



"Building a Healthy Boston"

Dr. Barbara Ferrer, PhD., MPH, M.Ed  
Executive Director



CITY OF BOSTON · MASSACHUSETTS  
OFFICE OF THE MAYOR  
THOMAS M. MENINO

## Homeless Resources for Extreme Cold Weather Conditions

Mayor Thomas M. Menino and the Boston Public Health Commission recognize that winter storms and extreme cold weather place homeless people who suffer from medical/behavioral health problems particularly at risk if they are exposed to these weather conditions.

The Emergency Shelter Commission offers the following as part of a citywide effort to respond proactively to the health, safety and well being of all residents, including homeless persons, during extreme cold weather conditions. During winter storms or any time the temperature falls below freezing, a network of city agencies, homeless shelters, street outreach teams and other community partners provide these and other additional resources:

### Key Public Health and Public Safety Partners

- **THE EMERGENCY SHELTER COMMISSION** *will coordinate the efforts of a city-wide network of emergency shelters, outreach providers and other city agencies assisting the homeless.* The ESC communicates with key public health and public safety partners, including: Boston Police, Boston EMS, Boston Homeless Services, Boston Park Rangers and the MBTA police.
- **BOSTON EMS** - Reminds Emergency Medical Service patrols to be alert for homeless at risk of hypothermia and arranges transportation to shelter if hospital care is not needed. Works with BPD and other agencies to assist people at risk who refuse transportation to shelter. Contacts Boston Emergency Services Team if mental health evaluation is needed for persons refusing shelter. Patrols known homeless locations as able given dispatch volume.
- **BOSTON HOMELESS SERVICES Long Island & Woods-Mullen shelters** open 24/7. Coordinates multi-agency partnership to assist high users of emergency services; will provide additional staff if needed, serves lunch, provides amnesty to guests barred (except for violence).
- **BOSTON POLICE DEPARTMENT** Issues hourly directives to seek out homeless in need and transport to shelter. Check on locations identified by District Community Service Officers. Boston Police Department Street Outreach Team serves as liaison between public safety, shelter and social services organizations.
- **BOSTON PARK RANGERS** Patrol the Emerald Necklace Parks days; rangers know shelter options for the homeless, work closely with BPD, EMS and outreach agencies.
- **BOSTON HEALTH CARE FOR THE HOMELESS PROGRAM** Liaison to Boston Medical Center, Mass. General and other hospitals to refer homeless at risk of hypothermia or cold weather injuries to BHCHP. Arrange beds at the Barbara McInnis House Respite if they are needed.

**BOSTON EMERGENCY SHELTER COMMISSION - JIM GREENE, DIRECTOR**

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- **DMH Homeless Outreach Team (HOT)** assessment and referral for at-risk mentally ill.
- **ELIOT COMMUNITY SERVICES** street outreach, drop-in M, Tu, Th 9-12 at Emmanuel Church.
- **MBTA POLICE** Issue directives to seek out homeless in need; transport to shelter.
- **PINE STREET INN** Outreach Van from 6:30 pm – 4:30 am in extreme cold; Van may be used by daytime outreach team; Emergency shelter open 24/7; amnesty for barred guests (unless posing danger); provide morning transport to St. Francis House, Cardinal Medeiros Center.
- **NEW ENGLAND CENTER FOR HOMELESS VETERANS** Allows women and men to stay on emergency basis regardless of veteran status or sobriety. Referrals to other shelters.
- **PILGRIM CHURCH SHELTER** Open 24/7; serves lunch; Accepts police drop offs after 3:30 p.m.
- **SHATTUCK SHELTER/hopeFound OUTREACH** Shelter open during day, amnesty for barred guests (unless posing danger); shelter can hold beds for referrals from hopeFound Outreach
- **TRAVELER’S AID FAMILY SERVICES** On-call support to Mayor’s 24 Hour Service for homeless or at-risk Boston families with dependent children under age 18 for families **from Boston only**. If family is deemed in need of emergency placement, social worker will arrange to meet families at Boston Medical Center to ensure proper child health and safety screening.

<b>Important Cold Weather Resources for Homeless Persons in Need</b>			
<b>EMERGENCY CONTACTS:</b>			
➤ <b>MEDICAL/SAFETY EMERGENCIES CALL 9-1-1 (land phone) or 617-343-4911 (cell phone)</b>			
➤ <b>Non-emergency concerns: CALL MAYOR’S 24 HOUR Constituent Line 617-635-4500</b>			
<b>SHELTER RESOURCES (OVERNIGHT)</b>			
		Long Island Shelter	617-534-2526
Woods-Mullen Shelter	617-534-7101	N.E. Center for Homeless Vets	617-371-1800
Pine Street Inn	617-892-9100	Shattuck Shelter	617-983-0351
<b>DAYTIME MULTISERVICE CENTERS/MEALS</b>			
St. Francis House	617-542-4211	Cardinal Medeiros Day Program	617-619-6960
Rosie’s Place	617-442-9322	The Women’s Lunch Place	617-267-1722
<b>OUTREACH SERVICES (Office Number Only)</b>			
		Pine Street Inn Neighbor (Day)	617-892-9412
hopeFound Street Outreach	617-983-0351	Pine Street Inn Outreach Van	866-633-0170
Eliot Community Services	617-236-8390	DMH Homeless Outreach Team	617-626-8610