



March 20, 2020

Dear Friends,

As we all know we are living in unrivaled times due to the COVID-19 (Coronavirus) pandemic. Here at the City of Boston Veterans' Services, we will continue to provide services to our veterans and families, especially those who are most vulnerable. As Mayor Walsh stated several times, we're going to keep serving our veterans.

Effective immediately, the staff from the Boston Office of Veterans' Services will be working remotely to assist veterans and their families. If you require immediate assistance or have questions regarding services please call 617-869-5713. You can also email us at Veterans@boston.gov. Also, our staff will be monitoring their respective voicemails and emails while working remotely to ensure continuity of services. A few notables:

- (1) *Veterans receiving financial assistance will continue to receive that assistance on-time.*
- (2) *We will continue to process any new M.G.L. Chapter 115 financial benefits and VA claims.*
- (3) *We continue to work closely with City, State, and Federal agencies along with veterans service providers in the community to ensure Boston veterans and their families are taken care of.*

This is an unprecedented time in our city's history however the Boston Office of Veterans' Services is committed to ensuring the health and safety of our veterans and their families. We have an extensive network of partners that are all dedicated to making sure our Veterans' community is safe, secure and healthy.

In these critical times, please remember to look out for those who are vulnerable, especially older adults and people who have serious chronic medical conditions. If you know of any vulnerable veterans who need assistance please contact us immediately.

If you have questions about the City of Boston's response to COVID-19, please visit boston.gov/coronavirus, or call the 3-1-1, the Mayor's Help Hotline. For all emergencies please call 911.

Everyone please remain safe and healthy and follow all guidelines recommended by the BPHC and the CDC.

Sincerely,

Robert Santiago
Commissioner