COVID-19 Resource Guide

Below are resources that are publicly available through the city of Boston and the Commonwealth of Massachusetts to provide assistance to individuals and families during the COVID-19 public health crisis. If you or your family are in need of assistance or guidance please contact Lori DiPina at ldipina@thebase.org.

COVID-19 Information

City of Boston’s Coronavirus Website and Hotlines
- [Boston COVID-19 Updates and Information](#)
- Mayor’s Health Hotline: (617) 534-5050 (9am-5pm)
- 24 Hour Hotline: Boston 3-1-1

Commonwealth of Massachusetts Website and Hotlines
- [Mass COVID-19 Updates and Information](#)
- [Check your Symptoms Online & Telehealth Appointments](#)
- Text Alerts: Text COVIDMA to 888-777

If you have symptoms, call your primary care provider before coming to the hospital. For your safety and the safety of others, please do not come to an urgent care clinic or emergency room unless you have been instructed to do so. If you have life-threatening symptoms like difficulty breathing or chest pressure, please call 911.

Food Assistance

Mayor’s Office of Food Access: (617) 635-3717
- Free breakfast and lunch meals are available to all Boston children and youth while Boston Public Schools are closed. [For locations and hours click here.](#)

MASS 211
- Statewide information about food pantries, meal sites, senior dining sites, and more.

Project Bread Food Source Hotline: (800) 645-8333
- Information on food pantries and community meal programs.

Greater Boston Food Bank: (617) 427-5200
- If you, or anyone you know, are in need of food, you can find a list of food assistance options in each community they serve.

The BASE
- If you are a BASE student-athlete or family member please contact Lori DiPina at ldipina@thebase.org if you need assistance.

Child Care Assistance

[Mayor’s Office of Women’s Advancement](#): (617) 635-3138
- Emergency Programs are being made available to emergency workers on a limited basis who have no other options for childcare.

Commonwealth’s Emergency Child Care Program
• Some Early Education & Care sites have been approved to operate as Emergency Childcare programs. For locations click here.

**Affordable Housing Options/ Mistreatment by your Landlord Or Employer**

*Massachusetts Department of Housing and Community Development, Emergency Housing Assistance:* (866) 584-0653
  • Shelter Services for families.

*Office of Housing Stability:* (617) 635-4200
  • Assistance finding and maintaining stable, safe, and affordable housing options.

*Office of Fair Housing and Equity:* (617) 635-2500
  • Contact if you have been discriminated against in receiving housing, public services, accommodations or employment.

*Starting Saturday, March 14, a moratorium on Boston Housing Authority (BHA) evictions went into effect. This will last while Massachusetts is under a state of emergency. If you receive a notice of eviction contact the Office of Housing Stability (contact information listed above).*

**Domestic Violence Support**

*Safelink:* (877) 785-2020
  • Confidential support, assistance with safety planning, direct connections to shelters and community services 24/7

*Massachusetts Domestic Violence Programs for Survivors*
  • There's more help available to you (and your children) than ever before. You, and only you, can make the decision to change or permanently end the abusive relationship you endure on a daily basis. No one deserves to be abused.

National Domestic Violence Hotline: (800) 799-7233

**Internet Access**

*Department of Innovation and Technology:* (617) 635-4783
  • Resources to support Internet connectivity needs.

**Unemployment Assistance**

*Department of Unemployment Assistance*
  • To request weekly benefits: 6am – 10pm Daily (617) 626-6338
  • To receive an update on payment status: (617) 626-6563

If you need to file a claim please [click here](#).

If you need ASSISTANCE in filing a claim or have QUESTIONS in regards to unemployment and would like to receive a call from an agency representative to assist you please [click here](#). *(Filling out this form is not filing a claim.)*

**Updated Public Transportation Schedule**

*MBTA Updated Schedule*