

City of Boston Emergency Shelter Commission **Extreme Cold Weather Emergency Response**

For All Medical Or Safety Emergencies for the Homeless Please Call **9-1-1 for Boston Emergency Medical Services (EMS) & The Boston Police Department.**

For All Other Calls, Concerned Citizens Should Call the Mayor's 24 Hour Service 617-635-4500.

FOR NON-EMERGENCY CALLS ABOUT STREET OUTREACH NEEDS, PLEASE REFER TO THE FOLLOWING NUMBERS:

- *Friends of the Shattuck Street Outreach, tel./voicemail 617-542-3388*
- *Pine Street Inn Neighbor Project Daytime Outreach, tel./voicemail 617-521-7222*
- *Pine Street Inn Outreach Van, (Overnight Outreach) tel./voicemail 617-521-7229*
- *TriCity Mental Health Street Outreach (Back Bay) tel./voicemail 617-236-8390*

During severe weather, Outreach teams may provide additional mobile outreach in the daytime or collaborate to send out mobile outreach at an earlier evening hour than usual.

- **Boston Health Care for the Homeless** has talked to the nurse case managers at Boston Medical Center and Mass. General encouraging referral of any homeless persons at risk of hypothermia or other cold-related illnesses into BHCHP programs.
 - o They are also arranging for additional cots and spaces at the **Barbara McInnis House** respite facility.

Boston Health Care for the Homeless, General Information, tel. 617-414-7779; Barbara McInnis House, tel. 617-488-1700.

SHELTERS AND OTHER PROGRAMS: The following information is an update from key homeless shelter and services providers throughout the City. Additional details may be obtained by directly contacting these agencies. Thank you.

- **The City of Boston Homeless Services** has put up an additional 90 beds at the Woods-Mullen and Long Island shelter facilities for additional winter capacity.
 - o **Long Island Shelter** is staying open during the day, allowing people to stay inside and not turning anyone away at night.
 - o **Woods-Mullen Shelter** will be staying open during the day in the most extreme cold and has been accepting all drop-offs after 4 pm.

The Boston Public Health Commission Homeless Services operates Long Island Shelter, tel. 617-534-2526 and the Woods-Mullen Shelter, tel. 617-534-7101. Woods-Mullen, located on Massachusetts Avenue near Boston Medical Center, serves as the intake center for the programs at Long Island and as an overflow shelter.

- **Pine Street Inn programs** will provide shelter or offer transportation to another facility to all individuals (regardless of barring status) during frigid weather (below freezing) and during severe weather conditions (snow storms etc.). As long as an individual's behavior does not pose a danger to other guests or staff, no one will be asked to leave these programs during these conditions.
 - **Men's Inn** will remain open during the day when the temperature is below freezing. During severe weather, persons normally barred from the shelter may come into their facility in order to access referrals and transportation to other programs.
 - **Women's Inn** will remain open during the day when the temperature is below freezing.
 - **The Boston Night Center** they will transport guests from the Boston Night Center over to the Pine Street Inn in the morning so that they will not have to brave the elements.

The Pine Street Inn Men's Inn, tel. 617-521-7202, is located at 444 Harrison Avenue, in Boston's South End. The Pine Street Women's Inn, tel. 617-521-7110, is located at 363 Albany Street near the East Berkeley Street intersection. The Boston Night Center, tel. 617-248-1998, 31 Bowker Street Government Center

- **Shattuck Shelter** is allowing people to stay in during the day. Shattuck is also holding beds for people referred in by their outreach team.

The Shattuck Shelter, tel. 617-971-3223, is located on the Lemuel Shattuck Hospital Campus at 170 Morton Street in Jamaica Plain. It can be reached from the Franklin Park access road.

- **Boston Rescue Mission** has put on an additional 64 spaces for overflow for homeless people in need after 7:00 pm

The Boston Rescue Mission, tel. 617-482-8819, ext. 1215 is located at 39 Kingston Street in Downtown Crossing,

- **United Homes/Pilgrim Church Shelter** accepts Police drop offs after 3:30 pm.

The United Homes Shelter, tel. 617-265-4515, is located in Upham's corner at 540 Columbia Road.

- **The New England Shelter for Homeless Veterans** has announced that during the cold in emergency cases they will temporarily provide overnight shelter on cots to any homeless man in need, whether or not he is a veteran or meets the shelter's sobriety requirement. Non-veterans would then be provided with information and referral to other shelter the following morning.

The New England Shelter for Homeless Veterans, tel. 617-248-9400, is located in the Government Center area of Boston at 17 Court Street.

City of Boston Response

*For medical or safety emergencies, the **Boston Emergency Medical Services System (EMS)** and the **Boston Police Department** can be reached by calling **9-1-1**. For all other calls concerned citizens can call the **Mayor's 24 Hour Service 617-635-4500**. Additional numbers for some City of Boston programs are listed below.*

- **Boston EMS will make the following or a similar announcement twice per shift during the current winter storm:**

“Due to the extreme cold weather and wind chill conditions over the next few days, all units should take care to identify any person at risk for hypothermia. This includes, but is not limited to the homeless exposed to the elements or an elder living with insufficient heating. If identified and hospital transport is not required contact Dispatch Operations. Arrangements should be made to get them to a shelter. In addition, notify Dispatch Operations of any cold related patient.”

- **The Boston Park Rangers** patrol the Emerald Necklace Parks from Boston Common to Franklin Park, 10:00 to 6 pm are alerting their rangers about shelter options for the homeless and working closely with the BPD, EMS and outreach.
- **The Boston Police Department** is issuing hourly directives on all channels to seek out the homeless and encourage them to go to a shelter – will transport them.
- **Boston EMS** to field extra units overnight as needed. Patrolling rather than going back in between calls to look for people in peril. In the event that a homeless person refuses shelter but is not medically indicated to take to an ER, can page the BEST Team (24/7) to do an onsite mental health evaluation. The Emergency Shelter Commission has the BEST Team to the possibility of increased activity.

Contact: **Emergency Shelter Commission**
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