

Using Crisis:



why to call

You should reach out to a crisis team if you feel the needs you have are an emergency. Especially if:

You (or your child) are having thoughts of hurting yourself or suicide.

You (or your child) needs an evaluation because you feel worried about their safety, or the safety of those around them.

who to call

What crisis line to use depends on the town you live in, or the town where you are during the emergency.

Hampden County: BHN Crisis (413) 733 6661

Franklin County: CSO Crisis (413) 774 5411

Hampshire County: CSO Crisis (413) 586 5555

what to expect

When you call, someone will answer the phone and ask how they can help you. Explain your concerns and situation. You can ask for an evaluation or for some advice on next steps.

In an evaluation, a mental health professional will determine if you or your child require any interventions for safety. They can also help you come up with a plan for longer term solutions. If you have an evaluation and still do not feel comfortable with a plan, please verbalize that to the team.