



# Special Edition

## *What's Up* Newsletter



### ***STAY-AT-HOME and SOCIAL DISTANCING ORDER CHANGED TO MAY 4, 2020***

#### COVID MA TEXT ALERTS



To get up-to-date alerts: text COVIDMA to **888-777**

Get the latest info about the Coronavirus in Massachusetts sent right to your phone.

For written languages, other than English, contact 2-1-1.

#### MASSHEALTH COVERAGE WILL NOT BE CUT OR STOPPED

From now until one month after the COVID-19 emergency period ends, MassHealth will protect coverage for anyone:

- With MassHealth coverage as of March 18, 2020
- Approved for MassHealth during the COVID-19 outbreak.

Coverage will only end if a person:

- Asks to stop their MassHealth, or
- Moves out of Massachusetts.



**NEW** MassHealth PCA Help Hotline: Need help? Call: 1-844-422-6277

## ASL HOTLINE

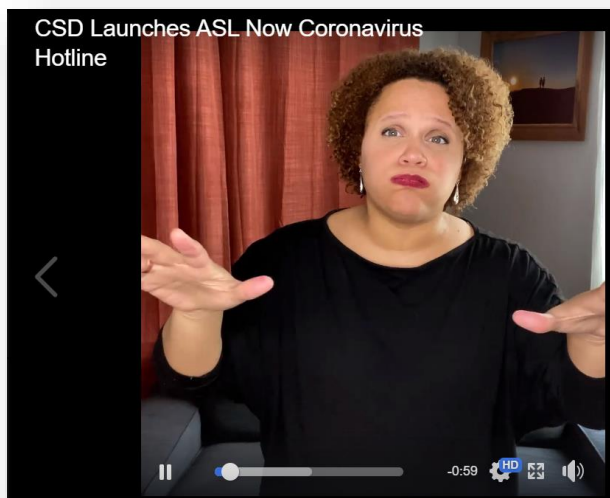
from  
***Communication Service for the Deaf***

Ask questions about COVID-19. Get support.

Available M - F 7am-7pm CST

Visit [www.CSD.org](http://www.CSD.org) or

Call via videophone 833-682-7630



*Click picture to go to the website.*

## RECOVERY COMMUNITY

During this time of uncertainty, the Recovery Community plays an important role in people's wellness and recovery. Deaf Recovery Coaches are available for anyone who wants support.

Staff are working hard to get all Recovery Meetings (A.A. N.A., AlAnon, Refuge Recovery) online through "Zoom" by next week.

For now, there are some nation-wide meetings available: [www.sardiprogram.com](http://www.sardiprogram.com)

Deaf Off Drugs and Alcohol (DODA ) offers AA NA meetings online. The active meetings are Monday group, Wednesday text char, 8 pm ASL, and Friday Women's Group.

For remote A.A. meetings with ASL interpreters go to:

<https://www.seattleaa.org/online-meetings/>



## MA COVID-19 UNEMPLOMENT INFORMATION

If you have lost your job because of COVID-19 you can apply for Unemployment Insurance (UI). Centers are not open to walk-ins. Apply online at:  
[www.mass.gov/how-to/apply-for-unemployment-benefits](http://www.mass.gov/how-to/apply-for-unemployment-benefits)



## 2020 TAX FILING DATES

Both Federal and MA State tax filing dates have been changed to **July 15, 2020**.



## MCDHH CREATES VISUAL TOOL FOR COVID-19

The MA Commission for the Deaf and Hard of Hearing has created a visual tool to help hospital staff, medical personnel, first responders, and service providers communicate with hard of hearing and Deaf individuals and patients during this unprecedented crisis. ([Get the Tool here](#))

**DEAF & HARD OF HEARING INFO - CORONAVIRUS**

Commonwealth of Massachusetts  
<https://mass.gov/covid19>  
 Executive Office of Health & Human Services  
<https://mass.gov/eohhs>  
 call: Dial 211  
 Massachusetts Commission for the Deaf and Hard of Hearing  
<https://mass.gov/mcdhh>  
 email: MCDhsafety@mass.gov

**PREVENTING ILLNESS**

WASH HANDS, CLEAN OBJECTS & SURFACES, DO NOT TOUCH FACE, COVER COUGH, STAY HOME, AVOID CROWDS, SOCIAL DISTANCE, AVOID TRAVEL

**GET MEDICAL HELP**

CONTACT DOCTOR, MEDICAL STAFF, AMBULANCE, HOSPITAL

**PREFERRED METHOD OF COMMUNICATION**

INTERPRETER, TEXT/CAPTIONS, WRITING, LIP READING, GESTURES, ASSISTIVE DEVICE

**QUICK COMMUNICATION**

YES, NO, DON'T KNOW, GO, WAIT, STOP

**TIPS FOR HEALTH PROVIDER**

- Get the person's attention and make eye contact
- Repeat, rephrase, or write down your request
- Ask and/or indicate before touching the person
- Ask the person their preferred method of communication
- Minimize the number of people interacting with the patient
- Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

**HOW DO YOU FEEL?**

0 1 2 3 4 5 6 7 8 9 10  
 NO PAIN, MILD PAIN, MODERATE PAIN, SEVERE PAIN, VERY SEVERE PAIN, WORST POSSIBLE PAIN

**HOW LONG HAVE YOU HAD SYMPTOMS?**

MINUTES, HOURS, DAYS, WEEKS, MONTHS, YEARS

**SITUATION, HISTORY & SYMPTOMS**

FEVER, COUGH, SHORT OF BREATH, SORE THROAT, HEADACHE, WEAR A MASK, VOMITING, DIARRHEA, BLOOD PRESSURE, HEART DISEASE, TRAVEL HISTORY, SICK FAMILY MEMBER, CONTACT FAMILY, APPOINTMENT, STAY HOME, THROW AWAY TISSUES, CLEAN HANDS

**TREATMENT & CARE**

MEDICAL STAFF, CONTACT DOCTOR, AMBULANCE, HOSPITAL, MEDICAL TEST, OXYGEN, INHALER, MEDICINE, MEDICAL EQUIPMENT

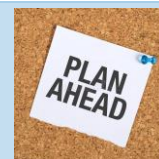
DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING | [HTTPS://MASS.GOV](https://mass.gov)

## TIPS FOR SAFE GROCERY SHOPPING

Massachusetts is under a “stay-at-home order” so people should only go out for groceries and other important items. Here are some safety tips:

### PLAN AHEAD

- Make sure you have enough food to last for a week.
- Go to the store at less busy times.
- Make a *Meal Plan*
  - Make a list of important things to buy (things that will last a long time - not expire or go bad).
  - Have food allergies?* Research before going to the store so you know which foods - other than your usual brands - are safe.



### BRING YOUR OWN DISINFECTING WIPES -THE STORE MAY HAVE RUN OUT

- Wipe down all cart handles.
- If you go to the self-checkout - wipe down the touch screen and buttons too.



### CURBSIDE PICK-UP

- Order ahead, pay ahead, and then go to the store to pick up your food.



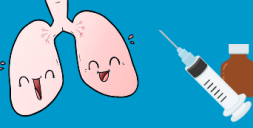



For a list of common disinfectants that decrease/kill COVID-19 virus please follow this link:  
[www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html)

**IF YOU ARE 60 YEARS OLD OR OLDER - Check your store for special hours!**



## FACTS ABOUT COVID-19

	<p><b>Who can get the coronavirus?</b>  <b>ANYONE</b> can get COVID-19 coronavirus.</p>
	<p><b>Is it safe to get a letter or package from China?</b>  <b>YES.</b> The virus does not live for a long time on cardboard or paper.</p>
	<p><b>Is there a vaccine that will stop me from getting the coronavirus?</b>          There is <b>NO</b> vaccine.</p>
	<p><b>Is there a cure for COVID-19?</b>  <b>NO.</b> There are no medications that will stop or prevent the virus; antibiotics don't work on viruses.</p>



## 10 THINGS TO DO AT HOME TO STAY SAFE

If you have fever, cough, or shortness of breath, call your healthcare provider. They may tell you to manage your care from home. Follow these tips:

- 1. Stay home** from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



- 6. Cover your cough and sneezes.**



- 2. Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



- 7. Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



- 3. Get rest and stay hydrated.**



- 8.** As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.



- 4.** If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



- 9. Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



- 5.** For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



- 10. Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



For more information: [www.cdc.gov/COVID19](https://www.cdc.gov/COVID19)



## ASL Video Guide to Complete the 2020 Census



This ASL video with English voice-over and captions will introduce you to the 2020 Census, present a quick overview of the online questionnaire, and help you answer the questions.

<https://www.census.gov/library/video/2020/asl-2020-census-video-guide.html>

## TIPS & TOOLS FOR COMMUNICATION IN HOSPITALS



Watch NAD's VLOG about Hospital Communication Access:

[www.nad.org/2020/03/28/communicating-with-medical-personnel-during-coronavirus/](http://www.nad.org/2020/03/28/communicating-with-medical-personnel-during-coronavirus/)

See and print NAD's communication access tips here:

[www.nad.org/covid19-communication-access-recs-for-hospital/](http://www.nad.org/covid19-communication-access-recs-for-hospital/)

Print a Deaf/Hard of Hearing/DeafBlind Medical Placard from NAD:

[www.nad.org/covid19-communication-medical-access-for-deaf-hard-of-hearing/#placard](http://www.nad.org/covid19-communication-medical-access-for-deaf-hard-of-hearing/#placard)

## ANY QUESTIONS ABOUT THIS NEWSLETTER?

Please contact your Skills Trainer!

Deaf and Hard of Hearing Independent Living Services (DHILS) Staff:

Joan Philip	<i>DHILS Director</i>	508-762-1165 (VP)
Ashley Landis	<i>Deaf Skills Trainer</i>	508-762-1350 (VP)
Denise Paro	<i>Administrative Assistant</i>	508-556-1600 (VP)
Ellen Perkins	<i>Hard of Hearing Skills Trainer</i>	508-502-7576 (Voice); 508-762-1354 (VP)
Joy Spurlin	<i>Assistant Manager/Skills Trainer</i>	508-762-1166 (VP)
Justina Bailey	<i>Deaf Skills Trainer</i>	508-762-1021 (VP)
Kim White	<i>Staff Interpreter</i>	508-755-1042 x5042; 508-283-1036 (VP)

## MCDHH VLOGS



**MCDHH Support Services:**

[youtu.be/QCdFcVg0egl](https://youtu.be/QCdFcVg0egl)

**Stay Informed about COVID19 via Text:**

[youtu.be/OkukJfc0NLQ](https://youtu.be/OkukJfc0NLQ)

## MCDHH RESOURCES

### Deaf Recovery Coaches (M-F)

VP: 413-347-4094 TEXT: 857-488-5440

EMAIL: [Karran.Larson@mass.gov](mailto:Karran.Larson@mass.gov)

### MCDHH VOCA (M-F)

TEXT: 857-202-7164

EMAIL: [Shannon.Silvestri@mass.gov](mailto:Shannon.Silvestri@mass.gov)

### MCDHH Case Management (M-F)

MAIN NUMBER: 617-326-7546 (VP)

MAIN NUMBER: 617-740-1600 (Voice)

## OPEN AND CLOSED PLACES

OPEN		
		
Ambulance	Police	Fire
		
Hospitals	Car Repair	Postal Service
		
Grocery Store	TAKE OUT ONLY	Pharmacy

CLOSED		
		
Retail Stores	Hair Salon	Nail Salon
		
Museums	Zoos	Gym
		
NO EATING IN	Sporting Events	Movies

## INTRODUCING JUSTINA BAILEY

It is our pleasure to introduce you to our new part time Deaf Skills Trainer, Justina Bailey. She started working with us on March 24th. During the COVID-19 pandemic, Justina has been training with us and she recently mailed out her introduction letter to her consumers. You may receive her letter/videophone call and wonder who she is. She is now part of our CLW DHILS team. Please feel free to give her a call, as her contact information was in her introduction letter.

Check out Justina's introduction of herself and her background below! And let's all welcome Justina to our CLW team!



I am excited to become part of the wonderful Deaf and Hard of Hearing Independent Living Services (DHILS) team at Center for Living and Working (CLW). Before this current role, I worked at the Marie Philip School (Early Childhood Center) at The Learning Center for the Deaf in Framingham (MA) for the past 16 years. I am married to my wonderful husband, Peter, and also a mother/"bonus mother" of 4 children. I also have 2 beautiful cats as a part of my family. I cannot wait to meet you soon.