

March 25, 2020

Dear Ludlow Public Schools Families and Staff,

We recognize that the landscape of our lives are changing daily with society's response to COVID-19. These rapid changes place stress on our families and homes, but most especially, our own emotional well-being. Here is a list of resources that can be contacted for more information and support.

### [Mass211.org](#)

Call center representatives assist residents across the state with questions and concerns about the COVID-19 virus. This is an informational and referral hotline and is operational 24 hours a day, 7 days a week. All calls are free and confidential. Interpreter services are available in multiple languages.

MA 211 is able to provide a wide range of information on the virus ranging from potential symptoms, advice on unemployment, how to support their families, and businesses asking if they should remain open. State Department of Public Health workers are on staff to answer specific medical questions regarding symptoms and potential exposure to the virus.

Wait times are on occasion lengthy. However the system will allow you to enter your contact information into an automated queue and you will receive a return call.

### [Call2Talk](#)

A mental health, emotional support, and suicide prevention program run by Mass211. It operates 24/7 and provides confidential, compassionate listening to assist people. Residents can call 508-532-2255 or text C2T to 741741 to be connected to the Call2Talk line.

### [Disaster Distress Helpline](#)

1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster, including disease outbreaks like COVID-19. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

### [Samaritans](#)

Operational 24 hours a day, 7 days a week. During this unprecedented time, it can feel overwhelming to receive constant messages about COVID-19. Call or text any time at 877-870-4673.

Sincerely,

Kristen M. Bunten, BSN, RN, NCSN  
Health Care Coordinator