

Resource Guide for Residents

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
HomeBASE Assistance	https://www.mass.gov/service-details/homebase	Boston; Central; Northeast; Metro West; Southeast; Western	866-584-0653	Food / Meals	To apply for HomeBASE Assistance, call 1-866-584-0653 to reach the Dept of Housing and Community Development (DHCD). All DHCD field 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.
Centers for Disease Control and Prevention (CDC)	https://www.cdc.gov/coronavirus/2019-nCoV/	Boston; Western; Central; Northeast; Metro West; Southeast	800-232-4636	Health / Medical	
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 addition cost savings 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).
Mass.gov	https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19	Boston; Western; Central; Northeast; Metro West; Southeast	211	Health / Medical; Food / Meals; Financial; Housing; Social Isolation	Massachusetts Information and Referral Hotline: Dial 2-1-1 This hotline is available 24 hours a day, 7 days a week. All calls are free and confidential. Interpreter services are available in multiple languages.
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
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.
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.
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/Food-Pantries/agentType/View/PantryID/14/St-Vincent-De-Paul-Food-Pantry	Southeast	508-775-3073	Food / Meals	Food Pantry in Hyannis on Tuesdays and Fridays from 10 AM to 12 PM.
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.