



Thomas M. Menino, *Mayor*

A NEW BOSTONIAN'S GUIDE TO

# Boston

Helping new immigrants settle in the city



# Welcome to Boston!

Benvindu!

Bienvenue

Byenveni!

Добро  
пожаловать

Benvenuto

¡Bienvenidos!

Willkommen

欢迎

Moving to a new place can be challenging, especially for an immigrant moving to a new country. You may find many things different in Boston from how they used to be back home; like school, work and especially the weather!

The following quick checklist was created to help make your transition to Boston easier, as it lists some things to do. You ultimately decide which tasks you need to do and which ones you are going to do first.

## Welcome to Boston Checklist

- ☐ Apply for a Social Security Number (SSN) and/or Mass ID
- ☐ Find a place to live
- ☐ Find daycare for your children
- ☐ Learn how to register your children in school
- ☐ Get information about finding a job
- ☐ Get maps of bus routes and find out how to get around
- ☐ Apply for a driver's license
- ☐ Find a Community Health Center close to your home
- ☐ Find English classes for you and your family
- ☐ Find a public library close to your home
- ☐ Open a bank account
- ☐ Learn about your rights
- ☐ Find services for your elderly relatives or relatives with disabilities
- ☐ Learn about common practices
- ☐ Learn more about U.S. government
- ☐ Get additional resources to help you get settled in Boston



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CITY OF BOSTON • MASSACHUSETTS

OFFICE OF THE MAYOR  
THOMAS M. MENINO

Dear New Friend:

I welcome you to the city of Boston – *The Cradle of Liberty*! We are pleased that you have chosen Boston as your new home. Boston is a vibrant and colorful city, made up of unique and culturally diverse neighborhoods, with residents from all over the world. As a matter of fact, 28% of Boston's residents are foreign-born, from more than 100 different countries!

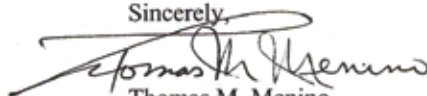
I strongly believe that diversity is one of Boston's greatest strengths and I cherish the value that immigrants bring to our city. As such, I have made it a priority to ensure that all immigrants feel welcomed and have their voices heard by the city's leadership. That is why I created the Mayor's Office of New Bostonians (MONB) in 1998 to meet the needs of the growing and changing immigrant and newcomer communities in Boston. MONB offers several programs and publishes a variety of guides in multiple languages to ensure that new immigrants have access to the civic, economic, social and cultural life of Boston.

One such guide is *A New Bostonian's Guide to Boston – Helping New Immigrants Settle in the City*, designed to ease your transition to our beloved city. Published and distributed by MONB, this guide is an excellent resource, providing helpful information about learning English, finding housing and employment, navigating through our transportation system, enrolling your children in school and so much more.

I encourage you to take a moment to review the information detailed in this guide. If you have any questions or would like more information about settling in Boston, you can contact the MONB staff by calling 617.635.2980 or sending an e-mail to [newbostonians@cityofboston.gov](mailto:newbostonians@cityofboston.gov). For more information about the City of Boston, visit [www.cityofboston.gov](http://www.cityofboston.gov).

Once again, I welcome you to Boston.

Sincerely,



Thomas M. Menino  
Mayor of Boston

# Mayor's Office of New Bostonians (MONB)

## Annual MONB Events

### We Are Boston Gala (WAB)

Celebration of Boston's immigrant heritage, contributions and diversity

### New Bostonians Community Day (NBCD)

Annual gathering at City Hall, which celebrates the city's diverse communities, as well as provides better understanding of, and access to, crucial city and community resources.

## You can call MONB:


- To find out about Boston's community resources that serve immigrants and refugees
- If you or someone you know needs assistance accessing city government services
- To speak with an attorney for free at MONB's confidential immigrant advice clinics
- To find an ESL or citizenship-related class
- To share concerns and problems that face immigrants and refugees in Boston today

The purpose of MONB is to strengthen the ability of immigrants from diverse cultural and linguistic communities to fully participate in all aspects of life in Boston. MONB acts as a catalyst for providing opportunity, access and equality for immigrants, and highlights the contributions and essential role that immigrants have played and continue to play in making Boston the world class city that it is.

To fulfill the office's mission, MONB works with city departments and community partners to identify immigrant concerns and implement programs and resources that address these concerns. Such programs include MONB's annual events (see left) and:

- Providing access and referrals to social and city services
- Biweekly complimentary, confidential immigration clinics
- English classes through English for New Bostonians (ENB)
- Guides to assist immigrants to access city and community resources, such as this one
- Advocating on behalf of immigrants

For more information about MONB programs, go to:

 [www.cityofboston.gov/newbostonians](http://www.cityofboston.gov/newbostonians)

We hope you will find *A New Bostonian's Guide to Boston* useful. For more information or if you do not speak English and you need help with any of the items listed in this guide, call the Mayor's Office of New Bostonians at 617-635-2980.

Reverend Cheng Imm Tan, Director  
Boston City Hall, Room 803  
617-635-2980  
[www.cityofboston.gov/newbostonians](http://www.cityofboston.gov/newbostonians)

# Boston's Neighborhoods

**Allston/Brighton** This neighborhood is best known for its student population because it is close to many colleges and universities.

**Back Bay** This neighborhood has unique shops, restaurants and vintage homes that line Newbury Street, Boylston Street and Commonwealth Avenue.

**Bay Village** One of the smallest neighborhoods in Boston, with an inviting and friendly atmosphere.

**Beacon Hill** One of Boston's oldest communities, Beacon Hill consists of beautiful brick row houses, narrow streets and gas lamps.

**Charlestown** This neighborhood is rich with historical roots and is home to such landmarks as the U.S.S. Constitution and the Bunker Hill Monument.

**Chinatown** The third largest Chinese neighborhood in the country, this is one of the most densely-populated neighborhoods in Boston.

**Dorchester** This is Boston's largest neighborhood and is also one of its most diverse. Long-time residents mingle with newer immigrants.

**Downtown** Boston's center of business and government combines with the Boston Common and the Public Garden to form a dynamic downtown.

**East Boston** Originally a center of shipbuilding, East Boston has always been a neighborhood of immigrants. Logan Airport is located here.

**Fenway/Kenmore** Home to Fenway Park and many college students. Young people throughout the city are drawn to the lively nightlife here.

**Hyde Park** As Boston's southernmost neighborhood, Hyde Park offers the city life as well as the open space more commonly associated with the suburbs.

**Jamaica Plain** or "JP" as the locals call it, is a suburb that has evolved into one of Boston's most diverse and dynamic neighborhoods.

**Mattapan** This population is largely made up of African-Americans and immigrants from the Caribbean.

**Mission Hill** The community consists of a large African-American and Hispanic population, students from nearby colleges and young families who work in the nearby Longwood Medical Area.

**North End** The North End is one of Boston's most historic neighborhoods, populated by a mixture of Italian-Americans and young professionals.

**Roslindale** Once considered a garden suburb of Boston, today's residents of Roslindale are still attracted to the neighborhood's natural beauty.

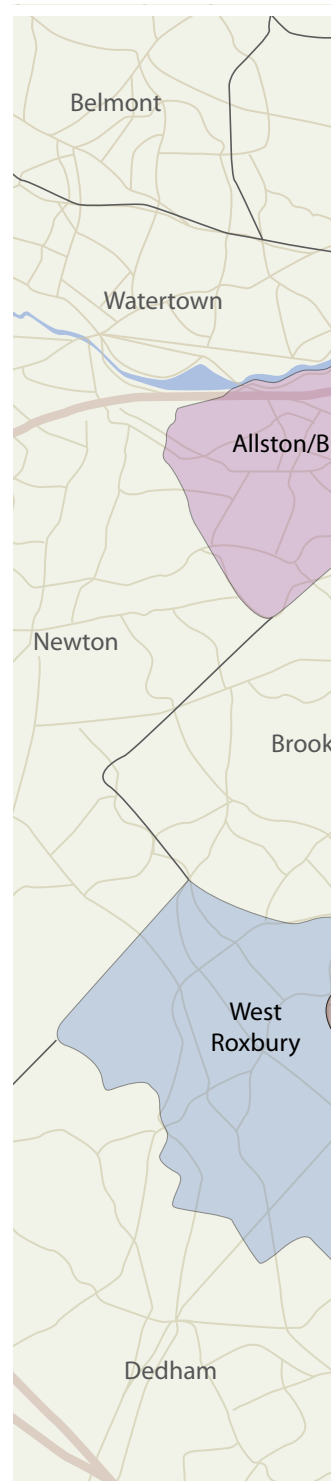
**Roxbury** This neighborhood, which serves as the heart of Black culture in Boston, is undergoing a major transformation, revitalizing many of the neighborhood's streets.

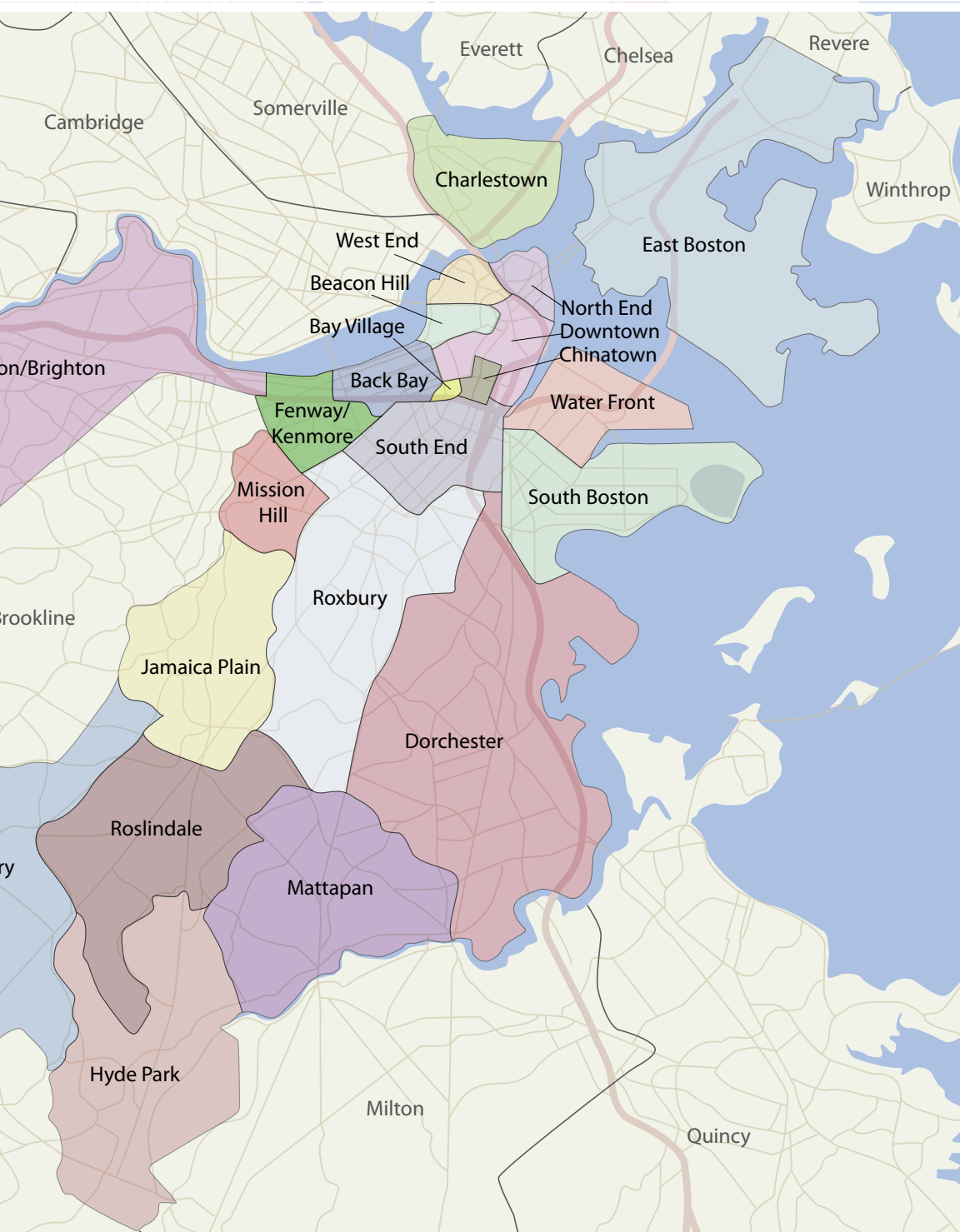
**South Boston** This neighborhood has become increasingly desirable among young professionals and families.

**South End** The South End has become one of Boston's most popular neighborhoods. It has attracted a diverse blend of young professionals, families and a vibrant gay and lesbian population.

**West End** Historically an ethnically diverse and vibrant neighborhood, the West End today is economically anchored by Massachusetts General Hospital.

**West Roxbury** This city neighborhood has mostly single-family homes that gives it a suburban feel. Downtown consists of restaurants, banks and shops.





# How Can the City of Boston Help You?



## Guide to City Services

The City of Boston provides a wide range of city resources to Bostonians, such as assistance with housing, employment, starting a business, removing graffiti, filling potholes, as well as youth development and elderly care— to name a few.

To assist all immigrants in accessing these important city services as they move to Boston, the Mayor's Office of New Bostonians publishes the *Guide to City Services*— available in print and online, in multiple languages.

The services are grouped by topic, such as Homeownership, Business or Education. Under each topic, you will find a list of services and the phone number of the city or community agency that provides these services.

If you would like to visit an agency in person, agency locations are listed at the back of the guide. To download a copy of the *Guide to City Services*, visit [www.cityofboston.gov/newbostonians](http://www.cityofboston.gov/newbostonians).



## Accessing City Services

If you need any assistance accessing services provided by the City of Boston, call the Mayor's Office of Constituent Service's 24-Hour Hotline at:

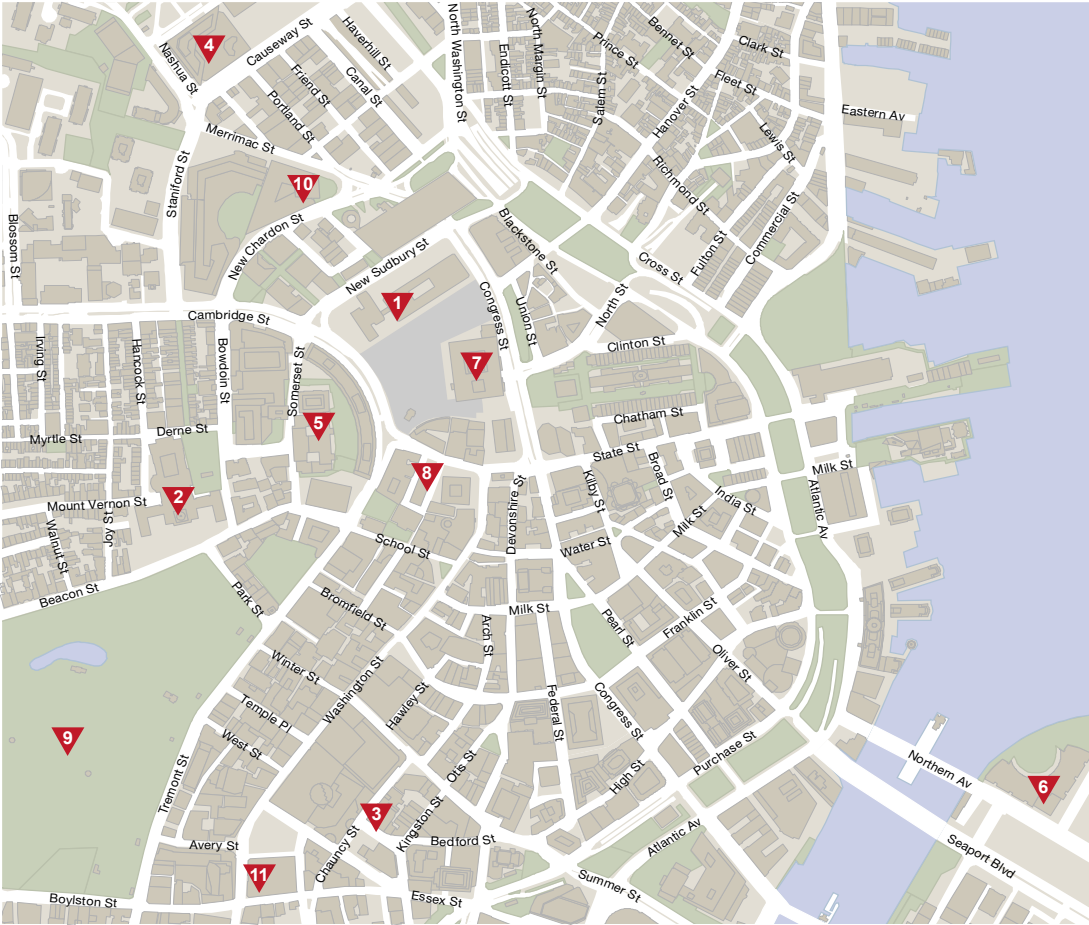
☎ 617-635-4500

Operators will connect you with the appropriate resources. Some bilingual staff is available.

To speak with someone from the Mayor's Office of Constituent Service in person, come to the Mayor's Office on the 5th Floor of City Hall between the hours of 9:00 a.m. and 5:00 p.m. on weekdays.



# Map of Essential Services Downtown



Conveniently located in Downtown Boston are many of the locations where you would go to access essential services, like applying for a Social Security card and a visa.

- |  |   |   |
|--|---|---|
| <p><b>1 John F. Kennedy Building</b><br/>U.S. Citizenship &amp; Immigration Services; Internal Revenue Service (IRS) Taxpayer Assistance Center</p> <p><b>2 State House</b><br/>Visit and learn more about your state government</p> <p><b>3 Boston Housing Authority</b><br/>Housing Resources</p> <p><b>4 Tip O'Neill Building</b><br/>Social Security Card, Foreign Visa, Passport Agency</p> | <p><b>5 Suffolk Superior Court</b><br/>Closest civil court location</p> <p><b>6 Federal Court</b><br/>Immigration and naturalization, Justice system information</p> <p><b>7 Boston City Hall</b><br/>Services for families, licenses and permits, utilities, etc.</p> <p><b>8 Boston Public School Main Administrative Building</b><br/>School resources for your children</p> | <p><b>9 Boston Common</b><br/>Major point of attraction, oldest park in the country</p> <p><b>10 Probate Court</b><br/>Official Name Changes, due to marriage or divorce</p> <p><b>11 Department of Transitional Assistance</b><br/>Public Assistance (Food, Housing, Health, etc.)</p> |
|--|---|---|

# Housing

“Where will I stay?”

## Hostelling International

12 Hemenway St.  
Boston MA, 02115  
617-536-9455  
[www.bostonhostel.org](http://www.bostonhostel.org)

## Caritas Communities Lodging

781-843-1606  
[www.caritascommunities.org](http://www.caritascommunities.org)

## YWCA Berkeley Residence

40 Berkeley St.  
Boston, MA 02116  
617-375-2524  
[www.ywcaboston.org/berkeley/](http://www.ywcaboston.org/berkeley/)

## YMCA Central Branch

316 Huntington Ave.  
Boston, MA 02115  
617-536-7800 or 617-927-8040  
[www.ymcaboston.org/main/accommodations/](http://www.ymcaboston.org/main/accommodations/)

For more information:  
**Boston's Visitor Center**  
617-867-8237

## Temporary Housing

If you need housing for a short period of time, here is a list (at left) of several places where you can find temporary housing—similar to hotels, but much less expensive.

## Renting

If you plan to stay longer or live in Boston, you can rent a place. Renting is the most common form of housing in Boston. If you choose to rent a place, you may have to go through an application process (see page 10).

### Here are a few ways to find a place to rent:

Newspapers such as the *Boston Globe*, *Boston Herald* and Boston Community Newspapers frequently have a ‘Classified’ section that advertises houses and apartments for rent or sale. Neighborhood bulletin boards found in laundromats and grocery stores also often post notices about available apartments.

## The Metrolist

This department can help you if you are looking for a place to rent. They are located in Room 966 of Boston City Hall (See sidebar on page 9).



### **Boston.com**

This is a website affiliated with the *Boston Globe* where you can find a large number of apartment listings in their classifieds section, catering to a variety of incomes and needs.

### **Apartments.com**

This is a website that allows you to search through listings based on what you're looking for in an apartment.

Who posts the listings varies, so it may involve paying a fee to a realtor.

### **Low Income Housing Assistance**

If your income is fairly low, Boston has several options for affordable housing, which offer subsidies to low and moderate-income people and their families. The following two options are run by the Boston Housing Authority (BHA):

#### **Public Housing**

In public housing, BHA offers individuals and families affordable housing to buy or rent located in housing developments, or large groups of housing operated by BHA. There are different types of public housing, which are usually grouped together. They include:

- Wheelchair accessible housing, which is open to anyone who needs wheelchair accessibility
- Family public housing, which is open to anyone
- Elderly/disabled public housing, which is open to those aged 60 and over and/or disabled people who require no more than two bedrooms
- Grandparents Housing Program, which is open to those aged 60 and over and/or disabled people with legal custody of one or two grandchildren of the same gender.

### **Rental Assistance Vouchers**

If your income falls within certain guidelines, you may qualify as low-income. If you do and you are a documented U.S. citizen or a non-citizen with documented eligible immigration status, you may also qualify to receive Rental Assistance Vouchers from BHA.

### **Don't Forget!**

When looking for a place to rent, often rentals listed online are posted by rental agents (real estate agent), who require a fee (usually one month's rent) when you agree to rent a house shown to you by them.

#### **Rental Housing Resource Center**

617-635-7368

[www.cityofboston.gov/rentalhousing](http://www.cityofboston.gov/rentalhousing)

#### **The Metrolist**

617-635-3321

[www.bostonhousing.org/detpages/rservices119.html](http://www.bostonhousing.org/detpages/rservices119.html)

#### **Dept. of Neighborhood Development**

26 Court St.

Boston, MA 02108

617-635-3880

[www.cityofboston.gov/dnd](http://www.cityofboston.gov/dnd)

#### **Boston Housing Authority**

52 Chauncey St.

Boston, MA 02111

617-988-4000

[www.bostonhousing.org](http://www.bostonhousing.org)

Additional resources:

#### **Craigslist**

[www.boston.craigslist.org/aap](http://www.boston.craigslist.org/aap)

#### **Boston For Rent**

[www.bostonforrent.com](http://www.bostonforrent.com)

#### **Boston Rental Exchange**

[www.bostonrentalexchange.com](http://www.bostonrentalexchange.com)

Rental application process

- In most cases, you may be required to complete an application.
- There may be a cost to run the application.
- Some places may require a credit and/or background check, for which you may need a Social Security card/number.
- You may be denied if you have no credit history\* in the U.S.
- A deposit may be needed to hold the apartment as the application is reviewed.
- You may need to have a certain amount of income to qualify.
- In the event that you are unable to qualify to obtain the apartment on your own, you may be able to reapply with a co-signer or a roommate/housemate after some time.

\* For more information about establishing a credit history in the U.S., see the Banking section.

Under this program, BHA provides housing certificates to individuals and families, who find housing for rent that suits them in the market. The individuals or family then pay between 30% to 40% of their income for the housing and BHA pays the rest. Contact BHA at:

617-988-4000

Lease

Once you've found a place, you should have a lease, which is an agreement between you and your landlord (the person you are renting from), detailing the terms and conditions of your rental of the property. It is one of the most important documents you will get when renting a house or apartment. Not all leases will look the same, but they will contain the same kind of information, including the following:

- The address of the place you intend to rent. This is also the address where people can send you mail.
- The timeframe of the lease agreement—i.e. yearly (meaning you have to stay there for at least a year before you can move out or face fines and penalties) or month-to-month (meaning you can move out at the end of any month with adequate notice given to the landlord)

This is what a lease looks like from the Rental Housing Association

13. COMMON AREAS No motorcycles, vehicles, baby carriages or other articles or obstructions shall be placed in the common areas of the building.

14. INSURANCE Lessee understands and agrees to maintain adequate insurance coverage for the leased premises and contents.

15. KEYS AND LOCKS Upon expiration or termination of the Lease, the Lessee shall return all keys to the Lessor in good working condition. If the Lessee fails to do so, the Lessor shall be deemed to have authorized any person to replace or rekey the locks without the Lessee's consent, and the Lessee shall be responsible for the cost of such replacement or rekeying.

16. LOSS OR DAMAGE The Lessee agrees to be responsible for the loss of or damage to the leased premises or contents of the leased premises, whether caused by fire, theft, flood, or any other cause, and to reimburse the Lessor for the cost of replacement or repair of such damaged or lost items.

17. NOTICES When notice from the Lessor is required, the Lessee shall be notified by first class mail to the address set forth in the Lease, or by personal delivery to the Lessee's residence. The Lessee shall be deemed to have received such notice upon mailing or delivery.

18. OTHER REGULATIONS The Lessee shall comply with all laws, ordinances, regulations, and rules of the local government and the Lessor.

19. PARKING The Lessee shall not park any vehicle on the leased premises or in any other area not designated for parking.

20. PETS The Lessee shall not keep any pet on the leased premises without the prior written consent of the Lessor.

21. PLUMBING The Lessee shall not alter, modify, or install any plumbing fixtures or equipment without the prior written consent of the Lessor.

22. REPAIRS The Lessee shall be responsible for the repair and maintenance of the leased premises and its contents, except for those items which are the responsibility of the Lessor.

23. RIGHT OF ENTRY The Lessor shall have the right to enter the leased premises at any time for the purpose of inspecting, repairing, or maintaining the premises or its contents, provided that the Lessor gives the Lessee at least 24 hours notice of such entry.

24. NON-PERFORMANCE OR BREACH BY LESSEE If the Lessee fails to comply with the terms and conditions of the Lease, the Lessor may terminate the Lease and evict the Lessee and its family and guests from the leased premises.

25. LESSOR'S COVENANTS IN REPLY OF TERMINATION

**RHA**  
Rental Housing Association

**STANDARD FORM APARTMENT LEASE**  
(FIXED TERM)  
2003 EDITION

Date: \_\_\_\_\_

(Name) \_\_\_\_\_ (Telephone No.) \_\_\_\_\_

Lessor, hereby leases to (Name) (Address) (City or Town) MA Zip \_\_\_\_\_ (Street) \_\_\_\_\_

\_\_\_\_\_ Lessee, who hereby hires the following premises, viz: (Apartment) (Suite) \_\_\_\_\_ at \_\_\_\_\_ (City or Town) \_\_\_\_\_ (Street) \_\_\_\_\_

for the term of \_\_\_\_\_, beginning \_\_\_\_\_ and terminating on \_\_\_\_\_ The rent to be paid by the Lessee for the leased premises shall be as follows:

**RENT:** A: The term rent shall be \$ \_\_\_\_\_ payable, except as herein otherwise provided, in installments of \$ \_\_\_\_\_ on the \_\_\_\_\_ day of every month, in advance, so long as this lease is in force and effect.

**TENANT:** This section governs rent payments. In some cases, rent payments may increase during the lease term. Please be sure that you carefully read and understand this section. Please initial here when you are certain that you understand and agree with this section. Lessee's initials: \_\_\_\_\_

A: However, if in any tax year commencing with the fiscal year \_\_\_\_\_ the real estate taxes on the land and buildings, of which the leased premises are a part, are in excess of the amount of the real estate taxes thereon for the fiscal year \_\_\_\_\_ (herein called the "Base Year", and being the most recent year in which the Lessor has actually received a real estate tax bill for the leased premises) Lessee will pay to Lessor as additional rent hereunder, when and as designated by notice in writing by Lessor, \_\_\_\_\_ per cent of such excess that may occur in each year of the term of the Lease or any extension or renewal thereof and proportionately for any part of a fiscal year. The Lessor represents to the Lessee that the term rent set forth in the immediately preceding paragraph (A) does not reflect any real estate tax increase subsequent to the said Base Year. Notwithstanding anything contained herein to the contrary, the Lessee shall be obligated to pay only that proportion of such increased tax as the unit leased here bears to the whole of the real estate so taxed, and if the Lessor obtains an abatement of the real estate tax levied on the whole of the real estate of which the unit leased by Lessee is a part, a proportionate share of such abatement, less reasonable attorney's fees, if any, shall be refunded to said Lessee.

LESSOR AND LESSEE FURTHER COVENANT AND AGREE:

1. **MAINTENANCE** - For maintenance, if other than lessor, tenant: (Name) \_\_\_\_\_ (Address) \_\_\_\_\_ (Telephone No.) \_\_\_\_\_

2. **ADDITIONAL PROVISIONS** - \_\_\_\_\_

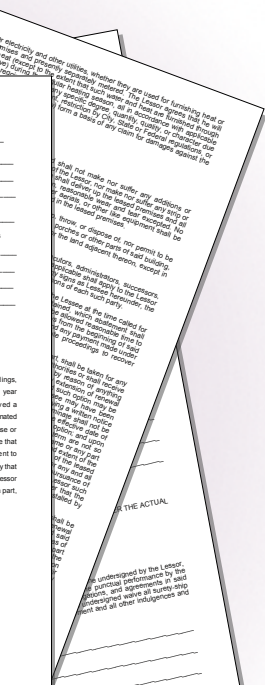
- How much you will pay each month in rent, who to mail your payment to and when payment is due each month
- How much you will be required to pay as a deposit.  
The deposit is money that the renter pays to the landlord only once, when the lease is signed. The landlord keeps this money until the lease is over and then it is returned to you (unless there is damage to the rental unit that wasn't there before).
- Rules for 'breaking the lease' (leaving before the lease time is completed)
- Pet policies, which will state whether you can keep a pet in the rented apartment or house
- What is included in your rental fee, such as utilities (heat, electric, water, etc), appliances (refrigerator, washer & dryer, stove, etc) and parking, etc.
- An explanation of right of entry. This is when the landlord has the right to enter the apartment to do repairs, to show it to other people who are thinking about renting, or if the tenant is breaking any laws. However, your landlord must follow the law and enter at reasonable times, giving you reasonable notice, unless it is in an emergency.

## Buying a House

If you plan to buy a house in Boston, there is assistance for first-time homebuyers. For more information and to learn more about how to qualify for assistance, contact the Department of Neighborhood Development by calling 617-635-3880 or visiting [www.cityofboston.gov/dnd](http://www.cityofboston.gov/dnd). You may also visit them in person by going to the Home Center on 26 Court Street in Boston.

## Renter's Insurance

You can protect your belongings when you rent! With renter's insurance, if you rent a home, be it a house or apartment, you can protect your personal property against fire, theft and vandalism. Renter's insurance doesn't just help provide coverage for everyday necessities like furniture and clothes. It also helps protect theft-prone valuables like your laptop and bike wherever you take them. You can get renters insurance from most insurance companies.



# Utilities

“How do I get services?”

## Telephone Providers

### AT&T

1-800-222-0300  
[www.att.com](http://www.att.com)

### MCI/Verizon

1-800-870-9999  
[www.verizon.com](http://www.verizon.com)

### Sprint / NEXTEL

1-800-777-4681  
[www.sprint.com](http://www.sprint.com)

### RCN Communications

1-888-726-3000  
[www.rcn.com](http://www.rcn.com)

### Cleartel Communications

1-866-494-3058  
[www.talktelephoneplans.cleartel.com](http://www.talktelephoneplans.cleartel.com)

### Comcast

1-800-266-2278  
[www.comcast.com](http://www.comcast.com)

### Vonage

1-800-570-1792  
[www.vonage.com](http://www.vonage.com)



Congratulations on finding a place to live! Depending on whether you are renting or you just bought your first house, you may have to start some or all of the following utility services in your name, such as electricity, heat, gas and water. In order to get these services started in your name, you generally need to do the following:

- Contact the utility company and tell them you want to start service at your address.
- You may be required to complete an application and pay a one-time installation charge. That fee can sometimes be waived.
- If you have not received service before, you might also be required to pay a deposit, which should be returned to you after 12 months.
- Provide proof of identity by providing your Social Security number or card.

## Electricity

To begin electrical service, contact NSTAR by telephone at:

☎ 1-800-592-2000

🌐 [www.nstaronline.com/residential](http://www.nstaronline.com/residential)

## Gas

To begin gas service for cooking or heating, contact National Grid Energy Services at:

☎ 800-233-5325

🌐 [www.nationalgridus.com](http://www.nationalgridus.com)

If your house uses gas heat or has a gas stove or water heater, you should know where your main gas shut-off valve is located. Turning the valve one half turn in either direction should shut off the gas.

**CAUTION** If you smell gas, do not use the phone and leave the house immediately! Once you are out of the house, call the gas company at 800 233-5325 and report that you smell gas.



## Water & Sewage

For water service, any problems you may have with water and sewage services or to receive a water conservation kit, contact the Boston Water & Sewer Commission at:

☎ 617-330-9400

🌐 [www.bwsc.org](http://www.bwsc.org)

If you have a water leak, find the main water line entering your home. The water shut-off valve is the first valve on the line after it enters your house. Turning the valve clockwise until it stops turning will shut off the water supply. To report a water leak, call:

☎ 617-989-7000



## Heating with Oil

Some homes are heated with oil, which must be purchased through private suppliers. Companies that sell heating oil can be found through the phone book or online.



## Telephone

A landline phone can be installed in your house as a utility to provide you with local phone service. You may also choose a long-distance telephone company to use (optional). This will enable you to make calls outside of your local Boston area. You may also decide to only have a mobile phone, as some people prefer not to install a landline and instead use a cellular (mobile) phone for all of their phone service. Feel free to contact any of the phone companies on the opposite page to start your service.



## Internet

Internet service gives you access to connect to the internet from your home. There are many different internet service providers offering this utility. Sometimes, you may find providers who will “bundle” or include internet service with cable and phone service, for a “packaged” price, which is sometimes cheaper.

## Snow Removal

The city of Boston is famous for many things, including many snow storms. Although it can be pretty to look at as it falls, snow can pose a real threat to everyone's safety. That is why snow must be cleared from roadways and sidewalks within three to six hours of snowfall. If not, the snow can turn into ice and become harder to remove and ultimately pose a bigger threat. If you do not shovel the sidewalks that border your property, you will be subject to a fine. If you have a question or concern regarding snow, call:

**Mayor's 24-Hour Constituent Service Hotline**  
617-635-4500

## Fuel Assistance

The cost of heating your home in Boston can be high since it tends to get so cold. If you experience difficulty in paying for your heating costs and your income falls within certain guidelines, you may qualify for fuel assistance for low-income families. See the Public Assistance chapter on page 57 for more information.

## Utility Shutoff

Utility companies cannot shut off service to qualified households that cannot pay their utility bills, such as senior households, low-income families with infants, people with serious illnesses and tenants whose landlords are responsible for utility bills. If you need more information about shutoff protection or have questions about your rights, call the Department of Public Utilities (DPU) at: ☎ 800-392-6066

## Garbage Collection

For health reasons and general cleanliness, all trash must be properly discarded. The City of Boston has regularly-scheduled collection of trash in each neighborhood.

All you have to do is ensure that your trash is placed in plastic bags and securely tied. For the trash pickup schedule and for additional information regarding trash collection, contact the Public Works Department at:

☎ 617-635-4900

🌐 [www.cityofboston.gov/publicworks/Sanitation.asp](http://www.cityofboston.gov/publicworks/Sanitation.asp)

## Recycling

Please recycle your glass, plastic and paper! The City of Boston provides recycling pick-up generally on the same day as trash collection. For information, contact:

☎ 617-635-4959 or 617-635-7574

🌐 [www.cityofboston.gov/publicworks/recycling](http://www.cityofboston.gov/publicworks/recycling)

# Caring For Your Children

“What services are available?”

Settling in a new city can be stressful for you and your children. It is especially important at this time to nurture your children and care for their physical safety and emotional well-being. Although parenting styles differ and there is no one right way to raise a child, all parents and/or caregivers must provide a safe home and community for their children, as well as nutritious meals, regular health check-ups, immunizations and schooling.

The City of Boston offers a variety of services and programs through its Boston Centers for Youth & Families' (BCYF) to help you care for your children, from newborns to teenagers. BCYF is Boston's largest youth and human service agency with 46 facilities including 21 pools and one beach. BCYF community centers are “hubs of the neighborhoods” where Boston residents can access a wide array of important information and assistance.

## Childcare

If you have young children and are working outside of your home or otherwise need to be away from your children for an extended period of time, you may want to consider arranging childcare for your children. Childcare is when someone other than you or your family and friends look after your children.

You can either drop your children off at a childcare facility, a family childcare in someone's house or have someone come into your house to watch your children. Many of BCYF community centers provide quality childcare for preschool and school-age children. To find out more, call or visit:

📞 617-635-4920 x 2315

🌐 [www.cityofboston.gov/bcyf](http://www.cityofboston.gov/bcyf)

## Daycare & Childcare Resources

**Childcare Aware** is a national organization that provides information and resources to parents, including help locating daycare centers, in both English and Spanish.

1-800-424-2246

[www.childcareaware.org/en/](http://www.childcareaware.org/en/)

**Childcare Resource Center** is a non-profit childcare and referral agency that connects parents with childcare resources.

617-547-1063

[www.ccrinc.org](http://www.ccrinc.org)

**BostonCentral.com** offers directories of daycares, nannies, babysitters and tips for choosing quality providers.

[www.bostoncentral.com/](http://www.bostoncentral.com/)

[educare/daycare.php](http://educare/daycare.php)

Childcare costs can be very expensive. For more information about affordable childcare providers, call Parents United for Child Care at:

☎ 617-426-8288

or ABCD's Childcare Choices of Boston at:

☎ 617-348-6272

## Playgroups for Young Children

If you are taking care of your children at home, you can bring them to parent-child playgroups for a couple of hours a day. These playgroups, for children ages 1–3 and their caregivers who live in Boston, bring together parents, children and an early childhood professional to build a community of peers for support, foster nurturing behaviors and help families access needed services. They take place in Boston's public schools and help your children get prepared for school and learn how to get along with other children better. For more information or to find a playgroup nearest to you, call or email:

☎ 617-635-9656

✉ [playgroup@boston.k12.ma.us](mailto:playgroup@boston.k12.ma.us)



## Preschool

Sometimes, families choose to send their children to preschool to give them a headstart for school and provide them with adequate training to better prepare them for kindergarten. Preschool is optional, but some families prefer to send their children to a preschool program for a year or two before kindergarten. You can enroll your children at a preschool class, often offered at childcare centers once your child turns 2 years 9 months. Some preschools are privately run (and cost money) by religious groups or for-profit educational organizations. Others are run by city or local government at little or no cost.

**Countdown to Kindergarten** is a program for children who are about to enter school for the first time.

☎ 617-635-3276

🌐 [www.countdowntokindergarten.org](http://www.countdowntokindergarten.org)

## School Readiness (for Children 0–5 Years Old)

The City of Boston promotes school readiness by providing early learning opportunities and family support for families through a community engagement initiative called Smart from the Start.

Give them a call at if you have concerns about your child's development, need parenting support, healthcare and social services or if you need free or low cost activities for you and your children. Contact Smart from the Start at:

📞 617-635-9288

✉️ [talkreadplay@boston.k12.ma.us](mailto:talkreadplay@boston.k12.ma.us)



## Youth Programs & Services

BCYF's Youth Services programs include Camp Joy, for special needs children and adults and many other resources for youth. In addition, each community center has a youth worker who works with neighborhood young people on programs and activities. For more information about BCYF Youth Service programs, call:

📞 617-635-4920 x 2215

The Mayor's YouthLine is a resource for young people, parents, educators and youth workers. Teen listeners offer a variety of referrals to art, athletic, educational, employment, entertainment, legal, health and social service programs and organizations. The YouthLine is open weekdays Noon–8pm (school vacation time 10am–6pm). For more information, call or visit:

📞 617-635-2240 or 617-635-KIDS

🌐 [www.BostonYouthZone.com](http://www.BostonYouthZone.com)

The Boston Youth Fund (BYF) offers summer jobs for 15–17 year-old Boston residents who have registered during the Hopeline registration period. Applicants are placed in various community, faith based and city organizations for summer employment. Teens are employed as camp counselors, mural painters, teachers' assistants, tour guides and many more! To learn more about summer jobs for young people, call:

📞 617-635-4202

## Don't Forget!

BCYF's community centers also operate a variety of programs that change seasonally, as well as year-round recreation activities for all ages, such as:

- Gyms activities and swimming programs
- Enrichment classes
- Play groups for young children, summer camps and programs
- Programs specifically for seniors and girls

# Your Child’s Education

“What do I need to know?”

## The American School System

The American school system is divided into twelve grades, which correspond roughly from ages six to seventeen. In addition, kindergartens or preschool begin a year or two before regular school, while a wide array of higher education and degrees allow for education after you receive your high school diploma.

### Public vs. Private

Schools in the U.S. are either public or private schools.

**Public schools** are run by the local city government and are free, paid for by local taxes. Any child that lives in a certain area of the city can attend public schools in that area.

**Private schools** are run privately and usually charge tuition for students to attend. Private schools may be independent, non-profit or for-profit organizations or they may be parochial schools associated with a religious group (which often subsidizes the tuition, at least partially).

## MANDATORY EDUCATION



**Pre-Kindergarten**, sometimes also known as daycare or nursery school, is for children under age 5.

**Kindergarten** is generally for children ages 5-6, and is highly recommended before a child enters elementary school.

**Elementary school** is usually grades 1–5.

**Middle school** is often grades 5–8. Sometimes these grade levels may be part of the elementary school.

# Boston Public Schools

In Massachusetts, all children are required by law to attend school regularly from ages six to sixteen. The Boston Public Schools (BPS) provide free education for all children ages 3-16, living in Boston.

Before any student is assigned or invited to attend a Boston public school, the student’s parent or legal guardian must prove legal residence in the city of Boston. Families whose primary residence is outside of Boston are not eligible to attend Boston public schools.

All applicants must submit at least three proofs of residency. Documents must be pre-printed with the name and address of the student’s parent or guardian and must be presented at the Family Resource Center at the time of registration.

These documents also will be required for any change of address. For more information, contact BPS at:

☎ 617-635-9000  
🌐 [www.bostonpublicschools.org](http://www.bostonpublicschools.org)



AGES 14-18  
GRADES 9-12  
HIGH SCHOOL

**High school** covers grades 9–12. Occasionally grades 7–8 will be included in the same building as the high school.

AGES 18+  
COLLEGE/UNIVERSITY

**A college or university** education extends beyond the level of high school, and is not mandatory; however, in the U.S. a college degree is useful for finding employment and is highly recommended. A high school diploma, General Educational Development (GED) or Adult Diploma Program (ADP) is required for applying and entering into a college.

AGE 22 AND UP  
GRADUATE SCHOOL

**Graduate school** is an extension of an education beyond college; this is when students can pursue further study in their chosen field. You are required to have an undergraduate degree and have taken the GRE’s before you can apply and get accepted into a graduate school. Graduate school can last between two to five years, or even longer.



## Don't Forget!

Boston public schools generally end early in the afternoon. If you are working or are otherwise unavailable to pick up your children from school when school ends, you may need to arrange for after-school care for your children.

To find an after-school program near you, contact Boston Center for Youth & Families (BCYF).  
617.635.4920  
[www.cityofboston.gov/bcyf](http://www.cityofboston.gov/bcyf)

## Kindergarten

Boston Public Schools also offer kindergarten for children age 3–5. There are three levels of kindergarten, according to the age of your child:

Age 3 by September	<b>kindergarten 0</b>
Age 4 by September	<b>kindergarten 1</b>
Age 5 by September	<b>kindergarten 2</b>

Not all schools offer K0–K2. Check to find the schools that offer the kindergarten level that corresponds to your child's age. For more information about kindergarten, contact Countdown to Kindergarten at:

📞 617-635-6816

🌐 [www.countdowntokindergarten.org](http://www.countdowntokindergarten.org)

## Choosing a School

Most schools offer school preview time, when you can visit the school before registration and decide if this is the right school for your child. For a schedule, visit one of the Boston Public School's Enrollment Centers or check the BPS website at:

🌐 [www.bostonpublicschools.org](http://www.bostonpublicschools.org)

## The Boston Public School Showcase of Schools

In addition to school preview, you can also check out the Showcase of Schools. Held each year prior to school registration, the showcase features representatives from all BPS schools and allows students and their families to begin to decide which schools to visit during school preview time.

# Enrolling Your Children in School

Under Boston’s student assignment plan, the city is divided into three geographic ‘zones’—North, East, and West—for elementary and middle schools. All high schools are citywide. There are also special education schools. Where your child can go to school depends on what school zone you live in. Call the schools before you visit. All information concerning Boston public schools can be accessed at any of the enrollment centers of the zones listed below.

## The North Zone

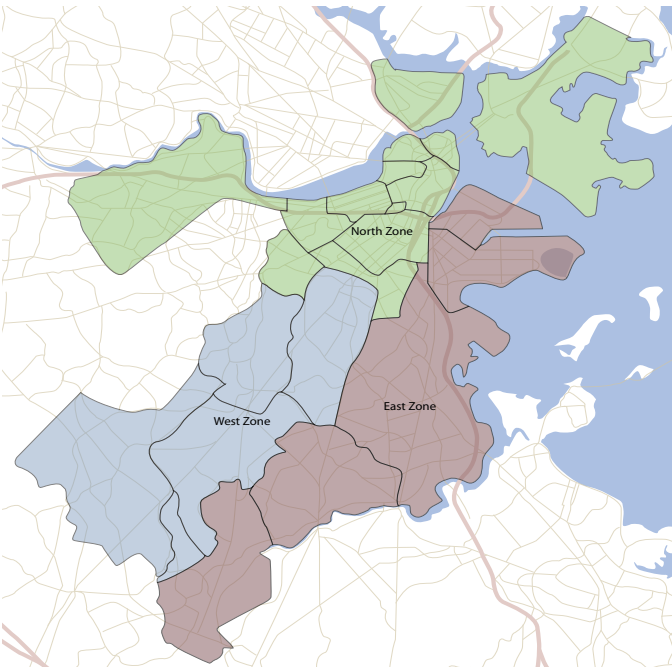
This zone includes East Boston, the North End, Downtown Boston, the Back Bay, the South End, Roxbury, Mission Hill and Allston/Brighton. 617-635-9010

## The East Zone

This Zone includes South Boston, Dorchester, Mattapan and Hyde Park. 617-635-8015

## The West Zone

This zone includes Roxbury, Jamaica Plain, Roslindale and West Roxbury. 617-635-8040



# How To Register Your Child for School

**Find which schools are available** to you depending on the school zone where you reside.

**Research the different schools** to pick the best schools for your child.

## Gather all required documents:

- At least 3 pre-printed proofs of current address
- Child’s up-to-date immunization records
- Child’s original birth certificate, passport or I-94 form

## Register at one of the BPS Family Resource Centers (FRC).

Bring the names of ALL the schools that you may want your child to attend in order of preference. In case you do not get your first choice, you may get your second or third choice.

Additional Resources:


## Family Resource Centers

You can also call 617-635-9455 for locations and hours of FRCs or to ask about school registration, residency requirements, transfers, transportation, wait lists, school programs and more!

### English Language Learners

For about 40% of Boston's public school students, English is not their native language. BPS offers several programs and services to help these students learn English while they also advance in their study of literature, math, science, technology and social studies.

For more information, contact BPS Office of English Language Learners at:

 617-635-9435

### Don't Forget!

If you think your child has a disability, contact any Family Resource Center, or call the Special Education Office at: 617-635-8599  
You may also contact the principal at the school to which your child attends.

### Children with Disabilities


BPS offers a wide variety of special education services for students who have a disability or a combination of disabilities that make learning difficult. These services include specialized instruction, speech and language therapy, physical therapy, vision resources and more.

### Parental Involvement & Engagement

Participating and remaining active in your children's education is a major factor in ensuring your children's success in school. Do not be discouraged even if you do not speak English or feel you don't know how to participate. BPS offers several resources for how you can stay connected to your children's education, including Parent University.

Parent University is a free learning experience specifically designed to help Boston Public School parents increase their understanding of how children learn and develop, what their children should be learning, how to help their children get what they need to succeed, and how to bring other parents together to work for school improvement.

For more information regarding the range of programs that support parents' engagement, contact your child's school or call the BPS Office of Family and Student Engagement at:

 617-635-1683



## Massachusetts Charter Schools

Charter schools are independently operated, open to all students and are free to attend just like Boston's public schools. However, they are not part of the Boston Public Schools system and are therefore not governed by the Mayor of the City of Boston nor the Boston School Committee.

There are several charter schools in Boston. Any family can apply as long as you live in Boston. Each school admits students through a random lottery process. There are no tests, interviews or auditions to get a spot. If you want to enter an admission lottery, you must fill out an application for that school.

To learn more about Boston's charter schools or to find a school near you, contact the Massachusetts Charter Public School Association:

📞 617-523-0881

🌐 [www.masscharterschools.org](http://www.masscharterschools.org)

# Employment & Starting a Business

“How can I find a job?”

## Job Search Process

When looking for a job:

- Review your skills and education.
- Determine what kind of jobs you'd like to apply for.
- Find companies that are hiring for the kind of jobs you'd like.
- Prepare your job search tools, including your resume and cover letter.
- Secure people who can serve as references and/or write recommendation letters for you.
- Fill out job application.
- Secure and confirm a job interview.
- Prepare for the interview.
- You may have to conduct an initial phone interview and/or visit the company for an onsite interview.
- During the interview, be sure to answer all questions asked and sell your skills.
- After the interview, send a thank you note.

For more information and tips for a successful job search, visit:  
[www.monster.com](http://www.monster.com)

## Finding a Job

There are many ways to find jobs in the area—for example by networking (asking friends and acquaintances), by going to job fairs and by searching in the newspaper's Classified section or online at sites such as:

- 📍 [www.Monster.com](http://www.Monster.com)
- 📍 [www.Careerbuilder.com](http://www.Careerbuilder.com)
- 📍 [www.Craigslist.com](http://www.Craigslist.com)

## Job Training and Career Services to Help You Find a Job

If you need help finding a job or if you need job training to acquire industry-related skills to help you compete for a job, Boston has several career centers that offer a variety of assistance, such as referring you to job training programs, helping you with your resumé, offering job search workshops, assisting with job search on the internet and assisting with online job applications. For more information, contact any of the following Boston career centers:

### **The Boston Career Link**

- 📞 617-536-1888
- 📍 [www.bostoncareerlink.org](http://www.bostoncareerlink.org)

### **JobNet**

- 210 South Street, Boston, MA 02111
- 📞 617-338-0809
- 📍 [www.jobnet.org](http://www.jobnet.org)

### **The Work Place**

- 29 Winter Street, 45th Floor, Boston, MA 02108
- 📞 617-737-0093
- 📍 [www.theworkplace.org](http://www.theworkplace.org)

### ***The Work Place One-Stop Career Center Satellite Offices***

Allston-Brighton Resource Center

367 Western Avenue, Brighton, MA 02135

☎ 617-562-5734

Roxbury Resource Center:

2201 Washington Street, Roxbury, MA 02119

☎ 617-989-9150

South Boston Career Center:

489 East Broadway, South Boston, MA 02127

☎ 617-635-0771

Additional resources to help you find a job:

#### ***Action for Boston Community Development (ABCD)***

☎ 617-357-6000 ext.6568

🌐 [www.bostonabcd.org/programs/career-development](http://www.bostonabcd.org/programs/career-development)

#### ***The Goodwill Work Service***

1010 Harrison Ave.

Roxbury, MA 02119

☎ 617-445-1010 or 888-828-4483

🌐 [www.goodwillmass.org](http://www.goodwillmass.org)



### **Work Authorization**

By law, once you are hired, your employer must check to see that you are eligible to work in the U.S. You will need to fill out necessary forms and show your employer your identity and work authorization documents. You can choose what documents to show as proof of your right to work in the U.S., as long as the documents are on the list of accepted documents, such as your permanent resident card or an unrestricted Social Security card in combination with a state-issued driver's license and/or Massachusetts identification card with your picture on it.

### **Employment Discrimination**

Discrimination of any kind based on gender, age, race, physical ability, national origin and/or sexual orientation is against the law. If you feel your rights as a worker are being violated, you should contact:

## Employee Discrimination & Sexual Harassment

If you are the victim of sexual harassment at work, you should know that employers must take this very seriously. Sexual harassment might be inappropriate touching or comments which make you feel uncomfortable. Look in the employee manual you were given when you started your job to learn how to file a complaint, or talk with someone in the Personnel or Human Resources office.

*You do not have to put up with sexual harassment!*

## About Workers' Rights

**You do NOT have to be a U.S. citizen to file a discrimination complaint.** Your rights are not affected by your immigration status! In fact, the MCAD will not require or ask for a copy of your immigration documentation.

**Massachusetts Jobs With Justice** is a coalition of labor and community organizations working together to build unity and support for the struggles of working people.

3353 Washington St.

Boston, MA 02130

☎ 617-524-8778

🌐 [www.massjwj.net](http://www.massjwj.net)

## Massachusetts Attorney General's Office

One Ashburton Place

Boston, MA 02108

☎ 617-727-2200

You can also file a complaint with the Massachusetts Commission Against Discrimination (MCAD), which fights employment discrimination, by visiting their office:

## Massachusetts Commission Against Discrimination

1 Ashburton Place

Sixth Floor, Room 601

Boston, MA 02108

🌐 [www.mass.gov/mcad](http://www.mass.gov/mcad)

## Employee Discrimination – Disabilities

The Americans with Disabilities Act (ADA) forbids discrimination against people with physical or mental disabilities. These organizations can also help people with disabilities find career assistance:

**Massachusetts Rehabilitation Commission** If you have a disability, you can get help with housing, employment, education and many other areas.

27 Wormwood St.

Boston, MA 02210

☎ 800-245-6543 / 617-204-3600

**Greater Boston Arc** If you or someone in your family has developmental disabilities, this is a great resource.

221 North Beacon St.

Boston, MA 02135

☎ 617-783-3900

🌐 [www.arcgb.org](http://www.arcgb.org)

## Starting Your Own Business

The City of Boston's Department of Neighborhood Development's Office of Business Development offers a variety of programs and resources to assist owners of start-up and existing businesses that are interested in starting, expanding or relocating to Boston. The office can help with everything from complying with zoning and permitting regulations and obtaining any necessary City of Boston and State of Massachusetts business licenses to registering your business and applying for a Federal Tax Identification Number, also known as an Employer Identification Number (EIN).

For more information, contact the Office of Business Development at:

### ***City of Boston Department of Neighborhood Development Office of Business Development***

26 Court Street, 9th floor  
Boston, MA 02118

📞 617-635-0355

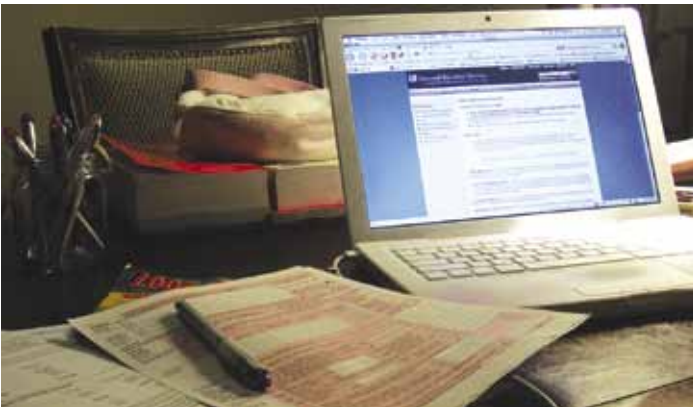
🌐 [www.cityofboston.gov/dnd/obd](http://www.cityofboston.gov/dnd/obd)

## Taxes

Taxes are money paid by residents and businesses to federal, state and local governments, which pay for services provided by the government. There are different types of taxes, such as income, sales and property tax. You are required to file a tax return every year, which covers your income earned from January to December of the previous year. You can get free help with your tax return if you qualify. For more information, contact:

### ***Boston Earned Income Tax Credit (EITC) Coalition***

📞 617-918-5275



# Banking

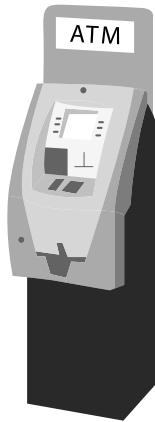
## “What can I do with my money?”

### Advantages of Putting Your Money in a Bank

- Ease and convenience
- You can earn interest on your money
- Helps to build your credit rating
- You can send money home
- Your money will be safe from theft and fires
- You can exchange currencies at a better rate
- Your money is protected if you put it in a bank that is a member of the Federal Deposit Insurance Corporation (FDIC), which provides banks with insurance to protect your money

In the U.S., it's important to choose a bank for all of your financial needs. Most banks offer several kinds of accounts:

- **Savings Account:** earns your money interest
- **Checking Account:** allows you to buy things in stores or online with your debit card and allows you to make payments with checks.
- **Money Market Account:** allows you to earn more interest than a savings account would, but you are usually required to open the account with \$2,500.



### Bank Cards and ATM Machines

When you join a bank, you receive a bank-issued plastic card, called an ATM Card, and an assigned Personal Identification Number (PIN). With this PIN, you have access to your account in various locations 24 hours a day. ATMs are large terminals affiliated with certain banks located all over Boston. They allow you to deposit or withdraw money at any time of day or night. If you use your card at another bank, there may be an extra charge.

### Don't Forget!

To open a bank account you will need to provide proof of identity. Documents that banks accept are:

- Social Security Card
- Valid Passport
- Driver's License
- Resident Card
- State Identification Card
- Utility Bill

With a checking account, you will receive a card called a debit card, which is the same as the ATM card, except that you can also use this card to pay for goods and services in many stores and online. The amount spent will be deducted directly from your checking account.

### Your Credit Rating

Many immigrants come from cultures that pay cash for goods and services and do not like to borrow money. Some people can and often do pay cash for goods and services in the United States, but most people borrow money from financial institutions to pay for certain high ticket items, such as an education, a car, a house or home repairs.

The money borrowed must be paid back, along with some form of interest for the convenience of having access to the money borrowed. It is not possible to secure any loans in the United States if you have no history of borrowing money and a record of paying the money back on time.

The record of your ability to pay loans in a timely manner is called your credit rating. A high credit rating is reflected when you pay your bills on time. It enables you to secure a lower interest rate when needing to borrow money.

If you are accustomed to paying cash for everything, you may want to begin building a credit history in the United States. Even if you have built up a credit history report from your home country, you need to start anew here.

### How to Build Credit as a New Immigrant

The following tips can help to build your new credit history. Just remember that it is a process and it takes times. Be sure not to overextend yourself and always pay your financial obligations on time.

- Get a credit card and make sure you pay the bills on time.
- Some utility companies report to a credit bureau. So make sure you pay your utility bills on time.
- Find a job and stick with it. Creditors like to see stability.

### Don't Forget!

Most banks also offer additional services to the public, including those listed below:

- **Telephone Banking Service & Internet Banking:** services that allow access to your accounts via the phone or the internet.
- **Direct Deposit:** allows your employer to deposit your paycheck directly into your bank account.
- **A Safe Deposit Box:** a box kept in the bank to safeguard some of your valuables.

### Just so you know...

Normal banking hours are from 9AM to 4:30PM on weekdays, although many banks have extended hours on Fridays and some are open on Saturdays and Sundays.



# Transportation

“How do I get around?”



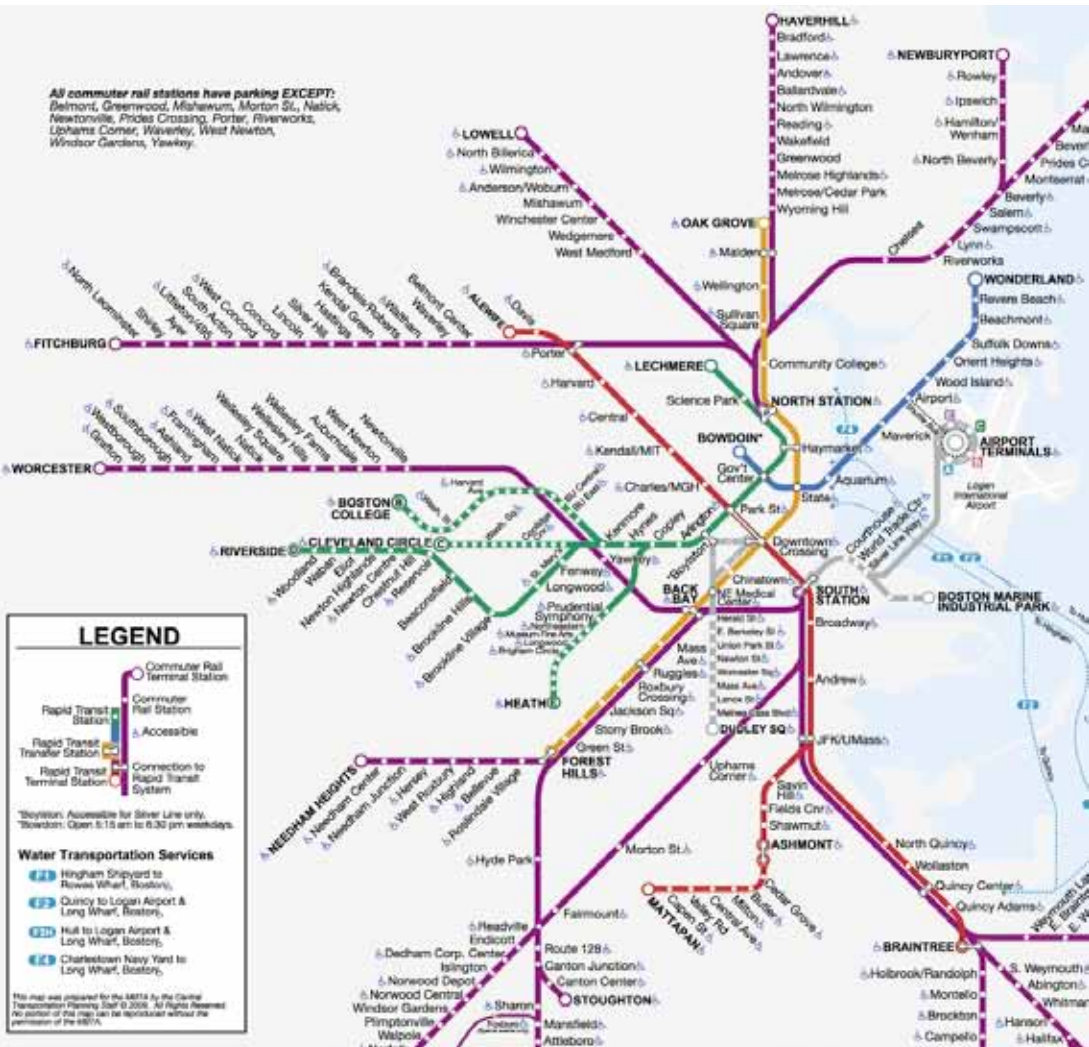
**The T Symbol**

If you see this symbol, a train station, street level subway stop, or bus stop is nearby.

**Public Transportation**

Boston is well-served by a network of public transportation. Many people find that they would rather use public transportation than drive in the city! The Massachusetts Bay Transportation Authority (**MBTA**) operates a bus and subway system from 5:30 a.m. to 12:30 a.m.

View a larger version of the map here:  
[www.mbta.com/schedules\\_and\\_maps/subway/](http://www.mbta.com/schedules_and_maps/subway/)



The MBTA subway system is called the T. The T has four subway lines:

**Orange Red Blue Green Silver** (rapid transit buses)

The MBTA also runs 150 bus routes throughout Boston and the surrounding cities.

Seniors, students, and people with disabilities receive discounts and children under the age of eleven ride for free when riding with a paying adult. The T also sells *Charlie Cards* (a card fare system), which may save you some money on a per-ride basis. You can also buy weekly and monthly passes. For more information, contact:

**MBTA**

📞 617-222-3200  
🌐 [www.mbta.com](http://www.mbta.com)

**Taxis**

There are several taxicab companies in Boston. You can hail a taxi (cab) on the street; hotels are good places to find taxis as well. For more information about taxis or to make a complaint about any taxi company, contact:

**Boston Police Department's Hackney Division**

📞 617-343-4475

**Getting Out of the City**

**MBTA**

The MBTA commuter rail offers service to suburbs outside of Boston. The ticket prices vary depending on how far outside of Boston you are traveling. There are monthly passes, as well as special passes available.

**Long Distance Bus Service**

Long distance buses can take you from Boston to other cities and even states cheaper than planes or railroads.

**Railroads**

Amtrak is the railway service throughout the country, with local stops in South Station, Back Bay Station, North Station and Route 128.

**Bus Stations**

**South Station**

[www.south-station.net](http://www.south-station.net)

**Back Bay Station**

[www.mbta.com](http://www.mbta.com)

**Bus Companies**

**Greyhound Busses**

1-800-231-2222  
[www.greyhound.com](http://www.greyhound.com)

**Fung Wah Busses**

617-345-8000  
[www.fungwahbus.com](http://www.fungwahbus.com)

**Lucky Star Busses**

617-426-8801  
[www.greyhound.com](http://www.greyhound.com)

**Peter Pan Busses**

1-800-343-9999  
[www.peterpanbus.com](http://www.peterpanbus.com)

**Logan International Airport**

1-800-23-LOGAN  
1-800-235-6426

**Logan Airport**

The four terminals at Logan are:

**A B C E**

(E: international terminal)

You can exchange currency in terminals A, B, C and E. There are also information booths in the baggage claim area of each terminal. Interpreter services are located throughout the airport.

Parking at Logan can be expensive, but there are parking lots with hourly and daily rates, as well as weekly parking with a shuttle service from the lot to each terminal.



### Don't Forget!

In order to receive a **Driver's Permit/License**, you must:

- Be over 16 years of age.  
If under 18, you are required to have a parent or guardian sign the application.
- Complete an application available at the local RMV branch.
- Pay a \$30 written test fee and meet all identification requirements to take the test.
- Pass a vision test or submit a RMV vision certificate from your doctor.
- Enter your photo and signature into a RMV database.
- Pass 20-question exam on Massachusetts motor vehicle laws and driving guidelines.
- You must answer 18 of the 25 questions correctly within the allotted time to pass the test.
- The RMV can provide a MA photo ID for those people without a driver's license. Simply go to any full RMV service office to apply and pick one up.

### Driving

If you'd prefer the flexibility and convenience of driving and you need to purchase a car, you have a few options available to you. You can rent a car (daily, weekly or even monthly), buy a car with cash or on credit or you can lease a car, which is a combination of renting and buying a car on credit. For more information, visit:

#### **Cars.com**

 [www.cars.com/advice](http://www.cars.com/advice)

Before you can drive a car or another vehicle (such as a motorcycle, truck or recreational vehicle) in Boston however, you'll need a driver's license and the vehicle you plan to drive must be insured and registered. In order to operate a vehicle in Boston, you'll need:

A driver's license

A valid vehicle registration sticker

Your vehicle to pass an inspection every year (and have a sticker which proves that it did)


Proof of car insurance

### Registering Your Vehicle in Boston

A valid registration sticker is needed to operate a vehicle in the state of Massachusetts. There are different steps to take to register your car depending on whether or not you purchased your vehicle from a Massachusetts car dealer, an out-of-state car dealer or not from a car dealer. For more information and to access the necessary forms to register your vehicle, visit the Boston Registry of Motor Vehicles office located at:

#### **Boston RMV**

630 Washington Street, Boston, MA

 [www.mass.gov/rmv](http://www.mass.gov/rmv)

## Car Inspection

You need to bring your vehicle to be inspected every year. Car inspections are done by many gas stations and car repair shops that display an image of the inspection sticker. Once your car passes inspection, you will get a sticker to place on your windshield with a number that showed what month you had your car inspected. Remember to bring your vehicle for another inspection before the end of that month the following year and get a new sticker or you may be stopped by the police and get a fine.



Example of a Massachusetts inspection sticker.

## Car Insurance

All vehicles on Massachusetts roads must be insured in order to protect drivers and personal properties. In order to obtain car insurance, you must go to a licensed Massachusetts insurance agent to obtain an active annual insurance policy and have the agent complete, stamp and sign an Application for Registration and Title (RMV-1).

You may also be eligible for a discount on your insurance policy if you participate in a driver's education program. These programs contain a combination of classroom and on-the-road driving lessons that teach the safe-driving skills you'll need in Boston. For more information, contact:

### Department of Motor Vehicles

☎ 617-351-4500  
🌐 [www.mass.gov/rmv](http://www.mass.gov/rmv)

## Zipcar

Zipcar is a service you can sign up for which allows you to reserve a car to drive for a few hours or all day. Gas and insurance are included and you can find Zipcars in designated parking spots all over Boston. You must be a member of Zipcar to use this service and you must have a driver's license. To become a member or get more information, visit:

🌐 [www.zipcar.com](http://www.zipcar.com)



### CAUTION!

Never leave the scene of an accident or you may be charged with a hit-and-run, which is a major crime.

### CAUTION!

There is no tolerance for driving drunk, as it is a crime!



### Some Rules of the Road While Driving in Boston

Drivers in Boston, as in all cities in the United States, drive on the right side of the road.

Always have your driver's license on you and your vehicle registration, along with your proof of car insurance in your vehicle at all times.

While you are driving, if you approach a stationary emergency response vehicle, highway maintenance vehicle or recovery (towing) vehicle, change lanes and move away from the vehicle.

If there is a vehicle behind you with sirens and/or flashing lights while you are driving, change lanes and let the vehicle pass you or move over to the breakdown lane or roadside to let it pass you.

If the vehicle doesn't pass you and stays behind you with its lights flashing, you are more than likely being stopped by the police for a possible traffic violation. Pull over to the side of the road and stop.

If you are stopped by the police, be polite, courteous and remain in the vehicle with your hands visibly on the wheel.

Be prepared to show your driver's license, vehicle registration and proof of insurance.

You have the right to dispute a traffic violation if you are given one. Details will be on your ticket.

You must also come to a complete stop while you are driving if:

- People are crossing the street. Pedestrians (people walking) have the right of way, even if the light is green for you to go.
- Cows, horses or other draft animals being led, ridden or driven are crossing the street.
- If a street railway car (train) is in front of you and letting passengers on and/or off the train.

- If there's a vehicle in front of you which says School Bus, equipped with front and rear alternating flashing red signal lamps which are flashing and has stopped to allow pupils to get on and/or off the vehicle. You may not drive pass this vehicle until the warning signals are deactivated.

Be mindful of people riding bicycles, as it's often difficult to see them until they are very close.

Massachusetts state law requires that all passengers at least 8 years old or taller than 57 inches must fasten their seat belts. You may be fined or issued a ticket for not wearing your seat belt.

You are not allowed to have more passengers than seat belts in a car. Each passenger must have access to a seat belt for safety reasons.

Massachusetts state law requires that all children under age 8 and less than 57 inches tall be properly fastened and secured in a federally approved car seat or booster seat, according to the manufacturer's instructions.

If you are involved in an accident while you are driving, however minor it may be, you should call 911 and wait for the police to arrive.

- As you wait for the police to arrive, you should assess injuries and/or damages.
- You should also exchange pertinent contact information, including driver's license, vehicle registration and insurance information with all of the drivers involved in the accident.

The legal age to drink in Massachusetts is 21 and the legal limit for alcohol consumption is .08 Blood Alcohol Content (BAC) for those over 21, and .02 for those under 21. If your BAC is higher than .08, you are considered legally drunk and must not operate a vehicle.

For more rules and regulations regarding driving on Boston streets, consult the Massachusetts Driver's Manual on the Registry of Motor Vehicles web site at

🔗 [www.mass.gov/rmv](http://www.mass.gov/rmv).



# Health

“How can I get good healthcare?”

## So You Know...


Massachusetts law requires that its hospitals and health centers provide 24-hour interpreter services at no cost to all limited English proficient (LEP) patients who seek emergency care or treatment.

## Mayor's HealthLine

There is a saying “health is wealth!” That is why you should take the time to invest in your health, as good health benefits you in a variety of ways. However, healthcare in the United States can be confusing and extremely costly, even for native-born residents. To address this, Boston's Mayor created the Mayor's HealthLine, which is your one-stop shop for your health care needs, where you can get assistance with a variety of personal and public health issues.

No matter what language you speak, the staff can help you find the health program that's right for you and your family, as they speak over 160 languages.

You can contact the Mayor's HealthLine Monday-Friday from 9 a.m. to 5 p.m. by calling 617-534-5050 or by visiting their website to learn more information at:

 [www.bphc.org/programs/cib/civicengagement/mhl/](http://www.bphc.org/programs/cib/civicengagement/mhl/)

## Neighborhood Community Health Centers

Many local community health centers offer free or low-cost health care and a variety of health-related programs for those in need, such as care and medicine for pregnant women and children, referrals to medical specialists, blood work, on-site specialty care and 24-hour emergency room, to name a few. They also provide interpreter services in multiple languages for patients during medical visits and while receiving treatment.

To find the nearest neighborhood health center, contact the Mayor's HealthLine at 617.534.5050 for a referral.

## How Healthcare Works in Massachusetts

The Massachusetts Healthcare Reform Plan requires all adults in the state to have health insurance either through work, school, privately or the government. If you do not, you may face heavy fines, which are automatically taken out when you file your tax returns.

Contact the Mayor's HealthLine at 617-534-5050 to get more information about health insurance options available to you and your family.

## MassHealth

MassHealth offers a broad range of healthcare services by paying for part or all of healthcare for certain low- and medium-income people living in Massachusetts, including a program for individuals who are HIV positive.

MassHealth offers benefits to a wide range of people who meet the eligibility rules. They look at your family size and income to decide if you and your family can get MassHealth. Immigration status does not affect your eligibility for MassHealth, but may affect the type of benefits MassHealth provides.

MassHealth also manages the Children's Medical Security Plan (CMSP), which is a program that provides certain uninsured children and adolescents with primary and preventive medical and dental coverage, regardless of their family's income.

CMSP is for children under the age of 19 who are Massachusetts residents at any income level, who do not qualify for MassHealth and who are uninsured. The amount a family pays for CMSP coverage depends on family size and income. There may be a waiting list to receive CMSP coverage.

For more information or to enroll in MassHealth, contact the MassHealth Enrollment Center at 1-888-665-9993 or visit [mass.gov/masshealth](http://mass.gov/masshealth).

## Are you Low-Income & Unemployed?

If you are a low-income resident of Massachusetts, the Commonwealth Care Health Insurance Program can help. It provides discounted insurance to individuals who earn less than \$30,630. If you earn less than \$15,315 a year, you are not required to pay any premiums for your health insurance through this plan. For more information, call 1-877-623-6765 or visit [www.mahealthconnector.org](http://www.mahealthconnector.org).

### Don't Forget!

In Massachusetts, all adults over the age of 18 are required to buy health insurance, which allows you to make regular, more affordable payments to protect you in case you become sick and need to see a doctor or go to the hospital. You can get health insurance either through the government, your employer or school, a private insurance policy you purchased on your own or not have any health insurance at all.

### Free Care Pool

If you are not eligible for health insurance or can't afford to buy it, The Health Safety Net is a program for Massachusetts residents. The goal of the Safety Net is to make sure that all Massachusetts residents can get healthcare when they need it, regardless of income.

For more information, call 617-988-3100 or visit:  
[www.massresources.org](http://www.massresources.org)

### Health Insurance for Non-U.S. Citizens/Immigrants

Most U.S. insurance companies will not sell plans to non-U.S. residents. However, there are many independent companies who sell private insurance plans for travelers and people who will be residing in the U.S. who are ineligible for US insurance otherwise.

Check out the following websites for more information:

[www.usnetcare.com](http://www.usnetcare.com)

[www.zinternationalinsurance.com/foreigners](http://www.zinternationalinsurance.com/foreigners)

[www.nriol.net/non-us-citizen-insurance](http://www.nriol.net/non-us-citizen-insurance)

[www.nriol.net/immigrant-health-insurance](http://www.nriol.net/immigrant-health-insurance)



# Adult Education

“I’d like to take a class...”

## Adult Education & Resources

Adult education and literacy programs help adults get the basic skills they need.

### Learning to Speak English

In order to be successful in the U.S., it is very helpful to be able to speak English. Studies show that more and more jobs are requiring English proficiency and higher education. There are a number of organizations and schools in Boston that offer English for Speakers of Other Languages (**ESOL**) classes. Due to the variety of ESOL programs offered, costs can vary greatly. Some are free and low-cost, while some are not. Longer programs are generally more expensive.

### Adult Basic Education

Adult Basic Education (**ABE**) is used to describe educational services for adults, such as basic literacy (including English for non-native speakers), numeracy, high school equivalency, otherwise called General Educational Development (**GED**) and adult diploma programs (**ADP**). If you do not have a high school diploma and want one, there are courses available for you. Having these basic skills are helpful in finding employment and are required if you want to go to college and pursue higher education.

### Higher Education

To get into most colleges, you need a high school diploma or the equivalent. Additionally, most American colleges and universities require foreign students to take the Test of English as a Foreign Language (**TOEFL**), which is an exam given to test English language skills for non-native speakers. Contact the ELS Language Center for more information.

### Other ABE/ESOL Resources

**Boston Center for Adult Education**  
5 Commonwealth Ave.  
Boston, MA 02116  
617-267-4430  
[www.bcae.org](http://www.bcae.org)

**Massachusetts Department of Education's Adult Basic Education Voice**  
350 Main St.  
Malden, MA 02148  
781-338-3000  
[www.doe.mass.edu](http://www.doe.mass.edu)

Higher Education Resources:

**Higher Education Information Center/Boston Public Library**  
700 Boylston St.  
Boston, MA 02116  
800-442-1171  
617-536-5400  
[www.edinfo.org](http://www.edinfo.org)  
[www.heic.org](http://www.heic.org)

**ELS Language Center**  
609-921-9000  
[www.toefl.org](http://www.toefl.org)

**Massachusetts Department of Higher Education**  
617-994-6950  
[www.mass.edu](http://www.mass.edu)

## How to find English and ABE classes

The Massachusetts Adult Literacy Hotline provides free information and resources on GED, ESOL and literacy classes. More information is available online or by calling:

☎ 1-800-447-8844

🌐 [www.sabes.org/hotline](http://www.sabes.org/hotline)

To look for low-cost English classes in the city of Boston, go to:

🌐 [www.cityofboston/newbostonians/search.asp](http://www.cityofboston/newbostonians/search.asp)

Select a city neighborhood from the dropdown menu and all of the English classes in that neighborhood will pop up. Call to see if classes are available. If no classes are available, pick another neighborhood.

The Boston Public Library also offers English classes, as well as classes in conversational English where you get to practice speaking in English. For more information, call:

☎ 617-859-2446

The Boston Public Schools also offers English and ABE classes. For more information, call:

☎ 617-635-9827

## Libraries

The Boston Public Library is a great resource for you and your family. There are 27 neighborhood branches available for everyone to use to access the internet, borrow books, videos, tapes and music in multiple languages, read newspapers and magazines from all over the world, as well as attend reading groups. To use the library, you'll need to obtain a library card. Simply bring a document with your printed address and your name to show that you are a Massachusetts state resident to get one. For more information, visit the Boston Public Library online at:

🌐 [www.bpl.org](http://www.bpl.org)

## What can you do at your local library?



Get internet access



Borrow a great book



Borrow videos, tapes, and music



Find reference books and talk to a reference librarian



Read newspapers and magazines from all over the world



Books in over 30 different foreign languages



Reading groups for adults and children

# Legal Rights

“What are my rights?”

## Legal Rights

Everyone in the U.S. is entitled to certain basic rights and freedoms that are guaranteed either in the Bill of Rights and the U.S. Constitution or interpreted through the years by courts and lawmakers. They include:

- **Freedom of speech.** The government cannot tell people what to say or not say. People can say what they want about public issues without fear of punishment.
- **Freedom of religion.** Everyone has the right to practice their religious tradition.
- **Freedom of the press.** The government cannot decide what is printed in newspapers or heard on radio and TV.
- **Freedom to protest government actions and demand change.** The government cannot silence or punish people who challenge government actions they don't agree with.

## Civil Rights

The United States has laws forbidding discrimination or harassment because of race, color, religion, country of origin, sex, age and disabilities. If you feel that you have been treated unfairly based on any of the previous characteristics, you may file a complaint with the Massachusetts Commission Against Discrimination by visiting their office at 1 Ashburton Place, Sixth Floor, Room 601, Boston, regardless of your immigration status.



## Employee Rights Contacts

### Jobs with Justice

617-524-8778

[www.massjwj.net](http://www.massjwj.net)

### U.S. Equal Employment Opportunity Commission

1-800-669-4000

[www.eeoc.gov](http://www.eeoc.gov)

### Office of Special Counsel

1-800-255-7688

[www.usdoj.gov/crt/osc](http://www.usdoj.gov/crt/osc)

## Employee Rights

Employees have many rights, including but not limited to:

- Being paid at least the federal minimum wage
- Compensation if injured on a job
- Have a work environment free from any kind of harassment including sexual harassment, which is unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature

## Immigrant Worker Rights

**If you are a legal immigrant**, federal law states that employers cannot discriminate against you because of your immigration status. Employers cannot:

- Fire you or refuse to hire you because of your immigration status or because you are not a U.S. citizen
- Require you to show a permanent resident card or reject your lawful work papers
- Prefer to hire undocumented workers
- Discriminate against you because of your national origin or country of origin
- Retaliate against any employee who complains of the above treatment

For more information about your rights or to file a complaint, call the Office of Special Counsel at 1-800-255-7688. If you do not speak English, interpreters are available to help you. You also can visit [www.usdoj.gov/crt/osc](http://www.usdoj.gov/crt/osc) for more information.

## Tenant Rights Contacts

### Massachusetts Commission Against Discrimination

1 Ashburton Place, 6th Floor  
Room 601, Boston, MA

617-994-6000

[www.mass.gov/mcad](http://www.mass.gov/mcad)

### U.S. Department of Housing and Urban Development

1-800-669-9777

[www.hud.gov](http://www.hud.gov)

## Tenant Housing Rights and Landlord Responsibilities

- It is against the law for any landlord to reject you because of your race or color, the country you came from, your religion, your sex, a physical disability or your family status.

**NOTE:** If you feel you have been refused housing for these reasons, you can contact the U.S. Department of Housing and Urban Development at 1-800-669-9777.

- If you break the terms of your rental lease, your landlord may terminate your lease or move to evict you.
- Your landlord may only increase your rent after the terms of your lease expires, unless your lease says otherwise.
- If your landlord fails to maintain the premises in habitable condition during the entire time you live there, you may rightfully withhold part of your rent from the date you noticed the breach of the Warranty of Habitability.
- Your landlord cannot retaliate against you for exercising your legal rights.
- Your landlord may generally enter your apartment at reasonable times and upon reasonable notice for the reasons of showing the apartment to prospective tenants, inspecting the premises, making repairs, if the premises appear to be abandoned or pursuing a court order.

## Rights for People with Disabilities

- Employers cannot discriminate in the recruitment, hiring, promotions, training, pay, social activities and other privileges of employment against persons with intellectual or physical disabilities.
- State and local governments must give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g. public education, employment, transportation, recreation, health care, social services, courts, voting and town meetings).
- It is unlawful to deny selling or renting housing to a buyer or renter because of a disability or the disability of someone associated with the buyer or renter. Owners of housing facilities must make reasonable exceptions in their policies and operations to afford people with disabilities equal housing opportunities.

**NOTE:** To obtain more information or to file a complaint, contact the American with Disabilities Act (ADA) at 1-800-514-0301.

## Disability Rights Contact

**American with Disabilities Act**

1-800-514-0301

[www.ada.gov](http://www.ada.gov)

## Law Enforcement Contact

**Boston Police Department  
Internal Affairs**  
617-343-4320  
[www.cityofboston.gov/police/  
complaint/](http://www.cityofboston.gov/police/complaint/)

## Encountering Law Enforcement

Non-citizens, no matter their immigration status in the U.S., generally have the same constitutional rights as U.S. citizens when law enforcement officers stop, question, arrest or search them or their homes.

When you are approached by an officer or member of law enforcement, remember the following:

- You have the right to remain silent, even if the officer threatens you with a subpoena (a written order to testify before a court or be punished). You must tell the officer your name, but you cannot be punished for refusing to answer a question.
- You have the right to talk to a lawyer before answering questions. Once you say that you want to talk to a lawyer, the officer should stop asking you questions.
- Anything you say can be used against you in a court of law.
- If you are served with a subpoena, you must follow the subpoena's direction once you receive it, but you can assert your right not to say anything that can be used against you in a case.
- If an officer stops you on the street, you may ask if you are free to go. If you are free to go, you may walk away.
- You do not have to answer questions about whether you are a U.S. citizen, where you were born, where you are from or other questions about your immigration status.



- Officers can pat down the outside of your clothing only if they have reasonable suspicion that you may be armed and dangerous. If they search any more than this, you may tell them that you do not consent to being searched.
- When stopped while in a car, officers cannot search the car unless you give consent or they have probable cause to believe that criminal activity is taking place or you have been involved in a crime.
- Officers can only search your home if they have your consent or a warrant. Officers can search your office only with a warrant or consent of your employer.
- Non-citizens older than 18 years with valid U.S. immigration documents are required to carry these documents at all times. If you have them, you should show them because doing so can prevent your arrest.
- Immigration officials must give you a list of free or low-cost legal service providers. You have the right to a hearing before an immigration judge to defend yourself against deportation charges.
- Lying to a government official is a crime, but remaining silent until you consult with a lawyer is not.
- If you are treated badly by a law enforcement officer, write down the officer's badge number, name or other identifying information, which you have the right to ask for. If you are injured, take pictures of the injuries. Contact a lawyer and make a complaint to the law enforcement office.

**NOTE:** To contact the Boston Police Department to file a complaint against a Boston Police Officer or Police Department Employee, you can:

- Contact Internal Affairs directly at 617-343-4320.
- Fill out an online form at [www.cityofboston.gov/police/complaint/](http://www.cityofboston.gov/police/complaint/)
- Contact or visit any district station and ask to speak with a supervisor.

# Family Rights and Responsibilities

“What are family rights?”

## Domestic Abuse Contacts

**SafeLink**  
877-785-2020

**Domestic Violence Hotline**  
1-800-799- 7233

## Child Abuse Contacts

**Department of Children and Families**  
[www.mass.gov/dcf](http://www.mass.gov/dcf)

**Child-At-Risk-Hotline**  
1-800-792-5200

## Domestic Violence

**Everyone has the right to live in an environment free of fear or abuse.** Violence in the home, in the form of physical, verbal, sexual, financial or psychological abuse is often hidden, but very prevalent. In most cases, it is women, children and the elderly who are the victims of violence in the home. Although at times, men suffer from domestic abuse as well.

It is a crime for a family member or intimate partner to hurt or attempt to hurt you physically or place you in fear of physical harm or force you to have sex.

**If you are a victim of domestic violence, call 911 for immediate assistance or 877-785-2020, which is the number to SafeLink, a free, confidential, multilingual hotline that can help with referral to shelters, counseling and other supportive resources.**

**The Violence Against Women Act** allows abused spouses of any gender and children of U.S. citizens and permanent residents to “self-petition,” or file their own petition to become a permanent resident if they are victims of domestic violence. See [www.uscis.gov](http://www.uscis.gov) or call the National Domestic Violence Hotline for anonymous and confidential help 24 hours a day, 7 days a weeks at 1-800-799- 7233.

You can also come to MONB’s free, confidential, biweekly immigration clinics to learn more about how to self-petition. See page 48 for more information.



## Child Abuse & Neglect

Children are our future and need loving care and nurture to grow into successful and productive adults. Causing physical or emotional injury or sexual abuse to a child is a punishable crime. Beating, whipping and other acts that cause physical and emotional injury, even for disciplining reasons are not tolerated.

If a child is not properly provided with food, clothing, shelter, medical care, supervision and emotional stability because the parents are not paying attention to the child's well-being, the child is considered neglected.

Families whose children show signs of abuse or neglect will be investigated by the State Department of Children and Families (DCF), whose goal is to keep children at home and to support families so that everyone is safe and healthy. However, if a child is being harmed or is at risk of harm, DCF asks for court approval to remove him or her from home.

For more information about child abuse and/or neglect or to find a DCF office in your area, visit [www.mass.gov/dcf](http://www.mass.gov/dcf) or contact the Child-At-Risk-Hotline at 1-800-792-5200.

## Elder Abuse

Elder abuse is when a caregiver seriously harms an elderly person physically or emotionally or steals or misuses the money or property of an elderly person. Elder abuse can also be self-inflicted if an elderly person living alone doesn't take care of his or her own basic needs. Anyone age 60 or older is protected by elder abuse laws.

## Elder Abuse Contact

**Mass Elder Abuse Hotline**  
1-800-922-2275



# Immigration Assistance

“How can I get help?”

Immigration issues and concerns are broad ranging and can be very complicated. To make matter worse, there are scams where fake lawyers promise to fix immigration issues for a fee and then they disappear after they take your money.

**Mayor's Office of New Bostonians**  
617-635-2980  
<http://www.cityofboston.gov/newbostonians/>

## Free, Confidential Immigration Clinics

To ensure that your questions and concerns are answered by a competent immigration attorney who can give you helpful direction, visit the biweekly immigration clinics hosted by the Mayor's Office of New Bostonians (MONB). These clinics take place every first and third Wednesday of the month from 12 noon to 2 p.m. in City Hall, Room 804. No identification is required and your immigration status will not be affected. The conversations with the attorneys are confidential and free.

You may also contact the following organization for additional assistance:

**International Institute of Boston**  
1 Milk Street  
Boston, MA 02109  
617-695-9990  
[www.iiboston.org](http://www.iiboston.org)

## The International Institute of Boston

The International Institute of Boston (IIB) provides a continuum of services that foster the successful transition of immigrants and refugees, including affordable consultations with attorneys and full legal representation for matters relating to:

- Green cards
- Citizenship
- Family reunification
- Complicated family immigration
- Battered immigrant women
- Political asylum
- Deportation/removal defense when appropriate
- Humanitarian cases

## The Political Asylum / Immigration Representation Project

The Political Asylum / Immigration Representation Project (PAIR) is a nationally recognized pro bono model that works to secure safety and freedom for asylum-seekers who have fled from persecution throughout the world and to promote the rights of immigrants unjustly detained. PAIR provides hope and a new beginning to asylum-seekers, torture survivors and immigration detainees.

### PAIR Project

254 Friend Street, 5th Floor,  
Boston, MA 02114  
617-742-9296  
[www.pairproject.org](http://www.pairproject.org)

## Greater Boston Legal Services

Greater Boston Legal Services (GBLS) provides free civil (non-criminal) legal assistance to low-income people in Boston and 31 additional cities and towns. The help they offer ranges from legal advice to full case representation, depending on client need. The GBLS staff works in specialized units to best address the problems faced by people in living in poverty, such as:

### Greater Boston Legal Services

197 Friend St.,  
Boston, MA 02114  
617-371-1234  
[www.gbbs.org](http://www.gbbs.org)

- Asian Outreach Unit
- Elderly Unit
- Employment Unit
- Family Law Unit
- Health & Disability Unit
- Medicare Advocacy Project
- Housing Unit
- Immigration Unit
- Welfare Law Unit



GBLS's Immigration Unit represents people fleeing persecution in their own countries, undocumented battered women and undocumented unaccompanied minors to help them obtain legal status from the Immigration and Naturalization Service and to defend them in proceedings to remove them from the U.S. The unit also provides advice, referrals and information on a wide range of other immigration questions through its intake clinics.



# Elderly Services

“How can I get help for the elderly?”

Growing older is a necessary process that we will all experience some day, if we are lucky. The City of Boston has created the Commission on Affairs of the Elderly, to enhance the quality of life for Boston’s senior citizens (residents age 60 and older) through planning, coordinating and monitoring the delivery of services to the elderly in an efficient and effective manner. Through its various services, the Commission promotes the active involvement of seniors in the life and health of their neighborhoods.

## Direct Services

The Commission’s Direct Services Unit provides assistance to seniors with government benefits, tenant/homeowner and health issues. This is also the information and referral center for home health and home care services.

The Housing Unit provides information, referral and direct assistance to Boston’s elderly tenants and homeowners in all housing issues affecting the elderly. Assistance can be provided for:

- Homecare services: Homemaker, visiting nurse
- Subsidized senior housing options: Nursing homes, assisted living, Boston Housing Authority, privately managed complexes
- Tenant rights: Harassment, code violations
- Landlord responsibilities: Upkeep, utilities
- Homelessness: Housing or shelter options
- Legal matters: Power of Attorney, conservator
- Homeowner financial options: Selling, rehabilitation
- Heating or utility problems: Fuel assistance, payments
- Home repairs: senior emergency home repair, minor home repair, home rehabilitation
- Foreclosures: Liens, mortgages



## Primary Caregiver Support Services

If you provide assistance with activities of daily living, such as grocery shopping, financial assistance, housecleaning or transportation to someone 60 years or older, you can receive the following caregiver support services from the City of Boston's Elderly Commission:

- Information and referral
- Assistance in gaining access to services
- Individualized counseling
- Support groups
- Care giving problem solving
- Respite care, as well as supplemental services

Contact the Elderly Commission at 617-635-4366 for more information about caregiver support services.

## Discount Programs

Boston's senior citizens also benefit from several discount programs, including:

- Free oral/dental screenings at convenient neighborhood locations, in conjunction with Tufts University School of Dental Medicine. If you are interested, call the Elderly Commission at:  
☎ 617-635-4366
- Free, wheelchair accessible transportation within the city of Boston to non-emergency medical appointments, food shopping, social and recreational events through Senior Shuttles. For more information or to schedule a shuttle ride with at least 3 business days notice, call:  
☎ 617-635-3000 Monday-Friday 8:00 a.m. to 4:00 p.m.
- Discounts on prescription drugs at local pharmacies through the Mayor's Neighborhood Pharmacy Program. Call the Elderly Commission for information about participating neighborhood pharmacies at:  
☎ 617-635-4486
- Discounted transportation through the Taxi Discount Coupon Program. City of Boston residents age 65 and over, as well as disabled residents of all ages may purchase coupon books worth \$10 at a cost of \$5 per book for all taxis licensed by the City of Boston. Coupon books can be purchased at Boston City Hall Room 271 or at various sites throughout the city. For information, call:  
☎ 617-635-4366



# Disability Services

“Where can I find help if I am disabled?”

## Services for People with Disabilities

Massachusetts has a comprehensive system of specialized services and supports to give individuals with intellectual and physical disabilities the opportunities to live the way they choose. Adults with intellectual disabilities and children with developmental disabilities can benefit from a variety of specialized services and support, including daily, employment, residential, family, respite and transportation support.

Contact any of the following community-based and state-operated programs and facilities if you need support for someone with an intellectual and/or physical disability.

## Department of Developmental Services

The Department provides specialized services and support to approximately 32,000 adults with intellectual disabilities and children with developmental disabilities.

## The Disabled Persons Protection Commission (DPPC)

The Disabled Persons Protection Commission (DPPC) is responsible for investigating complaints of abuse against a person with a disability by a caretaker. To report suspected instances of abuse of a person with a disability by filing a verbal or written report, call the DPPC Hotline.

## Massachusetts Rehabilitation Commission (MRC)

MRC promotes dignity for individuals with disabilities through employment and independent living in the community. MRC is responsible for vocational rehabilitation services, community services and eligibility determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs. Contact MRC for more information.

## Important Numbers

### DPPC Hotline

1-800-426-9009

### MRC

617-204-3600

### Community Work Services

617-720-2233

### Morgan Memorial Goodwill Industries

617-445-1529

### Bay Cove Center House Day Treatment

617-371-3020

### Judge Baker Children's Center

617-232-8390

### Jewish Vocational Services

617-451-8147

## Other Important Numbers

### MCB

617-727-5550  
1-800-392-6450 (Voice)  
1-800-392-6556 (TDD)

### MCDHH

617-265-8447 (Toll Free)  
1-800-882-1155 (Voice)  
1-800-530-7570 (TTY)

### DMH

617-626-8000 (Voice)  
617-727-9824 (TTY)

- Independent Living, Turning 22, Housing and Supported Living Programs 617-204-3851 or 1-800-245-6543 (Voice/TDD)
- Protective Services Program 508-823-2874
- Home Care Assistance Program 617-204-3853
- Brain Injury and Statewide Specialized Community Services Program (formerly called SHIP) 617-204-3852
- Consumer Involvement 617-204-3665
- Disability Determination Services 1-800-422-7200 (Toll free in MA)
- Massachusetts Network of Information Providers for People With Disabilities 1-800-642-0249 or 1-800-764-0200 (TDD)
- Mass. Office of Disability-Client Assistance Program (CAP) 1-800-422-7200 or 617-727-7440

## Massachusetts Commission for the Blind (MCB)

This agency provides a broad array of social and rehabilitative services to all legally blind residents of the Commonwealth of Massachusetts.

## The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)

The Massachusetts Commission for the Deaf and Hard of Hearing is the principal agency in the Commonwealth of Massachusetts on behalf of people of all ages who are deaf and hard of hearing.

## The Department of Mental Health (DMH)

The Department of Mental Health assures and provides access to clinical, rehabilitative and supportive services for adults, adolescents and children with serious mental illness or emotional disturbance. The department establishes standards to ensure effective and culturally competent care to promote recovery, enabling all individuals to live, work and participate in their communities.



# Public Assistance

“How can I get help?”

For those times when you are experiencing difficulties paying for basic necessities, such as housing, food, medical assistance or fuel to heat your home, there are a variety of resources and organizations in Boston to help you. Many of these resources are free and do NOT require you to be a U.S. citizen to apply for them. However, some of them do.

Do call and check to see if you need to be a citizen or permanent resident to be eligible. If you will be applying for permanent resident status or citizenship, you may want to check with an immigration attorney before you apply for public assistance. (See Immigration Assistance chapter on page 48.) Contact the phone numbers listed or visit the website provided for more information.

## Government Cash Benefits

### ***Transitional Aid to Families with Dependent Children (TAFDC)***

Provides cash and medical assistance to needy families with dependent children and pregnant women. The benefit amount depends on income, household size, housing situation and if you must work or are exempt from the work requirement.

### ***Emergency Assistance for the Elderly, Disabled and Children (EAEDC)***

Provides cash and other benefits to low-income elders, disabled, and children—who do qualify for other cash assistance programs. The benefit amount depends on your income, family size and living situation.

## Contact Information

### **TAFDC**

1010 Massachusetts Ave. (near the South Bay Center), Boston  
617-989-2200

Dudley Station, 2201 Washington St. (across from Post Office), Boston  
617-989-6000

### **EAEDC**

1010 Massachusetts Ave. (near the South Bay Center), Boston  
617-989-2200

Dudley Station, 2201 Washington St. (across from Post Office), Boston  
617-989-6000



### **SSI**

Fairfield Center,  
10 Malcolm X Blvd.  
(near Dudley Station), Roxbury  
1-800-772-1213

Social Security Administration  
Building, 115 Freeport St. (off  
Dorchester Ave.), Dorchester

### **EITC**

[www.taxcreditresources.org](http://www.taxcreditresources.org)

### **UI**

Charles F. Hurley Bld,  
19 Staniford St. 2nd Floor  
(near Cambridge St.) Boston

### **Project Bread Food Hotline**

1-800-645-8333  
TTY 1-800-377-1292

### **Supplemental Security Income (SSI)**

Provides cash assistance for people who are 65 or older and for people of any age who are disabled or blind. SSI payments can be deposited directly into a bank account or a check can be mailed.

### **Earned Income Tax Credit (EITC)**

When low-to-moderate income workers file income tax returns, they could be eligible for income tax credit from both the federal and MA governments. The credit lowers the income tax they have to pay.

### **Unemployment Insurance (UI)**

Helps workers who have lost their jobs through no fault of their own. It provides temporary income until unemployed workers are able to find new jobs. Unemployed workers who quit their jobs voluntarily or were fired for a good reason are not eligible for benefits.

## **Food**

### **Project Bread Food Hotline**

Provides information about food resources, such as food stamp applications, food pantries, soup kitchen locations and other nutrition programs. 160 languages are available, and the hotline is open Monday-Friday 8am–5pm, Saturday 10am–2pm.

### **Food Stamps**

Eligibility: low-income and someone in the household is a U.S. citizen or has had a green card for 5 years.



Ways to apply for food stamps:

- Fridays 9am-4pm: Complete an application with a Department of Transitional Assistance (DTA) worker at Boston Medical Center's Patient Financial Services (Yawkey Building's Mezzanine level, across from elevators). Walk-ins welcome!
- A Project HEALTH volunteer can help you fill out an online or paper application.
- Call Project Bread's Food Hotline for more ways to apply.

### **BMC Food Pantry**

Offers bags of free food 2 times a month to BMC patients who qualify. Ask your doctor or nurse for a referral to use the food pantry. No ID or appointment required.

### **Rosie's Place**

Meals: Lunch 11:30am-1pm; Dinner 4:30-7pm, 7 days a week. No limit for meals. No ID required.

Food Pantry: Tuesday-Friday 8:30am-11pm or the first 80 guests to arrive. Use the pantry one time per month and choose your groceries. Walk-ins welcome!

Required: a photo ID (any kind, does not have to be a Massachusetts ID).

### **Dollar-A-Bag**

Throughout Boston and surrounding areas. Call for the location closest to you, or ask a Project HEALTH volunteer to print the schedule for you. Bring your own bag and choose groceries for an optional donation of \$1 per bag. No ID required. Arrive early for the best foods.

### **Free Summer Meals for Kids**

Provides free meals to any children up to 18 years old, when school is not in session. Call to find the location closest to you.

### **Fuel Assistance**

The Low Income Home Energy Assistance Program (LIHEAP) is a government program to help low-income families and individuals pay their heating bills during the winter. The fuel assistance program is administered through local community action programs (CAPs).

### **Don't forget!**

Using some of these food resources does NOT affect or depend on your immigration status.

### **BMC Food Pantry**

BMC Dowling Building,  
4th Floor, One Boston Medical  
Center Place, Boston  
617-414-3834

### **Rosie's Place**

889 Harrison Ave (at Mass.  
Ave Only one block from BMC),  
Roxbury  
617-442-9322

### **Dollar-A-Bag**

617-288-6185  
[www.fairfoods.org](http://www.fairfoods.org)

### **Meals For Kids**

[www.meals4kids.org](http://www.meals4kids.org)

### **Massachusetts Heat Line**

1-800-632-8175

### **ABCD's Fuel Assistance Program**

617-357-6012

# Safety & Emergencies

“How do I stay safe in Boston?”

## Important contacts

**Boston Police Dept.  
Sexual Assault Unit**  
617-343-4400

**Greater Boston Legal Services**  
617-371-1234

**Child Witness to Violence  
Project at Boston Medical Center**  
617-414-4244  
[www.childwitnessstoviolence.org/  
about.html](http://www.childwitnessstoviolence.org/about.html)

**Children's Advocacy Center of  
Suffolk County**  
617-619-4276  
[www.mass.gov/dasuffolk/cac.html](http://www.mass.gov/dasuffolk/cac.html)

**Regional Center for Poison  
Control and Prevention**  
800-222-1222  
Services are available 24 hours a  
day, 7 days a week.

## Neighborhood Safety and Reporting Crimes

Although Boston is a fairly safe city, if you see a crime in progress or need to report an emergency, call 911 immediately.

To report a crime, such as a stolen item or someone using your credit card, go to your nearest police station. To locate your closest police station, call or visit:

📞 617-635-4500  
🌐 [www.cityofboston.gov/myneighborhood/](http://www.cityofboston.gov/myneighborhood/)

The Neighborhood Crime Watch Unit often acts as a liaison between the community and the police, frequently helping to develop a conduit for neighborhood feedback and intelligence to the district. Find more information, contact:

📞 617-343-4345  
🌐 [www.Bostoncrimewatch.com](http://www.Bostoncrimewatch.com)

## Crime Stoppers and “Text-a-Tip”

If you have information about a crime, you can give anonymous information by contacting Crime Stoppers. Crime Stoppers wants information on every type of crime. The text tip line is not traced and they are not interested in the user's identity. If your information results in the arrest and indictment of an offender, you will be eligible for an award of up to \$1,000. To give information call the toll-free number at 1-800-494-8477 or text the word “TIP” to CRIME (27463).

## Pedestrian and Walking Safety

Boston is a busy city with lots of people and traffic. When walking around the city, remember:

- You must be aware of vehicle traffic at all times when you are a pedestrian crossing streets. In the United States, people drive on the right side of the street, so look left, right and left again before crossing.

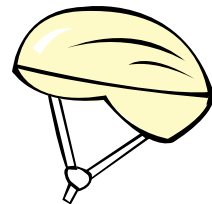
- When using crosswalks, pedestrians legally have the right-of-way, which means that cars must stop for pedestrians at all times. However, make sure cars stop before you cross.
- When possible, avoid walking alone, especially at night. Your vulnerability to street crime is reduced as much as 70 percent by simply being in a group.
- Always be aware of your surroundings and walk with confidence.
- Keep a safety whistle on your key chain to scare away a potential criminal and summon help.
- Avoid poorly lit areas, dark alleys, short cuts and vacant lots, particularly at night.
- Consider taking a taxi or asking a friend for a ride if it is late at night.
- If you are being followed, stay in a well lit area, seek safety in a public place and call 911 for help.

# 911

In case of an emergency, dial 9-1-1 on your phone and help will arrive.

## Bike safety

Bikes must follow the same rules of operation as vehicles while on the road. People on bikes must pay attention to traffic around them and pedestrians stepping off sidewalks. Some areas of the city have designated bike lanes to encourage bike safety. Do not ride on sidewalks because it endangers pedestrians. Remember to add a front headlight and a rear red light on your bike to increase visibility.

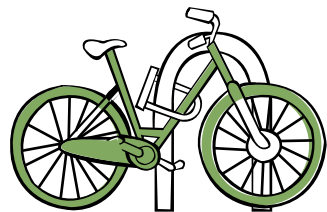


*Wear a helmet to prevent a serious head injury*

## Emergencies

In the case of an emergency, you must call 911 before doing anything else. You can access this number from any land line or charged cell phone as long as there is a signal.

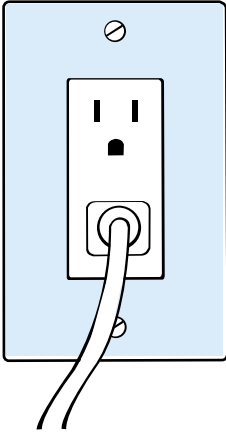
Operators will answer your call and take your information while they send emergency responders to your location. This is an emergency number only and should not be used otherwise. If you must reach authorities in a non-emergency, see the city services section in your phone book.



*Lock up your bike securely when you leave it somewhere*

## Poison Control

If you think something may be toxic or poisonous that has been consumed, call the Regional Center for Poison Control and Prevention at 1-800-222-1222. If the victim has collapsed or is not breathing, call 911 for an ambulance.



*Make sure outlets are in good condition and not overloaded.*

### Don't forget!

Make a list of emergency phone numbers and place it where it can be easily seen. Be sure and leave a phone number where your babysitter can call you.

## Fire Safety

The best way to practice fire safety is to make sure a fire doesn't break out in the first place.

- Always be aware of potential hazards in your home.
- Check that all electrical appliances, cords and outlets are in good condition and not overloaded.
- Do not let children play with fire.
- Keep bedding, curtains and other combustible items at least three feet away from space heaters.
- Place at least one smoke alarm on each level of your home and in halls outside bedrooms.
- Keep a fire extinguisher in the kitchen. Make sure you have the right type and proper training in its use.
- You should also have a rehearsed escape plan from every room in the house.

In the event of a fire, call 911 and leave the house immediately. For more information, visit [FireSafety.gov](http://FireSafety.gov).

## Child Safety

Babies and children under 13 cannot take care of themselves, so you should never leave them home alone—even for a few minutes. Children can be hurt and killed by fire, drowning, poisoning, falls and other causes if they are left home alone.

### To Protect Your Child:

- If you leave the house, even for a minute, take young children with you or get a responsible adult to stay with them.
- A child under 13 should not be left alone to take care of a younger child, even if it is a brother or sister.
- If your child is 13 or older, have them take a babysitting course so they will know what to do if there is an emergency.
- Never leave your children alone in a car.

### Anyone who babysits for your children should know:

- How to use a telephone to call 911 in case of emergency
- What to do in case of a fire (Practice your home escape plan.)
- How to reach an adult if there is an emergency
- How to call the Poison Center if needed (1-800-222-1222)

# Common Practices

“What else should I know?”



*door holding*

## Drinking

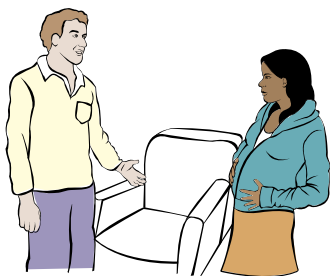
The drinking age is set at 21 and is well enforced with ID checks by the alcohol seller. It is illegal to provide a minor with alcohol even in the company of his or her parents.

## Legal Age

In the U.S., individuals become adults when they are 18 years old.

## Door Holding

It is polite to hold a door open or give it an extra push open rather than let it slam in the face of someone behind you. If someone opens or holds a door for you, it is polite to say thank you.



*seating*

## Seating

If seating is limited in public transportation or waiting areas, it is polite for people in good health to offer their seats to those with special needs, such as the frail, disabled, people with infants and pregnant women.

## Eye Contact

Eye contact is valued during conversations. This shows you are being open and honest with the other person.



*eye contact*

## Money

**Haggling** over prices is not common in the U.S. Stores operate on a fixed-price system that is often not negotiable. You are encouraged, however, to ask about any sales or coupons that may be available. Seasonal outdoor markets or privately-held yard sales allow bargaining. In fact, it is recommended.

**Tipping** is a common practice for goods and services received in the foods industry and with hotel and valet services. The rate of a tip is based on the quality of service. 15–20% of the overall cost is a common standard rate.

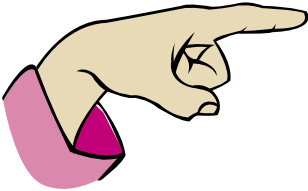
## General Courtesies



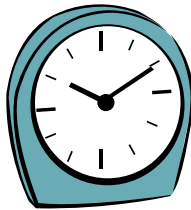
*It is considered rude to hold loud conversations on the phone or with another person in enclosed, public places such as trains, restaurants, museums, elevators or cinemas.*



*Typically, individuals are sensitive to their personal space and being too close to someone can make a person feel uncomfortable. Generally, individuals do not touch each other when they are unfamiliar.*



*Pointing at people is considered rude.*



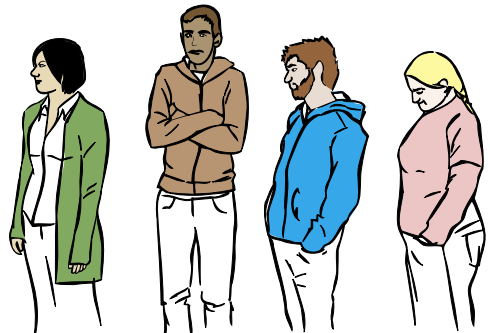
*Being on time is very important and being late is considered rude.*



*It is considered polite to cover your mouth with your elbow or hands when you cough or sneeze.*



*It is prohibited to smoke inside workplaces, restaurants and bars. Generally, you should not smoke inside and should look for a designated smoking area or go outside.*



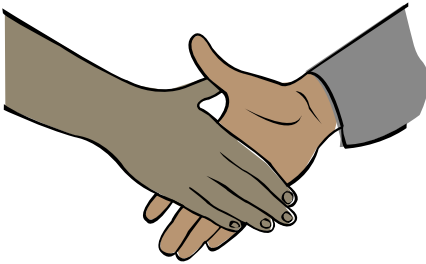
*Whenever there are too many people waiting for something, it is best to form a line (queue) and wait your turn.*

## Greetings

### What to say

People may greet each other by saying “good morning”, “hello”, or “how are you?” In this case, “how are you?” is synonymous with “hello”, so don’t expect people to stop and listen to your answer or for people to stop to really tell you how they are doing.

### What to do



Shaking hands is a commonly used greeting, especially when first meeting someone. Generally, a firm handshake is recommended.



Hugging or kissing is rare and usually for relatives, people in romantic relationships or very close friends.

## Don't Forget!

Mr—title for all men

Miss—typically used for women who are unmarried.

Mrs—generally used for married women. However, many women prefer to be called Ms.

# Learning About U.S. Government

“How does government work?”

## The City of Boston Government

The City of Boston is governed by the Mayor (Mayor Thomas M. Menino) and the City Council with the assistance of various departments, agencies and commissions. The mayor has the responsibility of representing not only the people who elected him, but all citizens. The Mayor also serves as a resource to the residents of his district, making sure they receive quality services, helping them to solve problems and creating an overall vision for the city.

As the legislative body of the city, the City Council serves as the link between the residents of Boston and their municipal government. Through the filing of legislation, the enactment of orders, ordinances, and resolutions, the Council actively represents the diverse interests of Bostonians while ensuring the efficient and cost-effective delivery of services. The Council fulfills its obligation as the appropriating authority by analyzing appropriations and loan orders.

For more information on the Mayor's Office and/or City Council, contact:



📞 617-635-4000

🌐 [www.cityofboston.gov](http://www.cityofboston.gov)



## Commonwealth of Massachusetts

Massachusetts (officially known as the Commonwealth of Massachusetts) is governed by 3 branches: Legislative, Executive and Judiciary. The Executive Branch's officers include the Governor, the Lieutenant Governor, the Governor's Council, the Attorney General, the Treasurer, the Secretary of the Commonwealth, and the State Auditor. A number of different Executive Departments (state agencies) also report to the Governor. For detailed description, contact:



 617-725-4005  
 [www.mass.gov](http://www.mass.gov)

## The United States Federal Government

The United States is made up of people from different backgrounds, cultures and religions. The U.S. government is based on freedom, opportunity, equality and justice. No one can be punished or harmed for having an opinion or belief that is different from that of most other people.

The Constitution of the United States of America created 3 branches for the federal government, with separate responsibilities: The Legislative Branch is made up the U.S. Congress and its related office. The President, the Vice President and other related departments of the federal government make up the Executive Branch, with the President being responsible for upholding and enforcing the laws of the country. The Judicial Branch consists of the Supreme Court, the highest court in the U.S., with 9 judges.

For general information about federal departments, contact:

 1-800-333-4636  
 [www.FirstGov.gov](http://www.FirstGov.gov)

# Community Organizations by Languages

The following list will connect you with the many community-based organizations and service providers that speak your language and operate programs tailored to your specific needs. Feel free to contact them at any time, as they are here to help you! If you do not find an organization that speaks your language in the list below, call the Mayor’s Office of New Bostonians at 617-635-2980 for help in finding one.

## Albanian

**Frosina Information Network**  
162 Boylston Street  
Boston, MA 02116  
617-482-2002

**Massachusetts Albanian American Society**  
PO Box 960346  
Boston, MA 02196  
617-372-0931

## Amharic

**Jewish Vocational Services**  
29 Winter Street, suite 300  
Boston, MA 02108  
617-451-8147

## Arabic

**American Red Cross of Massachusetts Bay**  
139 Main Street  
Cambridge, MA 02142  
617-271-5200

**Catholic Charities Refugee and Immigration Services**  
75 Kneeland Street, 8th floor  
Boston, MA 02111  
617-629-5768

## Chinese (Cantonese/ Mandarin/Toisanese)

**Asian American Civic Association**  
87 Tyler Street  
Boston, MA 02111  
617-426-9492

**Boston Asian Youth Essential Services**  
199 Harrison Avenue  
Boston, MA 02111  
617-482-4243

**Boston Chinatown Neighborhood Center**  
38 Ash Street  
Boston, MA 02111  
617-635-5129

**South Cove Community Health Center**  
885 Washington Street  
Boston, MA 02111  
617-482-7555

## Cape Verdean Creole

**Cape Verdean Community UNIDO**  
442 Dudley Street  
Roxbury, MA 02119  
617-442-6644

**Dudley Street Neighborhood Initiative**  
504 Dudley Street  
Roxbury, MA 02119  
617-442-9670

## Haitian Creole/French

**Association of Haitian Women in Boston**  
330 Fuller Street  
Dorchester, MA 02124  
617-287-0096

**Haitian American Public Health Initiative**  
10 Fairway Street  
Mattapan, MA 02126  
617-298-8076

**Haitian Multi-Service Center**  
185 Columbia Road  
Dorchester, MA 02121  
617-436-2848

## Italian

**East Boston Social Centers, Inc.**  
68 Central Street  
East Boston, MA 02128  
617-569-3221

**North End/West End Neighborhood Service Center**  
1 Michelangelo Street  
Boston, MA 02113  
617-523-8125

## Portuguese

**Brazilian Immigrant Center**  
14 Harvard Avenue, #2  
Allston, MA 02134  
617-783-8001

### **Brazilian Women's Group**

569 Cambridge Street  
Allston, MA 02134  
617-254-1004

### **Massachusetts Alliance of Portuguese Speakers**

1046 Cambridge Street  
Cambridge, MA 02139  
617-864-7600

## **Polish**

### **American Red Cross of Massachusetts Bay**

139 Main Street  
Cambridge, MA 02142  
617-271-5200

### **Immigrant Learning Center**

442 Main Street  
Malden, MA 02148  
781-322-9777

## **Russian**

### **Jewish Vocational Services**

29 Winter Street, suite 300  
Boston, MA 02108  
617-451-8147

### **Russian Community Association of Massachusetts**

215 B Harvard Avenue  
Allston, MA 02134  
617-731-7789

## **Somali**

### **Somali Development Center**

203-205 Green Street  
Jamaica Plain, MA 02130  
617-522-0700

## **Spanish**

### **ABCD Citywide Hispanic Center**

178 Tremont Street, 2nd fl.  
Boston, MA 02111  
617-348-6565

### **Inquilinos Boricuas en Acción, Inc.**

405 Shawmut Avenue  
Boston, MA 02118  
617-425-8550

### **Centro Presente**

17 Inner Belt Road  
Somerville, MA 02143  
617-629-4731

### **Dominican Development Center**

188 Hyde Park Avenue  
Jamaica Plain, MA 02130  
617-524-4029

### **East Boston Ecumenical Community Council**

50 Meridian St  
East Boston, MA 02128-1929  
617-567-2750  
[www.ebecc.org](http://www.ebecc.org)

### **El Centro del Cardenal**

76 Union Park Street  
Boston, MA 02118  
617-542-9292

### **La Alianza Hispana, Inc.**

409 Dudley Street  
Boston, MA 02119  
617-541-2912

### **Mujeres Unidas en Accion**

54 Clayton Street  
Dorchester, MA 02122  
617-282-3500

## **Swahili**

### **Refugee Immigration Ministry**

142 Pleasant Street, #202  
Malden, MA 02148  
781-322-1011

## **Vietnamese**

### **South Cove Community Health Center**

885 Washington Street  
Boston, MA 02111  
617-482-7555

### **Vietnamese American Civic Association**

1452 Dorchester Avenue, 3rd fl.  
Dorchester, MA 02122  
617-288-7344

### **Viet-Aid**

42 Charles Street  
Dorchester, MA 02122  
617-822-3717

# Consulates

The following list of international consular offices in Boston is provided as an additional resource to handle matters relating to the issuance, replacement and/or extension of international passports and visas, legalization of documents, Power of Attorney, etc. Feel free to contact them at any time, as they too are here to help you.

**Consulate of Australia**

c/o Omgeo 22 Thomson Place  
Boston, MA 02210  
617-542-8655

**Consulate of Austria**

15 School Street, 3rd Floor  
Boston, MA 02108  
617-227-3131

**Consulate of Barbados**

794 Cummins Highway  
Mattapan, MA 02126  
617-296-3360

**Consulate of Belgium**

11 Foster Street  
Brighton, MA 02135  
617-779-8700

**Consulate of Bolivia**

85 Devonshire Street, Suite 1000  
Boston, MA 02109  
617-227-4481

**Consul General of Brazil**

20 Park Plaza, Suite 1420  
Boston, MA 02116  
617-542-4000

**Consul General of Canada**

3 Copley Place, Suite 400  
Boston, MA 02116  
617-262-3760

**Delegation du Quebec, Canada**

One Boston Place, Suite 1920  
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617-482-1193

**Consul General of Cape Verde**

607 Boylston Street  
Boston, MA 02116  
617-353-0014

**Consulate of Chile**

1 Bernando O'Higgins Circle  
Brighton, MA 02135  
617-232-0416

**Consulate of Colombia**

31 St James Avenue, Suite 960  
Boston, MA 02116  
617-536-6222

**Consulate of Cyprus**

70-7 Kirkland Street  
Cambridge, MA 02138  
617-497-0219

**Consulate of Czech Republic**

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745 Commonwealth Avenue  
Boston, MA 02215  
617-353-4020

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Royal Danish Consulate**

60 State Street, 11th Fl.  
Boston, MA 02109-1835  
617-542-1415

**Consul General of the  
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52 Cranberry Lane  
Needham, MA 02492  
781-400-1212

**Consulate of El Salvador**

143 Border Street  
East Boston, MA 02128  
617-567-8484

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101 Arch Street, 12th Floor  
Boston, MA 02110-1109  
617-654-1800

**Consul General of France**

31 St. James Ave., Suite 750  
Boston, MA 02116  
617-832-4412

**Consulate of Georgia**

17 Berkeley Street  
Cambridge, MA 02138  
617-492-0727

**Consulate General of Germany**

3 Copley Place, Suite 500  
Boston, MA 02116  
617-369-4900

**Consul General of Great Britain**

One Memorial Drive, Suite 1500  
Cambridge, MA 02142  
617-245 4500

**Consul General of Greece**

86 Beacon Street  
Boston, MA 02108  
617-523-0100

**Consulate General of Haiti**

545 Boylston Street, Room 201  
Boston, MA 02116  
617-266-3660

**Consulate of Honduras**

190 Harvard Street  
Brookline, MA 02446  
617-731-3249

**Consulate of Hungary**

111 Huntington Avenue, 26th Floor  
Boston, MA 02199  
617-342-4022

**Consulate of Iceland**

175 Federal Street, 6th Floor  
Boston, MA 02110  
617-227-4300

**Consulate General of Ireland**

535 Boylston Street  
Boston, MA 02116  
617-267-9330

**Consulate General of Israel**

20 Park Plaza, Suite 1020  
Boston, MA 02116  
617-535-0201

**Consulate General of Italy**

600 Atlantic Avenue  
Boston, MA 02210  
617-722-9302

**Consulate of Jamaica**

Long Bay Mgmt. Co.  
451 Blue Hill Ave, Suite 4  
Dorchester, MA 02121  
617-266-8604

**Consulate General of Japan**

600 Atlantic Avenue, 14th Fl.  
Boston, MA 02210  
617-973-9772

**Consulate General of the Republic of Korea**

One Gateway Center, Suite 251  
Newton, MA 02458  
617-641-2830

**Consulate of Lebanon**

366 N. Main Street  
Andover, MA 01810  
978-470-0912

**Consulate of Lithuania**

P.O. Box 1418  
Salem, NH 03079  
603-896-6350

**Consulate of Luxembourg**

50 Milk Street, Floor 19  
Boston, MA 02109  
617-772-1399

**Consulate General of Mexico**

20 Park Street, Suite 506  
Boston, MA 02116  
617-348-2113

**Consulate of Monaco**

200 Seaport Boulevard, Suite 50  
Boston, MA 02210  
617-385-5060

**Consulate General of Morocco**

Morgan Hall,  
185 Soldiers Field Rd.  
Boston, MA 02163  
617-495-6325

**Consulate General of Nepal**

151 Tremont Street, #21K  
Boston, MA 02111  
617-948-9449

**Honorary Consul of the Netherlands**

20 Park Plaza, Room 524  
Boston, MA 02116  
617-542-8452

**Consulate of Nicaragua**

52 Mulberry Street  
Springfield, MA 01105  
413-781-5400

**Consulate of Norway**

253 Summer Street, Suite 203  
Boston, MA 02210  
617-423-2515

**Consulate General of Pakistan**

558 Clapboardtree Street  
Westwood, MA 02090  
617-267-9000

**Consulado de Peru**

20 Park Plaza, Suite 511  
Boston, MA 02116  
617-338-2227

**Consulate of Poland**

22 Pratt Court  
Cohasset, MA 02025  
617-357-1980

**Consulate General of Portugal**

699 Boylston St, 7th Floor  
Boston, MA 02115  
617-536-8740

**Consulate of Romania**

P.O. Box 381347  
Cambridge, MA 02238  
617-497-1111

**Consulate of Slovak Republic**

3 Round Hill Road  
Weston, MA 02493  
781-647-1674

**Consulate General of Spain**

31 St. James Avenue, Suite 905  
Boston, MA 02116  
617-536-2506

**Consulate of Sweden**

253 Summer Street, Suite 203  
Boston, MA 02210  
617-451-3456

**Consulate of Switzerland**

420 Broadway  
Cambridge, MA 02138  
617-876-3076

**Royal Thai Consulate**

41 Union Street  
Boston, MA 02108  
617-227-2750

**Consulate of Turkey**

325 Huntington Ave #46  
Boston, MA 02115  
617-821-9660

**Consulate General of Bolivarian Republic of Venezuela**

545 Boylston Street, 3rd Floor,  
Suite 301  
Boston, MA 02116  
617-266-9368

Notes

## Credits

**A New Bostonians Guide to Boston** was designed and produced by students in Graphic Design Print Production at Massachusetts College of Art and Design:

Olivia Butrick	Caley Ostrander	<i>Professor Lisa Rosowsky</i>
John Boilard	Bryan Paul	
Jessica Cooke	Katie Rezza	
Ginny Jackson	Ariele Russell	
Liz King	Cera Smith	
Natalie Loosian	Danielle Stanton	
Lia Olsborg		

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The content and data for this guide was researched and compiled by the Mayor's Office of New Bostonians.

Reverend Cheng Imm Tan  
*Director*

Ms. Mayra Canetti  
*Executive Assistant*

Mr. Armando Silva  
*Constituent Advocacy Coordinator*

Ms. Agnes Chang  
*Resource Development Manager*

Ms. Kathleen Jeanty  
*Public Relations & Community Outreach Liaison*

Mikhail Rekun, *City of Boston, BUMP Project Intern*

Linnea Curtiss, *Boston University, Intern*

Julio Garcia, *Boston College, Intern*

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*Illustrations, pages 59–63:* Danielle Stanton  
*Illustrations, pages 12–13:* Caley Ostrander

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Thomas M. Menino, Mayor

## ***Mayor's Office of New Bostonians***

1 City Hall Square, Room 803

Boston, MA 02201

617-635-2980

[NewBostonians@cityofboston.gov](mailto:NewBostonians@cityofboston.gov)

[www.cityofboston.gov/newbostonians](http://www.cityofboston.gov/newbostonians)