

Your Wellbeing During COVID-19

Employee Resource Guide

May 6, 2020

As the global COVID-19 pandemic continues to evolve and impact each of us, we want all of our BMC Team Members to know that we're here for you during these difficult times. Now, more than ever, we need to ensure that we are taking care of one another and ourselves. As an organization, we're continually searching for new avenues to support our BMC family.

Identified in this guide are resources to help you maintain your physical, mental, and financial wellbeing. More and more resources will become available as the situation develops, so we encourage you to use the contact information provided, and check [BMCThrive.org](https://www.bmc.org/bmcthive.org) to obtain the most up-to-date information.

Advice for Healthcare Workers from the World Health Organization (WHO)

Feeling stressed is an experience that you and your colleagues are likely going through. It's normal to be feeling this way in the current situation. Stress and the feelings associated with it are by no means a reflection that you cannot do your job or that you are weak. Managing your stress and psychosocial wellbeing during this time is as important as managing your physical health.

- **Keep things in perspective.** Public health agencies and experts in all countries are working on the outbreak to ensure the availability of the best care to those affected.
- **Take care** of your basic needs and employ helpful coping strategies- ensure rest and respite during work or between shifts, eat sufficient and healthy food, engage in physical activity, and stay in contact with family and friends.
- **Avoid** using unhelpful coping strategies such as tobacco, alcohol or other drugs. In the long term, these can worsen your mental and physical wellbeing.
- **Find healthy ways to connect.** Some workers may experience avoidance by their family or community due to stigma or fear. This can make an already challenging situation far more difficult. Staying connected through digital methods is one way to maintain contact. Turn to your colleagues, your manager or other trusted persons for social support as they may be having similar experiences to you.
- **Maintain familiar routines in daily life as much as possible,** especially if children are confined to home. Provide engaging age appropriate activities for children. As much as possible, encourage children to continue to play within the family when advised to restrict social contact.
- **Practice self-awareness.** During times of stress and crisis, it is common for children to seek more attention from their parents. If your children have concerns, addressing them in honest and age-appropriate ways may ease their anxiety. Children will observe adults' behaviors and emotions for cues on how to manage their own emotions during difficult times.



**World Health
Organization**

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Prioritize your Health While Protecting the Community

For those in need of care, telemedicine is a safe and conscientious alternative to in-person visits at your doctor's office, an urgent care facility, or the emergency room.

Doctor on Demand for Urgent Care

If you get sick and you're not sure if it's serious, or what to do, call Doctor on Demand. This telemedicine service is typically \$5 for employees and their family members enrolled in our group medical plans with HPI. However, these copays are temporarily being waived. Generally, within a few minutes, you'll be connected to a board-certified doctor who can assess your condition, order a prescription, or triage you to an appropriate location if needed. It's quick and easy. To learn more, visit www.doctorondemand.com/health-plans-inc

BMC Employee Medical Plans

To help limit exposure to others who may have the COVID-19 virus, BMC employee medical plans will cover COVID-19-related testing, treatment and counseling via telemedicine providers with no member cost share (no copay, no coinsurance, and no deductibles). In addition to Doctor on Demand, all other services received via telehealth will also have member cost shares waived. For answers to any questions you may have about telehealth coverage, contact HPI's COVID-19 helpline at **877.213.5225** or visit <https://healthplansinc.com/our-story/newsroom/coronavirus-information>

Working Well Clinic

To address COVID-19 questions related to your health and safety, such as travel, exposure, and staying home/self-isolation or when to return to work, the Working Well Clinic has created a new specialized email, Covid19WWC@bmc.org

COVID-19 Testing for Employees

The Working Well Clinic does COVID-19 testing for employees, by appointment only, in the Crosstown Building. Contact Covid19WWC@bmc.org or call **617.638.8400, Option 1**, to report symptoms of and possible exposure to COVID-19, or to ask questions related to your health and safety, such as travel, exposure, and staying home/self-isolation or when to return to work. Hours for email and phone answering are 7 a.m. – 10 p.m. Monday through Friday, with regular check-ins during off hours, including weekends.

Taking Care of Emotional Health

We recognize that the situation around COVID-19 may cause anxiety for everyone, particularly as it rapidly changes. We are committed to providing wellbeing support for any employee who needs it.

Doctor on Demand for Mental Health

Confidential services are available for online video chat with licensed practitioners. Appointments are generally available within 2 days. Conditions treated include depression, anxiety, addiction, trauma and loss. Medications that a psychiatrist prescribes can be called in to any local pharmacy, including BMC. The copays associated with your visit are being temporarily waived. To learn more, visit www.doctorondemand.com/health-plans-inc

Employee Assistance Program

To address COVID-19 caused concerns, our Employee Assistance Program is available for free, 24/7 confidential counseling to all employees and their families. For more information, visit www.guidanceresources.com and register with Web ID: **BMC**. For counseling and referrals call: **833.306.0107**.



Employee Assistance Clinician

Beth Milaszewski, LICSW, BMC's employee facing social worker, is available to provide support to individuals and teams related to stress management, anxiety, work conflicts, and traumatic events and situations. You can reach Beth at Beth.Milaszewski@bmc.org, 617.414.4357, by paging 8010, or texting to 857.292.2625.

Chaplain on Demand

BMC's Chaplains have an appreciation for the reality of human fragility and understand the feelings of uncertainty and anxiety that staff may be experiencing. They are trained to respond to your spiritual, emotional and religious needs. Call 617.414.4299 to speak with a member of Chaplaincy Services.

24/7 Real-time Psychological First Aid Support

Page x5804 or call the BMC operator and an on-call licensed clinician who understands the hospital environment will call you back within 30 minutes. You can also email COVID19BehavioralHealthSupport@bmc.org to schedule a time to speak with someone by phone or Zoom.

Mindful Moment

BMC's Mindfulness Program sends a daily "Mindful Moment" email with links to their virtual drop-in sessions, thoughtful poems, and easy stress relief tips to support and strengthen our resiliency. Email: mindfulness@bmc.org to sign up.

Virtual Support Meetings for Addiction

Alcoholics Anonymous (<http://aaboston.org/>), Al-anon (<https://al-anon.org/al-anon-meetings/>), and Narcotics Anonymous (<https://www.na.org/meetingsearch/>) are still available to support you and your family. Visit their websites for up to date meeting information. A comprehensive listing of virtual meetings available here: <https://www.bmc.org/addiction/covid-19-recovery-resources>. You may also contact your regular, local group to understand what meeting options they are providing while adhering to "social distancing" guidelines.

Taking Care of Physical Health

While it is always important for healthcare workers to take care of their own health, with the heightened concerns of COVID-19, we want to make sure everyone is aware of programs and services BMC offers to help you to prioritize your own health, wealth, and wellbeing.

Gaps in Care Report

Health Plans Inc. (HPI) provides a customized report with a checklist of recommended preventive health screenings and immunizations based on your age and gender. The report shows which of your screenings are up to date, and which ones you may need to get done once preventive services are open again. To view your Gaps in Care Report, visit HPI at <http://www.healthplansinc.com/bmc>. (Please have your HPI Member ID card handy for login.)

Hypertension Support Program

Get the support you need to manage your condition—at no cost. If you've been diagnosed with high blood pressure, you can successfully control it with help from a Health Coach. Learn how to make lifestyle changes that will help bring your numbers down to a healthy level. Complete at least four appointments and receive your generic high blood pressure medications for a \$0 copay when filled at BMC pharmacies or through Cornerstone Home Delivery. Enroll at <http://enroll.trestletree.com> or call 866-234-4635.



RestoreResilience

This free 12-week program is delivered through the combination of personalized content, an easy to use app, and your own health coach. It includes the 4 pillars of health—sleep, stress, nutrition, and exercise. Learn new habits and routines to manage stress and improve your sleep. Look and feel your very best and be ready to deal with all the challenges in our lives us right now. Call 855.475.5123 or email support@restorehealth.com with questions. Enroll at restoreresilience.com/enterprise/bmc_resilience.html

Diabetes Support Program

This free program helps BMC employees and their families in BMC’s medical plans with diabetes effectively manage their condition. By meeting program requirements, diabetes medication and supplies are free at the BMC pharmacies, including free home delivery. During the COVID-19 outbreak, routine visits may be difficult to schedule so participants with a lab or exam that came due between March 1 and September 30, 2020 will receive a 1-month extension. This end date may be extended if warranted. Call **800.643.8028** for more information or enroll online at goodhealthgateway.com and select “Boston Medical Center.”

Healthy Pregnancy Program

Being pregnant during the COVID crisis can be disconcerting, to say the least. This program helps expecting moms get optimal care and answers to all of their questions – from pregnancy, to delivery, to postpartum care. The program offers one-on-one support from a Pregnancy Care Coordinator, and two books: *The Mayo Clinic Guide to a Healthy Pregnancy* and *What to Expect the First Year*. To enroll in this free program, call **888.975.8185, option 2**, or you can email HealthyPregnancy@healthplansinc.com.

Smoking Cessation

The BMC Tobacco Treatment Center offers a program just for employees to provide private and personal support. This program is free and completely confidential; no records will be kept in Epic or claims filed with insurance. The program includes 3 one-on-one sessions that are held at a time convenient for you. While the in-person sessions are being temporarily suspended, you may still participate in the program by phone. Call **617.638.7665 (SMOK)**

Sleepio

Added stress and pressures can have an adverse effect on your ability to sleep soundly. The sleep experts at Sleepio can help you get the best sleep possible. This six-week personalized sleep program uses Cognitive Behavioral Therapy (CBT) to teach you techniques to get your sleep schedule, thoughts, lifestyle, and sleep environment into shape. Discover your Sleep Score and how to improve it at www.sleepio.com/bmc.

Personalized Integrative Medicine Wellness

Scarlet Soriano MD, ABIHM provides BMC employees one-on-one integrative medicine wellness sessions. These free 20 minute sessions will be held over Zoom on Monday and Wednesday mornings between 9 a.m. and 12:40 p.m. These personalized sessions are available in English and Spanish and will include tools to improve your mind, body and spirit. Please contact Dr. Soriano directly at scarlet.soriano@bmc.org schedule a session.

Health Coaching

People with pre-existing health conditions such as cardiovascular disease, pulmonary disease, diabetes or are Immunocompromised are more likely to have severe cases if they contract COVID-10. All BMC employees and their dependents who are on a medical plan with Health Plans Inc. (HPI) are eligible for free one-on-one health coaching services from Trestle Tree. Their coaching is designed to help you make, and stick with, important lifestyle changes that can help improve your overall health. They are trained health care professionals who will work closely with you to achieve your health goals to help you stay safe. To get started, call **866.234.4635**.



Care Services for You and Your Family

Across the country, schools and daycares are closed to help slow the spread of COVID-19, but there are still options available for daycare services.

State Emergency Childcare

The state has granted exemptions for certain childcare providers to provide emergency care for the children of essential workers, including BMC essential employees, at no cost. More information is available on [Mass.gov](https://www.mass.gov).

All YMCA of Greater Boston branches and centers will be open for emergency care on a drop-in basis to support essential workers and vulnerable children. Learn more at ymcaboston.org/emergency-care.

Volunteer Babysitting and Other Services Available

A medical student-led volunteer initiative has been set up to offer childcare and other support services to all BMC employees during the COVID-19 pandemic. Go to mpsoston.org to request a service.

Care@Work: Backup Care

Find last-minute care for children, adults, and elders so you can go to work. The cost is \$6/hour for in-home care or \$10/day/child for in-center care, if available. Employees may use up to 10 backup care days/year. All in-home care providers are fully vetted employees of Care.com.

- BMC has temporarily added a new service, **Personal Network**. This service will allow you to find your own caregivers and/or centers, if none are available through Care.com. Call Care.com to request the service, ahead of time, then submit for reimbursement, minus the regular copay. Reimbursements are limited to \$125/day.
- In response to CDC guidance, Care.com has added additional screening criteria to the Backup Care request process. This screening is applied to both the families requesting care as well as the providers.

For services, call **855.781.1303**, visit bmc.care.com or download the “Care@Work” app.

Care.com Free Premium Membership

Use free access to bmc.care.com to find caregivers for ongoing child, adult, pet, and household needs, such as tutors, dog walkers, babysitters, and house cleaners.

Senior Care Planning

Care@Work can provide expert senior or adult care advice for any member of your extended family, regardless of where they live in the United States. Also, you can connect with a geriatric social worker for customized care plans. Usage is unlimited and free! For all services, call **855.781.1303**, visit bmc.care.com, or download the “Care@Work” app.

Hotel Accommodations Staff Members Who Need Them

Employees may stay in hotels close to BMC if they are facing one of the following circumstances:

- live with someone who has tested positive for COVID-19, is symptomatic, or quarantined
- live with someone who is immunocompromised (e.g., on immune-suppressants, active hematologic malignancy)
- working long hours with minimal time between consecutive shifts

Send an email to Kelly.Cross@bmc.org, with a copy to your manager, stating the following: your name, a description of your need, and desired dates/anticipated duration for your stay. Kelly will support your accommodation process from start to finish, and may follow up with your manager, if necessary.

Circles Personal Assistant Program

Contact Circles, BMC's personal assistant concierge program, for free assistance in planning and coordinating all sorts of projects. With the possible prolonged challenges of responding to COVID-19, the importance of your own self-care is essential for you to be able to care for our patients and your own families. Let Circles help you and your household with some issues you may be experiencing. Here are some examples of what Circles is doing to help out our employees:

- **Cancelled travel or plans** (*calling airlines, waiting on hold for refunds, changes to itineraries or trips, flights, cruises, hotels, tickets, shows*)
- **Locating hard to find products or services** (*calling stores in your area to check availability of cleaning supplies, disinfectant, toilet paper, food*)
- **Supporting your family while you work** (*kids' activities at home, home cleaning check lists, supply ordering, errand running*)
- **Helping you prioritize your health** (*at work 10-minute exercises, quick and nutritious ideas for lunch, at home routines, easy meal prep ideas*)

Call **877.231.0456** or email bmcsupport@circles.com to make a request, or visit Circles online at members.circles.com/bmc and register with the code "circlesBMC".

Getting Around/Transportation

Whether you are driving or using public transportation, there are modifications to transportation services that you should be aware of. Visit [Boston.gov](https://www.boston.gov) to get the latest on changes to city sponsored services (e.g., MBTA services, parking meters).

Parking at BMC

BMC employees who are **not** currently part of the parking program are temporarily able to park in the 710 Albany Street or DOB Garages at a rate of \$8/day, which is the approximate daily cost of our parking program rates. Employees who are currently part of the parking program should continue to use their assigned garages.

MBTA – Charlie Card (if obtained through the BMC discount program)

If you would like to make any changes to your MBTA pass, or have inquires about MBTA refunds or credits, contact Commuter Benefit Solutions at **888.235.9223** or visit www.commutercheckdirect.com.

BLUEBikes

The bike sharing service, BLUEBikes, is offering hospital staff a free 30-day pass. To sign up for the program go to bumc.bu.edu/parking/cyclists/bluebikes and enter the promo code: BUMCBLUE.

Back up Uber Rides for MBTA Riders

Employees in BMC's MBTA pass program through Commuter Benefit Solutions may now take an Uber when their bus or train is running late or doesn't come at all. The program allows for:

- One trip per day to BMC's main campus
- Use up to two times per week
- Use of Uber's standard economy service
- Tips for the driver up to 15%
- The program will run until the MBTA is back on its normal schedule.

Eligible employees will receive an invite email from Uber to their BMC work email to enroll. Instructions can be found on the Hub by searching "Uber Back-up Ride".



Zipcar Discount

Zipcar, the car sharing service, is offering free membership and a 10% discount on weekday rates to local hospital employees, including BMC. The rates include gas and insurance. Zipcar, is taking extra precautions to keep the community safe, but using antiviral and antimicrobial solutions on their cars.

- First-time users can register at <https://tinyurl.com/zipcar-BMC>.
- Existing Zipcar member may sign up for the discount by calling Zipcar at **866-494-7227** or email business@zipcar.com.



Secure your Finances

As we face these uncertain times, the temporary closure of businesses, schools, and other public facilities may bring financial uncertainty if you experience a loss of income due to illness or workplace closure. Here are some resources to help you protect and manage your finances.

Protect your Credit

Working Credit has created a **free helpline for BMC employees**. Talk to a counselor if you're worried about paying your bills, loans or mortgage – or to find the best strategies if you plan to use credit cards to get you through the crisis. Get equipped to make informed decisions to minimize the impact to your financial health. They are available 10 a.m. to 10 p.m., M – F at **773.904.9816**.

TIAA Investment Advice

If you're worried about the impact of the volatile market on your retirement account, sign up for a 1:1 advice and retirement planning session with TIAA. The sessions are available by phone or video conference with a shared screen. To schedule a session, call TIAA at **800.410.6649**.

TIAA Live Webinars

Boost your financial knowledge and keep up to date with the evolving economic conditions. View upcoming programs and register at TIAA.org/webinars.

Accessing 403(B) Savings: Loans and Hardship Withdrawals in Times of Need

If you are a participant in the BMC 403(b) Retirement Plan with TIAA, there are now some additional loan and withdrawal options available to help you through this crisis. Contact TIAA at **800.410.6649** to review your account and understand your specific options.

Employee Assistance Program (EAP)

The EAP provides free counseling from certified financial experts to assist with a wide range of issues: retirement planning, taxes, mortgages, insurance, budgeting, debt, bankruptcy and more. For more information, visit www.guidanceresources.com and register with Web ID: **BMC**. For counseling and referrals call: **833.306.0107**.

Student Loan Repayment

Public Student Loans: The CARES Act

The CARES Act offers borrowers of federal loans a “pause” on most federal student loans. This includes Federal Direct Loans and Federal Family Education Loans (FFEL) that are held by the Department of Education. It does not include FFIL loans that are commercially held or Perkins Loans owned by your college. Eligible loans are automatically being placed in an

administrative forbearance from March 13, 2020 until September 30, 2020. Auto-debits are suspended during this period. If you already made a payment after March 13, you can request a refund by contacting your servicer. During this time, interest on most federal student loans will be changed to 0%. Servicers are required to contact you no later than August to remind you that your payments will resume in October 2020.

- Suspended payments WILL be counted toward Public Service Loan Forgiveness (PSLF)
 - There is a pause on debt collection against borrowers who are in default
- To learn more search “Loans – DOE” on the Hub.

Public Service Loan Forgiveness

Our partner Savi can assist you in ensuring you qualify for PSLF. They have developed a comprehensive navigation program with personalized online tools and 1-on-1 support. Savi users save an average of \$1,500 - \$1,700 per year towards their student loan payments. The program is available to BMC employees and their family members who meet the PSLF qualification standards, for \$60 per year. Visit BMC.bysavi.com to learn about the program. You may also contact Savi at **833.604.1226** or partners@bysavi.com for more information.

Private Student Loans

Employees with student loans from Laurel Road who are experiencing an impact to their income as a result of COVID-19 may take advantage of loan forbearance. This Forbearance will give you three months without having to make a loan payment, with the opportunity to extend this up to 12 months in 3-month increments. For questions call **855.245.0989** or email studentloans@laurelroad.com.

Massachusetts No-Interest Student Loan Program

The Massachusetts Department of Higher Education is deferring repayments for its No-Interest Loan Program for four months to support relief efforts during the public health emergency.

- All no-interest loan accounts currently in repayment will automatically be placed in a deferment from April 2020 through July 2020. This deferment will not count toward the program’s permissible 36 months of available deferment.
- If a payment has already been made for April, that payment will be applied to the outstanding balance and not refunded. While accounts are in deferment, borrowers who wish to continue monthly payments may do so, without incurring late fees until July 31, 2020.
- Accounts currently 120 days past due will not be placed into collections until August 2020, and regular credit bureau reporting will resume at the end of August.

Massachusetts Division of Banks Relief for Student Loan Borrowers

The Massachusetts Division of Banks (DOB) has secure payment relief options for Massachusetts student loan borrowers. Under this initiative, borrowers with **commercially-owned Federal Family Education Program Loans** or **privately held student loans** who are struggling to make their payments due to the COVID-19 pandemic will be eligible for relief. Borrowers must contact their student loan servicer to identify the options that are appropriate to their circumstances. Relief options include:

- Providing a minimum of 90 days of forbearance
- Waiving late payment fees
- Ensuring that no borrower is subject to negative credit reporting
- Ceasing debt collection lawsuits for 90 days
- Working with borrowers to enroll them in other borrower assistance programs, such as income based repayment.

Additional information and a full list of participating private student loan servicers are available at Mass.gov (search for Consumer Advisory: Private Student Loan Relief).

Affordable Groceries

For those looking for grocery resources in this difficult time, explore these grocery options.

BMC Food Pantry

BMC's food pantry is extending its services to all employees and their households to provide access to nutritious food when it's needed most. Should you or any of your team members require additional nutrition resources, the Food Pantry has created an easy 2 step process:

1. Contact Latchman Hiralall by phone **617.414.3834** or by email Latchman.Hiralall@bmc.org to schedule a pickup appointment.
2. When you arrive for your pick-up: briefly display your BMC badge for proof of employment, state the number of members in your household and any allergies or food restrictions.

The BMC Food Pantry is located in the basement level of the Yawkey Building. Appointments can be made every two weeks, as needed.

Daily Table

Daily Table is a not-for-profit grocery store that sells delicious, wholesome and affordable food. They provide both "grab-n-go" ready to eat meals and a selection of produce, bread, dairy and grocery items that are designed to fit within every budget. They have two locations: 450 Washington Street in Dorchester and 2201 Washington Street in Roxbury. For more information, visit dailytable.org.

Two Dollar-a-Bag

Fair Foods is a non-profit food rescue organization dedicated to providing surplus goods at low or no cost to those in need. They offer "\$2.00 Bag Sites" to purchase fresh fruits, vegetables, and an assortment of other products. Visit www.fairfoods.org/dollarbag.html for a listing of locations or call **617.288.6185** with any questions.

Safety and Security

Restrictions aimed to stop the spread of the coronavirus may amplify the risk to personal safety by increasing the frequency and severity of potentially dangerous situations.

Domestic Violence Advocacy

The program provides direct advocacy and support services to patients and employees who are victims and survivors of domestic violence and connects you to community resources. They also provide counseling, advocacy, legal help, and safety planning for victims of domestic violence. Call the Safety and Support Advocates' line at **617.414.5457** or page **2590** during business hours for help.

Public Safety Escorts

The Public Safety Department provides escorts to the parking garages, lots, shuttle stops, and surrounding campus and medical center buildings during evening and weekend hours, upon request. Escorts are subject to availability. If there is an incident on campus that requires your escort be delayed, the dispatch officer will tell you that and provide an ETA. To request an escort, please call **617.414.4444**.

SafeLink

SafeLink is the statewide, 24/7, toll-free and confidential hotline for resources and support for domestic violence and survivors of sexual assault. If you are experiencing violence within your home or are concerned about a loved one that may be experiencing violence, contact



SafeLink at **877.785.2020**. For the hearing-impaired, the SafeLink TTY number is 877.521.2601. Advocates are available in English and Spanish and can provide translation in more than 130 languages.

Massachusetts Attorney General's Office

The Massachusetts Attorney General's Office is an advocate and resource for residents. Their services include protecting consumers, combating fraud and corruption, investigating and prosecuting crime, and protecting the environment, workers and civil rights. For support, contact them at **617.727.2200** or visit, www.mass.gov/service-details/learn-about-the-attorneygenerals-public-protection-and-advocacy-bureau.

Frontline Workers Resources

The Attorney General Office has created a centralized website with resources for health care workers that includes:

- Request forms and statewide contacts to obtain PPE
- Details on the state's free priority testing sites
- Alternative housing to limit the risk of transmission
- A list of free or discounted food from local restaurants
- Information on emergency childcare
- Guidance on self-isolation and quarantine

Go to FrontlineMA.org to learn more.

Employee Assistance Program

Our Employee Assistance Program provides free legal guidance. Talk to an attorney for practical assistance with your most pressing legal issues including, divorce, adoption, family law, wills, trusts and more. Need representation? Get a free 30-minute consultation and a 25% reduction in fees. For more information, visit www.guidanceresources.com and register with Web ID: **BMC**. For counseling and referrals call: **833.306.0107**.

Community WiFi Resources

Many businesses are providing support to ease our ability to stay connected while this current situation continues to evolve. Check with your local internet and wireless phone provider for the latest their offers.

AT&T is offering FREE WiFi hotspots and suspending all terminations, waiving late fees on bills, and all fixed users will receive unlimited data for the time being.

Spectrum is offering FREE WiFi hotspots across their footprint for public use. They also are offering free broadband and WiFi access for students in Massachusetts and Connecticut grades K-12 (who do NOT already have a subscription) at any level of service up to 100Mbps. Call **844.488.8395** to enroll. Installation fees will be waived for new student households.

Xfinity is offering FREE WiFi hotspots across the country – including non-Xfinity Internet subscribers. For a map of hotspots, visit www.xfinity.com/wifi. Once at a hotspot, select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.



Contact Us

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Phone: 617.638.8500

Email: HRConnect@bmc.org

Web: internal.bmc.org/employee-center



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