



Cambridge  
Public Health  
Department

## State Launches Nursing Home Family Resource Line

*Call center helps family members concerned about loved ones in nursing homes*

APRIL 8, 2020 — To assist families throughout the Commonwealth, the state's Executive Office of Health and Human Services launched a **Nursing Home Family Resource Line** on April 8. Through this dedicated telephone line, staff are connecting families of residents in nursing homes or rest homes with the information and resources they need.

The state created the call center so that family and community members will have an efficient way for their questions to be addressed concerning the care their loved ones are receiving during the COVID-19 outbreak. Staff answering the line are coordinating across state agencies to help callers find answers to questions.

**Family and community members can call the line at 617-660-5399.** The line is staffed 7 days a week from 9 a.m.--5 p.m.

The Cambridge Public Health Department and City of Cambridge are now directing residents with questions about nursing homes and other long-term care facilities to the Nursing Home Family Resource Line.

The Cambridge Public Health Department, in partnership with the Massachusetts Public Health Department, continues to monitor and work closely with nursing homes and long-term care facilities during the COVID-19 public health emergency.

