



Guide adapted from Mental Health First Aid. Visit <https://www.mentalhealthfirstaid.org/> for more information.

Contact [Mike Boutin](#) if you are interested in learning more about the Mental Health First Aid training program.

# Referral Resource Guide

## IN AN EMERGENCY OR CRISIS

<b>For assistance in an emergency situation</b>	<b>National Suicide Prevention Lifeline</b>
Dial 911	Dial 988
	Visit <a href="https://988lifeline.org/">https://988lifeline.org/</a> - to learn more about how this hotline works and other ways to reach out (e.g., text or chat)
<b>Asian Suicide LifeNet Helpline</b>	<b>Samaritans Suicide Prevention Helpline</b>
1-877-990-8585 (24 hours). ( <i>Cantonese, Mandarin, Japanese, Korean, Fujianese are offered</i> )	877-870-4673
<b>Emergency Services Program</b>	<b>Boston Emergency Services Team (BEST)</b>
877-382-1609	24-hour #: 1-800-981-4357

## DOMESTIC VIOLENCE, ABUSE, AND SEXUAL ASSAULT RESOURCES

<b>National Child Abuse Hotline</b> 1-800-4-A-CHILD (1-800-422-4453)	<b>National Sexual Assault Hotline</b> 1-800-656-HOPE (4673)
<b>National Domestic Violence Hotline</b> 1-800-799-SAFE (7233) 1-800-787-3224 (hearing impaired line)	<b>RAINN (Rape, Abuse &amp; Incest National Network)</b> 1-800-656-HOPE (4673) <a href="http://www.rainn.org">www.rainn.org</a>
<b>Massachusetts Statewide Domestic Violence Hotline</b> 1-877-785-2020	<b>MGH Haven Domestic Abuse Support</b> 617-724-0054
<b>Asian Task Force Against Domestic Violence</b> <a href="https://www.atask.org/site/about-us/contact-us.html">https://www.atask.org/site/about-us/contact-us.html</a> 617-338-2355	

For other Massachusetts-based available resources: <https://www.mass.gov/service-details/domestic-violence-programs-for-survivors>

## TREATMENT RESOURCES

### *Substance Abuse Treatment*

Massachusetts Substance Use Hotline: 800-327-5050 <https://helplinema.org/>

SAMHSA's National Helpline provides free, 24-hour information and referral assistance to local treatment facilities, support groups, and community-based organizations.

1-800-662-HELP (4357) and <http://findtreatment.SAMHSA.gov>

National Council for Mental Wellbeing can assist you in finding a local provider of behavioral health services and support.

[TheNationalCouncil.org](http://TheNationalCouncil.org) (click on "Find a Provider")

Shatterproof: <https://www.shatterproof.org/> - A national non-profit organization dedicated to transforming addiction treatment, ending stigma, and supporting communities.

## MENTAL HEALTH TREATMENT

Massachusetts Behavioral Health Help Line: Call or Text 833-773-2445 <https://www.masshelpline.com/>

McLean Hospital: 978-464-2331 <https://www.mcleanhospital.org/contact>

Williams James INTERFACE referral service: <https://interface.williamjames.edu/>

Black Emotional and Mental Health Collective: <https://beam.community/get-help-now/>

Massachusetts Behavioral Health Partnership (MBHP): [www.masspartnership.com/pdf/MBHPESPDIRECTORY.pdf](http://www.masspartnership.com/pdf/MBHPESPDIRECTORY.pdf) 877-382-1609

Atlantic Behavioral Health: <https://atlanticbehavioralhealth.com/>

SAMHSA's National Helpline provides free, 24-hour information and referral assistance to local treatment facilities, support groups, and community-based organizations.

1-800-662-HELP (4357)

Spanish language Mental Health texting service: HOLA to 741741 or text 442-AYUDAME in WhatsApp

National Alliance on Mental Illness (NAMI) Information Helpline provides information and referral services. 1-800-950-NAMI (6264)

National Council for Mental Wellbeing can assist you in finding a local provider of behavioral health services and support.

[TheNationalCouncil.org](http://TheNationalCouncil.org) (click on "Find a Provider")

## CHILDREN & YOUTH RESOURCES

### *a. Emergency and Referral Services*

National Runaway Safeline
1-800-621-4000

Massachusetts Emergency Crisis Services
877-382-1609

### *b. Children and Youth Mental Health Services*

National Alliance on Mental Health Massachusetts: <https://namimass.org/children-and-adolescents/>

McLean Child and Adolescent Mental Health Treatment Phone: 877-626-8140

### *c. Family Mental Health Services*

McLean Hospital: 978-464-2331 <https://www.mcleanhospital.org/contact>

SAMHSA's National Helpline provides free, 24-hour information and referral assistance to local treatment facilities, support groups, and community-based organizations.  
1-800-662-HELP (4357)

National Alliance on Mental Illness (NAMI) Information Helpline provides information and referral services. 1-800-950-NAMI (6264)

National Council for Mental Wellbeing can assist you in finding a local provider of behavioral health services and support.  
[TheNationalCouncil.org](https://thenationalcouncil.org) (click on "Find a Provider")

### *d. Children and Youth Substance Abuse Services*

McLean Addiction Treatment Phone: 978-464-2331

Massachusetts Substance Use Hotline: 800-327-5050 <https://helplinema.org/>

## RESOURCES FOR SPECIAL POPULATIONS

### Gay, Lesbian, Bisexual, Transgender Support Resources

<b>LGBTQ National Help Center</b> 1-888-843-4564 <a href="http://www.glnh.org">www.glnh.org</a>	<b>Trevor Project Crisis Line – LGBTQ Youth</b> 1-866-4-U-TREVOR (488-7386) <a href="http://www.theTrevorProject.org">www.theTrevorProject.org</a>
<b>LGBTQ National Youth Talkline</b> 1-800-246-PRIDE (1-800-246-7743) <a href="http://www.glnh.org/talkline">www.glnh.org/talkline</a>	

Fenway Community Health Center, <https://fenwayhealth.org/> 617-267-0900 Behavioral Health: 617-927-6202

National LGBTQIA+ Health Education Center: <https://www.lgbtqiahealtheducation.org/>

## SELF-HELP RESOURCES AND GROUPS

Find a time and location of a meeting.

<b>Alcoholics Anonymous</b> <a href="http://www.aa.org/pages/en_US/find-aa-resources">www.aa.org/pages/en_US/find-aa-resources</a>	<b>Narcotics Anonymous</b> 1-888-GET-HOPE (438-4673) (Hopeline) <a href="http://www.na.org/meetingsearch">www.na.org/meetingsearch</a>
<b>AlaTeen Meeting</b> <a href="http://www.al-anon.alateen.org/local-meetings">www.al-anon.alateen.org/local-meetings</a>	<b>Nar-Anon Family Groups</b> <a href="http://www.nar-anon.org/find-a-group">www.nar-anon.org/find-a-group</a>
<b>National Domestic Violence Hotline</b> <a href="http://www.draonline.org">www.draonline.org</a>	

## OTHER RESOURCES

Free and confidential information and referral, available 24/7, for help with food, housing, employment, health care, counseling and more - Dial 211

Homeowner's HOPE™ Hotline provides free comprehensive financial education and confidential foreclosure prevention counseling 24/7. 1-888-995-HOPE (4673)

Legal Advice provides legal information, lawyer profiles and a community to help individuals make legal decisions.  
[www.findlaw.com](http://www.findlaw.com)

World Mental Health Day Campaign; a powerful video - <https://www.youtube.com/watch?v=tX8TgVR33KM>





# OFFICE OF Clinician Support

**A safe place to talk.**

Hospitals are complex environments. Taking care of sick patients, especially children, can be very demanding and emotionally draining. Academic pressure, hospital regulations and differences among staff can also contribute to workplace stress. The Office of Clinician Support is a safe place to talk. Even a few minutes can help reduce your level of distress. The Office of Clinician Support can be a first step.

## OCS STAFF

**David R. DeMaso, MD, Director**

617-355-6724 | [david.demaso@childrens.harvard.edu](mailto:david.demaso@childrens.harvard.edu)

**Lauren Coyne, RN, LICSW, Associate Director**

617-355-6747 | [lauren.coyne@childrens.harvard.edu](mailto:lauren.coyne@childrens.harvard.edu)

**Annmarie Spring, MSN, PMHNP-BC**

617-919-0263 | [annmarie.spring@childrens.harvard.edu](mailto:annmarie.spring@childrens.harvard.edu)

**Dionna Cobb, OCS Coordinator**

617-355-8861 | [dionna.cobb@childrens.harvard.edu](mailto:dionna.cobb@childrens.harvard.edu)



## WHO WE ARE

The Office of Clinician Support (OCS) provides a safe, alternative communication channel for anyone who does clinical work with patients. The OCS is for all hospital clinicians and trainees. The program assists clinicians with any problem they may be having, whether it be work-related or personal.

## WHAT WE DO

The OCS typically hears concerns about situations that interfere with productive work and/or home life. Concerns may involve a colleague, supervisor, coworker, a family member, or a friend. The OCS offers an unbiased and impartial perspective place to voice concerns, evaluate situations, organize thoughts and decide what is important according to a clinician's specific circumstances. The OCS also helps identify other resources that may be useful. The OCS assures confidentiality and is independent from the hospital administration so that the clinician has a "safe place to talk".

## FAQ

- **Is it confidential?**

Confidentiality of all parties is closely respected and information is shared only in unusual circumstances. In these circumstances, such as a threat of serious harm to self or others (including staff, patients, and families), information will only be shared with those who need to be informed. Clinicians will be notified when there is a need to share information.

- **What about help for departments, programs or units?**

The OCS provides work-related groups designed to provide educational and support services that enhance work wellness and resiliency. Groups are provided for both an acute crisis and/or for those facing chronic stressors. The OCS provides individual leadership coaching in order to enhance responses to personnel or system issues that promote a positive work environment.

- **How are appointments made?**

Call or email the OCS Coordinator, Dionna Cobb at 617-355-6705. Arrangements will be made for you to meet with one of the OCS staff at a convenient time, usually within 24 hours. If preferred, clinicians should not hesitate in directly contacting David R. DeMaso, MD, Lauren Coyne, RN, LICSW, or Annmarie Spring, MSN, PMHNPBC. Their contacts are listed to the left.

- **When is the office available?**

Support is available seven days a week. During normal business hours, voicemail and email are checked regularly and messages are returned promptly. If you need help outside of business hours, please call the main OCS line.

- **Will the clients receive a bill?**

All clinicians and trainees are seen on a timely basis for one to three sessions at no charge, with referrals made to outside professionals as needed.



Main OCS Line  
617-355-6705



[officeofcliniciansupport@childrens.harvard.edu](mailto:officeofcliniciansupport@childrens.harvard.edu)



333 Longwood Ave,  
Lower Level  
Boston, MA 02215



# Boston Children's Hospital

## RESOURCES FOR CLINICIANS



## Who To Call If...

<b>You are too fatigued to safely commute home</b> *GME Uber Program* GME@childrens.harvard.edu *GME Taxi Voucher Program* Located at the valet desk	<b>You want an escort to your car</b> Security (617)355-7455
<b>You are experiencing personal or work-related stress</b> Office of Clinician Support (OCS) (617)355-6705	<b>You have a concern for a substance abuse disorder in yourself or a colleague</b> Program Director, Office of Clinician Support, Occupational Health Services
<b>You want to harm yourself</b> National Suicide Prevention Lifeline (800)273-8255	<b>You need child care resources or other wellness information</b> Employee Assistance Plan (KGA) (800)648-9557   24/7 Care.com -Free membership & Emergency Hours
<b>You have interpersonal conflict</b> Program Director, Chief Resident/Fellow, GME Office, BCH Ombuds Person	<b>You have experienced any type of discrimination or harassment</b> Anonymous Compliance Hotline: (888)801-2805 HR: (617)355-7780
<b>You are a physician in need of financial assistance for any reason</b> Massachusetts Medical Benevolent Society (781)434-7809	<b>You are experiencing distress related directly or indirectly to your clinical work environment</b> Doctors Offering Coping Support (DOCS) (617)355-6705   docs@childrens.harvard.edu
<b>You need on-call room/conference room help</b> Linens/Cleaning ESD (617)355-6222 Room Temperature/Repairs -Engineering (617)355-3499	<b>You are not sure where to find the support that you are looking for</b> BCH Ombuds: (617)-355-2865





# The Hub: Online

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[Depts & Programs](#)
[Policies & Tools](#)
[Clinical](#)
[Nursing/PCO](#)
[Research](#)
[Office of Clinician Support](#)
[Office of Clinician Support FAQs](#)
[Office of Clinician Support - Contact Us](#)
[Doctors Offering Coping Support \(DOCS\)](#)

## Doctors Offering Coping Support (DOCS)

**Doctors Offering Coping Support** is a peer support program offering support *by physicians for physicians* who are experiencing distress related directly or indirectly to their work environment.

DOCS coaches are available to assist with work-related stress which can arise while caring for very ill or dying children, dealing with adverse medical events, working with parents experiencing significant stress, and/or managing the high expectations and demands of an academic health care enterprise.

DOCS is a safe place to talk. DOCS can be the first step.

### DOCS Frequently Asked Questions

#### What does DOCS do?

Trained by the Office of Clinician Support (OCS), peer support physicians, or coaches, hear concerns about work-related situations that interfere with a physician's work and/or home life. Uniquely, coaches harness the power of the "shared lived experience of being a physician" together with the components of psychological first aid to promote and enhance resiliency in colleagues.

#### Who can use DOCS?

DOCS is for all hospital physicians, including trainees.

#### Who are the DOCS in DOCS?

DOCS is comprised of a group of well-respected physicians representing diversity in experience, gender, and ethnicity across the hospital.

#### Is DOCS confidential?

Confidentiality of all parties is closely respected and information is shared only in unusual circumstances. In these circumstances, such as a threat of serious harm to self or others (including patients, staff, or families), information will only be shared with those who need to be informed, and physicians will be notified that the information is to be shared.

#### How are appointments made?

Call the OCS coordinator, Dionna Cobb at (617) 355-6705 or via email at: [docs@childrens.harvard.edu](mailto:docs@childrens.harvard.edu).

Please provide us with the following information:

- » Is there a specific DOCS coach or coaches you would like to speak with?
- » What times are you available? Please note, meetings are virtual via zoom.
- » Your contact preference: Email, phone, or pager

### DOCS Coaches



Melissa Christino, MD



Linda Dagi, MD



Laurie Fishman, MD



Joel D. Hudgins, MD



Young-Jo Kim, MD, PhD

The OCS coordinator will be in touch with you within 48 hours to arrange a meeting time with a DOCS coach.

### When is the office available?

Support is available five days a week. During standard business hours, email and voicemail are checked regularly, and messages are returned promptly. If you need help outside of regular business hours, please call the main OCS number at 617-355-6705, which will provide instructions.

### What if I have questions about DOCS?

For any questions, concerns, or need for clarification, please do not hesitate to contact David DeMaso, MD ([david.demaso@childrens.harvard.edu](mailto:david.demaso@childrens.harvard.edu)) or Lauren Coyne, RN, MS, LICSW ([lauren.coyne@childrens.harvard.edu](mailto:lauren.coyne@childrens.harvard.edu)) as OCS provides oversight for the DOCS coaches.



**Marcella Luercio, MD**



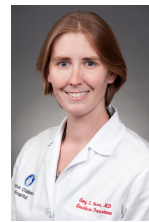
**Todd Lyons, MD, MPH**



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**Maitreyi Mazumdar, MD, MPH**



**Amy E. Vinson, MD, FAAP**



# The Hub: Online

- Home
- Human Resources
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- Nursing/PCO
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## Culture Works

[ELG with Me Celebration - November 2024](#)

[Communications Archives](#)

[Declaration on Equity, Diversity and Inclusivity](#)

[Employee-Led Groups \(ERGs & SIGs\)](#)

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## Mental Health Support

Your emotional, spiritual and professional well-being are important to us. Whether you are going through a challenging time, need professional guidance or just need to talk to someone, Boston Children's has a variety of resources for you. Provided below are available resources.

### Counseling

#### Employee Assistance Program/SupportLinc: (For Employees of BCH)

SupportLinc offers support for work-life balance and any issue causing you stress. It is available at no cost to all eligible employees and their families 24 hours a day, 7 days a week, 365 days a year, and is completely confidential.

#### You can contact SupportLinc for:

- » Confidential In-the-moment support - you can reach a licensed clinician 24/7/365.
- » Short-term in-person or virtual (video) counseling sessions.
- » Live chat, text therapy, self-guided digital therapy, and anonymous digital support groups on a variety of topics
- » Coaching to boost your emotional fitness, learn healthy, habits, establish new routines, build resilience, and more.
- » Expert consultations for financial and legal issues
- » Work-life specialists also provide referrals that help address everyday needs such as child or elder care, pet care, home improvement, auto repair, travel, education, and housing needs.
- » Discover articles, tip sheets, videos, flash courses, financial calculators, career resources and so much more

### Mindfulness and Meditation

- » **10 Percent Happier:** Free access to Meditation app for healthcare workers.
- » **Online Guided Meditation:** Take a workshop or class to quiet your mind.
- » **Headspace: Free Weathering Storm:** Free for everyone to start a free trial. It includes meditation, sleep, and movement exercises to help you out, however you're feeling

### Resiliency Strategies

- » **Schwartz Center:** The Schwartz Center's mission to put compassion at the heart of healthcare holds true no matter how extraordinary or difficult the circumstances.

### Stress Management

- » Make a powerful statement — go beyond stress awareness and take action. [Read an article from Forbes Magazine](#) featuring the CEO and Founder of Grokker, Lorna Borenstein, the on-demand well-being engagement solution, personalized to match employees' needs and abilities.

Are you looking for resources that are not listed? Or do you have recommendations for other resources we should add? Please email us your ideas at [cultureworks@childrens.harvard.edu](mailto:cultureworks@childrens.harvard.edu). We all do better when we take care of ourselves and can support one another.

SupportLinc, an Employee Assistance Program, offers expert guidance to help BCH Employees address and resolve everyday issues



## Support for everyday issues. Every day.



### Wellbeing

Resources to help keep you at your best

Stress • Anxiety • Depression • Burnout  
Grief and loss • Resiliency • Sleep fitness  
Mindfulness • Personal growth

### Family and relationships

Assistance navigating connections at home and work

Balancing work and family • Parenting  
Communication skills • Healthy boundaries  
Restoring intimacy • Divorce or separation

### Career

Expert resources for every stage

Education • Training and development  
Productivity • Time management  
Career transition • Retirement

### Substance use

Professional and confidential support when you need it most

Risk assessment tool • Treatment options  
Help navigating benefits • Return to work support

**For BCH Employees who receive their paycheck directly from the hospital**

 **supportlinc**



Where the world comes for answers

**An Employee Assistance Program, providing emotional wellbeing and work-life balance resources to keep BCH Employees at their best**



### In-the-moment support

Reach a licensed clinician by phone 24/7/365.



### Short-term counseling

Access no-cost in-person or virtual (video) counseling sessions.



### Coaching

Get assistance from a Coach to boost your emotional fitness, learn healthy habits, establish new routines, build your resilience and more.



### Work-life benefits

Receive expert consultations for financial and legal issues. Work-life specialists also provide referrals that help address everyday needs such as child or elder care, pet care, home improvement, auto repair, travel, education and housing needs.



### Confidentiality

SupportLinc ensures no one will know you have accessed the program without your written permission except as required by law.



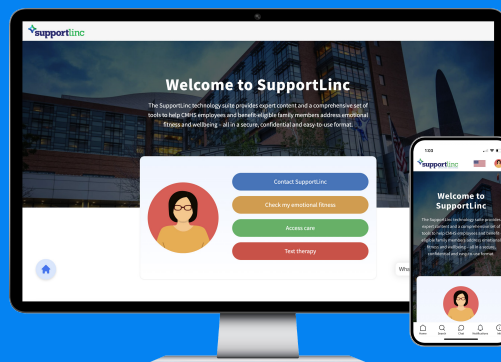
888-507-7089



supportlinc.com  
group code: bch



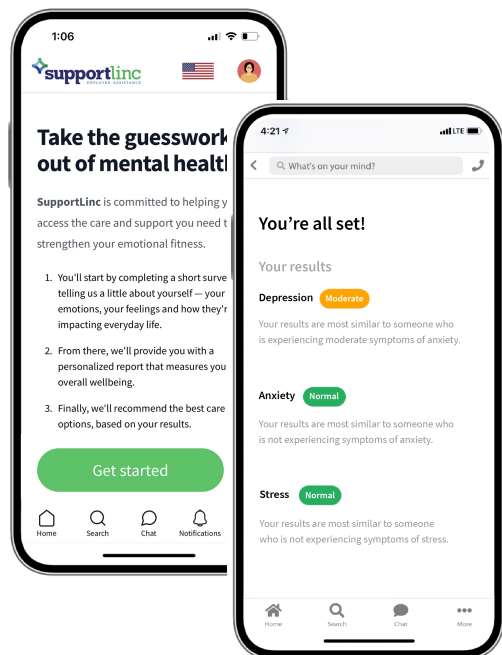
# Start with Mental Health Navigator and take the guesswork out of your emotional fitness



Access support whenever it's needed, wherever is most convenient for you



Visit your web portal or mobile app and look for the Mental Health Navigator icon. Complete the short survey and you'll immediately receive personalized guidance to access support and resources.



## Your web portal and mobile app

- Explore all that your program offers from the convenience of your computer, phone or tablet
- Create a personal profile to receive recommendations and care options based on your unique needs
- Discover flash courses, self-assessments, financial calculators, career resources, articles, tip sheets and videos



Download the mobile app by scanning this QR code.

**supportlinc.com**  
group code: bch



### Call

Receive in-the-moment support from a licensed clinician 24/7/365.



### Email

Send a question to [support@curalinc.com](mailto:support@curalinc.com).



### Live chat

Chat live with a licensed counselor through the mobile app.



### Text

Text support to 51230 for more info about your program.



### Real-time scheduling

Schedule care directly with a counselor or Coach.



### Text therapy

Exchange text messages with a Coach.



### Self-guided digital therapy

Strengthen your mental health and wellbeing at your own pace.



### Digital group support

Attend anonymous group support sessions on a variety of topics.



HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL



Boston  
Children's  
Hospital

Where the world comes for answers

# Who To Call If...



SCAN ME

If you have any additional questions,  
please contact GME at (617) 355-4372 -[GME@childrens.harvard.edu](mailto:GME@childrens.harvard.edu)





HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL



Boston  
Children's  
Hospital

Where the world comes for answers

## Who To Call If...

**You are experiencing personal or work related stress**

Office of Clinician Support | (617) 355-6705

**You are too fatigued to safely commute home**

GME Safe Ride Home Program (Uber) [GME@childrens.harvard.edu](mailto:GME@childrens.harvard.edu)

GME Taxi Voucher Program - Located at the valet desk

**You are experiencing any type of harassment or discrimination**

HR | (617) 355-7780

Anonymous Compliance Hotline | (888)801-2805

**You are experiencing distress related directly or indirectly to your clinical work environment**

**Doctors Offering Coping Support (DOCS)**

(617)355-6705 [docs@childrens.harvard.edu](mailto:docs@childrens.harvard.edu)

**You are not sure where to find the support you are looking for**

BCH Ombuds | (617) 355-2865

**If you have any additional questions,  
please contact GME at (617) 355-4372 -[GME@childrens.harvard.edu](mailto:GME@childrens.harvard.edu)**