DEAF, Inc. staff are available for you.

All services available remotely

- Videophone
- Telephone
- Email

In-person, walk-in and Frog are **not available**

All DEAF, Inc. staff are working off-site. Staff are not in the offices

Contact our staff at regular numbers & email
(additional contact info on next page)

Check our website & Facebook page for **updates**

https://www.deafinconline.org/
DeafBlind Community Access Network

DBCAN is available to assist the DeafBlind Community.

If you need to go out – contact a DBCAN provider.

Problems, questions, concerns – contact DBCAN staff
educharme@deafinconline.org
jhealy@deafinconline.org
617-586-2505 VP (please email first)

Facebook resources

Press Conference information
Get latest information

@MCDHH.MA
@DEAFIncMA

<table>
<thead>
<tr>
<th>WHAT IS OPEN?</th>
<th>WHAT IS CLOSED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery Stores</td>
<td>Schools</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Community Centers</td>
</tr>
<tr>
<td>Hospital/Doctors Office</td>
<td>State Agencies</td>
</tr>
<tr>
<td>(call first)</td>
<td>Most shopping stores</td>
</tr>
<tr>
<td>Restaurants for delivery</td>
<td>Movies</td>
</tr>
<tr>
<td>or take-out</td>
<td>Playgrounds</td>
</tr>
<tr>
<td>Gas Stations</td>
<td>Court</td>
</tr>
<tr>
<td>Home improvement stores</td>
<td>All non-essential businesses</td>
</tr>
</tbody>
</table>

Better—STAY HOME
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 below:
DEAF, Inc. is available, please contact us if you need assistance

<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>617-520-4433</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</td>
<td>Catarina Lima</td>
<td><a href="mailto:clima@deafinconline.org">clima@deafinconline.org</a></td>
<td>508-717-8809</td>
<td>508-717-8809</td>
</tr>
<tr>
<td>Taunton</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hyannis</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>
<tr>
<td>Salem</td>
<td>Elaine Ducharme</td>
<td><a href="mailto:Educharme@deafinconline.org">Educharme@deafinconline.org</a></td>
<td>617-586-2505</td>
<td></td>
</tr>
<tr>
<td>DBCAN</td>
<td>Jean Healy</td>
<td><a href="mailto:jhealy@deafinconline.org">jhealy@deafinconline.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NAD’s ASL Video on the U.S Census 2020
https://www.youtube.com/watch?time_continue=36&v=1qMSlb1sbXw&feature=emb_logo
# State & Federal Agencies Information

Governor Baker issues statewide Stay-at-Home Advisory until April 7, 2020  

| **United States Citizenship and Immigration Services (USCIS)** | Appointments will be rescheduled | [https://www.uscis.gov/contactcenter](https://www.uscis.gov/contactcenter)  
[https://www.uscis.gov/coronavirus](https://www.uscis.gov/coronavirus) |
|---|---|---|
| **Department of Transitional Assistance (DTA)** | Closed for in-person visit until further notice.  
Can leave documents at “drop-box” | (877) 382-2363  
DTACoMnect.com |
| **Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)** | ASL Video:  
https://youtu.be/vTM5PSZiM3Q  
Closed for in-person visit until further notice.  
Contact via email/phone | Emergency line:  
800-249-9949  
Interpreter Requests:  
https://www.mcdhh.net/request/ |
| **Massachusetts Rehabilitation Commission (MRC)** | Closed for in-person visit until further notice. | [https://www.mass.gov/organizations/massachusetts-rehabilitation-commission](https://www.mass.gov/organizations/massachusetts-rehabilitation-commission) |
| **Social Security Offices (SSI, SSA, SSDI)** | Closed for in-person visit until further notice. | 1-800-772-1213  
TTY 1-800-325-0778  
[www.socialsecurity.gov](http://www.socialsecurity.gov) |
| **Department of Unemployment Assistance (DUA)** | Closed for in-person visit until further notice. | [https://www.mass.gov/service-details/check-eligibility-for-unemployment-benefits](https://www.mass.gov/service-details/check-eligibility-for-unemployment-benefits) |

### Need General Information??
- Call 211  
[https://mass211.org/](https://mass211.org/)  
Chat live online

### Sign up for COVID-19 Alerts:
- Send to number 888-777  
Message "COVIDMA"

### Need Coronavirus Information??
- Mass.gov/COVID19  
City of Boston text updates:  
Text BOSCOVId19 To 99411
DEAF & HARD OF HEARING INFO - CORONAVIRUS

- Commonwealth of Massachusetts
  https://mass.gov/covid19
- Executive Office of Health & Human Services
  https://mass.gov/eohhs
call: Dial 211
- Massachusetts Commission for the Deaf and Hard of Hearing
  https://macc.mass.gov
  email: MCDsafety@mass.gov

PREVENTING ILLNESS

- Wash hands
- Clean objects & surfaces
- Do not touch face
- Cover cough
- Stay home
- Avoid crowds
- Social distance
- Avoid travel

GET MEDICAL HELP

- Contact doctor
- Medical staff
- Ambulance
- Hospital

HOW DO YOU FEEL?

- No pain
- Mild pain
- Moderate pain
- Severe pain
- Very severe pain
- Worst possible pain

HOW LONG HAVE YOU HAD SYMPTOMS?

- Minutes
- Hours
- Days
- Weeks
- Months
- Years

SITUATION, HISTORY & SYMPTOMS

- Fever
- Cough
- Short of breath
- Sore throat
- Headache
- Wear a mask
- Vomiting
- Diarrhea
- Blood pressure
- Heart disease
- Travel history
- Sick family member

TREATMENT & CARE

- Medical staff
- Contact doctor
- Ambulance
- Hospital
- Medical test
- Oxygen
- Inhaler
- Medicine
- Contact family
- Appointment
- Stay home
- Throw away your clean hands

PREFERRED METHOD OF COMMUNICATION

- Interpreter
- Text/captions
- Writing
- Lip reading
- Gestures
- Uninterpretable

QUICK COMMUNICATION

- Yes
- No
- Don't know

TIPS FOR HEALTH PROVIDER

- Get the person's attention and make eye contact
- Repeat, rephrase, or write down your request
- Ask and/or indicate before touching the person
- Ask the person their preferred method of communication
- Minimize the number of people interacting with the patient
- Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still not understand all that you say

DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING
https://mass.gov
NEDSC conference
April 24—26, 2020
Postponed, New Date
April 30 – May 2, 2021

Already have hotel reservations, wait for more information.
Couldn’t go in 2020? Second chance in 2021!

MCDHH UPDATE FROM COMMISSIONER FLORIO:
https://youtu.be/nuMl5GSWAzY

No Reusable bags
No cloth Bags

Store will give
Plastic bags
Or Paper bags
TV—Interpreter & Captioning

Emergency News conference—
Can’t see interpreter?
No captioning?

Speak UP!
Please use the following links to share feedback:

WBZ Channel 4: https://boston.cbslocal.com/station/wbz-tv/

WCVB Channel 5: newsroom@wcvb.com

NECN New England Cable News: https://www.necn.com/send-feedback/

WHDH Channel 7: webfeedback@whdh.com

FACEBOOK
Become ‘friends’ with DEAF, Inc.

Get fast updates and more information

https://www.facebook.com/DEAFIncMA/
@DEAFIncMA
Social Distancing FAQ:

- Who is at high risk?
  - Senior citizens, those with chronic illness, anyone with asthma or respiratory (breathing) issues

- Can I go to a restaurant, food court or bar?
  - Take-out only.

- What about visiting Grandma and Grandpa?
  - Avoid seniors, they are most at risk

- Are kids' play dates OK?
  - No. Stay home with your children.
  - Do not go to playgrounds.

- What about having close friends over to visit?
  - No in-person visits.
  - FaceTime or online communication is best.

- I have a regular doctor's visit scheduled, should I still go?
  - Call ahead, many appointment are cancelled at this time.

- I need to go to the grocery store. What should I do?
  - Wipe down cart or basket
  - Avoid busy times.
  - Stay 6ft away from others.
  - Wash hands for 20 seconds often
  - Do not touch your face.
UPDATED GROCERY STORE INFORMATION

Age 60+ Tues, Wed, Thurs  5:30 a.m. to 7 a.m.
All customers Monday to Saturday 7 a.m. to 6 p.m. & Sunday 7 a.m. to 6 p.m.

Roche Bros.  Age 60+ and disabled population—each day 7 a.m. to 8 a.m.,
All customers 8 a.m. to 8 p.m.
Seniors and other at-risk members of the community
Tuesdays & Thursdays, 7 a.m. to 9 a.m.,
All customers 7 a.m. to 8 p.m.
Seniors 6 a.m. to 7 a.m.
All customers 7 a.m. until 10 p.m.

Big Y  All customers 7:30 a.m. and close at 8 p.m.
All customers 7 a.m. to 10 p.m.

Wegmans  Age 60+ 6 a.m. to 7:30 a.m. daily
All customers 7:30 a.m. to 8 p.m.
Food Delivery Available
Seniors or those with underlying health concerns—Wednesdays 1st hour open
Stores closing by 9 p.m. daily. Food Delivery Available

Target  All customers  9 a.m. to 7 p.m.

Walmart  All customers 6 a.m. to 11 p.m.
Food Delivery Available
Store hours vary by location
Waived charges for home delivery of prescription medications
Stores will close daily at 6 p.m. Opening hours remain unchanged

Age 60+ one hour before opening to the general public

Grocery Delivery Options:
Amazon Prime Now
https://primenow.amazon.com/
Amazon Fresh
www.amazon.com/fresh
Instacart
www.instacart.com
BJ’s
https://www.bjs.com/
Google Express
https://shopping.google.com/u/0/stores?express_redirect=true

Restaurant Delivery:
DoorDash
www.doordash.com
Postmates
www.postmates.com
GrubHub
www.grubhub.com
UberEats
www.ubereats.com

Office Locations: Allston • Hyannis • Lawrence • New Bedford • Salem • Taunton •
Bring home grocery store food? How to keep safe!

- Discard any boxes or packaging that you do not need.
- Place food into your own containers.
- Wash all fruits and vegetables, soak in soapy water and then rinse in clean water and dry. Wash same as wash your hands for at least 20 seconds.
- Disinfect any surface that had groceries touching them when you are finished.

https://www.youtube.com/watch?v=sjDuwc9KBps

For Massachusetts residents who need access to food:

Anyone can call free hunger helpline at 1-800-645-8333.

“We are able to provide information about resources in your community “Can “assist with SNAP applications over the phone.”

Project Bread is also providing free meal pick-up locations for children and families
**WARNING**

**DO NOT MIX THESE CLEANING PRODUCTS**

**BLEACH + VINEGAR**
Bleach and vinegar mixture produces chlorine gas, which can cause coughing, breathing problems, burning and watery eyes.

**BLEACH + AMMONIA**
Bleach and ammonia produce a toxic gas called chloramine. It causes shortness of breath and chest pain.

**BLEACH + RUBBING ALCOHOL**
Bleach and rubbing alcohol makes chloroform, which is highly toxic.

**HYDROGEN PEROXIDE + VINEGAR**
This combination makes peracetic/peroxyacetic acid, which can be highly corrosive.
Ways to Connect to Family and Friends

Use Video Relay Services (VRS) to make calls between hearing and Deaf callers.

- DEAF CALLER
- SIGN LANGUAGE INTERPRETER
- HEARING CALLER

Tools for Connecting:

- Video Relay Services
- FaceTime
- Zoom
- Google Hangouts

Ways to Connect to Family and Friends
## Exercises To Do At Home

Q: What kind of exercises can I do at home?
A: You can do a lot at home

**Walk in place to** warm up

<table>
<thead>
<tr>
<th>Exercise</th>
<th>Sets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jumping Jacks</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>High Knees</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>Burpees</td>
<td>1 Set of 10</td>
</tr>
<tr>
<td>Elbow to Knee Crunches</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>Leg Raises</td>
<td>2 sets of 10</td>
</tr>
</tbody>
</table>
Taking Care of YOURSELF

- **Seek** out information that will uplift, entertain, or educate you
- **Write** a “gratuity” journal everyday—everyday find something you are grateful for and write it down
- Everyday **share positivity** by sending one positive email or text to someone different
- **Meditate**
- **Exercise**
- **Eat healthy**
- **Sleep well**
- **Go outside** and take a walk
- **Foster** a pet—Contact MSPCA to set up an appointment to foster a pet
- **Express** your feelings and concerns with friends and family
- **Set** small goals you can accomplish each day
- **SMILE**

**Gratitude Journal Prompts**

1. What was the best thing that happened today?
2. Who makes you feel loved and why?
3. Name something that makes you happy.
4. What is your favorite outdoor activity?
5. Name someone that helps you.
6. Name someone that is nice to you.
7. What is your favorite thing to do on the weekend?
8. Name something that you are grateful to have.
9. What do you like to do with your family and why?
10. Where is your favorite place to go?
11. Name someone that makes you smile.
12. Who is your best friend and why?
13. What do you like most about your school or job?
14. What do you like most about your favorite subject?
15. Who was the last person to give you something?
16. What is the best gift that you have ever received?
17. Name the best thing that has ever happened to you.
18. What is your favorite game or sport and why?
19. Where is your favorite place to play or relax?
20. What do you like most about your family?
21. Name an animal that you feel thankful for.
22. What is your favorite thing to do at home?
23. Name a person that you love and why?
24. What is your favorite hobby and why?
25. Who do you like to spend time with?
26. Name someone that you feel grateful for.
Things to do with Your Children When You are Home During Coronavirus

- **Make** playdough—1 cup flour, 1/4 cup warm water, 1/2 tablespoon canola/vegetable oil, 1/3 cup salt, food coloring (if you want)
- **Puzzles**
- **Read** books
- **Build** with blocks
- **Create** cardboard road/map for toy cars
- **Make** Cardboard box tunnels
- **Build** a blanket/pillow fort
- **Board** games
- **Sensory Exploration:**
  - Flour
  - Rice
  - Pasta
  - Soil/dirt
  - Shaving cream
- **Water play**
- “**Toy bath**” - wash all your plastic, non-electronic toys
- **Painting**
- **Coloring**
- **Hide** and **seek**
- Letter, number, and color **search**—find letters, numbers, and colors around your home, see if you child can identify them.
- **Puppet/stuffed animal show**
- **Take a walk** outside
  - Play I-Spy—“I spy with my little eye, something red”
- **Have a costume parade** through your house or around your neighborhood
- **Have a family dance party**
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

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