



Eileen M. Donoghue
City Manager

Kara Keefe Mullin
Assistant City Manager

MEMORANDUM

TO: Mayor Leahy and Members of the City Council

FROM: Eileen Donoghue, City Manager *EMD*

DATE: January 26, 2021

SUBJECT: Motion Response – Crisis Support Resources
C. Nuon – 12.22.2020 - Req. City Mgr. Work With Appropriate Staff To Include Contact Information For The Following Support Resources On The City’s Website And Through Periodic Posts On City Social Media: Suicide Prevention; Sexual Assault Hotline; Domestic Violence Hotline; And Substance Abuse/Mental Health Hotline.

In coordination with the Police Department and Health Department, my office has compiled a directory of hotlines and other resources for individuals experiencing crises including suicidal thoughts, domestic violence, sexual assault, substance use or mental health disorders. The resource guide is included as an attachment to this memorandum, and can be accessed on the City’s website at: lowellma.gov/crisishotlines.

A post directing members of the community to the resource guide was shared through the City’s social media channels (Facebook, Twitter) on January 14, 2021. The information has also been shared through the Police Department’s social media channels. As requested through this motion, we will continue to post this information on a periodic basis, and will update the resource guide as needed.



CRISIS HOTLINES & RESOURCES

If you or someone you know is experiencing a crisis including suicidal thoughts, domestic violence, sexual assault, substance use or mental health disorders, **help is available**. This guide provides a directory of hotlines, local agencies and resources that are available to support Lowell residents facing crisis scenarios.

Lowell Police Department can be reached at 978-937-3200. In an emergency, call **9-1-1**.

SUICIDE PREVENTION:

Samaritans Statewide Suicide Prevention Hotline
1 (877) 870-4673

National Suicide Prevention Hotline
1 (800) 273-8255
suicidepreventionlifeline.org

Trevor Project for LGBTQ:
1 866 488 7386

SEXUAL ASSAULT:

Center for Hope and Healing Hotline
1 (800) 542-5212
chhinc.org

Boston Area Rape Crisis Center Hotline
1 (800) 841-8371

DOMESTIC VIOLENCE:

Alternative House
(888) 291-6228 [24-hour hotline]
(978) 454-1436 [local hotline]

MA Hotline (SAFELINK)
1 (877) 785-2020
casamyrna.org/get-support/safelink

National Domestic Violence Hotline
1 (800) 799-7233

MENTAL HEALTH

Emergency Services Program/Mobile Crisis Intervention (ESP/MCI)
(877) 382-1609

SAMHSA's National Helpline
1-800-662-HELP (4357)
www.samhsa.gov/find-help/national-helpline

VETERANS

Lowell Veteran's Services
(978) 453-1151
After hours: 1-877-WAR-VETS (1-877-927-8387)

Veteran's Suicide Hotline:
1 (800) 273-8255

Veterans Crisis Line
800-273-8255 (Suicide Prevention)
www.veteranscrisisline.net

SUBSTANCE USE

Massachusetts Substance Use Healthline
1 (800) 327-5050
helplinema.org

Lowell Emergency Services Program
(978) 455-3397, (800) 830-5177

Lowell CO-OP
(978) 631-7240

More information and resources:
<https://drugfreegreaterlowell.org/>

