



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
Bureau of Health Care Safety and Quality  
99 Chauncy Street, 11<sup>th</sup> Floor Boston, MA 02111

DEVAL L. PATRICK  
GOVERNOR

JOHN W. POLANOWICZ  
SECRETARY

CHERYL BARTLETT, RN  
COMMISSIONER

Tel: 617-753-8000  
[www.mass.gov/dph](http://www.mass.gov/dph)

**Massachusetts Nursing Home Family Resource Line**

The Executive Office of Health and Human Services is pleased to announce the launch of the Nursing Home Family Resource Line – a dedicated phone line to connect family members of nursing home and rest home residents with the information and resources they need. This new phone line provides one central contact for families and community members who have questions about the nursing home or rest home care their loved one is receiving during the COVID-19 outbreak.

The Nursing Home Family Resource Line is staffed from 9:00 AM – 5:00 PM, seven days a week. Staff will field questions on a range of topics and coordinate across state agencies to help provide answers.

These are unprecedented times and, understandably, families and community members have questions. We remain committed to providing relevant and timely information, and the Nursing Home Family Resource Line is another important resource.

**Massachusetts Nursing Home Family Resource Line: 617-660-5399**  
**Open Every Day - 9:00 AM – 5:00 PM**

Beginning this morning, we will promote the phone line on social media, including on Twitter on @MassHHS, @MassDPH, @Mass\_EOEA, with support by other state agencies, and messaging on [mass.gov/covid19](http://mass.gov/covid19) and 2-1-1. We appreciate your help in sharing this information widely with the community.