



The Covid-19 Pandemic continues to affect us in a variety of ways. This updated information sheet includes information about COVID-19, physical and mental health, meeting financial obligations and Covid-19 testing sites.



Specific to COVID-19: Residents with questions should dial 2-1-1 from any landline or cellphone. Callers dialing 2-1-1 will hear an automated menu of options. Callers press 2-6 for coronavirus. Residents can also reach 2-1-1 through a live chat option on the [Massachusetts 2-1-1 website](#).

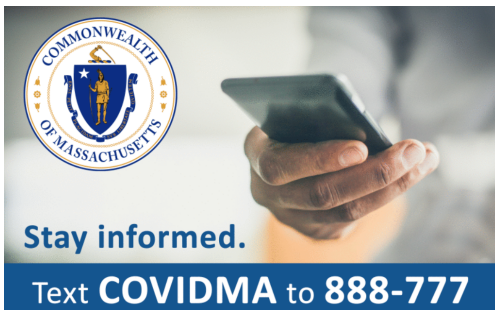
In addition to information about Covid-19, *Call 211* connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources.



[Town of Berlin Emergency Notification System](#)

For community communication and emergency notifications from our Public Safety and town leaders, sign up for [CODE RED](#). All residents are encouraged to sign up for this efficient communication system. Sign up online, or [download the form](#).

For more information and to sign up, please click the icon or the words "CODE RED" above.



[Receive Covid-19 related text alerts from The Commonwealth](#) once you sign up by texting COVIDMA to 888-777.

Fuel Assistance



In response to COVID-19, the Attorney Maura Healy announced that additional financial support will be available for individuals and families struggling to pay for heat.

In order to apply for Low Income Home Energy Assistance Program (LIHEAP) and other heating assistance, please call:
[New England Farm Workers Council \(NEFWC\)](#)

(North Central Massachusetts)
(978) 342-4520

Calls are answered 9:00 -12:00 and 1:00 - 3:30 Follow the prompts to be connected to a person. There is a significant wait time, but you will be connected to a counselor.

HOUSING



[Massachusetts Department of Housing and Community Development \(DHCD\)](#) Guide to obtaining housing assistance. In response to COVID-19 additional funding has allocated to assist individuals and families with housing.

[COVID-19 Eviction Diversion Program](#) an overview of the additional support for tenants and landlords since the pause of evictions and foreclosures expired on Saturday, October 17. The goal of this initiative is to keep tenants safely in their homes and to support the ongoing expenses of landlords.

[Commonwealth of Massachusetts RAFT - Residential Assistance to Families in Transition](#) if your family is experiencing a sudden hardship and are AT RISK FOR BECOMING HOMELESS:

Homeless Prevention Resources through the Commonwealth are through:

[RECAP - Resources for Community and People.](#)

191 May Street

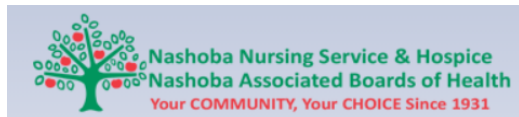
Worcester, MA 01602

Phone (800) 488-1969 email: hcec@rcapsolutions.org

Information, application and instructions are here:

<http://www.rcapsolutions.org/hcec-application/>

Physical Health



[Nashoba Nursing Services and Hospice and Nashoba Associated Board of Health](#)

Electricity

nationalgrid

Assistance with your National Grid bill

Income-eligible customers may qualify for a discounted rate on electric service. To be eligible, you must be a National Grid customer and already enrolled in an eligible benefit program or the Home Energy Assistance Program ([LIHEAP](#) is the home heating support through The Commonwealth and New England Farm Workers Council (NEFWC). Information about that program is in the above square.)

To see if you are eligible and to apply, fill out the [Electric Discount Rate Application](#).

National Grid is also offering monthly payment options for past due mounts. [The COVID-19 Payment Agreement](#) allows you to spread your past due amount over manageable monthly installments. [Enroll online](#) or call 1-800-322-3223.

Mental Health



[MassSupport Network](#) provides free community outreach, counseling support services statewide in response to the COVID-19 crisis.

call **888-215-4920** or email: MassSupport@riversideecc.org

The Town Nurse is available for consultation M-F 8 AM - 4:30 PM and can be reached by calling 978-772-3335 or 1-800-427-9762, ext. 340.



[CDC](#) Center for Disease Control - up to date reliable information about COVID-19.



[Massachusetts Department of Public Health](#) Complete information about COVID-19, including case numbers by city or town, [testing sites](#), mandates and directives.

COVID-19 Testing

“Stop The Spread” testing sites are located throughout The Commonwealth. Asymptomatic people can be tested for COVID-19 at various locations for free. One of the closest sites for free testing for uninsured individuals, with no doctor referral is [UMass Marlborough, located at the New England Sport Center](#) parking lot, 121 Donald Lynch Blvd., Marlborough, MA 01752

For a complete list of testing sites, visit [The Commonwealth's interactive map](#).



[Massachusetts Department of Mental Health Covid-19 Mental Health Resources](#)

Emergency/Crisis Line - Available 24 Hours (877) 382-1609

Main (617) 626-8000

Available Monday through Friday 9am-5pm

DMH Information and Resource Line Voicemail Box(800) 221-0053
This voicemail box is checked regularly Monday through Friday. Calls are returned within 48 hours.



1-800-985-5990 or text TalkWithUs to 66746

[National Substance Abuse and Mental Health Services Administration SAMHSA's Disaster Distress Helpline](#). to connect with a trained crisis counselor.



1-800-273-8255 or [Chat online](#)

[The National Suicide Prevention Lifeline](#) is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

Whether you are looking for support for yourself, or a loved one, call and visit The Lifeline website. Covid specific resources and more.



If you are struggling to put food on your table, please know that [The Berlin Family Food Pantry](#) continues to provide support for our residents. [Please view this document](#) to find ways to provide food for yourself and your family.