"DEAF, Inc.’s mission is to inspire people to achieve personal and professional goals through accessible programs and services. We build bridges by increasing communication access and awareness across communities."

DEAF, Inc. staff are still available for YOU.
Call or Email your staff at their regular numbers/email

All services available remotely by:

Videophone
Telephone
Email

<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>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>Hyannis</td>
<td></td>
<td></td>
<td></td>
<td></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>617-586-2505</td>
<td></td>
</tr>
</tbody>
</table>
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

Press Conference information
Get latest information about DEAF, Inc.

@MCDHH.MA
@DEAFIncMA

Stay-at-Home Advisory extended to May 4, 2020
General COVID19 Info
https://youtu.be/5LEggP_jlw8
MCDHH - Programs and Services

<table>
<thead>
<tr>
<th>MCDHH</th>
<th>VP: 617-326-7546</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management (Monday—Friday)</td>
<td>Voice: 617-740-1600</td>
</tr>
<tr>
<td>MCDHH VOCA</td>
<td>Text: 857-202-7164</td>
</tr>
<tr>
<td>(Monday—Friday)</td>
<td>Email: Shannon.Silvestri</td>
</tr>
<tr>
<td></td>
<td>@mass.gov</td>
</tr>
<tr>
<td>Deaf Recovery Coaches</td>
<td>VP: 413-347-4094</td>
</tr>
<tr>
<td>(Monday—Friday)</td>
<td>Text: 857-488-5440</td>
</tr>
<tr>
<td></td>
<td>Email: Karran.Larson</td>
</tr>
<tr>
<td></td>
<td>@mass.gov</td>
</tr>
</tbody>
</table>

Commissioner Steven Florio’s vlog about MCDHH

https://www.youtube.com/watch?v=QCdFcVg0egI&feature=youtu.be&fbclid=IwAR2iVB8sbpexe6wjU65vKTzMuYQotpacV_YAE9bM9WNtwW8mE4U7sMa5xC0

<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 (call first)</td>
<td>❖ State Agencies</td>
</tr>
<tr>
<td>❖ Restaurants for delivery or take-out</td>
<td>❖ Most shopping stores</td>
</tr>
<tr>
<td>❖ Gas Stations</td>
<td>❖ Movies</td>
</tr>
<tr>
<td>❖ Home improvement stores</td>
<td>❖ Playgrounds</td>
</tr>
<tr>
<td>Not sure—call ahead</td>
<td>❖ Courts—Emergency? Call</td>
</tr>
<tr>
<td>Better—STAY HOME</td>
<td>❖ All non-essential businesses</td>
</tr>
</tbody>
</table>
State & Federal Agencies Information

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Transitional Assistance (DTA)</td>
<td>Closed for in-person visit until further notice. Can leave documents at “drop-box”</td>
<td>(877) 382-2363 DTACConnect.com</td>
</tr>
<tr>
<td>Massachusetts Rehabilitation Commission (MRC)</td>
<td>Closed for in-person visit until further notice. Contact via email/phone</td>
<td><a href="https://www.mass.gov/orgs/massachusetts-rehabilitation-commission">https://www.mass.gov/orgs/massachusetts-rehabilitation-commission</a></td>
</tr>
<tr>
<td>Social Security Offices (SSI, SSA, SSDI)</td>
<td>Closed for in-person visit until further notice.</td>
<td>1-800-772-1213 TTY 1-800-325-0778 <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a></td>
</tr>
<tr>
<td>Department of Unemployment Assistance (DUA)</td>
<td>Closed for in-person visit until further notice.</td>
<td><a href="https://www.mass.gov/service-details/check-eligibility-for-unemployment-benefits">https://www.mass.gov/service-details/check-eligibility-for-unemployment-benefits</a></td>
</tr>
</tbody>
</table>

Need General Information??
Call 211
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 BOSCOVID To 99411

Office Locations: Allston • Hyannis • Lawrence • New Bedford • Salem • Taunton •
### UPDATED GROCERY STORE INFORMATION

**Market Basket**
- 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 others at risk members
  - 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.

**Shaws**
- All customers 7:30 a.m. and close at 8 p.m.

**Price Chopper**
- All customers 7 a.m. to 10 p.m.

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

**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

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

**Trader Joe’s**
- All customers 6 a.m. to 11 p.m.
- Food Delivery Available

**Walmart**
- 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

**CVS pharmacy**
- Stores will close daily at 6 p.m. Opening hours remain unchanged

**The Home Depot**
- Age 60+ one hour before opening to the general public

### Grocery Delivery

<table>
<thead>
<tr>
<th>Grocery Delivery</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amazon Prime Now</strong></td>
<td><a href="https://primenow.amazon.com/">https://primenow.amazon.com/</a></td>
</tr>
<tr>
<td><strong>Amazon Fresh</strong></td>
<td><a href="http://www.amazon.com/fresh">www.amazon.com/fresh</a></td>
</tr>
<tr>
<td><strong>Instacart</strong></td>
<td><a href="http://www.instacart.com">www.instacart.com</a></td>
</tr>
<tr>
<td><strong>BJ’s</strong></td>
<td><a href="https://www.bjs.com/">https://www.bjs.com/</a></td>
</tr>
<tr>
<td><strong>Google Express</strong></td>
<td><a href="https://shopping.google.com/u/0/stores?redirect=true">https://shopping.google.com/u/0/stores?redirect=true</a></td>
</tr>
</tbody>
</table>

### Restaurant Delivery:

<table>
<thead>
<tr>
<th>Restaurant Delivery</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DoorDash</strong></td>
<td><a href="http://Www.doordash.com">Www.doordash.com</a></td>
</tr>
<tr>
<td><strong>Postmates</strong></td>
<td><a href="http://Www.postmates.com">Www.postmates.com</a></td>
</tr>
<tr>
<td><strong>GrubHub</strong></td>
<td><a href="http://Www.grubhub.com">Www.grubhub.com</a></td>
</tr>
<tr>
<td><strong>UberEats</strong></td>
<td><a href="http://Www.ubereats.com">Www.ubereats.com</a></td>
</tr>
</tbody>
</table>
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
- Don’t 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?

![Intensity levels of pain](Image)

0 = No Pain
1 = Mild Pain
2 = Moderate Pain
3 = Severe Pain
4 = Very Severe Pain
5 = Worst Possible Pain

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 may not understand all that you say

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

PRETEND MENTAL OF COMMUNICATION

- Interpreter
- Text/Signs
- Writing
- Lip Reading
- Gestures
- Unaided

QUICK COMMUNICATION

- Yes
- No
- Don’t Know
- Go
- Wait
- Stop

TREATMENT & CARE

- Medical Staff
- Contact Doctor
- Ambulance
- Hospital
- Medical Test
- Oxygen
- Inhaler
- Medicine
- Contact Family
- Appointment
- Stay Home
- Throw Away Your Clean Hands

HOW TO DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING HTTPS://MASS.GOV

Office Locations: Allston • Hyannis • Lawrence • New Bedford • Salem • Taunton •
Healthcare Information:

Communicating with Medical Personal During Coronavirus:

https://www.nad.org/


https://www.nad.org/covid19-communication-access-recs-for-hospital/

https://www.nad.org/covid19-communication-medical-access-for-deaf-hard-of-hearing/#placard

Learn how to communicate for Coronavirus. Interpreters may not be available. Please be patient and calm. Serious problem for all. Too many people are sick. The doctors and nurses will do the best to make sure you understand everything.

MassHealth Coverage Will Not Be Terminated During COVID-19 Emergency

Effective immediately,

MassHealth will NOT stop coverage—

Have MassHealth on 3/18/2020? - it will not stop now.

MassHealth will NOT stop until one month AFTER Coronavirus emergency
Ways to recognize and avoid scams:
- Scammers contact you by phone, mail, email, messages or computer virus
- Be careful of all links attached to emails
  - Especially from unknown persons
- Do not give out Medicare or Medicaid numbers
- Ignore advertisement for test kits
- Doctors and nurses do not make unsolicited calls
- An email, phone call, or any other form of communication that requires “immediate action” is likely a scam

https://www.youtube.com/watch?v=6JWJd38nW_0&feature=youtu.be

Stimulus Package Information:

Who will be receiving? How much can you expect?

- Single and earn less than $75,000? Will get $1,200
- Married couples earn less than $150,000, Will get $2,400
- Income over, contact us for information—reduced.
- Have kids—contact us..
- Have children under 16? Receive $500 per child
- Everyone receiving checks will need to have a social security number
- Everyone receiving a check must be citizen, legal permanent resident, or legal resident

https://youtu.be/VHqbxx_LjfY

Office Locations: Allston • Hyannis • Lawrence • New Bedford • Salem • Taunton •
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

White House Briefings

The White House has not provided communication access for their briefings on coronavirus.
But do not worry, the kind people over at DPAN.TV have decided they will provide live interpretation of White House briefings and more!

Visit:
https://dpan.tv/catalog
Or
DPAN.tv on Facebook Live @DPANTV
GOVERNMENT SUPPORT FOR CREATIVE PROFESSIONALS IMPACTED BY COVID-19
A snapshot guide for people who lost current or upcoming full- or part-time work
For the first time, 1099 workers will be able to get unemployment insurance.

I have lost all or partial employment, or I am not able to start a job, and I am a...
(choose one of the following)

W-2 employee

1099 worker or self employed

Both a 1099 and W-2 worker

Student/long time unemployed worker*

Apply for SBA Paycheck Protection loan

File for state unemployment insurance
(You will receive what you normally qualify for plus $600 per week**)

Exhaust unemployment insurance

Access 13 week Pandemic Emergency Unemployment Compensation

If you don't qualify for unemployment insurance

Apply for Pandemic Unemployment Assistance
(You will receive a determined amount plus $600 per week**)

*Someone who has not worked in the last six months
**Through July 31, 2020, all UI and PUA claimants will receive their calculated benefits plus an additional $600 per week in compensation.

Contact your union for specific information on navigating this process. Creative professionals paid through a loan out corporation should contact their union for specific information.
Licenses, IDs, and Permits

All Class D and Class DM driver’s licenses, ID cards, and Learner’s Permits that have expired or are expiring between March 1, 2020 and April 30, 2020, will have a 60-day extension applied to the current expiration date.

Real ID

The Department of Homeland Security (DHS) will require everyone to have a Real ID. The deadline has been extended to October 1, 2021.

Boston Specific Food Pantries: bostonabcd.org

The ABCD sites listed below are open for food pantry and brown bag program only. All other services will be done by phone/email.

ABCD Allston-Brighton
640 Washington St Suite #203
Brighton, MA 02135
617-903-3640

ABCD Mattapan
535 River St.
Mattapan, MA 02126
617-298-2045

ABCD Parker Hill/Fenway
714 Parker St
Roxbury, MA 02120
617-445-6000

ABCD East Boston
21 Meridian St
East Boston, MA 02128
617-567-8857

ABCD Mystic Valley
Opportunity Center
(phone only, no food pantry)
781-321-2501

ABCD Roxbury/N. Dorchester
565 Warren St
Roxbury, MA 02121
617-442-5900
Food Pantry Information

- https://www.foodpantries.org/st/massachusetts
  - A complied list of food pantries in towns across Massachusetts
  - Some food pantries deliver (call ahead)
  - Some are pick up only

- https://www.servings.org/
  - Providing food to chronically and critically ill individuals and families

- Meals on Wheels
  - Contact your town’s senior center for information on their services for seniors (individuals over the age of 60) and people with disabilities who are homebound

- http://www.projectbread.org/get-help/
  - Anyone can call free hunger helpline at 1-800-645-8333.
  - Project Bread is also providing free meal pick-up locations for children and families
Try Sorenson’s Wavello:
https://www.sorenson.com/wavello/
Where Deaf and hearing can video call through an interpreter

Coping with Stress and Fear from COVID-19

Take care of your body.
- Eat healthy, well-balanced meals
- Exercise regularly
- Get plenty of sleep
- Take deep breaths, stretch, or meditate

Virtually connect with others.
Talk with people you trust about your concerns and how you are feeling.

Take breaks from watching, reading, or listening to news stories, including social media.

Make time to unwind.
Try to do some other activities you enjoy.

Help is available:
Visit Mass.gov/COVID19 or Call 2-1-1
NEVER ALONE GROUP DEAF

Closed NA meeting. All addicts welcome

https://zoom.us/j/802616925 Call in at 802616925

<table>
<thead>
<tr>
<th>Time zone</th>
<th>Thursdays</th>
<th>Saturdays</th>
<th>Sundays</th>
</tr>
</thead>
<tbody>
<tr>
<td>HST- Hawaii Time</td>
<td>3 PM</td>
<td>7 AM</td>
<td>4 PM</td>
</tr>
<tr>
<td>AKST- Alaska Time</td>
<td>4 PM</td>
<td>8 AM</td>
<td>5 PM</td>
</tr>
<tr>
<td>PST- Pacific Time</td>
<td>5 PM</td>
<td>9 AM</td>
<td>6 PM</td>
</tr>
<tr>
<td>MST- Mountain Time</td>
<td>6 PM</td>
<td>10 AM</td>
<td>7 PM</td>
</tr>
<tr>
<td>CST- Central Time</td>
<td>7 PM</td>
<td>11 AM</td>
<td>8 PM</td>
</tr>
<tr>
<td>EST- Eastern Time</td>
<td>8 PM</td>
<td>12 PM</td>
<td>9 PM</td>
</tr>
</tbody>
</table>

-speaker meeting April 11 2020
Robbin W. Will be celebrating 9 years

Clean Date 4.11.11

Language: ASL American Sign Language

If you need an interpreter for this meeting please contact
Laura S. 3615759094 by text

Office Locations: Allston • Hyannis • Lawrence • New Bedford • Salem • Taunton •
## 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>Duration/Reps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plank</td>
<td>20 seconds</td>
</tr>
<tr>
<td>(Increase by increments of 5 seconds)</td>
<td></td>
</tr>
<tr>
<td>Mountain Climbers</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>Bird Dog</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>Hip Bridge</td>
<td>2 sets of 10</td>
</tr>
<tr>
<td>Wall Sit</td>
<td>30 seconds</td>
</tr>
<tr>
<td>(Increase by increments of 5 seconds)</td>
<td></td>
</tr>
</tbody>
</table>

*Images of exercises are included.*
Department Elementary and Secondary Education (DESE)

Parents who have children in the public school systems (statewide) from DESE Commissioner Riley

Key Points:

- Schools closed for in-person education until May 4, 2020

- Residential schools – still operating
- Remote/Online Learning – schools will contact parents
- Students do not need make up days, school year end on previous schedule plus 5 snow day. – some could go longer – each school district will decide.
- Students on IEP? School will contact.
- School Meals – schools are providing for students. http://meals4kids.org/schoolclosure or call 800-645-8333

- Questions: covid19k12ParentInfo@mass.gov
  781-338-3700
Enjoy the special edition newsletter!

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

NAD’s ASL Video on the U.S Census 2020
https://www.youtube.com/watch?v=1qMSl1b1sbXw&feature=emb_logo