

CAMBRIDGE DOMESTIC/SEXUAL VIOLENCE RESOURCES

Abuse is not just physical, it can also be verbal, emotional, mental, financial, or sexual. If you have concerns about being in an abusive situation, or know someone who is, there is support available. As “social distancing” is encouraged we understand that domestic and/or sexual violence might increase in the home. Individuals may be isolated with an abusive partner or household member, be in fear and unable to access critical services for safety and support. As a result of the guidance issued by the Governor and the Massachusetts Department of Public Health (DPH) there have been temporary shifts to many services to minimize the risk of the COVID19 virus transmission. This document offers current information about available resources in and around Cambridge for at risk individuals and families who are in need of support due to domestic violence, sexual violence, family violence, and partner abuse.

Massachusetts residents experiencing domestic violence that are seeking emergency shelter, information about options and safety planning, or are questioning unhealthy aspects of their relationship and wish to access free, confidential, 24/7 support can call [SafeLink](#), a toll-free, multi-lingual hotline **(877) 785 2020**.

CAMBRIDGE COMMUNITY-BASED DOMESTIC VIOLENCE PROGRAMS

Transition House

24/7 Hotline: (617)-661-7203

Website: www.transitionhouse.org

DV Program providing services to individuals and families in Cambridge.

- 24/7 Hotline Advocates are available to provide support and help to safety plan. If services beyond crisis support are needed, hotline advocates will refer to the Community Team. All new referrals must go through the hotline advocates
- Community Team available to provide support during regular business hours (M-F 9a-5p). The office is open by scheduled appointment only. Staff is providing counseling and advocacy to current clients remotely via teleconference or phone whenever possible and also in person when needed.
- Emergency shelter currently at capacity but conducting screenings through the hotline when a space becomes available.

Riverside Community Care

www.riversidecc.org

Provides free and confidential services to families in Cambridge, Somerville, and other surrounding communities. For support or to learn more about how these programs are operating during COVID19 call the following numbers:

1. CABHART: High Risk Domestic Violence Assessment and Response 617-354-3911
2. Children with Voices: Child Witness to Violence Program 617-284-5141
3. The Meeting Place: Supervised Child Access Service 617-354-2275

Victim Resource Center (VRC) at Cambridge Health Alliance (Continues on next page)

Business Line: 617-665-2992

Website: www.challiance.org/VictimResourceCenter

Free services that provide confidential clinically informed supportive services to violent crime victims.

Victim Resource Center (VRC) at Cambridge Health Alliance

- VRC provides crisis intervention, safety planning, risk assessment, referrals and information to other community and public programs, legal advocacy, symptom management skills for trauma related symptoms as well as psych education on dynamics of abuse and the impact of trauma, and a healthy relationship group.
- Services are continuing to be provided only through telephone or virtual communication methods at this time. To reach VRC staff or refer clients to VRC, call the VRC general line, 617-665-2992, or email Yoko Harumi at yharumi@challiance.org and Sarah Keyes at skeyes@challiance.org. Calls or emails will be usually responded to by the next business day (9am to 5 pm Monday through Friday). Once VRC connects with clients, VRC offers staff members' direct cell numbers to clients so they can directly communicate with us.
- If seeking Crisis Services from the Victims of Violence Program at the CHA Outpatient Psychiatry Department, call the VRC line for support: 617-665-2992.

Fenway Health * BOSTON

Office line: 617-927-6250 *acting as a hotline during regular business hours M-F.

Website: <https://fenwayhealth.org/>

Free counseling, advocacy, information for LGBT survivors of DV, SA, and hate violence.

- All services for the Violence Recovery Program are being conducted remotely via phone
- Office Hours @ 1340 Boylston St. Mon – Fri 8:00 am – 5:30 pm; Sat. 9:00 am – 1:00 pm. For Telehealth and in-person appointments 617.927.6000.
- Office Hours @ South End Mon- Fri 8:00 am – 5:30 pm. For Telehealth and in-person appointments 617.247.7555.
- Consolidated clinical staff from the Sidney Borum, Jr. Health Center to 1340 Boylston and the South End. Borum patients can continue to call 617.457.8140 to make appointments at one of those locations or for telehealth services.
- Medical and Behavioral Health telehealth visits may occur outside of these hours

CULTURALLY SPECIFIC DOMESTIC VIOLENCE PROGRAMS

Asian Task Force Against Domestic Violence (ATASK)

24/7 Hotline: 617-338-2355

Email: info@atask.org

Website: <https://www.atask.org>

Domestic violence support for pan-Asian survivors in New England. Services available remotely in over 20 Asian languages.

- Main Offices in Boston and Lowell are closed, and all advocates are working remotely.
- Shelter program is open at limited capacity
- New referral process: Call the hotline and the advocate will continue the intake process as normal via phone.
- Past/Current clients can call to speak with their advocate/case manager directly or call the hotline.
- All In-person services- ESOL, community engagement, legal services- are suspended due to the pandemic.

Massachusetts Alliance of Portuguese Speakers (MAPS)

Business Phone: 617 864 7600

Website: <https://www.maps-inc.org/cause/domestic-violence-sexual-assault-advocacy/>

Domestic Violence/Sexual Assault advocates provide crisis intervention, safety planning, & advocacy.

- MAPS is open and providing services remotely or in person by appointment for clients in need M-F 9:00a-5:00p. No hotline available.
- Click links below for information about COVID-19 and additional resources for Portuguese and Cabo Verdean Creole speaking immigrant communities.
- English: <https://www.maps-inc.org/coronavirus/>
- Portuguese: <https://www.maps-inc.org/pt-pt/coronavirus/>

Saheli Inc

Helpline: 1-866-472-4354

Website: www.saheliboston.org

Provides free/confidential services to address challenges faced by South Asian & Arab Immigrants in MA

- Saheli's office in Burlington MA is open. Advocates are available to meet (with appointment only) and also via phone, email, and videoconference. Bangla and Arabic speaking advocates are available to provide language help.
- Clients and other agencies can call the 24 hour helpline 1-866-472-4354 or email info@saheliboston.org and an advocate will reach out to assist the client/ agency. Please have the clients specify times when it will be safe to contact them.

SERVICES FOR HOMELESS WOMEN IN CAMBRIDGE

On the Rise

Business Line: 617-497-7968

Website: <http://www.ontherise.org>

Day program offering warm, welcoming space to support and provide services to women and non-binary people who are unhoused in the Cambridge area. Currently offering services at two sites.

- *Site 1: 341 Broadway, Cambridge* is open Monday-Friday from 9:00-1:00 to offer limited in person services including showers, use of computer/phone, laundry, picking up mail, bagged breakfast & lunches to go, and use of other personal hygiene necessities to go.
- *Site 2: First Parish Church, Harvard Square (entrance at 3 Church Street, Cambridge)* is open Tuesday, Thursday, Friday from 9:00-1:00 as a drop in space for up to 10 participants at a time. The services available at First Parish include use of computer/phone, phone charging stations, bagged breakfast & lunch to go, personal hygiene necessities, and individual meetings with advocates to address unmet need.

For information about the Cambridge War Memorial Temporary Emergency Shelter for the homeless visit <https://www.cambridgema.gov/covid19/warmemorialsfaq>

SEXUAL VIOLENCE RESOURCES

Boston Area Rape Crisis Center (BARCC)

24/7 Hotline 1-800-841-8371

Website: <https://barcc.org> COVID19 Service Update English/Spanish: barcc.org/serviceupdate

Offers free, confidential services to sexual assault survivors 12+ and their families.

- **Counseling, Legal Advocacy, and Case Management:** Survivors currently receiving services will continue receiving services remotely, either online or by phone.
- **New Referrals:** Survivors who are looking to begin services should submit a request online: barcc.org/help/make-appointment or by phone at 617-492-8306, and the service access team will explore individual needs with the survivor.
- **Hotline:** Running as usual! Survivors or professionals can still reach the hotline for support by phone/consultation 24-7 at 800-841-8371 and online 9:00 a.m.–11:00 p.m. at barcc.org/chat.
- **Medical Advocacy:** In-person hospital accompaniment services are suspended until further notice. Survivors at the hospital will have the opportunity to connect with an advocate over the phone. Survivors can also choose to connect with an advocate via ipad video, available at certain hospitals (Beth Israel, Newton Wellesley, Boston Medical Center). For survivors with questions about the sexual assault exam and evidence collection, contact the hotline or visit surviverape.org/ for more information, and reach out to the Forensic Information Line at 866-463-3799 (Mondays, 3:00–5:00 p.m., and Thursdays, 10:00 a.m.–12:00 noon; if you leave a message, they will call you back within two business days.)
- **Incarcerated Survivor Support:** The hotline for incarcerated survivors is still available seven days a week.

Massachusetts Sexual Assault Nurse Examiner (SANE) Program

- If a sexual assault occurred within 5 days patients may choose to have trauma- informed care, medical forensic exam and forensic evidence collection. For more information and where to access care: www.mass.gov/service-details/sane-resources-for-family-members-and-friends
- Locally, SANE designated hospitals include: Beth Israel Deaconess, Boston Children’s Hospital, Boston Medical Center, Brigham and Women’s Hospital, Cambridge Hospital, Mass General Hospital, and Newton-Wellesley Hospital.
- Patients may choose to receive medical care for injuries, medications to prevent sexually transmitted infections, pregnancy and HIV infection, and have access to rape crisis services.

Sexual Assault Response Unit (SARU) at the Disabled Persons Protection Commission (DPPC)

SARU Business Line: 617-727-6465 OR **DPPC 24/7 Hotline to report abuse or neglect:** 800-426-9009

- The Sexual Assault Response Unit is fully operating to provide emotional support, crisis intervention, case management and advocacy, as well consultation to staff and providers that may be supporting survivors with disabilities.
- Regional Navigators are advocates that provide support to survivors with disabilities. They cannot meet in person right now, but can help over phone, FaceTime, or a Zoom call.
- **Cambridge/Metro Boston Navigator- Sarah Garrity Phone: 617-259-0479 OR**
sarah.garrity@massmail.state.ma.us

FAMILY LAW/CIVIL LEGAL AID SUPPORT

De Novo (Formerly Community Legal Service and Counseling Center)

Business/Intake Line: 617-661-1010

Website: www.denovo.org

Provides legal representation in areas of domestic violence, immigration, housing, disability, child custody, and family law. Offers mental health counseling.

- All in-person client meetings and walk-ins are suspended until further notice.
- Intake and referral line is fully open, with legal and counseling services being provided by telephone/video calls from 9:00 a.m.- 5:00 p.m. Monday- Friday.
- Staff is available to all current clients by phone and email to ensure that they stay up -to -date on all case information and potential changes in scheduling and/or format of any scheduled court appearances.

Denovo Family Law Unit: All clients/referrals should continue to call the main line 617-661-1010 for intakes as usual and our Intake Specialist will follow up. Intakes are open for phone advice and counsel, assistance with case preparation, and full representation on a limited basis in Probate & Family Court. Intake is open for restraining order case representation.

Greater Boston Legal Services

Eastern Region Business Line/Intake: 617 603 1700

Website: <https://gbls.org/>

Provides free civil legal aid to low income individuals and families.

- GBLS offices are closed to the public due to the Coronavirus crisis. Staff is working remotely providing limited, yet critical services.
- **New Family Law Clients:** Connect by phone call **617-603-1700**, 9a-12p Monday-Friday or submit a request for services at our on-line intake page: [GBLS Online Family Law Intake Page](#)
- **Existing Family Law Unit Clients:** Call your advocate directly, leave a message at 617-603-1803, or email advocate directly.
- **Community Partners:** To make a referral for family law call 617-603-1803 and leave a message. Let us know what agency you are calling from or complete an on-line intake at [GBLS Online Family Law Intake Page](#)
- **Relocation Counseling Project:** “warm line” remains open for counsel, advice, brief services to people seeking to relocate due to DV or other crimes. Please call 617-603-1557.

Victim Rights Law Center (VRLC)

Business Line: 617 399 6720

Website: www.victimrights.org

Provides legal representation for victims of sexual assault.

- The entire VRLC team is currently working remotely and continuing to provide legal advice over the phone.
- Call 617 399 6720 ext. 19 or email legalhelp@victimrights.org for all intakes. Phone is preferred.
- Staff will strategize on a case by case basis depending upon the survivor’s need, VRLC capacity, and if the court is open and/or allowing video or phone conferencing.
- VRLC encourages all of it’s partners to continue referring survivors for legal assistance and will continue to do their best to meet the survivors needs.

POLICE & COURT ASSISTANCE

Cambridge Police Department Domestic Violence/Sexual Assault Unit, 125 6th St. Cambridge

24/7 Non Emergency Line: 617 349 3300

M-F Business Line DV/SA Unit: 617 349 3371

Email: dvunit@cambridgepolice.org Website: camb.ma/dvresourceinfo

Domestic and Sexual Unit Response During COVID19

- The CPD is a public building that is open 24/7 for Cambridge residents who must conduct business in-person at the police department. If a resident is not sure whether or not they should appear in person, they can call the CPD Non-Emergency line for instructions.
- Victim advocate and/or detectives continuing to follow up and investigate all domestic and sexual violence reports, including verbal dispute reports made to police.
- Victim advocate is available to discuss options, provide support, assess risk, and safety plan with residents experiencing domestic and/or sexual violence.
- Investigations, including interviewing of victims and witnesses to be conducted by detectives and with a victim advocate present. Efforts will be made by CPD to implement and ensure proper social distancing practices if an in-person meeting is deemed necessary, otherwise until further notice all interviews will be conducted virtually.
- Personal protective equipment (i.e., masks or facial coverings) are required to be worn at all times while inside the building at CPD.
 - Officers will continue to use the Emergency Response Judicial System for any emergency 209A/258E applications that are requested after business hours and on weekends/holidays.

Other Ways the Cambridge Police Department

1. Emergency: dial/text 9-1-1
2. Non Emergency Line: 617 349 3300
3. For more information about calling or texting 911 visit: <https://youtu.be/O8-Y73gf1ZM?t=16>
4. DV/SA Unit Supervisor: Sgt. Mike Medeiros 857 235 2457 (M-F 8a-4p)
5. DV/SA Victim Advocate Phone: Alyssa Donovan 617 349 3371 or Katie Neyland 617 349 9372 (Advocate lines answered Mon 8:30a-8p, Tues-Friday 8:30a-5p)

How to Apply For & Extend 209A/258E orders at Cambridge District Court

Court Address: 4040 Mystic Valley Parkway, Medford, MA

M-F Business Phone: 781 306 2710 or Clerk's Office Email: cmcambridgedc@jud.state.ma.us

- The Cambridge District Court is open to the public for limited in-person court proceedings, this includes applications/extensions of Restraining Orders and Harassment Prevention Orders.
- All parties with existing RO/HPO that are scheduled to expire are encouraged to call the Clerk's Office in advance of their scheduled hearing date to be provided with instructions for appearing in-person or virtually. **781- 306 -2710**
- Until further notice, the Court prefers that all persons who are applying for an RO/HPO appear in person. If an individual has an extenuating circumstance that prevents them from being able to appear in-person, exceptions can be made for virtual hearing over Zoom. Contact the clerk's office immediately to ensure proper and timely accommodations can be arranged.
- For more info: <https://www.mass.gov/topics/abuse-harassment-court-orders>

Middlesex District Attorney's Office (MDAO)

Business Line: 781-897-8300

Website: <https://www.middlesexda.com>

The Middlesex District Attorney's Office launched a dedicated texting line for victim's to speak directly with a victim witness advocate. Victims can now reach an advocate during regular office hours (8:30 a.m. – 5:00 p.m.) via text message at 781-281-4066. The line is not monitored 24/7 and is NOT an emergency line.

Updates Regarding the MDAO at Cambridge District Court & Woburn Superior Court

- The SJC issued an order limiting in-person proceedings in MA state courthouses, during this time, physical locations are closed and the staff of the MDAO will be working remotely. Assistant District Attorneys and Victim Witness Advocates will continue to conduct follow-up with victims via phone for any new arraignments.
- Only 94 people will be allowed in the Cambridge District Court at any given time, court officers will be monitoring all persons entering and exiting the building.
- Court Officers will be checking the temperature of all persons when you arrive in the parking lot and then again upon entering the building. Anyone with a temperature 100 or over will be checked again after 10 minutes and denied entry if still over 100.
- All jury trials will be continued until a date no earlier than November 9, 2020. Limited 6 person jury trials will be held in designated courthouses
- Bench trials will begin to be scheduled immediately and may be held virtually. Bench trials involving civilian witnesses are being conducted in person.
- Superior Court Jury Trials have been postponed until February 2021.
- Grand Jury process is occurring at the Woburn location only. Details should be obtained directly from the team assigned to your matter.
- For questions call 781-897-8300. Staff will be answering calls during regular business hours, and voicemails left on this line will be checked and calls will be returned.

Middlesex Probate and Family Court

Website: <https://www.mass.gov/locations/middlesex-probate-and-family-court>

- The Middlesex Probate and Family Court will remain open for in person emergency matters that cannot be resolved over the phone or tele-conference, including restraining order applications.
- **A phone number and email have been designated for emergency filing and emergency hearing situations: 617-768- 5906 or middlesexprobate@jud.state.ma.us**
- For FAQ related to COVID-19 please visit: <https://www.mass.gov/guides/probate-and-family-court-faqs-related-to-covid-19>

SAFETY PLANNING TIPS AND TOOLS

Safety plans are valuable tools if you are in an abusive relationship. You may have to adjust your tools to stay safe during the COVID-19 pandemic.

Safety in Close Quarters: *Families will likely find themselves spending most or all of their time in close quarters.*

There are steps that you can take to try and avoid escalating situations within the home.

- Create scheduled time where you and your partner are in different rooms of your home.
- If possible, go on walks or exercise outside separately from your partner.
- Keep to a schedule for children's meals, wake-up, learning, and bedtime.
- Keep a phone charged and available.
- Stay with friends or family for an extended period of time.
- If you are not living with your partner:
 - You may be easier to find and/or track now that you are in your home at all times.
 - Make sure to lock all doors, contact building management to change locks if needed.
 - Notify a trusted neighbor or building security to call 911 if your partner is seen in the building.

Safety During Escalating Moments: *If an escalating situation is unavoidable, you may find yourself with limited ability to leave your home, seek help from neighbors, or stay with friends or family for an extended period of time.*

- If possible call 911 for emergency services. *Text 911 is also available in Cambridge*
- Have a code word or phrase established with a trusted friend or family member who can alert police to respond to an emergency when you are unable to call 911.
- Avoid the kitchen, bathroom, or any room where a weapon is kept.
- Try and create physical space between yourself and your partner by going into another room until things de-escalate.
- If possible, go for a walk or exercise outside to give things time to de-escalate.
- Attempt to keep children safe and in a different room with the door closed.
- Teach children not to intervene or get involved in the middle of a fight.

Internet Safety: *Many people may find themselves working from home or out of work completely. This may require more vigilance and increased safety protocols to keep sensitive information private on your computer and phone.*

- Lock your computer while not in use or when you step away.
- Log out of emails, social media, messaging, online banking etc.
- Click "no" when web-browsers ask to "save passwords".
- Clear search histories, change passwords.

How to Seek Support: *Many programs will be operating remotely or offering limited services. Call Safelink's 24-7 Hotline at (877) 785 2020 or visit https://janedoe.org/find_help/ to find statewide access to support and services.*

- If you are seeking services from a program already and it is safe to do so, reach out via phone or email for advice and support.
- Know your local police department's non-emergency number to reach out with questions or concerns. *Text 911 is also available in Cambridge*
- Dial 2-1-1 in the state of Massachusetts for information regarding the COVID-19 pandemic

Protection Orders: *209A Restraining Orders and 258E Harassment Prevention Orders are still available through your local police department and the Court.*

- During weekday/business hours (Mon-Fri 8:30-4:30) you can contact your local Court clerk's office to inquire about how to apply for a protection order.
- There is a new online filing process if you are unable to appear in person. To access the electronic application visit <https://www.mass.gov/topics/abuse-harassment-court-orders>
- During non-business hours, weekends, and holidays local police departments can assist you with applying for an emergency RO that is valid until Court reopens for business
- If you have an issued order it is a good idea to keep an extra copy with you at all times in the event your Order is violated you will be asked to show police a copy of the Order when you call 911.