

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](https://www.readingcoalition.org/) at 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](https://www.mysticvalleypublichealthcoalition.org/) 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”
- [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.

- [Unity Recovery](#)
 - Online recovery support groups which will be available five times daily at 9AM, 12PM, 3PM, 6PM, and 9PM EST.
 - One daily family and loved one recovery support meeting at 8PM 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
- [Virtual NA](#)
 - NA meetings online and by phone
- [Never Alone Club](#)
 - A group of Narcotics Anonymous with daily online meetings where those seeking recovery can chat 24/7 for support and fellowship.

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

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

Resources in Spanish

- [Puerto Rico Public Health Trust](#)

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.

Additional Supports

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

Reading Human and Elder Services

- Please contact Kerry Valle, Senior Case Manager, if you or a family member are in need of Elder Services
 - Phone: 781-942-6659, email: kvalle@ci.reading.ma.us

Reading Veteran's Services

- Please contact Kevin Bohmiller, Veterans' Service Officer, if you are a Veteran in need of additional support
 - Phone: 781-942-6652, email: kbohmiller@ci.reading.ma.us