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# Quick Reference Guide: Who to Call When You or Someone You Know Needs Help

For a complete listing of resources related to housing, food, childcare, legal help, medical and dental, mental health resources, and more, please visit [www.healthypeninsula.org/resources](http://www.healthypeninsula.org/resources) or see below for more links to further resource information!

## Fire – Ambulance – Police

**For any emergency, please dial 9-1-1**

- Hancock County Sherriff's Department – 207-667-7575 (non-emergency number)
- Maine State Police (Bangor Office) – 207-973-3700 (non-emergency number)
- Northern Light Blue Hill Hospital Emergency Room – 207-374-3400
- Northern Light Eastern Maine Medical Center Emergency Room – 207-973-8000
- Poison Control Hotline - 800-222-1222

## Abuse/Neglect/Assault

- To report child abuse or neglect: Call 1-800-452-1999. For Deaf/Hard of Hearing - 711 (Maine Relay). The Maine Child and Family Services line is staffed 24-hours a day, 7-days a week.
- AMHC Sexual Assault Services: Call, text, or chat 1-800-871-7741. Text/Chat available M-F, 8a.m. to 11p.m., Helpline 24/7.
- Next Step Domestic Violence Project: Services remain available even while our buildings are closed to the public. Please call the 24-hour helpline—1-800-315-5579—if you or someone you care about needs information or assistance regarding domestic abuse, including shelter and legal services.
  - Ellsworth Office – 207-667-4606
  - For more information, see our website: [www.nextstepdvproject.org](http://www.nextstepdvproject.org) and our Facebook page: <https://www.facebook.com/NextStepDVProject/>
- Spruce Run Domestic Violence Project: Offers 24-hour hotline services, emergency shelter, transitional housing, support groups and advocacy to victims of intimate partner violence – 207-947-0496

## Crisis Lines

**Most are available 24/7 resources for those who are experiencing emotional distress.**

- Call 911 for psychiatric or medical emergency or immediate danger from physical or sexual violence.
- Statewide Crisis Line: to call for support in a mental health crisis – 888-568-1112
- Intentional Peer Support Warmline: speak with others who have lived experience with mental health conditions – 866-771-9276
- Suicide Hotline – 800-273-TALK (800-273-8255)
- Emotional-Support Help Line: Optum, part of UnitedHealth Group, is opening its Emotional-Support Help Line, with professionally trained mental health staff who are there to support people who may be suffering from fear or stress over COVID-19. Optum's Emotional-Support Help Line number is 866-342-6892 and will be open 24 hours a day, seven days a week. The service is free of charge and open to anyone.
- National Alliance on Mental Illness (NAMI):
  - Helpline (Monday through Friday, 10a.m. to 6p.m.): 800-950-6264. Provides early intervention with emotional support.
  - Crisis Text Line (available 24/7): text HOME to 741741.
  - For those who have a Facebook account, NAMI Maine has started two virtual support groups, one for family and one for peers. Search for “NAMI Maine Support.”
  - NAMI COVID-19 Resource and Information Guide: <https://www.nami.org/covid-19-guide>
  - Teen Text Line: NAMI has launched a teen text peer support line for adolescents who may need additional mental health support with a safe space to talk with another young person. Teens 14 to 20 years old can text (207) 515-8398 (TEXT) between noon and 10 p.m. Staff providing support via the Teen Text Line are between 19 and 23 years of age. The Teen Text Line is not a crisis line.

## Substance Use Support

**For immediate help in a possible overdose situation, please call 9-1-1.**

- DownEast Treatment Center through AMHC: Accepts MaineCare, private insurance and self-pay. Offers some funding support for qualifying individuals to reduce self-pay fees. Call the Access Center – 800-244-6431 to schedule an appointment.
  - Offer outpatient medication assisted treatment services for individuals in withdrawal and recovery from opioid use disorders.
  - 28-day Clinically managed high-intensity residential treatment
- Maine Health Equity Alliance: offers Narcan/Naloxone training and dose kits for free! Located at 5 Long Lane, Suite 1 in Ellsworth or 207-667-3506

Updated: June 29, 2020

- Opiate-Free Island Partnership, Inc: offers support and education for those with substance use additions and in recovery – 207-367-5850 or on Facebook at [www.facebook.com/opiatefreeisland](https://www.facebook.com/opiatefreeisland)
- Safe Drug Disposal: to safely and properly dispose of prescription drugs and over-the-counter medication, look on [www.healthyacadia.org/initiatives/preventing\\_substance\\_misuse.html](http://www.healthyacadia.org/initiatives/preventing_substance_misuse.html) for drop off locations

## Housing

**If you are in need of emergency shelter, please contact one of the following:**

- H.O.M.E., Inc. Shelter: Emergency Shelter can be accessed by calling 207-469-7961 and pressing option 1 between 8am -4pm and after hours at 207-460-3234.
- Emmaus Homeless Shelter: 25 bed facility which can accommodate four families, six single women and five single men, ages 18 and up. Shelter operates 24 hours a day, 365 days a year. Call 207-667-3962.

## More Resources

**This is by no means a comprehensive listing of resources and is meant as a quick reference guide. For more comprehensive listings, please refer to the following:**

- Call 2-1-1. For COVID-19 case numbers and travel advisories, and community health resource directories, connect with 211 Maine, either by dialing 211, by texting your ZIP code to 898-211 or by emailing: [info@211maine.org](mailto:info@211maine.org).
- Visit [www.healthypeninsula.org/resources](http://www.healthypeninsula.org/resources) for more specific and comprehensive resource guides and material
- Access our Community Resource Guide at <https://northernlighthealth.org/Locations/Blue-Hill-Hospital/Patients-Visitors/Healthy-Peninsula-Community-Resource-Guide>



Healthy Peninsula  
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