone, tablet, or computer. |
| Open Pantry Community Services | https://www.openpantry.org/ | Western | 413-737-5354 | Food / Meals | Located at 2460 Main Street in Springfield, MA. For more information call 413-737-5354 |
| Springfield Pharmacy | | Western | 413-266-3462 | Food / Meals | Located at 2547 Main Street in Springfield, MA. Free home delivery and packaging. Please contact 413-266-3462. Spanish speaking staff available. |
| Springfield Public Schools Breakfast & Lunch (Pick up sites for Springfield youth) | https://www.springfieldpublicschools.com/news/News/coronavirus_update | Western | | Food / Meals | Any children 18 or under are eligible for these meals and no ID, registration, or address is required. Service is grab & go style from 11 AM – 1 PM Mon – Fri until school resumes. Students may go to any location they are near, it doesn't have to be the school where they are enrolled. |



POAH COMMUNITIES
PRESERVATION OF AFFORDABLE HOUSING