



COVID-19 Update for MCB Members

Greetings!

I am writing to give you all a brief update on our agency's response to the COVID-19 crisis. The physical offices have closed, and except for some management and fiscal staff, employees should not report to their offices. Additionally, in-person visits with consumers are put on hold for the time being. **Please communicate with your consumers about the current state of operations at the agency, and make clear that you are available via phone or email.**

Employees are expected to be working from home, and the same hours and rules that apply to a day at the office will apply when telecommuting as well. Those who hold positions that do not easily translate to telework will receive alternative work assignment from their supervisors. Employees are expected to be reachable by phone and/or email while working from home. Please coordinate with your regional directors for guidance on reporting expectations, as well as any tasks or assignments that are to be completed during this time. If there are items you need to collect from your workspace, please communicate with your regional director and they will coordinate a time for you to visit the worksite and get what you need.

Please try to check your office voicemails. This can be done remotely by calling 617-626-7600 and following the prompts to enter your work extension and passcode. Additionally, AWARE can be accessed remotely on your computer or smart device. It is not limited to agency computers on the network. The URL is:

<https://prod.ma.hostedaware.com/mcbawarevr/AccessAware.aspx>

Thanks to everyone for your hard work and for adapting so well to this unprecedented situation. Please do not hesitate to reach out to me with any questions or concerns. Your union stewards are available as well, and the Local's Member Action Resource Center (MARC) can be reached at 1-800-632-8079.

In solidarity,

Carolyn Hjelte
MCB Chapter President

LOCAL 509 COVID-19 RESPONSE

To get the latest updates for SEIU Local 509 members on the COVID-19 outbreak, [follow us on Facebook](#) and [check our COVID-19 Response page](#) on our website.

If you have any questions or concerns about changes at your worksite, contact your steward, [a union representative](#), or call the Member Action Resource Center at 1-800-632-8079.

SEIU Local 509

Union Office: (774) 843-7509

Member Action Resource Center: 1-800-632-8079

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Connect with us on social media!

