



Westborough Youth and Family Services

COVID-19 RESOURCE LIST

Updated 4/28/2020

The mission of **Westborough Youth and Family Services** is to *provide counseling and social services to Westborough residents and to promote behavioral health and wellness for the entire community*. Our staff is working remotely to provide continued services and information to the Westborough community. We are available by phone to answer your questions, provide support, and connect you to resources. If you have a need that cannot be met by a resource on this list, please call us at **508-366-3090, Monday-Thursday, 8 AM to 5 PM and Friday, 7:30 AM to noon**.

ALERTS AND UPDATES

NEW: COVID-19 Information Phone Line, Town of Westborough, 508-871-5111. Westborough Town officials are now staffing an Information Line, during Town hours of operation, Monday-Thursday, 8 AM-5 PM and Friday, 7:30 AM-noon. Callers will be given information and will be directed to town departments and resources to answer questions and address needs related to the impact of the coronavirus.

NEW: COVID-19 Information Email, Town of Westborough, COVIDinfo@town.westborough.ma.us. Send an email to Westborough Town officials with your questions related to the impact of the coronavirus and COVID-19. Town officials will reply to emails during Town hours of operation.

COVID-19 (Coronavirus) Website for Information and Updates, Town of Westborough. Town officials in Westborough regularly update this special section of the Town website with current information about the impact of the coronavirus, how the town is responding and resources for residents. Go to <https://www.town.westborough.ma.us/covid-19-coronavirus-information-and-updates>.

CodeRED, Town of Westborough. Town officials and the local Emergency Management team have instituted a rapid, emergency notification service called CodeRED®. The system will distribute customized, pre-recorded emergency messages directly to homes, businesses, live individuals, and answering machines. To register, go to <https://www.town.westborough.ma.us/fire-department/pages/codered-emergency-alert-system>.

FOOD/GROCERIES

Westborough Food Pantry, 508-366-3007. The Food Pantry is currently distributing gift cards for local grocery stores to individuals and families in need. Whether or not you are a regular patron of the Food Pantry, you are welcome to call to request a gift card. The Food Pantry is currently closed for in-person food distribution and is not accepting food donations at this time. To donate, drop off gift cards from local grocery stores at the Fire Station or in the Drop Box in front of Town Hall. You may also mail gift cards to Westborough Food Pantry at P.O. Box 502, Westborough, MA 01581.

Meals on Wheels, through BayPath Elder Services at the Westborough Senior Center, 508-366-3000. Weekly meal delivery for eligible seniors. Call the Senior Center for more information and to sign up.

Westborough Public Schools' Free Breakfast and Lunch Program. Families with children may pick up free meals on weekdays from Hastings School and Westborough High School, 9:00-9:45 AM To arrange for delivery and to get questions answered, call and leave a message or email your school principal, listed below.

- Westborough High School, Principal Brian Callaghan, callaghanb@westboroughk12.org, 508-836-7720
- Gibbons Middle School, Principal Jack Foley, foleyj@westboroughk12.org, 508-836-7740
- Mill Pond School, Principal Peter Guellnitz, guellnitzp@westboroughk12.org, 508-836-7780
- Hastings School, Principal Julia Horowitz, horowitzj@westboroughk12.org, 508-836-7750
- Fales School, Principal Maryann Stannard, stannardm@westboroughk12.org, 508-836-7770
- Armstrong School, Principal John Mendes, mendesj@westboroughk12.org, 508-836-7760



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Updated 4/28/2020

FOOD/GROCERIES (CONTINUED)

Youth and Family Services, 508-366-3090. If you are in need of food assistance and are having difficulty accessing resources on this list, please call us for assistance.

SNAP Benefits (formerly called food stamps), through the Massachusetts Department of Transitional A (DTA), <https://www.mass.gov/snap-benefits-formerly-food-stamps>, 877-382-2363, DTA Assistance Line. Changes have been made to make access to Supplemental Nutrition Assistance Program (SNAP) benefits easier, including the introduction of Extra Emergency SNAP Benefits during the coronavirus pandemic. Check your eligibility and apply for SNAP.

WIC (Women, Infants and Children Program), 508-620-1445 (Framingham), 508-481-1605 (Marlborough). Offices are closed for in-person appointments, but services are still being provided by phone. This special supplemental nutrition benefit program is for low-income pregnant and post-partum women and for infants and children up to age five who are found to be at nutritional risk. Call to check eligibility, apply for WIC and for help loading benefits.

Grocery Stores – Special Hours for Seniors and People with Disabilities. Local stores open early in the morning for seniors and people with disabilities, before the stores open to the general public:

- **Stop & Shop Grocery Store**, 32 Lyman Street, 290 Turnpike Road, Westborough. Daily, 6:00-7:30 AM
- **Roche Brothers Grocery Store**, 1100 Union Street, Westborough. Daily, 7:00-8:00 AM
- **Target**, 330 Turnpike Road, Westborough. Wednesdays, 8:00-9:00 AM
- **Wegman's**, 9102 Shops Way, Northborough. Daily, 7:00-8:00 AM
- **Walmart**, 200 Otis Street, Northborough. Tuesdays through 4/28, 6:00-7:00 AM
- **Price Chopper**, 167 West Main Street, Hopkinton. Daily, 6:00-7:00 AM

Grocery Delivery is available from a number of vendors, through on-online ordering. On-line prices are often higher than in stores, and additional delivery fees may apply. Due to high demand, delivery times may be far out and/or inconsistent and food selection may be limited. The following are a few examples out of many options: Instacart (www.instacart.com), Imperfect Foods (www.imperfectfoods.com), Stop & Shop (www.peapod.com). Please note that the Town of Westborough is not promoting or recommending these vendors over others.

PHARMACIES

CVS, 508-366-0670, 74 East Main Street, Westborough, 508-366-0670. Drive through and prescription delivery available. Open M-F, 7:00 AM-9:00 p.m and Sat-Sun, 9:00 AM-8:00 PM

CVS at Stop & Shop, 508-366-0849, 32 Lyman Street, Westborough. Free delivery by mail in 2-3 days. Must call in request when renewing a prescription or in-person when picking up one to set up future deliveries. Open M-F, 7:00-8:00 AM for seniors/vulnerable; M-F, 8:00 AM-6:00 PM for all; Sat-Sun, 8:00 AM- 3:00 PM.

CVS at Target, 508-366-4475, 330 Turnpike Road, Westborough. Free delivery by mail. Must call in request when renewing a prescription or in person when picking up one and asking for future prescriptions to be mailed. Open M-F, 8:00-9:00 AM for seniors/vulnerable; M-F, 9:00 AM-6:00 PM for all; Sat, 8:00 AM-4:00 PM; Sun 8:00 AM-3:00 PM.

Walmart Pharmacy, 508-393-1745, 200 Otis Street, Northborough. Call in advance to request home delivery of prescriptions (does not apply to controlled substances). Free delivery by mail. Request when prescription is ready, delivery in 2-3 days. Pick up by car outside store. Call ahead to request outside drive up pick up, instructions will be give upon request. Open M, W, F, 9:00 AM-7:00 PM; Tues 6:00-7:00 AM for seniors/vulnerable; Tues 7:00 AM-7:00 PM for all; closed weekends.



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Updated 4/28/2020

TRANSPORTATION

Westborough Senior Center Mini-Bus Service, 508-366-3000. Drivers offer rides for seniors and for non-seniors with disabilities, for limited in-town trips, Monday-Thursday. Call the Senior Center to sign up and schedule a ride.

FUEL ASSISTANCE

EXTENDED: SMOC Fuel Assistance Fund, accessed through the Westborough Senior Center, 508-366-3000, 4 Rogers Road, Westborough. The deadline for spring applications has been extended to May 29th. Call the Senior Center to schedule an appointment on a Thursday.

FINANCIAL ASSISTANCE

IRS Stimulus Payments. Check the status of your payment from the IRS, if you are eligible. Go to <https://www.irs.gov/coronavirus/get-my-payment>.

Unemployment Benefits. If you have lost your job as a result of the impact of the coronavirus, apply for benefits at <https://www.mass.gov/info-details/massachusetts-covid-19-unemployment-information>.

TANF, economic assistance, <https://www.mass.gov/economic-assistance-cash-benefits>, 877-382-2363, DTA Assistance Line. The Department of Transitional Assistance (DTA) offers cash benefits programs to help families and individuals meet basic needs.

MENTAL HEALTH AND SOCIAL SERVICES

CONNECT TO SERVICES & RESOURCES

Westborough Youth and Family Services, 508-366-3090. Counselors, Director and Administrative Assistant are available by phone to answer questions, provide emotional support, and connect you to resources. Language interpretation is available over the phone through The Language Bank's telephonic interpretation service. Limited phone-based counseling is available to existing WYFS clients.

Interface Referral Service, a program of William James College, 888-244-6843. This free, confidential referral service connects Westborough residents with outpatient mental health providers (therapists, groups, psychiatrists), including those offering telehealth (video-based) services. Interface helpline counselors speak multiple languages. Call Monday-Friday, 9:00 AM-5:00 PM The Interface website also includes a [COVID 19 Resource Page](#) with links related to mental health, interpersonal safety, parenting and more.

211 Helpline from the United Way; call 2-1-1 or go to www.211.org. Call or search on-line for information regarding social services, essential needs, crisis help and more. Due to high call volume, calls may be returned two days after the caller leaves a message. Helpline services are offered in multiple languages.

LOCAL CRISIS RESPONSE

Psychiatric Emergency Services, a program of Advocates, 800-640-5432. If you are experiencing a mental health crisis, call to speak to a clinician and arrange for an evaluation, if needed.



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Updated 4/28/2020

MENTAL HEALTH AND SOCIAL SERVICES (CONTINUED)

SUBSTANCE USE

[The Massachusetts Substance Use Helpline](#), 800-327-5050. The Helpline is a free, confidential statewide public resource for finding substance use treatment and recovery services. Call Monday-Friday, 8:00 AM-10:00 PM and weekends, 8:00 AM-6:00 PM

[Alcoholics Anonymous Online Intergroup](http://aa-intergroup.org), <http://aa-intergroup.org>. Locate online meetings and connect with AA members and resources worldwide.

[Al-Anon and Alateen](https://al-anon.org/al-anon-meetings/), <https://al-anon.org/al-anon-meetings/>. Electronic support groups are available for loved ones struggling with the effects of someone else's problem drinking.

HOTLINES & TEXTLINES

[SAMHSA's Disaster Distress Helpline](#), 800-985-5990 or text "TalkWithUs" to 66746; TTY 800-846-8517. The Substance Abuse and Mental Health Services Administration

[Call2Talk](#), 508-532-2255 or text "C2T" to 741741. Trained counselors are available 24/7 to provide confidential, compassionate listening to those who are struggling emotionally, including those considering suicide. Call2Talk partners with the National Suicide Prevention Crisis Center and the Crisis Text Line.

[Crisis Text Line](#), text "HOME" to 741741 to connect with a trained crisis counselor 24/7. Crisis counselors offer support to address concerns about the Coronavirus, anxiety, depression, emotional abuse and more.

[Samaritans](#), call or text 877-870-HOPE (4673). Hotline and text line with live counselors available 24/7. Counselors are trained to help those experiencing suicidal thoughts and other types of emotional distress.

[LGBT Helpline](#) (for ages 25+), 888-340-4528 and the [Peer Listening Line](#) (under 25), 800-399-PEER. Call the Helpline or the Peer Listening Line at Fenway Health for information, help and referrals for LGBTQ callers. The Helpline: Monday-Saturday, 6:00-11:00 PM; Peer Listening Line: Monday-Saturday, 5:30-10:00 PM

[The Trevor Project](#), call 866-488-7386 or text "TREVOR" to 1-202-304-1200. This free, non-judgmental hotline is staffed by LGBTQ-Sensitive trained counselors to aid callers in talking through a mental health crisis or suicidal thoughts. Phone hotline is available 24/7. TrevorText is available Thursday and Friday, 4:00-8:00 PM

IMMIGRANTS, REFUGEES AND NON-ENGLISH SPEAKERS

[Massachusetts Guide- Resources During COVID-19 for Immigrant Communities](#). This website includes information and links, as well as resources in multiple languages. Go to <https://www.mass.gov/guides/resources-during-covid-19>

[Massachusetts Immigrant & Refugee Advocacy Coalition \(MIRA\)](#), 617-350-5480. Information and resources regarding the impact of COVID-19 on immigrants: <https://www.miracoalition.org/resources/covid19/>.

[CDC Resources in Languages Other than English](#), <https://wwwn.cdc.gov/pubs/other-languages>. The Centers for Disease Control and Prevention have created COVID-19 materials in multiple languages, available online.



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ESSENTIAL WORKERS

Frontline Worker Resources, www.frontlinema.org. An initiative of the Office of the Attorney General of Massachusetts, this website has quick links to information, resources and benefits specifically for those who continue to work in the community to support and protect the rest of us.

SENIORS (OVER AGE 60)

Westborough Senior Center/Council on Aging, 508-366-3000. While the building is closed to the public, the Senior Center staff continue to work to provide support, resources and multiple services to Westborough seniors.

RUOK ("Are You OK?"), 508-389-2310, Westborough Fire Department and Senior Center. Seniors can call or email (pcullen@town.westborough.ma.us or jferschke@town.westborough.ma.us) to sign up for this free service:

- Automated phone calls to specified residents' homes daily. If no answer, the call repeats in one hour. If no answer again, the Fire Department responds in a non-emergency way to check on the resident.
- Senior citizens may secure a key box through the Senior Center. Senior Center staff installs the key box on the exterior of resident's house and resident puts the house key inside of it. Only the Westborough Fire Department will use this key to gain entry and check on the resident; no forced entry.
- For residents with dementia/Alzheimer's, we collect a photo, medical history contact for next of kin to create a site file. If we call on RUOK and determine that a person is missing we can transmit the photo and necessary information to all emergency vehicle mobile data terminals as well as on CodeRED.

DOMESTIC VIOLENCE/PARTNER ABUSE AND SEXUAL ASSAULT

Voices Against Violence, 508-626-8686 (Framingham/MetroWest). Trained counselors are available 24/7 to talk to people experiencing sexual assault or domestic violence/partner abuse. On-line chat is also available at <https://www.resourceconnect.com/voices/chat>, Monday-Friday, 9:00 AM-5:00 PM

New Hope, 800-323-HOPE (Worcester/Milford/Central Mass). Trained counselors are available 24/7 to talk to people experiencing sexual assault or domestic violence/partner abuse and to link to resources.

SafeLink, 877-785-2020. This is a free, statewide domestic violence hotline and resource for anyone affected by domestic violence or partner abuse. Trained counselors are available 24/7 to offer support, information and connections to services.

Text-to-911. Public Safety dispatchers in Westborough are trained and equipped to respond to text messages sent to 911. Voice calls to 911 are best, but in situations in which voice calls are not safe or possible, you may send a text to 911 in an emergency.

OTHER MASSACHUSETTS COVID-19 RESOURCES

Guide to Massachusetts Resources During Covid-19, <https://www.mass.gov/guides/resources-during-covid-19>. This website includes information on topics, including employee rights, health care and insurance, child care, protections from scams and frauds, immigrant resources, civil rights protections, small business information, student borrower information, domestic violence and sexual assault resources and more.