

Key: Disability Focused Resources

Crisis Lines

CCPH Non-Life Threatening: [413-545-2337](tel:413-545-2337)

On-Campus Life Threatening (UMPD): [413-545-3111](tel:413-545-3111)

UMass 24-Hour Sexual Assault Crisis Hotline

- English: [413-545-0800](tel:413-545-0800)
- Spanish: [1-800-223-5001](tel:1-800-223-5001)

Off-Campus Emergency

- General: 911
- Suicide & Crisis Lifeline: 988
- Crisis Text Line: 741741

THRIVE Lifeline

- (313) 662-8209
- <https://thrivelifeline.org>
- Provides 24/7 text-based support for individuals 18+.
- Specifically focuses on creating an inclusive, humanizing space for people with marginalized identities.
- Provides both hotline (crisis) and warmline (support needed / not active crisis / Crisis prevention) conversations.
- Focuses on deescalation, NO non-consensual rescue. They won't call emergency services unless specifically asked to.

Campus Services

UMass Accessible Van Service

- **Phone:** (413) 545-2086
- **Text line:** (413) 345-5545
- stspv@admin.umass.edu
- Provides rides to eligible passengers to better navigate the UMass Amherst campus.
- [AVS Pick Up/Drop Off Locations Map](#)

Amherst Survival Center

- **413-549-3968**
- amherstsurvival@amherstsurvival.org
- Has a partnership with the Dean of Students office, and has resources to help food insecure students, such as a food pantry, fresh produce, and community meals.

Assistive Technology Center

- **Located in Room 43 on the Lower Level of the W.E.B. DuBois Library.**
- Offers assistive technology consultations and software for members of the campus community. The ATC is also a great quiet spot to study or rest.
- Email atc@umass.edu for more information.

Center for Counseling and Psychological Health (CCPH)

- **Located at the Middlesex House in Southwest.**
- **(413) 545-2337**
 - 24/7 crisis intervention service.

- Offers individual, group and couples counseling, medication consultation and treatment, and can connect students with other resources.
- ['Let's Talk'](#) - Short Zoom sessions with counselor consultants from CCPH to help connect students to resources and treatment options.
- [Groups, workshops, and drop-in groups](#):
 - A few of the groups offered:
 - ['Stress GPS' Workshop](#).
 - [Chronic Illness Support Group](#)
 - [College Life on the Spectrum* Support and Discussion Group](#)
 - *Group members do not need a medical diagnosis to attend.*
 - [Managing Obsessive Thoughts Group](#)
 - [Trans & Gender Nonconforming Workshop](#)
 - [Understanding Trauma Workshop: A Healing Guide](#)

[Center for Education Policy & Advocacy \(CEPA\)](#)

- **Located in Room 309 in the Student Union.**
- **413-545-0355**
- cepa.umass@gmail.com
- CEPA is “a student power organization that believes in building grassroots power movements to expand the political consciousness of the campus. We train, educate, and mobilize students around issues of education justice in order to shift the dynamics of power and make concrete changes within higher education and beyond.”
- Offers trainings, events, and chances for students to get involved in advocacy.

[Center for Multicultural Advancement and Student Success \(CMASS\)](#)

- **Located in Wilder Hall.**
- **(413) 545-2517**
- cmass@umass.edu

- Offers support for students of color, first generation students, and low-income students.

[Center For Health Promotion \(CHP\)](#)

- **(413) 577-5181**
- The Center for Health Promotion supports student health and wellbeing through its programs and services. They provide trainings and presentations for classes, RSOs, residential halls, and other groups.
 - Programs: [BASICS](#), [The collegiate recovery community](#), [AlcoholEdu](#), [Peer Health Educators](#), [Paws Program](#), [The Not Ready for Bedtime Players](#), [The Student Wellbeing Advisory Board \(SWAB\)](#), [Mindfulness](#), [Mental Health and Wellbeing course](#).

[Center for Teaching and Learning](#)

- **Located in 305 Bartlett Hall.**
- **413-545-1225**
- ctl@umass.edu
- Offer workshops about teaching students with disabilities.

[Center for Women and Community \(CWC\)*](#)

- **Located in the New Africa House in Central Residential Area.**
- **(413) 545-0883**
- cwc@umass.edu
- Offers free and confidential support for issues related to gender and sexual assault.
- 24/7 Sexual Assault Support and Advocacy (SASA) Hotline: (413) 545-0800
- ***OPEN TO ALL GENDER IDENTITIES**
- [Women of Color Leadership Network \(WOCLN\)](#)

UMass Dining Nutrition

- (413) 577-5101
- dietitian@umass.edu
- Registered dietitians work with students to ensure dietary needs are met.
 - They can help with a range of dietary restrictions, including allergies, intolerances, GI conditions, sensory needs, and motor needs (*i.e. liquid diet for those with swallowing issues*).

Dean of Students Office

- Located in Whitmore Administration Building, Room 227.
- (413) 545-2684
- [Email the Dean of Students Office.](#)
- Administrative office that helps students, families, staff, and faculty navigate campus and community resources and provides support, programs, services, and partnerships.
- Programs and Services:
 - Case Management Services
 - [Off Campus Student Life](#)
 - [Student Parent Program](#)
 - [Parent and Family Services](#)
 - [Basic Needs Initiatives](#) - including the student care supply closet, emergency grants and loans, emergency university dining meal swipes, and support connecting with community resources
 - [Consultation and referrals for students contemplating withdrawal from or re-enrollment at the university](#)
 - Consultation and training for faculty and staff
 - Point of contact for families in case of emergencies

Disability Services

- Located in Whitmore Administration Building, Room 233.
- (413)-545-0892
- disability@umass.edu
- [Schedule an appointment](#)
- Provides academic accommodations to help students with disabilities succeed.

Facilities Service Center

- Located at 360 Campus Center Way.
- 413-545-6401
 - Staffed 24/7, 365 days a year.
- Contact if you discover a problem in a building, on campus grounds, with utility services, or at one of UMass's construction sites. They can help with physical access barriers on campus, such as if an elevator is down or an accessible entrance is locked, and more.
 - [For general \(non-emergency\) service requests and more services](#)
- For emergencies involving fire, fire potential, loss of life, bodily injury, life-threatening or criminal activity, chemicals or other environmental hazards, call **413-545-3111 (UMPD emergency)** for the quickest response. From campus landline phones, dial 911. You can also use a campus help phone.

Handshake Job Search Engine

- Resource for UMass students to find and connect with employers, based on a user created profile.
- Signing in through SPIRE should provide you with an account.

Information Technology

- IT Service Desk is located in the Campus Center just off the main concourse headed towards the Student Union.
- Provides help to students, faculty, and staff with any concerns regarding UMass technology and security.

International Programs Office (IPO)

- **Located at 70 Butterfield Terrace, Amherst, MA 01003.**
- **(413) 545-5247**
- abroad@umass.edu
- Provides resources for students and faculty who wish to study or travel abroad.
 - Monday - Friday || 10:00am - 4:30pm next to Gorman Hall, behind the new Newman Center.
 - No appointment is needed!

Learning Resource Center

- **Located in Room 1020, W.E.B. Du Bois Library.**
- **(413) 545-5334**
- lrc@umass.edu
- Offers course-Based Peer Tutoring (drop-in and by appointment), Study Skills Tutoring, and group review sessions or Supplemental Instruction (SI).

Navigate

- navigate@umass.edu
- Platform for scheduling appointments with campus resources.
 - Connect with academic support, advising and peer advising, professor office hours (if applicable), research & exchange programs, peer financial educators through student financial services (Smart about Money), success & wellness.

Off-Campus Student Life

- **Located in Bartlett 103.**
- **413-577-1005**
- ocsc@sacl.umass.edu
- Can assist students with questions or concerns about off-campus housing, whether they live off-campus, on-campus, or commute.
- For off-campus rental resources and listing, check out the [Off-Campus Housing website](#).

The Office of Equal Opportunity and Access (EOA)

- **Located in 224 Bartlett Hall (130 Hicks Way).**
- **(413) 545-3464**
- equalopportunity@admin.umass.edu
- Responsible for investigating complaints arising out of the [Policy Against Discrimination, Harassment, and Related Interpersonal Violence](#) and the [Title IX Policy & Grievance Procedures](#).
 - The EOA Office assumes responsibility for implementation of these policies, and provides advice, assistance, and training on all issues related to harassment, discrimination, sexual misconduct, sexual harassment under Title IX, and retaliation. EOA documents are available in alternative formats by contacting the EOA office.

UMass Public Health Promotion Center & Vaccine Clinic (PHPC)

- **Located in the Lower Level of the Campus Center in Room 101.**
- PHPC offers COVID-19 and Influenza (Flu) vaccine clinics, asymptomatic STI testing, and can provide information on what to do if you or someone close to you tests positive for COVID-19. [Their website](#) provides information on when and where clinics are taking place.
 - If you have any questions and to report your positive test results for additional public health guidance, please contact (messages will be returned Monday – Friday, 8 AM to 4 PM):
 - testing@umass.edu
 - 413-577-8888
- There is a **vending machine** next to PHPC that offers up to **two of the following free each week** to UMass students using UCard: **KN95 masks, condoms, lubricant, fentanyl test trips, and narcan.**

Psychological Service Center

- (413) 545-0041
- psc@psych.umass.edu
- Offers a full range of psychological services from therapy to learning disability and ADHD testing.

UMass Recovery

- **Located in Worcester Dining Commons, Room 155.**
- (413) 577-5188
- College group committed to creating community and dialogue about substance misuse in college. They invite anyone who is in recovery, starting to question their drug and alcohol use, and allies of recovery that would like to learn more.

- **NARCAN can be picked up at 155 Worcester Dining Common during UMass Recovery events, or in the basement of the Campus Center at all other times.**

[SBS RISE](#)

- **Located in 128 Thompson Hall.**
- **(413) 577-1057**
- **sbsadvising@sbs.umass.edu**
- SBS RISE is designed to create community, and provide specialized academic programs and opportunities for underrepresented students within SBS (those who identify as first-generation, Black, Indigenous, or other Persons of Color (BIPOC), and/or come from low income backgrounds).
 - They have a wide array of resources under the “Resources” tab of their website.

[The Stonewall Center](#)

- **Located in Crampton Hall, 265 Sunset Ave. (in Southwest)**
- **(413) 545-4824**
- **stonewall@umass.edu**
- Provides support and information for queer and trans students on campus and can connect students with resources, offers weekly social and support groups, and runs campus events.
 - Students can also come to the center to relax, work on assignments, or socialize; and the Stonewall Center provides free binders and gender-affirming clothing through queer closet.
- **[Stonewall Trans FAQ](#)**
 - For name change inquiries, bathroom guides, housing, and other inquiries for the trans community in the UMass community.

- Sign up for the [Queer-e weekly newsletter](#) to hear about LGBTQIA+ events on and off campus

[Student Government Association \(SGA\)](#)

- **Located in Student Union 305.** Stop by the office to talk to a representative in person.
- **413-545-0342**
- **[Contact Eboard](#)**
- *A group of undergraduate students who officially represent student voices and the student body to the UMass administration. They work directly with administrators to influence and change campus policy and decide how to effectively allocate \$2 million to Registered Student Organizations (RSOs). They approve new RSOs and advise students throughout the application process (per semester) and provide emergency funding to RSOs throughout the year.*
 - [Discrimination Report Form](#)- use this form to report discrimination done by an RSO.

[Student Care Supply Closet](#)

- **Located at Whitmore Administration Building, Room 231.**
- **supplyclosets-sa@umass.edu**
- Provides free toiletries/personal care items and household items to students who are facing economic insecurity and/or an unexpected financial emergency to help offset the cost for other basic needs. Any student who is in need is eligible to use this resource.
- Must present Ucard to access.

[Student Legal Services Office \(SLSO\)](#)

- **Located in 922 Campus Center.**
- **(413) 545-1995**
- **slo@umass.edu**
- Provides legal assistance to fee-paying UMass Amherst students and student groups. They offer FREE, CONFIDENTIAL advice and/or referral in most legal matters affecting students, assisting them to identify and solve their legal problems. In certain limited circumstances they represent students in court.

[Transportation Services](#)

- **[Accessible Van Service \(listed above\)](#)**
- **[Parking Services:](#)**
 - **Located on Forestry Way behind Lot 25.** Forestry Way is directly across from Holdsworth Way.
 - **(413) 577-PARK (7275)**
 - **parking@umass.edu**
- **[Transit Services:](#)**
 - **(413) 545-0056**
 - **transit@umass.edu**
- **[Reserved Accessible Parking:](#)** provides information on how to acquire an ADA reserved accessible parking placard for the UMass campus.
 - **Contact:** Sharon Kennedy at **srkenned@umass.edu**
 - To report vehicles without placards parking in accessible spots around campus, you can email Jonathon King, UMass Parking Manager at **jwking@umass.edu**.

University Health Services

- **Located at 150 Infirmary Way.**
- **(413) 577-5000**
- [A Student's Guide to University Health Services](#)
- Provides a variety of health services including health advice, same day appointments, urgent care, pharmacy, and gender-affirming healthcare and HRT.
 - [Sexual & Reproductive Health Clinic](#)
 - UHS Point People for gender-affirming care:
 - [Cindy Hildebrand](#): Point person for trans students and nurse, open to emails and phone calls.
 - [Dr. Ilana Schmitt](#): Doctor specializing in trans healthcare and HRT.
- **Medical transportation:**
 - Students can use the [UHS Shuttle](#) to travel to and from UHS via their residence hall.
 - Students can use [HealthRide](#) for planned trips to and from a healthcare provider, as well as contact them for vouchers regarding unscheduled trips (like to or from a hospital).

Writing Center

- **Located in W.E.B. DuBois Library Learning Commons (across from the Digital Media Lab).**
- **(413) 577-1293**
- writingcenter@acad.umass.edu
- [Book an appointment](#) (log in with SPIRE or make an account).
- Provides one-on-one tutor help for every stage of the writing process, offered online or in-person.

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Activism and Cultural Groups

Access UMass

- Email access.umassamherst@gmail.com for the Zoom link or more information.

Alliance Against Ableism

- Email alliance@umass.edu for the Zoom link or more information.

Brett Residential Hall

- Houses the [Disability Defined Residential Community](#).
 - Check the link for info about other DRCs as well.
- Wheelchair accessible dorms on first and second floor.

Disability Culture Club

- **Meets on Fridays from 7 to 8 PM in Student Union Room 471A+B and via Zoom.** Email dcc-rso@umass.edu for the Zoom link or more information.
- Follow us on Instagram [@umassdcc](#)

Hillel Center

- **Located at 388 N. Pleasant Street, Amherst, MA, 01002.**
- **413-549-1710**
- info@umasshillel.org

- UMass's Jewish student community center. Holds events, services, and clubs, including Kehilah (Queer and Trans Jewish club)
- [Prospective Student Form](#)

Josephine White Eagle Cultural Center (JWECC)

- **Located in Chadbourne Hall Basement in Central Residential Area.**
- Part of CMASS, a center that supports Native UMass students.

Karuth Silver (Disability) Cultural Center Planning Meetings

- Email disabilitycc@umass.edu for the Zoom link or for more information.

Latinx American Cultural Center (LACC):

- **Located in Hampden Hall, Rm. 203.**
- Part of CMASS, a center that supports Latinx and Hispanic UMass students.

Malcolm X Cultural Center (MXCC):

- **Located in Berkshire Dining Commons, Southwest Residential Area.**
- Part of CMASS, a center that supports Black UMass students.

Out in Stem (oSTEM):

- **Wednesdays, 6PM, ISB 145.**

Pride Alliance:

- **Meets Thursdays, 7PM, Stonewall Center.**
- The general LGBTQIA+ RSO.

UMass Covid Advocacy

- @umasscovidadvocacy on Instagram
- umasscovidadvocacy@gmail.com
- Masks available in CEPA office
- Will table at Farmers's Market (**Friday 12-4 on library green**)
- Masks available upon request—contact today!

Yuri Kochiyama Cultural Center (YKCC):

- **Located in Bartlett Hall, 202.**
- Part of CMASS, a center that supports Asian UMass students.

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Reporting, Accountability, and Non-Campus Services

State:

Disabled Parking

- [Disability Placard and License Plate Application](#)
- [Report Form for Disabled Parking Abuse](#)

Disability Rights, Access and Resources

- Has links to resources regarding:
 - [Finding Your Way Around Organizations Serving the Disability Community](#)
 - Architectural accessibility
 - Education
 - Communication between disabled people and businesses, nonprofits, and government organizations
 - Equitable employment
 - Financial assistance
 - Disability rights in government services and programs
 - Disability rights in housing
 - Disability rights in public places (including campus)
 - Rights of service animals and emotional support animals
 - Laws and regulations regarding disability

Equipment

- **1-800-804-1899**
- Provides free refurbished mobility aids and DME.
- Most of the stuff can be requested through the website.

- You can call to request things that may not be listed, like canes and walkers.
- You also may donate unused equipment according to their guidelines

[Stavros Center for Independent Living](#)

- **1-800-804-1899**
- info@stavros.org
- For Western Mass / Pioneer Valley area
- Provides a variety of services:
 - Equipment
 - Assistance finding accessible housing & housing modification
 - Assistance applying for SSI & SSDI
 - Healthcare Advocacy
 - And more!

Online:

[ASL University](#)

- Resource for learning ASL
- Deaf Professor from Sacramento
- Search function for specific signs

[Campus Accessibility Map](#)

- A map of the UMass Campus showing the accessibility of buildings.

[Tone Tags](#)

- An extensive list of tone tags for text communication

- Helps to clarify intent of messages