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