

Support for Caregivers During Times of Uncertainty

We recognize that there are ongoing actions being taken by the federal government relating to immigration, research funding, DEI, gender identity, gender-affirming care and more that have caused concern for many of our caregivers.

During times of uncertainty, it is important for all of us to focus on what we do best – improving the health of the diverse people that live in Central Massachusetts. We do this through culturally sensitive practices in clinical care, service excellence, teaching and research. This is our mission, and it is the driving force behind everything we do here, every day.

As we learn more about these evolving situations, we will offer guidance on how to manage these events in the workplace and access resources to support your well-being.

Today, we are providing you with information relating to the recent Executive Order that allows U.S. Immigration and Customs Enforcement (ICE) to enter medical settings. Additionally, we are providing support and resources for caregivers and their family members affected by these recent announcements.

If ICE agents present at any UMass Memorial Health facility:

- Escort the agent to a public area such as a waiting or reception area; if a public area is not available, ask them to wait outside.
- Request identification such as a business card and any documentation that the agents have and request that the agent remain in the public area while the documentation is reviewed.
- Immediately contact the UMass Memorial Office of General Counsel (OGC) and provide all available information and documentation. **The OGC is available 24/7 – during business hours, call 508-334-1700, and after hours, call the hospital operator at 508-334-1000.**
- OGC will review the documentation and provide direction regarding how the situation should be managed.

Support for caregivers and family members

If you or your family members are experiencing anxiety or stress due to recent government actions – we want you to know we are here for you and want to support you.

Our Optum Employee Assistance Program (EAP) has many resources available to support you and the members of your household. Please access their services directly. We also encourage you to use the following resources and share this information with fellow caregivers.

- Caregivers and their family/household members can access counseling via Optum 24/7 with “in-the-moment” crisis counseling by calling 866-263-3525.
- [Optum’s public-facing website](#) has a variety of helpful handouts around trauma, stress and grief.
 - Note that the above webpage and associated handouts can be translated into a variety of languages using the dropdown menu in the top right corner of the page.
 - This webpage also has a link to mobile crisis resources for mental health by state, as well as handouts to support adolescents.

- [Get support from a virtual coach](#) for anxiety, depression or stress via AbleTo.
- [Access the Calm app](#)'s Premium content to help you unwind or sleep better (free for UMass Memorial caregivers).
- [Review tips for safeguarding yourself](#) from stressful moments.

For more information about additional EAP resources and support, visit the [Optum EAP Hub page](#) or our [Emotional and Mental Well-Being Hub page](#).

Remember that you are not alone and that there is help waiting for you when you are ready.