



CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

MIKE KENNEALY
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

Commonwealth of Massachusetts
Division of Professional Licensure

1000 Washington Street, Suite 710
Boston, Massachusetts 02118

EDWARD A. PALLESCHI
UNDERSECRETARY OF CONSUMER
AFFAIRS AND BUSINESS
REGULATION

LAYLA R. D'EMILIA
COMMISSIONER, DIVISION OF
PROFESSIONAL LICENSURE

NOTICE: In Person Visits to DPL's Boston Office

March 19, 2020

Due to the recent activity surrounding COVID-19 (Corona Virus), the Massachusetts Division of Professional Licensure ("DPL") is taking measures to reduce customer visits to our main office, located at 1000 Washington Street in Boston, MA.

Although the Boston office remains open to the public, DPL is asking customers who do not have an immediate need for in-person services to delay their visit. Further, to assist with "social-distancing" and to reduce the volume of visitors to the office, those customers who do visit the office are asked to not bring multiple individuals with them.

Customers should expect longer waits as building security will limit any crowding to comply with social distancing protocols. Specifically, DPL will limit the number of people allowed into its public walk-in waiting area(s) and once those limits are reached, customers will have to both leave and come back, or wait outside until it is possible to let them in while still maintaining social distancing protocols.

Customers are also encouraged to visit DPL's [website](http://www.mass.gov/dpl) (www.mass.gov/dpl), for information on conducting various transactions with the Agency and its boards and offices. For example, customers may submit initial license applications and license renewals for DPL's boards of registration online through the Commonwealth's [ePLACE Portal](https://elicensing.mass.gov/CitizenAccess) (<https://elicensing.mass.gov/CitizenAccess>) or [eGov Portal](https://madpl.mylicense.com/eGov) (<https://madpl.mylicense.com/eGov>) for Office of Public Safety licenses. For those initial license applications that are not online, you can download that application by going to the specific board's website. Once the application is completed, it can be mailed into the office.

Board-specific information related to the application and renewal process for each profession may be found online the applicable Board's [homepage](http://www.mass.gov/dpl/boards) (www.mass.gov/dpl/boards). Customers seeking information specific to a board, division, or unit within the Office of Public Safety and Inspections should visit the Office's [website](http://www.mass.gov/dpl/opsi) (www.mass.gov/dpl/opsi).

These steps are being taken following Governor Charlie Baker's declaration of a State of Emergency the week of March 9th to complement the work that has been underway for weeks across state government to keep residents safe and healthy during the COVID-19 outbreak.

DPL has also taken other steps to help mitigate the spread of COVID-19. In keeping with recommendations from the Massachusetts Department of Public Health (DPH), DPL has adopted enhanced cleaning practices for its facilities, purchased additional contactless hand sanitizer



dispensing stations, issued anti-viral disinfectant wipes and individual size hand sanitizers, and expanded the building areas to be disinfected on a regular basis.

The Baker-Polito Administration will continue to update the public on COVID-19 response and precautionary measures. For more information, please visit: mass.gov/COVID19.

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