

MRC COVID-19 RESOURCE GUIDE

April 3, 2020

VISIT
[MASS.GOV/COVID19](https://www.mass.gov/covid19)
FOR THE LATEST ON
COVID-19 AND THE
COMMONWEALTH'S
ONGOING
RESPONSE.

FOR RESOURCES
ABOUT EMPLOYEE
RIGHTS, SICK TIME, AND
OTHER IMPORTANT
EMPLOYEE
INFORMATION, PLEASE
VISIT
[MASS.GOV/GUIDES/RES
OURCES-DURING-
COVID-19](https://www.mass.gov/guides/resources-during-covid-19)

WHAT IS COVID-19?

COVID-19 is a new respiratory disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed COVID-19 cases.

WHAT ARE THE SYMPTOMS OF COVID-19?

Symptoms of this infection may appear 2-14 days after exposure and include:

- Fever
- Cough and shortness of breath, and
- In severe cases, pneumonia (fluid in the lungs).

Call your healthcare professional if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you have recently traveled from an area with widespread or ongoing community spread of COVID-19.

HOW WILL THE COVID-19 PANDEMIC AFFECT MY CURRENT EMPLOYMENT?

During this pandemic, Massachusetts Governor, Charlie Baker, has given stay at home orders for non-essential workers. This means that all non-essential workers are ordered to stay home and work remotely if possible. If you are unsure if your employment is considered “essential” please find a current list of essential workers at:

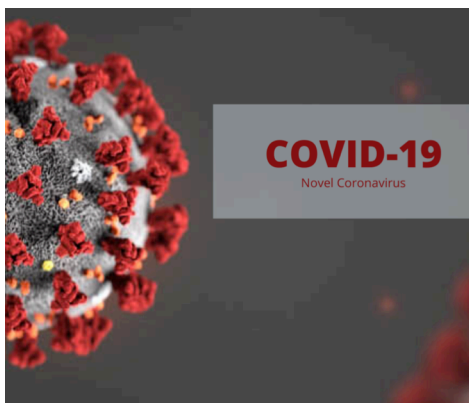
[mass.gov/info-details/covid-19-essential-services](https://www.mass.gov/info-details/covid-19-essential-services)

If you are laid off due to the COVID-19 pandemic, you may qualify for unemployment benefits. For a complete guide on how to complete an unemployment claim in MA, please visit:

[mass.gov/doc/filing-a-new-unemployment-claim-covid-19](https://www.mass.gov/doc/filing-a-new-unemployment-claim-covid-19)

HOW WILL THE COVID-19 PANDEMIC AFFECT MY JOB SEARCH?

During this time of uncertainty, it may feel overwhelming or impossible to continue an active job search. Your MRC counselor is here to help. There are many companies that have increased their hiring capabilities during this time. Please ask your counselor for information about companies in your area that are currently hiring.



Many employers are utilizing telephone interviewing or video conferencing for moving forward with their hiring process. If you need support or training on how to prepare for virtual interviewing, please talk to your counselor about how they can help you and what resources MRC can provide you with.

HOW WILL THE COVID-19 PANDEMIC AFFECT MY DTA BENEFITS?

Whether you remain employed, have reduced hours, or were recently laid off due to the COVID-19 pandemic, your questions on how these scenarios affect your DTA benefits can be found here:

mass.gov/info-details/dta-covid-19-frequently-asked-questions

WHAT OTHER RESOURCES ARE AVAILABLE TO ME?

The COVID-19 pandemic affects everyone in different ways. Below is a comprehensive list of resources available to you. If you have any questions about any resources, please contact your counselor.

Important Phone Numbers:

National Suicide Prevention Lifeline- Available 24 hours - 1-800-273-8255

DMH Emergency/Crisis Line - Available 24 Hours – 1-877-382-1609

SAMHSA's National Helpline (For individuals and family members facing mental and/or substance use disorders) – Available 24 hours - 1-800-662-HELP (4357)

MRC Consumer and Family Warm Line - MRC has created a Consumer and Family Warm Line (617-204-3665) available to consumers and family members for questions or concerns regarding MRC services. The warm line is open five days a week, 9:00am-4:00pm.

DTA Assistance Line - Talk to a case manager between 8:15am-4:45pm - 1-877-382-2363

Massachusetts 2-1-1 – MA residents can call 2-1-1 to learn more about: COVID-19 prevention, symptoms, and treatment, information about testing, guidance for people planning or returning from travel. Massachusetts 2-1-1 is open to callers 24 hours a day, 7 days a week. Operators fluent in Spanish are available, and more than 150 other languages are supported through an interpreter services line that is available 24/7.

Homeless Shelter Database

For a country-wide database on homeless shelters, please view this link and click your state and city to locate shelters near you: <https://www.homelesshelterdirectory.org/>

Online AA Meetings

For an online AA meeting directory, please visit: https://www.thetokenshop.com/Online_AA_Meetings

Food Pantry Database

For an online database of food pantries in MA by city/town, please visit: <https://www.foodpantries.org/st/massachusetts>