

# Helpful Services Available During the COVID-19 Outbreak Reading, MA



In this document we have compiled a list of various resources available to our community to support people who are facing unprecedented hardships due to the COVID-19 outbreak. Please check this document regularly as we will continue to update it as the services available change.

If you have questions or need to access a type of service that is not included in this document, please contact Samantha Salkin, Outreach Coordinator, [Reading Coalition for Prevention & Support](#) at [ssalkin@ci.reading.ma.us](mailto:ssalkin@ci.reading.ma.us) and we will assist you in accessing the services you need.

Thank you to our partners in the [Mystic Valley Public Health Coalition](#) for helping us compile this resource list.

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# Stay Informed

For the most up-to-date information on how the Town of Reading is responding to the COVID-19 outbreak, please consult the following websites:

**Town of Reading:** [Website](#) and [Facebook Page](#)

**Reading Police Department:** [Facebook Page](#)

**Reading Public Schools:** [Website](#) and [Twitter Page](#)

# Substance Use Disorder Treatment and Support Resources

## Find Treatment Options:

- [Massachusetts Substance Use Helpline](#): 800-327-5050
  - Public resource for finding substance use treatment and recovery services. Helpline services are free and confidential
  - Hours of operation: Monday-Friday 8AM-10PM, Saturday-Sunday 8AM-6PM
- [SAMHSA 24-Hour Treatment Referral Helpline](#): 800-662-4357
  - Free, confidential, treatment referral and information service (in English and Spanish) for individuals and families dealing with substance use disorders
  - Hours of operation: 24/7
- [Massachusetts Behavioral Health Access](#)
  - Resource that helps both providers and members locate openings in mental health and substance use disorder services
  - **To find detox beds:**
    - i. Under Substance Use Disorder Services click on “find provider openings”
    - ii. Use drop down menu to search for available services, for detox beds select “ATS”
    - iii. *For more information on detox beds, please contact Samantha Salkin, Outreach Coordinator, Reading Coalition for Prevention & Support at [ssalkin@ci.reading.ma.us](mailto:ssalkin@ci.reading.ma.us)*
- [Massachusetts Network of Care](#)
  - A directory of over 5,000 programs and organizations across the Commonwealth, searchable by keyword and zip code
  - *Does NOT match with individual providers, provides information on programs*
- [Column Health](#)
  - “We facilitate full recovery from mental illness and substance use disorders; enabling stability and self-actualization for our patients and team members. We restore hope to individuals and families suffering from these debilitating illnesses through evidence-based world-class treatment and education, while conducting industry-leading research and analysis to continuously improve the efficacy of treatment and service delivery.”
  - Options for same-day appointments when an individual calls seeking services
  - Locations in Arlington, Somerville, Lowell, Lawrence, Brighton, Attleboro, Stoughton, Norton

## Virtual/Phone-Based AA and NA Meetings:

- [Online Intergroup: Alcoholics Anonymous](#)
  - Directory a multitude of online/phone AA meetings

- [In The Rooms: Global Online Recovery](#)
  - Free online recovery tool that offers 130 weekly online meetings for those recovering from addiction and related issues. Embraces multiple pathways to recovery, including all 12 Step, Non-12 Step, Wellness and Mental Health modalities.
- [Herren Project Recovery Group](#)
  - Peer support based live online recovery meeting regardless of your pathway to recovery. Whether you attend AA, NA, Refuge Recovery or any other type of addiction support program, all are welcome. The meetings will start with a speaker followed by fellowship and sharing. All meetings are confidential.
  - Meeting held every night at 7:30PM EST
- [Unity Recovery](#)
  - Online recovery support groups which will be available five times daily at 9AM, 12PM, 3PM, 6PM, and 9PM EST
- [Pause a While, Inc](#)
  - Free conference-call AA meeting hosted at 2PM EST daily
  - Dial in number: 425-436-6360, Access Code: 422932
- [Staying Cyber](#)
  - Online series of weekly Alcoholics Anonymous meetings
- [Narcotics Anonymous World Services](#)
  - NA meeting using various platforms, multiple times available
- [Virtual NA](#)
  - NA meetings online and by phone, multiple times available
- [Never Alone Club](#)
  - A group of Narcotics Anonymous with daily online meetings where those seeking recovery can chat 24/7 for support and fellowship

### **Family Support Groups:**

- [Herren Project Spousal Support Group](#)
  - For spouses of those struggling with addiction
  - Meets Tuesdays at 7:30PM EST
- [Herren Project Family Support Group](#)
  - For family members, and friends struggling with a loved ones substance use
  - Meets Mondays at 8:00PM EST
- [Herren Project Parent Support Group](#)
  - For parents struggling with their adolescent or adult child's substance use
  - Meets Mondays at 12:00PM EST
- [Unity Recovery](#)
  - One daily family and loved one recovery support meeting at 8:00PM EST

# Mental Health Treatment Support and Resources

## Mental Health Support Hotlines:

- [Samaritans Hotline](#): 800-252-8336
  - “Preventing suicide, providing hope”
  - Hours of operation: 24/7, available by phone or text message
- [Crisis Text Line](#): Text “HOME” to 741741
  - Serves anyone, in any type of crisis, providing access to free, 24/7 support and information via a medium people already use and trust: text
  - Hours of operation: 24/7
- [National Suicide Prevention Lifeline](#): 800-273-8255
  - Provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals
  - Hours of operation: 24/7

## Find Treatment Options:

- [Eliot Community Services](#): 800-988-1111
  - Provides mobile psychiatric evaluation, crisis intervention, stabilization, and follow up for those in acute psychiatric distress
- [INTERFACE Referral Service](#): 888-244-6843
  - Callers will work with a Resource and Referral Counselor who will help them navigate the challenges of finding mental health services. Each caller will be assigned a lead counselor who will provide matches to services, as well as provide information and resources about mental health and wellness
  - *Matches callers with individual providers who are currently accepting new patients*
  - Hours of operation: Monday-Friday 9AM-5PM
- [Massachusetts Network of Care](#)
  - A directory of over 5,000 programs and organizations across the Commonwealth, searchable by keyword and zip code
  - *Does NOT match with individual providers, provides information on programs*

## Mental Health Support Groups:

- [National Alliance on Mental Illness Connection Recovery Support Group](#)
  - NAMI Connection is a free, peer-led support group for people who are concerned about their mental health. Groups are led by NAMI-trained facilitators who've been there. NAMI Connection groups allow you to talk about your experiences in a safe and confidential setting. The groups encourage empathy, productive discussion, and a sense of community.
  - Groups will meet via phone, times listed on website

- [National Alliance on Mental Illness Family Support Group](#)
  - NAMI Family Support Groups are free groups for family members, friends, and other caregivers of people diagnosed with mental health conditions. Family Support Groups provide a nonjudgmental environment where caregivers can discuss concerns, learn about local resources, and benefit from one another's collective knowledge and experience. Led by NAMI-trained facilitators who are also family members, they provide comfort, hope, and a sense of community.
  - Groups will meet via phone, times listed on website
- [7Chairs](#)
  - 7Chairs is committed to ensuring that no one remains alone while battling a health condition. Online groups are facilitated by a licensed psychotherapist.

# Coping with Stress and Anxiety During a Crisis

## Suggestions on Managing Mental Health During the COVID-19 Outbreak

- SAMHSA: [Coping With Stress During Infectious Disease Outbreaks](#)
- McLean Hospital: [Caring for Your Mental Health During Coronavirus](#)
- American Foundation for Suicide Prevention: [Taking Care of Your Mental Health During Uncertainty](#)
- [Disaster Distress Helpline](#): 800-985-5990, text “Talk With Us” to 66746
  - National hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.
  - Hours of operation: 24/7



# Talking with Children About a Crisis

## Suggestions on Talking with Children About COVID-19

- National Association of School Psychologists: [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#)
- PBS: [Talking with Children About COVID-19](#)
- SAMHSA: [Talking With Children: Tips for Caregivers, Parents, and Teachers During Infectious Disease Outbreaks](#)
  - This fact sheet provides parents, caregivers, and teachers with strategies for helping children manage their stress during an infectious disease outbreak. It describes potential reactions among youth and the support adults can provide to help them.

## Resources for Parents

- [Child Mind Institute](#)
  - “We know parents are struggling to balance work, child care and self-care while keeping worries — both your children’s and your own — under control. You don’t have to do it alone.”
- [Parental Stress Line](#): 800-632-8188
  - Parents or guardians with problems relating to their children do not hesitate to call us. Trained volunteer counselors offer a way to relieve stress in an environment which is non-judgmental along with being sympathetic. We offer support to anyone seeking it no matter how big or small.
  - Hours of operation: 24/7, support available in all languages
- The National Child Traumatic Stress Network: [Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019](#)
  - Provides information for parents and caregivers about infectious disease outbreaks in your community. Knowing important information about the outbreak and learning how to be prepared can reduce stress and help calm likely anxieties. This resource will help parents and caregivers think about how an infectious disease outbreak might affect their family— both physically and emotionally—and what they can do to help their family cope.

## Resources in Spanish

- [Puerto Rico Public Health Trust](#)

# Food Resources

- [Reading Food Pantry](#)
  - Please contact Kerry Valle, Senior Case Manager, with questions about how to access food services.
    - Phone: 781-942-6659, email: [kvalle@ci.reading.ma.us](mailto:kvalle@ci.reading.ma.us)
- [Project Bread](#)
  - Project Bread works to fully enroll individuals in state and federal nutrition programs as well as refer callers to local food resources.
  - **FoodSource Hotline:** 800-645-8333
    - Offers comprehensive statewide information and referral service in Massachusetts for people facing hunger. Can connect callers to food resources in their community.

## Domestic Violence Resources

- [National Domestic Violence Hotline](#): 800-779-7233, text “love is” to 22522
  - Hours of operation: 24/7
- [RESPOND, Inc](#)
  - 24-hour hotline: 617-623-5900
  - Provides life-saving shelter, a crisis hotline, support services, individual and group counseling to domestic violence survivors
  - Services are free, confidential, and available to all survivors of domestic abuse—women, men, teens and children
- [The Network La Red](#)
  - 24 hour hotline: 617-742-4911, spanish language available
  - Survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, SM, polyamorous, and queer communities.

# Elder Resources

## [Reading Elder and Human Services](#)

- If you or a family member are in need of [Elder Services](#) or are looking for information on services being offered by the [Pleasant Street Senior Center](#), please contact:
  - Kerry Valle, Senior Case Manager
    - Phone: 781-942-6659
    - Email: [kvalle@ci.reading.ma.us](mailto:kvalle@ci.reading.ma.us)
  - Alyse Warren, Nurse Advocate
    - Phone: 781-942-6693
    - Email: [awarren@ci.reading.ma.us](mailto:awarren@ci.reading.ma.us)

## Veterans' Resources

- [Reading Veteran Services](#): Please contact Kevin Bohmiller, Veterans' Service Officer, if you are a Veteran in need of additional support.
  - Phone: 781-942-6652, email: [kbohmillier@ci.reading.ma.us](mailto:kbohmillier@ci.reading.ma.us)
- [Veterans Crisis Line](#): 800-273-8255, select menu option #1
  - Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves.
  - Text message and online chat options also available