

Recognizing and Helping Staff in Crisis

When responding to staff in crisis, please refer to your **UMatter at UMass Maroon Folder** which, while focused on students, provides many tips that are applicable to responding to staff needs as well.

This sheet is in no way meant to serve as a comprehensive list of resources for UMass staff members, but is designed to function as a quick reference guide.

Community resources are in no way endorsed or affiliated with UMass and UMass is not responsible for any interactions individuals have with these organizations.

UMASS RESOURCES-----

Center for Women and Community: (413) 545-0883

Rape Crisis: (413) 545-0800

- 24/7 hotline, crisis intervention, and safety planning for domestic and sexual violence
- Open to students, staff, and community members

Disability Services: (413) 545-0892

- Registering and accommodating staff with all types of disabilities

Faculty and Staff Assistance Program (FSAP): (413) 545-0350

- Monday through Friday 9AM-5PM by appointment
- Brief psychotherapies, crisis intervention, and life counseling
- Situation assessment consultation

Office of Family Resources: (413) 545-0865

- Provides campus families with resources, support for parenting, child development, community resources, and school, work, or family issues

UMass Amherst Police: (413) 545-2121 • Emergency: 911

- Immediate emergency services for threatening or dangerous behavior

COMMUNITY RESOURCES-----

Al-Anon and Alteen Family Groups of Pioneer Valley

Hampshire County: (413) 548-5589 • Hampden County: (413) 782-3406

- Supports families and friends of alcoholics in providing support, understanding, and encouragement

Cancer Connection: (413) 586-1642

- Support for people living with cancer, families, and caregivers

Center for Human Development: (413) 733-6624

- Psychotherapy, addiction recovery services, cancer support, disability support, family services
- Clinics in Easthampton, Greenfield, Holyoke, Orange, and Springfield

Clinical & Support Options: (413) 582-0471 • Emergency: (413) 586-5555

- Crisis intervention, family support, life counseling, substance abuse treatment
- Operates the Community Crisis Response Team, which provides coordinated support to victims of crime or trauma (413) 773-5090

Elizabeth Freeman Center: (413) 499-2425 • Hotline: (866) 401-2425

- 24/7 Hotline for support, counseling, advocacy, shelter, or just to talk
- Emergency services and shelter (including pet fostering) domestic and sexual violence survivors

FACE (Finding Answers for Comfortable Eating) Program: (413) 586-6542

- Offers individual and group programs for those who are confronting disordered eating

LifeCourse Counseling Center: (413) 585-1655

- Psychotherapy that covers a wide range of topics (addiction, separation, abuse, trauma, eating disorders, and more)
- Focused on specifically serving LGBTQ community members of all genders and orientations

Massachusetts Substance Abuse Helpline: (800) 327-5050

- Provides free and anonymous information and referral for alcohol and other drug abuse problems and related concerns

Multi-Service Eating Disorders Association: (617) 558-1881 • (866) 343-MEDA

- Provides assessment and treatment, individual therapy, support groups, for disordered eating

National Suicide Prevention Lifeline: (800) 273-8255

- 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress

Safe Passage: (413) 586-5066

- 24/7 hotline, crisis intervention, and safety planning for domestic and sexual violence; focuses on women
- Offers weekly support groups, located in Northampton

Western Mass Intergroup (Alcoholics Anonymous): (413) 532-2111

- 24/7 local hotline, staffed by members of Western MA AA groups
- Call hotline to find out about local group meetings and other alcohol recovery resource

MORE RESOURCES CAN BE FOUND AT:

Hampshire County Human Services Database: www.bit.ly/HampshireHSD

- Online database of local support groups and services