Coronavirus (COVID-19) National Emergency

All DEAF, Inc. offices will be **temporarily closed**. Our staff & services are available to help. In-person, walk-in and Frog are closed. VP/Phone/Email services will be **open/provided**.

This is for the safety of our consumers, community, and staff—until further notice. Contact our staff at regular numbers & email (additional contact info on next page).

Check our website & Facebook page for **updates**
https://www.deafinconline.org/
https://www.facebook.com/DEAFIncMA/
@DEAFIncMA
Contact DEAF, Inc.
Call your staff at regular vp/phone number
Email your staff at their regular email address

Please give us more time to answer.

Can’t contact your staff?
Use one of these numbers below

<table>
<thead>
<tr>
<th>Office/Region</th>
<th>Regional Director/Lead IL</th>
<th>Email</th>
<th>VP</th>
<th>Voice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston</td>
<td>Front Desk</td>
<td><a href="mailto:frontdesk@deafinconline.org">frontdesk@deafinconline.org</a></td>
<td>617-505-4823</td>
<td>617-254-4041</td>
</tr>
<tr>
<td>Lawrence</td>
<td>Marie Desrosiers</td>
<td><a href="mailto:mdesrosiers@deafinconline.org">mdesrosiers@deafinconline.org</a></td>
<td>978-208-4591</td>
<td>978-208-4591</td>
</tr>
<tr>
<td>New Bedford Taunton Hyannis</td>
<td>Catarina Lima</td>
<td><a href="mailto:clima@deafinconline.org">clima@deafinconline.org</a></td>
<td>508-717-8809</td>
<td>508-990-1382</td>
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<td></td>
<td>508-717-8809</td>
</tr>
<tr>
<td>Salem</td>
<td>Matthew Castiglione</td>
<td><a href="mailto:mcastiglione@deafinconline.org">mcastiglione@deafinconline.org</a></td>
<td>978-910-0041</td>
<td>978-910-0041</td>
</tr>
</tbody>
</table>

Need General Information??

Call 211

https://mass211.org/
Chat live online
SYMPTOMS:

COUGHING  FEVER  SHORTNESS OF BREATH

If you are feeling sick, stay home!

The virus spreads through close contact with others.

For the most up to date information visit:

**ASL VLOG**
https://youtu.be/HYlPsgTMAng
PREVENTION:

WASH HANDS FOR 30 SECONDS (EX: HAPPY BIRTHDAY X2)

STAY HOME

AVOID TOUCHING YOUR FACE

6 Feet

KEEP YOUR DISTANCE

COUGH INTO YOUR ELBOW
How to Properly Wash Hands:

Duration of the entire procedure: 20-30 seconds

1a. Apply a pinch of the product in a cupped hand, covering all surfaces;

1b. Rub hands palm to palm;

2. Right palm over left dorsum with interlaced fingers and vice versa;

3. Palm to palm with fingers interlaced;

4. Backs of fingers to opposing palms with fingers interlocked;

5. Rotational rubbing of left thumb clasped in right palm and vice versa;

6. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

7. Once dry, your hands are safe.

Unwashed

30 Second Wash with Soapy Water
Get the newsletter emailed to you!

Send your name, address and email to: newsletter@deafinconline.org

FACEBOOK
Become ‘friends’ with DEAF, Inc.

Get fast updates and more information

https://www.facebook.com/DEAFIncMA/
@DEAFIncMA
Hi Everyone

We want to reassure MassHealth members My Ombudsman will continue to operate during the declared State of Emergency regarding the Coronavirus.

Just a reminder, MassHealth Managed Care and Integrated Care members can call us about a variety of concerns, including:

- Accessing services from MassHealth (medical supplies, PCA, etc.)
- Prescription problems
- Billing issues
- Transportation
- Accessibility concerns (Interpreters, CART, CDI, VRI)
- As well as any other concerns

Please contact
Lori Siedman
339-224-6831 VP/Direct
LSiedman@myombudsman.org
617-932-7416 Fax.

Hearing Members can use our hotline
1-855-307-7995 or
info@myombudsman.org.

We look forward to supporting you!
ENJOY THE SPECIAL EDITION NEWSLETTER!

Available Now!
Visor Cards for Deaf &
Hard of Hearing drivers

Visit any DEAF, Inc. Office
to get yours.

Text To 911
Now Available

State 911 Department Says
“Call if you can, text if you can’t”

Emergency call 911
1st Best VP, TTY, Voice
2nd Best Text